

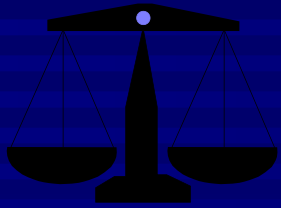
# COMMUNICATING EFFECTIVELY WITH DEAF, LATE DEAFENED AND HARD OF HEARING PEOPLE

*A short online self-training*

# What The Law Says

**Understanding the legal requirements of the Americans with Disabilities Act is a necessary first step in making your facility, program or service communication accessible**

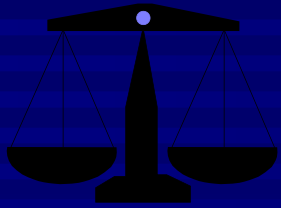
## ADA Title I - Employment



**No otherwise qualified individual with a disability may be discriminated against in the hiring process and in the workplace. An employee who is Deaf or has a hearing loss may request that reasonable accommodations be provided to ensure equally effective communication access and participation on the job.**

*The Americans with Disabilities Act was signed into law by President Bush in 1991. Title I covers Employment, Title II Obligations of State and Local Governments, Title III Places of Public Accommodation and Title IV Telecommunications.*

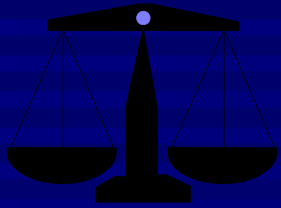
# **ADA Title II - Obligations of State & Local Government Agencies and Public Services**



**State & Local government departments and agencies are prohibited from discriminating against qualified individuals with disabilities in such a way that they are excluded from participation in services, programs, or activities.**

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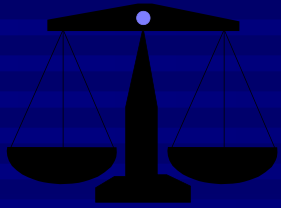
# **ADA Title III - Obligations of Places of Public Accommodation**



**No individual may be discriminated against in the full and equal enjoyment of goods, services, facilities, privileges and accommodations in privately operated commercial facilities that are open to the public. Modification or removal of architectural/ programmatic barriers is required only if such changes are readily achievable.**

*The Americans with Disabilities Act was signed into law by President Bush in 1991. Title I covers Employment, Title II Obligations of State and Local Governments, Title III Places of Public Accommodation and Title IV Telecommunications.*

## ADA Title IV - Telecommunications



**Every state must establish a Telecommunications Relay Service to ensure equal access to those customers with hearing and speech disabilities.**

*The Americans with Disabilities Act was signed into law by President Bush in 1991. Title I covers Employment, Title II Obligations of State and Local Governments, Title III Places of Public Accommodation and Title IV Telecommunications.*

**Effective communication must be understood by both parties. For this to happen, the process of communication must be tailored to the person's communication preferences.**

**In order to understand how the law can be translated into effective communication access, it is necessary to understand the differences between Deaf, oral deaf, hard of hearing and late deafened persons, and their communication preferences.**

# **A Deaf Person...**

**...may use American Sign Language (ASL),  
gestures, or mime**

**...uses facial expressions in place of voice  
inflection**

**...may choose to use voice**

**...varies in fluency of reading/writing English**

**...may use paper and pen as last resort**

**...may be involved in the deaf community**



# **An Oral Deaf Person...**

- ...may have been born deaf, or have acquired deafness at an early age**
- ...will have been raised in an environment that supported learning speech and speechreading**
- ...may display varying degrees of speech reading skills**
- ...may use sign language**
- ...may vary in fluency of reading and writing English**
- ...may or may not be involved in the deaf community**

# A Hard of Hearing Person...

- ...has acquired a hearing loss ranging from mild to profound at some time during his or her life
- ...may benefit from amplification: hearing aids, ALD's
- ...communicates in spoken English or other spoken language supported by speechreading (lipreading)
- ...generally will not know sign language
- ...will likely function within the 'hearing' world

# **A Late Deafened Person...**

- ...has acquired a profound post-lingual hearing loss**
- ...will initially continue to use spoken English or other spoken language supported by speech reading**
- ...may eventually learn Signed English, or ASL, as a way to support verbal communication**
- ...may preferentially use CART in complex situations**
- ...may use paper and pen as last resort**
- ...will likely function within the 'hearing' world**

# **A Deaf - Blind Person**

- ...may have been born with, or acquired their hearing loss**
- ...may have been born with, or acquired blindness/partial loss of sight**
- ...may receive information by tactile communication**
- ...may use ASL and/or fingerspelling**
- ...may use spoken English**
- ...may benefit from high contrast, large print materials**

# **A brief review of Communication Preferences ( this is REALLY important !! )**

# PRIMARY COMMUNICATION CHOICES

## DEAF

sign language  
interpreter  
mime/gesture  
writing

## ORAL DEAF

speech reading  
writing  
CART service  
mime/gesture

## LATE DEAFENED

speech reading  
writing  
CART service  
mime/gesture

## HARD OF HEARING

amplification  
speechreading  
writing

**Understanding Communication preferences is an important part of the picture. Knowing how you can make communication more effective is another.**

# Communication Tips

- ❑ **Get the person's attention before starting to communicate**
- ❑ **Maintain eye contact**
- ❑ **Keep your face and mouth visible and be sure there is adequate lighting**
- ❑ **Be aware that having food, gum or other objects in your mouth while talking distorts lip movements**
- ❑ **Speak clearly and at a moderate pace**
- ❑ **Use appropriate volume**
- ❑ **Repeat or rephrase as necessary**



# More Tips

- ❑ **Reduce environmental noise or move to a quieter location**
- ❑ **Use gestures and facial expressions**
- ❑ **Have paper and pen on hand**
- ❑ **Only one speaker at a time**
- ❑ **Give cues when changing subjects**
- ❑ **Minimize movement while speaking**
- ❑ **Talk to the person directly - not to the interpreter, CART reporter or companion**
- ❑ **Accents or slang expressions may make understanding difficult**

**Finally, it is very common for people to be embarrassed about having a hearing loss. Some people may deny they have one, while others may not even realize they are affected. Here are some ways to help you identify whether a hearing loss is present or not.**

# How To Recognize Hearing Loss

- Person points to ear and shakes head
- Person mimics writing
- Person uses sign language
- Person speaks loudly and/or responds inappropriately to questions
- Volume on person's TV/radio is very loud
- Person may move forward or tilt head so that the "better" ear is closer to the speaker
- Person does not respond when spoken to
- Person frequently asks speaker to repeat what was said
- Presence of hearing aid

**Thank you** for taking this short online communication access training!

**Please note that this is a very abbreviated version of our standard ‘live’ trainings. Feel free to contact us and request one of our professional trainers to attend your facility or event and give you the ‘full’ version!**