Good afternoon, everyone and welcome to Effective Workplace Accommodations for Employees with Hearing Impairments in Manufacturing Settings. This is a 1 hour webinar and it is a 2 part of an our. The second part is next weekend I will give you more information about that at the end. My name is Freedom and I'm with the University of North Texas Workplace Inclusion & Sustainable Employment, also known to most of you as UNT WISE. Behind the scene today we have Miss Natalie Evans providing all of our technical support and we appreciate her so much. For all of you joining us using the Internet, take a look at the webinar control panel. It is usually on the right side of your screen. Follow down, find the question box. Using that drop-down arrow, open up that box. This is what you will use if you have questions for our presenters today. What I want you to do now to make sure everyone has found a, webinar control panel, find the word question, to the drop-down, open it up and give me a smiley face to make sure you let me know you found it. If you have a question, I know I have some participants in attendance. I was getting a little worried that I was talking to the air. I appreciate that. Thanks so much. I appreciate that you are finding it. As I said, this is where you will ask questions as you find them. In the same area, go down further and you will find the word handout with a number 1. Use that arrow to open it up. This is a handout provided you today provided by your presenter. You can follow along with that if you choose but go ahead and grab that if you need it. It has great information on it. I think everybody has said hello and we are good to go. Next on our list is to introduce our presenter. Our presenter today is also is known from the Job Accommodation Network also known as JA and. Our presenter is Teresa Goddard. She feels questions for employees and employers regarding rights and responsibilities under the Americans with disabilities act, known as the ADA to most of you. She regularly provides presentations at regional and national disability related events and online. Teresa has a bachelors and Masters. Her most recent one is from the West Virginia University College of Health and Human Services and education in speech pathology and audiology. We are so pleased, Teresa, to have you here. I am going to mute myself and the floor is yours.

