

Technology Safety Tips: What you need to know and what you can do

(There is no guarantee of technology safety. When in doubt, follow your instincts).

Videophone (VP), Video Relay Services (VRS) & Internet Protocol Relay (IP)

What you need to know:	What you can do:
<ul style="list-style-type: none">• VP phone numbers can be created by anyone, the number is not assigned and sometimes it cannot be traced.• VRS is the preferred face-to-face telephone communication for the Deaf and Hard of Hearing when they make a call to a Hearing person. (note: Anyone who is calling you via VRS or IP Relay can pretend to be a victim/survivor).• Any calls made through relay services are confidential and they do not keep recordings of calls. (note: I.P. calls can be traced to an IP address).• Sorenson has a VP directory (note: www.DeafVP.com shows lists majority users of Sorenson VP).	<ul style="list-style-type: none">• Use only Internet Protocol (i.p.) address when using VP. (note: www.ip-address.com and www.whatismyipaddress.com shows i.p. address with lookup i.p., hide i.p., trace i.p., etc).• Ask the victims where they are calling you from. (note: If they are at home, ask them if they can use local library or friend's house to access VP or Computer for Relay Services.• Talk to victims about potential relay call impersonation and develop a system for identifying victims such as a code word.• Screen the call by asking general questions (note: never disclose information in regards to victims).
<p style="text-align: center;">For Victims</p> <ul style="list-style-type: none">• Like cell phones, VP conversation can be recorded without their knowledge.• Ask that they check the VCR/DVD and make sure the recording feature is off.	<p style="text-align: center;">For Victims</p> <ul style="list-style-type: none">• Whenever possible, ask that they use VP access at local library or friend's.• Do Safety plan about using 3rd party/services (Relay services).

Smartphones/Pagers

What you need to know:	What you can do:
<ul style="list-style-type: none">• Most cell phone companies now have the ability to archive text messages. Sometimes these text messages can be subpoenaed just like emails by the courts.• Newer cell phones have Global Positioning System (GPS) built in. (note: It is enhanced 911 or better known as e-911, a GPS locator on cell phone to find caller in immediate need of assistance).• Smartphone/Personal Digital Assistance (PDA) have multiple features such as email, instant messaging, web browsing, etc. (note: Some pagers can download Telecommunication Device for the Deaf (TDD) or Telephone Typewriter (TTY) software program on their phone to allow them place a internet relay call.	<ul style="list-style-type: none">• Do not send confidential information through text.• Encourage the victims to call the company to turn GPS off and limit it to 911 only.• Encourage the victims to leave pagers at home if fleeing. (note: There is Pre-paid cell phone options with text available).• Talk to the victims about potential impersonation (see VP, VRS & IP).• Encourage the victims to use their local library computer if placing relay call.
<p style="text-align: center;">For Victims</p> <ul style="list-style-type: none">• Their information can be viewed online by anyone with access to a computer. It takes just your phone number and password/pin number to access their phone information.	<p style="text-align: center;">For Victims</p> <ul style="list-style-type: none">• More cell phone companies are providing “paperless bills” which means that the victim/survivor will not get their bills in mail and they can view their bills online instead.

TTY

What you need to know:	What you can do:
<ul style="list-style-type: none">• When using the TTY relay system (phone number 711), your caller ID will transmit even if you have it blocked on the phone number.• Because you do not hear a voice on the TTY, do not assume the gender of the caller. (note: Abusers have tried to pretend they are the victims on the TTY).• Most TTYs have a memory. Your crisis call with the victim will be preserved in the machine for anyone to replay, including the abuser.• Not all Deaf people are comfortable using English based conversations. English may be their second language and they may type in ASL grammatical order. Respect the caller's wish to meet in person for better communication.• Most TTY's have a printer that records conversations. Do not leave a printed record of your confidential calls attached to the machine for the next caller to see. (note: A TTY display is visible and can be read from several feet away. Make sure no one is able to read your TTY display. Ask the victim if she is in a private place without onlookers before you begin private conversations).	<ul style="list-style-type: none">• Domestic Violence programs who call by using the relay system to a victim will have their phone numbers revealed. (note: Have your own TTY and avoid using the relay service).• You can set up a code name or word with the victim who calls regularly to ensure identification before any confidential information is transmitted.• Ask the victim to erase her TTY memory at the end of the crisis call. (note: If seeking shelter, the victim may bring their TTY machine).• In a crisis, if you need to know a person's emotions on the TTY and don't know their "typing style" then make sure to ask specific questions in text. The best practice is to meet face to face.• At this time, 911 is not able to accept calls from this internet/wireless technology. Modern technology has expanded options for telecommunications for Deaf people, including using their computer/DSL line as their "phone" link. Urge victims to maintain a land phone line if possible, or make other arrangements for them to call 911 in an emergency.

Computers

What you need to know:	What you can do:
<ul style="list-style-type: none">• Electronic communication is often risky because a computer is not always secure or confidential.• Spyware can be installed without your knowledge.• Sending email over internet can be intercepted.• Keystrokes logging hardware can retrieve information from stored keystrokes (note: it can check the website you visit, the password/pin# you use, etc). <p>Note: To prevent adware or spyware go to Microsoft.com (Windows Defender), www.freezonealarm.com www.gaintcompany.com www.webroot.com, www.bitdefender.com www.xblock.com. Again, the websites listed are not 100% guarantee)</p>	<ul style="list-style-type: none">• Do not email back and forth with the victim/survivor. If not possible, when replying, do not include original reply in the message.• Never send victim/survivor's name or confidential information by email.• Ask the victim if the abuser is tech savvy and ask if they feel that their computer is being monitored.• Encourage the victim to use computer at local library or friend's.• Do not open any unfamiliar attachment from unknown sources.

(The information was compiled based on materials of National Network to End Domestic Violence's project of National Safe and Strategic Technology)

ADWAS National Hotline Resources 2008

TTY: 1-800-787-3224

Contact a Deaf Domestic Violence advocate
Monday through Friday, 9 am to 5 pm (PST)

AIM: [ADWASHotline](#)

VP: 69.17.111.201

EMAIL: deafhelp@ndvh.org