

# WE ARE HANDS & VOICES

INTRODUCTION TO GBYS



HANDS &  
VOICES™

# H&V Mission and Vision Statement

## Mission Statement:

*Hands & Voices is a parent driven organization that supports families with children who are Deaf or Hard of Hearing without a bias around communication modes or methodology.*

## Vision Statement:

*We envision a world where children who are deaf and hard of hearing have every opportunity to achieve their full potential.*

**Motto:** *“What works for your child is what makes the choice right”*

# HANDS & VOICES PRESENCE



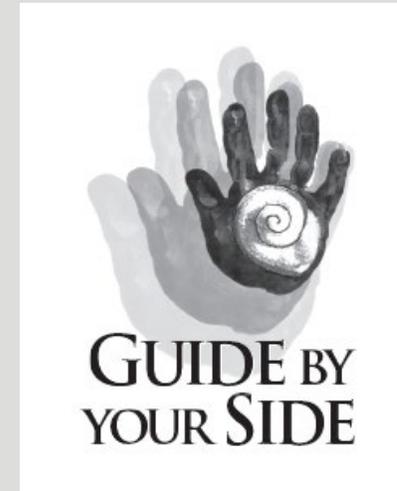
47 Chapters

27 Guide By Your Side Programs (GBYS)

9 Advocacy Support & Training (ASTra)

# Guide By Your Side™

- A program based on direct feedback from families sharing their opinions on what is most helpful to them:  
direct support from experienced, trained parents of deaf/hh children and d/hh adults
- Modeled after H&V unbiased support philosophy and replicable across programs



# Where Families Find Support

- Formal Parent Support Groups
  - △ Deaf Specific
  - △ General Disability
- Informal Parent Support

## Parent-to-Parent

- Mentor
- Role Model

## Adults Who Are Deaf/ Hard of Hearing

# family

## Information

- Internet Websites
- Brochures
- Books
- CDs/DVDs/Videos
- Resource Guides
- Curricula

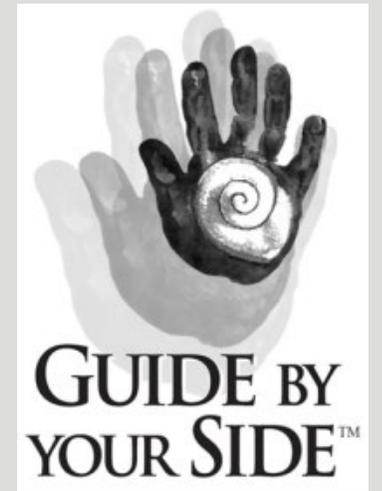
## Existing Communities

- Family
- Friends
- Neighborhood
- Places of Worship/Spiritual

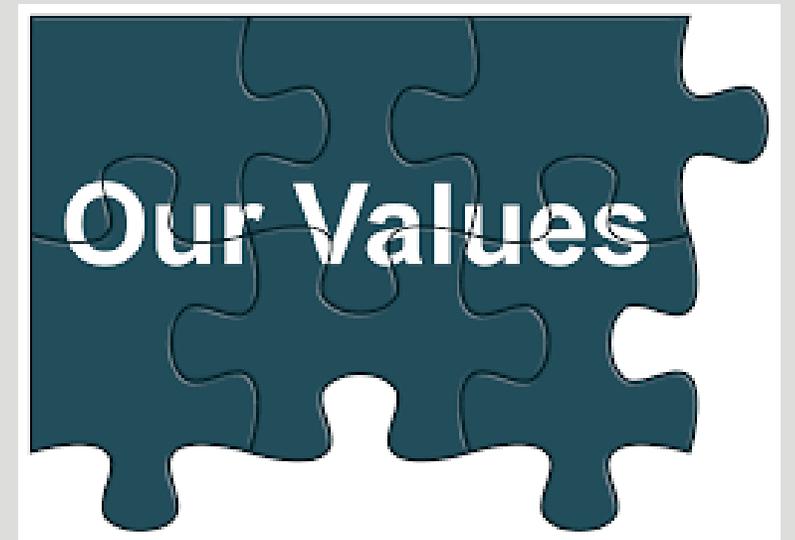
## Professionals

- Service Coordinator
- Parent Educator
- Early Interventionist
- Audiologist
- Medical Home/ Physician
- Speech/Language Pathologists
- Teacher
- Hospital Staff
- Communication Instructor/Specialist

