



Deaf and Hard of Hearing Awareness for Hospice Care

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MAINE'S PROTECTION AND ADVOCACY AGENCY FOR PEOPLE WITH DISABILITIES

Workshop Objectives

- Essential signs
- Hearing Loss and Deafness 101
- Techniques for effective communications
- Cultural influences
- Take home resources
- Communication Equipment

Deaf-initions

- Deaf: the sense of hearing is non-functional for the purpose of communication and the individual must depend primarily upon visual communication
- “**D**” Deaf signifies the individual identifies as a member of the Deaf Community, uses American Sign Language to communicate, and values Deaf Culture, focusing on abilities and successes

Improper Terms

- Hearing impaired
- Deaf and hearing impaired
- The Deaf
- Deaf-mute
- Deaf and dumb
- Death (really!)

Proper Terms



- **deaf person**
- **Deaf person**
- Hard of Hearing person
- Late Deafened person

Hard of Hearing and Late Deafened

Quiz

1. At what age does your hearing begin to diminish?
2. Which of the following will **not** cause sudden hearing loss? Aspirin, Viagra, certain antibiotics, certain vegetables, meningitis, tumor, muscle cramps, wax?

3. True or False; like eye glasses restore your vision, hearing aids will restore your hearing .

4. True of False; the ability for someone to hear may change from day to day.

5. What % of late deafened adults experience divorce?

6. How many million people in the U.S suffer from Tinnitus?

7. True or False; Some people who suffer from tinnitus have stated to actually hear Bruce Springsteen's "Born in the USA".

8. Often criticized for being drunk, this first lady of the 34th president actually suffered from “vertigo”

9. To the nearest \$1,000 a pair of hearing aids cost?

10. On average, how long do hearing aids last?

11. What % of the English Language can actually be seen on one’s lips?

12. How many people in Maine are either Deaf, hard of hearing or late deafened?

Hard of Hearing

- Hearing loss in the mild to moderate range; may require the use of hearing aids or other devices to understand speech. Birth, gradual loss, sudden loss
 1. At what age does your hearing begin to diminish?
 2. Which of the following will **not** cause sudden hearing loss: aspirin, Viagra, certain antibiotics, certain vegetables, spinal meningitis, tumor, muscle cramps, wax

Hard of Hearing People

- May function well under ideal conditions, in quiet environments; less so in noisy situations.
 3. True or false: like eye glasses restore your vision, hearing aids will restore your hearing .
 4. True or false: the ability of a person to hear may change from day to day.

Late Deafened or Deafened

- Profound hearing loss, unable to understand speech; occurred after age 18
5. What percent of late deafened adults experience divorce?

Tinnitus

- Medical term for “ringing in the ears” or “head noises”
6. How many million people in the USA suffer from tinnitus?
 7. True or false: some people suffering from tinnitus have actually claimed to hear Bruce Springsteen’s “Born in the USA”.

Hearing Loss and Balance

- A hearing loss can occur together with a balance impairment; vertigo.
- Meniere's disease
 8. Often criticized for being intoxicated, this first lady of the 34th president suffered from Meniere's disease

Hearing Aids

9. To the nearest 1,000, how much do two hearing aids cost?

10. On average how long do hearing aids last?



They all read lips, right?

11. What % of the English language can actually be seen on the lips?

- Strangers, mumblers, accents, mustaches, bad lighting, stress, gum and pen chewers



Dual Sensory Loss: Hearing and Vision Loss

- Accommodations are highly specialized to that person's needs and may include: tactile alerts, Support Service Providers (SSP), screen readers, Braille terminals and TTYs, large visual displays, deaf interpreters, service animals, assistive listening devices, readers, transportation
- www.nationaldb.org; www.hknc.org

Demographics

- Hidden disability
- No true data
- Denial and under-diagnosed

12. How many people in Maine are either Deaf, hard of hearing or late deafened?



Deaf Culture

- Use of American Sign Language (ASL) is central to Deaf identity
- Shared experiences and values: Deaf residence schools, experiencing problems in hearing society, family and peers
- Do not consider being “handicapped” or “disabled”, don’t want to become “hearing”

Deaf Culture

- Most place less value on speech than hearing do
- Have different customs such as greeting and leave-taking rituals
- Rituals may differ with hearing people that with Deaf community members
- Very personal

Deaf Culture

- Degree of hearing loss (mild, moderate, severe, profound) or speech ability matters less than the person's fluency in ASL
- Wide range of communication skills/levels

Deaf Culture-Families

- 90% of Deaf kids are born to hearing parents
- Most parents don't learn to sign
- Left out of the mainstream of community and family life
- Most Deaf adults marry other Deaf people, and often choose to socialize with Deaf
- Deaf clubs and Deaf schools were center of Deaf life, more like family than family

Deaf Culture

- Collectivist-values the group over the individual
- Sharing information-once you know something, you must share
- Touchy, huggy, lifelong friends (or enemies)
- Trust the word of a Deaf person over that of any hearing person



Deaf Self-View



Barbara Walters interviewed I. King Jordan, the first Deaf president of Gallaudet University

- BW: “If they invented a pill that could restore your hearing, would you take it?”
- IKJ: “If they invented a pill that could turn you into a man, would you take it?”

