



New Quarterly Authorization Statement Coming Soon

The Division is working on a new quarterly statement that will show people using DD services how much of their annual funding has been paid, and how much funding is left to use. The statements will be mailed out soon to everyone with a current authorization.

With the annual authorizations, we want to be sure people have the information they need to manage budgets so that funding isn't spent before the year is done. Please be sure to look over your statement carefully because it will help you know if you're spending money too fast in certain areas.

Advocates in Action Leadership Graduate Academy

Advocates in Action (AinA) will be launching the first [Leadership Graduate Academy](#) in January. This is open to all graduates of The Leadership Series (2002-2021) and Partners-RI (1995-2001). If you haven't graduated from either of these classes, visit the AinA [Leadership Series page](#) and find out more about the next class, which begins in January 2022.

The Leadership Graduate Academy will build on the foundations of Self-Awareness, Self-Determination, and Self-Advocacy that students learned about during Partners-RI and the Leadership Series. The Academy will feature short courses of about 4 classes each and will cover all kinds of topics. Once a former graduate has applied for the Academy, they will be able to sign up for any available course on a first come/first served basis.

The Leadership Graduate Academy will be a new experience for all. The individual courses are much shorter than either Partners-RI or the Leadership Series, and there will be fewer students in each of them. All courses will be taught on-line.

If you've never used Zoom before, that's one of the courses the Leadership Graduate Academy will be offering! The AinA team of Peer Mentors will also be available to meet with you 1:1 to help you learn more about Zoom so you'll be ready and prepared to participate.

Here's the link to the Leadership Graduate Academy application:

<https://aina-graduateacademy.questionpro.com>



RAMP: Real Access Motivates Progress! Episode 60: **Rhode Island APSE: Employment For All**

[Watch an interview](#) with the Rhode Island Chapter of the Association of People Supporting Employment First (APSE). APSE is the only national organization focused exclusively on Employment First to facilitate the full inclusion of people with disabilities in the workplace and community.

APSE members recognize that everyone has abilities to contribute and their work should be recognized and rewarded with fair pay, creating inclusive workplaces. Employment enriches and adds meaning to every life, and workplaces and communities are enhanced when they embrace differences.

RAMP was created to break down barriers and prove we are all the same, just need the proper accessibility. With the help of people with disabilities, family members and allies, RAMP works toward educating and advocating inclusion for all in schools, businesses and the community at large.



Advocates in Action Conference Encores **2nd Thursday of each month**

Did you attend an awesome workshop at Advocates in Action's Annual Statewide Conference that was held in June? Or maybe you missed the Conference and wish that you could have been a part of all the fun? Well then, this is great news for you!

On the 2nd Thursday of each month, starting on December 9th, Advocates in Action will bring back a workshop presentation that was featured at the Conference.



December Topic: *Circles of Connections*

Connect with people who share your interests, build your network, and meet someone new!



Join on Zoom

Thursday, December 9th

1:00-2:00 pm

Register for FREE: www.tinyurl.com/EncoreCircles [link.pblic.it]

Your Zoom link will be sent to you in a confirmation email after you register.

Join TechAccess for an Open House Demonstration of the Jaco!

December 10 from 9:00 AM – 12:00 PM

Jaco is a fully robotic arm that attaches to the side rail of the user's wheelchair. The user operates Jaco the same way they operate their wheelchair. This includes their joystick, chin control, sip and puff, or head array. Jaco is designed to give the user independence. Jaco allows the user to eat, drink, and have better access to their surroundings.

Here is a link to a video of Jaco users: https://www.youtube.com/watch?v=tlrFi4KO_P8.

Individuals who are interested in trying the Jaco will have an opportunity to do so!

Please RSVP to Kelly at kellyc@techaccess-ri.org or call (401) 463-0202.

DRRI Supported Decision Making

Webinar Series with Jonathan Martinis

Session 3: Thursday, December 2 at 6:00 PM

[RSVP for Session 3](#)

Disability Rights RI is proud to partner with Jonathan Martinis in offering five dynamic webinars on the practical application of Supported Decision-Making (SDM). The next session will be on Thursday, December 2nd at 6:00 pm. This session, **Education, Employment, and Independent Living: Supported Decision-Making in Vocational Rehabilitation** will focus on strategies for maximizing the supports and services available in Vocational Rehabilitation programs.

