

Effective Communication: Equal Access for Deaf and Hard of Hearing People

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IDAHO COUNCIL *for the*
DEAF AND HARD OF HEARING

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Overview

- ◉ Statistics on Deafness
- ◉ Definitions
- ◉ Laws
- ◉ Auxiliary Aids and Services
- ◉ Rules of Behaviors
- ◉ Tips for Effective Communication

Why Should We Care?

- Pop Quiz: How many Deaf and Hard of Hearing people are there in Idaho?

- A) 50,000
- B) 75,000
- C) 5,500
- D) 230,000



ANSWER: D- 230,000+

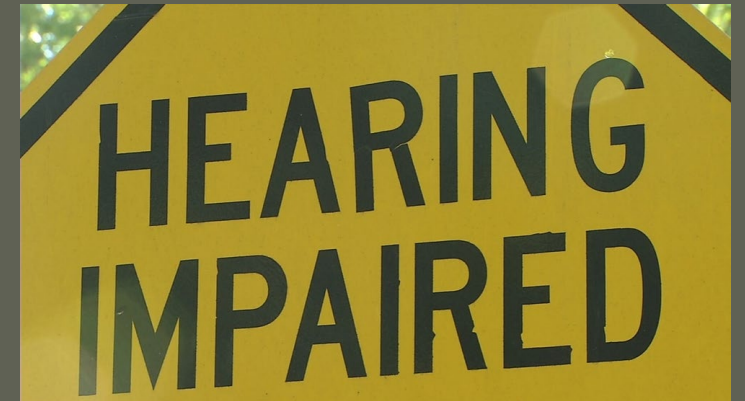
Definitions:

- **deaf** – lacking hearing, either entirely or at a severe to profound level. This is a medical term.
- **Deaf** - individuals who, in addition to not hearing, are members of the Deaf community, subscribing to the unique cultural norms, values, and traditions of that group. Members of this group typically use American Sign Language (ASL) as their 1st language.
- **hard of hearing (HoH)** - an individual with a hearing loss (ranging from mild to severe)



“Hearing Impaired”

- ① “hearing impaired” – Deaf community in general does not consider themselves impaired, and “hearing” is not the important word
- ② This is a term created by the medical field and reflects the pathological view of deafness
- ③ The Deaf community prefers the terms Deaf and Hard of Hearing.
- ④ Idaho State Legislature 2020: HB 314



Deaf's Life

- What kind of jobs do you think deaf people can do?



