

# JAN

Job Accommodation Network

Practical Solutions • Workplace Success

## Accommodation and Compliance Series

# Accommodation and Compliance Series: Employees with Hearing Loss

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Funded by a contract with the Office of Disability  
Employment Policy, U.S. Department of Labor

## Preface

The Job Accommodation Network (JAN) is funded by a contract with the Office of Disability Employment Policy, U.S. Department of Labor. JAN makes documents available with the understanding that the information be used solely for educational purposes. The information is not intended to be legal or medical advice. If legal or medical advice is needed, appropriate legal or medical services should be contacted.

JAN does not endorse or recommend any products or services mentioned in this publication. Although every effort is made to update resources, JAN encourages contacting product manufacturers/vendors and service providers directly to ensure that they meet the intended purposes. This guarantees that the most up-to-date information is obtained.

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Updated 11/28/2018.

## **JAN'S Accommodation and Compliance Series**

### **Introduction**

JAN's Accommodation and Compliance Series is designed to help employers determine effective accommodations and comply with Title I of the Americans with Disabilities Act (ADA). Each publication in the series addresses a specific medical condition and provides information about the condition, ADA information, accommodation ideas, and resources for additional information.

The Accommodation and Compliance Series is a starting point in the accommodation process and may not address every situation. Accommodations should be made on a case by case basis, considering each employee's individual limitations and accommodation needs. Employers are encouraged to contact JAN to discuss specific situations in more detail.

For information on assistive technology and other accommodation ideas, visit JAN's Searchable Online Accommodation Resource (SOAR) at <http://askjan.org/soar>.

### **Information about Hearing Loss**

According to the National Association of the Deaf, the term "deaf" refers to individuals who are not able to hear well enough to rely on hearing as a means for processing information. The term "hard of hearing" refers to individuals who have some hearing loss but are able to use hearing to communicate.

### **Hearing Loss and the Americans with Disabilities Act**

The ADA does not contain a list of medical conditions that constitute disabilities. Instead, the ADA has a general definition of disability that each person must meet. A person has a disability if he/she has a physical or mental impairment that substantially limits one or more major life activities, a record of such an impairment, or is regarded as having an impairment. For more information about how to determine whether a person has a disability under the ADA, see [How to Determine Whether a Person Has a Disability under the Americans with Disabilities Act Amendments Act \(ADAAA\)](#).

### **Accommodating Employees with Hearing Loss**

People with hearing loss may develop some of the limitations discussed below, but seldom develop all of them. Also, the degree of limitation will vary among individuals. Be aware that not all people with hearing loss will need accommodations to perform their jobs and many others may only need a few accommodations. The following is only a

sample of the possibilities available. Numerous other accommodation solutions may exist.

### **Questions to Consider:**

1. What limitations is the employee experiencing?
2. How do these limitations affect the employee and the employee's job performance?
3. What specific job tasks are problematic as a result of these limitations?
4. What accommodations are available to reduce or eliminate these problems? Are all possible resources being used to determine possible accommodations?
5. Has the employee been consulted regarding possible accommodations?
6. Once accommodations are in place, would it be useful to meet with the employee to evaluate the effectiveness of the accommodations and to determine whether additional accommodations are needed?
7. Do supervisory personnel and employees need training?

### **Accommodation Ideas:**

#### **Limitations**

##### Hard of Hearing

- Face-to Face Communication
  - Assistive Listening Devices (personal)
  - Assistive Listening Devices and Sound Field System
  - CART Services
  - CART Services - Remote
  - Clear Face Masks
  - Communicate Another Way
  - Notepad or white board
  - Portable Text Communication Devices
  - Speech Recognition Software
  - Two-Way Radio With Texting
  - Voice Recorders
- Other

