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REMOVE BARRIERS FOR DEAF, HARD-OF-HEARING, AND DEAFBLIND COMMUNITY

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WHO ARE THEY?

Patients

Visitors

Employees

Friends

Family members

Volunteers

Children

You



F. I. N. E. OBJECTIVES

- Find and utilize the appropriate accommodations for the individual based on their needs.
- Identify various options to aid in working with individuals with hearing loss
- Needs assessments – create a CAP (Communication Access Plan) & policy template for effective communication
- Enhance skills in communicating with interpreters and/or captionists and those with hearing loss.

INTERPRETATION

Not
everyone
FITS the
mold!
One shoe
doesn't fit
ALL!

- Deaf
- deaf
- Late deafened
- DeafBlind
- DeafPlus
- DeafDisabled
- Hearing loss
- Hard-of-Hearing
- Hearing impaired (x)
- DeafMute (x)
- DeafDumb (x)

F. O. L. D. S.

- Facing problems such as difficulty understanding speech, denial, lack of understanding by family, friends and peers; rejection; isolation; and withdrawal.
- Obtaining accommodations and purchasing devices for hearing loss.
- Lacking signing skills limits involvement with the signing Deaf or Hard of Hearing community.
- Disclosing or sharing same communication, cultural, and social identities as deaf.
- Struggling to identify which community they belong - hearing or deaf or hard of hearing or deafblind

SURVEYS

American Community Survey (ACS; U.S. Census Bureau, 2018): Individuals with hearing disability as defined by answering “yes” to the question, “Is this person deaf or does she/he have a serious difficulty hearing?”

- U.S. Population Estimate: 3.6% (+/- 0.03%, 90% MOE), or 11, 527, 300 people.
- Vermont Population Estimate: 4.7% (+/- 0.53%, 90% MOE), or 29,177 people.

Behavior Risk Factor Surveillance Survey (BRFSS; Center for Disease Control and Prevention, 2019): Individuals identified as having a hearing disability as defined by answering “yes” to the question, “Some people who are deaf or have serious difficulty hearing may or may not use equipment to communicate by phone. Are you deaf or do you have serious difficulty hearing?”

- U.S. Population Estimate: 5.9% (95% CI 5.8-5.1), or 16, 203, 466 people.
- Vermont Population Estimate: 5.7% (95% CI 5.0-6.5), or 34, 078 people.

SUPPORT ORGANIZATIONS

- **ALDA** (alda.org) is for people with loses their hearing later in life. It provides resources and support.
- **Vermont Hands and Voices** is a volunteer-based organization for parents to give each other supports for their children who has hearing loss.
- **Vermont Chapter, Hearing Loss Association of America** provide assistance and resources for people with **hearing loss** and their families to learn how to adjust to living with hearing loss. This is for all ages.
- **VTAD** is an advocacy organization for signing D/HH/DB that focus on legislature issues.





COMMUNICATION TRIANGLE

SPEAKER: not speaking clearly, speaking too quickly, speaking too softly, other (accents, Facial hair), mode of communication (phone, amplification devices, etc.)



ENVIRONMENT: (background noise, lighting conditions, Seating arrangement, acoustics, distractions).

LISTENER: (type of hearing loss, ability to pay attention, Emotional status (tiredness, etc.), distracting thoughts or feelings, listening devices.)

DIFFERENT METHODS OF COMMUNICATION

Cued Speech



ProTactile/Haptic Communication



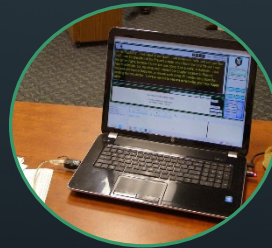
Oral/Lipreading



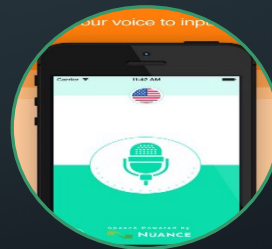
American Sign Language (ASL)



Writing



CART



Speech To Text Apps



UbiDuo



DIFFERENCE

INTERPRETERS

- Work in situations where they can't control the content of the message but are trained to accurately convey another person's message.
- Operates in an environment where terminology is much more advanced and unpredictable.
- Must render the message faithfully, always conveying the content and the spirit of the speaker.

