



Hospital Compliance Guidelines

For Deaf, Deaf-Blind, and Hard of Hearing Consumers
In Accordance With the Americans with Disabilities Act

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Acknowledgements

Thank you to the Department of City Planning for helping to draft the guidelines and for providing feedback:

- Luke Ravenstahl, Mayor
- Noor Ismail, Director of City Planning
- Joy Abbott, Asst. Director, Development & Design
- Richard Meritzer, ADA Coordinator
- Justin Miller, Neighborhood Planner

Thank you to all the members and friends of the disability community for all their help putting this guidelines together and for providing information for the guidelines:

- James Chris Noschese
- Katherine D. Seelman, Ph.D
- Richard McGann
- All members of the City of Pittsburgh-Allegheny County Task Force on Disabilities
- Kimberly Mathos D.O., M.P.H.
- Teresa Nellans
- Susan Schaeffer, Ph.D
- Tanya Ulrich
- Kenneth Puckett
- Center for Hearing & Deaf Services, Inc.
- Sign Language Interpreting Professionals
- ALS Intl. Translation
- Nancy Crothamel
- Holly Hampe

Disclaimer: This document is not meant to provide legal and/or medical advice, but is rather an informational tool for both consumers and hospitals.

Thank you to the following organizations for providing graphics and information for this guidelines:

- Michigan Coalition for Deaf and Hard of Hearing People
- Sorenson Communications
- Pure Direct Sound
- The Harc Mercantile
- United TTY Sales
- C.A.S./Communication Access Solutions
- TecEar LLC
- Behavioral Task Force
- Assistance Dog International Inc.

Thank you to the following hospitals that provided information and took part in surveys:

- St. Clair Hospital
- University of Pittsburgh Medical Center
- West Penn Allegheny Health System

Thank you to all the interns for their hard work in researching and drafting the guidelines:

- Leslie Cooke
- Michelle Corkum
- Jamila Dees
- Ying Lee
- Chunjie Gan

Introduction

By law, Hospitals are required to have a director for their Disabilities Resource Center, who acts as a single point of contact for those with different disability needs. [ADA Title III:]

Hospitals are required to provide access to people with disabilities; this includes the provision of effective communication to those with hearing loss, whether they are consumers, or persons who have the authority to make healthcare decisions for the consumers. If the hospital has educational programs for the public, appropriate auxiliary aids and services to ensure effective communication must also be provided. [ADA Title III:]

Important medical information must be clearly understood by the consumers, and, or persons who have the authority to make healthcare decisions for the consumers. The consumers must be able to express important information to the provider. Examples may include: discussions about diagnosis or treatment options, financial obligations for services, and instructions for home care. The hospital does not necessarily have to provide a specific device or service that the consumer requests if another aid or service that is more cost-effective will still allow the consumer to communicate effectively. However, one cannot assume that a specific accommodation will work without the consumer's input into the decision. One-on-one communication often requires different accommodations that differ from communication within a group setting where many people will be talking. Family members are not an alternative if interpreters are needed. [ADA Title III:]

Project Background

The Hospital Compliance Guideline began with a survey by the City of Pittsburgh Department Of City Planning. The survey was sent out to hospital administrators to evaluate their procedures on how a consumer who is deaf, deaf-blind, and hard of hearing should go about receiving proper accommodations at their hospital. After a survey was handed out to hospital administrators, a second survey was handed out to local deaf, deaf-blind, and hard of hearing consumers to evaluate their experience at the local hospitals. The hospital staff that took the survey felt that they were doing a good job of providing the effective accommodations to help deaf, hard of hearing, and deaf- blind consumers at the hospital, and the consumers said that the hospitals often did not know how to provide them with the proper accommodations to have a smooth transition at the hospital. In many cases the hospital staff broke consumers' assistive

listening devices, because staff did not have the proper training on how to properly use, remove, reassemble, or handle these devices. The survey showed that the hospitals and consumers were not on the same page when it came to communicating with the consumers and providing the best health care possible.

The survey also found that there were no current standards and procedures on how to properly provide deaf, deaf-blind, and hard of hearing consumers with the correct assistance and accommodations to ensure they receive the best possible treatment. That's how the idea of creating the Hospital Compliance Guidelines came about. Creating guidelines provides information on standardizing procedures for admitting consumers who are deaf, hard of hearing, and deaf-blind, and sets standards across the nation for providing equal care to people who are deaf, deaf-blind, and hard of hearing.

After the idea was established, the Department of City Planning set up meetings with different hospitals to get a better understanding of what hospitals did not understand about consumers who are deaf, deaf-blind and hard of hearing. They also discussed the assistive listening devices used, and the different ways consumers and staff communicate. For example, most do not know there are three different kinds of communication to people who have hearing impairments. Also, many hospital staff did not understand why many deaf, deaf-blind, and hard of hearing consumers need an interpreter and TTY when staff could just write on a piece of paper to let them know what is going on. The reason this is not a uniform solution for a consumer that is deaf, deaf-blind, and hard of hearing is, when people use this method it becomes very confusing to the consumer and hard for them to understand. After meeting with all the hospitals, another survey was sent to consumers to see if the hospitals had improved on providing the effective accommodations to service deaf, deaf-blind, and hard of hearing consumers. In actuality they had gotten worse.

This guideline was intended to provide information to hospitals on ways to provide the effective accommodations to consumers who are deaf deaf-blind and hard of hearing and to inform those consumers of their rights.

ADA Law

From the ADA Law: (<http://www.ada.gov/reg2.html>)

DEPARTMENT OF JUSTICE Office of the Attorney General

28 CFR PART 35 [Order No.]

Nondiscrimination on the Basis of Disability in State and Local Government Services

AGENCY: Department of Justice.

ACTION: Final rule.

SUMMARY: This rule implements subtitle A of title II of the Americans with Disabilities Act, Pub. L. 101-336, which prohibits discrimination on the basis of disability by public entities. Subtitle A protects qualified individuals with disabilities from discrimination on the basis of disability in the services, programs, or activities of all State and local governments. It extends the prohibition of discrimination in federally assisted programs established by section 504 of the Rehabilitation Act of 1973 to all activities of State and local governments, including those that do not receive Federal financial assistance, and incorporates specific prohibitions of discrimination on the basis of disability from titles I, III, and V of the Americans with Disabilities Act. This rule, therefore, adopts the general prohibitions of discrimination established under section 504, as well as the requirements for making programs accessible to individuals with disabilities and for providing equally effective communications. It also sets forth standards for what constitutes discrimination on the basis of mental or physical disability, provides a definition of disability and qualified individual with a disability, and establishes a complaint mechanism for resolving allegations of discrimination.