This is a free event and will offer direct access to Mr. Martinis via live questions and answers.

We are also pleased to announce the series will be co-sponsored by DRRI and their DD Network partners, [RI Developmental Disabilities Council](#) and the [Paul V. Sherlock Center on Disabilities](#).

Upcoming Sessions:

- **Thursday January 6, 6PM: SDM in Health Care and Life Planning**
- **Thursday January 27, 6PM: The Culture of Coordinated Support Model**

Additional updates and information will be available on the [DRRI website](#) and social media channels.

This will be a dynamic, interactive, and live webinar series. Each session will allow time for Questions & Answers from participants. If you are unable to attend, these sessions will be recorded and available on the DRRI website after the event.

The videos for earlier sessions can be found here:

<https://drri.org/supported-decision-making/>.

For questions, contact Bruce Conklin, (401) 831-3150, Ext. 203.



Google Launches "Project Relate" and Wants Help to Test It

Google needs help to improve its speech recognition software and make it more inclusive.

Google is working to improve its speech recognition technology with the launch of a new app called [Project Relate](#). This is an Android app that aims to help people with atypical speech communicate more easily with others and interact with Google Assistant.

Julie Cattiau, Product Manager at Google Artificial Intelligence(AI), described who the app is for in a recent [Google blog post](#):

For millions of people, being able to speak and be understood can be difficult as a result of conditions that can impact speech, including stroke, ALS, Cerebral Palsy, traumatic brain injury, or Parkinson's disease. Today, we're inviting an initial group of people to test [Project Relate](#), a new Android app that aims to help people with speech impairments communicate more easily with others and interact with the Google Assistant.

Watch a video about Project Relate on YouTube at [How technology can help break communication barriers | Project Relate](#)

How to Sign Up to be a Tester for Google's Project Relate App

If you are age 18 or older and an English speaker living in the United States, Australia, Canada, or New Zealand, and you have a condition that makes your speech difficult to understand, you may be able to help provide feedback on the Project Relate Android app as a trusted tester.

If you are interested, fill out the interest form at g.co/ProjectRelate, and the team will get back to you in the coming months.

Because this is a Google product, you need to have a Google account and an Android phone running at least Android 8.

As an early tester of Project Relate, you will be asked to record a set of phrases, which should take you between 30 to 90 minutes to record. The app will use these phrases to automatically learn how to better understand your unique speech patterns, and give you access to the app's three main features: Listen, Repeat and Assistant.

Listen: Through the Listen feature, the Relate app transcribes your speech to text in real time, so you can copy-paste text into other apps, or let people read what you want to tell them.

Repeat: You can use the Repeat feature to restate what you've said using a clear, synthesized voice. We hope this can be especially helpful in face-to-face conversation or even when you want to speak a command to your home assistant device.

Assistant: Speak directly to your Google Assistant from within the Relate app, so you can take care of different tasks, such as turning on the lights or playing a song, with ease.

iPad Gets Assistive Technology Boost

from: [Disability Scoop](#)

Through a partnership with a venerable name in the world of assistive technology, people with disabilities can now control Apple's iPad using nothing more than their eyes.

Tobii Dynavox said this week that it is launching an add-on device that will bring its eye-tracking technology to the iPad. Known as the TD Pilot, the certified Apple accessory attaches to a standard iPad to seamlessly integrate eye-tracking capabilities into all of the typical features of the tablet. In addition, TD Pilot includes TD Talk, an eye-controlled app to generate speech, as well as TD Snap, which offers symbols for users to select in order to communicate.

TD Pilot offers powerful speakers, an extended battery, an "ultra-rugged design" and can be mounted to a wheelchair, Tobii Dynavox said. The eye-gaze technology works even in bright light outside and there is a partner window on the backside of the device so that words written out using eye gaze can be seen by others a user is communicating with.

"We are excited that people who need this technology will have the opportunity to control iPad using just their eyes," said Sarah Herrlinger, Apple's senior director of global accessibility policy and initiatives. "At Apple, we build foundational technology, including support for eye tracking, into our operating systems to make them accessible, and we're thrilled that Tobii Dynavox's TD Pilot is leveraging that to enable people with disabilities to pursue their passions."