SIGNERS

- Present in natural, conversational settings, covering day-to-day topics.
- Control of their own intent, content, pace and message.
- Can be a friend, a family member, or a child.



LIVE VS. REMOTE INTERPRETING

- Patients with an injury or procedure that impedes their ability to view the screen.
- Patients with limited mobility.
- Multiple hearing persons.
- Multiple deaf persons who are communicating with medical professionals.
- Poor Internet connection
- Patients who are emotional, medicated or intoxicated, or young children.



BENEFITS OF CERTIFIED DEAF INTERPRETER

- Purpose is due to "accents." ASL is not equivalent to English, and most interpreters learn ASL late in life - so most have a strong "hearing accent" which some Deaf people struggle to understand. Deaf interpreters take that "accented" ASL and make it easier for the Deaf consumer to understand...
- Best usage for these following possibilities:
 - a person whose first and *ONLY* language is ASL
 - a person who comes from another country
 - a person who has cognitive or intellectual disability; even with mental health issues.



TIPS FOR COMMUNICATION

Talk to and look directly at hard of hearing person; maintain good eye contact.

Speak at your normal rate of speech.

Remember to give the attendees any available materials in advance.

Rephrase when you're not understood.

Don't assume the HOH person can read your lips, speak or hear you if you just speak louder.

When in a group setting, speak one at a time.

Don't shout!

Use ALDs when possible.

You are a consumer, too.

Make me,
baby, maybe

LIPREADING OR SPEECHREADING

Elephant shoes,
I love you, I
have two, olive
juice

LIPREADING: the interpreting of speech by watching the speaker's lip and facial movements without hearing the voice.

SPEECHREADING: the process of determining the intended meaning of a speaker by utilizing all visual clues accompanying speech attempts.

☐ Vermont (North, Central, South):

Norma Miller, RPR, CRR, CRC

802-233-3747

Norma@whitecoatcaptioning.com

PANDEMIC ERA



☐ Vermont Relay via RCC (Relay Conference Captioning)

[Vermont Relay – Stay Connected Using Vermont Relay](#)



☐ Vancro Integrated Interpreting Services

Jessica Hutchins, program manager

802-275-0104

Jessica.Hutchins@vancro.com



AT: PERSONAL LISTENING SYSTEMS



Pocket talker with headphones



Roger pen



Neckband hearing aid amplifier

ASSISTIVE TECHNOLOGY

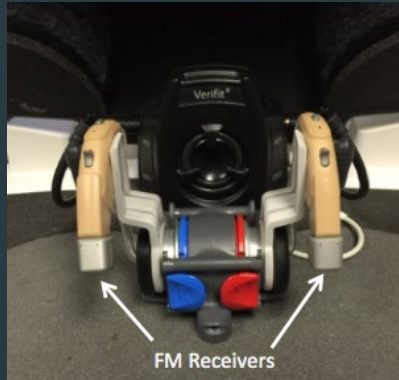
- Group settings
- Classroom environment
- Assistive listening system

WHO estimates 50% age 12 to 35 due to prolonged and excessive exposures through personal audio devices.



