



PRESENTATION BY VANESSA MAGNON

DEAF SENSITIVITY

DEAFNESS IS MORE THAN
A MEDICAL CONDITION





PRESENTATION BY VANESSA MAGNON

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- **OBJECTIVES**

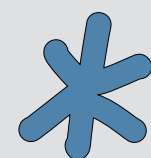
- **TOPICS TO COVER**

- **Q/A**

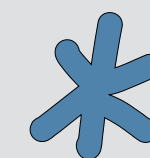
Housekeeping Rules

Use of Interpreter

- Interpreter is a deaf person's ears and voice
- Identify yourself by name before speaking
- Interpreter might interrupt for clarification
- Pauses may occur while interpreter finishes translation



Live Transcription is available for anyone





Did you know..?



OUR COMMON GOAL:

● **AWARENESS**

To increase awareness about deafness as more than a medical condition (e.g., identity, culture, language, etc.)

● **EXPOSE**

To expose hearing people to common barriers which exist for people who are deaf or hard of hearing

● **ENCOURAGE**

To encourage support for equity projects by, with and for the deaf and hard of hearing communities



Learning Outcomes

By end of this session, you'll be able to:

DISTINGUISH BETWEEN
VARIOUS DEAF
IDENTITIES

RECOGNIZE COMMON
STEREOTYPES FOR DEAF
PEOPLE

DESCRIBE SYSTEMIC
BARRIERS THAT EXIST
FOR PEOPLE WHO ARE
DEAF

HIGHLIGHT THE
IMPORTANCE OF EQUITY
FOR ALL DEAF,
DEAFBLIND, AND HARD
OF HEARING PEOPLE

IDENTITY TERMINOLOGY

TO KNOW

1

Hearing

2

Hard of
Hearing

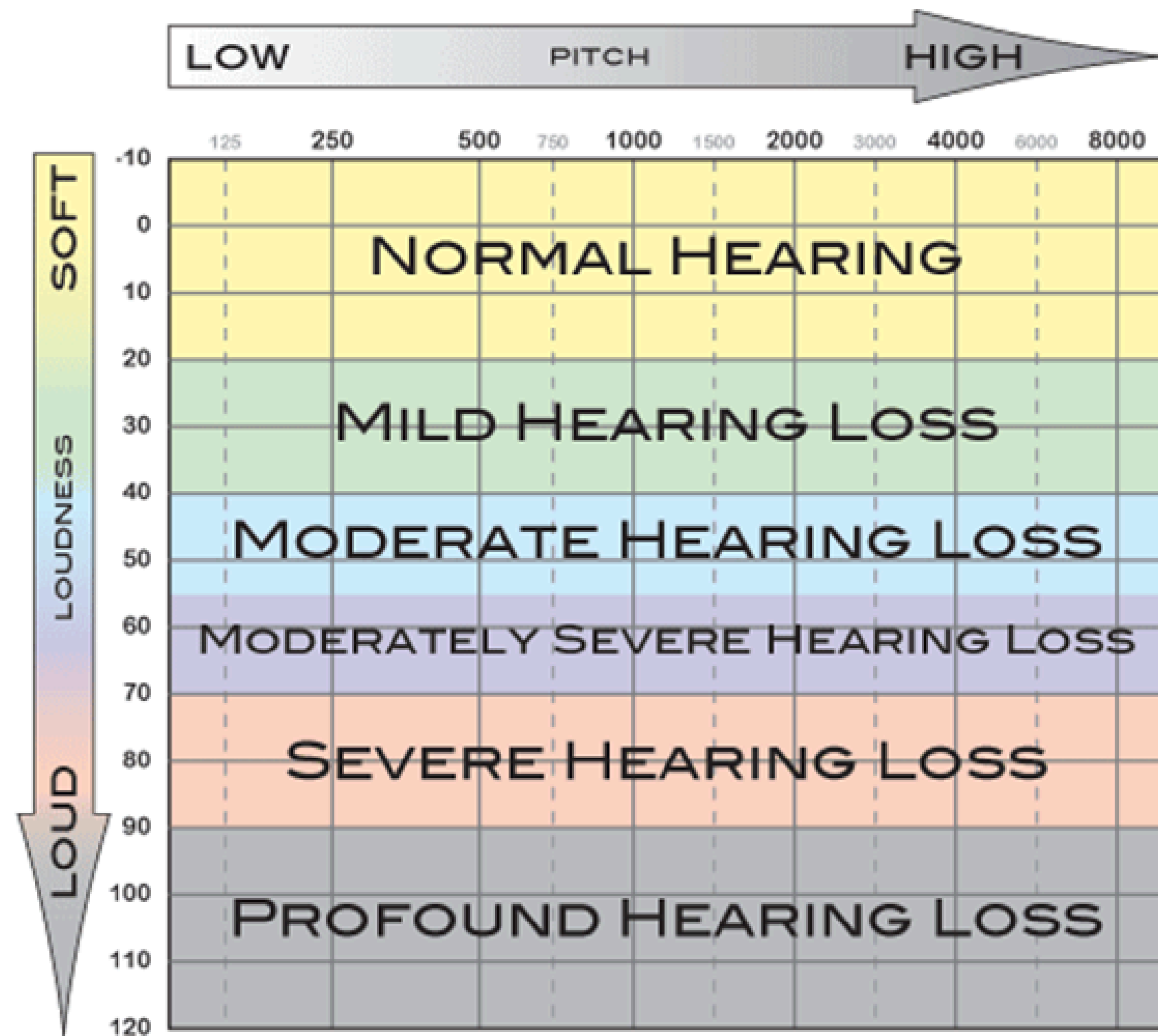
3

d/Deaf