TD Pilot is a medically certified device meaning that it is available by prescription and can be paid for by health insurance. Tobii Dynavox has long offered its eye-gaze technology through Windows-compatible devices, but this is the company's first foray into Apple products.

Another company called Skyle also offers eye tracking for iPad.

Webinar "People Are Respected"

December 14, 2021

2:00 pm - 3:00 pm

[Register Here](#)

You can hear the song in your head – *"R-E-S-P-E-C-T, find out what it means to me."* When it comes to people who receive services, are you finding out what it means to them? The final webinar of the Personal Outcome Measures® Indicator Webinar series will look at the indicator, **['People Are Respected.'](#)**

Attendees will learn interviewing skills and techniques for discovery related to this outcome. The webinar will also explore the distinction between 'little r' and 'big r' forms of respect, the importance of open-ended questions, and common areas of confusion in decision-making. And yes, presenters Epp O'Neill and Michael Clausen will sing 'Respect' at the end.

Prepare for 3G Network Shutdowns

3G wireless networks are scheduled to shut down next year, which will prevent older cell phones that utilize these networks from making or receiving calls or using data services. In addition to cell phones, other connected devices such as certain medical devices, alert systems, and security systems that use 3G network services will be impacted.

Although most people have devices on 4G or 5G networks, the shutdown will likely impact older adults and low-income individuals, who may be using older phones, life alert systems, and other devices still on 3G. Connectivity is critically important in this time when people are utilizing telehealth services and connecting with the courts and service providers remotely.

Steps to help people prepare for the 3G network shutdown:

- Each mobile carrier has different dates for the planned shutdown, with AT&T scheduled as early as February 2022. The Federal Communications Commission has a [consumer guide](#) with more details, which is attached at the end of this newsletter.
- Identify potential devices that may be impacted. [Lifeline](#) utilizes major service providers like AT&T and T-Mobile, which are included in the shutdown. iPhones older than the iPhone 6 will no longer work for calls and data. Medical alert devices, watches, and home security systems that utilize 3G may also be impacted. Contact your individual carrier or reach out to product companies to determine if your device will be affected.
- Look for options for discounted devices if you need to replace a phone or device. Some carriers are offering free or discounted replacement phones. Or you may qualify for the [Emergency Broadband Benefit](#), which could help get discounted, updated devices.

"Lean On Me" performed by "Spectrum of Sound" Virtual Choir of Autism Self-Advocates

The Doug Flutie Jr. Foundation for Autism's "Spectrum of Sound" virtual choir features singers and musicians who are autism self-advocates. These talented artists come together to share their talents and to promote autism awareness, acceptance and inclusion. [Watch the choir perform Lean on Me](#) and check out their other videos [here](#) and on the Flutie Foundation's [YouTube channel](#), where you can also see the video series Stories from the Spectrum.

Visit the Flutie Foundation website to learn more: www.flutiefoundation.org.

Did you take part in World Kindness Day 2021?

World Kindness Day is a global day that promotes the importance of being kind to each other, to yourself, and to the world. The purpose of this day, celebrated on November 13th of each year, is to help everyone understand that compassion for others is what binds us all together.

Kind
people
are my
kinda
people.

“A warm smile
is the universal
language
of kindness.”
—William Arthur Ward



Contacting DD Staff

See the full Division Contact List attached to this newsletter.

Monday-Friday 8:30-4:00
for questions or support
(401) 462-3421

Para español, llame
(401) 462-3014

Send general questions to the
AskDD email address.

BHDDH.AskDD@bhddh.ri.gov

Please do not email critical issues.

Sign Up for Our Email List

If you aren't receiving email updates
and newsletters from BHDDH, you can
[sign up here](#) or on our website. Go to

<https://bhddh.ri.gov/developmentaldisabilities/events/newsandupdates/> to sign up or to see
past quarterly newsletters and issues of DD News.