- Amplified Stethoscopes and Related Products
- Hearing Protection
- Job Restructuring
- Training Modifications
- Vibrating Watches/Alarms
- Phone Access
  - Captioned Telephone Calls
  - Headsets - Hearing Aid Compatible, Amplification
  - Telephone Amplification
  - TTY - Portable
  - TTY Software
  - TTYs (Text Telephones)
  - Voicemail Transcription: Voice to Text
- Services
  - Aide/Assistant/Attendant
  - Disability Awareness/Etiquette Training
  - Interpreters
  - Real-time and Off-line Captioning Services
  - Relay Conference Captioning (RCC)
  - Scribe/Notetaker
  - Video Relay Services (VRS)
- Worksite Access
  - Alerting Devices
  - Established Routes of Travel for Heavy Equipment/Vehicles
  - Cyclist's Mirror
  - Industrial Mirrors
  - Noise Abatement
  - Noise Canceling Headsets
  - Paging Products & Services
  - Sound Absorption and Sound Proof Panels
  - Strobe Lights

- Vehicle Rear Vision System
- Worksite Redesign / Modified Workspace

#### Noise Sensitivity

- Air Purifiers - No Ozone
- Alerting Devices
- Communicate Another Way
- Communication Access Technologies
- Fans
- Hearing Protection
- Noise Abatement
- Noise Canceling Earbuds
- Noise Canceling Headsets
- Real-time and Off-line Captioning Services
- Sound Absorption and Sound Proof Panels
- Worksite Redesign / Modified Workspace

#### Progressive Hearing Loss

- Aide/Assistant/Attendant
- Alerting Devices
- Amplified Stethoscopes and Related Products
- Apps for Individuals Who are Deaf or Hard of Hearing
- Assistive Listening Devices (personal)
- Assistive Listening Devices and Sound Field System
- Captioned Telephone Calls
- CART Services
- CART Services - Remote
- Communicate Another Way
- Cyclist's Mirror
- Disability Awareness/Etiquette Training
- Established Routes of Travel for Heavy Equipment/Vehicles
- Headsets - Hearing Aid Compatible, Amplification

- Hearing Protection
- Industrial Mirrors
- Interpreters
- Job Restructuring
- Noise Abatement
- Noise Canceling Headsets
- Notepad or white board
- Paging Products & Services
- Portable Text Communication Devices
- Real-time and Off-line Captioning Services
- Relay Conference Captioning (RCC)
- Scribe/Notetaker
- Sound Absorption and Sound Proof Panels
- Speech Recognition Software
- Strobe Lights
- Telephone Amplification
- Training Modifications
- TTY - Portable
- TTY Software
- TTYs (Text Telephones)
- Two-Way Radio With Texting
- Vehicle Rear Vision System
- Vibrating Watches/Alarms
- Video Relay Services (VRS)
- Voice Recorders
- Voicemail Transcription: Voice to Text
- Worksite Redesign / Modified Workspace

#### Ringling in the Ears

- Cubicle Doors, Shields, and Shades
- Environmental Sound Machines / Tinnitus Maskers / White Noise Machines

- Hearing Protection
- Noise Abatement
- Noise Canceling Earbuds
- Noise Canceling Headsets
- Real-time and Off-line Captioning Services
- Sound Absorption and Sound Proof Panels

## **Work-Related Functions**

### Communicate

- Additional Training Time / Training Refreshers
- Apps for Individuals Who are Deaf or Hard of Hearing
- Assistive Listening Devices (personal)
- Assistive Listening Devices and Sound Field System
- Bluetooth Products
- Bone Conduction Technology
- Captioned Telephone Calls
- CART Services - Remote
- CART Services
- Cellular Telephone Technology: Deaf & Hard of Hearing
- Communication Access Technologies
- Headsets - Hearing Aid Compatible, Amplification
- Hearing Carry Over (HCO) TTYs
- Interpreters
- Neckloops
- Telecoil Compatible Headsets
- Telephone Amplification
- TTYs (Text Telephones)
- Video Relay Services (VRS)
- Video Remote Interpreting Services (VRI)
- Voice-Carry-Over (VCO) Telephones
- Writing/Editing Software



## Noise

- Cubicle Doors, Shields, and Shades
- Environmental Sound Machines / Tinnitus Maskers / White Noise Machines
- Fans
- Flexible Schedule
- Folding Wall Partitions and Room Dividers
- Noise Abatement
- Noise Canceling Headsets
- Telework, Work from Home, Working Remotely