Thank you, Freedom, for the great introduction. I'm a Teresa Goddard with the accommodation network. I'm so excited to be here today talking about one of my favorite topics, accommodations for hearing impaired in manufacturing settings. Manufacturing cases are always really interesting due to the workstations and equipment involved so thank you so much for having me here today. First, I just want to go over today's objectives. First, I will tell you a little bit about the Job Accommodation Network, in case you are not familiar. We will talk a little bit about the typical barriers that employees who are deaf or hard of hearing face in manufacturing. We will talk about typical issues and typical accommodations or solutions. I will show you examples to confirm real JAN calls. I hope we have time for lots and lots of questions at the end. So the Job Accommodation Network provides consultation on work that will workplace accommodations on all kinds of industries. For this reason, we can help employers to come up with accommodation ideas that they might not have considered. We have also heard about many different types of accommodations scenarios. Through our Jen study, we have learned about the outcome for employers report after implementing various types of accommodations. That is a broad range of settings. We not only take questions about manufacturing, healthcare, education, call centers, any type of office work, outwork outdoor work like gardening or repairing. If you can imagine a person doing a job, we have heard about it here. The other main part of our service is providing technical assistance on disability related and employed and related legislation. That includes title I of the Americans with disability act which is all also called the ADA and we also take questions about the rehabilitation act and part of that act provides protections for federal employees that is a different result legislation created through the ADA. Just as a side note, I would see a lot of our most interesting
calls actually do come from federal settings, largely because you can have difficulties finding an accommodation when the accommodation needs of an employee conflict with things like security needs. The assistance we provide here at JAN is available to anybody who wants to contact us. It is free of charge and offered on a confidential basis. We enter serve the entire United States and its territories. We are happy to take the occasional question from overseas. I get a lot of questions about assistive technology from Canada. I have even gotten questions from India but they do not let me call India back. I have to email them. We do try to provide assistance and consultation targeted toward our callers needs. That is why some of us specialize in talking to employers and others to individuals with disabilities and their friends and family members. We also talked to a really large number of service providers such as vocational rehabilitation counselors. A few years ago, we developed a document for doctors to help them understand the medical inquiry provision in title I of the ADA. It is only 4 pages long because we all know how much time doctors have time to read between patients. Next, let’s talk about typical barriers to providing effective accommodations in manufacturing settings. Managers and HR professionals in manufacturing focused employers are absolutely correct to be very concerned about safety. They have a large number of laws and regulations with which they need to comply and sometimes, the requirements of one law may be in conflict with the obligation to provide accommodations under title I of the Americans with disabilities act. When that happens, it makes a real difference whether the conflicting law is a federal law or a state or local law and the nature of the law in terms of whether or not it deals with the health and safety issues can make a difference. If any of you listeners do find yourselves in a situation where it seems like the obligation to accommodate is in conflict with another law, I encourage you, please call in and we will talk with you about your situation. We also have an in-house archive of documents which includes guidance on how the ADA and in particular, title I of the ADA interacts with other laws. Because of safety requirements, and increased hearing conservation requirements that dictate the use of hearing protection in certain settings, it can be challenging to accommodate a employee who uses hearing aids in a noisy work environment. As I’m sure you know, manufacturing settings are famous for being noisy because of the equipment and hard surfaces that have to be there. Safety meetings can also be a big issue. It is vitally important that information about safety be communicated in an effective manner. What means of communication will vary. According to the nature of the information being communicated and the needs of the individual. With regard to equipment, personal, detective equipment such as hearing protection and equipment used in the manufacturing process like machinery used to make things can lead to accommodation issues. In manufacturing settings, we often hear of unique types of equipment being used due to processes required by manufacturing. The possibilities for accommodating can really be dictated by the equipment and how it works. Policies and procedures are another common issue, in particular, policies regarded to the use of mobile phones. And training about supervisor attitudes about how things should be done and how things have always been done in the past can give clues to how accommodations work but can also pose barriers especially when the person making an accommodation decision is very rigid in their thinking. Part of a JAN consultant’s job is to help people think outside the box while also recognizing that there are some things that can be changed in the work environment and some that are less flexible. Just a moment ago, I was talking about hearing conservation programs. And their impact on the accommodation process. A hearing conservation program, of course, is a program that an employer has to make sure that everybody who is working for them can continue to keep hearing as well as possible and they don’t experience noise-induced hearing loss as a result of working in a noisy environment. So what we found, not just in talking with employers and employees, but also in talking to
people from OSHA and reviewing OSHA materials is that many people who customarily use hearing aids experience a lot of challenges when trying to find hearing protection that works for them. So in the very distant past, it was sometimes accepted in certain settings to where hearing aids in lieu of other types of hearing protection like earmuffs and different types of hearing protection that you insert into the ears. Some people wore them turn on. Some people wore them turned off. I cannot stress this enough: even when hearing aids are partially filling up the ear canal and are turned off, they are not typically going to block enough noise to meet safety standards in most of the model cases. It is true, modern hearing is have hearing aids have circuits designed to limit unintended exposure so if you're hearing it is picking up a loud sound, it is not going to over amplify it and damage your ears but that still does not make them suitable as hearing protection in most work settings. Just not enough to meet the standard of your typical hearing conservation program. But wearing hearing protection without hearing aids poses additional problems because hearing protection works by blocking your exposure to sound and that makes it even more difficult to use your residual hearing. Let's say you are hard of hearing and you can hear something but not a lot, you are trying to take your hearing aids out and wear ear protection, it is going to really cut down on your situation will awareness as well. So employees often express a desire to wear both their hearing aids and often, hearing aids that are turned on and also where hearing protection at the same time. Now, hearing protection that goes into the year into the ear does not usually leave enough protection for the hearing aid or for parts of the hearing aid or mold to fit properly. I don't have a lot of data to give you this year but anecdotally speaking, it looks like people get better results when using earmuffs type protection with very large ear cups that have what is called flat attenuation and the attenuation has to do with the nature in which the sound is blocked and whether different frequencies are blocked pretty much the same or are blocked differently. And all you just tell us an audiologist is probably the best person to make a targeted recommendation about what type of protection will work best for a particular person. If you have the option to consult an audiologist, I always suggest doing that. In some cases, people might forgo use of hearing aids and use other types of earmuffs, perhaps electronic earmuffs that dampen some sounds and amplify others like conversational sounds. Since a federal law is involved, I would suggest referring to OSHA's on materials on hearing conservation for workers who are deaf or hard of hearing. If you lose track of this link, don't worry, Teresa has an OSHA link and you can email JAN or call and ask for me and I will give you this link. I want to talk about another strategy for enhancing safety in the workplace for employees who are deaf or hard of hearing. We are going to talk about working around the equipment. There is so much moving equipment in manufacturing settings. One thing that could really help an employee who is deaf or hard of hearing is to do what we call establishing set paths of travel so that all of the various industrial vehicles, forklifts, so on that are in the setting and also the pedestrians, people walking around on foot, will know where everybody is supposed to be and can anticipate where the vehicles are going to be. So there are different ways to set up these paths so if you are in a setting that changes a lot, or you are in a setting that may be a little bit more fluid like a type of construction site within a manufacturing setting, then you might use something easily moved like ropes or tape. You might use paint. Some people use detectable warning surfaces, that yellow bumpy plastic material that you may have seen at the edge of a train platform. If you want to know more about that, we have it in the JAN database and I will be happy to send you a link. Another thing you can do is establish and provide training on and enforce rules that, for example, require all moving equipment to stop and both/their lights and beat their horns at intersections. Why do we do both? Because if we only beep the horn, some people who are deaf or hard of hearing might not notice that but flashing lights, in addition to beeping a horn is a signal that is
more accessible to the widest group of people in the workforce. If you have people wearing hearing protection who are not deaf and hearing -- Hard of hearing, it consistently protects everybody. I can't stress this enough. If you are going to have set times of travel and rules on how to interact, you want to provide a lot of training over and over again so that everyone understands it. We are going to talk about some visual cues that can be helpful for working around equipment. For example, sometimes, an employer might choose to install flashing strobe lights on moving vehicles. We see some employers doing this standardly. When I first started a JAN, it was more of a novel concept but a lot of people do this on a regular basis now. Not just in response to an accommodation request. Another option is to install something called a directional worker alert system. That can help with safer interaction between a vehicle operator and your workers who are on foot. It basically provides a visual warning that there is likely to be an oncoming vehicle. Using mirrors is a great low-tech way to get more information about a space and basically I'm talking about the kind of mirrors you have seen in retail settings that help Cashiers to monitor the space but there are industrial mirrors that can be used in many environments. Something else that we see is that the individual who is deaf or hard of hearing may be willing to wear a vest or hat that is distinctive or maybe even at that is a different color from what others are wearing. This needs to be voluntary and not forced on the individual and that is because of the confidentiality requirements of the ADA and the fact that employers should not be coercing someone to disclose a disability. If someone is willing to do it and likes to make others more aware of them in the space, it can be a usual -- Useful thing. Remember, it is voluntary.

