

# Wisconsin Public Psychiatry Network Teleconference (WPPNT)

- This teleconference is brought to you by the Wisconsin Department of Health Services (DHS), Division of Care and Treatment Services, Bureau of Prevention Treatment and Recovery and the University of Wisconsin-Madison, Department of Psychiatry.
- Use of information contained in this presentation may require express authority from a third party.

# WPPNT Reminders

- Call 877-820-7831 before 11:00 a.m.
- Enter passcode 107633#, when prompted.
- Questions may be asked near the end, if time allows.
  - ◆ To ask a question, press \*6 on your phone to un-mute yourself. **Please \*6 to re-mute your line.**
  - ◆ Ask questions for the presenter, about their presentation.
- The link to the evaluation for today's presentation is on the WPPNT webpage, under today's date:  
<https://www.dhs.wisconsin.gov/wppnt/2020.htm>. Complete the evaluation to receive the CEH.
- The teleconferencing phone system often reaches capacity. If you're unable to join live or experience technical issues, an [audio recoding will be available on our website](#) within two business days, often by late afternoon the day of the presentation. You can still receive CEH for listening to the audio recording and completing the evaluation within two weeks of the live teleconference.

# Serving Customers with Hearing Loss

Jennifer Anderson

Caroline Ludka

Bette Mentz-Powell

Office for the Deaf and Hard of Hearing

August 20, 2020



# Welcome!

This training has two parts:

- Help you interact more comfortably with consumers who are deaf and hard of hearing.
- Provide an overview of the Office for the Deaf and Hard of Hearing Services and Programs.

# Laws Requiring Access

- Americans with Disabilities Act (ADA)
  - ◆ Title 1: Employment
  - ◆ Title 2: State and Local Government
  - ◆ Title 3: Public Accommodations
  - ◆ Title 4: Telecommunications
- Rehabilitation Act of 1973, Section 504:  
Mandates interpreters for people who are deaf, hard of hearing and deaf-blind for any agency that receives federal funding.

# Effective Communication

- When is communication effective?  
When the person understands the information.
- How do you know that you have achieved effective communication?  
Ask the person to repeat back to you what they have understood.



# Equal Communication Access

- Legal
- Emergency care
- Mental health
- Health care
- Education
- Long-term care
- Employment



# The Primary Barrier

- The primary barrier for people with hearing loss is lack of full participation due to unclear communication.
- You can help change this by improving your hospitality and services to people with hearing loss.



# Good Habits

## Excellent customer service:

- Focus on the person rather than the disability.
- Avoid assumptions. The person will let you know what they need.
- Treat a person with a hearing loss the same way you treat a person without a disability.

# Consumers who are Deaf and Hard of Hearing

## Deaf versus hard of hearing

- Language preference
- Communication preference
- Cultural identity

# Cultural Comparison

	Deaf	Hearing
<b>Attention-getting devices</b>	Flickering the lights, stomping feet, or throwing something	Vocal cues (e.g., “Hey!”)
<b>Parties</b>	Tend to congregate in the kitchen where lighting is better	Consider sound in environment (e.g., loud or noisy, echoes).
<b>Introductions</b>	Long introductions with lots of questions	“Nice to meet you.”
<b>Conversation regulators</b>	Head nods and specific gestures	Verbal cues (e.g., “hmm” or “uh huh”)
<b>Facial expressions</b>	Very expressive to convey meaning	Often more neutral, “poker face”
<b>Pointing</b>	Permitted, often used as pronouns	Considered rude
<b>Ending conversations</b>	Tend to overstay, long goodbyes	Short stays and short goodbyes
<b>Eating</b>	Can “talk” with mouth full of food	Talking with mouth full of food considered rude

# Cultural Behaviors

- Touching is used in Deaf culture to greet, say goodbye, get attention, and express emotion.
- Conversational personal space varies from one person to another.
- Communication style is direct (i.e., blunt).
  - ◆ Description
  - ◆ Personal information

# You Can Speak... So You Can Hear

People who are deaf or hard of hearing usually have some understandable speech and can communicate through spoken language.

