



SHOUTING DOESN'T HELP

REAL WAYS TO SERVE PEOPLE WITH SENSORY DISABILITIES

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Largest Minority Group

Persons with disabilities are the largest minority group in U.S.

- It is the only minority any individual can become a part of at any time
- 56.7 million people in our country have a disability, according to the 2010 U.S. Census
- One in five people has a disability

Reaching Out For Help Can Be Difficult For Anyone

- Especially for people with hearing, speech and visual disabilities
- Requesting and receiving information can present additional hurdles
- If unsuccessful, person feels powerless and excluded, opening the door to self-doubt and passiveness

Effective Communication With the Deaf and Hard of Hearing

Always reference the person first, then the disability.



The lady who is deaf is in need of assistance with dinner.



The deaf woman needs help.

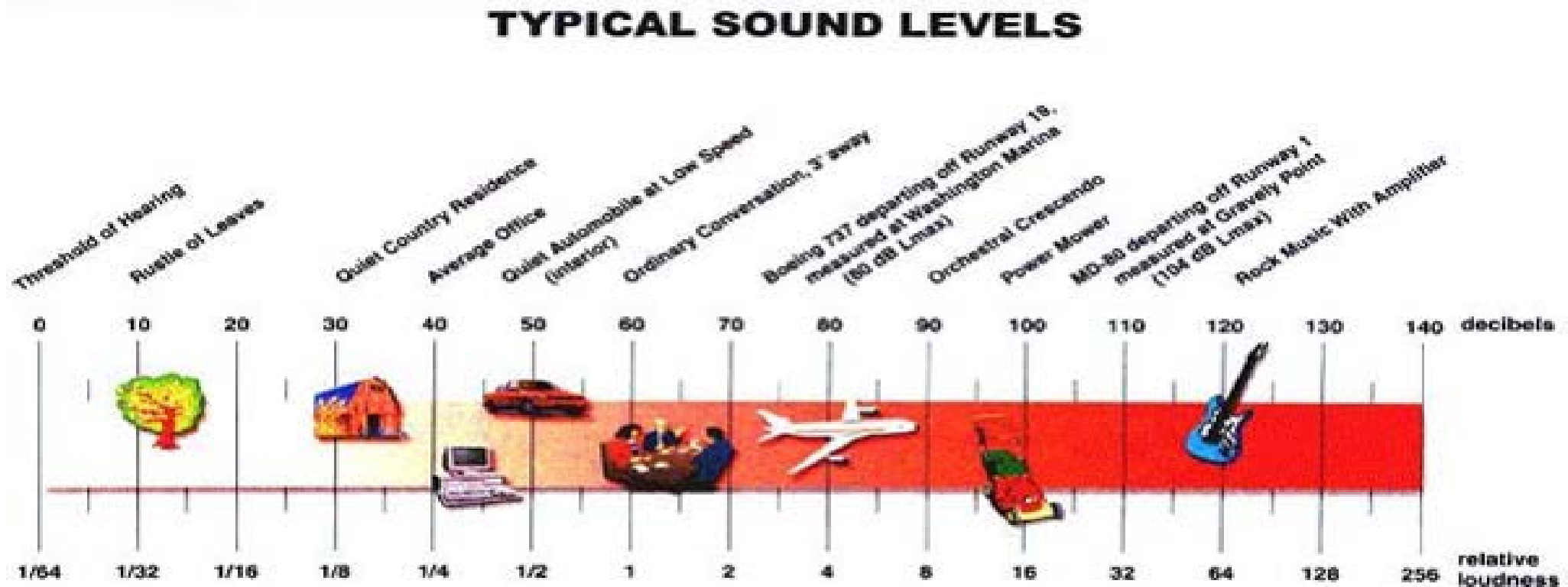
Myths about Deaf and Hard of Hearing

- All deaf people read lips.
- All deaf people use sign language.
- Deaf people don't use phone.
- All deaf people uses hearing aids.
- Hearing aids restore hearing.
- Deaf uses interpreters 100% of the time.

Hearing Loss and Statistics

- 12% or **38 million** Americans have a significant hearing loss
- Approximately **2 million** people are profoundly deaf
- **50 million** people affected by Tinnitus or "Ringing in the ears"
- **15 million** people with hearing loss avoid seeking help
- People with hearing loss wait an average of **7** years before seeking help

dB Chart



The **decibel (dB)** is a unit for describing sound pressure levels. A-weighted sound measurements (dBA) are filtered to reduce the effect of very low and very high frequencies, better representing human hearing. With A-weighting, sound monitoring equipment approximates the human ear's sensitivities to the different sounds of frequencies.

Assistive Technology and Accommodations

- Internet
- Closed/Open Captioning (CC)
- Videophone
- Video Relay Services/Interpreting (VRS/VRI)
- Cap-Tel
- Smartphone/Iphone
- Ipad/Tablet
- CART (Communication Access Real Time)
- AIM/Google Chat/Office Communicator
- Interpreter
- Ubi-Duos
- Communication Board

Communication/Language Options

- American Sign Language
- Signed English
- Oral
- Total Communication
- Finger spelling
- Tactile Sign Language (for Deaf/Blind)

Various Etiquette working with Deaf and Hard of Hearing

- Waving Etiquette
- Touching Etiquette (i.e. tapping)
- Eye Contact Etiquette
- Facial Expressions (Deaf and Hearing)
- Body Language Etiquette