>>> We sometimes hear from new employers who have used their vest in another setting. We know of some people who even want a vest that have the words, "I am deaf" or "deaf worker." But usually a distinctive color is what people want to use. Explore your employees preferences and see what they would like. Let's look at an accommodation example. An employee who was hard of hearing wanted to be considered for a different position in the plant where he worked. His desired position required working around forklifts. We get this question all the time, every single week. The employer contacted JAN to see if there were accommodations that could enhance his safety in this position that he was trying to get. It is a very common scenario. Sometimes we hear of people who want to change a position where they would be a forklift operator. There are things that need to be considered. It is on a case-by-case basis. One is a concept called direct threat which is a concept in the ADA would trust which has to do with whether a person can do a particular job without posing a direct threat to themselves or others for the process of figuring that out is called a direct threat analysis. Something a employer has to consider to show whether there is a significant risk of substantial harm. We used to have a consultant here with a, it is not a 90% chance of a hangnail, people. That is true. It needs to be a significant risk, a substantial harm that is not speculative or remote, based on permanent, factual information and the last stage of a direct threat analysis is what this question involves which is figuring out if there are accommodations that would allow a person to do this job safely. If you want more information on direct threat, I can talk all day but I promise I won't. Just call me and I'll be happy to talk with you and provide you with information. So what do they do in this case? Let's see what happened. A JAN consultant provided the caller with information on accommodations to give both the employee who was hard of hearing and others, including Fort Tuck truck drivers additional information in visual form to enhance safety for all. So the workplace already had set paths of travel. Great job, workplace. They already had strobe lights on for crops for trucks but they did not have a directional worker alert system and had not
considered checking to see if the employee would be willing to wear a brightly colored vest. It turns out the employee had actually used a vest like that on their previous job in another work lace and really preferred to wear one. It made them feel safer. So that is a situation we often say is really important. They had already implement a couple of great strategies but we can provide a couple different ones.