4

DeafBlind

Characteristics



- **“Hearing”** - A person who has average hearing and speaking abilities
- **“Hard of Hearing”** - A person who is not able to hear as well as someone with average hearing – hearing thresholds of 20 dB or better in both ears – is said to have hearing loss. It can affect one ear or both ears and leads to difficulty in hearing conversational speech or loud sounds.
 - A person who may not have any experience with the Deaf community
 - A person may navigate through both deaf or hearing communities
 - A person can be recognized as HOH and ASL deaf



Characteristics

d/Deaf

A PERSON WHO HAS A PROFOUND HEARING LOSS, WHICH IMPLIES VERY LITTLE OR NO HEARING

To differentiate between lowercase d and capital D

- Lowercase “d” : when referring to the audiological condition of not hearing. No ASL or Culture. Identity might be more difficult to satisfy. “Medically deaf”.
- Communication mode is typically oral.
 - Oral means someone who uses speech rather than sign languages aka lipreading
- This mostly resonates with those who experienced hearing loss later in life or was raised in different upbringing
- Capital “D”: The uppercase Deaf when referring to a particular group of people who share a language (ASL) and a culture. (Culturally Deaf)
- Identifies themselves as part of the Deaf culture and community
 - To the Deaf community, deafness is by no means considered a disability.



