

Approved

Date

Stephen R. Cloud

MINUTES OF THE HOUSE COMMITTEE ON GOVERNMENTAL ORGANIZATION

The meeting was called to order by Rep. Stephen R. Cloud at  
Chairperson

9:06 a.m./p.m. on January 27, 1984 in room 522-S of the Capitol.

All members were present except:

Committee staff present:

Avis Swartzman - Revisor  
Carolyn Rampey - Legislative Research Department  
Julian Efird - Legislative Research Department  
Jackie Breymeyer - Committee Secretary

Conferees appearing before the committee:

Sharon K. Cook - Executive Director, Kansas Commission for the Hearing Impaired  
Gabriel Faimon - Commissioner, Rehabilitation Services, Department of Social and Rehabilitation Services  
Fred Murphy - Commission Member, President of the Kansas Association of the Deaf  
Mike Nunn - advocate for the deaf and hearing impaired

The meeting of the House Governmental Organization Committee was called to order at 9:06 a.m. by Rep. Stephen R. Cloud, Chairman. The minutes of the January 25 meeting were approved. The Chairman introduced Sharon Cook, Executive Director, Kansas Commission for the Hearing Impaired (KCHI). Ms. Cook distributed Testimony Concerning Sunset Review Relating to Kansas Commission for the Hearing Impaired (Attachment I). The Commission was established by the 1982 Legislature for the purpose of providing a centralized source where information can be collected and given out. It is also the aim of the Commission to coordinate the facilities between the public and private organizations that serve the hearing impaired. In spite of staff limitations and the fact that the needs of the hearing impaired are not readily understood by the public at large, the Commission has made gains toward improving the quality of life for the hearing impaired. Ms. Cook distributed a bill draft (Attachment II) that reflects three major areas of need that include interpreting, sign language instruction and telephone/TDD message relay. She ended her presentation and introduced Gabriel Faimon, Commissioner, Rehabilitation Services, Department of Social and Rehabilitation Services; Fred Murphy, Commission Member, President of the Kansas Association of the Deaf, and Mike Nunn, advocate for the deaf and hearing impaired.

Mr. Fairmon brought along copies of his testimony (Attachment III). He said that the budgeting, purchasing and related management functions necessary for the Commission to operate are carried out under the direction and supervision of the by his department. Through the combined efforts of the Commission and the department, a good working relationship has developed and continues. He cited the five recommendations the Commission has developed and that have been endorsed by the governor in his legislative message. These recommendations include legislation that would extend the life of the Commission for eight years; provide authority for the Commission to offer interpreter services, funded from user fees; authority to expand its message relay services by implementing a statewide toll-free line; authority for the Commission to conduct fee-supported sign language classes, and enactment of amendments to clarify terminology and establish uniformity for the delivery of appropriate interpreter service. Mr. Fairmon ended his presentation. Copies of the booklet TIPS You Can Use When Communicating With Deaf People, were given to all Committee members (Attachment IV).

Fred Murphy, Commission Member, President of the Kansas Association of the Deaf, gave his testimony while the interpreter read from his statement. He stated that the Commission should be continued to serve the needs of the people because of a communication problem that exists between the hearing impaired and the rest of the world. He said that the school for the deaf is graduating its largest class in history, 75 young men and women. These graduates are for the most part victims of the 1964-65 rubella epidemic. Some will continue their education and some will probably become dependent on welfare, but all will need the services of the KCHI.

CONTINUATION SHEET

MINUTES OF THE HOUSE COMMITTEE ON GOVERNMENTAL ORGANIZATION,  
room 522-S, Statehouse, at 9:06 a.m./p.m. on January 27, 1984.

Mike Nunn, advocate for the hearing impaired, spoke of a booth that has been set up at the Kansas State Fair at Hutchinson for the last three years. It has generated many questions and given the general public an awareness of the hearing impaired that it did not have before. He has talked to people by the dozens who have hearing problems. He has worked with others to make employers of hearing impaired people aware of the problems they have and to begin to provide facilities for their use such as a special type of phone. This deaf awareness will make it easier on the hearing impaired and so not be discriminated against by reason of this handicap. These people need to be kept from dropping out of active life. Mr. Nunn ended his presentation by thanking the Committee for letting him express his concerns and his hope of doing away with archaic attitudes regarding the handicaps of people. He stated that, "none are so deaf as those who can hear but do not choose to listen."

The Chairman thanked all the conferees and those that came to support the Commission. The meeting was adjourned at 9:57 a.m.







STATE DEPARTMENT OF SOCIAL AND REHABILITATION SERVICES

Testimony Concerning Sunset Review

Relating to Kansas Commission for the Hearing Impaired

The Kansas Commission for the Hearing Impaired was established by the 1982 Legislature (K.S.A. 1982 Supp. 75-5391 et. seq.) The purpose of the Commission is to provide a centralized source for information collection and dissemination and to facilitate coordination between public and private organizations that serve hearing impaired individuals.

Given the diversity of the hearing impaired community, the complexity of addressing the broad scope of needs not readily understood by many service providers and the limitations of our staff of two, the Kansas Commission for the Hearing Impaired has nevertheless made gains in improving the quality of life for many hearing impaired individuals.

As an information and referral agency, we are measured by the number of requests for information received, filled, referred to appropriate agencies and organizations, as well as the number of coordination models implemented. Fiscal Year 1983 began with meetings of the Commission members and the hiring of the Executive Director. I assumed my duties January 10, 1983, but the office did not get into full swing until mid-March when our secretary began work and we moved into our present office space. In only a few months, the performance goals for the year were 91% accomplished with the exception of referrals to agencies and organizations. We are currently exceeding the performance goals outlined in our budget and should easily surpass the goals for FY '84 with the exception of referrals. Statistics for the first quarter of Fiscal Year 1984 show requests for information to be already at 36% of our goal or a total of 71 calls. This is particularly significant as the obstacles to telephone accessibility are considerable for most hearing impaired individuals. The requests reflect three major areas of need: interpreting - 51%; sign language instruction - 44%; and telephone/TDD message relay - 25%. These three areas of need have been incorporated in our legislative proposals submitted to Social and Rehabilitation Services administration. A copy of this proposal has been distributed to you.

