

Long-Term Care Options Counseling: Working with People who are Deaf



A PROFESSIONAL'S GUIDE



Webcast: Long-Term Care Options Counseling: Working with People who are Deaf

Competency/skill – Understanding common issues or concerns facing people who are deaf.

Objectives:

1. List three factors affecting hearing loss.
2. Describe key characteristics of the deaf culture.
3. Explain what American Sign Language (ASL) is.
4. Identify ways if communicating with people who are deaf.
5. Describe tips for note writing with people who are deaf.

Sample discussion questions:

1. What do you call a person with a hearing loss?
2. American Sign Language is often used by people who are deaf, discuss key characteristics of the language.
3. The deaf community often plays an important role in the life of a person who is deaf. What characteristics describe the deaf community?
4. People who are deaf often use interpreters to help with communication. What process does your ADRC have in place to secure an interpreter?
5. People who are deaf may need assistance with long term care needs. Role play how you would interact with a person who is deaf, who has visited your ADRC.

Long-Term Care Options Counseling: Working with People who are Deaf

Bette Mentz - Powell
Office for the Deaf and Hard of
Hearing

What do you call a person with a hearing loss?

- Deaf/deaf
- Hard of Hearing
- Late Deafened
- Hearing Impaired
- Deaf and Dumb
- Deef



**YET ANOTHER PERSON WHO
MISPRONOUNCES THE WORD "DEAF" !**

Hearing Loss in the United States

HOW MANY

Under 18 years	1,789,00
18-44 years	5,021,000
45-64 years	6,725,000
65-74 years	4,807,000
Over 75 years	4,233,000
6,100,000 Under 45 years	
9,040,00 Over 65 years	

*Current estimates from National Health Interview Survey of 1988

Factors Affecting Hearing Loss

- **TYPES OF LOSS**
- *Conductive – Sensorineural – Mixed*
- **SEVERITY OF LOSS**
- *Mild – Moderate – Severe - Profound*
- **AGE OF ONSET**
- *Prelingual – Post Lingual - Adventitious*
- **ENVIRONMENT**
- *Residential Placement – Family/Personal Interaction*
- **EDUCATION AND TRAINING**
- *Early Intervention – Appropriate Services – Continuity of Services*

Pinpointing the Population



People who are hard of hearing:

- Have some degree of hearing loss varying from mild to profound
- Vary in terms of age of onset, i.e. from infancy to late adulthood
- Can get some benefit from assistive listening devices
- Rely on English as their primary language
- Do not know sign language
- Are not affiliated with the Deaf Community
- Function primarily within the “hearing world” in terms of family and work relationships

Deaf Culture

- Culture vs. Pathology
- Deafness is essence of self
- Heavy emphasis on vision
- Speech not highly valued
- Eye contact
- Medical treatment and cure unwanted
- Fierce group loyalty
- Marriage to another deaf person
- Deaf children highly valued



Behaviors and Customs

- Attention
- Introductions and partings
- Name signs
- Info when deaf person leaves immediate area



American Sign Language (ASL)

A visual, gestural language used primarily by Deaf people in Canada and the United States



American Sign Language (ASL)

“ASL is a language equally suited for making love or speeches, for flirtations or mathematics.”



Oliver Sacks
Essayist and Neurologist

American Sign Language Statistics

**500,000 – 2,000,000 people
in the United States use
American Sign Language**



American Sign Language

- ASL is a linguistically complete language in a visual-gestural form
- ASL has its own vocabulary, idioms, grammar and syntax different from the English language
- The elements of ASL consist of handshapes, position, movement, and orientation of the hands to the body
- ASL also uses space, direction and speed of movements, and facial expressions to help convey meaning.

ASL continued

- To understand ASL, we need to understand the context in which the Deaf Community exists
- ASL embodies the thoughts and experiences of Deaf users through culture-sharing and learning
- ASL is considered the native language of many Deaf People
- Not all deaf people identify with ASL as their primary language
- Most important of all, ASL can be understood only through signing, **not** in writing

Implications of Congenital Hearing Loss

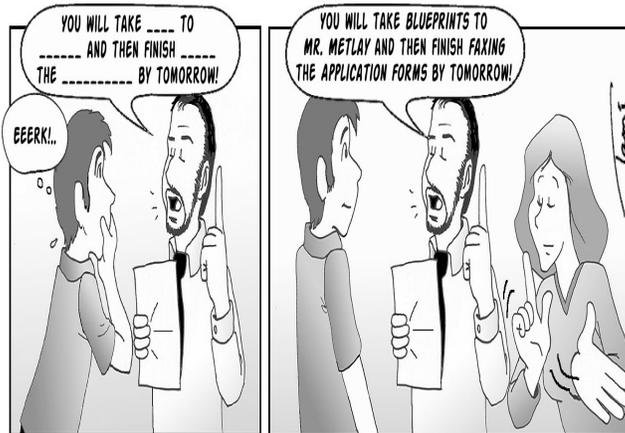
- Normal SPEECH and LANGUAGE development is slowed.
- Normal interpersonal communication with the family is limited and, at times, precluded.
- Auditory information from the environment is distorted or not processed by the individual.