Characteristics

DeafBlind

A person who has a combined vision and hearing loss

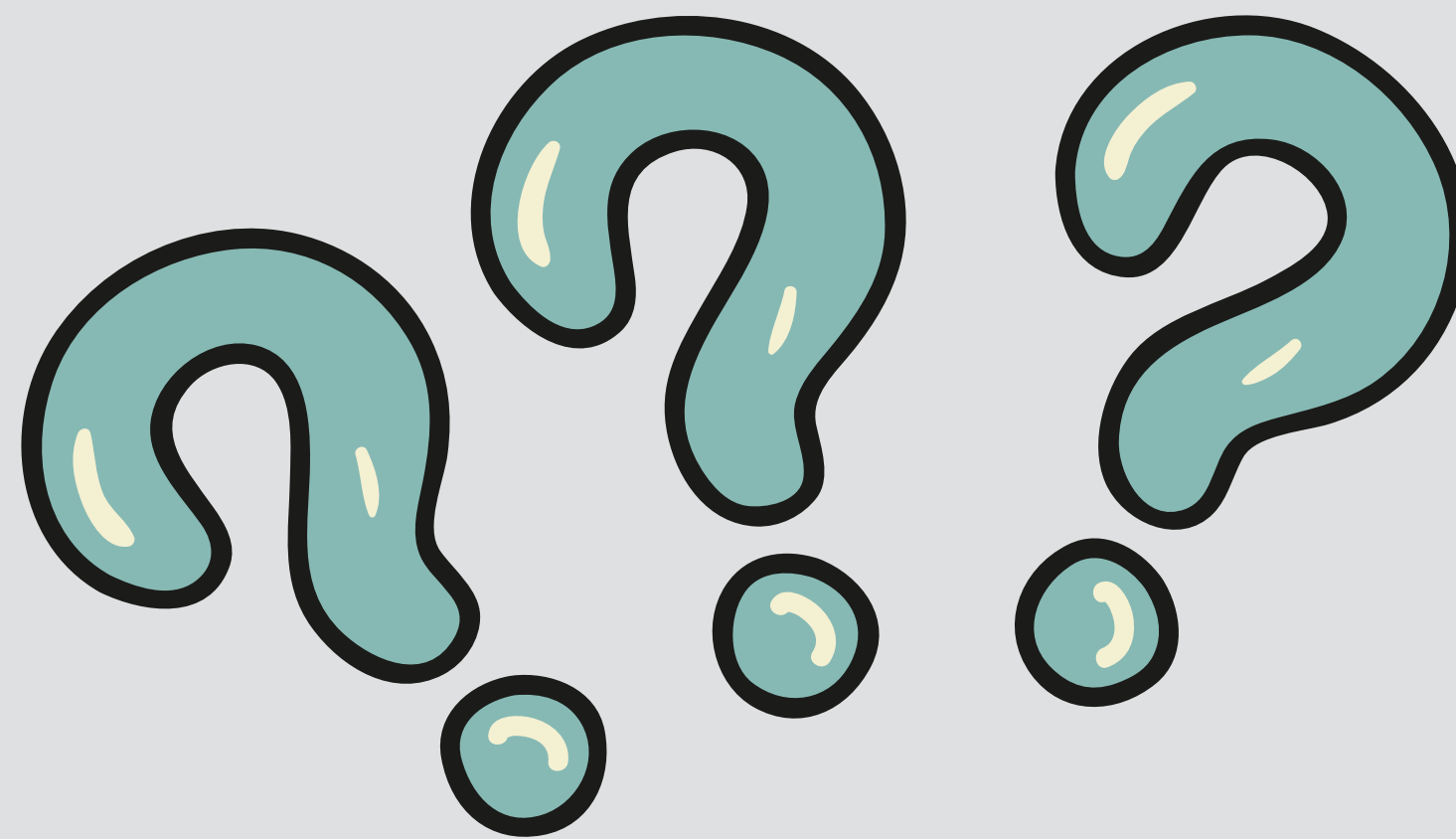
- Similar to the definition for “Deaf” or “deaf” and HOH
 - Note: there are various degrees of DeafBlindness such as “low vision” or “close vision”
 - Usher’s Syndrome
- Deaf-Blind- established in the U.S. Code of Federal Regulations and the Helen Keller Act
- DeafBlind- acceptance and pride in DeafBlind culture and community
 - DB- denotes any of the terms above.

