

NORINE: Good morning everybody. You are here this morning to listen to our webinar about Effective Workplace Accommodations for Employees with Hearing Impairments. We are excited to have Teresa Goddard, with JAN, Job Accommodation Network. I want to make sure that everyone can hear us okay. I see that many have signed in to the question box. Please let us know that you are on. We are reminding everyone, that this is available through closed captioning. In your control panel, you should see under the heading, handout, there is a power point available. You should be able to get that copy now. Hopefully, everyone can see the PowerPoint presentation on the screen. Please send me a note in the question box to let me know that you can hear me. I want to share some information about JAN. JAN is the leading source for expert advice on workplace accommodation and employment issues. Teresa Goddard joined the staff in 2000 Teresa Goddard joined the staff in 2008. She is an Educational Speech-Language Pathologist. She will be giving you examples in her presentation. For the next hour, she will give you good information and examples to use in the workplace.

TERESA: I am excited to be here today to talk about JAN and accommodation ideas for employees who are deaf or hard of hearing. Here is a quick overview. I will tell you a little bit about JAN and hearing related accommodations. We will get into the situations and real examples. I will show you how to use part of our website, searchable online accommodation resource, which you can use to look up things on your own. We will save time for questions. If you have questions as we go along, submit them into the question box. I will address as many as I can before we leave. About JAN: these services are free and confidential. They are available on phone, through online services and through social network. You can also go through AskJAN.org, with more than 220 publications. We also do online and live training, such as today. We were created in 1983, even before the ADA. We give technical assistance with ADA and workplace accommodation, to help people with the interactive process. I will explain what that is today. If you contact us, all of our calls are confidential. We will not confirm or deny who has contacted us. We are part of the OD EP program. The first thing I want to let you know is the definition of reasonable accommodation. Sometimes people are confused. A reasonable accommodation, according to the equal opportunity employment commission, is any change in the work environment, or in the way that things are usually done, that result in an equal employment opportunity for an individual with a disability. That may include a lots of different things. Some examples are making existing facilities acceptable. If you needed to put in a ramp, job restructuring, modifying work schedules, and reassignment to a new position. A lot of examples will be modifying equipment. This all comes from an EEOC guide that was published in 1992, but it is still in effect. One of the first things that we will talk about is the interactive process. According to the EEOC, ADA-covered employers need to engage in a good faith effort and

accommodating individuals with disabilities. You need to support individuals and navigate and negotiate a robust interactive process. It can help provide a framework for providing accessible accommodation. It can also provide documentation of the interactive process, which could be helpful if you need to go back and show that you did make a good faith effort to accommodate. Please get comfortable, because we will be on the slide for a while. I want to talk about the JAN picture of how the interactive process works. It is not an official process. It is technically not something that is required by the ADA. According to the EEOC, the interactive process is not required under ADA. However, from a legal standpoint, going through the process is a way for employers to show that they are making a good-faith effort to comply with ADA. From a practical standpoint, it is a way to streamline the accommodation process to help ensure that an effective accommodation is provided. Because the ADA does not require an interactive process, employers are free to develop their own process. For employers who are looking for ideas of what to include, we have an example of what the interactive process could look like. Here at JAN, we think of it as a six step process. The six steps are on the screen. We will go through them one by one. Step one, would be making an accommodation request, or for the employer to recognize that a request has been made the interactive process starts with an accommodation request from an employee with a disability and is very important for the employer to recognize the request. What constitutes an accommodation request? According to the EEOC, an individual may in plain English (need not use the phrase reasonable accommodation) in their request. It is okay to use plain language. For that reason, any time an employee indicates that he or she is having a problem, and the problem is related to a medical condition, the employer should be thinking, is this employee making a request for reasonable accommodation under the ADA? If they are telling me they need something different at work, and it is for a medical reason, those are the two things that you need to trigger an accommodation request. You may read more about that in one of the JAN documents. Once you have the request, the employer should gather whatever information they need to process the request. That may include documentation of the disability and the need for accommodation. In some cases, the employee's disability and the need for accommodation are obvious. That means no additional information is needed. For example, if you have an employee who recently started using a wheelchair, and they let you know that they need a ramp to get into the building, then the disability and the need for accommodation, are obvious. Remember, when the disability and need for accommodation are obvious, you do not want to ask for more information. That is not always the case, right? Sometimes, it may not be obvious. Sometimes, a person may have a nonvisible disability. If an employee has a nonvisible disability, and they are letting you know that they are having difficulty completing workplace tasks, and the employer does not have enough information to provide effective accommodation. They need to know, what limitations are interfering with job performance? What specific tasks are causing