Implications of Congenital Hearing Loss Continued

- At school age, the individual's language patterns and speech (if any) is delayed. Much meaningful information has not been assimilated by the individual.
- During school years, the gap between potential and achievement widens. This results from verbal communication and language deficits.

Communicating with Deaf people

- Lip-reading
- Writing
- Natural Gestures
- Sign Language
- Interpreters
- TTY



EVEN FOR A DEAF PERSON WHO CAN LIPREAD VERY WELL, IT'S STILL A LOT OF GUESSWORK TO FIGURE OUT WHAT ONE WAS SAYING...

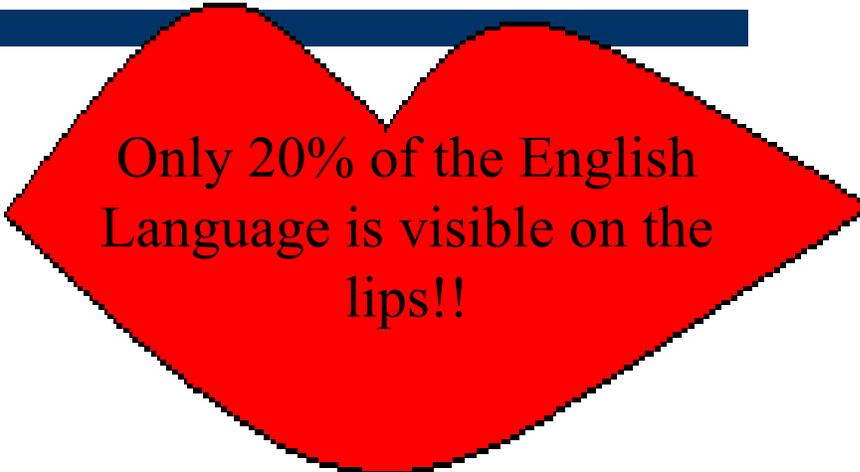
HAVING AN INTERPRETER MAKES IT EASY TO FILL IN THE "BLANK LINES" AND LEAVES NO ROOM FOR MISUNDERSTANDING!

What Form of Communication is Best?

- The deaf or hard of hearing person HIMSELF knows what form of communication is most comfortable for him. Try to respect his preferred mode of communication whenever possible.



Fact or Fiction?



Only 20% of the English
Language is visible on the
lips!!

Writing Example: Dear Bette,

I sorry forget tell you about my own furniture everything. My father was bought something long time ago and my Cat name is Norris. I love Cat. My father was died. Last year, that don't worry, if you not able anywhere place cheap. Cat yes. Near apt. near bank & shopping and bus about me. Diane try find place cheap apartment. I not know anywhere about apartment? I will go to see Diane in office I'm sorry forget tell you ok.

Tips for Note-Writing With Deaf People

- Facial expression can be used even with notes.
- Don't be afraid to repeat what the deaf person has said
- Please be careful not to be condescending to deaf or hard of hearing people if you have to adjust your writing for them
- If you use note-writing to communicate, you can start writing as you normally would
- It can be helpful to separate the question words from the rest of the message
- Avoid putting two questions or ideas in one sentence.
- Visual aids are important even though you're writing.



INTERPRETER	SIGNER
Certified Professional.	Not certified; unprofessional.
Bound by Code of Ethics; protect confidentiality.	Not bound by Code of Ethics; no confidentiality.
Trained to facilitate communication.	Not Trained.
Stay within his/her role as expected of any interpreter.	No idea what the interpreter's role.
Skilled with interpreting; transliterating; sign to voice; voice to sign.	None.
Have various communication and signing modes.	Limited or basic signing only.
Knowledge of deafness/culture.	None.
Interpret everything that is said or signed.	Unable to say or sign everything.

Interpreting Credentials

Common Sign Language Interpreting Certifications:

- CI - Certificate of Interpretation
- CT - Certificate of Transliteration
- CSC - Comprehensive Skills Certificate
- SC:L - Specialist Certificate: Le
- IC - Interpretation Certificate
- TC - Transliteration Certificate
- CDI - Certified Deaf Interpreter

A "Tenko-Interpreter" for the Deaf!



He can be programmed to interpret in 30 different sign languages (BSL, JSL, ASL and so on!) And he's small, and portable, too! Great for traveling anywhere. (Don't forget pack in some extra batteries, though!)