Because of this, others often assume that they can hear just as well, which may result in a negative perception of their communication competence.

# Filling in the Gaps

People with hearing loss “fill in the gaps” to guess what they are missing.

- It is much more difficult to fill in gaps in a noisy environment or with nearby conversations.
- It becomes too hard to keep up when the next phrase arrives before sorting out the previous one.

# The Bottom Line

**People with hearing loss need extra processing time to listen.**

# Communication Tips

Hearing Loss Association of America (HLAA)

[Do You Think You Have a Hearing Loss?](#)

(Communication Tips on page 4)



# Services and Programs




ODHH

**Office for the Deaf  
and Hard of Hearing**

Promoting Equal Communication Access and Accommodations







# Visor Card Program












## PLACING YOUR VISOR CARD: INSTRUCTIONS FOR DRIVERS WHO ARE DEAF AND HARD OF HEARING


When you are pulled over, the police officer(s) cannot identify instantly that you have a hearing loss. This visor card is a helpful tool that will inform the police officer(s) that you are Deaf or Hard of Hearing. Using this tool may help lessen anxiety and improve communication. The use of this visor card is strictly voluntary.

RECOMMENDED LOCATIONS TO PUT YOUR VISOR CARD			
	Driver Side Sun Visor		This location is highly recommended. It is convenient, out of sight when not in use, and readily available when needed.
	Passenger Side Sun Visor		If you are pulled over during rush hour or on a busy highway, the police officer may walk up to the passenger side window. You can store another visor card on the passenger side visor for easy access.
	Driver Side Door Pocket (Optional)		This location is easily accessible and optional, but it is not highly encouraged or recommended.

LOCATIONS TO NOT PUT YOUR VISOR CARD			
	Glove Compartment		Not recommended: At traffic stops, the police officer needs to see your hands at all times. Avoid sudden movements.
	Under Driver Side Seat		
	Center Console		




For more information, please contact  
[dhsodhh@wisconsin.gov](mailto:dhsodhh@wisconsin.gov) or visit  
[www.dhs.wisconsin.gov/odhh](http://www.dhs.wisconsin.gov/odhh).



**ODHH**  
Office for the Deaf  
and Hard of Hearing

Wisconsin Department of Health Services  
 Division of Public Health  
 P-020271 (11/2017)



# Telecommunication Equipment Purchase Program (TEPP)



- Program for any Wisconsin resident who:
  - ◆ Is Deaf or hard of hearing, speech impaired, or mobility impaired
  - ◆ Needs special equipment to use the telephone
- No income limit
- Person can apply every three years

# Telecommunication Assistance Program (TAP)



Covers TEPP co-payment for a person who:

- Is Deaf, severely hard of hearing, or deaf-blind
- Needs special equipment to use the telephone
- Meets [income eligibility guidelines](#)
- Has a documented hearing loss