Louisiana Early Hearing Detection & Intervention EDHI



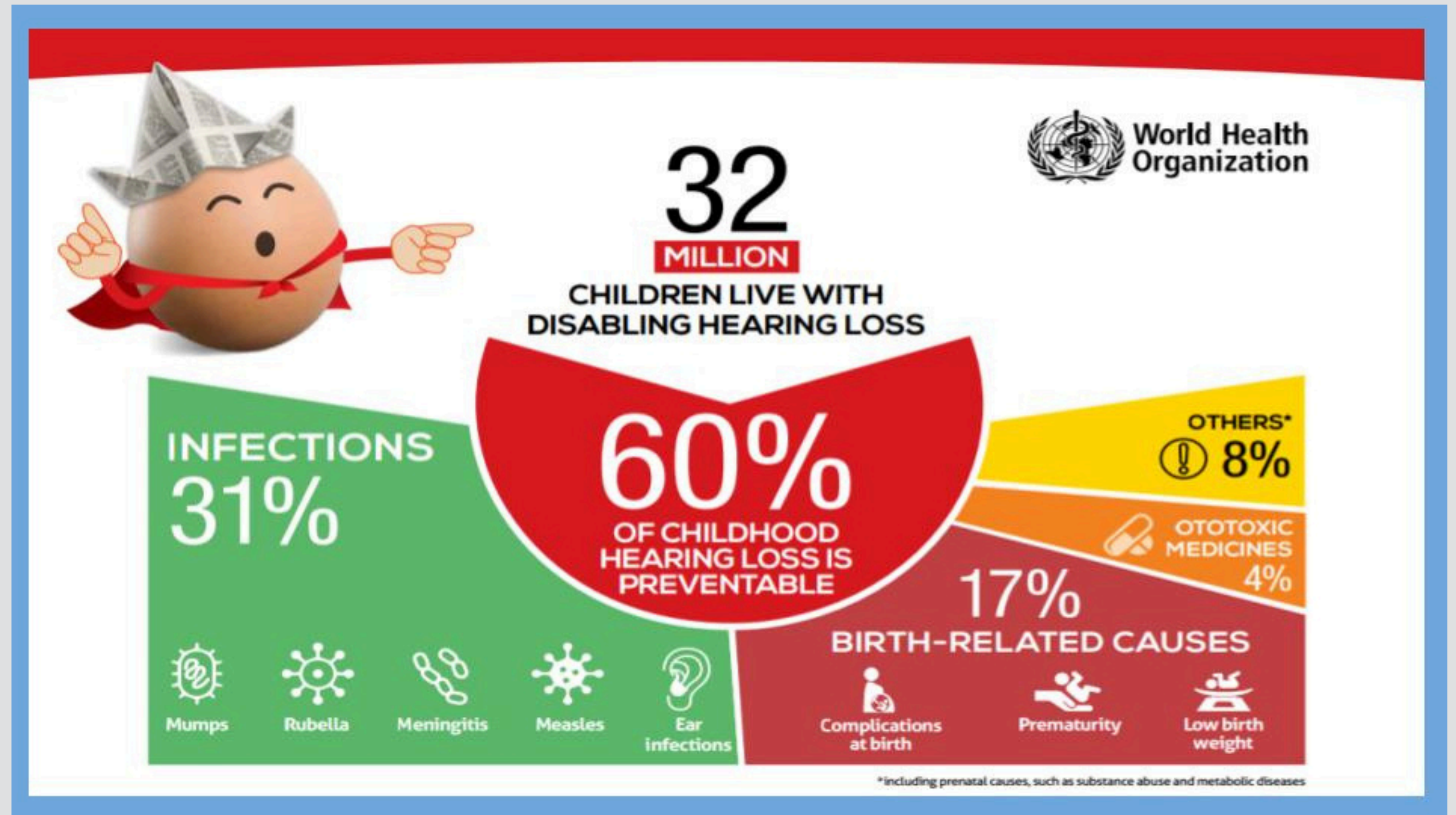
Louisiana Early Hearing Detection and Intervention (EHDI) states there were a total of 54,963 babies born between 1/1/2023-12/31/2023 in Louisiana. Of those, there were **105** babies that were identified as deaf or hard of hearing of a permanent nature.

Causes?



CAUSES?

Causes of hearing loss can be varied before birth to adulthood





Classification of Genetic Deafness



- Waardenburg syndrome
- Treacher Collins syndrome
- Stickler syndrome
- Branchio-oto-renal syndrome (Melnick-Fraser syndrome)
- Neurofibromatosis type 2
- Osteogenesis imperfecta
- Otosclerosis.
- Usher Syndrome
- Pendred syndrome and Jervell
- Lange-Nielsen syndrome

DEAF CULTURE/NORMS

“Deaf culture describes the social beliefs, behaviors, art, literary traditions, history, values and shared institutions of communities that are affected by deafness and which use sign language as the main means of communication.”

MITIGATING FACTORS

- Family background
- Cultural background
- Socioeconomic status
- Education
- Parents
- Siblings



DEAF CULTURE/NORMS



Hearing Culture: "Earth"

- Pointing is rude
- Eye contact is not necessary
- "Can't talk" with a mouth full of food; considered rude.
- Short goodbye
- Short introduction