Misconceptions about Deaf People

- Deaf people read more to make up for what they miss by not hearing
- Deaf people can't drive
- Deaf people don't dance, go to movies etc.
- Deaf people miss out on music and other great things in life. If they could be "fixed" to hear they would be grateful

American Sign Language

- ASL is not English
- Is the official language of Maine's Deaf community by legislative act
- And is recognized in Maine high schools as an accredited foreign language
- Any concept can be expressed in ASL (it may take longer or shorter to get there)
- Writing back and forth in English may not be effective

American Sign Language

- Is a true, natural language developed spontaneously by Deaf people in the U.S
- Has its own grammar, syntax, vocabulary
- Is as full and rich as spoken language

ASL Misconceptions

- American Sign Language is universal
- ASL is bad or broken language
- Anyone who has taken a few sign language classes can be an interpreter
- Knowing fingerspelling means you know sign language
- ASL is love in motion
- Vehement signing is indicator of anger

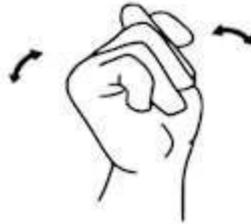
Tools: gesture, show, point

- Use you body, facial expressions and eye gaze; key into theirs
- Learning a few key signs will help
- A resident who is labeled as have “no language” can communicate volumes
- May have a history of abuse or cognitive disabilities

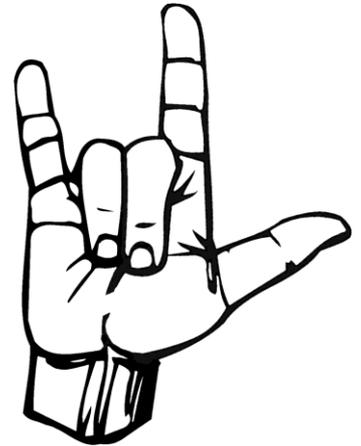
Must-Know Signs

- Bathroom
- Yes
- No
- Please
- Thank you
- Sorry
- More
- Help
- Which

bathroom



thank you



please



SORRY

yes



Civil Rights

- Section 504 of the Rehabilitation Act
- American with Disabilities Act
- Maine Human Rights Act

Communication

- Comfort
- Family
- Dignity
- Autonomy

Using Family Members/Friends

- “Shall not require an individual to provide an interpreter”
- If the person requests a friend or family member to interpret
- And is not a minor
- And is appropriate

What Can We Do?

- Video phones; need high speed internet
- Closed captioned videos and television
- ASL interpreters
- Staff training in survival signs
- Communication Equipment

Sign Language Interpreters

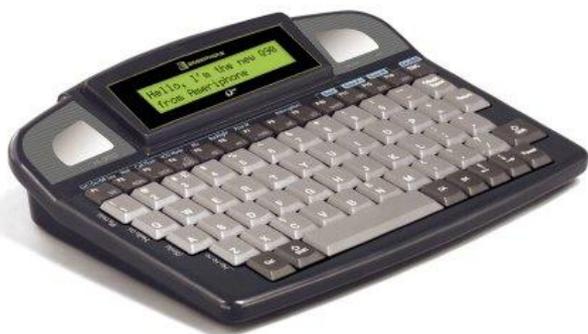
- Make sure you are using a professional certified interpreter
- Pre-session with the interpreter, discuss the subject
- Look at and Speak directly to the Deaf person
- Don't say anything you don't want interpreted
- It takes longer; plan accordingly

Where Do I Find and Interpreter?

- Maine Division for the Deaf, Hard of Hearing, and Late Deafened
- Terry.L.Morrell@maine.gov
- 1-800-698-4440V/TTY
- Resource Guide; registry, information
- Nancy.A.Winter@maine.gov



Tools Used to Communicate with Deaf People



Videophone



Deaf individuals can use a videophone, a computer, a tablet, or a mobile device to connect to a video relay service. Here is a video of how that works:

<https://www.youtube.com/watch?v=pT8ljZUk7Gg>

Video Relay Service

- VRS operator (CA) sees their signing, voices it to you; hears your speech, signs it to them
- Natural pacing, inflection, tone of voice
- Free and Confidential

Video relay user signs
to the interpreter

Interpreter speaks
to the phone user

1

2



4

3

Interpreter signs
the response

Phone user
responds

Maine Resources

- Disability Rights Maine-Deaf Services
- 797-7656, 1-800-639-3884, 766-7111 VP
- Information and Referral
- Telecommunications Equipment Program
- Civil Rights Advocacy
- Resource
Guide:www.maine.gov/rehab/dod/respource.htm

Contact Information

- Michelle Ames: mames@drme.org
207-805-7024
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