

# **AMERICANS WITH DISABILITIES ACT**

## **PUBLIC NOTICE**

The Town of North Andover does not discriminate on the basis of disability. Citizens, program applicants, participants, members of the general public, employees, job applicants, and others are entitled access to all Town programs, activities, and services without regard to disability.

Copies of this notice are available, upon request, in accessible formats (large print, audiotape, Braille, computer disc, etc.) Our grievance procedure, self-evaluation, as well as ADA policies, practices, and procedures, are readily available, upon request. This notice is posted prominently at all our sites, and on all program brochures and manuals.

The Town has designated the following person to coordinate its efforts to comply with the ADA. Inquiries, requests, and complaints should be directed to:

Gerald Brown, ADA Coordinator  
The Town of North Andover  
1600 Osgood St.  
North Andover, MA 01845  
TEL: (978) 688-9545  
FAX: (978) 688-9542  
[gbrown@townofnorthandover.com](mailto:gbrown@townofnorthandover.com)

(Please post prominently at all public facilities).

## 7. Town of North Andover

### ADA Policies, Procedures, and Practices

#### THE TOWN OF NORTH ANDOVER ADA GRIEVANCE PROCEDURE:

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs, or benefits by THE TOWN.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the aggrieved and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Gerald Brown, ADA Coordinator  
The Town of North Andover  
1600 Osgood St.  
North Andover, MA 01845  
TEL: (978) 688-9545  
FAX: (978) 688-9542  
bgrown@townofnorthandover.com  
www.townofnorthandover.com

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the ADA Coordinator, will respond in writing, and, when appropriate, in a format accessible to the complainant, such as large print, Braille, or audiotape. The response will explain the position of Town of North Andover-The Town and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator, does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA Coordinator within 15 calendar days after receipt of the response to the Town Manager or his or her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting the Town Manager or his or her designee will respond in writing, and, where

appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator, appeals to the Town Manager or his/her designee, and responses from the ADA Coordinator and Town Manager or his/her designee will be kept by Town of North Andover for at least four years.

**AMERICANS WITH DISABILITIES ACT (ADA)**  
**Employment**  
**Reasonable Accommodation Policy**

It is the policy of The Town that no other qualified individual with a disability shall, solely by reason of his/her disability, be excluded from employment by The Town. Employment review and hiring will be based on the employee/prospective employee's ability to perform what The Town determines to be the essential functions of a job. Further, it is the policy of The Town that reasonable accommodations will be made for an otherwise qualified applicant or employee with a disability, unless the The Town can demonstrate that the accommodation imposes an undue financial or administrative hardship on the operation of its programs.

Notice of the availability of reasonable accommodations for job applicants will be included in postings and advertisements and will be made available upon request to applicants with disabilities during the pre-employment process if necessary to provide equal opportunity to secure employment at The Town.

All prospective employees will be informed at the initial interview that The Town does not discriminate on the basis of disability and that requests for reasonable accommodations needed for the performance of essential job functions or for the enjoyment of other benefits of employment should be made by the prospective employees following receipt of a conditional offer of employment, preferably at the post employment offer meeting.

People with disabilities employed by The Town may request reasonable accommodations from their immediate supervisor or from the ADA coordinator. Requests for reasonable accommodations should be made verbally and/or in writing describing the nature and purpose of the requested accommodation.

Assistance will be made available upon request to any individual who needs assistance in identifying or documenting the reasonable accommodation needed. The effectiveness of the accommodation and need for modifications or additional accommodations will be assessed during the first month of use of the accommodation.

Current employees seeking reasonable accommodations should make requests to their immediate supervisor who will inform the ADA coordinator. Requests for accommodations can be made at any time when they become necessary to the performance of essential job functions or the enjoyment of benefits of employment.

**Employment  
Reasonable Accommodation Policy  
Page #2**

A decision regarding the requested accommodation will be made within ten business days of the submission of the request and any supporting documentation required by the Town. If the RA cannot be provided within ten business days of the request, the supervisor will issue a memo to the employee or applicant explaining why. If a substitute RA is being offered to the employee, this will also be explained verbally and in writing.

These policies will be modified when necessary by the ADA Coordinator. The final decision concerning any requested accommodation that may represent an undue financial or administrative hardship will be made by the Town Manager. Applicants or employees have the right to appeal the denial of any accommodation request using the ADA Grievance Procedure. In the case of a denial based on undue hardship by the Town Manager, the employee or applicant may appeal in writing to the President of the North Andover Board of Selectmen.

It is the policy of The Town that staff training and development activities provided by Town personnel and volunteers include information about rights and obligations under Title I of the ADA. Our staff training and orientation manual includes a full explanation of our ADA policies, procedures, and practices regarding employment.

## **AMERICANS WITH DISABILITIES ACT (ADA)**

### **B. EMPLOYMENT TRAINING ASSURANCE**

All materials include information on reasonable accommodations, grievance procedures, essential v. nonessential job functions, permissible and impermissible inquiries. Training will be conducted annually, and all new staff are trained, as per our staff orientation procedures, on all of the above requirements. The ADA Coordinator is the employee responsible for seeing that this is done.

Details of disability are kept separate from other employment information. Employees right to confidentiality (whenever confidential information regarding disability, etc. is divulged) will be assured.

**AMERICANS WITH DISABILITIES ACT (ADA)**  
**III - NON-DISCRIMINATORY OPERATIONS**  
**A. Equal Opportunity policy**

The Town does not discriminate in employment practices against qualified job applicants or employees on the basis of disability in the areas of: hiring; promotion; demotion; transfer; recruitment; job advertisements; termination; post job offer; and training, etc. No qualified individual with a disability shall, solely by reason of his/her disability, be excluded from the participation in; be denied the benefits of; or otherwise be subjected to discrimination under any of our programs, services, and activities.

**In addition,** The Town shall:

- provide a program of information and awareness training about persons with disabilities to all supervisors and interviewers;
- review all job descriptions to ensure that they do not tend to screen out qualified individuals;
- eliminate unnecessary, non job-related mental and/or physical requirements for entry into each job;
- in the area of promotion, when a vacancy occurs, institute an internal search to determine if there is a qualified employee with a disability who could be promoted;
- provide alternate methods of informing employees with disabilities of relevant information (such as informing blind individuals of announcements posted on bulletin boards).
- review employee performance appraisals to ensure that no discriminatory patterns or practices exist or are developed affecting employees with disabilities or applicants; and provide reasonable accommodation in all areas of accessibility.

