

Hearing impairment

Accommodation Ideas ** [Job Accommodation Network \(JAN\) - United States Department of Labor](#)

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Difficulty Communicating Face-to-Face

- Write notes with pen and paper, tablet PC, dry erase or chalk board, etc.
- Use a computer and keyboard to type messages back and forth
- Use a computer and speech-recognition software to communicate one-on-one
- Send e-mail or text messages as an alternative to face-to-face communication
- Hire a qualified sign language or oral *interpreter, or *video remote interpreter (VRI) on an as-needed basis
- Use a personal *assistive listening device (ALD) or portable assistive listening system (ALS) if the individual can benefit from amplification
- Use portable *communication access technology designed for individuals who are deaf or hard of hearing
- Use an *augmentative and alternative communication device (AAC), with or without speech
- Position a small sign at the employee's workstation (e.g., check-lane register, help desk) that indicates the person has a hearing loss and that communication should be direct, in writing

Difficulty Communicating in Groups, Meetings, or Training

- Meet in a small group and sit at a round table to facilitate lip-reading
- Meet in a quiet room to avoid distractions and exposure to extraneous
- Educate staff regarding meeting etiquette (e.g., one person talk at a time, do not cover mouth with hands or papers, maintain eye contact)
- Provide written materials in advance, such as the meeting agenda, training outline, or course materials, or offer minutes afterwards
- Provide computer-assisted note taking where a skilled note taker/typist uses a laptop to compose notes during the meeting
- Record and transcribe meetings
- Caption training DVDs/videos and web-based training modules that include sound
- Provide disability awareness training when integrating employees who are deaf into the meeting or training environment

Difficulty Communicating by Telephone

- Use telephone *amplification/clarity technology
- Use a hearing aid compatible headset or amplified noise canceling headset. Hearing aid compatible headsets are designed for use with t-coil equipped hearing aids.
- Use a *captioned telephone or a *TTY
- Use a *voice carry over phone (VCO)
- Use a voicemail transcription service to send an e-mail or a text message of voicemail messages.
- Use e-mail or instant messaging (IM) instead of voice phone
- Use mobile two-way text messaging instead of voice phone
- Use *Bluetooth technology and mobile phone amplification and clarity devices with cell phone

- Use *relay conference captioning (RCC) during group conference calls

Difficulty Communicating in the Field

- *Use a high-end professional two-radio system with noise-canceling technology*
- *Use a two-way radio with text-messaging capability*
- *Use a cellular phone with text messaging, a two-way mobile device, or a cellular phone that has both text messaging and two-way radio capability*

Safely Operating or Working Around Vehicles

- *Establish set paths of travel for industrial vehicles and pedestrians using industrial tape, paint, or ropes*
- *Establish and enforce rules requiring all moving equipment, forklifts, and vehicles to stop and flash lights/beep horn at intersections*
- *Install flashing strobe lights on moving vehicles*
- *Use a visual or vibrating *alerting device*
- *Install lighted fire strobes and other visual or vibrating alerting devices to supplement audible alarms*