Dentist



Car Racer



Medical Doctors



Attorney



Fire Chief



DWTS Winner



NFL Player



Actress



Policemen

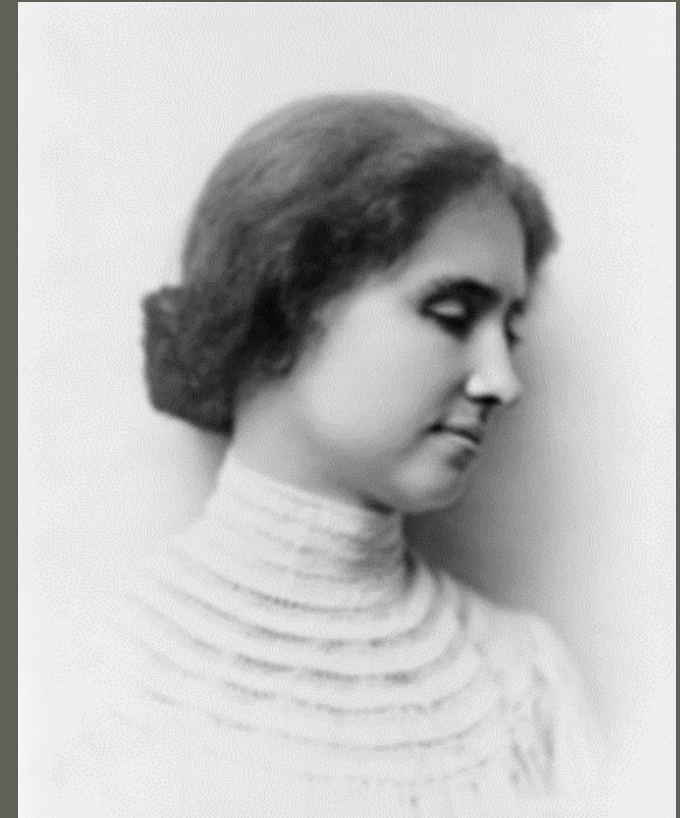


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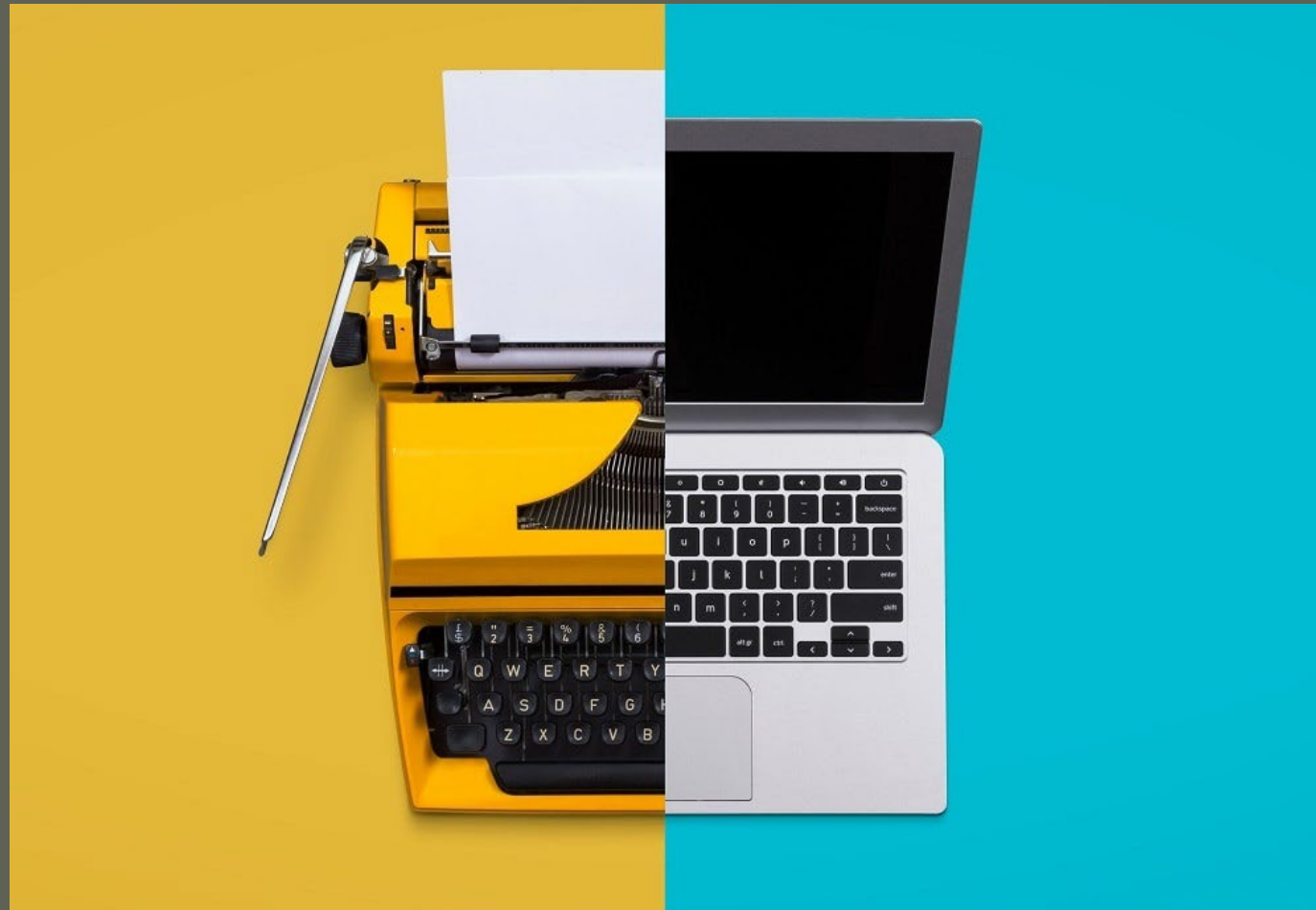
Effective Communication

● “Blindness separates people from things; deafness separates people from people.”

• Helen Keller



What is Effective Communication?



Effective Communication

- Effective communication allows the person an equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity.

-
- For the Deaf and Hard of Hearing Folks, it is all about EQUAL and FULL access to communication and information.