As stated earlier, it is the policy of The Town to ensure that persons with disabilities are provided maximum opportunity to participate in and benefit from programs, services, and activities.

**AMERICANS WITH DISABILITIES ACT (ADA)**  
**III - NON-DISCRIMINATORY OPERATIONS**  
**A. Equal Opportunity policy**  
**Page 2**

Moreover, it is our goal that such participation be in the same manner as those of non-disabled persons and in fully integrated settings.

It is understood that the obligation to comply with this policy is not obviated or alleviated by any state or local law or other requirement that, based on disability, imposes inconsistent or contradictory prohibition. Any prohibitions or limits upon the eligibility of qualified individuals with disabilities to receive services or practice any occupation or profession are not allowed under this policy.

## **B. Employment Policies and Procedures**

The Town will make reasonable modifications to our policies, practices, and procedures in order to accommodate persons with disabilities whenever an otherwise qualified person with a disability requests such modifications, unless the agency can demonstrate that such modification would impose an undue burden or fundamentally alter the nature of our program or the services that we offer.

We are committed to making reasonable modifications when they are needed to afford persons with disabilities access to services and programs. The final decision concerning whether a request for an modification is reasonable (or is a fundamental alteration of the program) is made by the Town Manager in discussion with the ADA Coordinator, and, if appealed, Town Selectmen. Aggrieved employees or applicants have the right to appeal as per our grievance procedure.

Persons requesting a particular modification may be asked to furnish documentation to support the need for the modification.

Aggrieved individuals have the right to appeal as per our written appeals process. This policy will be modified when necessary to make our program accessible to people with disabilities.

### **C. Eligibility Requirements Assurance**

Any prohibitions or limits on the eligibility of qualified individuals with disabilities to receive services or practice any occupation are not allowed under this policy. Eligibility requirements for our program are reviewed on a regular basis, and it has been determined they do not screen out or tend to screen out people with disabilities.

All safety requirements are similarly reviewed and it has been determined that there are no discriminatory requirements. The determination of the existence of a direct threat must be based on objective factual evidence and not stereotypes or misconceptions about a person's disability. If any new criteria are developed, their impact on persons with disabilities will be reviewed by the Town Manager, ADA Coordinator, and all staff will be informed on any changes in eligibility requirements that may arise.

### **D. Assurance Regarding Surcharges**

It is the policy of The Town that surcharges are never charged to staff/participants (nor any other interested person) for reasonable accommodations under any circumstances. Such accommodations include, but are not limited to: American Sign Language (ASL) interpreters, Computer Aided Real-time Translation (CART), architectural accessibility, computer accessibility hardware or software, Braille material, or any other costs related to the participation of a person with a disability.

### **E. Integrated Services**

It is our policy of that all of our services, programs, and activities are provided in the most integrated setting possible. People with disabilities are never required to participate in separate programs. Services will not be provided to any person with a disability in a manner or at a location different from that available to other. In all cases, the person with a disability (family members and other representatives only when appropriate) will be fully involved in the consideration and decisions.

## **F. Significant Assistance**

It is the policy of The Town that programs to whom we provide significant support (or contract with) may not discriminate against people with disabilities. All contracts and program sites are regularly assessed to ensure non-discrimination against people with disabilities. The Town will not contract with any entity that discriminates.

## **G. Accessible Transportation**

It is the policy of The Town that all transportation services provided are accessible to everyone regardless of their disability. In addition, any vehicles acquired for public non employee-only use, will be equipped with a wheelchair lift, tie downs, etc. all future van purchases will also be accessible. Our alternate transportation providers are: Atlantic Ambulance Service, tel: (718) 592-5400, and Chair To There, tel: (978) 777-7615; Handi-Call (781) 586-9780; American Medical Response (781) 592-8080.

## **H. Community Referral**

Whenever The Town participates in other programs and services as a condition of participation (e.g. Commonhealth, Employee Assistance Programs-EAP, other counseling agencies, MRC, fuel assistance, DSS. etc.) or makes reference to other programs, it is our policy that such programs and services must be accessible. We have information regarding which of the programs (to which it may refer people) are accessible, and which are not. Please note that there is at least one accessible provider in each of the categories of services in which we make referrals.

## **I. Training Assurance Policy Regarding Non-discriminatory Operations**

It is the policy of The Town that staff training and other staff development activities provided by agency personnel and volunteers include information about ADA requirements. Our programs operate in such a manner that does not discriminate against people with disabilities. As stated in our staff training and orientation manual, such training includes a full explanation of our ADA policies, procedures, and practices. Training is done on a regular basis, and The ADA Coordinator has the overall responsibility for ensuring that all staff are trained, including new employees.

## **IV. Effective Communication**

### **A. Effective Communication Policy**

It is the policy of The Town, Inc that auxiliary aids and services will be provided when necessary to ensure effective communication with persons whose disabilities effect communication. Persons with communication barriers will be given the opportunity to request the aid or service that they prefer and the requested aid or service will be given primary consideration by The Town unless doing so would impose an undue burden or a fully effective alternative is available.

It is the policy of The Town that all documents and publications are available, to anyone who requests them, in accessible formats. These include large print, audiotape, Braille, and computer disc.

The procedure for anyone who requests accessible formats (or any type of effective communication) is:

1. To specify his/her accessible format either in person, over the phone, or in writing to the ADA Coordinator at least 30 days in advance of the event.
2. Within four (5) business days of the request, The Town will provide the format to the requester at no charge.

The Town Manager is the staff person who makes undue burden determinations as per our procedures. When we decide what type of aid or service to provide, primary consideration is given to the type of aid or service preferred by the person with a disability.

### **B. TTY Assurance**

The Town has a TTY at our offices, and plans to acquire more. The Town is a leader, and a role model to other organizations on providing effective communications, as well as all other areas of ADA compliance. Our TTY number will be listed consistently on all our communications where The Town's phone

number is given. TTY training will be provided for all employees with updates on an annual basis.

### **C. Alternative Format policy and Procedures**

Alternative formats are made available to persons with disabilities who need them in alternate formats. Procedures have been established for the provision of alternative formats include large print, audiotape, Braille, and computer diskettes.