SIGN UP FOR THE BHDDH NEWSLETTER

If you are experiencing a mental health crisis, BH Link is here for you

BH Link's mission is to ensure all Rhode Islanders experiencing mental health and substance use
crises receive the appropriate services they need as quickly as possible in an environment that
supports their recovery. Call 911 if there is risk of immediate danger. Visit the BH Link website
at www.bhlink.org or for confidential support and to get connected to care:

CALL (401) 414-LINK (5465) If under 18 CALL: (855) KID(543)-LINK(5465)

Visit the 24-HOUR/7-DAY TRIAGE CENTER at 975 Waterman Avenue, East Providence, RI

Stay Informed with Information on COVID-19

Rhode Island Department of Health COVID-19 Resources

Hotline (401) 222-8022 or 211 after hours;
Email RIDOH.COVID19Questions@health.ri.gov
Website <https://health.ri.gov/covid/>

Center for Disease Control COVID-19 Information

Website cdc.gov/coronavirus
Videos <https://www.cdc.gov/coronavirus/2019-ncov/communication/videos.html>
Includes a link to ASL videos

RI Parent Information Network (RIPIN)

Website <https://ripin.org/covid-19-resources/>
Call Center (401) 270-0101 or email callcenter@ripin.org

Advocates in Action – for videos and easy to read materials

Website <https://www.advocatesinaction.org/>
Website offers BrowseAloud, which will read the website to you

Developmental Disabilities Services - All Staff Contacts

| Main Phone #: | | (401) 462-3421 | Website: | https://bhddh.ri.gov/ |
|---|--------------|------------------------------------|----------|--|
| To report abuse/neglect: | | (401) 462-2629 | | |
| Fax: | | (401) 462-2775 | | |
| TDD: | | (401) 462-3226 | | |
| Spanish Line: | | (401) 462-3014 | | |
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| Jacqueline | Reilly | Programming Services Officer | 462-0126 | Jacqueline.Reilly@bhddh.ri.gov |
| Case Management Units | | | | |
| East Providence/Pawtucket/Central Falls Region | | | | |
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| Northern RI/West Bay/Kent Region | | | | |
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Join Us for a Customized Employment Learning Community



Work Inc, in collaboration with the Institute for Community Inclusion at UMass Boston, continues to host a learning community to support the implementation of customized employment through the Person-Centered Supported Employment Performance Program (PCSEPP 3.0).

Upcoming Sessions: Rhode Island Customized Employment Learning Community

Creating the Customized Job Descriptions that Work November 10, 2021 9:30 - 10:30 AM

This session will look at the central tenets of a customized job, helping job seekers determine if a job opportunity is right for them, as well as how to work with employers to customize roles that meet the needs of the labor market and the job seeker.

Join us for a very special edition in December!

Rapid Creation of Assistive Technology Solutions for Employment

December 8th, 2021 9:30 - 10:30 AM

Guest Speaker Dr. Therese Willkomm

Dr. Willkomm will discuss and demonstrate over 50 different worksite adaptations that can be made in minutes using everyday materials. Dr. Willkomm is currently the Director of the New Hampshire Statewide Assistive Technology Program (ATinNH) with the Institute on Disability and a Clinical Associate Professor in the Department of Occupational Therapy. She has been engaged in assistive technology services for over 28 years in the areas of home, school, and worksite modifications for persons with disabilities. She is known nationally and internationally as “The MacGyver of Assistive Technology” and for her work in rural rehabilitation technology. Dr. Willkomm has presented in 38 states, five foreign countries, and three U.S. territories and authored 22 publications including her most recent book titled *“Make A Difference Today - Assistive Technology Solutions in Minutes.”*

And Coming Up in the New Year!

On The Job Supports for Customized Employment January 12, 2022 9:30-10:30AM

Supporting individuals in customized roles using Discovery to enhance job coaching and anticipate needs. We will cover the importance of natural supports and ways in which the job coach can create naturalness for those they support on the job.

Motivational Interviewing Month TBA

Ways to utilize the technique to enhance your employer interactions, discovery interviews, and overall customized employment service delivery.

KEY DATES

Sessions

9:30-10:30am on the second Wednesday of each month through June 2022.

| | |
|-------------|----------|
| November 10 | March 9 |
| December 8 | April 13 |
| January 12 | May 11 |
| February 9 | June 8 |

TO ATTEND:

To attend a session or all future sessions, email Kristen Piccolo at kpiccolo@workinc.org

QUESTIONS?

