Accommodation and Compliance Series

Accommodation and Compliance Series: Employees with Hearing Loss

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AskJAN.org

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 grant from 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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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 https://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 definitive list of medical conditions that constitute disabilities. Instead, the ADA defines a person with a disability as someone who (1) has a physical or mental impairment that substantially limits one or more “major life activities,” (2) has a record of such an impairment, or (3) is regarded as having such 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. 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?
6. 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
  - Masks - Clear
  - 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
  - Interpreter
  - 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
- 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
- Face-to-Face Communication
  - Assistive Listening Devices (personal)
  - Assistive Listening Devices and Sound Field System
  - CART Services - Remote
  - CART Services
  - Masks - Clear
  - 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
  - Interpreter
  - 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

Ringing 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
• Group or Face-to Face
  • Assistive Listening Devices (personal)
  • Assistive Listening Devices and Sound Field System
  • Neckloops
  • Speech Recognition Software
• Other
  • Additional Training Time / Training Refreshers
  • Aide/Assistant/Attendant
• Phone Technology
  • Accessible Telephones
  • Bluetooth Products
  • Bone Conduction Technology
  • Captioned Telephone Calls
  • Cellular Telephone Technology: Deaf & Hard of Hearing
  • Hands-free Telephones
  • Headsets - Computer (USB, VOIP etc.)
  • Headsets - Hearing Aid Compatible, Amplification
  • Hearing Carry Over (HCO) TTYs
  • Outgoing Voice Amplification - Telephone
• Telecoil Compatible Headsets
• Telephone Amplification
• TTYs (Text Telephones)
• Voice-Carry-Over (VCO) Telephones

• Services
• CART Services - Remote
• CART Services
• On-site Mentoring
• Scribe/Notetaker
• Service Animal
• Video Relay Services (VRS)
• Video Remote Interpreting Services (VRI)

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
• Strobe Lights
• 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
Situations and Solutions:

The following situations and solutions are real-life examples of accommodations that were made by JAN customers. Because accommodations are made on a case-by-case basis, these examples may not be effective for every workplace but give you an idea about the types of accommodations that are possible.

Products

There are numerous products that can be used to accommodate people with limitations. JAN's Searchable Online Accommodation Resource at https://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
https://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
https://www.dol.gov/agencies/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
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
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://amphi.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.
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.

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.

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.
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.

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
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
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://medlineplus.gov

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.

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

The National Center for Biotechnology Information advances science and health by providing access to biomedical and genomic information.
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.

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.
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 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) 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
Sign Language Resources
400 Stony Brook Court
Suite 3
Newburgh, NY 12550
Toll Free: (888) 964-5553
TTY: (845) 764-8387
Fax: (845) 566-7471
SLR@SLRconnect.com
http://www.slrconnect.com/

Sign Language Resources’ mission is to remain one of the nation’s most responsive providers of Sign Language Interpreting Services, with our focus on the specific and individual needs and satisfaction of the deaf, hard of hearing, and deaf/blind people we serve.

In everything we do we strive for integrity from the agreements we make with customers, the relationships we have with interpreters, and services we provide to our end users, the Deaf consumer.

It is SLR’s responsibility to continually improve the field of Sign Language Interpreting by fostering growth and continual knowledge of the language we are entrusted by the Deaf Community, and the settings we are invited to step into by all consumers.

Sign Language Resources, Inc. is one of the most highly recognized Interpreting Coordination Service agencies in the USA, providing the highest quality interpreting services. Our reputation comes out of a quarter century in the business. Not only do our customers and Deaf Consumers agree, but professional interpreter sub-contractors express confidence in SLR, Inc. and are proud to have their own reputations be associated with our good name.

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 Prarie, 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
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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