Laws Apply to Effective Communication

- ◉ State

- Sign language licensure

- ◉ Federal

- Section 504 of Rehabilitation Act of 1973
- American with Disabilities Act Titles I and II (ADA)

Auxiliary Aids and Services

- ◉ Qualified interpreters
- ◉ Note takers
- ◉ Transcription services
- ◉ Written materials
- ◉ Telephone handset amplifiers

Auxiliary Aids and Services

- ◉ Assistive listening devices
- ◉ Assistive listening system
- ◉ Telephones compatible with hearing aids
- ◉ Open and closed captioning
- ◉ Videophones

Who Decides on the Aid or Service?

- The covered entity is responsible for ensuring that effective communication happens.
- Entity should consult with deaf and hard of hearing people and be given primary consideration to fulfilling the request.

Communication Accommodations

- ① One-Size-Fits-All concept doesn't work!
- ① Accommodations differ for each situation.

Hearing Aids and Cochlear Implants

- They do not restore hearing to “normal.”
Though some users can use a telephone or recognize music, others are able only to pick up on environmental sounds.

Rules for Behavior

Rules for Behavior

● Eyes

- In hearing culture, it is rude to stare. However, in Deaf culture, staring is necessary. If you break eye contact while a person is signing to you, you are incredibly rude! That's like plugging your ears when someone is speaking to you!



Rules for Behavior

◉ Facial Expression

- In hearing culture, facial expression is very limited. If you move your face or body a lot while you are talking, you can be seen as "weird" (and nobody wants to be weird!)
- However, in Deaf culture, facial expression and body movement is required for ASL. It's part of ASL grammar! It's OK to be "weird" in Deaf culture...it's normal! And absolutely necessary!



Rules for Behavior

● Introductions

- In hearing culture, you normally introduce yourself by your first name only.
- Deaf people, however, introduce themselves by their full names, and sometimes even what city they're from or what school they went to. The Deaf community is very small, and Deaf people like to find those specific commonalities with each other.

THAT DEAF GUY

BY MATT & KAY DAIGLE

DEAF CULTURE 101: THE INTRODUCTION

A HEARING INTRODUCTION

THIS IS MY
FRIEND, KRISTI.

NICE TO
MEET YOU.



A DEAF INTRODUCTION

REMEMBER I TOLD YOU ABOUT MY
DEAF FRIEND WHO ATE 15 EGGS ON
A PARE? THIS IS THE GUY, BRAD.
HE PATED MY ROOMATE'S SISTER
WHO KNOWS YOUR BROTHER...



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Rules for Behavior

● Labels

- In hearing culture, the terms used to describe deaf people have to do with their hearing loss.
- In Deaf culture, though, the terms are quite the opposite. There is one label for people who are part of Deaf culture...



What do you need to know about **Deaf** Etiquette?

- **Deaf** etiquette is very different in many ways from the etiquette of the hearing world. The **Deaf** way can be described as direct, expressive, and not shy at all. It is important to maintain eye contact, speak expressively, and feel free to use a pen and paper to communicate if necessary.

Waving Etiquette

● Rude

- Creating visual noises by excessive waving in a tiny room is very rude.

● Acceptable

- Huge waving across a ball field is acceptable as long as the people standing next to you are not disturbed.

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DOs & DON'Ts

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THAT DEAF GUY



WHEN GETTING
A DEAF PERSON'S
ATTENTION...

DO FLICK A LIGHT SWITCH
A COUPLE OF TIMES.



DON'T FLICK A LIGHT SWITCH
A GAZILLION TIMES!



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Touching Etiquette

◉ Non-Urgent

- One light tap (two seconds) signals a non-urgent message.

◉ Urgent

- Repeated tapping (two to three quick taps) signals urgency.

◉ The pressure of the tap implies urgency

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DOs & DON'Ts

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BE DEAF-WISE!

DO THROW BOTTLES IN
A BAR FIGHT ON A
WESTERN MOVIE SET.



DON'T THROW BOTTLES
TO GET A DEAF PERSON'S
ATTENTION.



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Eye Contact Etiquette

- ◉ Acceptable for Hearing People
- ◉ Acceptable for **Deaf**
- ◉ People Breaking eye contact in a spoken conversation can be a polite, yet quick signal that it is time to leave.

Did you know:



- Sign language is not universal.
- Each country has its own sign language.
- There is approximately 200 different sign languages

① How do you communicate with deaf people?

