



SKY LACES: Guide By Your Side™

The Aetna Better Health of Kentucky™ Supporting Kentucky Youth (SKY) program offers a helpful Value-Added Benefit (VAB) to Aetna SKY members who are Deaf or Hard of Hearing (DHH).

Caring for a child with hearing loss can be a joy and a challenge. You may need extra support so you can make the best choices for your child. You may have questions about how to get help or services. Aetna SKY works with Kentucky Hands & Voices™ to give this kind of support.

Kentucky Hands & Voices™ is an organization that helps families of children who are Deaf or Hard of Hearing. One way they help families that are new to caring for a DHH child or that need more support is with a Kentucky Hands & Voices™ Guide By Your Side™ (GBYS).

A GBYS is a DHH adult with special training who shares personal experiences. They give helpful information about services and resources. They can help with basic questions like how to read a book to your child or when you should change hearing aid batteries. In addition to being a great role model, these Guides can also help with more complex issues surrounding hearing loss like socialization and inclusion.

Check out this video for how DHH Heroes can inspire young people at: <https://kyhandsandvoices.org/dhh-heroes/>

You can learn more about Hands & Voices™ here: <https://kyhandsandvoices.org/>

Frequently Asked Questions (FAQs)

We are already busy and have a lot of appointments. How can I fit this in too?

The Guides will work with your schedule. They can work up to two hours per week with the family. The Guides can do home visits, or phone calls, and virtual visits. Families can learn about new tools such as a Videophone or how to meet virtually with an interpreter.

How does using an interpreter work?

If the child in your home uses American Sign Language (ASL) your Guide will likely use ASL. Kentucky Hands & Voices™ helps get interpreters for your visits so everyone can communicate. Guides also help you learn about interpreters for other settings.

What would we do together?

That's up to you! Your needs will determine what you do together. You may play games or share a meal. You may do an activity to learn about deaf culture or learn about communicating with people who have hearing loss. You will work with your Guide on what you will do during your time together.

Are there treatment plans or goals involved?

This is not as formal as therapy. You and your Guide come up with the goals that you work on. Goals can be changed at any time. This program helps to make sure your child has access to language so they thrive. You decide what that looks like for your family.

What if our Guide isn't a good match, but we like the program in general?

You can contact Sarah Roof with KY Hands & Voices™ at sarah@kyhandsandvoices.org or call 859-396-0986. Sarah will work with you to get a different Guide. If the Guide is not near you, virtual visits can happen.

More Questions?

To talk to a parent of a DHH child contact Sarah Roof sarah@kyhandsandvoices.org or call 859-396-0986.

To talk to a DHH Guide contact Melissa Kelly at melissa.m.kelly2@gmail.com.

To ask question about the LACES Program or to request a referral for a Guide By Your Side™ contact Shelly Mann SKY Behavioral Health Specialist at MannR@Aetna.com or call 502-719-8587



www.AetnaBetterHealth.com/Kentucky