Registry of Interpreters for the Deaf Code of Ethics

- INTERPRETER/TRANSLITERATOR SHALL KEEP ALL ASSIGNMENT-RELATED INFORMATION STRICTLY CONFIDENTIAL.
- INTERPRETER/TRANSLITERATORS SHALL RENDER THE MESSAGE FAITHFULLY, ALWAYS CONVEYING THE CONTENT AND SPIRIT OF THE SPEAKER, USING LANGUAGE MOST READILY UNDERSTOOD BY THE PERSON(S) WHOM THEY SERVE.
- INTERPRETER/TRANSLITERATORS SHALL NOT COUNSEL, ADVISE, OR INTERJECT PERSONAL OPINIONS



Registry of Interpreters for the Deaf Code of Ethics continued

- INTERPRETER/TRANSLITERATORS SHALL ACCEPT ASSIGNMENTS USING DISCRETION WITH REGARD TO SKILL, SETTING, AND THE CONSUMERS INVOLVED.
- INTERPRETER/TRANSLITERATORS SHALL REQUEST COMPENSATION FOR SERVICES IN A PROFESSIONAL AND JUDICIOUS MANNER.



Guidelines for Using Interpreters

- Speak directly to the deaf or hard of hearing person. There is no reason to ask the interpreter to tell something to the deaf person. In other words, speak as you normally would to any individual and leave the rest to the interpreter.
- Relax. Talk at your normal speed, the interpreter will only be a few words behind. Use normal expressions and gestures.

Guidelines for Using Interpreters continued

- Locate the interpreter near the speaker so the deaf or hard of hearing person can see both the interpreter and the speaker. Avoid direct light, window background, or shadows that make lip movements difficult to see.
- Remember that hearing loss does not affect intelligence, and that deaf and hard of hearing people have the same feelings and needs as you. Interpreters are trained to bridge the gap between different languages, regardless of education or sophistication of communication.

Tips When Using Interpreters



- Make sure the deaf person can see both you and the interpreter
- check lighting
- Look at deaf person when you talk
- speak directly to the deaf person
- Speak normally
- Allow time for questions from Deaf person and time for interpreter to finish signing your message or voicing the deaf person's message
- Don't ask the interpreter for opinions

Are there laws to protect Deaf People?

Mandate found in two federal laws to protect rights of deaf and hard of hearing people

- Section 504 of the Rehabilitation Act
- Americans with Disabilities Act



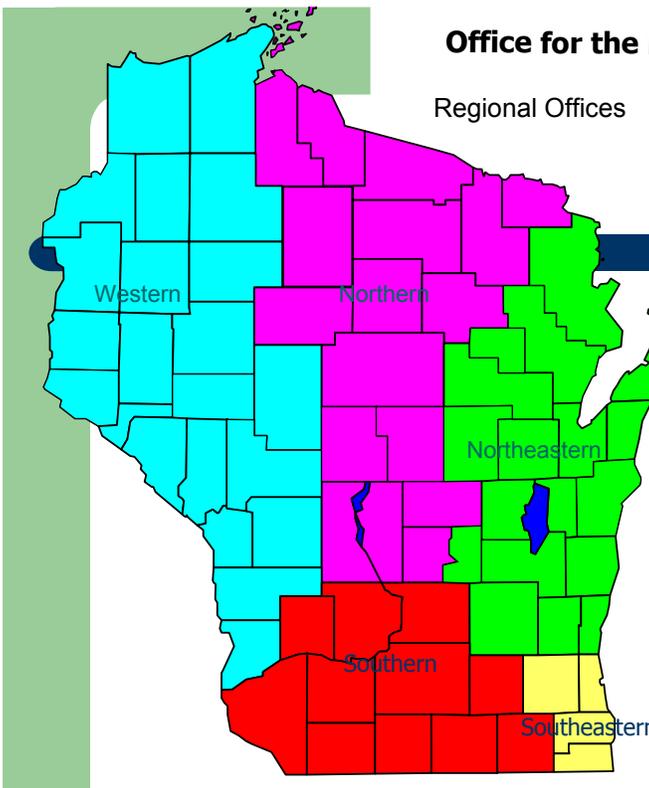
Wisconsin Office for the Deaf and Hard of Hearing Mission Statement

To ensure that the variety of life's choices and equal opportunities are available to all deaf, deafblind, and hard of hearing people



Office for the Deaf or Hard of Hearing

Regional Offices



Western Regional Office--Eau Claire
715/836-2107 Voice/TTY
1-888-701-1254 Toll Free TTY Only

Northern Regional Office
Wausau
715/842-1211 TTY 715/842-7693 Voice

Northeastern Regional Office
Green Bay
920/448-5295 TTY/Voice Interpreted

Southern Regional Office
Madison
608/243-5732 TTY
608/243-5733 Voice Interpreted

Southeastern Regional Office
Waukesha
262/548-5858 TTY 262/521-5128 Voice/TTY



Contact information

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Wisconsin Department of Health & Family Services
Division of Disability & Elder Services
Bureau of Aging & Disability Resources
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