an issue? How can you get that information? The employee, who is making the request, is often the best source of information about the disability, and about possible accommodation. Because they are living with it. If they have had accommodations previously, they know what has worked. It is good, from a practical standpoint, to take the employee's experience into account. Sometimes, the employee may realize they are having a problem, but may not know how to solve it. Maybe the disability is new. Maybe the task is new. In any case, if the employee cannot provide the necessary information, medical documentation may be useful. And may be helpful in that case, for the employee to bring in something from their doctor to explain what their condition is, and what they need and why. You want to be careful not to ask for too much information. Under the ADA, when an employee requests accommodation and the disability is not obvious, the employer may request medical information to determine the disability. Information that is needed to help process the accommodation should not be going beyond what is necessary. The EEOC puts limits of what may be asked for in terms of medical documentation. Even in terms of the medical questions that the employer may ask verbally.

We have talked about that. Once the employer has identified the employee's limitation -- what it is that is causing a problem. Then, the employer can explore accommodation. Employers need to be open to ideas and new ways of doing things. It is a good time to brainstorm. Once accommodation options have been explored, you choose what to implement. Maybe there is more than one option. The EEOC says employer should consider the preference of the employee. The employer gets to choose among effective accommodations. For example, if there is more than one thing that would work, and one is lowering costs, the employer could choose the lowest cost accommodation. It has to work. Sometimes an employer is not sure if it will work. They are afraid if they try it, they may be locked in forever. That is not the case. Employers are free to try accommodations and stop them if they do not work. One thing that an employer may want to do when testing, is make a written agreement with the employee that the accommodation is being tested. Maybe how long the test will be and what will happen if it does not work. That prevents surprises down the road. Once an accommodation has been chosen, you want to implement the accommodation. This is an important step. For instance, if there is equipment, it needs to be properly installed in the employee needs to be trained on how to use it properly. At the accommodation includes a schedule change or policy modification, the manager and supervisor need to know about the change, in order to effectively implement it. If the accommodation involves an outside service, such as an interpreter, somebody needs to make sure the service is provided promptly and effectively. If you do reassignment, the employee needs time to acclimate. One of the most important steps -- honestly the stuff that gets forgotten is monitoring the accommodation after it is in place. Sometimes an accommodation stops working, or perhaps it is not as effective as it needs to be. Maybe the employee's limitation changes. Perhaps the equipment

changes or the software that you are using changes. Maybe the job changes and there are new tasks that were not part of the job before. Maybe the workplace itself changes. Maybe you move to a new building. Maybe the accommodation becomes a hardship for the employer to continue providing. Because change happens, employers may need to check in periodically to make sure that the accommodation is effective. If there is equipment, somebody may need to be assigned to upgrade or maintain it. You need to engage in ongoing communication with the employee that is receiving an accommodation. The employee needs to understand that they need to let the employer know if there is a change or problem with the accommodation. They need to know who to contact. That is the interactive process.

There are resources on the JAN website that may be helpful to employers and employees who are now getting this process. One that is very useful for an employee to take to their doctor's practical guidance for medical professionals help patients write effective accommodation letters. There is a simple letter for Doctors. There is a little bit about what needs to go into a good letter. We also have an article on the interactive process for service providers. It will help a service provider to understand their role and a lot of the information I just gave you verbally can be found in that article.