EFFECTIVE DATE: January 26, 1992.

Hospitals are held to federal standards that require accommodation of people with hearing loss. Along with federal mandates, the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) has also established standards for hospitals.

The ADA applies to all hospital programs and services, such as emergency room care, inpatient and outpatient services, surgery, clinics, educational classes, and cafeteria and gift shop services. Wherever consumers, their family members, companions, or members of the public are interacting with hospital staff, the hospital is obligated to provide effective communication.

Exchanging written notes or pointing to items for purchase will likely be effective communication for brief and relatively simple face-to-face conversations, such as a visitor's inquiry about a consumer's room number or a purchase in the gift shop or cafeteria. (<http://www.ada.gov/hospcombr.htm>)

The Americans with Disabilities Act (ADA) requires hospitals to provide equal communication access for people with hearing loss. Title III of the ADA covers privately owned healthcare facilities and Title II covers state-owned facilities. Section 504 of the Rehabilitation Act of 1973 covers facilities that receive federal funding and requires accommodations for people with disabilities.

Auxiliary Aids and Services (VI title III)

The term "auxiliary aids and services" includes:

State registered interpreters, note takers, computer-aided transcription services, written materials, telephone handset amplifiers, assistive listening devices, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for persons who are deaf (TDD's), videotext displays, or other effective methods of making aurally delivered materials available to individuals with hearing impairments;

When looking for a state registered interpreter they should have one of the two credentials:

- RID Certifications
- NAD Certifications

Suggested Guidelines for Coordinating Interpreter Services :

- find out the date, type and duration of event or situation;
- ask the presenter/s who is deaf or hard of hearing or attendee for interpreter preferences, needs, etc;
- determine the number of interpreters needed;

- decide whether you will contract with an interpreter referral agency or with individual interpreters. Discuss costs, billing procedures and any other special arrangements ahead of time;
- identify, contract and confirm the interpreters for the assignment;
- designate, or ask the agency to designate, the “Lead” interpreter when there are more than one; and
- one to two weeks prior to the event, reconfirm the interpreters and forward the name and phone number of the “On-site” contact person, maps, itinerary or event agenda.

The day of the event, the “On-site” contact person can greet the interpreters, explain the physical settings, introduce the deaf presenter or attendee if necessary, locate needed stools, glasses of water, adjust microphones and/or assistive devices and lighting and complete adjustments prior to the beginning of the event.

Qualified readers, taped texts, audio recordings, Brailled materials, large print materials, or other effective methods of making visually delivered materials available to individuals with visual impairments.

Effective communication-A public accommodation shall furnish appropriate auxiliary aids and services where necessary to ensure effective communication with individuals with disabilities.

Telecommunication devices for the deaf (TDD's)-A public accommodation that offers a customer, client, consumer, or participant the opportunity to make outgoing telephone calls on more than an incidental convenience basis shall make available, upon request, a TDD for the use of an individual who has impaired hearing or a communication disorder.

Certain built-in communication features are required for hospitals built or altered after the effective date of the ADA:

- visual alarms must be provided in all public and common-use areas, including restrooms, where audible alarms are provided; and
- TTY’s must be provided at public pay phones serving emergency, recovery, or waiting rooms and at least one TTY must be provided at other locations where there are four or more pay phones.

Closed caption decoders-Places of lodging that provide televisions in five or more guest rooms and hospitals that provide televisions for consumer use shall provide, upon request, a means for decoding captions for use by an individual with impaired hearing.

Hospitals cannot charge consumers or other persons with hearing disabilities an extra fee for interpreter services or other communication aids and services.

Legal Sections from the ADA Regulations Regarding Service Animals

Service animal means any guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. ADA Title III 36.104.

III-4.2300 Service animals. A public accommodation must modify its policies to permit the use of a service animal by an individual with a disability, unless doing so would result in a fundamental alteration or jeopardize the safe operation of the public accommodation.

Service animals include any animal individually trained to do work or perform tasks for the benefit of an individual with a disability. Tasks typically performed by service animals include guiding people with impaired vision, alerting individuals with impaired hearing to the presence of intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or retrieving dropped items.

The care or supervision of a service animal is the responsibility of his or her owner, not the public accommodation. A public accommodation may not require an individual with a disability to post a deposit as a condition to permitting a service animal to accompany its owner in a place of public accommodation, even if such deposits are required for pets.

ILLUSTRATION: An individual who is blind wishes to be accompanied in a restaurant by her guide dog. The restaurant must permit the guide dog to accompany its owner in all areas of the restaurant open to other patrons and may not insist that the dog be separated from her.

A number of States have programs to certify service animals. A private entity, however, may not insist on proof of State certification before permitting the entry of a service animal to a place of public accommodation.
www.ada.gov/taman3.html.

Procedures

Admission: ER

Triage:

Many people with hearing loss do not use sign language or sign language interpreters. They rely on residual hearing, hearing aids, cochlear implants, and/or assistive listening devices; some use Communication Access Realtime Translation (CART) (which needs to be pre-arranged) or sign language interpreters. It is important to note that hearing aids and cochlear implants do not restore normal hearing. Cochlear implants are small, computerized, electronic devices that can provide sound to a person who has a severe, to profound, hearing loss. An implant does not restore normal hearing. Instead, under the appropriate conditions, it provides useful auditory understanding of the environment and speech.

Hearing loss ranges from mild to profound and can vary across the frequency range, with many people experiencing a greater loss at the high frequency. With a mild loss, hearing is compromised in a noisy setting and with a moderate loss, people require a hearing aid or assistive listening device that amplifies sound. Those with a severe to profound hearing loss may need to utilize speech reading, written communication, and captioning. Speech reading, often called lip-reading, is useful as a supplement to residual hearing, although not everyone has this skill. In addition, some speakers are harder to speech read than others.