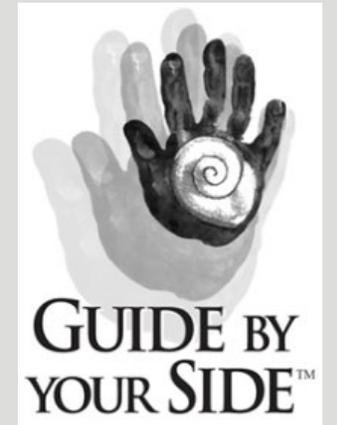
# Foundational values of GBYS



- Parent leadership
- Collaboration within the chapter/program
- H&V Values ...Nonbiased/full range of opportunities
- Cultural representation and sensitivity
- Supporting families unique needs
- Cohesion with other GBYS programs
- All positions are paid
- Ongoing training and support



# GBYS Program Goals



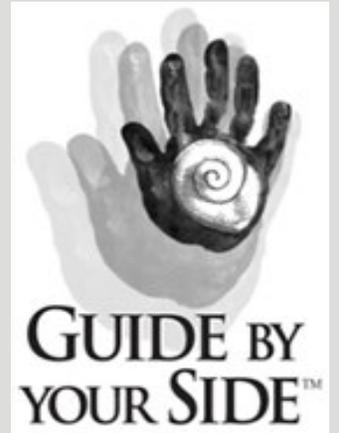
Goal 1: Provide parents with the opportunity to establish a supportive relationship with an experienced parent of a child who is d/hh soon after they learn of their child's hearing condition

Goal 2: Provide an understanding of the unique needs of infants and children who are deaf or hard of hearing

Goal 3: Provide unbiased information regarding language and communication opportunities

Goal 4: Link families to resources locally, regionally, and state/province wide

# GBYS Program Goals



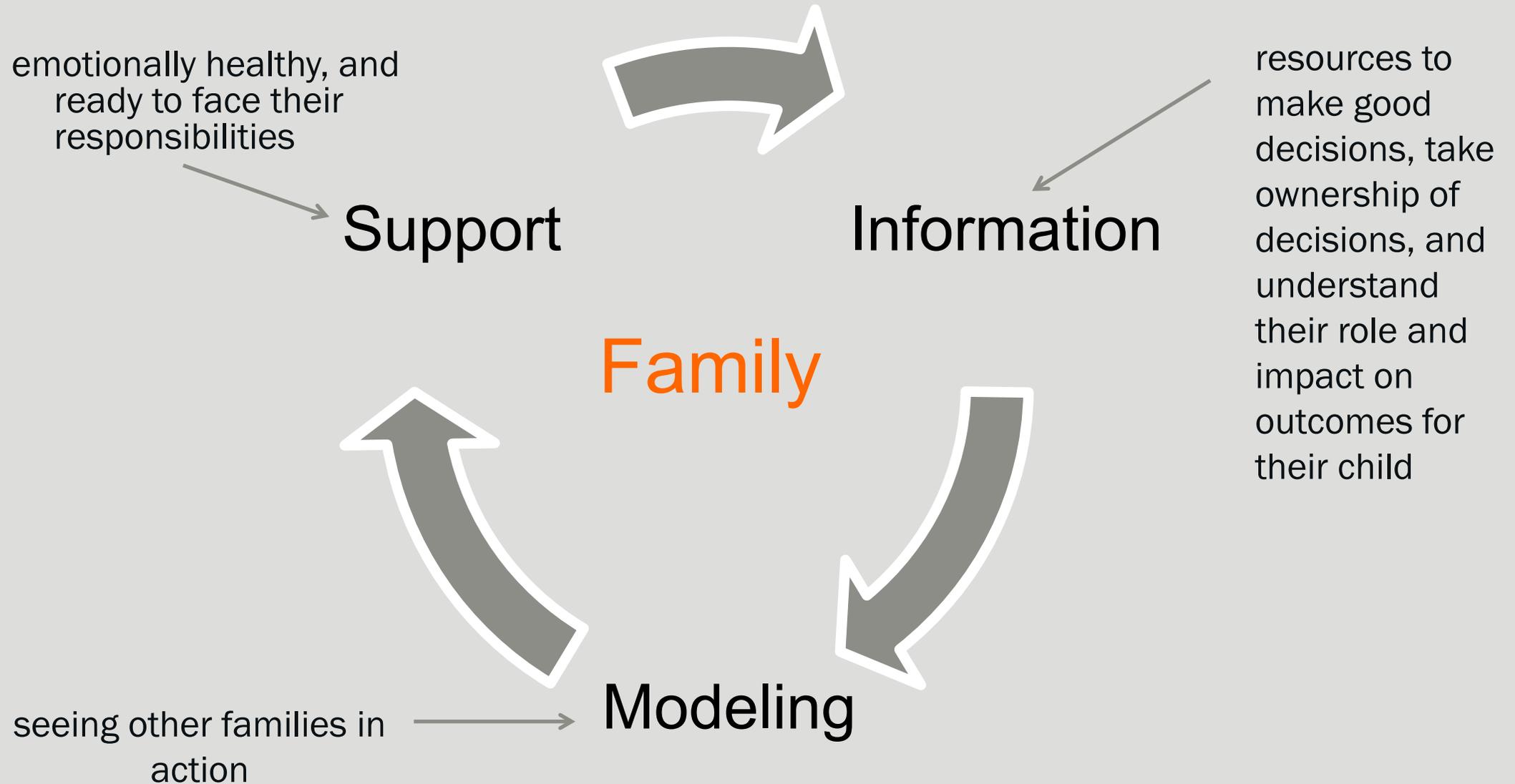
Goal 5: Ensure that families have information about the Early Intervention Program or Local School District