# Locations that Demonstrate and Loan Assistive Devices

## Independent Living Centers

1. **NORTH COUNTRY  
INDEPENDENT LIVING**  
Empowering People with Disabilities

2. **CIL**  
Western Wisconsin

3. **Midstate  
INDEPENDENT  
Living Choices**

4. **ILR**  
Independent Living  
RESOURCES

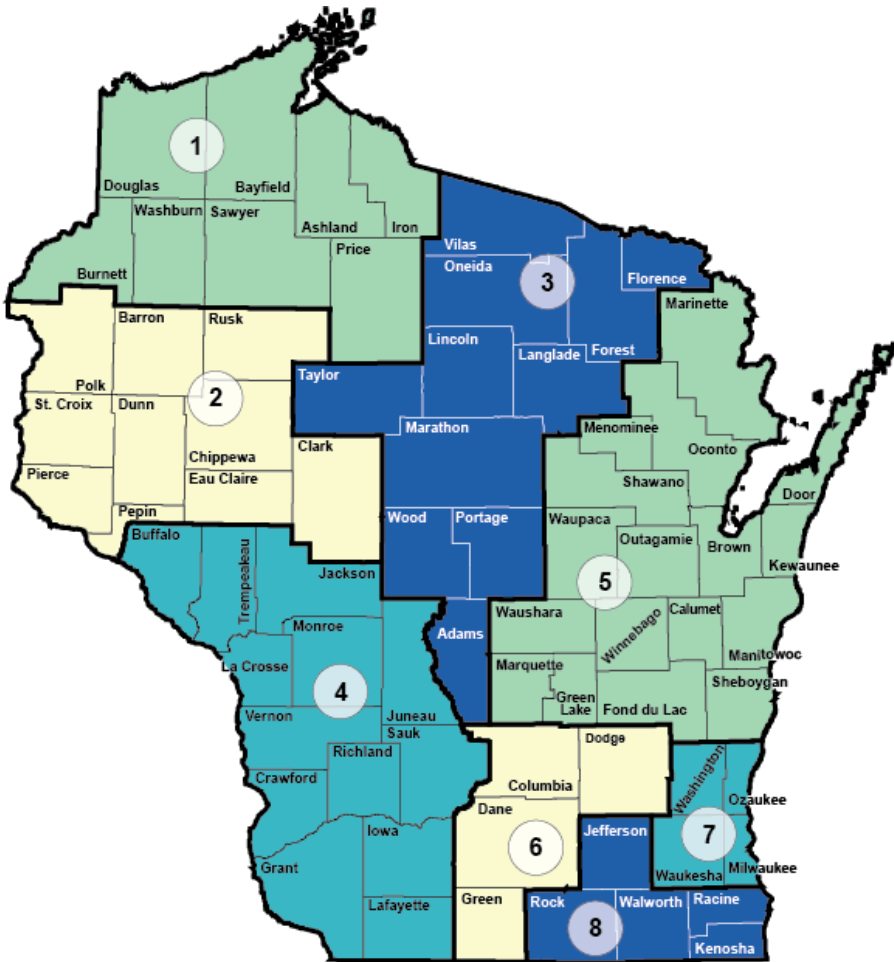
5. **options**  
for independent living inc.

6. **ACCESS**  
TO INDEPENDENCE INC.

7. **IndependenceFirst**  
The Resource For People With Disabilities

8. **SOCIETY'S  
ASSETS**  
Ability...Not Disability

## Other Statewide Organizations





# Service Fund

Provides financial assistance for communication access services in situations not covered by the Americans with Disabilities Act (ADA) or Section 504 of the Rehabilitation Act.



# Board for Evaluation of Interpreters (BEI)



A certification program that is responsible for evaluating the skill level of individuals seeking to become licensed interpreters.

# Statewide Deaf Disability Benefit Specialist

**MEDICARE HEALTH INSURANCE**

1-800-MEDICARE (1-800-633-4227)

NAME OF BENEFICIARY  
**YOUR NAME HERE**

MEDICARE CLAIM NUMBER  
**000-00-0000-A**

SEX  
**FEMALE**

IS ENTITLED TO  
**HOSPITAL (PART A)** **07-01-1986**  
**MEDICAL (PART B)** **07-01-1986**

SIGN  
HERE *Jane Doe*

## Sample ForwardHealth Identification Card

**ForwardHealth**  
Wisconsin serving you

0000 0000 0000 0000

ID No. 0000000000  
Ima Member

Authorized Signature

For questions about your  
Wisconsin healthcare coverage,  
call: 1-800-362-3002

State of Wisconsin, PO Box 6676, Madison, WI 53716-0676

**MEDICARE HEALTH INSURANCE**

Name/Nombre  
**JOHN L SMITH**

Medicare Number/Número de Medicare  
**1EG4-TE5-MK72**

Entitled to/Con derecho a  
**HOSPITAL (PART A)** **03-01-2016**  
**MEDICAL (PART B)** **03-01-2016**