Sharon K. Cook  
Executive Director  
Kansas Commission for the  
Hearing Impaired, SRS  
296-2874  
January 27, 1984

*Sharon K. Cook*

DRAFT  
12/9/83

\_\_\_\_\_ Bill No. \_\_\_\_\_

By \_\_\_\_\_

AN ACT concerning the Kansas commission for the hearing impaired; continuing the existence of the commission under the Kansas sunset law and expanding its duties; fees; amending K.S.A. 1982 Supp. 75-5391, 75-5392, 75-5393, 75-5394, 75-5395, 75-5396, 75-5397 and 74-7274 and repealing the existing sections.

Be it enacted by the Legislature of the State of Kansas:

Section 1. K.S.A. 1983 Supp. 75-5391 is hereby amended to read as follows: 75-5391. (a) There is hereby established within the department of social and rehabilitation services the Kansas commission for the deaf and hearing impaired. The commission shall:

(1) Advocate services affecting the deaf and hearing impaired in the areas of public services, health care, and educational, vocational, and employment opportunity;

(2) act as a bureau of information for the deaf and hearing impaired to state agencies and public institutions providing general health and mental health care, employment, vocational, and educational services, and to local agencies and programs;

(3) collect facts and statistics and other special studies of conditions affecting the health and welfare of the deaf and hearing impaired in this state;

(4) provide for a mutual exchange of ideas and information on the national, state and local levels;

(5) provide public education of pre- and post-natal warning signs of conditions which may lead to deafness or hearing impairment in the fetus or newborn child;

(6) encourage and assist local governments in the development of programs for the deaf and hearing impaired;

(7) cooperate with public and private agencies and units of local, state, and federal governments in promoting coordination in programs for the deaf and hearing impaired;

*Atch. II*

(8) provide for the social, emotional, educational and vocational needs of the deaf and hearing impaired and their families;

(9) serve as an advisory board to the governor on the needs of the hearing impaired by preparing an annual report which reviews the status of all state services to the hearing impaired within Kansas, and to recommend priorities to the governor for the development and coordination of services to this population;

(10) make recommendations for needed improvements, and serve as an advisory board in regard to new legislation affecting the deaf and hearing impaired.

(b) Except as otherwise provided by this act, all budgeting, purchasing and related management functions of the Kansas commission for the deaf and hearing impaired shall be administered under the direction and supervision of the secretary of social and rehabilitation services. Within the limitations of available appropriations, the secretary of social and rehabilitation services shall provide additional clerical and other assistance as may be required for the commission.

(c) The provisions of the Kansas sunset law apply to the Kansas commission for the deaf and hearing impaired established by this section and the commission is subject to abolition thereunder.

Sec. 2. K.S.A. 1983 Supp. 75-5392 is hereby amended to read as follows: 75-5392. (a) The Kansas commission for the deaf and hearing impaired shall consist of 16 members who shall be responsible for the policies and management of the commission. The membership shall consist of the following:

(1) Seven ex officio members, the administrative head, or a designee, of (A) the department of human resources, (B) vocational rehabilitation services, (C) social services, (D) mental health and retardation, (E) the department of health and environment, (F) the state board of education, and (G) the state school for the deaf.

(2) Nine members appointed by the governor. The members appointed shall be two deaf or hearing impaired persons, one of whom shall be representative of the Kansas association of the deaf and one of whom shall be appointed at the pleasure of the governor; one person who is a speech language pathologist; one person from the state registry of interpreters for the deaf; one person who is a psychologist, nurse, teacher, rehabilitation counselor or social worker serving the deaf or hearing impaired; one person who is the parent of a deaf or hearing impaired person; one person who is a clinical audiologist; one person who is licensed to fit hearing aids in Kansas; and one person who is a licensed otolaryngologist.

(b) The members appointed by the governor shall serve on the commission for a term of three years.

(c) Any appointive position in the membership which becomes vacant prior to the expiration of a full term shall be filled only for the period of the unexpired term.

(d) The governor or a designee shall call the first meeting of the commission, at which time, and annually, the members shall elect a chairperson. Thereafter, the commission will meet at the call of the chairperson, but no less than four times a year. The members shall elect other officers as deemed necessary, set duties of officers and set procedures for conducting their meetings for the purposes designated in this act. A simple majority of the membership of the commission shall constitute a quorum.

(e) Members of the commission shall receive no compensation for their services. Ex officio members of the commission shall receive travel expenses and subsistence expenses or allowances as provided in K.S.A. 1982 Supp. 75-3212 and amendments thereto which shall be paid by the respective departments of such members. Appointed members of the commission shall receive travel expenses and subsistence expenses or allowances for



attendance at meetings of the commission authorized by the chairperson of the commission as provided in K.S.A. 1982 Supp. 75-3212 and amendments thereto.

Sec. 3. K.S.A. 1983 Supp. 75-5393 is hereby amended to read as follows: 75-5393. (a) The Kansas commission for the deaf and hearing impaired shall employ an executive director and shall fix the duties, responsibilities and qualifications thereof. The executive director shall be a full-time employee of the commission who shall be in the unclassified service under the Kansas civil service act and shall receive an annual salary to be fixed by the commission. The executive director shall receive actual and necessary expenses incurred while in the discharge of official duties.