Goal 6: Ensure that families are connected to other parent to parent resources

Goal 7: Ensure that families have an opportunity to create context for their own child's life by connecting to Adults who are Deaf/Hard of Hearing

Goal 8: Ensure that families' voices are heard in the systems that are serving them

# Hands & Voices GBYS parent support



# Job Description Parent Guide

A Parent Guide must be the parent of a child who is deaf, hard of hearing, deafblind, or deaf with additional needs who will undergo specialized training to provide support to families with children who are D/HH



Their role is NOT the provision of service like EI or school age

# Job Description: Deaf or Hard of Hearing Guide

Adults who are deaf or hard of hearing (D/HH) provide support to families and children through invaluable perspectives that come from lived experiences

D/HH Guides are a resource pool of diverse communicators and life experiences



Their role is NOT the provision of service (ie., to teach sign language or to share oral training techniques)

# GBYS Program Training

1. We are Hands & Voices
2. Supporting Families Without Bias
3. Encountering Emotions
4. Art of Story Telling

## Parent Guide Specific

1. The Role of the Parent Guide
2. What Do I Say When

## D/HH Guide Specific

1. The Role of the D/HH Guide
2. D/HH Guides; Working With Parents
3. Additional Considerations



Along with these individual trainings, many programs conduct:

- Monthly or quarterly teleconference calls
- Annual Family Conferences
- Twice a year in person trainings
- Webinars
- Guides have the opportunity in many programs to attend: Hands & Voices Leadership Conference, National EHDI Conference, CDC Teleconference Calls, local trainings, and participate in local and national committees