Moving right along, I want to talk about communication. This next slide is about communication and ASL users, what does ASL mean? American sign language. This is the sign language you may have seen people using as a visual form of communication and it is really its own, completely developed language including grammar. Many people who use ASL have a grown up using ASL and it is their first language. For someone who uses American sign language, ASL is their first language, it is really the clearest, most effective way to communicate with them so particularly for things like job interviews, training, safety meetings, performance and conduct meetings, it is the best way to communicate. If it is someone's first language. There are different types of interpreters. There are community-based interpreters which means an interpreter who comes and is with you physically in the room. There are options to have video remote interpreting where the interpreter is maybe on a video link and participating. You can use RID.org or Vinya. Make sure you have good lighting and good line of sight because the interpreter will do no good if you cannot see them. So this applies to people who use ASL. Most people don't need them on a daily basis but when it is an important meeting with complex information, it is a really good idea. If you want to know what the law actually says, the EEOC does have guidance on what you should be using an interpreter on and when you can consider other options. I’d be happy to send it to you. We will talk later about something called VRS. That is a way for and interpret to and interpreted to be peasant during a telephone call. Here's an example. This is actually one of the first calls I took. As a young consultant here at the Job Accommodation Network before I was on the sensory team, this came in as a back injury call. There was this very experienced factory worker. He worked at the factory for a long time. He was an ASL user and in fact, considered ASL to be his first language but he did a little bit of lipreading, to communicate with notes and things like that also but ASL was his first language. His workplace had been providing written materials for him at safety meetings but the employee was not completely confident that he was catching everything and understanding everything and it turned out, he was right. He was injured and developed a back impairment after missing important information about a new procedure. He contacted JAN about his back injury and then he was really surprised to learn that we also take questions about deafness. Let's see what happened. So a JAN consultant Emma it was me, provided the color with information on accommodations for meetings and trainings. The caller preferred to have an interpreter present for important Phoenix. Meetings. He had always been concerned about how to ask and did not know that he could ask. One thing he learned by contacting JAN was how to request sign language interpreter services as an accommodation during safety meetings. Safety meetings are one of those times when you really want to make sure there is no misunderstanding. Providing an interpreter rather than just written materials also gives employees who are deaf the opportunity to ask questions and get them answered in real time just like others are able to and technically, in title I terms, training is considered a benefit or privilege of employment and that is something to which people with disabilities need equal access according to title I of the ADA. From a practical standpoint, it just makes sense to make sure that whatever you are training, all of the information is being delivered in an effective manner and you are getting all of the information across. Otherwise, why are we even doing training? For someone who is hard of hearing, it is different. Not everyone uses ASL. I used the think I did not have to say that but after many years of working here, I feel that I do. I'm sure you all know. A lot of people who are hard of hearing use hearing aids and a lot don't.
You are not really going to know unless you ask because some are so small that they can fit completely in the ear canal and you are not going to see them unless you go poking around with an otoscope. How many HR people even know what that is? It is a thing for looking in your ear. It is better to ask. Someone who is deaf or hard of hearing may not or may use a hearing aid. There are things you can do to provide good communication in either case. This is whether we are talking about direct meaning or training or day-to-day on the job. On the slide, we have a picture of a very common type of relatively inexpensive assistive listening device. This is called the pocket talker from a company called Williams. It has a little directional microphone on it, the little black thing on the company pointed toward the person that you want to hear better. If you don't use hearing aids, you can use headphones or earbuds with this and it has a little knob on it so you can adjust the volume. Now, if you do use hearing aids, whether or not this works for you is going to depend on the type of hearing aids you have and what features your hearing aids have. If your hearing aids are what we called TELE-coil enabled, sometimes it has a- and other ties not. Audiologist do not use a standard term. If it has a TELE-coil and is enabled, it can use a neck loop, literally a loop of wire that hangs around your neck and a plug you can plug into like headphones. If the person has Bluetooth enabled hearing aids, that is the more modern type. This might not work. In that case, it would make more sense to talk to their audiologist. If they can talk to their all audiologists or you can have them sign a release so you can ask questions of the audiologist or you might get the name and model number of the hearing aids and contact the manufacturer directly to find out what works with these hearing aids because a lot of times, they have proprietary equipment that is designed to interface seamlessly with their Bluetooth. I always suggest seeing if the audiologist can provide input but it is tricky these days because now people can buy hearing aids over-the-counter. What we have found, though, is some companies that provide over-the-counter hearing aids have a telephone line where you can reach audiology with a question. So that may still be an option. If you run into a roadblock, call me. I can talk about this stuff all day. Next we are going to talk about other methods of enhancing understanding. Using our visual skills of our employees to support a conversation or to support them during a training. It can be really, really helpful to make the best possible use of someone's visual skills when you are