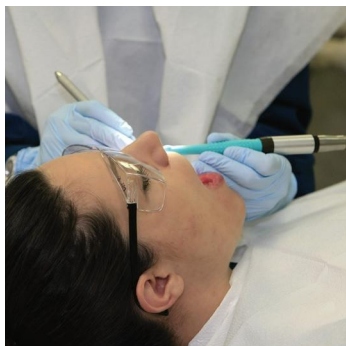
Lara Enein: Lara.Enein@umb.edu

This learning community is offered by Work Inc. with funding from the RI Department of Behavioral Healthcare, Developmental Disabilities and Hospitals for the PCSEPP 3.0.





COMMUNITY
COLLEGE
OF RHODE ISLAND



→ **Monday – Friday**
*day appointments
available*

→ **Tuesday and
Thursday**
*evening appointments
available in Spring only*

**NOW
ACCEPTING**

- Children (5+)
- Adolescents
- Adults
- Geriatrics

CCRI Dental Hygiene Clinic
is offering

**FREE
CLEANINGS**

The **Dental Hygiene Clinic** at the Flanagan Campus (Lincoln, RI) operates from September to April providing professionally supervised dental cleanings and other free services.

No dental insurance required.

Services included with the cleaning:

- Periodontal exam
- Fluoride treatment
- Oral cancer screening
- Appliance cleaning
- Sealants
- Radiographs and panoramic X-rays

CCRI facilities follow all Centers for Disease Control and Prevention (CDC) and Occupational Safety and Health Administration (OSHA) guidelines.

→ ccri.edu/dental/clinic.html

CCRI Dental Hygiene Clinic

401-333-7250

CCRI Dental Hygiene Clinic

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CCRI Dental Hygiene Clinic

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CCRI Dental Hygiene Clinic

401-333-7250

CCRI Dental Hygiene Clinic

401-333-7250

Chatting & Listening with DeafBlind Society

Warwick Public Library Meeting Room

**Friday, December 3, 2021
1pm – 4pm**



Rhode Island Commission on the
Deaf and Hard of Hearing



DeafBlind Society Meet & Greet Meeting Agenda

1 pm to 2 pm: Meet the Stakeholders that provides the services for DeafBlind community

- Rhode Island Commission on the Deaf and Hard of Hearing (RICDHH)
- Helen Keller National Center (HKNC)
- Ocean State Center for Independent Living (OSCIL)
- Office of Rehabilitation Services (ORS)/Services for Blind & Visual Impairments (SBVI)
- Rhode Island Department of Health (RIDOH)
- Perspectives Corporation
- Rhode Island School for the Deaf (RISDeaf)
- iCanConnect (iCC)
- In-Sight for Rhode Island
- Adaptive Telephone Equipment Loan (ATEL)/Assistive Technology Access Partnership (ATAP)
- Tri-County Community Action Victim of Crime Program Agency (TCCA-VOCA)

2 pm to 3:30 pm: Forum with DeafBlind individuals

- Share your experiences being DeafBlind in Rhode Island
- Explain why there are lack of services for DeafBlind community
- What will you like to see some improvements that will benefit DeafBlind community
- Any feedbacks or suggestions for the stakeholders to provide their services effectively

3:30 pm to 4 pm

- Next steps for DeafBlind community
- Grant opportunities to launch Support Services Program (SSP)
- Task Force or Focus Group to keep tracking on the progress

Protect the Ones You Love, and Who Love You

Keep Older Adults Safe from COVID-19 During the Winter Holidays



Winter is an especially dangerous time for older people, when COVID-19 is in the air.

- **Did you know?** 94% of the 760,000+ U.S. residents who have died from COVID-19 were over the age of fifty, including more than 250,000 who died last winter.¹



The greatest risk of infection comes from family members and friends who visit indoors and don't know they have COVID-19.

- **Did you know?** Being vaccinated doesn't completely eliminate your risk of getting or spreading COVID-19. You can have a "breakthrough case" of COVID-19, not have any symptoms, and accidentally infect others.



If older adults get COVID-19, they are much more likely than younger people to be hospitalized or die.

- **Did you know?** Unvaccinated older adults (ages 65+) are **90 to 570 times more likely to die** from COVID-19 than unvaccinated young adults (ages 18-29).²



Vaccines greatly reduce an older person's risks of getting a severe case of COVID-19.

- **Did you know?** Unvaccinated older adults are **15 times more likely to be hospitalized³** and **11 times more likely to die⁴** than fully vaccinated people of the same age.



Protect the ones you love, and who love you!