Now we will get into the fun part. I will tell you a little bit about typical workplace challenges. Some approaches for dealing with those challenges, and we will get into examples. What are some typical limitations of an employee that is deaf or hard of hearing? If you have worked with employees that have these challenges, you are already familiar. The things we hear about all the time are difficulty interacting with customers, supervisors and coworkers. Difficulty receiving information and asking questions during the training. Difficulty communicating by telephone is a huge one. We take several calls on this a week. Sometimes they are emails, because a person is having trouble on the phone. The email instead of calling. Difficulty meeting safety standards. This is common in warehousing industry and construction. Also transportation. Difficulty responding to auditory signals. This comes up in healthcare. Also, difficulty taking vital signs. These are typical things we hear about. Typical accommodation suggestions are providing equipment for telephone access. We will talk about examples. Improving the signal-to-noise ratio, which means making the thing that you are trying to hear louder than everything else. Making everything else quieter, so that you can hear the sound you are trying to hear. Allow alternate means of communication, such as interpreters and text-based communication. A lot of people are using texting on the phone as an alternative to getting messages from an intercom or radio. Provide assistive listening devices. That may not help for someone who is deaf and does not benefit from the application. For people who have hearing loss or are hard of hearing, can still benefit from things being louder. It helps improve the signal-to-noise ratio. Providing alerting devices so that people do not have to hear a sound to respond to the signal behind the sound. Also, you want to review your

emergency evacuation plan, to make sure that everyone knows that if there is an emergency, they need to get out of the building. One of the most common issues, is communication. A typical solution is captioning. We have an example of that here today. There is captioning of this webinar. Assistive listening devices. It makes what you are trying to hear louder. Communication access technology. These are usually things that make it easier to communicate without relying on listening. On the slide, we have a screenshot of a software program. It is an example of a communication access technology that can provide automated captions of what is being produced. It costs about \$795. There is an individual option that costs less. Sometimes interpreters are needed. Sometimes there is no way around an interpreter if you are going to make an effective accommodation. Especially if the person is ASL fluent. If ASL is their first language. Sometimes there is no substituting for an interpreter. Communication etiquette can make a big difference too. In a meeting or training, if you can remind everyone not to cross talk. Remind the speaker to repeat or paraphrase questions and comments from the audience that can help a lot. In a small meeting, reminding people not to talk over each other can help a lot. Not necessarily maintaining eye contact, but making sure that the person who you are speaking to can see our face. If you have ever been on the phone with a small child, it is hard to understand what they are saying. If you are on site, you can see their face. It is a lot easier to understand if you have visual contact. We will talk a little bit more about the telephone. There are adapters for hearing aids that audiologists can recommend. There are more generic type of telephone amplification that can work. There are different types of hearing aids and relay services that can be effective. You may need special equipment to access the relay service. There are also phones with amplification built in. There are alternate methods of communication, such as relying on email. On the screen, is a speech adjust-a-tone – it is made by hearsay. They sell it. It has six adjustable frequency ranges that can adapt to each person's secular hearing loss. If you do need the web address, you can find it through the JAN website. In this example, it is about \$155. It also has \$10 for shipping and handling. The company also sells accessories, including a headset, cable, phone connection transducer and you can hook it up with a neck loop for someone with a hearing aid. Anytime you're considering something for the telephone, it is a good idea to get input from the audiologist. There is cutting edge equipment available these days. On the screen, we have an example of a Bluetooth streaming device for hearing aids. They pair, via Bluetooth, mobile phones and send the sound into the hearing aid to be amplified in a customized way. Before we get into the examples, I want to talk briefly about funding. People always want to know. We have screenshot of JAN information on funding. As you can see, the funding options for employees, who need assistive technology for personal use -- they are more expensive. There is a lot more funding tips for individuals than for employers. It is important to keep in mind that it is responsibility of the employer to pay for accommodation in the workplace. Unless that accommodation is too expensive or