communicating with them. It should be kind of instinctive but sometimes it is not. Some of these methods also help provide your other in employees, too. Whenever you are choosing personal protective equipment, PPE, if you have an option to choose PPE that doesn't block the view of the speaker's mouth, that offers a little more. Sometimes you don't have a choice. When you have a choice, think about that. Even just being able to clearly see the eyes of the person that you are working with can give a lot of nonverbal cues. Another way that you can make sure you are communicating everything that you meant to is to use some type of checklist or a prepared form and providing written materials along with the training can be helpful. It is not a substitute for other accommodations, more like an enhancement. Now CART services stands for communication access real-time transition which is a service where you can receive live captions typed by a trained human captioner and basically that allows real-time access to someone, to what is being said in the training so that everything that the trainer says, all questions and comments from her disappearance are captioned and everyone can read them. And you get a copy of those captions at the end so you have a record of what was said. Usually, this is something that is done in person and sometimes, if it is in person, the captioner can also help with posing questions to the speaker. It is not unusual for a captioner to sit near the person who is deaf or hard of hearing or interacts during a presentation or training but this is also something that can be provided on a remote basis. If you are looking for providers, we have a list in our database. There are a lot of other tools you can use, everything from
handwritten notes of paper, a whiteboard, to texting and apps that are for communication. One of the more popular apps used to support medication is called Ava. AVA.enduser is the website. It provides live captioning support for face-to-face conversation and it is something that you could use from a mobile device. There is also an app called signal which is a messaging app and that let's two people exchange messages in a secure way. Visual reminders and visual cues can be very, very valuable. You may have signs posted. I'm sure you already do this for other employees but they can be super helpful to someone who is deaf or hard of hearing to have a visual clue also. You might consider developing Hansen goals for communication. This is a technique being used in driving schools for students who are deaf but it is not unique. I learned from a relative who has worked in manufacturing for decades that before modern medication Quitman, various types of industries like Sawmills had hand signals and workers developed them and use them together. It is a dying form of invitation now but not really a new idea. Again, printed signs it for common tasks can be reminders and something as simple as a handwritten note can be used to clarify what you meant to say. Even having whiteboards handy, the kind with magnets on the back that you use on your refrigerator at home can be very helpful. For settings have the flexibility to allow it, most of us can do email on our smart phone. Some workspaces are still stationary so you might be in a manufacturing setting that has a workstation that is stationary where you can use instant messaging. We hear a lot from individuals who are hard of hearing, especially welders who use texting or messaging apps to communicate with coworkers. On the next line, there is an icon that I learned about that is a free app. I learned about it from a colleague in healthcare. I have suggested in multiple injuries because of the level of security it provides. It is encrypted and can be used either with iPhones and android phones or with computers. I think you might need a cell phone number to initialize it. It also has a feature called message deletion which means you can set it to delete messages within so many minutes. That helps to keep your inbox clear. Some people think of it as a security feature but I don't because of course, someone can always screenshot anything they have on their phones. But the message does disappear and the signal company does not sort store it. Here is an example. Two employees who work in close proximity to each other but were not in the line of sight of each other needed to communicate in order to time their actions while operating the equipment that was blocking their view of each other. And usually, workers would call out to each other when operating this equipment but one employee could not hear well enough for this technique to work. So in this example, they actually wound up using a text to data communication advice called the UbiDuo2 from a company called S COM. It provided information by typing back and forth. During the conversation, the culture consultant and the employer the less they thought the background noise would interfere with getting the captions. They decided to try the UbiDuo2 which uses proprietary wireless and can be separated by up to a couple hundred feet and still work and is designed specifically for typing back and forth. During the call, we talking we talked about mounting systems that were used to attach your equipment or set up on a permanent basis near the equipment. It is pricey, depending on the bells and whistles you might get with it. It is easily over $2000. The employer was not so concerned about the price because it turns out if the two employees could communicate clearly, and precisely, then an entire batch of the product could be ruined and in this particular case, a single batch could represent over $2000. So the UbiDuo 2 was one example of a portable communication access technology using typing back and forth. There is a speech output version available if you need that but it is primarily typing. There are others that will provide automated captions or an automated transcript of what has been said. That includes a device called the interpret type which is designed to allow vacation between two laptops. Include software designed to run on a tablet or PC but not something like an iPad. And includes
