

Objectives

- JAN Overview
- Typical Issues
- Situations and Solutions
- Searchable Online Accommodation Resource
- Questions



Employees Who Are Deaf or Hard of Hearing

- Over 30 Years of Service
- Consultation on:
 - Job Accommodation
 - Americans with Disabilities Act / Rehabilitation Act
 - Entrepreneurship
- Experienced
- Free-Funded by ODEP
- National
- Easy to Use
- Confidential



Research

- **Employer – Report Includes 5 Overall Findings**
- Professional
- Self / Individual
- Self-Employment
- Other



JAN
Job Accommodation Network
Practical Solutions • Workplace Success

Accommodation and Compliance Series

**Workplace Accommodations:
Low Cost, High Impact**

Annually Updated Research Findings Address the Costs and Benefits of Job Accommodations
Updated: 09/01/16

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ODEP
Office of Disability
Employment Policy

A service of the U.S. Department of Labor's Office of Disability Employment Policy

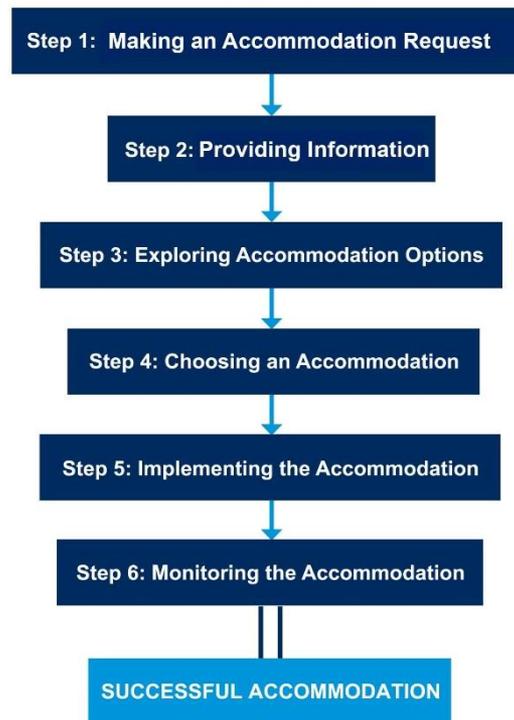
Employer Follow-up Study

- Total of 2,339 employers interviewed
- 5 Findings
 1. Employers want to provide accommodations so they can retain valued and qualified employees.
 2. Most employers report no cost or low cost for accommodating employees with disabilities.
 3. Employers report accommodations are effective.
 4. Employers experience multiple direct and indirect benefits after making accommodations.
 5. Employers find JAN helpful during the accommodation process.

What challenges do employees who are deaf or hard of hearing experience on the job?

- Interacting with customers, supervisors, and coworkers
- Receiving information and asking questions during meetings and trainings
- Communicating by telephone
- Meeting safety standards
- Responding to auditory signals
- Taking vital signs

JAN's Interactive Process



What is assistive technology?

- any item or piece of equipment that is used to increase, maintain, or improve functional capabilities of individuals with disabilities
 - hi-tech or lo-tech
 - mainstream or specialized
 - hardware or software

What is a “Reasonable Accommodation”?

A reasonable accommodation is any change in the work environment or in the way things are usually done that results in equal employment opportunity for an individual with a disability.

Examples of reasonable accommodation include making existing facilities accessible, job restructuring, modifying work schedules, reassignment, acquiring or modifying equipment or devices, adjusting or modifying policies, and providing qualified readers or interpreters (EEOC, 1992).

Equal Employment Opportunity Commission. (1992). A technical assistance manual on the employment provisions (title I) of the Americans with Disabilities Act. Retrieved December 8, 2013, from <http://AskJAN.org/links/ADAtam1.html>

Process for Assessing AT Needs

- Ask the person what challenges they are experiencing
- Review essential job functions
- Seek creative solutions towards overcoming barrier including employee's ideas
- Test the solution to insure its effective
- Implement the solution – Install/Configure/ Train
- Support/Monitor and add other accommodations as needed

Example

A nurse with a hearing impairment worked the night shift and had to talk to doctors who called for information. She was having difficulty hearing over the telephone. The employee asked to be moved to a day shift where there would be other nurses who could talk to the doctors, but there were not any openings on the day shift.