1. Identifying Hearing Loss

Hospitals staff can identify a person with hearing loss if the person:

- asks to have things repeated often;
- misunderstands conversations;
- does not always respond when spoken to or responds inappropriately;
- indicates that he or she hears but does not understand;
- complains that people are mumbling;
- has trouble understanding when it is noisy or when in large group settings;
- has trouble understanding women's or children's voices but can understand deeper voices;
- has trouble understanding when the speaker's face is not visible;
- must be close to the person speaking in order to understand;

- has trouble understanding when spoken to from another room;
- does not react to loud noise;
- ignores sounds coming from behind;
- turns the TV or radio volume up loud;
- has trouble understanding on the telephone;
- strains to hear;
- turns head toward the person speaking;
- speaks too loudly or too softly; and
- has nasal speech or less distinct articulation.

2. Deaf Consumers

Most people that work in hospitals are not aware that there are two different types of mode of communication:

- Tactile
- American Sign Language (ASL); and
- Signing Exact English (SEE).

If a deaf person uses ASL then it will be very hard for them to understand someone that uses SEE. The difference between the two is that SEE executes a sign for every word in a sentence where as ASL seeks to convey a concept. For example, if one were to sign "I have two sisters" in Signed English, I would make a sign for each word. In ASL, I might make the signs for "two" and "sister" and then point to one self, conveying the thought "two sisters, me." Also, ASL requires knowledge of signing space, gestures, and facial expressions. When someone is signing SEE, they place the word order the same as one does when writing English.

- Hospital staff should identify the consumers preferred mode of communication and relay this information to appropriate staff in all units throughout the hospital.
- **Interpreter Policy**-State registered Interpreter must be contacted upon the consumer's arrival at the hospital.
- A state registered Interpreter should be contacted at all times even if a family or friend of the consumer is capable of communicating. (See Family and Friends section)

3. While waiting for the state registered interpreter, the following assistive devices/services can be utilized:

- TTY;
- Video Relay equipment / VRI;
- telephone amplifiers;
- hearing aid compatible phones;
- voice carryover text telephones;
- captioned telephones (such as CapTel made by Ultratech);
- the UbiDuo (a portable, wireless, battery-powered, stand-alone communication device that facilitates simultaneous face-to-face communication by means of two displays and two keyboards);
- Kwikpoint Visual Language Translators; and
- communication cards.

The communication cards are usually kept at the hospitals for use with patients, and it is suggested that the hospital staff have one or more available in strategic locations, i.e., emergency rooms, patients' rooms, nurse stations, patient relations offices, etc.

4. Non state registered interpreter

In order for a consumer to use a non state registered interpreter they must sign a consent form, that the consumer approves that the hospital can use a non certified interpreter to help that specific consumer communicate with others during there visit.

Video relay services are often used in hospitals when there is an emergency, because gives hospital staff the ability to communicate with the consumer much faster. In order to use these services one has to have the proper equipment on hand.

5. Signs should be posted to direct the deaf, hard of hearing, and deaf-blind consumers toward information about assistance with communications devices.

To facilitate communication between hospital staff and deaf, hard of hearing and deaf-blind consumers, standardized signage should be posted at admissions, registration and emergency care areas. The signage should state that the hospital provides reasonable accommodations free of charge. Posted signs should specifically mention the availability of assistive listening devices and CART (real time captioning) as well as interpreters by displaying the appropriate symbols (shown as below).

Written information listing available auxiliary aids and services for communication access should also be provided to consumers when they arrive.

Posted signs should specifically mention the availability of assistive listening devices and CART as well as interpreters by displaying the appropriate symbols. The symbols for assistive strategies are as shown below:

Telephone Typewriter (TTY)



This symbol indicates that a text telephone (TTY), or telecommunications device for the deaf (TDD) is available. TTY indicates a telephone device used with the telephone (and the phone number) for communication between person who is deaf, person who is hard of hearing, persons who have a hearing and/or speech loss.

Volume Control Telephone



This symbol indicates the location of telephones that have handsets with amplified sound and/or adjustable volume controls.

Sign Language Interpretation



This symbol indicates that Sign Language Interpretation is provided.

Assistive Listening Systems



This symbol indicates that systems transmitting sound via hearing aids or head sets are available. They include infrared, loop and FM systems. Hospital staff should be familiar with and be aware of available assistive listening systems within the hospital.

6. Personal interaction with consumers who are Hard of Hearing

Keep in mind that some consumers may not be aware that they are losing their hearing.

- Ask the consumer how you can best communicate with him or her or what are the proper accommodations that they need to communicate effectively. Keep in mind that many people with hearing loss generally know what would facilitate communication. This includes type of interpreter if required.
- Don't attempt to communicate when there is a great deal of noise in the background.
- Write down important information that may be misunderstood. Be aware that some people who have been hard of hearing since childhood have limited English proficiency, and notes may not be effective for them.
- Get the consumer's attention first by touching or by waving your hand so that the person is looking at you before you begin talking.
- Face the consumer when communicating and ensure there is adequate lighting. Avoid any lights or windows behind yourself.
- If the consumer normally wears glasses, make sure that he or she is wearing them in order to be able to speechread, read notes, use communication cards, etc.
- Ensure that your mouth is visible and clear of hands, pencils, gum, and food so your speech can be more easily seen. Be aware that it is difficult for the consumer to speechread if the consumer has to look up.
- Do not shout as this distorts speech and makes it harder for the consumer to understand.
- Speak clearly and at a natural pace, neither too rapid nor too slow, taking care not to over-enunciate. Use short sentences and rephrase, instead of continually repeating if necessary.
- Check that the consumer fully understands what you have communicated. People who are hard of hearing will often smile and nod as if they understand you even when they did not. To verify, ask the person to repeat back what you have said, and give notes to consumers to refer to and follow up at later time.
- Be aware that it may be difficult for hard of hearing people to understand staff members with accents. Get another staff member with clear spoken English if the consumer has trouble understanding an accent.
- Provide a one-to-one communicator if the consumer doesn't use a hearing aid.

