

How to contact us:

We have seven Regional Centers throughout the state to assist you with your needs. Please contact the center nearest you for assistance.

DSDHH's phone listing uses the following abbreviations:

V – voice (for people who do not use telephone assistive equipment)

TTY – phone equipment

(for Deaf, Hard of Hearing and Deaf-Blind people)

VP – video phone

(for people who use sign language to communicate)

Asheville:

12 Barbetta Drive • Asheville, NC 28806
828-665-8733 V • 828-333-5830 VP
828-665-8737 TTY • 800-681-8035 TTY
800-681-7998 V • 828-670-5054 Fax

Charlotte:

5501 Executive Center Dr., Suite 200 • Charlotte, NC 28212
704-568-8558 V • 704-918-1554 VP
704-568-8505 TTY • 800-835-5302 V
800-835-5306 TTY • 704-568-9615 Fax

Greensboro:

122 North Elm Street, Suite 900 • Greensboro, NC 27401
336-273-9692 V/TTY • 336-429-5644 VP
888-467-3413 V/TTY • 336-256-0689 Fax

Morganton:

107 Foothills Drive • Morganton, NC 28655
828-430-7185 V • 828-475-6606 VP
828-430-7192 TTY • 800-999-8915 V
800-205-9920 TTY • 828-430-7193 Fax

Raleigh:

4900 Waters Edge Drive • Raleigh, NC 27606
919-859-8526 V (Main) • 800-999-5737 V (Main)
919-233-7082 TTY • 919-890-0858 VP
919-233-7083 Fax

Wilmington:

3340 Jaeckle Drive, The Randall Bldg., Suite 104
Wilmington, NC 28403
910-251-5702 V • 910-777-5770 VP
910-251-5767 TTY • 800-205-9915 V
800-205-9916 TTY • 910-251-2677 Fax

Wilson:

2705 Wooten Blvd. • Wilson, NC 27893
252-243-3104 V • 252-674-1141 VP
252-243-1951 TTY • 800-999-6828 V
800-205-9925 TTY • 252-243-7634 Fax

Home Office:

919-874-2212 V/TTY • 919-890-0859 VP
800-851-6099 V/TTY • 919-855-6872 Fax

www.ncdhhs.gov/dsdhh

Facts about Deaf-Blind People

General Information

- The term “deaf-blind” refers to people with both hearing and vision loss.
- Deaf-blind people vary widely in the degree and type of vision and hearing loss they experience.
- People can become deaf-blind at any age, from birth to the end of life. Causes include illness, injury, and family genetics.
- Deaf-blind people experience far greater adverse consequences than people with hearing loss only or vision loss only.
- Among the greatest difficulties deaf-blind people face are those related to communication and mobility; communication barriers in particular can lead to a profound sense of isolation and loneliness.
- Deaf-blind people can and do hold responsible jobs in challenging fields, but job opportunities remain limited. Many areas of employment are limited to deaf-blind people due to attitudinal barriers and the low expectations of employers.

Communication

- Deaf-blind people use a variety of communication methods, depending on the **age of onset, degree and type of hearing and vision loss, and the communication environment.**
- Blind people who lose hearing after they have learned to speak may be able to continue to express themselves through speech, but often they must learn a new mode for receiving language.
- Deaf people who lose vision after learning American Sign Language can continue to express themselves through signing but must learn to receive sign language tactilely or in a modified form.

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nc department
of health and
human services



State of North Carolina • Pat McCrory, Governor
Department of Health and Human Services • Aldona Z. Wos, M.D., Secretary
Division of Services for the Deaf and the Hard of Hearing
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- Other methods of communication used by deaf-blind people include reading and writing in Braille, large print, and/or print-on-palm method (tracing the shapes of letters in a deaf-blind person's palm).
- Assistive technology allows deaf-blind people to use computers/telephones and to converse with people unfamiliar with more specialized methods of communication.
- Interpreting services can greatly expand deaf-blind people's access to social, recreational, educational, and cultural events, as well as community services such as counseling, medical care, and vocational training.

Mobility

- Deaf-blind people can increase their mobility through training in the use of canes for walking, special transportation services, guide dogs, and sighted guide services if those services are available in the community.
- Transportation services provide deaf-blind people with a vital link to activities and services in their communities.
- With assistance many deaf-blind people are able to use public transportation such as taxis, airplanes, and trains.

Interacting with Deaf-Blind People

- To get a deaf-blind person's attention, gently touch the person on the arm or shoulder, wait to be acknowledged, and identify yourself; do not assume that a deaf-blind person knows who you are.
- Learn to use whatever means of communication the deaf-blind person prefers. If you know another method that might be helpful, share that information.
- Express yourself in a natural way; softening or exaggerating your gestures may result in confusion.
- Express yourself clearly and make sure that your message is understood. Summarizing important points at the end of a conversation is often helpful.
- Always inform the deaf-blind person of your whereabouts. Also, let the deaf-blind person know if you intend to leave the immediate area.
- If others are present, let the deaf-blind person know their locations. Inform him or her of opportunities to enter the conversation without interrupting others.
- If you move an object (a glass of water, a chair) in the immediate environment, let the deaf-blind person know. Such information can prevent accidents and reduce confusion.
- When walking with a deaf-blind person, offer your elbow or shoulder as a guide. Hold your guiding arm close to your side to provide a stable area of contact and walk slightly ahead of the deaf-blind person. Pause slightly to indicate that you have arrived at stairs or a curb.
- You can learn more about interpreting and guiding by seeking the suggestions of deaf-blind people, observing their reactions in various situations, and consulting books on these subjects.

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