## Operate Equipment/Vehicles

- Alerting Devices
- Established Routes of Travel for Heavy Equipment/Vehicles
- Strobe Lights
- Vehicle Rear Vision System

## Safety Standards

- Additional Training Time / Training Refreshers
- Alerting Devices
- Established Routes of Travel for Heavy Equipment/Vehicles
- Fall Protection
- Hearing Protection
- Personal Safety and Fall Alert Devices
- Plan of Action
- Strobe Lights
- Vehicle Rear Vision System

## **Products**

There are numerous products that can be used to accommodate people with limitations. JAN's Searchable Online Accommodation Resource at <http://askjan.org/soar> is designed to let users explore various accommodation options. Many product vendor lists are accessible through this system; however, JAN provides these lists and many more that are not available on the Web site upon request. Contact JAN directly if you

have specific accommodation situations, are looking for products, need vendor information, or are seeking a referral.

## Resources

### **Job Accommodation Network**

West Virginia University  
PO Box 6080  
Morgantown, WV 26506-6080  
Toll Free: (800) 526-7234  
TTY: (304) 293-7186  
Fax: (304) 293-5407  
jan@askjan.org  
<http://AskJAN.org>

The Job Accommodation Network (JAN) is a free consulting service that provides information about job accommodations, the Americans with Disabilities Act (ADA), and the employability of people with disabilities.

### **Office of Disability Employment Policy**

200 Constitution Avenue,  
NW, Room S-1303  
Washington, DC 20210  
Toll Free: (866) 633-7365  
odep@dol.gov  
<http://dol.gov/odep>

The Office of Disability Employment Policy (ODEP) is an agency within the U.S. Department of Labor. ODEP provides national leadership to increase employment opportunities for adults and youth with disabilities while striving to eliminate barriers to employment.

### **Alexander Graham Bell Association for the Deaf and Hard of Hearing**

3417 Volta Place NW  
Washington, DC 20007  
Direct: (202) 337-5220  
Fax: (202) 337-8314  
info@agbell.org  
<http://www.agbell.org>

Emphasizes the use of technology, speech, speech reading, residual hearing, and written and spoken language. Focuses specifically on children with hearing loss, providing ongoing support and advocacy for parents, professionals, and other interested parties.

**American Academy of Audiology**

11480 Commerce Park Drive  
Suite 220  
Reston, VA 20191  
Toll Free: (800) 222-2336  
Fax: (703) 476-5157  
infoaud@audiology.org  
<http://www.audiology.org>

The American Academy of Audiology promotes quality hearing and balance care by advancing the profession of audiology through leadership, advocacy, education, public awareness, and support of research.

**American Cochlear Implant Alliance**

P.O. Box 103  
McLEAN, VA 22101-0103  
Direct: (703) 534-6146  
info@acialliance.org  
<http://www.acialliance.org/>

The American Cochlear Implant Alliance is a not-for-profit membership organization created with the purpose of eliminating barriers to cochlear implantation by sponsoring research, driving heightened awareness and advocating for improved access to cochlear implants for patients of all ages across the US. ACI Alliance members are clinicians, scientists, educators, and others on cochlear implant teams as well as parent and consumer advocates. An annual meeting for professional members is convened.

**American Hearing Research Foundation**

8 South Michigan Avenue, Suite #814

Chicago, IL 60603-4539

Direct: (312) 726-9670

Fax: (312) 726-9695

[lkoch@american-hearing.org](mailto:lkoch@american-hearing.org)

<http://www.american-hearing.org>

To promote, conduct, and furnish financial assistance for medical research into the causes, prevention, and cure of deafness, impaired hearing, and balance disorders; encourage the collaboration of clinical and laboratory research; encourage and improve teaching in the medical aspect of hearing problems; and disseminate the latest and most reliable scientific knowledge to physicians, hearing professionals, and the public.

**American Speech-Language-Hearing Association**

2200 Research Blvd

Rockville, MD 20850-3289

Toll Free: (800) 638-8255

Direct: (301) 296-5700

Fax: (301) 296-8580

<http://www.asha.org>

ASHA promotes the interests of, and provide the highest quality services for, professions in audiology, speech-language pathology, and speech and hearing science; and an advocate for people with communication disabilities.