Accommodation

The employer purchased a telephone amplifier, which enabled the nurse to hear effectively over the telephone.



Employees Who Are Deaf or Hard of Hearing

Cost Not reported

Benefit Not reported



Hearing – Telephone

- Adaptors for hearing aids
- Telephone Amplification
- Captioning
- Relay services
- Relay equipment
- Amplified phones
- Alternate methods



Example

An electric serviceman with progressive hearing loss sometimes worked in a bucket truck and needed to communicate to coworkers. The usual method of communication was via a radio.



Accommodation

The employer switched to cell phones and the employee was able to use text messaging to communicate.



Employees Who Are Deaf or Hard of Hearing

Cost \$500

Benefit Improved communication and kept a valuable employee



Example

A federal employer contacted JAN seeking a telephone signaler that would work with digital phone lines. An employee who has hard of hearing needed a visual way of alerting him that his phone was ringing.



Accommodation

The JAN consultant sent information on a product advertised as working with PBX systems and suggested contacting the vendor directly and asking about compatibility details and return policies.

During a follow-up call the employer reported that they provided a headset and strobe light for the employee's workstation after contacting JAN.

Cost There was a one-time cost of \$100.

Benefit They were able to meet the employee's accommodation needs, and now their employee is able to function to their maximum potential.



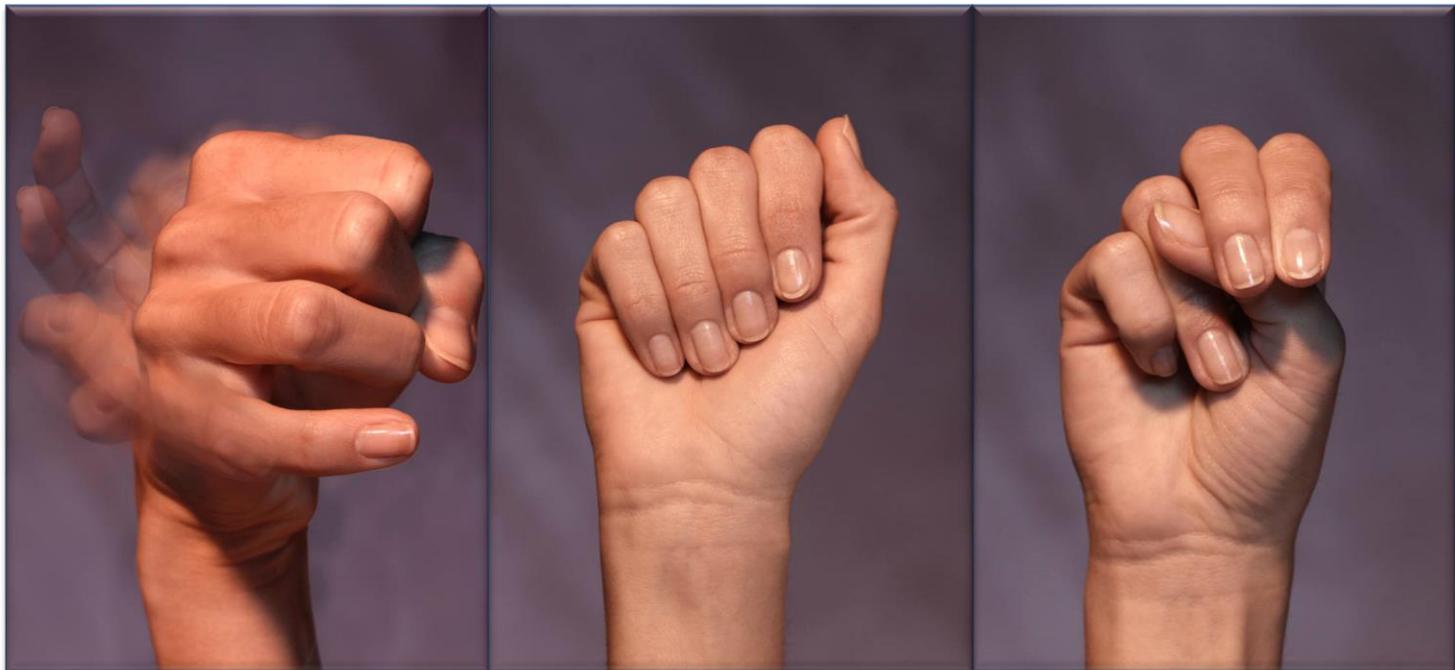
Example

A state government employee wanted to attend a lunchtime lecture series where members of the community were to give talks to employees and others. They requested either CART or an interpreter. The employer also wanted to discuss possible AT alternatives.