(b) The executive director, with the advice and consent of the commission shall:

(1) Within the limitations of available appropriations, plan and oversee the establishment of service centers for the deaf and hearing impaired in areas where the commission deems they are needed and in concurrence with the secretary of social and rehabilitation services and in consultation with local boards of directors of community service centers and local groups promoting or providing services to the deaf or hearing impaired, or both;

(2) promote accessibility of all governmental services to deaf and hearing impaired citizens in Kansas including those deaf and hearing impaired persons with multiple disabilities;

(3) identify agencies, both public and private which provide community services, evaluate the extent to which they make services available to deaf and hearing impaired people and their families, and cooperate with the agencies in coordinating and extending these services;

(4) provide for the mutual exchange of ideas and information on services for deaf and hearing impaired people between

federal, state and local governmental agencies and private organizations<sup>s</sup> and individuals;

(5) survey the needs of the deaf and hearing impaired population in Kansas and assist the commission in the preparation of its report to the governor;

(6) maintain a listing of persons qualified in various types of interpreting and aural rehabilitation for the deaf and make this information available to local, state, federal and private organizations and to individuals;

(7) promote the training of interpreters for the deaf and hearing impaired;

(8) serve as an advocate for the rights of deaf and hearing impaired people and perform such other duties as may be required by law/;

(9) provide interpreter services for the deaf and hearing impaired;

(10) provide a telecommunication message relay service for the deaf and hearing impaired;

(11) provide sign language instruction;

(12) employ such persons as may be needed from time to time in the judgment of the executive director to carry out the director's responsibilities under subparagraphs (9), (10), and (11). Such employees shall be in the unclassified civil service and shall receive an annual salary to be fixed by the commission.

(c) In selecting an executive director, the commission shall select an individual who is fluent in the American sign language of the deaf and shall give consideration and priority to qualified applicants who are deaf or hearing impaired.

Sec. 4. K.S.A. 1983 Supp. 75-5394 is hereby amended to read as follows: 75-5394. The commission for the deaf and hearing impaired may request and shall receive from any department, division, board, bureau, commission, or agency of the state, or of any political subdivision thereof, such data as might be

needed to enable it to properly carry out its activities under this act. Avoidance of unnecessary duplication of state-delivered services to the deaf and hearing impaired shall be the primary objective of such cooperation.

Sec. 5. K.S.A. 1983 Supp. 75-5395 is hereby amended to read as follows: 75-5395. The Kansas commission for the deaf and hearing impaired may make arrangements with other state agencies, and may contract with other individuals, organizations, corporations, associations, or other legal entities including private agencies, or any department or agency of the federal government, or the state, or any political subdivision thereof, to carry out the purposes of the commission.

Sec. 6. K.S.A. 1983 Supp. 75-5396 is hereby amended to read as follows: 75-5396. The Kansas commission for the deaf and hearing impaired is authorized to receive moneys from any source, including federal funds, gifts, grants, and bequests which shall be expended for the purposes designated in this act.

Sec. 7. K.S.A. 1983 Supp. 75-5397 is hereby amended to read as follows: 75-5397. The governor is authorized to designate existing departments of state government, or division thereof, to provide statewide services to the deaf and hearing impaired as specified in this act.

New Sec. 8. (a) The Kansas commission for the deaf and hearing impaired may fix, charge, and collect reasonable fees for providing interpreter services and sign language instruction.

(b) The secretary of social and rehabilitation services shall remit all moneys received by the commission for such services to the state treasurer at least monthly. Upon receipt of each remittance, the state treasurer shall deposit the entire amount thereof in the state treasury and credit the same to the social welfare fund.

Sec. 9. K.S.A. 1983 Supp. 74-7274 is hereby amended to read as follows: 74-7274. Except as provided in K.S.A. 1982 Supp.

74-7246, the Kansas commission for the deaf and hearing impaired established by K.S.A. 1982 Supp. 75-5391 and amendments thereto shall be and is hereby abolished on July 1, ~~1984~~ 1992.

Sec. 10. K.S.A. 1982 Supp. 75-5391, 75-5392, 75-5393, 75-5394, 75-5395, 75-5396, 75-5397 and 74-7274 are hereby repealed.

Sec. 11. This act shall take effect and be in force from and after its publication in the statute book.



## STATE DEPARTMENT OF SOCIAL AND REHABILITATION SERVICES

Testimony Concerning Kansas Commission for the Hearing Impaired  
Relating to Abolition Under Provisions of the Kansas Sunset Law

Mr. Chairman, members of the House Governmental Organization Committee, ladies and gentlemen, I am Gabriel R. Faimon, Commissioner of Rehabilitation Services, State Department of Social and Rehabilitation Services. Due to conflicting Legislative schedules, the Secretary of Social and Rehabilitation Services, Dr. Robert C. Harder, was unable to appear before this body at this time. He asked that I share with you the Department's position concerning abolition of the Kansas Commission for the Hearing Impaired on July 1, 1984, unless it is reestablished by the Legislature. The following comments will address the role and relationship of the Commission, along with recommendations of the Commission and its future and Legislative proposals related thereto.

Role

The Kansas Commission for the Hearing Impaired was established by the 1982 Legislature. Duties of the Commission are set forth in K.S.A. 1983 Supp. 75-5391 et seq. The Commission was created to serve as a collector and clearinghouse for information and as an advocate and coordinator of services and programs for deaf and hearing impaired Kansans. In order to not duplicate comments of the Executive Director of the Commission, Ms. Sharon Cook, I will not cite specific examples of how the Commission carried out its role. However, considering the very brief time of its existence, the activities and accomplishments of the Commission to date speak well of its effectiveness in responding to a gap in services to a significant segment of the Kansas population.