disruptive to the workplace. The threshold for claiming that assistive technology is too expensive or disruptive is pretty high. It is most often the case that the responsibility for purchasing assistive technology equipment, or paying for interpreters is going to be the responsibility of the employer, unless they can prove that it is an undue hardship. There are finding sources for assistive technology. They are more robust for those that need it for personal use. We suggest contacting your state assistive technology project. They offer different types of services. Sometimes they have a lending library of devices. Depending where you live, or where your office is located, it may be possible to have something brought to you to borrow for a week to try before you buy. It could also be brought out for a demonstration. Some of the AT projects facilitate programs to sell or exchange secondhand or refurbished assistive technology. These tend to be geared toward individuals, rather than the employers. If you are not familiar, the information that we have on the Texas AT project, is that you can reach them on 800-828-7839. That is also on our website. That was your funding tutorial. If somebody is a client, we will suggest that that employer or applicant get in touch with their counselor for something that they need especially if the employer does not seem to be getting at. Typically, the responsibility is with the employer. Here comes the fun part. Situation and solution. These are people who have actually contacted JAN. In some cases, we know what was done and how much it cost. And the first example, a nurse with a hearing impairment worked the night shift. She had to talk to doctors. The doctors are calling for information. She had difficulty hearing on the phone and she wanted to move to dayshift, so that there would be other nurses available to talk to the doctors. She would not have to do it as much. There were no openings on dayshift. We know from the EEOC, employers do not have to create positions or bump someone to make an accommodation. What else could they do? On the screen, we have a picture of an example of a basic telephone amplifier. That is what the employer did in this case. A purchase a telephone amplifier, which enabled the nurse to hear effectively on the phone. Does it always work? No. Does it sometimes work? In this case, it did cause the nurse to be able to serve her patients better. We heard back from the employer, as part of what we are doing the JAN study. Employer reported that the accommodation cost was \$50. That is a reasonable price for most employers. Let's look at another one. A federal employee was having difficulty responding to the ringer on her phone. She did not know what her phone was ringing. Her employer contacted JAN for help in finding a telephone signal alert that would be compatible with their digital phone line system. The JAN consultant suggested a solution. Wheat told them to contact the vendor directly. In this case, the employer provided a headset and strobe light for the employees work station after verifying compatibility. On the screen, we have an amplified ringer with strobe. We do not know if this is what they got. They purchased a \$100 device. They met the needs and allowed the employee to function at their maximum potential.

The next one involves a receptionist at a law office having difficulty using the phone because she had a hearing aid. It is not always easy to get a hearing aid connected to a phone. She was having a challenge using her hearing aid on the phone. And in the initial consultation, we talked about adapters. We talked about ways of connecting a hearing aid to a Bluetooth telephone. The employer thought the employee might have a Bluetooth enabled hearing aid. We suggested contacting a vendor and to contact the hearing aid company. If I were on the phone, I would have suggested contacting the audiologist also. You want to get information about the hearing aid in the equipment that will be used with the hearing aid. Ideally you want to get information from the treating audiologist. In this case, it was quite a challenge. They had a lot of challenges finding a compatible adapter they arranged for a technology evaluator to come onto the worksite to determine the best equipment for use. At the time of follow-up, they had not determined what would work best. Sometimes, it takes a while in leg work to find an effective accommodation. This next example involves a state government employee who wanted to attend a lunchtime lecture series, where members of the community were coming to give talks to employees. They wanted a CART or an interpreter. They wanted to also talk about assistive technology, but you might decide that there is not a form of assistive technology that will fit your needs. In this case, the consultant talked with the employer about a range of communication access technology. Things that would help to provide automated caption of a presentation. We probably also talked about remote CART services. In the end, they provided an interpreter because that met the employee needs. They did not tell us how much it costs. We all know interpreters are not cheap. The benefit that was reported was that an effective accommodation was provided. This Cost/Benefit information comes from follow up calls to employers that opted into the JAN. We will ask if you will give us feedback so that we can continue our research. In the next example, an intake behavioral specialist was having difficulty participating in meetings. It is difficult in face-to-face meetings. In this particular case, the employer did something a little different. They decided to provide an in-house training on how to communicate more effectively. The hope being that they would increase effective communication. We never heard back on how much it cost. It may have been an in-house training. At the time that we contacted them -- we call you about 30 or 60 days after you contact us -- the implementation was still in progress. We do not know if it worked as effectively as they wanted it to, but we do know that it was cheap. This next example involves a professor at a nursing school. She was having a lot of challenges. Trouble hearing and meetings, trouble hearing in the classrooms, and especially, trouble responding to questions from students. There was a lot of background noise. She was having difficulty understanding what the students were asking. This is an unusual case. This professor received a Bluetooth hearing aid as an accommodation. I cannot begin to tell you how unusual that is. The information we have from the EEOC indicates that it is not usually required. Hearing aids are usually a personal use item. Unless there is