# Specialized Parent Guides Across Programs, just to name a few...

D/HH guides

Spanish Speaking

Hmong Speaking

Deaf – Plus

Unilateral

Multiples

Adopted children or foster children

Atresia



EVA

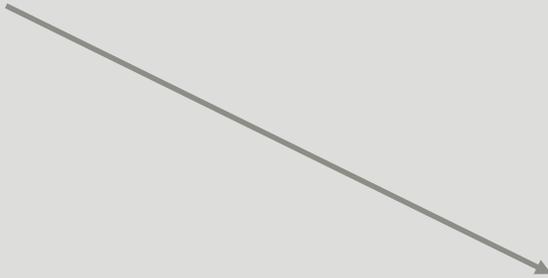
Late Onset

Auditory Neuropathy

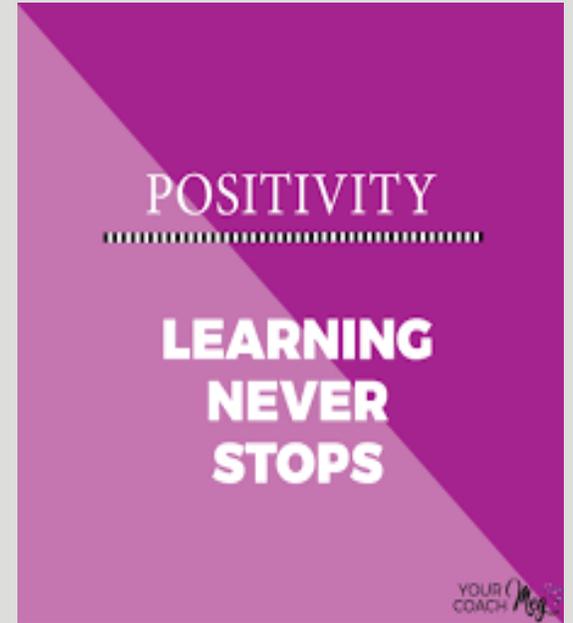
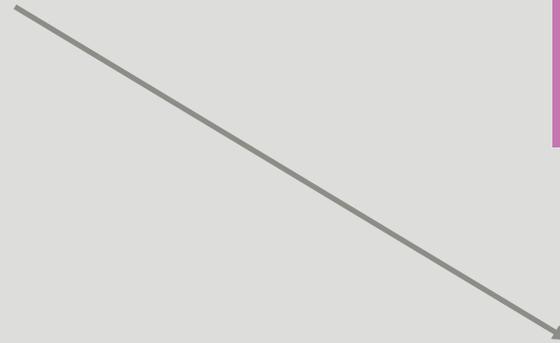
Auditory Brain Stem Implant