1. The procedure for requesting alternative formats is:  
The person making the request should identify the materials desired and specify his/her preferred alternate format to the ADA coordinator either in person, by phone, or in writing at least 30 days in advance of the event or activity for which the material is needed.
2. The materials will be provided in the requested format at no charge. (Every attempt will be made to meet request made less than 30 days before an event or activity.)
3. If, after primary consideration has been given to the preferred format, the request cannot be met, an alternative effective format will be made available. If a request cannot be met the person making the request will be informed as soon as possible but at least 5 days in advance of the event or activity.

We use: Mass Association for the Blind Braille Program and Recording Studio, 200 Ivy Street, Brookline, MA. 02446, tel: 1 (800) 852-3029, mablind.org, or MSMT, The Braille Center, 651 Yolanda Avenue, Santa Rosa, California 95404, tel: (707) 579-1115, Fax: (707) 579-1246; Carolyn Colclough for Braille Transcription services.

The Town Manager is the staff person who makes undue burden determinations as per our procedures. When we decide what type of aid or service to provide, primary consideration is given to the type of aid or service preferred by the person with a disability.

## **D. Interpreter Services Policy**

It is the policy of The Town that sign language interpreters, will be provided upon request to any person needing interpreter services in order to participate in any meeting, program, or activity of the agency. Requests should be made 30 days in advance of the scheduled event or meeting. (Every reasonable effort will be made to meet requests made with less than 30 days). Requests should be made either in person, over the phone, or in writing to the ADA coordinator, or Program Director.

Within twenty four (24) hours of the receipt, the ADA Coordinator or other responsible employee will contact the Massachusetts Commission for the Deaf and Hard of Hearing, (telephone # 617-695-7500) to schedule the interpreter service. In addition the MCDHH the International Institute of Greater Lawrence, Inc which maintains a list of names and phone numbers to at least three (3) qualified freelance language interpreters working in Greater Lawrence. Our Administrative Assistant coordinates requests for interpreters.

If an interpreter service cannot be obtained, the ADA Coordinator or other member of the staff will offer the option of an alternative effective form of communication or the opportunity to postpone the meeting until such a time as an interpreter can be scheduled.

It is the agency's policy to ensure funds are available for interpreting services by including a line item for interpreter services in each operating budget. The Town Manager is the staff person who makes undue burden determinations as per our procedures.

## **E. Assistive Listening Device Assurances**

It is the policy of The Town that assistive listening devices will be provided will be provided upon request to persons needing such device to participate in programs, services and activities of the agency.

The procedure for requesting an assistive listening device is:

1. To specify his/her device or service either in person, over the phone, or in writing to The Town ADA Coordinator, Chief, Department Director, or Manager.
2. If the device or service is to be used for a The Town (or other interagency) meeting, the requester will make the request at least 7 days prior to the scheduled event or activity. (Every reasonable effort will be made to meet requests made with less than 7 days notice.)
3. If adequate notice is given, and the Town Department, the Manager will offer the requester the option to postpone the meeting until such can be obtained.

The Town has an fm loop system. The Town will use Computer Assisted Real Time Reporter (CART), when requested by our staff, citizens, and participants for public meetings and events. MCDHH's statewide interpreter referral service is an additional resource for acquiring Interpreters as well as CART.

Adcare, Inc. (tel 508-752-7313, Jim Gorske; 5 Northampton Street Worcester, MA 01605, Fax 752-8111, is a resource for The Town. When we decide what type of aid or service to provide, primary consideration is given to the type of aid or service preferred by the person with a disability.

## **F. – G. TV Captioning and Video Assurance**

It is the policy of The Town that audio-visual presentations (provided for the public by the library or any other The Town department) will be accessible to all individuals with disabilities.

Whenever we provide TV programs, attempts are made to use captioned videos, whenever available. Captioned videos are used when necessary to ensure effective communication.

The procedure for any participant who requests a close caption device or descriptive reading service is:

1. To specify his/her need either in person, by telephone, or in writing to the ADA Coordinator or other Department Director or the Program Manager at least four (5) days before the film will be presented.
2. Within four (5) business days, we will provide the close caption video and device, or descriptive reading service during the presentation at no cost to the participant. Staff is trained on a regular basis by our Deaf/Hard of Hearing IL Services (DHILS) staff on the use of interpreters, decoders, CART, and other effective communications.

## **H. Effective Communication Training Assurance**

Training on all aspects of effective communication is conducted at least annually, and all new staff is trained, as per our staff orientation procedures, on all of the above requirements. All staff is familiar with, and has a copy of our entire ADA Policies, Procedures, and Practices.

# Attachment A: Vendor Product Literature

## Where to Purchase Equipment

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### **Preface**

It is our goal to present information in this document that will be helpful to persons who are looking for information on assistive technology. While it is impossible for us in a document such as this to keep abreast of the very latest "breaking news" in terms of technological advancements, we will make every effort to keep our information as current as possible. If you cannot find what you are looking for, or if you do not know what you are looking for after reading this page, please contact us. The staff of the Communication Access, Training and Technology Services at MCDHH is knowledgeable about all current technology used by Deaf, hard of hearing and late - deafened individuals and may be able to answer specific questions or direct you to the appropriate source for vendor-specific information.

There are many ways to classify communication aids and technology. To better enable our readers to find the appropriate source for their specific need, we have separated resources into several different categories. Some vendors/resources may appear in more than one category, so if you are looking for a specific vendor please look at the entire page before contacting us if you cannot find them.

***Resources, Manufacturers and Vendors*** : *If your listing is incorrect or you wish to be added/deleted from this page, please send us an e-mail with the relevant information.*

### **Overview**

#### **Alerting/Signaling/Paging Devices**

This category covers a broad range of products that alert Deaf, hard of hearing or late deafened individuals to sounds in their environment, such as doorbells, telephones, alarm clocks, kitchen timers, smoke detectors, a barking dog or a crying baby. The devices may use visual, amplified audible or tactile (vibrating) alerts or a combination of all three to alert the user to any of these sounds. Some devices are suitable for installation in multi-unit dwellings and will generally require the assistance of a qualified electrician - or the building's maintenance personnel where applicable - to install, while others are wireless and can be set up by most anyone without specific technical knowledge simply by plugging them in.

It is important to realize that there is no real one-size-fits-all solution. Different systems have different idiosyncrasies, and preferences vary from individual to individual. It is important that the system you select match your lifestyle. For example, if you live in your own home, love gardening and work in your backyard

frequently, a system that features a tactile pager is a must. If, on the other hand, you live in an apartment building or are quite sedentary and frequently wear nothing but a bathrobe or a housecoat when you are at home, a tactile pager system may not make sense because it typically requires wearing it on a belt so it is close enough to your body for you to actually feel the alert. Carrying it in your pocket may render it relatively useless, in which case a visual alerting system is to be preferred.