something special about the workplace. That means, that is the way you can get an effective accommodation put in place. Sometimes something that is usually a personal use item, can be considered a workplace accommodation item. If it is used to remove it workplace barrier. If you're in a situation where you think an employer may need to consider a hearing aid, know that it is rare. I have a wonderful email that I can send you. Please contact JAN if you are in a similar situation. \$6000, which is not unusual for a Bluetooth hearing aid. Does it always happen this way? A federal employee requested hearing aids due to communication difficulties at work. The employer contacted JAN about their potential rehabilitation act obligation. As we all know, federal employees are under the rehabilitation act. It predates the ADA, but the rules are pretty much the same. In this case, the employer determined that they were not obligated to pay for a hearing aid, as a constituted a personal use item. I did have one call, a few years ago, would Bluetooth hearing aids were becoming popular. I cannot tell you what agency it was. It was a federal agency that wanted to ban all Bluetooth devices from their facility. Someone realized that this would include banning hearing aids. They contacted JAN. I was wondering if this was a situation where workplace policy means an employer may have to buy a hearing aid for someone. As far as I heard, they did not buy hearing aids, but they made a policy exception. They did not buy anything. We know they did not buy hearing aids. Another federal employer needed accommodation ideas for a newly hired driver. He was deaf, but they liked him. About half of the time, he would be driving for the van pool. At other times he would be sitting next to the driver and assisting the driver. The caller was seeking ideas to improve communication between the employee and the co-driver. They were wondering how he would communicate with the passengers if the van stops. People might have questions. This was a fun call. I took this one myself. We discussed the possibility of using a simple touch and gesture-based system. He and the other driver would work this out. They would practice before each trip. Considering the use of mirrors and alerting devices. Single message can indication devices that deliver signal to and from the employee. Tiny devices that are designed to deliver messages with the push of a button. I stress that these were ideas to explore. I suggested to reaching out to a driver rehabilitation specialist because safety while driving is important for everyone. In the end, the chosen accommodation solution included buying some equipment. It was a type of button that would let the person who is deaf make a visual and auditory indication to the driver, and also receive feedback from the driver. We have since heard from a truck driving school, providing instruction to CDL candidates who are deaf. They said they use a set of flashcards that they will hold up on the dash within the driver's field of vision, to give them information while they are driving. There may be a lot of options. You have to take it slow and make sure that it will meet your needs before you get on the road. In this case, the employer did get back to us. They reported a cost of \$100, which employer paid for through the company's general fund. The accommodation allowed continued participation by an individual, and

allowed the employer to retain a qualified employee. And direct benefits reported included workplace safety and improved interaction with coworkers. That was a fun one. I am amazed that it only cost \$100. Here is another federal employer. We hear a lot from federal employers and employees. They contacted JAN seeking a telephone signaler that would work with a digital line. They had an employee that was hard of hearing. Then JAN sent a product that was advertised to work with a PBX system that they were dealing with. They suggested contacting the vendor directly. Do see a pattern? You need to contact the vendor. We suggested to talk about compatibility and to learn about the return policy, in case it was not as compatible as the vendor thought it would be. During a follow-up call, the employer reported that they provided a headset and strobe light for the employee's workstation. It was a one-time cost of \$100. They met the employee's accommodation needs and the employee is now able to function to their maximum potential. Where they got the headset and signaler for hundred dollars, I do not know. A signaler is usually \$100, but the headset is generally more.

Here is another example. An applicant for a position for administrative assistant, requested an interpreter. The employer contacted JAN to see if it was reasonable. Additionally, the assessment was online. They did not have a set location on their site for taking the assessment. They were not sure how to provide an interpreter without knowing where the test would be. We talked about the possibility of setting up a specific location. If you do not have one, make one. Then, provide an interpreter from the community. If an in person interpreter was not possible, provide a space where you would have the appropriate technology. I like the idea of a community interpreter for this. We also talked about if they were going to have video remote interpreting, they may need to have two login passwords. Both the applicant, and the interpreter may need to log in. In the end, the employer decided to provide an interpreter for the applicant during the screening process. We do not know how much that cost. Cost for interpreters vary quite a bit. The company was able to accomplish the screening process, and possibly gain a new hire. They did not decide at the time a follow-up. A representative and provider of pre-employment testing services contacted JAN, to discuss the testing candidate's request. The company provides testing for court interpreters. This candidate disclosed a hearing disability and said she needed to listen to whatever she needed to listen to at 61 decibels or higher. The exam was recorded. She would need to listen to instructions on a DVD or CD, then interpret what was said. The caller was confused by the request. The recording is usually played above 61 decibels. They were not sure what to do. We discussed asking the candidate to clarify her need for accommodation. We explained to her that she could increase the volume. We suggested that the test provider stay focused. It turned out the candidate thought she could use her pocket talker for a portion of the test. It is a small portable assistive listening device. Part of the exam was delivered by headphone. She had concerns about that section. And end, they let her bring in her own assistive technology