Accommodation

After discussing other possible forms of accommodation, including AT devices, the employer provided an interpreter.



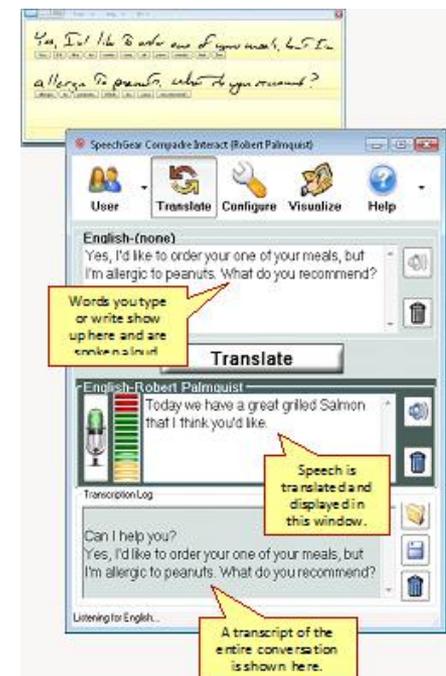
Cost Not reported.

Benefit An effective accommodation was provided.



Hearing – Communicating

- Captioning/CART Services
- Assistive Listening Devices
- Communication Access Technologies
- Apps
- Interpreters
- Communication Etiquette



Example

A representative for a provider of pre-employment testing services contacted JAN to discuss a testing candidate's request. The company provides testing for court interpreters. The candidate had disclosed a hearing disability and explained that she needs to listen to whatever she is hearing at 61 decibels or greater. She was to take a recorded exam in which she would listen to instructions and a court proceeding via a DVD and CD and then have to interpret what was said. The caller was confused by the request since it was their understanding that the recording would usually be played at a sound level in this range.

Accommodation

A JAN consultant discussed asking the candidate to clarify her need for accommodation and explaining to her that she can increase the volume if needed. It was also suggested that the test provider “**stay focused on testing her language interpreting skills.**” It turned out that the candidate already had a Pocketalker that she thought she could use for a portion of the test. However, part of the exam was typically delivered via headphones, and she had concerns about that section. In the end the candidate was allowed to bring in her own AT and use it during the test as part of the accommodation.

Employees Who Are Deaf or Hard of Hearing

Cost \$0

Benefit An accommodation for testing was made.



Example

A receptionist in training at an employment services provider was hard of hearing and had a vision impairment and history of meningitis. A diagnosis of dementia was also being explored.

After three weeks of training, he was still unable to answer the phone correctly. The employer had talked with the trainee about getting some different phone equipment and modifying training techniques, but the trainee was very stubborn and insistent about not needing help.

Accommodation

The following equipment was purchased: CCTV, digital recorder, phone with bump dots and headset, tablets for writing with large lines, in/out board with pictorial representations, and hearing aids. The employer also helped with transportation.

Employees Who Are Deaf or Hard of Hearing

Cost \$9,780

Benefit At the time of follow-up, the employer was in the midst of a trial to see how everything is working out. The employer reported that the receptionist was able to come to work and feel and be productive.



Example

A federal employee requested that their employer purchase hearing aids due to communication difficulties at work. The employer contacted JAN to learn more about their potential Rehabilitation Act obligations.



Accommodation

The employer determined they were not obligated to pay for a hearing aid, as it constituted a personal use item.