**American Tinnitus Association**

522 S.W. Fifth Avenue

Suite 825

Portland, OR 97204

Toll Free: (800) 634-8978

Direct: (503) 248-9985

Fax: (503) 248-0024

[tinnitus@ata.org](mailto:tinnitus@ata.org)

<http://www.ata.org>

Strives to silence tinnitus through education, advocacy, research, and support. This nonprofit organization provides the latest information and resources to tinnitus patients,

promotes tinnitus awareness to the general public and the medical community, and funds the nation's brightest tinnitus researchers.

**Association of Late Deafened Adults**

8038 MacIntosh Lane  
Rockford, IL 61107  
Direct: (815) 332-1515  
info@alda.org  
<http://www.alda.org/>

A resource center providing information and referrals, self-help, and support groups for people deafened as adults.

Their mission is to support the empowerment of deafened people.

**Association of Medical Professionals with Hearing Losses**

<https://amphl.org/>

We provide information, promote advocacy and mentorship, and create a network for individuals with hearing loss interested in or working in health care fields.

**Better Hearing Institute**

1444 I Street, NW  
Suite 700  
Washington, DC 20005  
Direct: (202) 449-1100  
Fax: (202) 216-9646  
mail@betterhearing.org  
<http://www.betterhearing.org/>

A nonprofit, educational organization that implements national public information programs on hearing loss and available medical, surgical, hearing aid, and rehabilitation assistance for millions with uncorrected hearing problems. BHI maintains a toll-free Hearing HelpLine telephone service that provides information on hearing loss and hearing help.

**Center for Parent Information and Resources**

35 Halsey St.  
Fourth Floor  
Newark, NJ 07102  
malizo@spannj.org  
<http://www.parentcenterhub.org/>

The Center for Parent Information and Resources (CPIR) serves as a central resource of information and products to the community of Parent Training Information (PTI) Centers and the Community Parent Resource Centers (CPRCs), so that they can focus their efforts on serving families of children with disabilities.

**Centers for Disease Control and Prevention**

1600 Clifton Rd  
Atlanta, GA 30333  
Toll Free: (800) 232-4636  
<http://www.cdc.gov>

The Centers for Disease Control and Prevention are dedicated to protecting the health and safety of people - at home and abroad, providing credible information to enhance health decisions, and promoting health through strong partnerships.

**Dallas Hearing Foundation**

7777 Forest Lane  
C-A94 PMB 143  
Dallas, TX 75230  
Direct: (972) 424-7711  
<http://dallashearingfoundation.org/>

The Dallas Hearing Foundation (DHF) is a not-for-profit foundation exclusively dedicated to giving the gifts of hearing and speech to hearing-impaired children and adults. The foundation's mission is to provide medical and surgical treatment, hearing technologies, speech and hearing rehabilitation, and educational support to those who are in financial need.

**Genetic and Rare Diseases Information Center (GARD)**

P.O. Box 8126  
Gaithersburg, MD 20898-8126  
Toll Free: (888) 205-2311  
Fax: (301) 251-4911  
<https://rarediseases.info.nih.gov/>

The Genetic and Rare Diseases (GARD) Information Center is a program of the National Center for Advancing Translational Sciences (NCATS) and funded by two parts of the National Institutes of Health (NIH): NCATS and the National Human Genome Research Institute (NHGRI). GARD provides the public with access to current, reliable, and easy to understand information about rare or genetic diseases in English or Spanish.

**Hawaii Assistive Technology Resource Center**

200 North Vineyard Boulevard  
Suite 430  
Honolulu, HI 96817  
Toll Free: (800) 645-3007  
Direct: (808) 532-7110  
Fax: (808) 532-7120  
[atrc-info@atrc.org](mailto:atrc-info@atrc.org)  
<http://www.atrc.org/>

Assistive Technology Resource Centers of Hawaii (ATRC) is a 501(c)3 nonprofit, resource center that provides access to assistive technology (AT) for people with disabilities of all ages, enabling independence and participation in every aspect of community life, including employment and education.