Make sure that you are easily able to differentiate between the different triggers or alerts, since a system that is not clear to you will soon have you frustrated and ignoring it. Likewise, if you are considering a wireless system, you may want to be sure that it is user-adjustable so you can change the transmitting and receiving frequencies if there should be an excessive amount of interference with the factory settings given the very large number of consumer wireless devices in use today. If you live in an area with frequent power outages, you may also want to consider a system that offers at least some degree of battery back-up capability for tactile alerting. There is no system currently on the market that will activate a strobe or flash a light without electricity.

***If you have any kind of seizure disorder, we very strongly recommend you do not purchase any system featuring strobe lights as the only alerting option, as these are known to trigger seizures in affected individuals.***

#### **Assistive Listening Devices and -Systems (ALD and ALS)**

ALD are generally used by individuals in smaller settings, while ALS are often encountered in large conference, meeting and entertainment venues and are capable of greater range and of supporting multiple receivers. Both are primarily used by hard of hearing individuals who have usable residual hearing and who can benefit from amplification. ALDs have been very much overlooked as an excellent alternative - or addition to - hearing aids in situations that will render the most sophisticated hearing aid by itself virtually useless. Background noise, coupled with poor room acoustics and distance from the sound source, can make it impossible for a person to clearly receive the intended "signal" (the sound source a person wants to hear) because of interference from the "noise" (the sounds a person does NOT want to hear but which intrude on what they DO want to hear). An ALD can avoid this conundrum by picking up the desired sound at the source and transmitting it directly to the listener's ear (or hearing aid) by a variety of transmission standards. Please see our [Assistive Listening Devices](#) page for more information.

Please note that quite a few hearing aid manufacturers have incorporated FM systems into their hearing aids by adding a modular "boot", a very small receiver that generally attaches to the hearing aid's direct audio input socket. If you have a late model hearing aid, and are considering purchasing an ALD(S), you might want to inquire about the availability of such an add-on option to your hearing aid.

## **Telecommunications**

There are various types of equipment that are designed to allow the Deaf, hard of hearing or late deafened user to effectively access the telephone system. Amplifiers help to boost the volume of either incoming or outgoing calls. TDD's are designed to facilitate nonverbal conversations on the telephone by allowing users to type messages back and forth. Please see our [Using A TTY](#) page. Wireless telecommunications allow users to stay in touch via sophisticated alphanumeric devices that can send and receive wireless text messages, as well as featuring direct communication with TDD's and other, more advanced, options.

## **Visual Communications: Interpreting, Communication Access Real-time Translation (CART), Speech Recognition, Notetaking, Closed Captioning, Captioned Movies, Text Displays**

*Interpreting* refers to the translation of spoken English into American Sign Language (ASL) and vice versa, preferably by a certified and screened American Sign Language Interpreter. In Massachusetts, MCDHH is the entity responsible for screening and certifying interpreters. Please see our [What Is An Interpreter](#) page for more information.

*Communication Access Real-time Translation* is a technology whereby a professional CART provider transcribes dialogue, as it is happening, using stenotype machines and specialized software. The resulting text can be viewed "live" on a notebook screen, be projected for multiple users to view on a large screen, or be inserted into a video feed for instant captioning. CART providers do, in fact, provide much of the captioning seen in movies and/or broadcast television.

*Speech recognition* is a process whereby a computer with specialized software "hears" spoken text and displays it in printed form for the person with hearing loss to read. While the technology is promising and has come very far, it is important to note that no program or software currently available approximates the speed and accuracy rate of a professional CART provider.

*Note taking or C-Print* is a form of non-verbatim "live" summation in which a specially trained individual with excellent typing ability attempts to summarize what is being said, usually by typing onto the keyboard of a laptop computer. This system does not provide verbatim output; however, it is being used where CART service is not available or where CART would be prohibitively expensive. It is worth noting that opinions diverge greatly as to the viability of this service. Few if any end-users would prefer Note taking or C-Print over CART given the choice, while educational institutions and others who are unable to find sufficient CART providers and/or claim to be unable to afford to provide them are the main proponents of this service.

*Captions* display spoken dialogue as printed words on the bottom of the television screen of a captioned TV program or a video. There are three forms of captioning: open, closed and real-time. *Open* captions can be viewed on all television sets; even those that do not have closed caption decoder circuitry. *Closed* captioning is present in almost all current televisions, since the

Americans with Disabilities Act mandated that all television sets sold in the U.S. after 1993, with screens 13 inches or larger, include a built-in decoder chip. This applies only to television sets with tuners, not to computer monitors or specialized display devices such as stadium view screens. For those devices, there are a number of manufacturers still making closed caption decoders, devices, which decode the captioned signal before it is sent to the screen for display.

*Text Displays* are special displays that show text output.

***Disclaimer Notice:***

*Listing in this document does not constitute or imply endorsement by the Commission of any particular product, manufacturer, vendor or resource. We very strongly encourage interested parties to try equipment hands-on before ordering it to minimize the possibility of dissatisfaction.*

**Assistive Technology: Research & Demonstration Resources:**

Among these resources are those within Massachusetts with a demonstration center and/or retail showroom. This is where you can actually try out equipment and obtain advice from people who can suggest to you what type of equipment would best address your needs. Since vendor information may change, please call ahead if you are planning a visit to any of these centers to ensure someone will be there to meet you.

**Massachusetts Commission  
for the Deaf and Hard of  
Hearing**

*Communication, Training, and  
Technology Services*

Jonathan O'Dell, Director  
150 Mt Vernon Street  
Suite 550

Boston, MA 02125-3115

617-740-1600 Voice

800-882-1155 Voice

617-740-1700 TTY

800-530-7570 TTY

Fax: 617-740 -1699

MCDHH.Office@state.ma.us

Internet:www.state.ma.us/mcdhh

Technical Assistance, Training,  
Information, Resource

Development and Referral

Contact: Carole Rossick or

Jonathan O'Dell

**New England ADA &  
Accessible IT Center**

c/o Adaptive Environments, Inc.  
374 Congress St., Suite 301

Boston, MA 02210-1807

617-695-1225 Voice/TTY

800-949-4232 Voice/TTY

adaptive@adaptenv.org

Internet:www.adaptenv.org

Technical, building and universal  
design requirements under the  
Americans with Disabilities Act

