


Serving Customers with Hearing Loss




Laura Herman, MRC
Deaf Services Specialist


Kim Reed, MPA
Hard of Hearing Services Specialist

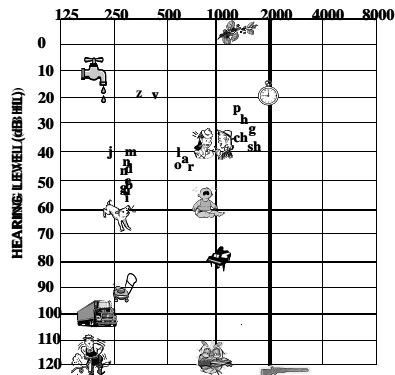
Kathleen Speckhardt, NIC
Interpreter Services Specialist






North Carolina Division of Services for the Deaf and the Hard of Hearing –
Asheville Regional Center



Unfair Spelling Test






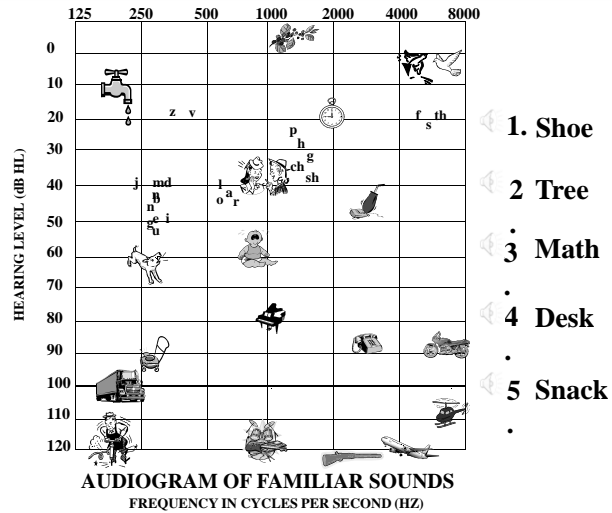
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AUDIOGRAM OF FAMILIAR SOUNDS
FREQUENCY IN CYCLES PER SECOND (HZ)

Click on Speaker to Present Spelling word.



Unfair Spelling Test



Lip-reading Quiz



Hearing Loss Population

- Hard of Hearing
- Deaf
- Deaf-Blind (hearing loss/vision loss)



Common Signs of Hearing Loss

- Asks for frequent repetition
- Does not respond when spoken to from behind or from another room
- Speaks too loudly or softly
- Prefers talking to listening
- Responds inappropriately
- Cups hand to ear (turns head)
- Interrupts when others are talking
- Participates less in group meetings
- Difficulty comprehending instructions and conversations



Deafness

- Manual Communication
- ASL - American Sign Language
- Signed English



Deafness


- Other Visual Language Modes
 - Lip-reading
 - Gestures
 - Paper and pen





Deafness

- Getting Attention
 - Tap
 - Visual Peripheral Area
 - Third party
 - Lights



Hard of Hearing

- Close to speaker
- May interrupt unintentionally
- Speak loud
- Putting word to other mouth
- “Stubborn”
- Fail to hear someone calling



*Incidental Learning
Deafness*

- Teachers & Staff
- Media
- Services Provider
- Medical Services
- Legal System
- Friends
- Computer
- Community
- Family



Hearing Aids and Cochlear Implants

- Hearing aids
 - Can not restore hearing totally.
 - Amplify all environmental sounds and background noise.
 - Can take six months or more to adjust to wearing.
 - Average cost is \$1,500 - \$85,000 each.



Communication Access

- Assistive Listening Devices
- Pocket Talker
- Caption Phones
- CART
- Videophone
- VRS (Video Relay Services)
- VRI (Video Remote Interpreter)
- Interpreter



Communication Supports

- Remember, everyday items can be assistive devices:
- White boards or pen and paper
- E-mail communication in lieu of phone calls
- Text messaging
- Typing on a computer



Interpreter


- Require to have Interpreter License in North Carolina
 - www.ncitlb.org
 - Check for current licensure
- Looking for interpreter in your area
 - www.ncdhhs.gov/document/sign-language-interpretertransliterator-directory



Interpreter

- A Deaf individual's language style may vary from the interpreter's
- Ask open ended questions





Working with an Interpreter

- Look and speak directly to the Deaf individual
- Speak naturally
- Interpreter can only interpret for one person at a time



Interpreter Role

- Will not provide opinion or comments
- Will keep everything confidential
- Will interpret everything said or signed



Questions?

Asheville Regional Center

Buncombe, Cherokee, Clay, Graham, Haywood,
Henderson, Jackson, Macon, Madison, Mitchell,
Polk, Swain, Transylvania and Yancey

12 Barbetta Drive,
Asheville, NC, 28806

828-665-8733

<http://www.ncdhhs.gov/dsdhh/>