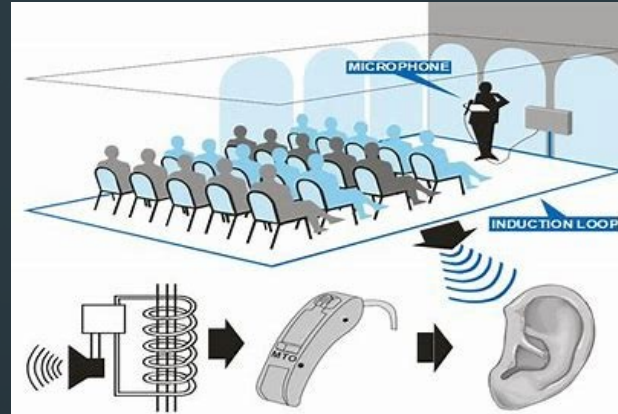


FM



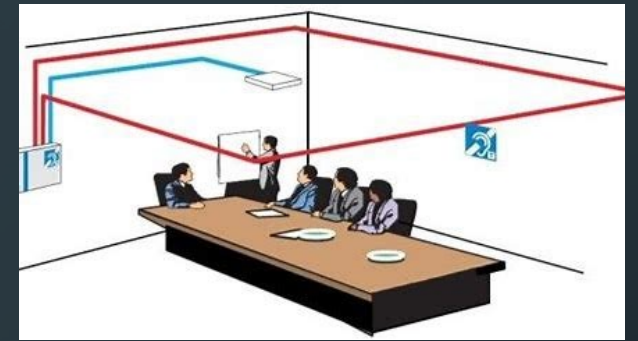
- FM systems use radio waves to transmit sounds from a speaker or performer wearing a microphone and transmitter to listeners wearing a receiver/headphone device.
- FM signals can experience disruptive external radio interference and the sound can “leak”, allowing others to listen in on private broadcasts via other FM receivers.

LOOP SYSTEMS



INDUCTION LOOP

- Loop systems transmit sound directly into hearing aids equipped with a telecoil (t-coil) via an electromagnetic field contained inside a cable (the loop) surrounding the perimeter of a room or a set listening area.



IR

- Project sounds as light waves to listeners wearing receiving devices. They are most often used at inside venues, such as movie theaters, many churches and playhouses.
- IR does not work for outdoor venues because sunlight diffuses the light waves carrying sound to the receiver.



ALERTING DEVICES

- Visual – flashing light
 - Vibrotactile – vibrating component
 - Auditory – increased amplification and use of lower frequency sounds
-
- Examples: baby cry signaler, carbon monoxide detector, doorbell signaler, smoke alarm signaler, telephone signaler, wake up alarm signaler, weather alert





Hospital



Shop



School



Factory



Patients



Customers



Citizens



Employees



EVACUATION PLAN

- [Visual Fire Alarms.pdf](#)
(nationaldeafcenter.org)
- [Mass Notification for the Deaf and Hard of Hearing - Alertus Technologies](#)
- SMS messaging system
- Reader board
- Flashing Lights (color coded)



Section 504

Protects qualified individuals from discrimination based on their disability in programs or activities that receive federal financial assistance from USDOE.



Section 508

Requires federal agencies to develop, procure, maintain and use information and communications technology (ICT) that is accessible to people with disabilities - regardless of whether they work for the federal government

ACCESSIBILITY IS THE LAW!



FCC

Regulates interstate and international communications through cable, radio, television, satellite and wire.



CVAA

Enforces previous laws that were designed to ensure telephone and television services would be accessible to all Americans with disabilities.



ADA

Prohibits discrimination based on disability.
Title II (state and local government services)
Title III (public accommodations and commercial facilities)



WCAG

Explains how to make web content more accessible to people with disabilities



COVERAGE

Medicaid (limited for ASL interpreting services), Assistive Listening System (organization/company must pay), CART services (organization/company must pay)

Health care agencies run by state and local governments are covered under Title II of the ADA. Health care organizations run by private businesses or nonprofit organizations are covered under Title III of the ADA. All places covered by the ADA must provide access to their facilities and programs for people with disabilities.

Places such as hospitals, nursing homes, day-care centers, ambulatory treatment or diagnostic centers, and professional offices of health care providers are all places of public accommodation covered by the ADA. In addition, hospitals or other health care institutions that are operated by state or local governments are covered under Title II of the ADA.

Disabled Access Credit provides a non-refundable credit for small businesses that incur expenditures for the purpose of providing access to persons with disabilities. An eligible small business is one that earned \$1 million or less or had no more than 30 full time employees in the previous year; they may take the credit every year they sustain access expenditures.



**We are trying to construct a more
inclusive society. We are going to make
a country in which no one is left out.**

Franklin D. Roosevelt

RESOURCES

[Services for Deaf, Hard of Hearing, DeafBlind | Disabilities, Aging and Independent Living \(vermont.gov\)](#)

[Assistive Technology Services - HireAbility \(hireabilityvt.com\)](#)

[HLAA HC Patients Aids-Services.pdf \(hearingloss.org\)](#)

[The ADA Explained – YouTube](#)

[Resources for Deaf and Hard of Hearing People | Vermont Department of Health \(healthvermont.gov\)](#)

[Deaf Visor Card | Department of Motor Vehicles \(vermont.gov\)](#)

[Medicare/Private Insurance - Individuals – sComm](#)

[External Community Partners: VIDEO on Working with DHHDB people](#)

THE END!