**Boston Guild for the Hard of  
Hearing**

1505 Commonwealth Avenue  
4th floor

Brighton, MA 02135-3605

888 GO GUILD Voice/TTY

bostonguild@hotmail.com

Internet: www.bostonguild.org

Audiological Services,

Speechreading Classes, Retail

Showroom

**Clarke School for the Deaf /  
Center for Oral Education  
*Center for Audiological Services***

Holly Altman, CCC-A, Director

**Hartling**

**Communications, Inc.**  
85 Wilmington Road,  
Suite 16

Burlington, MA 01803-  
1499

781-272-7634 Voice

781-270-6710 TTY

800-475-3183 Voice

800-672-9455

Fax: 781-229-9161

hartcom@ultranet.com

Internet:

www.hartling.com

Assistive Technology

Showroom,ALDS,

ADSS,

Telecommunications

**Massachusetts  
Assistive Technology  
Partnership (MATP)**

1295 Boylston St., Suite  
310

Boston, MA 02215-  
3407

617-355-7820 Voice

617-355-7301 TTY

617-355-6345 Fax

matp@matp.org

Internet:www.matp.org

Information, Referral,  
Technical Assistance,  
and Policy Consultation  
to improve access to  
assistive technology

**Massachusetts State  
Association of the  
Deaf (MSAD)**

220 Main Street

Malden, MA 02148-  
6905

781-388-9115 TTY

781-388-9114 Voice

781-388-9015 Fax

MSADeaf@aol.com

Internet:www.MSAD.org

Retail Showroom

**Massachusetts State**

**Northeast Technical  
Assistance Center at**

Northern Essex  
Community College

100 Elliott Way

Haverhill, MA 01830-2311

978-556-3341 TTY/Voice

978-556-3104 Fax

NETAC@necc.mass.edu

Internet:www.pepnet.org

Assistance to Deaf and  
hard of hearing

postsecondary students

**Rehabilitation  
Engineering Research  
Center (RERC) on**

**Hearing Enhancement**

*Division of Audiology and  
Speech-Language*

*Pathology*

Gallaudet University

Kendall Green

800 Florida Avenue NE

Washington, DC 20002-  
3600

Public Contact: Lois

O'Neill

Dissemination

Coordinator

718-350-3203 Voice/TTY

718-899-3433 Fax

info@hearingresearch.org

Internet:

www.hearingresearch.org

**Rehabilitation  
Engineering Research  
Center (RERC) on**

**Telecommunication  
Access**

UW Madison

Trace Center, College of  
Engineering

5901 Research Park

Boulevard

Suite 200

Madison, WI 53719-1252

Public Contact: Nancy

Gores

608-263-2309 Voice

## ADSS: Alerting Devices and Signaling Systems, Manufacturers

### **Ameriphone**

(see  
*Telecommunications:  
Manufacturers and  
Vendors* )

### **Hearing Resources**

4311 NE Tillamook  
Street Portland OR  
97213

800-531-2139 Voice/TTY

503-774-3668 Voice/TTY

Fax: 503-774-7247

info@earlink.com

Internet:

[www.earlink.com](http://www.earlink.com)

### **Global Assistive Devices, Incorporated**

4950 North Dixie

Highway

Suite 121

Fort Lauderdale, FL

33334-3947

888-778-4237 Voice

954-784-0035 Voice

Fax: 954-784-0047

info@globalassistive.com

Internet:

[www.globalassistive.com](http://www.globalassistive.com)

### **NFSS Communications**

1 Turnmore Court

Silver Spring, MD 20906-  
2129

888-589-6670 Voice/TTY

Fax: 301-871-3731

info@nfss.com

Internet: [www.nfss.com](http://www.nfss.com)

### **Phone-TTY Incorporated**

(see *Telecommunications:  
Manufacturers and Vendors*  
)

### **Silent Call**

### **Communications Corporation**

Post Office Box 868

Clarkston, MI 48347-0868

800-572-5227 Voice/TTY

248-673-0221 Voice/TTY

Fax: 248-673-5442

sales@silent-call.com

Internet: [www.silent-call.com](http://www.silent-call.com)

### **Sonic Alert, Inc.**

1050 East Maple Road

Troy, MI 48083-2813

248-577-5400 Voice/TTY

Fax: 248-577-5433

sonic-

info@sonicalert.com

Internet:

[www.sonicalert.com](http://www.sonicalert.com)

### **Ultratec, Inc.**

(see

*Telecommunications:  
Manufacturers and  
Vendors* )

### **Walker Equipment Corporation**

(see

*Telecommunications:  
Manufacturers and  
Vendors* )

\* Also see Resources &  
Catalog Vendors for  
ADSS

## ALDS: Assistive Listening Devices and Systems

### **American Loop Systems**

29 Silver Hill Road, Suite 100

Milford, MA 01757-1311

Audio Induction Loop ALDS

### **Listen Technologies Corporation**

8535 South 700 West, Suite A

Sandy, UT 84070-2515

800-330-0891 Voice

### **Williams Sound Corporatic**

10399 West 70th Street

Eden Prairie, MN 55344-345

800-328-6190 Voice

952-943-2252 Voice

**Audex/Audiometrics**  
710 Standard Street  
Longview, TX 75604-5443  
800-237-0716 Voice/TTY  
800-283-3974 Fax  
903-295-8244 Voice/TTY  
903-295-0310 Fax  
vbeatty@audex.com  
internet: [www.audex.com](http://www.audex.com)  
Infrared, Counterloop and  
Hardwired ALDS  
Telecommunications

**Audio Enhancement**  
12613 South Redwood Road  
Riverton, UT 84065-5211  
801-254-9263 Voice/TTY  
801-254-3802 Fax  
Internet:  
[www.audioenhancement.com](http://www.audioenhancement.com)  
jeff@audioenhancement.com  
FM ALDS

**AVR Sonovation, Inc.**  
7636 Executive Drive  
Eden Prairie, MN 55344-3677  
800-462-8336 Voice  
612-934-3111 Voice  
612-934-3033 Fax  
sonos@avrsono.com  
Internet: [www.avrsono.com](http://www.avrsono.com)  
FM ALDS BTE-FM

**Centrum Sound**  
572 La Conner Drive  
Sunnyvale, CA 94087-5712  
408-736-6500 Voice  
408-736-6552 Fax  
info@centrumsound.com  
Internet: [www.centrumsound.com](http://www.centrumsound.com)  
ALDS  
TELECOMMUNICATIONS