One-on-One Communication

- Be patient
- Repeat or rephrase information
- Have paper/pen ready
- Give full attention
- Make eye to eye contact
- Ask deaf person how they prefer to communicate
- Use facial expressions and body language

Sign Language Interpreter

- Licensed, Certified/Qualified
- Request from an Interpreting Agency
- Large Crowd
- Important meeting/safety meeting
- Training

Interpreter's Role

- Facilitate communication (Deaf vs. Hearing)
- Signs exactly what speaker/member of group says
- Voices what deaf says
- Strict Code of Ethics

Using an Interpreter: Do's

- Speak directly to the deaf person
- Allow the interpreter to stand or sit close to you so that the Deaf individual can see you and the interpreter at the same time
- Look at the deaf, not at the interpreter
- Speak at normal rate

Using an Interpreter: Don'ts

- Say things to the interpreter that you do not want repeated to the deaf person
- Ask the interpreter for his/her opinions about the deaf person
- Hold personal conversations with the interpreter
- Have side conversations while interpreter is working
- Stop or watch or to wait for the interpreter to begin signing

How to Request an Interpreter

- Preferably 48 hours advance notice
- Get all the important information:
 - * Who? (Who is the request for?)
 - * What? (What is the nature of the request?)
 - * Where? (Where will the event take place?)
 - * Time? (Very important....Start Time and Ending Time)
Normally, if over two hours, you will need to get two interpreters
- Contact person, include this information:
 - * First and Last Name
 - * Telephone Number
 - * Email Address

Providing Assistance to People with Speech Disabilities

- Serving people who have speech disabilities or who use augmentative and alternative communication can be very challenging for anyone.

Define: Speech Disabilities

The person may speak with using their own voice or the person may used an augmentative communication.

- Using their own Voice

The person's speech may be very slow and difficult to understand.

- Augmentative and Alternative Communication

The person may use a device to assist them while communicating. The person will select certain phrases and the augmentative device will speak for the person. The person may control the augmentative device through typing on a keyboard or selecting a picture.

In Person Requests

Communication with a person with a speech disability or using augmentative device is easier in person rather than over the phone.

Here are some things to keep in mind when you are communicating in person with someone with a speech disabilities or using augmentative device.

- Relax and take your time with the person.
- It is ok to paraphrase or repeat what the person is saying.
- Be patient!

Phone Requests

The caller with the speech disability starts thinking about making the call and being understood by the person on the other end of the phone. When the other person answers the phone, they may respond in one of the following ways:

- The person may hang up when he/she hears the person with the speech disability thinking it is a prank call.
- The person on the other end of the phone starts talking in a child-like manner to the person with the speech disability.
- The person may rush through the phone call in an attempt to quickly get rid of the caller.

Phone Requests

Here are some things to keep in mind when you receive a call from someone who has a speech disability or is using an augmentative device.

- Stop and listen (it is ok to repeat or paraphrase your conversation).
- Be patient and treat the caller with dignity and respect (treat people with speech disabilities like everyone else).
- Work with the caller.
- The call may take some extra time when you are communicating with someone with a speech disability.
- Ask the caller if someone can assist with the call (Examples: family members, Utilized Relay Services Speech to Speech).
- Ask the caller if they would like to email or text as another form of communication.

What Is Visual Impairment?

- General term describing a wide range of visual function, from low vision through total blindness
 - Low Vision is 20/70 vision or poorer which cannot be corrected or improved with regular eyeglasses
 - Legal Blindness is 20/200 or less vision with regular glasses or contact lenses OR tunnel vision of 20 degrees or less
 - Light Perception is ability to see light
 - Total Blindness is no vision

Providing Assistance to Visually Impaired

- In-person requests
 - Service Animals
 - Can travel anywhere with person with disability
 - Asking for service animal's certification is a violation of ADA
 - Sighted Guide Technique allows the person who is blind or has low vision to hold the guide's arm lightly above the elbow and allows the guide to walk one half step ahead. This allows him/her to feel and follow the guidance direction and also have control of when to let go
 - Always ask – not everyone needs or wants sighted guide assistance

In-Person Requests

- Provide specific directions, such as "left in 10 feet" or "there is a table 5 feet in front of you"
- When greeting a person with a severe loss of vision, always identify yourself. Identify others if you are in a group
 - Speak in a normal tone of voice and indicate when the conversation is over
 - Let them know when you move from one place to another
 - When reviewing a form, ask if they need the form read aloud. Don't skip reading anything on the form

Phone Requests

- When receiving information by phone, a person with a vision impairment may need more time to record information into their phone or computer.
- Transportation can be a major factor in how a person with a vision impairment accesses community resources. Asking about access to transportation can be a good follow-up question when giving referrals.

Accessible Formats

- Braille
- Large print – standard font is Arial 18-20
- Audiotape
- Electronic format

Types Of Assistive Technology

- Screen Readers
 - Developed for computer users whose vision loss prevents them from seeing content or navigating with mouse. Provides speech and Braille output for PC computer applications
- Screen Magnifiers
 - Magnification and screen reading programs that enlarge, enhance and read aloud everything on computer screen
- Magnifiers (some are digital)
- Signature guide
 - Plastic mask with window to correspond with standard signature area – looks like a credit card

Centers For Independent Living

- Provide information and referral on disability related resources
- Independent Living Research Utilization Website (ILRU)
<http://www.ilru.org/projects/cil-net/cil-center-and-association-directory>

Recap

- Today's presentation offers guidelines
- Every individual's disability is unique
- ALWAYS best to ask how you can help