- Encourage and help your older relatives and friends to get vaccinated or get a booster shot, if eligible.
- Visit with family, friends, and others outdoors or in well-ventilated places.
- Wear masks indoors, especially if you are around unvaccinated people.
- If you are not vaccinated, don't endanger your loved ones: avoid close contact indoors unless you wear masks.

¹ <https://www.cdc.gov/nchs/nvss/vsnr/COVID19/index.htm>

² <https://www.cdc.gov/coronavirus/2019-ncov/covid-data/investigations-discovery/hospitalization-death-by-age.html>

³ <https://www.cdc.gov/media/releases/2021/p0428-vaccinated-adults-less-hospitalized.html>

⁴ <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/effectiveness/index.html>

COVID-19 Vaccine Boosters NOW AVAILABLE

Booster doses for all three types of COVID-19 vaccines are now available. If you're eligible, you can choose which type of vaccine to get as a booster dose. Getting a booster dose of any COVID-19 vaccines currently authorized or approved in the US will increase your protection against COVID-19 and its variants, like Delta. People will generally choose to get the same vaccine type that they originally got, but can choose to get a different type for the booster. The CDC allows for this type of "mix and match" with booster doses.

Moderna and Pfizer

You are eligible for a booster shot when you have already received both doses of Pfizer or Moderna **at least six months ago** and you are:

- Age 65 or older.
- Age 18 or older and are at high risk of severe COVID-19; or
- Age 18 or over and live or work in a high-risk setting.

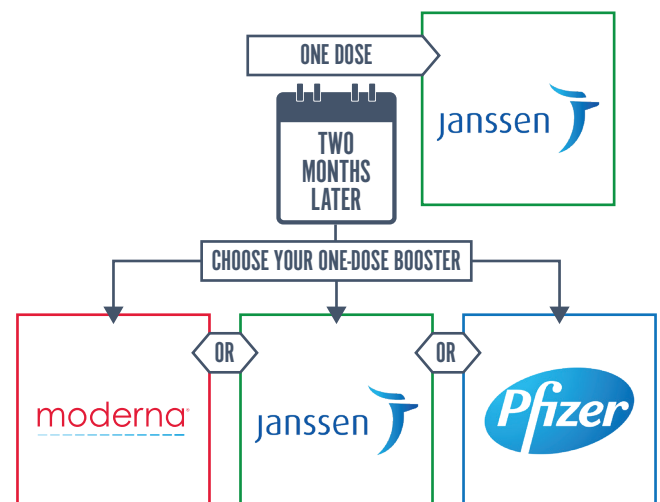
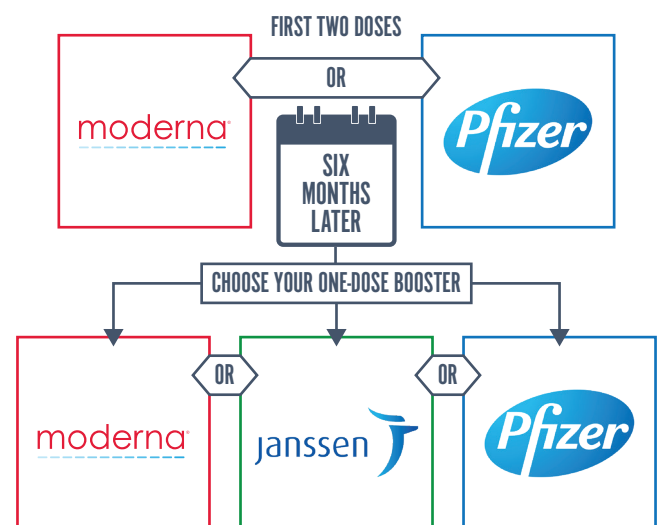
J&J

You are eligible for a booster shot when you have already received one dose of Johnson & Johnson (Janssen) **at least two months ago** and you are:

- Age 18 or older.

Eligible Rhode Islanders can now make appointments for all three types of booster doses by visiting [VaccinateRI.org](https://vaccinate.ri.org) or calling **844-930-1779**. You can also learn more about COVID-19 vaccines and where to find appointments at C19VaccineRI.org.

If you have questions about which booster is best for you, please talk to your healthcare provider.