Employees Who Are Deaf or Hard of Hearing

Cost No response

Benefit No response



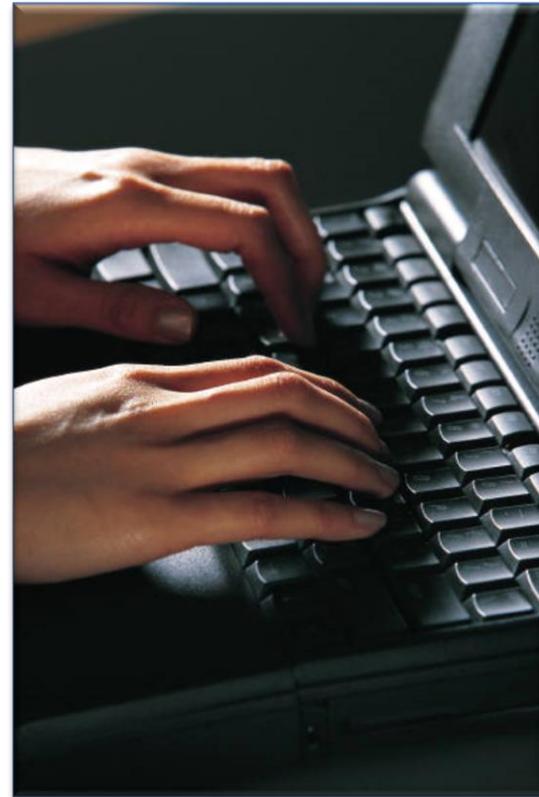
Example

A student employee had autism spectrum disorder and used hearing aids. She needed to discuss project details with her team, but face-to-face communication was difficult for her and she had difficulty hearing on the telephone.



Accommodation

The employer set up a secure IM client so that all team members could discuss projects via chat. The employer also worked with the employee to find appropriate telephone equipment.



Cost Not reported

Benefit The intern successfully exchanged ideas about team projects with team members who also found the chat logs useful.



New and Emerging

[JAN en Español](#)[Print this Page](#) [A A A Text Size](#)[For Employers](#)[For Individuals](#)[For Others](#)[ADA Library](#)[Accommodation Search](#)[A - Z of Disabilities](#)[Publications](#)[Resources](#)[Home](#) | [Step 4: Choose the Accommodation](#) | [Second Life Office](#) | [SOAR](#)

SOAR

Searchable Online Accommodation Resource

JAN's Searchable Online Accommodation Resource (SOAR) system is designed to let users explore various accommodation options for people with disabilities in work and educational settings. These accommodation ideas are not all inclusive. If you do not find answers to your questions, please contact JAN directly. The staff of experienced consultants is happy to discuss specific accommodation needs in a confidential manner. Start your SOAR search:



ASK A JAN CONSULTANT

JAN provides free, confidential technical assistance about job accommodations and the Americans with Disabilities Act (ADA).

(800)526-7234 (Voice)

(877)781-9403 (TTY)

[Live Chat](#)

[Email](#)



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Disability Employment Policy,
U.S. Department of Labor



SOAR

Searchable Online Accommodation Resource

Step 1: Select the Impairment

JAN receives thousands of accommodation-related inquiries per year. The SOAR system allows users to obtain accommodation ideas. JAN consultants compile these accommodation ideas and post them to SOAR. If you need additional information on an accommodation situation that has not been posted, or if you would like to discuss the information presented here, contact JAN.

- Arthritis
- Back Conditions
- Cancer
- Chronic Fatigue Syndrome
- Cumulative Trauma Disorders (e.g., carpal tunnel syndrome and tendonitis)
- **Deaf or Hard of Hearing**
- Heart Conditions
- Learning Disabilities
- Lupus
- Intellectual or Developmental Disabilities
- Mental Health Impairments
- Multiple Chemical Sensitivity

SOAR

Searchable Online Accommodation Resource

Step 2: Select the Limitation

It is estimated that there are more than 28 million Americans who are deaf or hard of hearing. Hearing loss is the reduced ability to hear sound and may develop for various reasons. An individual may have a congenital loss from childhood or an adult illness that can result in total loss or a degree of hearing loss. The effects of aging, acute injury, or progressive loss over time due to excessive or prolonged exposure to noise may also result in hearing loss for some people. Individuals who may be deaf, hard of hearing or experiencing hyperacusis or tinnitus may require work-site accommodations to enable successful performance of essential job functions. Accommodations will not always be necessary, nor will they always be effective.