Coverage starts/Cobertura empieza

Jennifer Koehn  
VP: 262-347-3045  
[jenniferm.koehn@dhs.wisconsin.gov](mailto:jenniferm.koehn@dhs.wisconsin.gov)



# Deaf and Hard of Hearing Specialists' Key roles

- Information and Assistance
  - ◆ Available resources and services
  - ◆ Available technologies for accessibility
  - ◆ Laws related to effective communication
- Free in-service trainings, consultations and presentations
- Booth exhibitions

# Common Information Requests



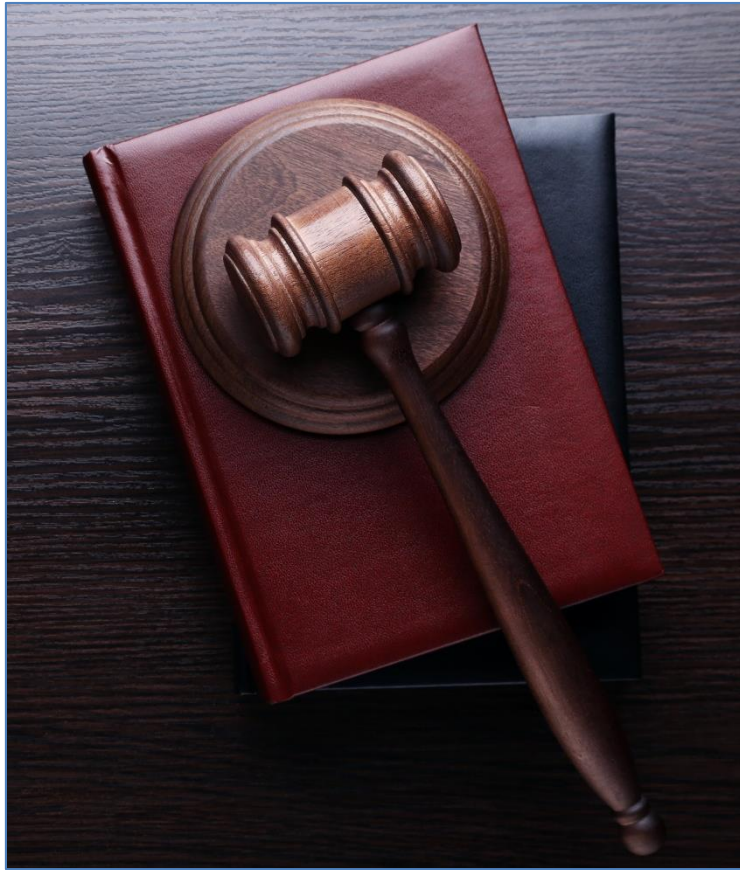
- Accommodations in medical, workplace, and educational settings
- Communication access real-time translation
- Interpreter services
- American Sign Language classes
- Hearing aids

# Common Referral Requests



- Where to find help to file a complaint
- Where to find help in employment
- Where to go for financial assistance for hearing aids
- Where to find assistance for SSI and SSDI
- Where to find support groups

# Common ADA Questions



- Am I obligated to provide accommodations?
- Who pays for accommodations?
- Can I tell the consumer to bring their own interpreter?
- If I provide this service, am I in compliance with the ADA?

# Training and Consultation



# Mental Health Resources

- Hearing Loss Association of America (HLAA)  
[Webinar Schedule & Recordings](#)
- Office for the Deaf and Hard of Hearing  
[Mental Health Resources](#)
- National Association of the Deaf  
[Position Statement on Mental Health Interpreting Services with People who are Deaf](#)
- National Deaf Center  
[Mental Health Care for Deaf Individuals: Needs, Risk Factors, and Access to Treatment](#)

# Thank you!

Office for the Deaf and Hard of Hearing

855-359-5252

[dhsodhh@dhs.wisconsin.gov](mailto:dhsodhh@dhs.wisconsin.gov)

Visit our website for more information:

[www.dhs.wisconsin.gov/odhh/index.htm](http://www.dhs.wisconsin.gov/odhh/index.htm)