Relationship

Budgeting, purchasing, and related management functions necessary for the Kansas Commission for the Hearing Impaired to carry out its statutory charges are administered under the direction and supervision of the Secretary of Social and Rehabilitation Services, as delegated to me. As a result, the Department of Social and Rehabilitation Services provides office space, facilities and experienced professional assistance for administration of the Commission. Through these efforts, a sound working relationship has developed and continues to evolve. The Executive Director is a participant in the weekly senior staff meetings of Rehabilitation Services and its monthly administrative staff meetings. Through joint efforts involving a number of SRS and other state agency activities, the Commission prepared a 1983 Directory of Resources for Hearing Impaired Kansans, of which over 2,000 copies were distributed statewide. Within the confines of austere fiscal resources, the Commission co-sponsored a Sign Language/Leadership Training seminar with the Interpreter and Sign Language Training Program at Johnson County Community College in July, 1983. The Commission co-sponsored, with the SRS Division of Services for the Blind, the 1983 Conference on Deaf/Blindness. In cooperation with Washburn University and through private donations and contributions, the Commission co-sponsored the Topeka appearance of Sunshine TOO (a theater group from the National Technical Institute for the Deaf, Rochester, New York). Through these efforts, and the efforts of its Executive Director, the Commission has actively pursued and developed a sound working

*Atch. III*

relationship with the Department of Social and Rehabilitation Services, many of its activities and other jurisdictions. Through my responsibilities for administrative oversight of the operation of the Commission, I am aware of many additional needs for developing working relationships with other organizations, but time and budgetary considerations control. Based on the accomplishments thus far, the Commission has demonstrated initiative and good faith efforts to meet its statutory responsibilities.

### Recommendations

With its statutory authority to make recommendations for needed improvements and serve as an advisory board with regard to new legislation affecting deaf and hearing impaired Kansans, the Commission has developed the following recommendations:

1. Enactment of legislation which would extend the life of the Commission for eight years beyond its current abolition date of July 1, 1984, continuing existing statutory authority for its operations;
2. Provide authority for the Commission to offer interpreter services, funded from user fees;
3. Provide authority for the Commission to expand its message relay services by implementing a statewide toll-free line;
4. Provide authority for the Commission to conduct fee-supported sign language classes in various communities across the state; and
5. Enactment of amendments to clarify terminology and establish uniformity for the delivery of appropriate interpreter services.

Governor John Carlin has endorsed these recommendations of the Commission, including them in "The Governor's Legislative Message", presented on January 10, 1984.

### Legislative Proposals

The above legislative recommendations of the Commission have been presented as legislative proposals to the House Public Health and Welfare Committee by the Secretary of Social and Rehabilitation Services. The legislative proposal related to amendments to clarify terminology and establish uniformity for delivery of appropriate interpreter services has been introduced by the House Committee on Public Health and Welfare as House Bill No. 2715. The legislative proposal related to extension of the life of the Commission and provision of additional authority to enable it to better serve the needs of deaf and hearing impaired Kansans is awaiting introduction. The Senate Committee on Governmental Organization has introduced Senate Bill No. 536 which would continue the Commission in existence through June 30, 1992. This measure only extends the life of the Commission and does not incorporate any other specific recommendations made by the Commission and included in the legislative proposal submitted by Secretary Harder.

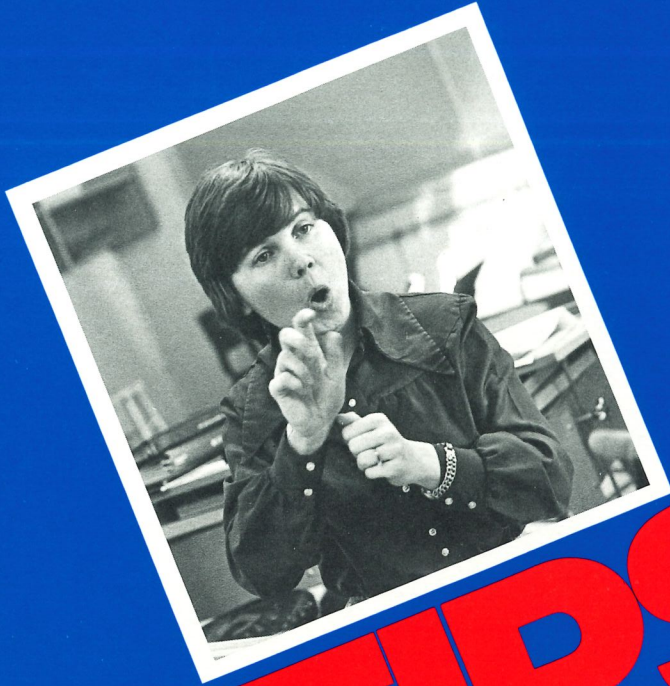
I would be happy to respond to any questions any member of this Committee may have related to this matter.

Thank you.

Gabriel R. Faimon, Commissioner  
Rehabilitation Services  
Social and Rehabilitation Services  
296-3911  
January 27, 1984



Attach 4



# TIPS

You Can Use When Communicating  
With Deaf People

Atch. IV



# Introduction

## 1 “Deaf People Are People, Too”

It may surprise you to learn that deaf people are more *like* you than *unlike* you. They have families, hold jobs, attend church, throw parties, and watch television. Their deafness is only one dimension of their characters. Each deaf person is unique, just as you are.

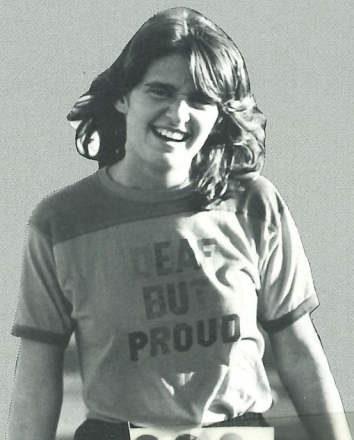
All deaf\* people do have one thing in common—a physical impairment that has caused a hearing disability. But deafness is more than simply a loss of hearing.

To be deaf is to be cut off from the normal way of acquiring and transmitting information. Consequently, communication is affected. A hearing loss may mean not enjoying the details of a conversation... not understanding a program on television... not catching a bit of gossip... not sharing in a joke. All these affect a deaf person's personal, social, educational, and occupational worlds.

Deafness is three things: an impairment which has caused physical damage to the auditory pathway; a disability which has resulted in a hearing loss; and a primary handicap because normal communication may be cut off.

