

Deaf and Hard of Hearing Services

At Seven Counties Services, we strive to make our mental and behavioral health care accessible for individuals utilizing American Sign Language, sign languages, or Spoken Language with hearing devices. Here are the key services and accommodations we offer:

Communication Accommodations

- Hearing loops at front desks to reduce background noise.
- Clear masks for lip reading.
- American Sign Language Interpreters.
- CART (real-time captioning) services.
- Voice-to-text apps.
- Individualized communication access plan for each client.

We work to reduce barriers by:

- Asking about hearing needs at the first appointment.
- Providing accommodation requested.
- Training staff on effective communication strategies.

Why Accessible Care Matters

Accessible communication is needed for effective treatment. Care can only work if providers and clients can understand each other fully. We are committed to ensuring equitable access to high-quality care for all.

Getting Connected

There are multiple ways to connect with our Deaf and Hard of Hearing services:

- Online: Visit sevencounties.org and click "Schedule Appointment" to request services and accommodations.
- Email: dhhservices@sevencounties.org
- Call: (502) 589-1100 via video phone or voice call.

Our team finds working to increase access and equity for the Deaf and Hard of Hearing community incredibly rewarding. We look forward to connecting with you!



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