equipment to use during the test, as part of the accommodation. It did not cost anything, and accommodation for testing was made. A receptionist in training at an employment services provider with hard of hearing and had a visual impairment. She also had laryngitis. They were trying to figure out -- her healthcare providers were trying to figure out if a diagnosis of dementia was appropriate. After 3 weeks of training, she was still unable to answer the phone correctly. The employer had talked with the trainee about getting different equipment or maybe changing their training methods. This trainee did not need any help. They thought they were okay and did not need help. That is always a challenge. I do not know how they came to this conclusion. I guess through a robust and interactive process. They wound up purchasing a CCTV, a digital recorder for recording auditory directions, a headset, writing tablets with large lines, an in/out board with pictorial representations and a hearing aid. We have already talked about the fact that employers usually do not have to do that. They also help the transportation. That is also a great area. Unless it is on-the-job transportation, it is usually not required. The cost was \$9780. At the time of the follow-up, the employer was going through a trial period to see how things would work out. They did say the receptionist was able to come to work and be productive. That one surprised me.

Here is a simpler one. An elective serviceman with progressive hearing loss sometimes work in the truck. He needed to communicate to coworkers. Usually do that by radio, and they change to cell phone to use text messages. It was not cheap. It was a cost of \$500 to improve communication and they kept a valuable employee. There was a student worker who had autism spectrum disorder and also used hearing aids she needed to discuss project details with her team. They need to work out who was doing what. Face to face communication was a challenge. Partially because of hearing and partially because of autism. She preferred the telephone, possibly from an emotional perspective. She had trouble hearing on the telephone. In this case, the employer set up a secure instant messaging line. Only the supervisors and coworkers could access her. All of the coworkers could discuss things via chat. The employer also worked with the employee to find appropriate telephone equipment. It is not listed here, but they were also considering the employees request to let someone from their autism treatment team come to do a training. That was an interesting twist. I do not know if that ended up happening. When the employer did follow up with us, they said the client was successful. They were able to exchange ideas. They found the chat log useful. They could see how tasks were being broken down and check that everyone was on task. Overall, it was a successful accommodation.

We have come to the end of our examples. I want to show you a resource from the JAN website. It is called JAN searchable online accommodation resource. There is a screenshot on the slide of the SOAR website. You go to the main JAN website. Click on search accommodation database. On other pages you click on accommodation searches. There is an icon of a magnifying glass. Click on the magnifying glass to

start your search. This is more of an exploration tool, than where you would type in a word. First, select the impairment that the applicant is experiencing. There is a long list. Pick the one that comes the closest. Since we're talking about hearing today, put a red box around deaf or hard of hearing. This is where we would click. Next, select the limitation. For a lot of conditions, there would be more than one limitation. For this, we will just select deaf or hard of hearing. You will see there a lot of places to explore. You can see the organizations that may be helpful to you as part of the process. There is a questions to consider section. It is helpful to give you an idea of what you need to be thinking about. We will pretend that you click on individual with deaf or hard of hearing. Select that as the limitation. The next step is to select the job function. What is it that the person does that is causing difficulty? You can see that there is a list. If we were live, you could scroll down. Let's pretend that this is a healthcare provider. Maybe it is a nurse that takes blood pressure. We will click on taking vital signs. Once you click there, you will see accommodation options. You can read through those. For someone who takes vital signs and has a hearing impairment, you may use an amplified stethoscope or another related product. You might use something where the sound is converted to a visual format. These days they often will do that on an iPhone. When I first started at JAN it was a computer screen. You may also look into adapters that would help connect a stethoscope to a hearing aid. A stethoscope could get louder. It could be a special stethoscope that gives you visual information. Perhaps an adapter that would let you use your hearing aid. If you click on it, you will come to our page on amplified stethoscope and related products. We can see a bunch of examples. If you are ever in a similar situation, I hope you'll go on the website. You can call me, and I will send you a link.