**Com-Tek**  
357 West 2700 South  
Salt Lake Town. UT 84115-2904

801-233-8992 Voice  
Fax: 801-233-8995  
info@ListenTech.com  
Internet: [www.ListenTech.com](http://www.ListenTech.com)

**Oval Window Audio**  
33 Wildflower Court  
Nederland, CO 80466-9638  
303-447-3607 Voice/TTY/Fax  
info@ovalwindowaudio.com  
Internet:  
[www.ovalwindowaudio.com](http://www.ovalwindowaudio.com)  
Audio Induction Loop ALDS

**Phonak Inc., USA**  
4520 Weaver Parkway  
Warrenville, IL 60555-3927  
630-821-5000 Voice  
800-679-4871 Voice  
Fax: 630-393-7400  
info@phonak.com  
Internet: [www.phonak-us.com](http://www.phonak-us.com)  
BTE FM

**Phonic Ear, Inc.**  
3880 Cypress Drive  
Petaluma, CA 94954-7600  
800-227-0735 Voice  
800-227-0735 ext. 291 TTY  
707-769-1110 Voice  
Fax: 707-781-9415  
Internet: [www.phonicear.com](http://www.phonicear.com)  
FM and Infrared ALDS  
Sound Field Systems

**Sennheiser Electronic Corporation**  
1 Enterprise Drive  
Old Lyme, CT 06371-1568  
860-434-9190 Voice  
Fax: 860-434-1759  
audiology@sennheiserusa.com  
Internet:  
[www.sennheiserusa.com](http://www.sennheiserusa.com)  
Infrared ALDS

866-943-9675 TTY  
Fax: 952-943-2174  
info@williamssound.com  
Internet: [www.williamssound.com](http://www.williamssound.com)  
FM, IR and Hardwired ALDS  
Audible Telecommunication  
Products

### **Rentals of FM Assistive Listening Systems for Accessible Events:**

**Hartling Communications,**  
85 Wilmington Road, Suite 1  
Burlington, MA 01803-1499  
781-272-7634 Voice  
781-270-6710 TTY  
800-475-3183 Voice  
800-672-9455  
Fax: 781-229-9161  
hartcom@ultranet.com  
Internet: [www.hartling.com](http://www.hartling.com)

**MassAV**  
80 Cambridge Street  
Burlington, MA 01803-4146  
781-270-0027 Voice  
Fax: 781-270-0037  
info@massav.com  
Internet: [www.massav.com](http://www.massav.com)

**Terry Hanley Audio System**  
John Doerschuk, G.M.  
329 Elm Street  
Cambridge, MA 02139-1496  
617-661-1520 Voice  
Fax: 617-661-3349  
mail@terryhanleyaudio.com  
Internet: [www.terryhanleyaud.com](http://www.terryhanleyaud.com)

801-466-3463 Voice  
801-484-6909 TTY  
sales@comtek.com  
Internet: [www.comtek.com](http://www.comtek.com)

**Gentner Communications Corporation**  
1825 Research Way  
Salt Lake Town, UT 84119-2302  
800-945-7730 Voice  
800-933-5107 Fax  
801-975-7200 Voice  
801-977-0087 Fax  
sales1@gentner.com  
Internet: [www.gentner.com](http://www.gentner.com)  
FM ALDS

**Telex Communications, Inc.**  
12000 Portland Avenue South  
Burnsville, MN 55337-1522  
Internet: [www.Telex.com](http://www.Telex.com)  
*Telex Personal FM ALD, BTE-  
FM, Soundfield Systems*  
Contact: Pam Johnson  
pam.johnson@telex.com  
800-828-6107 ext. 5546  
866-292-7707 Fax  
*Telex Large Area FM ALS*  
Contact: Carla Engler  
carla.engler@telex.com  
800-392-3497  
Fax: 800-323-0498

## Telecommunications: Manufacturers and Vendors

**Ameriphone, Inc.**  
12082 Western Ave.  
Garden Grove, CA 92841-2913  
800-772-2889 TTY  
800-874-3005 Voice  
Fax: 714-897-4703  
customerservice@ameriphone.com  
Internet: [www.Ameriphone.com](http://www.Ameriphone.com)  
Telecommunications, ADSS

**Audex/Audiometrics**  
(see ALDS)

**DiRAD Technologies, Inc.**  
14 Computer Drive East  
Albany, NY 12205-1153  
518-438-6000 Voice  
518-459-6710 TTY  
Fax: 518-458-2782  
info@dirad.com  
Internet: [www.DiRad.com](http://www.DiRad.com)  
TTY Automated Menu Software

**Intelligent Products Company**  
1500 Worcester  
Road # 322  
Framingham, MA  
01702-8998  
508-879-5425 TTY  
info@softtty.com  
Internet:  
[www.softty.com](http://www.softty.com)  
TTY Software for  
Apple/Macintosh

**Microflip Inc.**  
11213 Petworth  
Lane  
Glenn Dale, MD  
20769-2017  
301-262-2607  
Voice  
301-262-6020  
Voice/TTY

**Phone-TTY, Inc.**  
1246 Route 46 West  
Parsippany, NJ 07054-  
2121  
888-332-3889  
Voice/TTY/VCO  
973-299-6627 Voice  
973-299-6626 TTY  
973-299-7768 Fax  
PhoneTTY@aol.com  
Internet: [www.phone-  
tty.com](http://www.phone-<br/>tty.com)  
TTY Software,  
Telecommunications

**Ultratec, Inc.**  
450 Science Drive  
Madison, WI 53711-  
1166  
800-482-2424  
Voice/TTY  
608-238-5400  
Voice/TTY

**HATIS Corporation**  
1981 North Broadway, Suite 310  
Walnut Creek, CA 94596-3841  
925-256-7767 Voice  
Fax: 925-274-0400  
uhearne@hatis.com  
Internet: [www.hatis.com](http://www.hatis.com)  
Hearing Aid Telephone  
Interconnect  
Systems

301-262-4978 Fax  
info@microflip.com  
Internet:  
[www.microflip.com](http://www.microflip.com)  
TTY Software

608-238-3008 Fax  
service@ultratec.com  
Internet:  
[www.ultratec.com](http://www.ultratec.com)  
Telecommunications -  
Visual, ADSS

**NXi**  
**Communications, Inc.**  
4505 S. Wasatch Blvd.  
Suite 120, Eagle Plaza Center  
Salt Lake Town, UT 84124-4710  
801-274-6001 Voice  
801-274-6004 TTY  
Fax: 801-274-6002  
nxi@nextalk.com  
Internet:  
[www.nxicom.com](http://www.nxicom.com)  
TTY Software