- Go over to the consumer in a waiting area instead of calling his or her name or using an intercom.
- Convey any important information prior to the surgical staff entering a sterile environment wearing surgical masks (which prevents speechreading) and prior to removing hearing aids and cochlear implants.
- Allow the consumer to use hearing aids, cochlear implants, one-to-one communicators, and glasses (for speechreading) until the last possible moment before being anesthetized. The staff should be trained on how to remove and put hearing devices back in. Ensure that these devices are secure and made available as soon as the consumer is able to resume using them. Hospital Employees must be trained properly in order to use these techniques, procedures, and devices in the right manner.
- Individuals who are hard of hearing may not hear as well if they are tired or ill and will not be able to hear when hearing aids and cochlear implants are removed, as for sleeping. The means by which staff communicates with the consumer will change based on whether the consumer is using the device. Therefore, it should be established in advance of removing the device how communication will take place after removal.
- writing simple notes (if the person can see the note);
- using white paper and a thick black pen, such as Sharpie or magic marker; and
- "print on palm" an individual can write on a person's palm.

The communication methods vary with each person, depending on the causes of their combined vision and hearing loss, their background, and their education.

7. Consumers Who Are Deaf and Blind

- Ask the consumer how you can best communicate with him or her or what are the proper accommodations that they need to communicate effectively. Keep in mind that many people with hearing loss generally know what would facilitate communication. This includes type of interpreter if required.
- Don't attempt to communicate when there is a great deal of noise in the background.
- A state registered interpreter, who is experienced with interpreting for deaf-blind - tactile consumers, must be contacted upon the consumer's arrival.
- While waiting for the state registered interpreter, the following assistive techniques can be utilized:
 - you can give them the documents that are necessary to be admitted to the hospital;
 - guide in the right direction in order to receive the right help;
 - Braille instructions;
 - also you can use large print for consumers who are in the process of loss their sight;
 - large print instructions;

Waiting Room Service

A separate, quiet waiting room is especially important for consumers who are hard of hearing.

For all consumers: Providing cards with common health problems on them (in picture form) so that a consumer can point to an ailment or several ailments to diagnosis their issue may be helpful if made available in the waiting room so triage workers can assess the level of severity to each consumer while waiting for the appropriate interpreter or assistance devices to be set up or arrive.

Hospital Admission

Routine Visits

Prior to scheduling appointments, staff should check medical records if they are available, to see if the consumer is deaf, hard of hearing, or deaf-blind. All hospitals should offer adequate communication services and devices for deaf, hard of hearing, and deaf and blind consumers upon scheduling. A closed room, such as an examining room, patient room, conference room, etc., may be helpful to ensure effective communication with persons who are hard of hearing and/or use speech. If records are not available then staff should ask the consumer if they need any accommodations. Also, when consumers are making appointments they should let the receptionist know if they need any accommodations.

Inpatient Visits

It is beneficial to include accommodations, such as assistive listening devices, to ensure a positive experience during the consumer's stay at the hospital.

If consumer wears, or has on hand, a certain type of assistive listening device during the visit, do not remove or handle device unless you are trained to do so. (See Appendix I and II).

- Ask the consumer how you can best communicate with him or her or what are the proper accommodations that they need to communicate effectively. Keep in mind that many people with hearing loss generally know what would facilitate communication. This includes type of interpreter if required.
- Do not attempt to communicate when there is a great deal of noise in the background.

The Community has expressed a need for:

- TTY/ TDD;
- video Phones;
- VRI (Video remote interpreting);
- closed caption TV and videos;
- video phone;
- video relay equipment;
- amplified telephones (hearing-aid compatible);
- captioned telephones;
- appropriately qualified sign language interpreters;
- real-time captioning when appropriate;
- door flasher;
- emergency alarm flasher;
- correct care and charging of hearing-aids, cochlear implants and ALDs;
- use sign language (adapted to fit their visual field);
- tactile interpreting; and
- hearing dog.

The alarm clocks in hospital rooms need a strobe light so consumers are not startled upon awakening. Telephones with phone flasher, or telephone signaler, door knockers and a television that is capable of receiving messages from the nurse on the screen are essential.

Also, video phones are a new form of communication among the deaf, deaf-blind and hard of hearing community.

Outpatient Visits

- Always contact an interpreter in advance upon the consumer's arrival, at least 24 hours.
- Make sure there is always an interpreter (or the preferred method of communication that the consumer uses) with the nurse or doctor that is visiting the consumer.
- If the consumer is blind, make sure the documents that are brought are also available in Braille.

Discharging a Consumer

Make sure necessary discharge information is communicated to the consumer appropriately and the correct procedures have been done to make sure the consumer gets home safely.

Family and Friends

Patients who are deaf, deaf-blind and hard of hearing should be communicated directly by all hospital personnel. There may be family members and/or friends who may be present and they should generally be excluded from one-on-one dialogues with patients.

- Friends and family are NOT an appropriate substitution for a state registered language interpreter. Family or friends should not be made responsible for telling the consumer what is going on.
- If a family member or friend accompanying the consumer is a person who is hard of hearing, the same accommodations should be used for family/friends as the ones for a consumer with the same disabilities. Make sure that there is an interpreter there, or other listening or communication devices are available upon their arrival.
- If a family member or friend brings a consumer that is deaf-blind to the hospital with them, then that family member should help guide that person to the correct place designated for consumers who are deaf, hard of hearing, or deaf-blind so the hospital can get the right accommodations for them. This will help them get the proper listening and communication devices and also help them get registered and admitted to the hospital faster than if they were by themselves.

Appendix I - Definitions

American Sign Language (ASL) – Manual (hand, facial expression, body language) language with its own syntax and grammar used primarily by persons who are deaf. Each country has its own sign language, as with spoken language, and there are regional differences in signs within the United States.

Assistive Listening Devices(ALD) – Refers to hard-wired or wireless transmitting/receiving devices that transmit sound from the microphone directly to the listener, minimizing the negative effects of distance, noise, and reverberation on clarity. The devices transmit sound directly to the ear, but also can employ “teleloop” attachment accessed by the telephone switch in some hearing aids and cochlear implants.

Braille – A system of writing using a series of raised dots to be read with the fingers by people who are blind or whose eyesight is not sufficient for reading printed material.

Braille – An all-purpose Braille writer enclosed in a grey enamel aluminum case. It is operated by six keys.