things like the app, Ava. What I mean by automated transcript is the person who is deaf or hard of hearing can look at this and the communication partners voice will be picked up by a microphone and the words will appear in sentences on the screen that the person who is deaf is looking up. If the person who is deaf speaks, if they are someone who does not speak, they have an on-screen keyboard they can use to respond. So an employee wanted to be able to text with coworkers but mobile phones were not allowed in that part of the facility. She asked for a modification to the policy but her employer wanted other options and they called JAN. So JAN consultant responding to the call providing information on a variety of communication access devices for automatically captioned conversations including things like it based options and low-tech whiteboards and automatic captioning software. We can see a screenshot of the software, interact-AS. We don't see telephone use coming up that often in manufacturing settings. That is because a lot of people don't usually use a telephone right on the production floor. If you did need one, there were a lot of options. There are telephone amplifiers, various types of hearing aid compatible equipment, equipment designed to work with cochlear implants, captioned telephone and provide a captioned version of the conversation for a person who can follow along by reading, relay equipment and services that help someone who use ASL or simply communicate another way like email or texting. I have an example for you. I supervisor in a manufacturing facility had to be available to respond to phone calls about emergencies at the plant. He was hard of hearing and he used hearing aids but he took them out at night. Of course, when his hearing aids were out, he could not hear the phone ringing. Even if he noticed the phone and got to it in time and picked it up, in his sleepy state of mind, it was hard for him to get his hearing aids in place and into his ears in time to respond effectively. So it was taking him too long to respond to calls when he did notice the phone and he was not always noticing the phone ringing. There are a lot of ways to address this. Let's see what happened. In this case, the employer purchased a telephone amplifier which could be used without hearing aids as well as a lamp that flashed and bed shaker and that was used to alert him to the phone ringing. So in the picture, we have an example of an amplifier. This is a really versatile and durable amplifier. It has got a number of sliders. I think there are 6 and you can adjust each one to the volume that works best for you. This is important because each slider amplifies a different level of frequency and they have them kind of labeled from base to trouble so from low pitched sounds to high-pitched sounds. Just like your audiologist can program your hearing aids to say amplify high-pitched sounds a lot and low pitch sounds only a little, if that is the way your ears work, you can adjust these sliders in a individualized, customized way. This is just an example. As far as the amplifier goes, if it is on the higher end pricewise, it usually goes between $200 and $300 but it is so versatile. Now the bed shaker and lamp flasher are examples of a work alerting devices. We will talk about those on the next page. Responding to a Quitman sounds and emergencies require alerting devices specifically deny the blessed designed to help people be aware of sounds. There is an example of a device from silent fall communication pictured. It has a little strobe light on the top that flashes when the sound you want to know about is occurring. Various types of assisted listening devices can help a person be more aware of those sounds and this is one of those reasons why people like to keep their hearing aids on under hearing protection so they can have the same level of situational awareness as others. There are also various hearing aid compatible devices to help you be more aware of sounds. As always, if someone is a hearing aid user, hearing aid manufacturer or their only there audiologist are their best friends when trying to figure out what is going on. If you have the option to assign someone to a workstation where there is visual monitoring options, that can help, too. In addition to some of these solutions, you might consider something like a buddy system in case of an emergency. For things like Thomas, the person might substitute a device like
a vibrating clock or timer so they can use the signal in a different way. There are handheld decibel meters and they are pretty cheap, around $30 that are used and even free apps you can use for this letting you know the sound level in the area has changed. If you need something more complex, something that will let you be aware of sound in a more sophisticated way, there is sound analyzing software that can help you get a visual representation of the sound. This is a recent case and has been one of my favorites to work on. There was an applicant who was deaf, being considered for a position in a food manufacturing facility. He was applying for a position operating a coffee roaster. The guy had a great resume, experience in the coffee business. But this particular job required him to take action, like pull levers and pushbuttons at various times during the roasting process at the times were not protectable. Workers usually used their hearing to listen for the sound they called "the first crack." It sounds like something is cracking open. He also had to listen to the sound of beans moving through the machine. This is a really motivated employer who really wanted to be able to hire this person and was trying to figure out ways it could work. The employer called JAN and we talked about vibrating timers but they were not going to be precise enough. Some people used touched to detect vibration instead of listening but that was not going to work because the roaster was really hot. So I told him about the software called audacity. Is a free software program you can use to record or view the waveform of a sound so it basically looks like a line moving up and down and the louder the sound is, the taller the line gets. And you can kind of see different frequencies. If you can learn how something is supposed to look, you could use this to know when the sound that you need to be aware of is occurring. It takes some trial and error and some training but in this case, that is what they were actually looking into. The lady said, I have to get down and get that right now. So one of the other things we talked about, too was a visual stethoscope. We have learned of some mechanics using want to be aware of machine cut sounds. So you have gotten a pretty good overview today. A lot of our calls involve hearing and manufacturing. We talked about a lot of accommodations you can purchase. If there is something you want to talk about further, you can contact me at the phone number on your screen, - (800) 526-7234. We also have a TTY number, (877) 781-9403 send an email to - jan@AskJAN.org and you can reach us by Skype and texting. A lot of the answers are probably already on our website which is - jan@AskJAN.org. If you would like to contact me after the webinar, the contact information is right there.