**Hearing Health Foundation**

363 Seventh Avenue,  
10th Floor  
New York, NY 10001-3904  
Toll Free: (866) 454-3924  
Direct: (212) 257-6140  
[info@hearinghealthfoundation.org](mailto:info@hearinghealthfoundation.org)  
<http://hearinghealthfoundation.org>



Our Mission:

To prevent and cure hearing loss and tinnitus through groundbreaking research and to promote hearing health.

**Hearing Loss Association of America**

7910 Woodmont Ave.  
Suite 1200  
Bethesda, MD 20814  
Direct: (301) 657-2248  
Fax: (301) 913-9413  
<http://www.hearingloss.org/>

The Mission of HLAA is to open the world of communication to people with hearing loss by providing information, education, support and advocacy. Its primary purpose is to educate families, coworkers, teachers, hearing health care providers, industry, government, and others about hearing loss.

**Hyperacusis Network**

4417 Anapaula Lane  
Green Bay, WI 54311  
Direct: (920) 866-3377  
[earhelp@yahoo.com](mailto:earhelp@yahoo.com)  
<http://www.hyperacusis.net/>

Support group established to care for individuals with collapsed tolerance to sound (hyperacusis). Educate the medical community and families about this rare auditory disorder by sharing ways to cope, providing advice on how to secure disability assistance, and reporting on current research and treatment options.

**March of Dimes Foundation**

1275 Mamaroneck Avenue  
White Plains, NY 10605  
<http://www.marchofdimes.org/>

The mission of the March of Dimes is to improve the health of babies by preventing birth defects, premature birth and infant mortality.

**MedlinePlus**

8600 Rockville Pike  
Bethesda, MD 20894  
custserv@nlm.nih.gov  
<https://www.nlm.nih.gov/medlineplus/>

MedlinePlus is the National Institutes of Health's Web site for patients and their families and friends. Produced by the National Library of Medicine, the world's largest medical library, it brings you information about diseases, conditions, and wellness issues in language you can understand. MedlinePlus offers reliable, up-to-date health information, anytime, anywhere, for free.

Created by the U.S. National Library of Medicine

**National Association of the Deaf**

8630 Fenton Street, Suite 820  
Silver Spring, MD 20910-3819  
Direct: (301) 587-1788  
Fax: (301) 587-1791  
<http://nad.org/>

The mission of the National Association of the Deaf is to preserve, protect and promote the civil, human and linguistic rights of deaf and hard of hearing people in the United States of America.

**National Center for Biotechnology Information**

8600 Rockville Pike  
Bethesda, MD 20894  
pubmedcentral@ncbi.nlm.nih.gov  
<http://www.ncbi.nlm.nih.gov/>

MISSION: IMS brings together an international community of health care professionals, researchers, educators, and others to improve care and transform delivery of treatment to those suffering from soft tissue pain through the promotion and exchange of globally recognized research, education, and innovation in patient care.

**National Cued Speech Association**

1300 Pennsylvania Avenue, NW  
Suite 190-713  
Washington, DC 20004  
Toll Free: (800) 459-3529  
info@cuedspeech.org  
<http://www.cuedspeech.org/>

The National Cued Speech Association supports effective communication, language development (international languages) and literacy in families with deaf, hard of hearing or learning disabled infants, children and youth through the use of Cued Speech

**National Down Syndrome Society**

666 Broadway, 8th Floor  
New York, NY 10012  
Toll Free: (800) 221-4602  
info@ndss.org  
<http://www.ndss.org/>

The mission of the National Down Syndrome Society is to be the national advocate for the value, acceptance and inclusion of people with Down syndrome.  
The mission of the National Down Syndrome Society is to be the national advocate for the value, acceptance and inclusion of people with Down syndrome. - See more at:  
<http://www.ndss.org/About-NDSS/Mission-Vision/#sthash.sZLWVpyR.dpuf>

**National Institute of Diabetes and Digestive and Kidney Diseases**

Building 31, Room 9A06  
31 Center Drive, MSC 2560  
Bethesda, MD 20892-2560  
Direct: (301) 496-3583  
<http://www.niddk.nih.gov/Pages/default.aspx>

The National Institute of Diabetes and Digestive and Kidney Diseases conducts and supports research on many of the most serious diseases affecting public health. The

Institute supports much of the clinical research on the diseases of internal medicine and related subspecialty fields as well as many basic science disciplines.