Deaf people will never “overcome” their handicap. But generally they do their best to deal with

their deafness and develop themselves to their fullest potential. And they ask just one thing of hearing people: to be openly and willingly approached as persons with unique, interesting qualities and skills.





- 2 Deaf people communicate in different ways, depending on several factors: age at which deafness began; type of deafness; language skills; amount of residual hearing; speechreading skills; speech abilities; personality; intelligence; family environment; and educational background.



Some deaf people are more easily understood than others. Some use speech only...or a combination of sign language, fingerspelling, and speech...or writing...or body language and facial expression. You can communicate with deaf people in several ways. And remember—they are more

than willing to facilitate communication. The key is to find out which combination of techniques works best with each deaf person. Simply experiment to find out which method you feel comfortable with and works. Keep in mind that it's not *how* you exchange ideas, but that you *do*.

*\*Used here, the word "deaf" includes all ranges of hearing impairment, from minute to profound. For a more complete definition, see the "Vocabulary" section.*



# Introduction

# Vocabulary



# Introduction

## One-to-One

- 3 To communicate with a deaf person in a one-to-one situation:

**Get the deaf person's attention** before speaking. A tap on the shoulder, a wave, or another visual signal usually does the trick.

**Key the deaf person into the topic of discussion.** Deaf people need to know what subject matter is to be discussed in order to pick up words which help them follow the conversation. This is especially important for deaf people who depend on oral communication.

**Speak slowly and clearly**, but do not yell, exaggerate, or overpronounce. It's estimated that only 3 out of 10 spoken words are visible on the lips. Exaggeration and overemphasis of words distorts lip movements, making speechreading more difficult. Try to enunciate each word, without force or tension. Short sentences are easier to understand than long ones.

**Look directly at the deaf person** when speaking. Even a slight turn of your head can obscure their speechreading view.

**Do not place anything in your mouth** when speaking. Mustaches that obscure the lips, smoking, pencil chewing, and putting your hands in front of your face all make it difficult for deaf persons to follow what is being said.

**Maintain eye contact with the deaf person.** Eye contact conveys the feeling of direct communication. Even if an interpreter is present, continue to speak directly to the deaf person. He/she will turn to the interpreter as needed.

**Avoid standing in front of a light source**, such as a window or bright light. The bright background and shadows created on the face make it almost impossible to speechread.

**First repeat, then try to rephrase a thought** rather than again repeating the same words. If the person only missed one or two words the first time, one repetition usually will help. Particular combinations of lip movements sometimes are difficult for deaf persons to speechread. Don't be embarrassed to communicate by paper and pencil if necessary. Getting the message across is more important than the medium used.

**Use pantomime, body language, and facial expression** to help communicate. A lively speaker always is more interesting to watch.

**Be courteous to the deaf person** during conversation. If the telephone rings or someone knocks at the door, excuse yourself and tell the deaf person that you are answering the phone or responding to the knock. Do not ignore the deaf person and carry on a conversation with someone else while the deaf person waits.

**Use open-ended questions** which must be answered by more than "yes" or "no." Do not assume that deaf persons have understood your message if they nod their head in acknowledgment. Open-ended questions ensure that your information has been communicated.



**One-to-One**

**Through an Interpreter**

**Vocabulary**





# Introduction

## One-to-One

### At an Interview

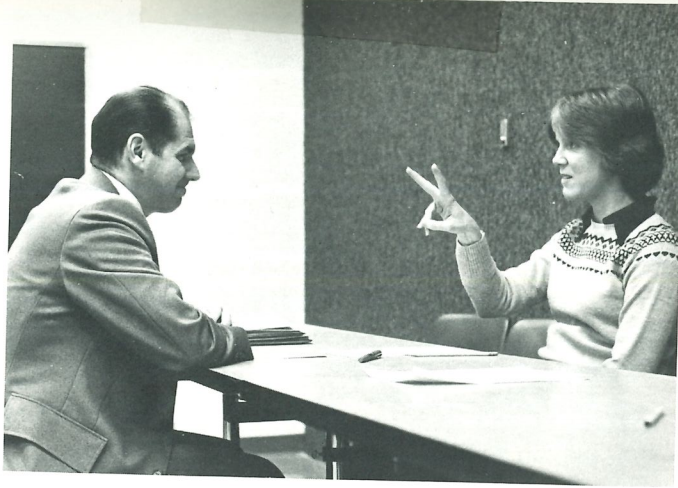
- 5 These tips can be used in conjunction with the “one-to-one” tips to facilitate an interview with a deaf job applicant. They will make the interview more productive and comfortable for both the interviewer and interviewee.

**Provide company literature** for the applicant to review *before* the interview. This helps the applicant become familiar with the company, its components, and terms.

**Provide a written itinerary** if the applicant is to be interviewed by more than one person. Include the names, titles, and meeting times for each individual the applicant will see. It often is difficult to speech-read an unfamiliar person's title and name during a meeting. An itinerary allows the deaf person to be better informed, at ease, and able to follow up later if needed.

**Inform your receptionist** or secretary beforehand that you are expecting a deaf applicant for an interview. This will make it easier for the receptionist to assist the deaf person and facilitate any necessary paperwork.





**At an Interview**

**At Work**

**Through an Interpreter**

**Vocabulary**





# Introduction

## One-to-One

## At an Interview

## In a Group

- 7 If you participate in group situations with deaf people (meetings, classes, etc.), these tips will make communication easier.

**Seat the deaf person to his/her best advantage.** This usually means a seat near the speaker, so that the deaf person can see the speaker's lips. Take into consideration the area's lighting, so that the speaker is illuminated clearly.

**Provide new vocabulary in advance.** It is difficult, if not impossible, to speechread or fingerspell unfamiliar vocabulary. If new vocabulary cannot be presented in advance, write the terms on paper, a chalkboard, or an overhead projector, if possible. If a lecture or film is to be delivered, a brief outline or script given to the deaf person in advance helps that person follow the presentation.