# Program Structure (GBYS): Three Levels

Guide



Lead Guide

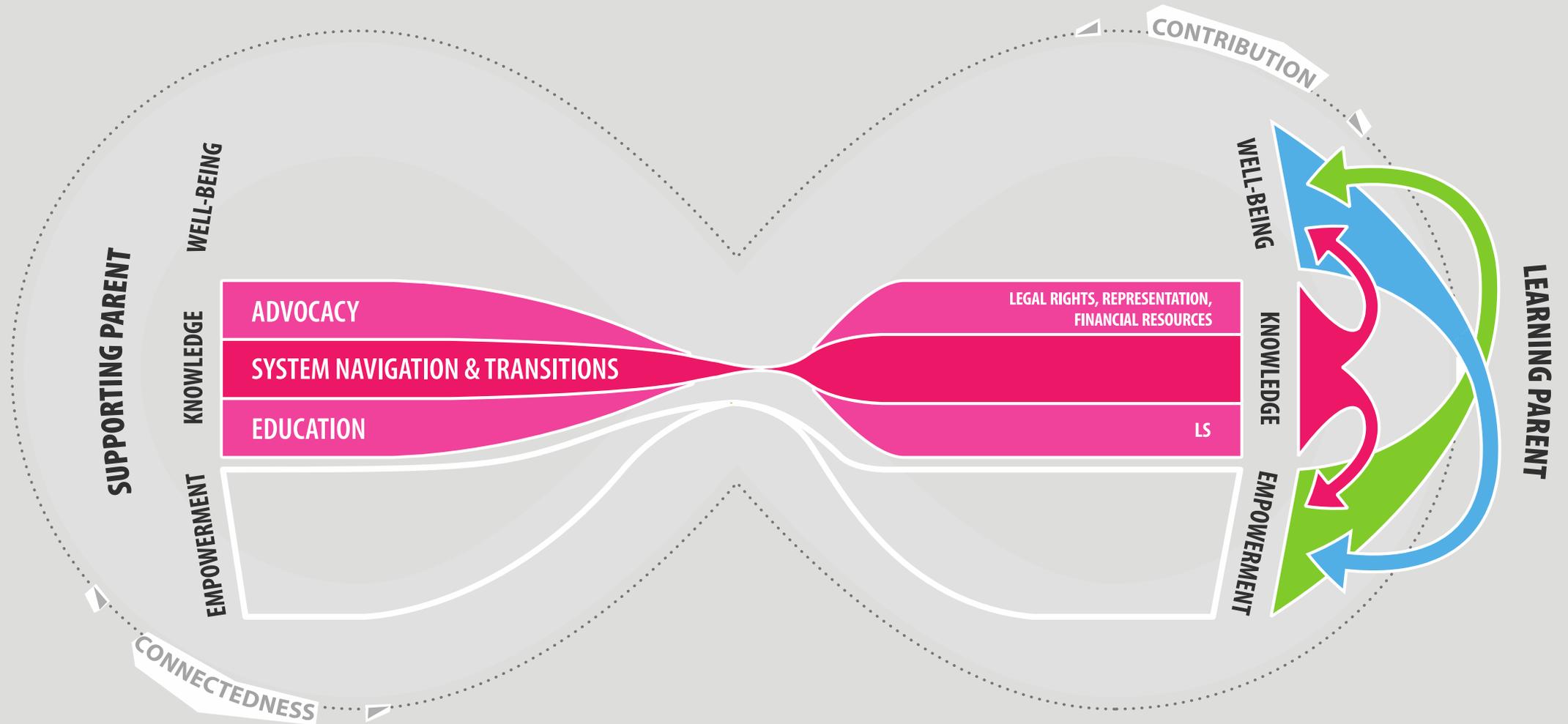


Senior Guide



# Full Article:

<http://aja.pubs.asha.org/article.aspx?articleid=2527221>



# Using an Evidenced-Based Model:

- HQ participated on the development of the Conceptual Framework
- Presented the framework with researcher Dr. Sheila Moodie
- Developed a workgroup of Coordinators who created a list of family learning outcomes for each of the 17 components – 102 in all
- Presented the learning outcomes to the GBYS Coordinators 2018
- Conducted a working session at the 2018 H&V Leadership Conference to develop Parent-to-Parent support activities for each of the family learning outcomes
- Nov 2018 Dr. Sheila Moodie and Lisa Kovacs presented a webinar on the Conceptual framework – the recording is on the FL3 section of the website under webinars and trainings
- February 2018 – 3 GBYS Programs conducted a PDSA on the use of the parent-to-parent support activities



So what's next...



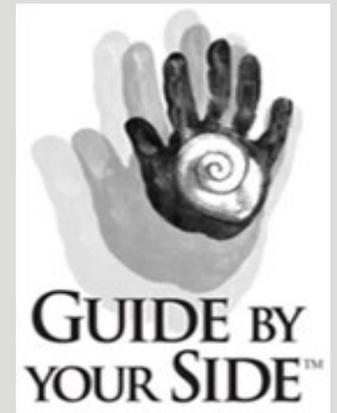
# GBYS Program Implementation

Hands & Voices HQ provides the content, guidance, and support...

Flexibility to create the program that best meets your chapter's needs and goals!

Some of our GBYS programs are implemented at and include:

- DNP (did not pass)
- Diagnosis
- Birth -3
- Birth – 21
- D/HH Guides



# Hands & Voices Program Start-Up Process

## Let's Get This Party Started

1. Prioritize program goals and objectives
2. Determine chapter level program oversight
3. Contact Director of Programs with request
4. Review Program Ops Manual and start-up process
5. Secure program funding
6. Create and submit a program budget with the program application
7. Identify parents with appropriate experience and skills
8. Secure location for training
9. Confirm training agenda with Director of Programs



# H&V Programs: How do we measure up?

## H&V Leadership

- Training evaluations
- Pre/Post test: Trainings
- Annual Coordinator Training
- Annual Program Health Assessment
- Leveled Recognition Program
  - \**Annual Activity Points*
  - \**Annual Self-Evaluation*



## Families/Consumers

- Training Evaluations
- Parent Satisfaction Survey
- Family Testimonials
- Family Outcome Measures

# What others are saying about GBYS?

*"The GBYS program offered me support that I could relate to. After meeting with a Guide, I just knew everything was going to be okay."*

*"As a professional, it is extremely helpful to be able to suggest the GBYS program for new families. I don't pretend to understand what it must be like for them, I am just grateful that they are able to get the emotional support from someone who has walked in their shoes."*

*"Once I knew I was not alone, I was prepared to do whatever was needed to help my child."*

*"I cried for a while with my parent guide, dried my tears, and said what do we do now...?"*

*"Who would've thought what a wonderful world was waiting for me?"*



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