Accommodations are evaluated on a case-by-case basis. We have compiled a non-inclusive list of limitations that result in common accommodation situations. In addition, you can find more information at JAN's [A to Z Webpage](#).

Please select the limitation that corresponds with the individual needing an accommodation below.

Individual is deaf or hard of hearing.

- > [Questions to Consider](#)
- > [Accommodation Examples](#)
- > [Organizations](#)

SOAR

Searchable Online Accommodation Resource

Step 3: Select the Job Function

Deaf or Hard of Hearing

- [Accessing information from videotape, television broadcasts, or webcasts](#)
- [Communicating in groups, meetings, or training](#)
- [Communicating using a telephone](#)
- [Communicating using a TTY](#)
- [Communicating using voice mail](#)
- [Communicating using a two-way radio](#)
- [Individual communication](#)
- [Responding to emergency signals](#)
- [Responding to the presence of vehicles](#)
- [Responding to a pager](#)
- [Transcribing dictation](#)
- [Taking vital signs](#)
- [Using a telephone headset](#)



Step 4: Choose the Accommodation

Taking Vital Signs

Professionals in the healthcare field may need accommodation due to hearing loss to assist with taking patients' vital signs.

Amplified Stethoscope

Provided the individual benefits from amplification, she may be able to use an electronic amplified stethoscope to listen to respiration, heart and other body sounds. Amplified stethoscopes are commonly used in noisy environments like emergency rooms. There are times when a person who uses a hearing aid may have difficulty using a stethoscope due to the aid. Most professionals do not want to take their hearing aids out every time they want to use the stethoscope. In this case, the individual may be able to benefit from the use of a specially made earmold, a walkman-style headset that can be plugged into the stethoscope or direct audio input.

Graphic Auscultation System

To visualize heart sounds, the individual may be able to use a graphic auscultation system offered by Blood Line Technology. The device allows the individual to record and visualize the heart sounds on a hand held portable graphic display. The digitized heart sounds can be frozen on the display, printed and analyzed for symptoms of cardiac disease.

Digital Read-Out Monitors

Certain situations might allow for the use of portable, digital read-out blood pressure monitors. Using such a device the individual can visualize pulse and blood pressure.

ASK A JAN CONSULTANT

JAN provides free, confidential technical assistance about job accommodations and the Americans with Disabilities Act (ADA). [Send Us Feedback.](#)

(800)526-7234 (Voice)
(877)781-9403 (TTY)
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Job Accommodation Network

Welcome to JAN, a free service of the U.S. Department of Labor's [Office of Disability Employment Policy](#).



[Home](#) >> Generated from JAN's SOAR Information System on 9/28/2011 at 11:53 A.M.

AMPLIFIED STETHOSCOPES AND RELATED PRODUCTS

Medical professionals with hearing loss may find it difficult to use a standard stethoscope. The following resources offer amplified stethoscope products for individuals who are hard of hearing, who cannot place ear tips in the ears due to ear deformity or hearing aid use, or for individuals who work in noisy environments and need amplification or noise attenuation.

For informative articles regarding stethoscopes and hearing aids, see "How to Cope with Scopes" or "Stethoscopes and Hearing Aids - What are the Options?" at <http://www.amphl.org/articles/morris2001.html> and Stethoscope Solutions for Hearing Aids at http://www.healthyhearing.com/library/ate_content.asp?question_id=280.

Individuals who are deaf or hard of hearing who are working in the medical field may also want to take a look at a website devoted to medical professionals, the Association of Medical Professionals With Hearing Losses (AMPHL) found at <http://www.amphl.org/>.

The following manufacturers and vendors can provide information on prices, availability of products, and usefulness of products. If you would like to return to Step 1 and select another impairment, go to: <http://www.jan.wvu.edu/soar/disabilities.html>.