Captioning - Displaying the spoken word as English text. Captioning is always displayed with a video picture, such as on television.

Cap-Tel - This is an abbreviation for Captioned Telephone, made by Ultratech. The Captioned Telephone works like any other telephone with one important addition: It displays every word the caller says throughout the conversation. CapTel users can listen to the caller, and can also read the written captions in the CapTel's bright display window

CART (Communication Access Real-time Translation) Reporters - (a.k.a. Communication Access Real-Time Translators) – CART Reporters are trained court stenographers who use a computer program that translates steno into written English using a steno machine and a laptop computer. A person who is deaf or hard of hearing will read what is being said by others from a laptop, word for word, as it is being said. This service is used primarily if a person does not sign, uses cued speech, or has no other way to receive what is being said by the speakers.

Certified Interpreter - Means a person who holds a valid certification or certifications granted by Registry of Interpreters for the Deaf (RID), National Association of the Deaf (NAD), Educational Interpreter Performance Assessment (EIPA) or the Testing Evaluation Certification Unit (TECHUnit).

Cochlear Implant - An implanted electronic hearing device, designed to produce useful hearing sensations to a person with severe to profound nerve deafness by electrically stimulating nerves inside the inner ear. These implants usually consist of two main components:

- the externally worn microphone, sound processor and transmitter system; and
- the implanted receiver and electrode system, which contains the electronic circuits that receive signals from the external system and send electrical currents to the inner ear.

Closed Captioning - Captioning that is visible only when the television's captioning decoder is set to display the captions. Most television programming is “closed captioned.”

Cued Speech – A visual mode of communication that uses handshapes and placements in combination with the mouth movements of speech to make the phonemes of a spoken language look different from each other.

Deaf - A person whose sense of hearing is nonfunctional, without technology, for the purpose of communication and whose primary means of communication is visual. Unless otherwise specified, the use of the term “deaf” or “Deaf” also implies persons who are hard of hearing or deaf-blind.

Deaf-Blind – Refers to people who have significant, but not necessarily total, loss of both vision and hearing (dual sensory loss). People who are Deaf and Blind may be culturally Deaf, oral deaf, late deafened, or hard of hearing and his/her mode of communication varies accordingly.

Signing Exact English (SEE)- Sign systems exist in which persons who are deaf use sign language and mouth movements, which follow the syntax of English. Persons who utilize this service rely on qualified professionals.

Hard of Hearing - A person who has a hearing loss which results in the possible dependence on visual methods to communicate in addition to use of residual hearing with or without the assistance of technology.

Hearing Dogs - Assist deaf and hard of hearing individuals by alerting them to a variety of household sounds such as a door knock or doorbell, alarm clock, oven buzzer, telephone, baby cry, name call or smoke alarm. Dogs are trained to make physical contact and lead their deaf partners to the source of the sound.

Hearing Technology - Any device that is used to improve the perception of speech by persons who are deaf or hard of hearing. Hearing technology is a broad term that applies to hearing aids, cochlear implants, FM systems, captioning, assistive listening devices and systems, amplified telephones, etc.

Infrared Loop Systems – Infra red Loop System cuts out background noises and allows a person who is hard of hearing to receive a spoken message sent directly to the telecoil in their hearing aid or to their ear. Used often in a group setting, where there are one to two speakers. The speaker wears the microphone that allows the person who is hard of hearing to pick up the signal in his/her hearing aid. This signal is not broadcast beyond the user.

Interpreter - Means a person who engages in the practice of converting one spoken language into another—or, in the case of sign-language interpreters, between spoken communication and sign language. This requires interpreters to pay attention carefully, understand what is communicated in both languages, and express thoughts and ideas clearly. Strong research and analytical skills, mental dexterity, and an exceptional memory also are important.

Interpreting - Means the process of facilitating accurate communication between 2 persons who do not share the same language, such as English and American Sign Language (ASL).

Open Captions - Are captions or verbatim subtitles that are present on a video at all times and need no special equipment to access.

Oral Transliteration – Also called oral interpreters, facilitate spoken communication between individuals who are deaf or hard of hearing and individuals who are not.

Realtime Captioning - Live, instant captioning by a specially-trained realtime stenographer.

Scripted or Offline Captioning - Captioning that is used on taped programs and videos and does not require a realtime captioner or stenographer for its creation.

Speech Reading – Speech reading is a technique for recognizing spoken words by watching the speaker's lips, face, and gestures.

Tactile Interpreting – Refers to the signing of ASL into the palms of a person who is deaf and blind's hands, done by a skilled interpreter.

TDD - Telephonic device for the deaf

TTY - Teletypewriter, which is a communication device to allow persons with hearing loss to talk on the phone.

Video Phone - A telephone with a viewing screen and a built-in camera, and is capable of full duplex (bi-directional), video and audio transmissions for communication between people in real-time.

Appendix II - Assistive Technology

An assistive listening device (ALD) is any type of device that can help you function better in your day-to-day communication situations. An ALD can be used with or without hearing aids to overcome the negative effects of distance, background noise, or poor room acoustics. ALDs can offer greater ease of hearing (and therefore reduced stress and fatigue) in many day-to-day communication situations. Hearing aids + ALDs = Better listening.

Do not remove or handle devices unless you are trained to do so. If you handle these expensive devices without the proper training, you can damage or break them. These devices are very expensive to replace. If devices are damaged or broken, it will be a big inconvenience for consumers who will have to go through their insurance company (if they have private insurance) to receive another one. This can be a lengthy, unnecessarily frustrating, expensive, and avoidable process.

TTY/ TDD

TTY's must be provided at public pay phones serving emergency, recovery, or waiting rooms and at least one TTY must be provided at other locations where there are four or more pay phones. A certain percentage of public phones must have other features, such as TTY plug-in capability, volume controls, and hearing-aid compatibility. Consult the ADA Standards for Accessible Design for more specific information.



(United TTY Sales and Service
(UTSS))

VRI

“Video Remote Interpreting” means interpreting services provided between two parties who may not be located in the same room or location.



(Image used courtesy Sorenson
Communications)

UbiDuo

The UbiDuo is a portable, wireless, battery-powered, stand-alone communication device that facilitates simultaneous face-to-face communication by means of two displays and two keyboards. Two to four people may simultaneously engage in face-to-face chat, especially convenient for those persons who are deaf and hard of hearing.