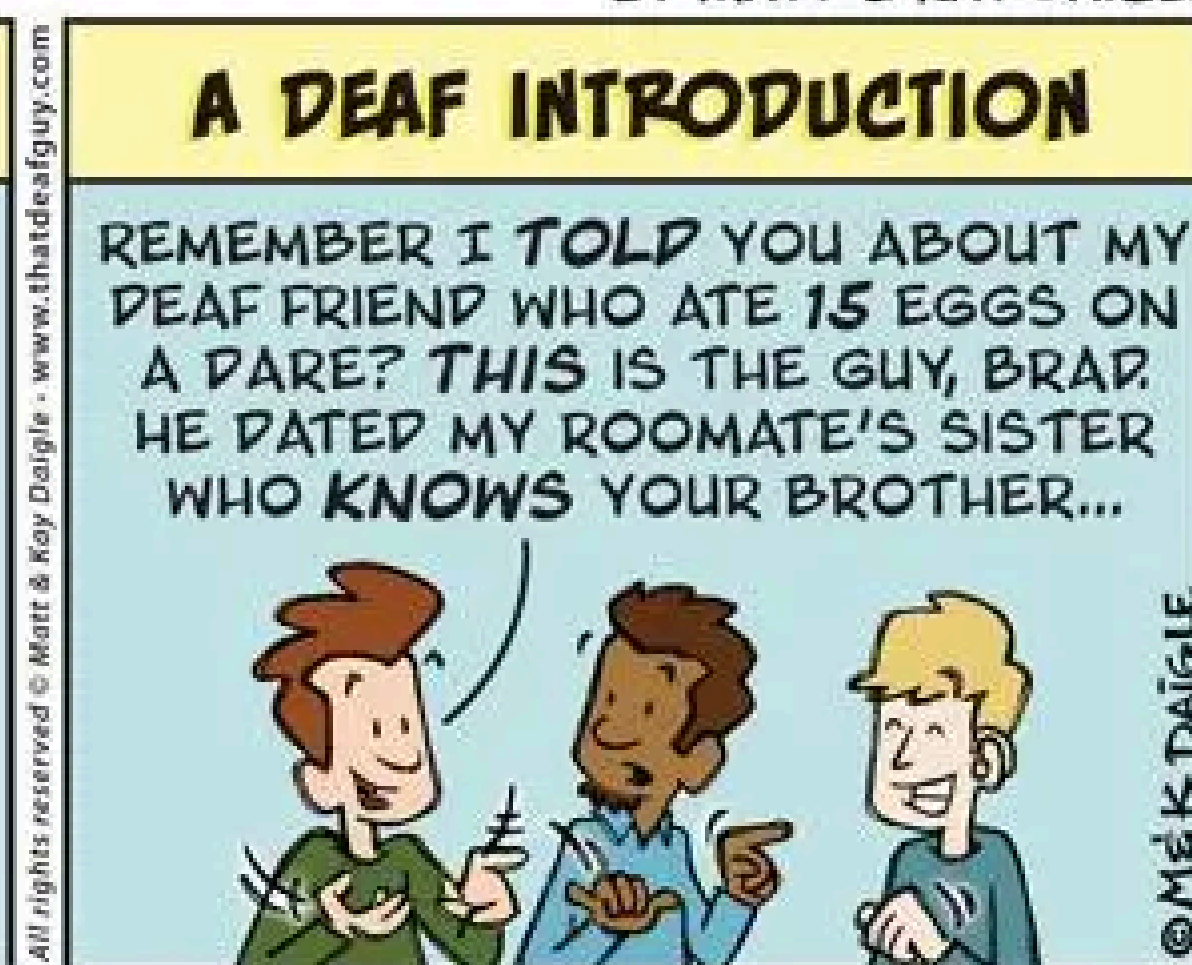
Deaf Culture: "Eyeth"

- Pointing is allowed
- Lack of eye contact is considered rude
- Can "talk" with mouth full of food
- Overstaying/long goodbye
- Long detailed introduction

THAT DEAF GUY



BY MATT & KAY DAIGLE



Deaf Culture has a set of norms
specific to Deaf people

COMMUNICATION METHODS FOR D/DEAF AND HARD OF HEARING PEOPLE



AMERICAN SIGN
LANGUAGE

ORAL (LIPREADING)

SEE (SIGN EXACT
ENGLISH)

SIMULTANEOUS
COMMUNICATION

CUED SPEECH

HOME SIGNS

May also include
visual gestures and/or writing in English



American Sign Language

American
Sign
Language
(ASL) is the
common
language
used by the
Culturally
Deaf
community.





| What is American Sign Language?

- A systematic means of communicating ideas or feelings by the use of conventionalized signs, sounds, gestures or marks having understood meanings
- American Sign Language (ASL) is the common language used by the Deaf community
 - Until 1960, ASL was not accepted as a formal language.
- ASL is not a written language and has its own grammar, syntax, etc.
 - Phonology: the study of phonemes, the smallest units of language
 - Phonemes in spoken language are equivalent to parameters in sign language.
 - Phonemes = Parameters
- Popular use in America and Canada; 3rd most used language in America
- ASL is not universal - There are over 150 sign languages around the world!

OR

Myth

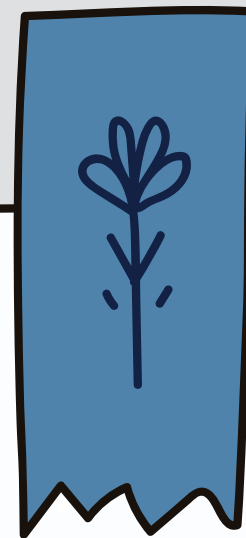
FACT

Myth OR **FACT**



**ALL DEAF PEOPLE USE
AMERICAN SIGN LANGUAGE?**

FUN FACT.