>> This is Freda again. We have a couple of questions coming in. I have a couple by email. One of them was related to talking about interpreters using American sign language. They have had an individual who has requested a sign language interpreter 100% of the time on the job so a person and they wanted to know, is that considered a reasonable accommodation? I will mute while you answer that one.

>> Okay, thanks, Freda. This is a great question. When I first started at the Job Accommodation Network, they told me nobody ever gets an interpreter all day, every day. And 11 years later, that is still the case. I did have a case just this week where somebody's supervisor was completely fluent in ASL which might even be better than a full-time interpreter in some places. When people ask me if something is reasonable, it is not something I’m allowed to make a determination on. Ordinarily, I tell you to go to the guidance and it will tell you but the guidance under the term, "reasonable" is not as detailed as you want. You can read it for yourself in a document called reasonable combinations--Reasonable accommodations on the ADA website. It means reasonable, i.e. ordinary. Essential, reasonable means reasonable. They also use the word feasible which, to me, not a lot of difference between those two terms. So there has been a little bit of a debate in the ADA community about whether something can technically be a reasonable accommodation but pose an undue hardship to a
particular employer at a particular time. The cost of interpreting services being what they are, for a lot of employers, it might pose a new hardship financially to be able to provide that all day, every day. But that is something that would be determined on a case-by-case basis. The other thing to be aware of is the same document. Reasonable accommodation and undue hardship under the ADA. Question number 9. If you are only going to write down one thing, write this down, question number nine. It talks about letting the employer have discretion to choose a range of effective accommodations so if there is something else that would work, whether it poses an undue hardship or not to provide the employee's preferred choice, an employer has the discretion to choose an option that is easier for them to provide as long as it is effective. The EEOC defines effectiveness, by the way, same document, meaning effective meets the individual, allowing them to perform the essential job and provides equal access to benefits and privileges of employees or for an applicant, equal access to the application process. I have not heard of somebody getting this. I've heard a number of cases where people are asking for. Whether an employer has to do it or not will come down to whether or not it poses an undue hardship and whether or not there is another effective auction option. So you don't give preference to the employees first choice but the employee has to stress the is soup. Issue. Back I hear you breaking in, Freda.

