

# Information and Referral



Deaf Independent Living Association, Inc. (DILA) offers a free information and referral service for those who want to learn more about hearing loss, deafness and related resources. We are often contacted by businesses, schools, police departments, hospitals, government agencies and other organizations that want to make their programs and services more accessible to the deaf and hard-of-hearing community. Our office is staffed with specialists trained to accommodate virtually any information and referral request.

While most requests come from residents on the nine counties that comprise Maryland's Eastern Shore area, DILA occasionally assists callers from neighboring states or other parts of Maryland. Our specialists are happy to answer questions from any caller—regardless of geographic location.

## Information & Referral Requests Include:

- ◆ Information on deafness and deaf culture
- ◆ Finding qualified sign language interpreters
- ◆ Advocacy issues
- ◆ Community support services
- ◆ Residential support services
- ◆ Employment opportunities and supported employment
- ◆ Applying for housing, food and healthcare assistance from the federal government
- ◆ Referrals to various State agencies and programs
- ◆ Where to purchase hearing aids
- ◆ Proper telecommunications use
- ◆ Locating educational and recreational programs for deaf or hard-of-hearing children and adults



- ◆ Using Maryland Relay
- ◆ Information about upcoming events and workshops sponsored by DILA or other organizations
- ◆ Where to take Sign language classes
- ◆ Assistive technology for deaf and hard-of-hearing individuals
- ◆ Technical assistance/staff development
- ◆ Video Relay Services
- ◆ Emergency/safety preparedness
- ◆ Meeting rooms
- ◆ And many other available resources

## Proactive in the Community

DILA participates in many community gatherings by offering presentations at local businesses, schools and other organizations; hosting booths at events; and distributing information about our services and resources. DILA also helps various agencies with staff development issues such as deaf-blind resources, emergency disaster training and Video Relay Services.

## To Learn More...

To access DILA's information and referral services, call 410-742-5052 (voice/TTY) or email [dila@dila.org](mailto:dila@dila.org).

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