**Walker Equipment Corporation**  
4289 Bonny Oaks Dr.  
Suite 106  
Chattanooga, TN 37406-1600  
800-HANDSET Voice  
423-622-7793 Voice  
Fax: 800-325-8871  
Fax: 423-622-0414  
product@mywalker.com  
Internet:  
[www.mywalker.com](http://www.mywalker.com)  
Telecommunications -  
Audible, ADSS

## Telecommunications: Wireless

**Arch Wireless**  
1800 West Park Drive # 250  
Westborough, MA 01581-3989  
888-534-1397 Voice  
508-870-6700 Voice  
Fax: 508-836-3626  
sales@arch.com  
Internet: [www.arch.com](http://www.arch.com)

**Skytel**  
**Communications, Inc.,**  
**WorldCom**  
515 East Amite Street  
Jackson, MS 39201-2907  
800-552-6835 Voice  
601-944-1300 Voice  
Internet: [www.skytel.com](http://www.skytel.com)

**Wynd Communications Corporation**  
75 Higuera Street # 240  
San Luis Obispo, CA 93401-5425  
800-549-9800 Voice  
800-549-2800 TTY  
Fax: 805-781-6001  
sales@wynd.com  
Internet: [www.wynd.com](http://www.wynd.com)  
[www.wyndtelldealers.com](http://www.wyndtelldealers.com)



## **Interpreting/CART**

### **MCDHH Interpreter/CART Referral Service**

(M-F 8:45 to 5:00)  
617-740-1600 Voice  
617-740-1700 TTY  
Fax: 617-740-1880  
For medical, mental health, or legal emergencies only:  
800-249-9949 TTY/Voice

### **National Court Reporters Association**

8224 Old Courthouse Road  
Vienna, VA 22182-3808  
800-272-6272 Voice  
703-556-6272 Voice  
703-556-6289 TTY  
Fax: 703-556-6291  
msic@ncrahq.org  
Internet: [www.ncraonline.org](http://www.ncraonline.org)

### **Massachusetts Court Reporters Association**

Robert Bramanti, President-Elect  
19 Harrison Street  
Framingham, MA 01702-2313  
508-879-4891 Voice  
Fax: 508-879-4888  
mcra@resource-network.com

### **Court Reporting Information Technologies (CRIT)**

NCRA- Approved Training Program  
Springfield Technical Community College  
Dr. Beverly McCarthy, CRI, CPE  
One Armory Square  
Springfield, MA 01101-9000  
413-755-4099 Voice  
Fax: 413-731-8428  
BmcCarthy@STCC.Mass.edu  
Internet: [www.stcc.mass.edu](http://www.stcc.mass.edu)

### **Registry of Interpreters for the Deaf (RID)**

333 Commerce Street  
Alexandria, VA 22314-2801  
703-838-0030 Voice

### **1450, Inc.**

iCommunicator  
7108 Fairway Drive, Suite 101  
Palm Beach Gardens, FL 33418  
Voice: 888-933-0001  
FAX: 561-630-0375  
[icomm@1450.com](mailto:icomm@1450.com)  
Internet:  
[www.mycommunicator.com](http://www.mycommunicator.com)

## **Notetaking**

### **Northeast Technical Assistance Center (NETAC)**

52 Lomb Memorial Drive  
Rochester, NY 14623-5604  
716-475-6433 Voice/TTY  
Fax: 716-475-7660  
netac@rit.edu  
Internet: [www.netac.rit.edu](http://www.netac.rit.edu)

## **Captioning**

### **The Caption Center at WGBH**

125 Western Avenue  
Allston, MA 02134-1098  
617-300-3600 Voice/TTY  
Fax: 617-300-1020  
access@wgbh.org  
Internet: [www.WGBH.org](http://www.WGBH.org)

### **Captioneering**

704 South Victory Boulevard,  
Suite 204  
Burbank, CA 91502-2471  
888-418-4782 Voice  
818-558-3361 Voice  
Fax: 818-558-3368  
Internet:  
[www.captioneering.com](http://www.captioneering.com)

### **CaptionMax**

401 Fifth Avenue, Fifth floor  
New York, NY 10016-3317  
212-686-3644 Voice  
Fax: 212-686-3229

### **RapidText**

1801 Dove Street,  
Suite 101  
Newport Beach, CA 92660-2403  
949-399-9200  
Voice  
info@rapidtext.com  
Internet:  
[www.rapidtext.com](http://www.rapidtext.com)

### **ViTAC**

101 Hillpointe Drive  
Canonsburg, PA 15317-9503  
724-514-4000  
Voice  
800-278-4822  
Voice  
724-514-4100 TTY  
Fax : 724-514-4111  
info@vitac.com  
Internet:  
[www.vitac.com](http://www.vitac.com)

## **Captioned Movies**

### **Captioned Media Program**

1447 East Main Street  
Spartanburg, SC 29307-2240  
800-237-6213  
Voice  
800-237-6819 TTY  
Fax: 800-538-5636  
info.cfv.org  
Internet:  
[www.cfv.org](http://www.cfv.org)

### **Movie Theater Rear Window Captioning**

National Center for Accessible Media  
WGBH Educational Foundation  
Motion Picture Access Project

## **Selected Catalog Vendors**

The following vendors represent only a small sample of the total number of vendors in this field. The Commission cannot and does not endorse individual vendors, and listing in this section does not constitute endorsement any more than omission of listing constitutes lack of endorsement. If your company listing is missing, needs to be updated or you wish it to be removed, please send the relevant information to the [MCDHH Webmaster](#).