**National Institute on Aging**

31 Center Drive  
MSC 2292  
Bethesda, MD 20892  
Toll Free: (800) 222-2225  
niaic@nia.nih.gov  
<https://www.nia.nih.gov/>

At NIA, our mission is to discover what may contribute to a healthy old age as well as to understand and address the disease and disability sometimes associated with growing older. In pursuit of these goals, our research program covers a broad range of areas, from the study of basic cellular changes that occur with age to the examination of the biomedical, social, and behavioral aspects of age-related conditions, including Alzheimer's disease.

**National Institute on Deafness and Other Communication Disorders**

31 Center Drive  
MSC 2320  
Bethesda, MD 20892  
Toll Free: (800) 241-1044  
nidcdinfo@nidcd.nih.gov  
<http://www.nidcd.nih.gov/Pages/default.aspx>

National Resource center for health information about hearing, balance, smell, taste, voice, speech, and language for health professionals, patients, industry, and the public.

**Prader-Willi Syndrome Association (USA)**

8588 Potter Park Drive,  
Suite 500  
Sarasota, FL 34238  
Toll Free: (800) 926-4797  
Direct: (941) 312-0400  
Fax: (941) 312-0142  
<http://pwsausa.org/>

Prader-Willi Syndrome Association (USA) is an organization of families and professionals working together to raise awareness, offer support, provide education and advocacy, and promote and fund research to enhance the quality of life of those affected by Prader-Willi syndrome. Prader-Willi Syndrome Association (USA) will be a self-sustaining, internationally recognized leader, empowering those affected with Prader-Willi syndrome to enjoy a productive life in an informed and accepting community.

**Remedy's Health Communities**

<http://www.healthcommunities.com>

Remedy Health Media is America's fastest growing health information and technology company. We are a leading provider of clinical resources and wellness tools that help millions of patients and caregivers live healthier, more fulfilled lives.

Our mission is to empower patients and caregivers with the information and applications needed to efficiently navigate the healthcare landscape and as a result, to permit better health outcomes through use of our products and services.

**Sight and Hearing Association**

1246 University Avenue West

Suite #226

St. Paul, MN 55104

Toll Free: (800) 992-0424

Direct: (651) 645-2546

Fax: (651) 645-2742

mail@sightandhearing.org

<http://www.sightandhearing.org/>

The mission of the Sight & Hearing Association is to enable lifetime learning by identifying preventable loss of vision and hearing in children

**Starkey Hearing Foundation**

6700 Washington Avenue South

Eden Prairie, MN 55344

Toll Free: (866) 354-3254

Fax: (952) 828-6900

info@starkeyfoundation.org

<http://www.starkeyhearingfoundation.org>

This national program provides assistance to individuals and families with limited financial resources. HEAR NOW maintains the National Hearing Aid Bank, which provides new and reconditioned hearing aids to deaf and hard of hearing people who cannot afford them. These hearing aids are distributed through hearing health care providers in communities nationwide. HEAR NOW also has a Cochlear Implant Program that raises funds to provide cochlear implants and related services to both adults and children. In addition, HEAR NOW has developed the National Hearing Assistance Directory (NHAD), which provides state-by-state listings of financial and social resources offered through government agencies and private organizations.

**Starkey Hearing Technologies**

6700 Washington Ave S.

Eden Prairie, MN 55344-3476

Toll Free: (800) 328-8602

Direct: (952) 941-6401

<http://www.starkey.com/>

Starkey Hearing Technologies is much more than the hearing aids we produce. We are in the business of connecting people and changing lives. We believe being able to hear the world and the people around us is as essential to the human experience as breathing.

**Vestibular Disorders Association**

5018 NE 15th Ave

Portland, OR 97211

Toll Free: (800) 837-8428

Fax: (503) 229-8064

[info@vestibular.org](mailto:info@vestibular.org)

<http://www.vestibular.org>

Our mission is to inform, support, and advocate for the vestibular community. We envision a global community where vestibular disorders are widely recognized, rapidly diagnosed, and effectively treated.

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