Kwikpoint Visual Language Translators

Kwikpoint Visual Language Translators enable travelers and professionals all over the world to communicate with anyone, regardless of language, by simply pointing to pictures. This pocket-sized device has visual vocabulary of over 600 universally recognized pictures and symbols, supporting face-to-face communication anywhere.

Personal frequency modulation (FM) systems

These are like miniature radio stations operating on special frequencies assigned by the Federal Communications Commission. The personal FM system consists of a transmitter microphone used by the speaker and a receiver used by the listener. The receiver transmits the sound to the hearing aid either through direct audio input or through a looped cord worn around the neck.



(The Harc Mercantile)



(E-Michigan Deaf and Hard of Hearing People
[/www.michdhh.org/](http://www.michdhh.org/) Delta
conference mics for use with FM
or personal listening systems)

Infrared systems

Often used in the home with TV sets, but, like the FM system, they can also be used in large settings like theaters.

This product is something they are in personal infrared listening systems. The super small lightweight "compact" receivers and transmitters in 2.3/2.8MHz high band frequency.



(The Harc Mercantile / AudioLink II Compact Stereo Infrared)

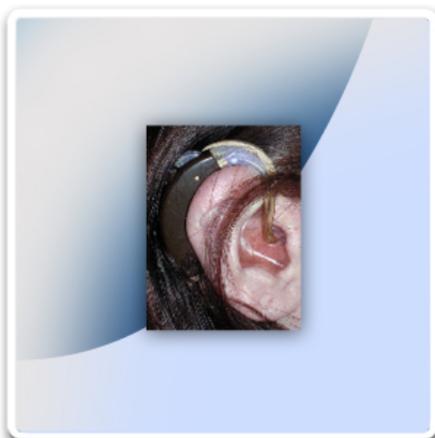
Silhouette

The silhouette looks like a flat behind the ear hearing aid with no earmold, and is an induction system for hearing aids and cochlear implants with telecoils. It provides a much stronger signal to the hearing aid or cochlear implant than a neckloop (due to the close proximity). This may be the only effective device for someone with a profound hearing loss. Requires the T-switch to be turned ON to function.

Personal Amplification

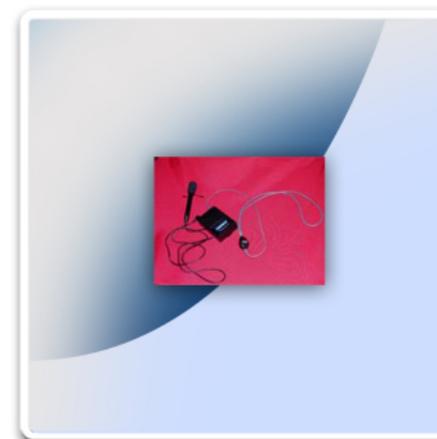


(Silhouette for binaural listening/The Harc Mercantile)



(Light colored silhouette worn behind hearing aid/ E-Michigan Deaf and Hard of Hearing People/www.michdhh.org)

A small personal amplifier is most often used for one-to-one communication or TV listening. These devices are an inexpensive (about \$200) method of boosting sound 20 to 25 dB. A small portable microphone is connected by wire to a receiver worn by the person with hearing loss. Headphones or earphones receive the sound and transmit to the ears. A neckloop or silhouette transmits the sound to a T-coil in the hearing aid.



(E-Michigan Deaf and Hard of Hearing People /www.michdhh.org/ PocketTalker with Directional Microphone and neckloop)

Neckloop

A neckloop is a small induction loop worn over the head and around the neck. A headset jack plugs into the headphone output in assistive devices or radios, computers, TV's etc. The consumer must have the T-switch turned ON in the hearing aid or cochlear receiver to use a neckloop.



- Induction Loop Systems are most common in large group areas. They can also be purchased for individual use. An induction loop wire is permanently installed (perhaps under a carpet) and connects to a microphone used by a speaker. (In the case of individual systems, a wire loop is laid on the floor around the consumer and the speaker.) The person talking into the microphone creates a current in the wire which makes an electromagnetic field in the room. When he/she switches his/her hearing aid to the "T" (telecoil/telephone) setting, his/her hearing aid telecoil picks up the electromagnetic signal, and he/she can adjust its volume through his/her

**(E-Michigan Deaf and Hard of Hearing People
/www.michdhh.org/ PocketTalker
with Neckloop)**

- hearing aid.

Other Assistive Technologies include:

- telephone amplifying devices for cordless, cell, digital, and wired phones;
- amplified answering machines;
- amplified telephones with different frequency responses; and
- computers.

Hearing Dog



(Assistance Dog International Inc.)

A Hearing Dog is a dog that alerts individuals who are deaf or hard of hearing of a variety of household sounds such as a door knock or doorbell, alarm clock, oven buzzer, telephone, baby cry, name call or smoke alarm. Dogs are trained to make physical contact and lead their deaf partners to the source of the sound. They Are usually identified by a blaze orange leash.

Audio Loop

An audio (induction) loop is a wire loop (or thin loop pad) attached to an amplifier. It creates a magnetic field that broadcasts sound, in pure, undistorted form, directly to people who are within the loop and have a hearing aid containing a telecoil.



**(Pure Direct Sound, Inc./ TecEar
- assistive listening technology
consultants)**

Equipment / visual systems

- Visual Alerting Devices
- Vibrating Alert Devices
- Door Sensors, (Door strobe etc.)
- Listening Communication Device
- Text telephones, which allow phone conversations to be typed and read rather than spoken and heard
- Computerized speech recognition which allows a computer to change a spoken message into a word processed document
- Closed-captioning TV, which allows text display of spoken dialogue (All TVs with screens of at least 13 inches diagonal measurement must have built-in captioning.)
- Note taking, which allows a person who is hard of hearing to concentrate on listening and watching a speaker while a trained person takes notes (This has been used in schools not only for students who are deaf or hard of hearing but also for students who are unable to write.)