3M

3M Center
St. Paul, MN 55144-1000
Toll Free: (800)228-3957

healthcare@mmm.com

<http://www.3m.com/us/healthcare/professionals/littmann/jhtml/>

▶ 3M Littmann Electronic Stethoscope Model 2000

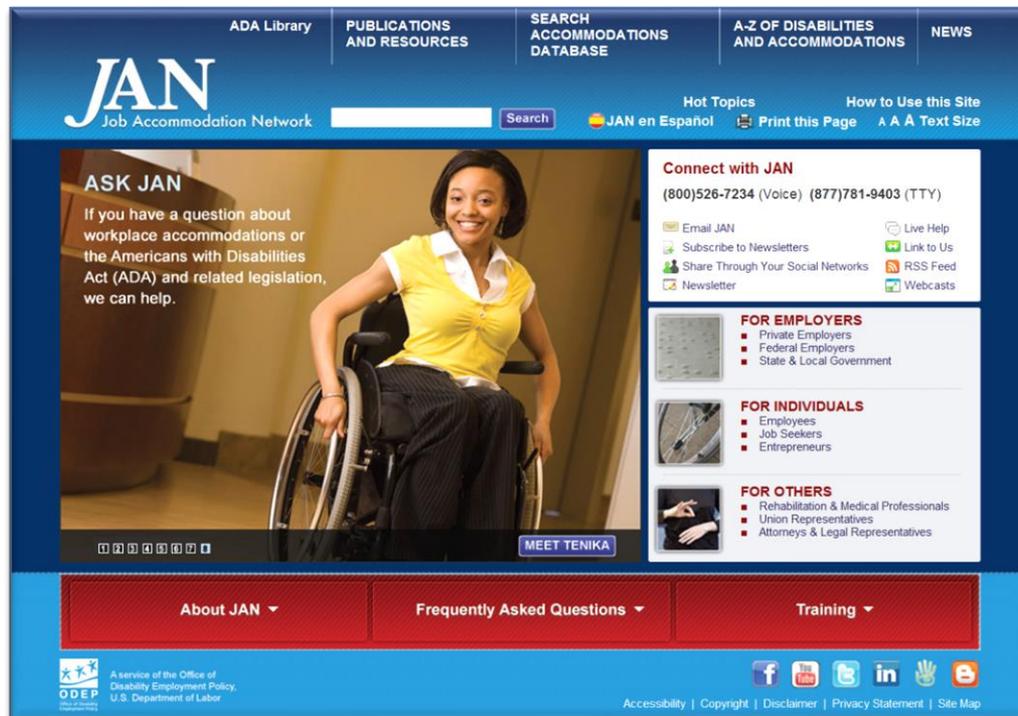
▶ 3M Littmann Electronic Stethoscope Model 4000

ADCO Hearing Products, Inc.

4242 South Broadway

Contact

- (800)526-7234 (V) & (877)781-9403 (TTY)
- AskJAN.org & jan@askjan.org



The screenshot shows the JAN website homepage. At the top, there is a navigation bar with links for ADA Library, PUBLICATIONS AND RESOURCES, SEARCH ACCOMMODATIONS DATABASE, A-Z OF DISABILITIES AND ACCOMMODATIONS, and NEWS. Below this is the JAN logo and a search bar. The main content area features a large image of a woman in a wheelchair, Tenika, with the text "ASK JAN" and "If you have a question about workplace accommodations or the Americans with Disabilities Act (ADA) and related legislation, we can help." To the right of the image is a "Connect with JAN" section with contact information and links for Email JAN, Live Help, Subscribe to Newsletters, Link to Us, Share Through Your Social Networks, RSS Feed, Newsletter, and Webcasts. Below this are three sections: "FOR EMPLOYERS" (Private Employers, Federal Employers, State & Local Government), "FOR INDIVIDUALS" (Employees, Job Seekers, Entrepreneurs), and "FOR OTHERS" (Rehabilitation & Medical Professionals, Union Representatives, Attorneys & Legal Representatives). At the bottom, there is a red navigation bar with "About JAN", "Frequently Asked Questions", and "Training". The footer includes the ODEP logo, "A service of the Office of Disability Employment Policy, U.S. Department of Labor", and social media icons for Facebook, YouTube, Twitter, LinkedIn, and Email. It also includes links for Accessibility, Copyright, Disclaimer, Privacy Statement, and Site Map.