




# ADA Compliance Training for the Deaf/Hard of Hearing

Target Audience: Managers

Slide #	Interaction	Narration	Notes
1. Intro		Welcome to the ADA Compliance training for the deaf or hard of hearing.	
2.	Click Next to proceed	Despite legislation to encourage employment, strong support for the use of sign language, and accessible post-secondary education for students who are deaf, many people who are deaf or hard-of-hearing do not feel welcome in the workplace.	
3. Objectives	Click Next to proceed	<p>During this training you will learn the importance of:</p> <ul style="list-style-type: none"> <li>• Maintaining an accessible space for a hearing-impaired individual during an interview, meetings and emergency situations</li> <li>• Preparation and planning techniques for proper inclusion; while</li> <li>• Ensuring seamless communication with hearing-impaired individuals</li> </ul>	
4. Quote?		<p>"Me being deaf isn't the problem. It's society that is the problem."            - Rose Ayling-Ellis, highlighting the societal barriers faced by deaf people</p>	
5. Interview/Meetings Considerations 		<p>Proper accommodation during the hiring process is critical. When setting up an interview with a job applicant who is deaf, consider these accommodations:</p> <ul style="list-style-type: none"> <li>• Ask the candidate how he or she prefers to communicate during the interview.</li> <li>• If requested, arrange for an interpreter for the interview.</li> <li>• Be aware that the candidate may speak for him or herself, or the interpreter may voice what the candidate signs.</li> </ul>	

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		<ul style="list-style-type: none"> <li>• During the interview, make eye contact with the candidate.</li> <li>• Address your questions directly to the candidate, not the interpreter.</li> <li>• Encourage the candidate to let you know if your communication is unclear and be prepared to rephrase if necessary.</li> </ul>	
<p>6. Repeat</p>	<p>Click Next</p>	<p>Provide a written copy of the following: interview questions, an itinerary of the interview day and company literature.</p>	
<p>7. Prep and Planning - Suggestions</p>  	<p>Click each button</p>	<p>After the hiring process, managers must continue to plan for proper accommodation. Roll over each tab to see how management employees can better accommodate the deaf or hearing impaired.</p> <ul style="list-style-type: none"> <li>• Lighting: Ensure there is good lighting and visual access to the speaker, be sure the room layout provides the best possible access to the speaker.</li> <li>• Employee: Watch for signals the employee wants to contribute.</li> <li>• Employee: Ask the employee how he or she prefers you to get their attention.</li> <li>• Others: Ensure only one person speaks at a time, so the employee can follow the conversation.</li> <li>• Others: Visually indicate who will be speaking during group discussions.</li> <li>• Leadership: Be sure no one talks with his or her back to the audience while writing on a blackboard.</li> </ul>	<p>Click each button</p>
<p>8. Prep and Planning - Visual Aids</p>		<p>Visual aids are very important for hearing-impaired individuals.</p>	<p>Video</p>

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		<p>Follow these steps to accommodate them:</p> <ul style="list-style-type: none"><li>• Have minutes or notes taken, transcribed or AI generated for future reference.</li><li>• Incorporate visual aids, demonstrations, flip charts, written agendas and handouts in presentations.</li><li>• Use captioned films or videos.</li><li>• For training sessions, provide an outline of what to expect.</li><li>• Install flashing lights working in conjunction with incoming phone calls and doorbells or buzzers.</li></ul> <p>It's that simple! A little preparation and planning go a long way towards inclusion and accommodation of deaf and hearing-impaired individuals.</p>	
9. Emergency Accommodations		<p>No one wants to think about emergencies, but proper planning is essential. Emergencies also require special consideration for employees who are deaf.</p> <ul style="list-style-type: none"><li>• Install flashing lights that work in conjunction with emergency auditory alarms.</li><li>• Walk through emergency evacuation routes and rally locations during the new employee's orientation.</li><li>• Use a buddy system to alert employees who are deaf or hard of hearing to emergency situations that are announced by intercom.</li></ul>	

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		<ul style="list-style-type: none"> <li>• Use texting, e-mail or pagers to contact employees who are deaf or hard of hearing during an emergency.</li> <li>• Inform everyone—including front desk receptionists, security officers, janitorial staff and parking attendants—that there's an employee who is deaf onsite.</li> </ul>	
10. Quiz - Intro		Time for a knowledge check.	
11. Quiz		True or False: During an interview, you should always address the interpreter instead of the candidate.	
12. Multiple Choice: The following visual aids are all appropriate options except for...?		<ul style="list-style-type: none"> <li>A. Flip charts, written agendas, handouts</li> <li>B. Closed captioned films or videos</li> <li>C. Pictures of co-workers</li> <li>D. Transcribed minutes for meetings</li> </ul>	
13.		True or False: Planning for emergencies for hearing-impaired employees isn't necessary.	
14.		True or False: Co-workers help accommodate deaf or hard-of-hearing co-workers by watching for signals if they want to contribute, and asking how to gain their attention.	
15.		Thank you for completing this course! You may now close the browser window.	