(United TTY Sales and Service (UTSS)/ Nutone Wireless Doorbell Chime with Strobe)



(The Harc Mercantile/ Comfort Duett Personal Listener)

Companies Specializing in Assistive Listening Devices

This is not a vendors' resource guide, but these are some of the companies that helped put these guidelines together.

Pure Direct Sound, Inc.

<http://www.PureDirectSound.com>

They provide assistive listening products for hearing aid wearers.

If you are interested you can buy any of these assistive listening devices from this company:

- Audio Loop
- Multi-purpose Personal Communication System: aided or un-aided
- Digital FM Wireless
- Multi-purpose Personal Amplification System: aided or un-aided
- Corded Stereo TV / Entertainment Center Solution: aided or un-aided
- Long-range, FM Wireless TV / Entertainment Center Solution
- Small-Area and Chair Pad Induction Loops
- Cell Phone, Computer Communication and Stereo Music Solution
- Bluetooth Wireless
- Computer Soundcard Audio + Microphone Solution - VOIP, Skype, Corded

C.A.S.

(Communication Access Solutions)

Cindy Shapiro M.A., M.S.

P.O. Box 393

Beulah, MI 49617

(231) 882-7063 Voice/TTY/Fax by pre-arrangement

(231) 590-4671 cell voice only, relay-friendly

tutorLM@hotmail.com

Hearing Assistive Technology product sales and consultant/training services. Offering customized technology for businesses, organizations and individuals.

TecEar - Assistive Listening Technology Consultants

<http://www.TecEar.com>

info@TecEar.com

TecEar promotes assistive listening technology and information about hearing loss that is educational and beneficial to businesses, organizations and individuals who are hard of hearing.

If you are interested you can buy any of these assistive listening devices from this company:

- Multi-purpose Personal Communication System: aided or un-aided
- Digital FM Wireless
- Multi-purpose Personal Amplification System: aided or un-aided
- Corded Stereo TV / Entertainment Center Solution: aided or un-aided
- Long-range, FM Wireless TV / Entertainment Center Solution
- Small-Area and Chair Pad Induction Loops
- Cell Phone, Computer Communication and Stereo Music Solution
- Bluetooth Wireless
- Computer Soundcard Audio + Microphone Solution - VOIP, Skype, Corded

Harc Mercantile

<http://www.harcmercantile.com>

1-800-438-4272 (V)

1-800-413-5245 (TTY)

HARC Mercantile, also called HAC, sells hearing aids, hearing assistive technology, and other hearing related products.

If you are interested you can buy any of these assistive listening devices from this company:

- Alerting Systems
- Amplified Stethoscopes
- Bluetooth Devices
- Books, Jewelry & Gifts
- Cell Phone & Accessories
- Clocks, Timers, Watches
- FM Systems
- Hearing Aid Accessories
- Hearing Protection
- Induction Devices
- Personal Amplifiers
- Speech Aids
- Telephones
- TTY & VCO
- TV Products

- Portable TTY TDD with Cell Phone Connection - for deaf, hard of hearing, and hearing impaired
- Special needs devices
- Amplified and Voice Carry Over – VCO
- Telephone Amplifier and Ringer - for deaf, hard of hearing, and hearing impaired
- Assistive Wireless FM and Portable Listening System and TV Listening System - for deaf, hard of hearing, and hearing impaired
- Closed Caption TV Decoder - for deaf, hard of hearing, and hearing impaired
- ADA Compliant Guest Kit for Hotels and Hospitals - for deaf, hard of hearing, and hearing impaired
- Sidekick Wireless 2-Way Pager - for deaf, hard of hearing, and hearing impaired
- Notification Alerting Doorbell, Telephone and Baby Cry System - for deaf, hard of hearing, and hearing impaired
- Notification devices
- Alarm Clock, Bed Vibrator, Bed Shaker, Vibrating Watch, Travel Alarm - for deaf, hard of hearing, and hearing impaired
- Fire Alarm, Smoke Detector Strobe and Carbon Monoxide System - for deaf, hard of hearing, and hearing impaired

United TTY Sales

<http://www.UnitedTTY.com>

Laytonsville, MD

1-866-889-4872

Offers a wide variety of products including assistive listening equipment, alerting devices, books, wireless pagers and novelties.

If you are interested you can buy any of these assistive

listening devices from this company:

- TTYs/ Text phones
- TTY Accessories - for deaf, hard of hearing, and hearing impaired

UbiDuo

<http://www.scommonline.com/>

6238 Hadley Street

Raytown, MO 64133

If you are interested you can order from the following link:

<https://secure.scommonline.com/catalog>

Or contact by phone call:

816 350 7001 (TDD or VP); 816 350 7008 (Voice); 816 737 1790 (Fax)

Or email to: jason@scommonline.com

Kwikpoint Visual Language Translators

<http://www.kwikpoint.com/index.html>

Kwikpoint
908 King Street
Suite 300
Alexandria, VA 22314

Telephone:

1-888-594-5764
1-888-KWIKPOINT
703-370-5527

Fax:

1-888-594-5742
1-888-KWIKPIC
703-370-5526

Email:

Alan Stillman
Chief Executive Officer
AStillman@kwikpoint.com

Maria Flint
Vice President
MFlint@kwikpoint.com

For product questions, custom products, volume purchases, or GSA pricing,
call or email:

Scott Whitney
VP, Sales & Business Development
1-888-594-5764, ext. 126
SWhitney@kwikpoint.com

Mitch Sherman

Government Sales Manager
1-888-594-5764, ext. 121
MSherman@kwikpoint.com

Richard A. "Doc" Clinchy, III, PhD, EMT-P
Medical Applications Specialist
850-982-4567
Doc@kwikpoint.com

Appendix III - Contacts for More Information

Hospital Names and Contacts:

- **UPMC**
 - Magee Women's Hospital of UPMC
 - UPMC Children's Hospital of Pittsburgh
 - UPMC Shadyside
 - UPMC St. Margaret
 - UPMC Mercy
 - UPMC McKeesport
 - UPMC Presbyterian
 - UPMC Northwest
 - UPMC Horizon
 - UPMC Montefiore

When a person with a disability come to any UPMC hospital for an appointment, he/she could inform staff at the main entry desk if they need assistance. When making an appointment they should also inform the staff at that time that they will need accommodations during their appointment. In case of an emergency he/she should provide information for he/she accommodation needs to the staff member when signing.