**Avoid unnecessary pacing and speaking** when writing on a chalkboard. It is difficult to speechread a person in motion, and impossible to speechread one whose back is turned. Write or draw on the board, then face the group and explain the work. If you use an overhead projector, do not look down at it while speaking.

**Use visual aids** if possible. Vision is a deaf person's primary channel for receiving information. Make full use of available aids, including films, overhead projectors, diagrams, and chalkboards.

**Make sure the deaf person doesn't miss vital information.** Write out any changes in meeting times, special assignments, additional instructions, etc. Allow extra time when referring to manuals or texts, since the deaf person must look at what has been written and then return his/her attention to the speaker.

**Slow down the pace of communication** slightly, to facilitate understanding. Many speakers talk too fast. Allow extra time for the deaf person to ask or answer questions.

**Repeat questions or statements** made from the back of the room. Remember that deaf persons are cut off from whatever happens outside their visual area.

**Allow full participation by the deaf person** in the discussion. It is difficult for deaf persons to participate in group discussions because they are not sure when speakers have finished. The group leader or teacher should recognize the deaf person from time to time to allow full participation by that person.



**Use hands-on experience** whenever possible in training situations. Like other people, the deaf person learns quickly by “doing.” What may be difficult to communicate verbally may be explained easily by a hands-on demonstration.

**Use an interpreter** in a large group setting. In such a situation, an interpreter makes communication much easier for a deaf person. The interpreter will be a few words behind the speaker in transferring the information to the deaf person. Therefore, allow time for the deaf person to obtain all the information and ask questions.

**In a Group**

**On the Telephone**

**At Work**

**Through an Interpreter**

**Vocabulary**





# Introduction

## One-to-One

## At an Interview

## In a Group

## In Writing

- 9 Always ask deaf people if they prefer written communication. Do not assume that this is the preferred method. When using writing as a form of communication with deaf people, take into consideration their English reading and writing skills. Their skills may depend on whether they were born deaf or became deaf later in life; what teaching method was used in their education; and which communication method they prefer.

**Keep your message short and simple.** Establish the subject area, avoid assumptions, and keep your sentences short and concise.

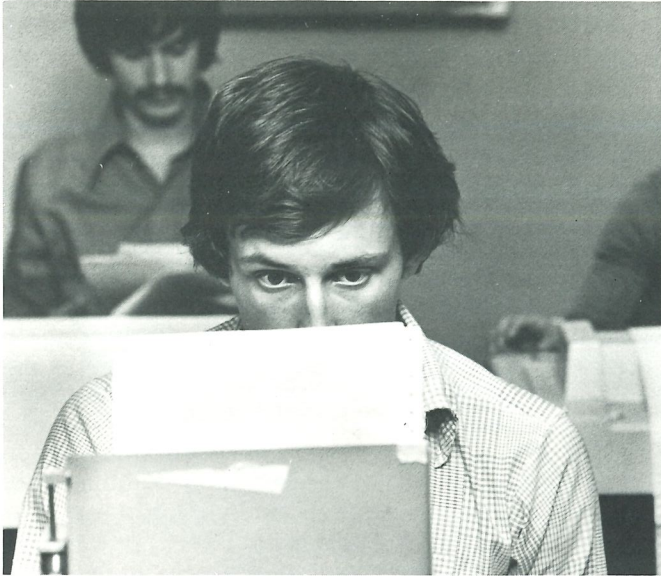
**It's not necessary to write out every word.** Short phrases or a few words often are sufficient to transfer the information.

**Do not use yes or no questions.** Open-ended questions ensure a response which allows you to see if your message was received correctly.

**Face the deaf person after you have written your message.** If you can see each other's facial expressions, communication will be easier and more accurate.

**Use visual representations** if you are explaining specific or technical vocabulary to a deaf person. Drawings, pictures, etc. help the person comprehend the information.





**In Writing**

**On the Telephone**

**At Work**

**Through an Interpreter**

**Vocabulary**





# Introduction

## One-to-One

### At an Interview

### In a Group

## On the Telephone

- 11 Many deaf people can use the telephone, thanks to advanced technology for adapting existing telephones and creating new equipment. Deaf people who have enough understandable speech and/or good listening skills can use telephones with built-in amplifiers to make voices louder.

Some deaf people use a speaker phone with an interpreter. The deaf person will explain to the person at the other end that they are using an interpreter and how the conversation will proceed.

Other deaf people use teleprinter equipment, which gives visual form to information communicated via telephones. Much of today's equipment is relatively inexpensive, and can be obtained through local Telephone Devices for the Deaf (TDDs) representatives, telephone companies, hearing aid dealers, or electronics shops. Some examples of telephone equipment include:

**Hard-of-Hearing Amplifiers** are built into telephone receivers with adjustable volume controls. Volume can be adjusted when the phone is used by other people.

**Portable Telephone Amplifiers** are battery-operated portable devices with adjustable volume controls that slip over telephone receivers. They are convenient to carry in a pocket or purse.

**Signal lights** are visual alerts attached to telephones which blink when the phone rings.

**Telephone bells** are bells of different pitch and loudness which can be used if the regular telephone bell cannot be heard.

**Telecommunication Devices for the Deaf (TDDs)** are electronic devices which provide for video or hard copy printed communication across telephone lines. TDDs include TTYs (teletypewriters), CRTs (cathode ray tubes), and LEDs (light emitting devices).



**On the Telephone**

**At Work**

**Through an Interpreter**

**Vocabulary**





# Introduction

## One-to-One

### At an Interview

### At Work

- 13 Did you know that deaf workers have above-average safety records? In several studies, including one by the E. I. DuPont de Nemours and Co., Inc., deaf people have demonstrated that they usually are more visually alert to hazards in their work environment, because they do not rely solely on sounds to warn them of danger.