To wrap up, I would like to show you a couple of resources, where you can use these two explore. Find accommodation solutions. Maybe find out about limited funding possibilities in your area. Remember, ask the person about their ideas. They are usually an expert on what works for them. You can call JAN. You can also go on the JAN website for general ideas. Click on search accommodations database and use the SOAR tool we just went over. Maybe contact local and state resources. For situations involving federal employees, it is always worthwhile to see if that agency has a contract with CAP. Sometimes they will provide technology or interpreters for training of federal employees. Not every agency has a relationship with CAP. They also have a website. You can call them for information about equipment. They only purchase for federal employees, who are employed with agencies that have a contract. Remember also, not everything has to be bought. You may already have a suitable piece of equipment. Not everything requires specialty items. Sometimes simple, helpful tools –something as simple as a notepad and a pencil - could be useful. Remember, ask the person, ask JAN. You can reach us at. You can reach us at AskJAN.org. If you have a question about today's visitation you can email me at JAN@askjan.org and include my name, Teresa Goddard.

NORINE: I want to remind everybody, that because there were so many examples and good ideas of how to go through the process, this presentation is recorded. All of our listeners can go back on to the UNTWISE website and hear the recording. It takes about a week to get it on the website. If there is something specific you want to revisit, it will be there. There are always more acronyms that we can keep up with in today's world. What is EFL?

TERESA: EFL is “English as a Foreign Language.”

NORINE: I am not sure where it came from. Another question, I wanted to get more information on the touch and gesture based signal example.

TERESA: In the case with the vanpool driver, we suggested that the drivers sit in the parked van and try to work out some simple signals for getting each other's attention. Something simple. The person sitting in the passenger seat could take their left hand and reach and touch the dash within that driver's line of vision to get their attention. To let them know that something was happening. We suggested that they would work out maybe 2 or 3 very basic gestures that could be done within the field of vision. This would be as a way to communicate. The driver and assistant could work this out between them. They could practice each time that they got on the road.

NORINE: I would imagine that the practicing would be very important for consistency.

TERESA: Incredibly important. Since that time, we have learned that at least one of the CDL driver schools that are accommodating people that are deaf -- they have told us that they use a set of flashcards. The idea is that the instructor -- when they want a student to be aware of something, they take a card and slap it on the dash in the driver's field of vision. That is how the instructor at the school is giving instructions while on the road. We are told that they got this idea from the person that was hired by the state to test CDL applicants. This method was developed for training. It is a newer way -- developing the flashcards. In this case, we did not know anyone that was doing flashcards. I am not sure how effective it would be -- if they were a native user. Sometimes the cards may be effective, sometimes not. It would depend on the person. The main thing we had in mind during the conversation, was to put something in the person's visual field to know that you are seeking their attention. Without taking her eyes off the road. A simple touch or gesture. And the end, they went with a button-based system. I do not know what they purchased. And Abel Mart has a large selection of communicators, where you can press a button. They have a lot of switches

as well. I would postulate that they picked something like that. Practice is so important and a safety sensitive situation. I was not certain if it would work out.

NORINE: I'm glad you left the page up. We had a couple of questions about contacting JAN. The people listening today are community providers. Who should contact JAN, was a common question. The person with a disability, or the employer themselves?

TERESA: We take questions from all. Sometimes an employer or an applicant will get on a conference line and speakerphone to contact us together. That is fine. We like to set that up in advance you -- to guarantee that we are available. We even take calls from friends and family members. We are happy to help you.

NORINE: I have always found it very accommodating. With that said, it is noon. We have come to the close of our hour. Teresa Goddard, thank you so much. I want to remind everyone that you will receive an email with an evaluation. When you have completed it, information for your credit will be uploaded to your portal. Thank you JAN, for offering us many years of service. We hope to hear from everyone again.

TERESA: Thank you so much.