Contact the Care Management, Consumer Relations Services or Social Services Departments within the specific hospital if one is experiencing any problems. Also, one can also contact Mary Curet. She is the Director of the Disabilities Resource Center for UPMC. Her e-mail address is curetm@upmc.edu.

- **St. Clair Hospital**

If a person with a disability comes to St. Clair Hospital for an appointment or an emergency, they should contact their social services department at 412-942-2480.

- **West Penn-Allegheny**

- Western Penn Hospital
- Allegheny General Hospital

West Penn Allegheny Health System consumers with special needs should alert the nurse or other point of contact who will notify social services.

Arrangements can be made to accommodate needs at all the hospitals. Hospitals have a social worker on-call to coordinate any necessary services. Consumers should also feel comfortable to ask for the hospital supervisor or communicate any concerns directly to hospital administration. To make an appointment call 877-284-2000

Contacts at the State, City, County level:

- City of Pittsburgh – Richard Meritzer – 412-255-2102/
richard.meritzer@city.pittsburgh.pa.us
- Allegheny County - Judy Barricella - 412-350-2769/
JBarricella@dhs.county.allegheny.pa.us
- State - PA Human Relations Commission
 - Pittsburgh Regional Office - 412-565-7978, Intake Supervisor
 - Harrisburg Regional Office - 717-787-9783, Intake Supervisor
- Office of Civil Rights US Department of Health and Human Services - Philadelphia Regional Office
 - Alan Zamochnick - alan.zamochnick@hhs.gov/ TTY 215-861-4440
- PA Office for the Deaf and Hard of Hearing; PA Department of Labor and Industry- 1521 North 6th Street, Harrisburg PA 17102-1100
 - 717-783-4912 Voice/TTY | 800-233-3008 Voice/TTY
 - www.dli.state.pa.us keyword:ODHH | ra-li-ovr-odhh@state.pa.us

If you have specific questions concerning the ADA, call the Department of Justice ADA Information Line. (800) 514-0301 (voice) (800) 514-0383 (TTY)

Also, to learn more about consumers who are deaf, hard of hearing, deaf-blind these web sites may be helpful:

- www.michdhh.org
- www.healthbridges.info
- www.adioline.org
- www.harriscomm.com
- www.madhh.org
- www.potomactech.com
- www.hitec.com/nadc

Agencies that can provide information regarding hard of hearing needs:

<p>Center for Hearing & Deaf Services, Inc.</p> <p>1945 Fifth Avenue</p> <p>Pittsburgh, PA 15219-5543</p> <p>Phone: (412) 281-1375 (voice/tty)</p>	<p>Steel City Interpreters</p> <p>834 Beech Ave Suite 3 Pittsburgh PA 15233</p> <p>www.steelcityinterpreters.com phone/text 412 596 4640 fax 412 831 9997</p>
<p>Sign Language Interpreting Professionals</p> <p>Allison Park, PA</p> <p>412-400-2021</p> <p>http://www.slipasl.com</p>	<p>PA Office for the Deaf and Hard of Hearing</p> <p>Pa Department of Labor and Industry</p> <p>1521 North 6th Street</p> <p>Harrisburg PA 17102-1100</p> <p>717-783-4912 Voice/TTY</p> <p>800-233-3008 Voice/TTY</p> <p>ra-li-ovr-odhh@state.pa.us</p> <p>www.dli.state.pa.us keyword:ODHH</p>
<p>Hearing Loss Association of America</p> <p>www.pa-shhh.org</p> <p>610-644-3154 statewide</p> <p>412-767-4946 Western PA</p>	<p>Hearing Loss Association of America-National</p> <p>www.hearingloss.org</p>

Agencies that can provide information regarding deaf needs:

<p>National Association of the Deaf</p> <p>www.nad.org</p>	<p>PA Society for the Advancement of the Deaf</p> <p>www.psadweb.org</p>
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Agencies that can provide information regarding deaf-blind needs:

<p>American Association of the Deaf Blind</p> <p>www.aadb.org</p>	<p>HelenKellerNationalCenter</p> <p>www.hknc.org</p>
<p>Sign Language Interpreters Registry of Interpreters for the Deaf-National</p> <p>www.rid.org</p>	<p>PA Registry of Interpreters for the Deaf-Statewide</p> <p>www.parid.org</p>
<p>PA Office for the Deaf and Hard of Hearing</p> <p>www.dli.state.pa.us/ODHH</p>	

Appendix V - ADA Business Business Brief: Service Animals

Service Animals are animals that are individually trained to perform tasks for people with disabilities – such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. Service animals are working animals, not pets.

Under the American with Disabilities Act (ADA), businesses and organizations that serve the public must allow people with disabilities to bring their service animals into all areas of the facility where customers are normally allowed to go. This federal law applies to all businesses open to the public, including restaurants, hotels, taxis and shuttles, grocery and department stores, hospitals and medical offices, theaters, health clubs, parks, and zoos.

- Businesses may ask if an animal is a service animal or ask what tasks the animal has been trained to perform, but cannot require special ID cards for the animal or ask about the person's disability.
- People with disabilities who use service animals cannot be charged extra fees, isolated from other patrons, or treated less favorably than other patrons. However, if a business such as a hotel normally charges guests for damage that they cause, a customer with a disability may be charged for damage caused by his or her service animal.
- A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the animal is out of control and the animal's owner does not take effective action to control it (for example, a dog that barks repeatedly during a movie) or (2) the animal poses a direct threat to the health or safety of others.
- In these cases, the business should give the person with the disability the option to obtain goods and services without having the animal on the premises.
- Businesses that sell or prepare food must allow service animals in public areas even if state or local health codes prohibit animals on the premises.
- A business is not required to provide care or food for a service animal or provide a special location for it to relieve itself.
- Allergies and fear of animals are generally not valid reasons for denying access or refusing service to people with service animals.
- Violators of the ADA can be required to pay money damages and penalties.

If you have additional questions concerning the ADA and service animals, please call the Department's ADA Information Line at (800) 514-0301 (voice) or (800) 514-0383 (TTY) or visit the **ADA Business Connection** at <http://www.ada.gov>.