Communicating with Deaf People

- ◉ Sign Language
- ◉ Paper and Pen
- ◉ Speaking Slowly
- ◉ Using Interpreter

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DOs & DON'Ts

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WHEN
LEARNING SIGN
LANGUAGE...

DO CASUALLY STRIKE UP
A CONVERSATION WITH
A DEAF PERSON.

I HEARD THAT
BOOK IS GOOD.
WHAT DO YOU
THINK?



I JUST STARTED
IT BUT SO FAR
I LIKE IT.



DON'T PRACTICE YOUR
VOCABULARY LIST ON
A DEAF PERSON.

SCHOOL... APPLE...
TOILET... I LOVE YOU!



AWKWARD!



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In general, the least effective communication strategy between Deaf and hearing people is:

- A) speech and lipreading
- B) using sign language
- C) writing back and forth
- D) using interpreters

In general, the least effective communication strategy between Deaf and hearing people is:

A) speech and lipreading

Communicating with the Deaf

There is only one dumb question you can ask a deaf person (verbally):

CAN YOU LIPREAD?
Do you read lips?

-
- 30-35% of spoken language is visible on the lips
 - Most deaf people can't lipread- even if they claimed they could.

Lipreading: The Imprecise Art

Much of the English language looks very similar on the lips: for an example of that, try standing in front of a mirror and saying “Pay me, baby, maybe” or “I’ll have two, I love shoes, elephants snooze, olive juice, all of you.”

These may seem like extreme examples, but English is littered with them.



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Working with an Interpreter

Using an interpreter: Do's

- ⦿ Speak directly to the **Deaf** person.
- ⦿ Allow the interpreter to stand or sit close to you so that the **Deaf** individual can see you and the interpreter at the same time.
- ⦿ Look at the **Deaf** person, not the interpreter.
- ⦿ Speak at a normal rate of speech and make your statements clear.

Using an Interpreter: Don'ts

- ⦿ Say things to the interpreter that you don't want repeated to the **Deaf** Person.
- ⦿ Ask the interpreter for his/her opinions about the **Deaf** person.
- ⦿ Hold personal conversations with the interpreter.
- ⦿ Stop to watch or to wait for the interpreter to begin signing.

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DOs & DON'Ts

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WHEN USING A
SIGN LANGUAGE
INTERPRETER...

DO ENGAGE THE DEAF PERSON
IN CONVERSATION.

DID YOU CATCH THE GAME
LAST NIGHT? THAT WAS
A **CLOSE CALL**.



DON'T ENGAGE THE
INTERPRETER IN CONVERSATION.

DO YOU LIKE GOING TO THE
MOVIES? I'M **DYING** TO
SEE "AMORÉ PARIS".



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- Establishing policies/procedures for processing accommodation requests (especially for interpreting services)

Which of the following is considered rude by Deaf people?

- A) touching a person to get attention
- B) looking at a signed conversation without indicating you know sign language
- C) describing a distinctive feature of a person to identify him/her
- D) talking without signing in the presence of Deaf people

Which of the following is considered rude by Deaf people?

B) looking at a signed conversation without indicating you know sign language

D) talking without signing in the presence of Deaf people (especially if you DO know sign language)

To get the attention of a Deaf person who is looking the other way, you should:

- A) yell as loud as you can
- B) tap him/her on the shoulder
- C) wave in his/her face
- D) go around and stand in front of the person

To get the attention of a Deaf person who is looking the other way, you should:

B) tap him/her on the shoulder

D) go around and stand in front of the person

If your path is blocked by two signers conversing with each other, you should:

- A) wait until they stop talking before you pass through
- B) bend down very low in order to avoid passing through their signing space
- C) go ahead and walk through

If your path is blocked by two signers conversing with each other, you should:

C) go ahead and walk through



Did you know:



that ASL is the third most commonly used language in the USA.

Final Thoughts

Basic Communication Principles

- Communication with a deaf person involves sensitivity, common sense, and courtesy
- Effective communication is a joint responsibility of BOTH hearing and deaf people
- Always feel free to ask, “what can I do to make it easier for the two of us to communicate?”
- There are many ways to communicate; the situation determines the preference

-
- Bridging deaf/hearing communication is a daily occurrence for deaf people; as such, they are always your best counsel.



Every one of us is different in some way, but for those of us who are more different, we have to put more effort into convincing the less different that we can do the same thing they can, just differently.

— *Marlee Matlin* —

AZ QUOTES

Any Questions?

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