It generally is not necessary to make major modifications in the work area to accommodate a deaf employee. There are some things you can do, however, to make the work area more accessible, and therefore, more comfortable, for a deaf employee.

**Consider the deaf person's sensitivity to noise.** It is a myth that deaf people can work in noisy environments that hearing people cannot tolerate. Most deaf people have *some* residual hearing, and are bothered by loud noises. A noisy environment may create a barrier to communication for someone who wears a hearing aid. Loud or background noises can interfere with and distort the sound amplification of a person's hearing aid, making speech discrimination difficult. Loud noises also may further damage whatever residual hearing the deaf person has.

**Consider the buddy system** for a new deaf employee. This can make the job transition much easier for the deaf person. A co-worker can be asked to be responsible for the deaf employee during emergency situations, such as fires or evacuations.

**Use signaling devices** if a deaf employee works alone in an area. Most of these devices are inexpensive and can be incorporated easily into existing alarm systems. For example, a simple relay wired to an audio alarm and standard lamp or bulb and socket is sufficient to produce a flashing signal. Alarms to warn of fire or gas leaks via a flashing light and audio signal can plug into regular electrical outlets. Other devices indicate machine malfunctions, doorbells, and ringing telephones.

**Minimize vibrations** in the work area. Vibration also can distort the sound being received by a hearing aid, making it difficult for the deaf person to concentrate on work or a conversation. Since it is not always possible to eliminate vibration, it is best to arrange meetings in a location where vibration can be minimized.

14 **Use visual cues** to enhance communication. Use of a round or oval table during meetings will facilitate the line of sight between people, as will semi-circular seating arrangements. Open doors or panels in offices allow deaf persons to see into rooms before entering. A good line of sight between the deaf employee and the secretary also will facilitate telephone communication.

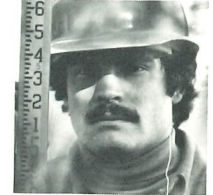
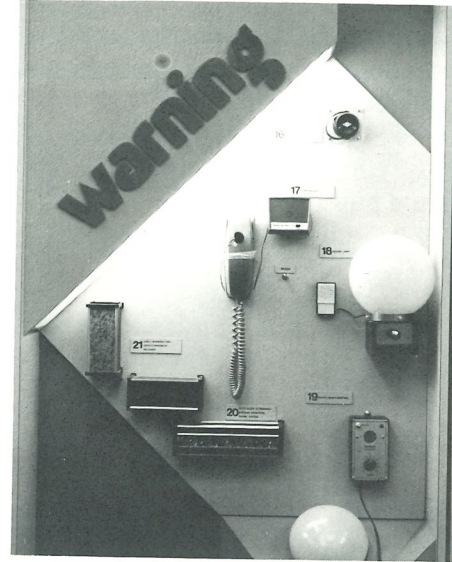
**Use paging devices** to contact deaf employees in the field. Radio frequencies have been set aside by the Federal Communication Commission to permit the use of "tactile pagers"—vibrating paging devices which can be used to contact or warn deaf employees in the field or in remote locations. Such pagers usually can be incorporated into existing security paging systems.

**Add odor to gas lines** to indicate gas leaks to deaf persons working in laboratories.

**Prepare for power failures** in areas not covered by a general system with small, fail-safe, plug-in lights. Such lights benefit *all* employees during such an emergency.

**Notify security** if a deaf employee will be working alone at night or during off hours, such as weekends. The deaf employee's work area should be checked periodically.

**Include the deaf employee** in social activities. It may take a little while to become used to the difference in some deaf people's voices, but by including the deaf person in lunch, coffee breaks, etc., he/she will become part of the group.



# At Work

# Through an Interpreter

# Vocabulary





# Introduction

## One-to-One

### Through an Interpreter

- 15 Interpreters can help facilitate communication during lectures, meetings, or other group situations. Before requesting an interpreter for a deaf person, keep in mind that an interpreter is a trained professional bound by a code of ethics. Knowing sign language does *not* qualify a person to act as an interpreter. It is best to use a professional interpreter, or one who has interpreting skills.

Before requesting an interpreter, ask the deaf person what type of interpreter he/she prefers. Some may want a manual interpreter skilled in signed English or in American Sign Language (ASL); others may prefer an oral interpreter; and others may want a reverse interpreter. Some tips to keep in mind when scheduling interpreting services:

**Inform the interpreting service** of the deaf person's needs and in what setting the interpreting will take place. If highly technical language is being used, the service will try and match your needs with an interpreter who is familiar with the subject.

**Discuss fees and privileges** with the interpreter beforehand. Fees should be agreed on by the interpreter or referral service before the service is performed. Such fees should not be discussed with the deaf person.

**Treat the interpreter as a professional.** It is courteous to introduce the interpreter to the group and explain why he/she is attending. Be attentive to the interpreter's special needs, such as a glass of water, a straightback chair, etc. If the interpreting situation involves lunch or other meals, the interpreter should be given the same privileges as the other group members. It also is helpful to meet with the interpreter about 15 minutes before the meeting to explain what will be covered.

**If a meeting will last more than three hours**, it is preferable to have two interpreters. It is difficult to interpret for more than an hour and a half. If the meeting, class, or lecture will take longer, two interpreters should act on a rotating basis.

**Schedule breaks** during the meeting. Following a manual or oral interpreter for a long time is tiring for a deaf person. It also is tiring for the interpreter. Therefore, a break after about an hour and a half is desirable.

**Provide good lighting** for the interpreter. If the interpreting situation requires darkening the room to view slides, videotapes, or films, auxiliary lighting is necessary so that the deaf person can see the interpreter. If a small lamp or spotlight cannot be obtained, check to see if room lights can be dimmed but still provide enough light to see the interpreter.