>> That was kind of my thought process. If you have somebody making minimum wage and requesting an interpreter 100% of the time, the cost for the employer really doesn't equal out, to put it nicely and that can put an undue hardship on an employer to do that and Texas is an it wills date and it will state which has unfortunate ramifications. Also the person is saying they think that cart services and the apps signal which I appreciate you sharing today. That may be something that could work for this person. It would allow them to actually interact with others and learn the job and what is going on. The other question along that same line is, the, you made about using a whiteboard and writing notes. The person wants to know if American sign language is a person's first language and primary language, will the written English language translate the same and I will mute myself for this one as well.

>> Okay, just to address one thing on the previous question, the EEOC's guidance indicates we do not use a cost-benefit analysis to determine undue hardship. We use total financial resources, FYI. Now, getting to the whiteboard portion of the question, it depends on the person. A lot of people who use ASL can also use a written language to some degree. Some might be better in English or another language. We certainly here have heard from employers who have someone who uses a little ASL and maybe a little bit of another form of Simon was, a little English or another language like Spanish or French. That has definitely happened. Fortunately, there is a solution for that. The interpret and interactive will both to translation between certain written languages so if you have somebody that uses ASL and Spanish well but isn't so great in English, there is a solution for a supervisor who is great in English, not great in Spanish and terrible in ASL. We can talk with you about the solution but primarily, it is interpret type and interact AS. People's level to come converse in English language varies. Some people who are signers are great in written English. Others would preferred for simple communication or less complex things. If you do have to have a complex discussion and you cannot get and inject the in person interpreter, you could also do this by relay and that is usually not as costly. Okay, great. That is perfect.

>> The last one has to do with TTY. I have a question where somebody said, I heard TTY was being deleted. Is this true? I will mute myself for that one.
>> I have heard that rumor, too. But I can’t verify it. What I can tell you is we still get both TTY and relay calls and the occasional direct TTY call to our facility. We don’t get a lot from what people call the lower 48 but the last couple I took were actually from Puerto Rico and what people told me during the call was that they used TTY because the infrastructure right now in Puerto Rico just is not there to support the high-speed Internet that you need for video relay. Whether it is going to stay long-term, I don’t know. There are still some dedicated users. Most of our TTY users contact us via relay these days. But to be honest, we still keep the TTY number because we want to be as accessible as possible. If you ever see the TTY number -- Side, I guess you will know that TTY is gone.

>> I have heard the same rumor, too. I was not sure. The last one is about interpreters. A lot of stuff about interpreters is unknown. Is there a number, a mandatory number of interpreters for group of people that have to be supplied?

>> I will mute myself again.

>> The question was is there a mandatory number of interpreters or a group of people?

>> I think, like a ratio? Yeah, they said, ratio so that might help there, too.

>> Everything is kind of flexible and title I. If we were talking about something else like, say, a public library hosting an event, I don’t know that there is an interpreter ratio but there is a ratio of how many SM received is -- FM receivers you have to provide for your listening system. When it comes to interpreters, you often see two. It is not a person-to-person ratio. It is because interpreters are only supposed to interpret for so many minutes before they switch out. This came about because, back when I was in school, interpreters were getting cumulative trauma injuries like carpal tunnel syndrome from trying to sign for over an hour at a time on a regular basis. So now, most interpreting agencies require that you take two if your event is going to be over X number of minutes. I do not know of an ADA requirement in title I that has anything to do with how many interpreters you need per number of people. Does that help?

>> Okay, that makes perfect sense and I thought the same thing about the two interpreters. I’ve been in a lot of meetings where you will see them quickly switch out and the other one is timing and I was like, yes, I see what they are doing there. I had one where one interpreter got sick and we only had 1 and that is were a young lady was so exhausted by the end of the day, I was worried she would not come back for day 2. I can’t imagine how --

>> -- [ Indiscernible - multiple speakers ]

>> Most definitely. A hard day but she came back and was very good. I made a point to say, “hey, you are going to be here tomorrow? We are all good?” I think we should all of the questions and covered them all. We are looking forward to our next session. The next session, I believe is it next week at the exact, same time, 1:00 p.m. on May 23 and all of our participants will receive an email with the link in it again. We will probably not put this out on demand today. If I hear differently, you may find it but both sessions will be available on demand for those individuals who want to go back and view again who have other participants in their offices that are interested in our training. They can go out and look and catch up on the second one as well. To Teresa, we appreciate you being with us today. All of the great information and I have tons of notes I learned today and I am going to play with a bunch of apps that you mentioned and I’m excited about that. We will see everyone here next week, same time. If you are
calling them by phone today, I think I had 1 or 2 of you, please make sure you send me an email at UNT WISE it UNT.edu. That is the only way you will receive participation today and you will get your credit. If you are ERC and you need those credits, please send us an email at UNT WISE it UNT.edu. We will make sure that you get your credit approved. Thank you, Teresa. We will see you all next week and everyone, have a great day.

>> [ Event Concluded ]