**ADCO Hearing Products, Inc.**  
5661 South Curtice Street  
Littleton, CO 80120-1107  
800-726-0851 Voice/TTY  
303-794-3928 Voice/TTY  
Fax: 303-794-3704  
sales@adcohearing.com  
Internet: [www.ADCOhearing.com](http://www.ADCOhearing.com)

**General Technologies**  
7417 Winding Way  
Fair Oaks, CA 95628  
800-328-6684 Voice/TTY  
916-962-9225 Voice/TTY  
Fax: 916-962-9823  
devices4less@netscape.net  
Internet: [www.devices4less.com](http://www.devices4less.com)

**HARC Mercantile, Ltd.**  
1111 West Centre Avenue  
Portage, MI 49024 or  
P.O. Box 3055  
Kalamazoo, MI 49003-3055  
800-445-9968 Voice/TTY  
800-413-5245 TTY  
800-413-5248 Fax  
home@hacofamerica.com  
Internet: [www.harcmercantile.com](http://www.harcmercantile.com)

**Harris Communications**  
15155 Technology Drive  
Eden Prairie, MN 55344-2277  
800-825-6758 Voice  
800-825-9187 TTY  
612-906-1180 Voice  
612-906-1099 Fax  
mail@harriscomm.com  
Internet: [www.harriscomm.com](http://www.harriscomm.com)

**Hartling Communications, Inc.**  
85 Wilmington Road, Suite 16  
Burlington, MA 01803-1499  
781-272-7634 Voice  
781-270-6710 TTY  
800-475-3183 Voice  
800-672-9455  
Fax: 781-229-9161  
hartcom@ultranet.com  
Internet: [www.hartling.com](http://www.hartling.com)

**Hearing Resources**

**HEAR-MORE**  
42 Executive Boulevard  
Farmingdale, NY 11735-4710  
800-881-4327 Voice  
800-281-3555 TTY  
Fax: 631-752-0689  
sales@hearmore.com  
Internet: [www.hearmore.com](http://www.hearmore.com)

**HiTec Group International, Inc.**  
8160 South Madison Street  
Burr Ridge, IL 60527-5854  
800-288-8303 Voice/TTY  
800-536-8890 TTY  
630-654-9200 Voice/TTY  
Fax: 630-654-9219  
info@hitec.com  
Internet: [www.hitec.com](http://www.hitec.com)

**LS&S Group, Inc.**  
Post Office Box 673  
Northbrook, IL 60065-0673  
800-317-8533 TTY  
800-468-4789 Voice  
847-498-1482 Fax  
jdean@LSSonline.net  
Internet: [www.LSSonline.net](http://www.LSSonline.net)

**Potomac Technology, Inc.**  
One Church Street, Suite 101  
Rockville, MD 20850-4194  
800-433-2838 Voice/TTY  
301-762-4005 Voice  
301-762-0851 TTY  
301-762-1892 Fax  
info@potomactech.com  
Internet: [www.potomactech.com](http://www.potomactech.com)

**SoundBytes**  
P.O. Box 287175  
New York, NY 10028-0020  
800-667-1777 Voice/TTY  
212-371-7318 Fax  
info@soundbytes.com  
Internet: [www.soundbytes.com](http://www.soundbytes.com)

**Weitbrecht Communications, Inc.**  
2716 Ocean Park Blvd.  
Suite 1007  
Santa Monica, CA 90405-5235  
800-232-9130 V/TTY

**Addendum**

**Americans With Disabilities Act (ADA) Non-Discrimination on the Basis of Disability  
Policies and Procedures**

**How to obtain : Alternate formats, assistive listening devices, and other reasonable accommodations.**

Alternate Formats  
Braille and Transcription service providers

1.) MSMT, The Braille Center  
11 West Bareham Avenue  
Santa Rosa, California 95407  
tel (707) 579-1115  
fax (707) 579-1246

2.) Massachusetts Association For The Blind  
Braille Department  
200 Ivy Street  
Brookline, Mass. 02146  
tel (800) 682-9200

3.) Ferguson Industries  
call Phil Oliver  
tel (800) 392-6450  
For Audiotape Transcription:

4.) Lowell Association For The Blind  
174 Central Street  
Lowell, Mass. 01852  
tel (508) 454-5704

5.) Massachusetts Association For The Blind  
Recording Department\*  
200 Ivy Street  
Brookline, Mass. 02146  
tel (800) 682-9200

\*ask about tone indexing for large documents, which is recommended).

**For large print : Use your xerox, copy machine, your computer, etc. 14 point print or  
better is large print.**

For computer disc format : Provide the requester with a disc which contains your text. AscII, or other formats are generic for blind computer users.

Assistive Listening Devices  
(Includes audio loop systems, hearing aids, etc.).

American Loop Systems  
43 Davis Road, Suite 11  
Belmont, Mass. 02178  
(617) 776-5667  
(800) 955-7204

Audiological Engineering Company  
35 Medford Street  
Somerville, Mass. 02143  
(617) 623-5562

**Potomac Technology, Inc.**  
One Church Street, Suite 101  
Rockville, MD 20850-4194  
800-433-2838 Voice/TTY  
301-762-4005 Voice  
301-762-0851 TTY  
301-762-1892 Fax  
info@potomactech.com  
Internet: [www.potomactech.com](http://www.potomactech.com)

**Interchurch Audio Resources**  
11 Lynch Street  
Melrose, Mass. 02176  
(617) 665-1442

**National Catalog House For The Deaf**  
4248 North Kilpatrick Avenue  
Chicago, Illinois 60641  
(312) 736-6250  
(312) 736-5243(TTY)  
(312) 286-7820(fax)  
*(Also sells- close-caption devices, volume control telephones, flashing smoke detectors, fire alarms, flashing doorbells, VCR decoders, hearing aids, etc.)*

**AA&T Burlington**  
Burlington Mall  
Middlesex Turnpike  
Burlington, Massachusetts 01803  
(617) 273-5744 v/tty

To Purchase TTY machines :

**AA&T Special Needs Store**  
North Shore Shopping Center  
North Shore Mall  
Routes 128 and 114  
(508)532-3444

**Allied Telecommunications**  
60 Oxford Road  
Newton Center, Mass. 02159  
(617) 969-3550

**Hartling Communications**  
7 Sunset Drive  
Burlington, Mass.  
(617) 272-7634

**Richard Doody**  
Metro Communications  
80 Lynn Street  
Everett, Mass. 02149  
(617) 387-9212 (sales and service)

**National Catalog House For The Deaf**  
4248 North Kilpatrick Avenue  
Chicago, Illinois 60641  
(312) 736-6250  
(312) 736-5243(TTY)

**(312) 286-7820(fax)**

**To obtain descriptive video service (DVS) for video presentations, contact Brian Langlois at the Northeast Independent Living Program (508) 687-4288, or WGBH TV in Allston, (617) 492-2777.**

**To request a sign language interpreter, call the Massachusetts Commission For The Deaf and Hard of Hearing (MCDHH), Statewide interpreter referral service at (617) 727-5106, 1(800) 882-1155, their address is:  
MCDHH,  
600 Washington Street,  
Suite 600  
Boston, Mass 02111**