**Speak directly to the deaf person**, not the interpreter, when using the interpreter to communicate with a deaf person. The interpreter is not part of the conversation and is not permitted to voice personal opinions or enter the conversation. Face the deaf person and speak to him/her in a normal manner. If the deaf person wants the interpreter to explain something not related to the conversation, he/she is the only one who may ask the interpreter.

**Remember that the interpreter is a few words behind** the speaker. Give the interpreter time to finish so that the deaf person can ask questions or join in the discussion.

**Permit only one person to speak at a time** during group discussions. It is difficult for an interpreter to follow several people speaking at once. Ask for a brief pause between speakers to permit the interpreter to finish before the next speaker starts.

**Speak clearly and in a normal tone** when using an interpreter. Do not rush through a speech. The interpreter or the deaf person may ask the speaker to slow down or repeat a word or sentence for clarification.

**As a final courtesy, thank the interpreter** after the service has been performed. If there have been any problems or misunderstandings, let the interpreter or referral service know. Also ask the deaf person if the service was satisfactory. It always is a polite gesture to inform the referral service of your satisfaction with the interpreter.



# Through an Interpreter

## Vocabulary





# Introduction

## Vocabulary

- 17 **Hearing Impaired**—The general term used to describe and encompass all types of hearing defects, ranging from a minute loss to profound deafness. Hearing impairment is the single most prevalent chronic physical disability in the United States, affecting more than 13 million persons.
- Hard-of-Hearing**—A condition where the sense of hearing is defective but functional for ordinary life purposes (usually with the help of a hearing aid).
- Residual Hearing**—The amount of hearing a person has. The ability to understand speech varies with the individual.
- Deaf/Deafness\***—A condition in which perceivable sounds (including speech) have no meaning for ordinary life purposes.
- Congenital Deafness**—Deafness occurring at birth.
- Adventitious Deafness**—Deafness occurring sometime after birth.
- Prelingual Deafness**—When deafness occurs before the acquisition of language (usually before 3 years of age). Such a person will have no language frame of reference for English when learning to speak, write, or speechread.
- Postlingual Deafness**—When deafness occurs after the acquisition of language (usually after 3 years of age). In most cases, persons who have lost their hearing after this age have a relatively strong language base.
- Speechreading**—Watching a person's mouth and face to read what words are being said. Research

indicates that only about 3 out of every 10 words can be speechread easily.

**Fingerspelling**—Using handshapes to represent letters of the alphabet. There are different handshapes for each letter, and letters are formed one after another to spell out words.

**Sign Language**—A way of communicating words, ideas, and feelings using one's body, mainly hands, arms, and face.

**American Sign Language (ASL)**—A visual-gestural language with vocabulary and grammar different from English.

**Manual Communication**—Communication by use of signs and fingerspelling.

**Oral Communication**—Communication through speech and speechreading, without using sign language or fingerspelling.

**Simultaneous Communication**—Communication using both manual and oral communication.

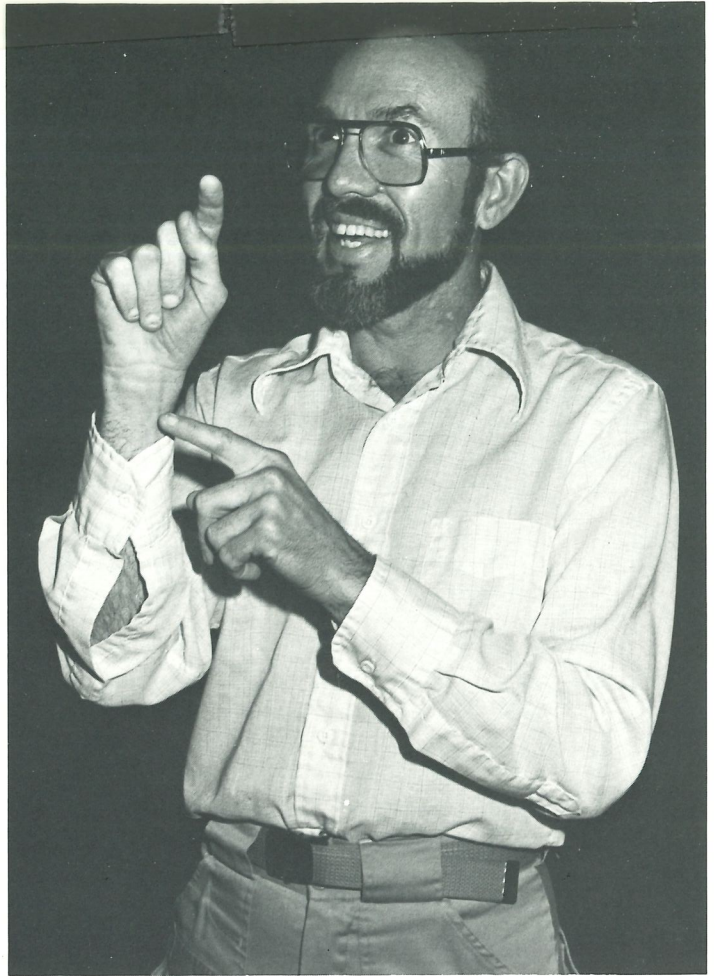
**Total Communication**—Using any and all means of communication (speech, hearing aids, speechreading, print, sign language, fingerspelling, pantomime, etc.) to convey ideas, language, and vocabulary.

**Oral Interpreting**—The interpreter mouths what the speaker says (without voice), using some natural gestures and facial expressions. Some of the speaker's words may be changed for easier speechreading.

18 **Manual Interpreting**—The interpreter signs what the speaker says, perhaps with some mouth movement, but not mouthing every word. American Sign Language may be used.

**Simultaneous Interpreting**—The interpreter mouths and signs what the speaker says in English syntax.

**Reverse Interpreting**—The interpreter speaks what a deaf person is signing or mouthing. This also is called voice interpreting.



*\*Never use "deaf and dumb" or "deaf mute," and do not use "the deaf" when you mean "deaf people."*





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