11/4/2021



Plan Ahead for Phase Out of 3G Cellular Networks and Service

If your mobile phone is more than a few years old, you may need to upgrade your device before your mobile provider shuts down its 3G network, to avoid losing service. For more information on your mobile providers' plans for 3G retirement and how you can prepare, contact your provider directly.

What is happening?

Mobile carriers are shutting down their 3G networks, which rely on older technology, to make room for more advanced network services, including 5G. As a result, many older cell phones will be unable to make or receive calls and texts, including calls to 911, or use data services. This will affect 3G mobile phones and certain older 4G mobile phones that do not support Voice over LTE (VoLTE or HD Voice).

Learn more about other connected devices, such as medical devices and home security systems that may be impacted below.

When is it happening?

As early as January 1, 2022, though plans and timing to phase out 3G services will vary by company and may change. Consult your mobile provider's website for the most up-to-date information.

- [AT&T](#) announced that it will finish shutting down its 3G network by February 2022.
- [Verizon](#) announced that will finish shutting down its 3G network by December 31, 2022.
- [T-Mobile](#) announced that it will finish shutting down Sprint's 3G CDMA network by March 31, 2022 and Sprint's 4G LTE network by June 30, 2022. It also announced it will shut down T-Mobile's 3G UMTS network by July 1, 2022, but has not yet announced a shutdown date for its 2G network.

If your mobile carrier is not listed here, you may still be affected. Many carriers, such as Cricket, Boost, Straight Talk, and several Lifeline mobile service providers, utilize AT&T's, Verizon's, and T-Mobile's networks.

Note: These are dates for completing the shutdowns. Carriers may begin retiring parts of their networks sooner.

What do I need to do?

Contact your mobile provider or consult your provider's website for more information about their 3G retirement plan and whether your phone, or other connected device, may be affected. It is important to plan now so that you don't lose connectivity, including the ability to call 911.

Some carrier websites provide lists of devices that will no longer be supported after 3G networks are shut down. You may need to upgrade to a newer device to ensure that you can stay connected, and carriers may be offering discounted or free upgrades to help consumers who need to upgrade their phones.

Some devices may only require a software update to enable VoLTE (HD Voice) or other advanced services. If you purchased your phone independent of a mobile provider, you should be able to check whether your device is 4G LTE (with VoLTE or HD Voice) enabled by checking your phone's settings or user manual, or by searching your phone's model number on the internet, to determine whether you need to purchase a new device or install a software update.

Does this just impact phones?

No, other devices, such as certain medical devices, tablets, smart watches, vehicle SOS services, home security systems, and other connected products may be using 3G network services. And don't forget about devices that use cellular connectivity as a back-up when a wired internet connection goes down. If the device is not labeled, contact the monitoring company or other service provider to confirm how the device connects and whether your device may be impacted.

Why are 3G networks being phased out?

As mobile carriers seek to upgrade their networks to use the latest technologies, they periodically shut down older services, such as 3G, to free up spectrum and infrastructure to support new services, such as 5G. Similar transitions have happened before. For example, some mobile carriers shut down their 2G networks when they upgraded their networks to support 4G services. Mobile carriers have the flexibility to choose the types of technologies and services they deploy, including when they decommission older services in favor of newer services to meet consumer demands.

Need Other Help Staying Connected?

As mentioned above, your mobile service provider may be offering special deals on new devices, including some deals that might include a free cell phone.

In addition, although they do not cover the cost of new devices, other FCC programs may be able to assist eligible consumers with the cost of phone or internet services:

- The FCC's Lifeline program may be able to assist eligible consumers in getting connected to phone and internet services. The program provides a discount on phone service for qualifying low-income consumers to ensure that all Americans have the opportunities and security that phone service brings, including being able to connect to jobs, family and emergency services. You can learn more about the Lifeline Program and find out if you may be eligible [here](#).
- In addition, The FCC's Emergency Broadband Benefit Program provides a temporary discount of up to \$50 per month towards broadband service for eligible households during the COVID-19 pandemic. You can learn more about the Emergency Broadband Benefit Program, what it covers, and find out if you may be eligible [here](#).

Additional Resources

To learn more about 5G, visit our [FAQs page](#).

For more on the FCC's 5G strategy, visit the FCC's [America's 5G Future](#).

For more information on consumer issues, visit the FCC's Consumer Help Center at www.fcc.gov/consumers.

Alternate formats

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