Many Deaf people use sign ASL while others use a variety of communication methods. Still some who are “medically deaf” do not use sign language at all.

Myth OR **FACT**



**DEAF PEOPLE DON'T WANT
TO BE DEAF, THEY ARE
HOPING FOR SOME MIRACLE
CURE THAT WILL MAKE
THEM HEAR.**

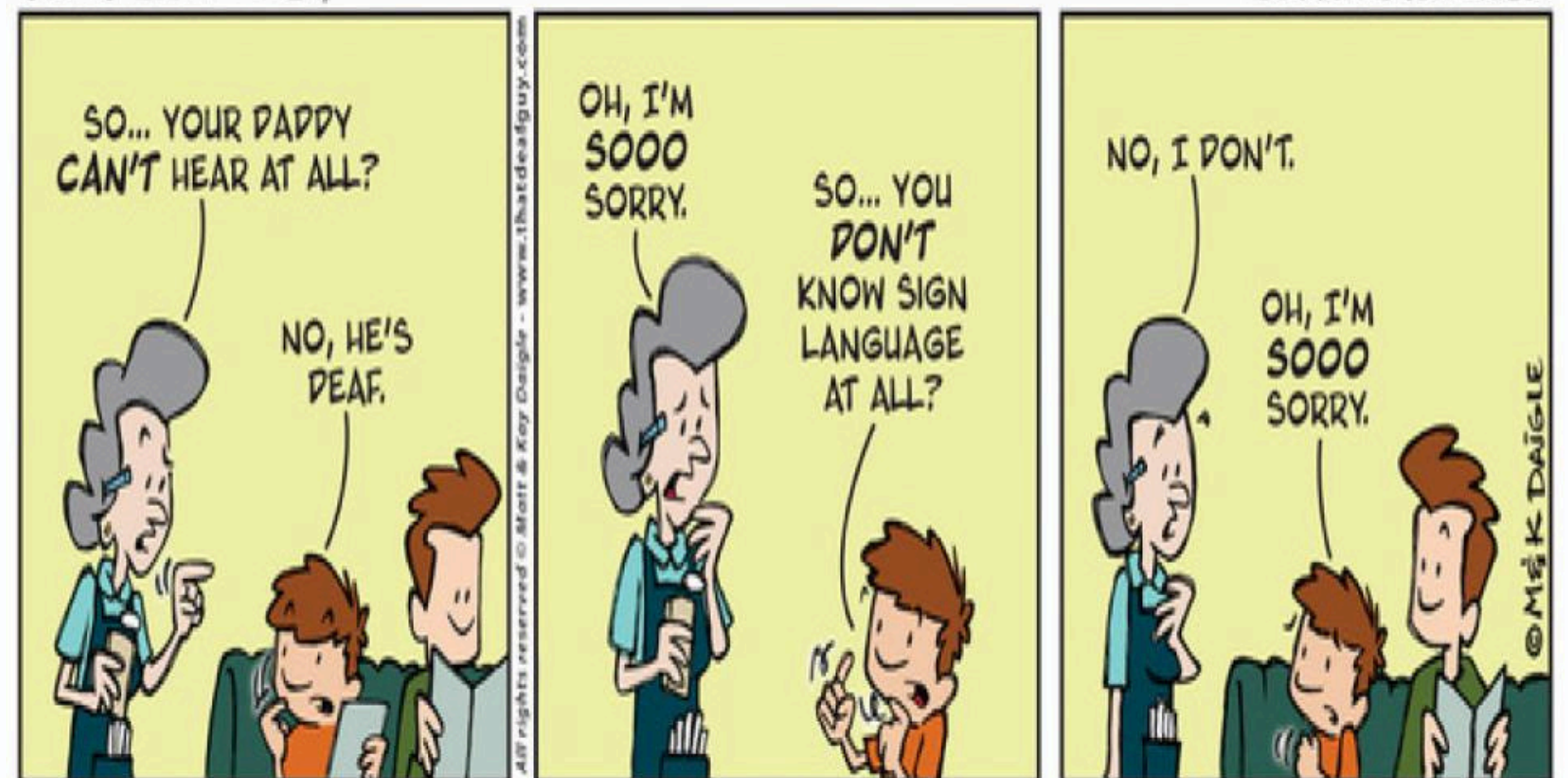
FUN FACT.



**Many Deaf people actually like
being deaf.**

THAT DEAF GUY

BY MATT & KAY DAIGLE

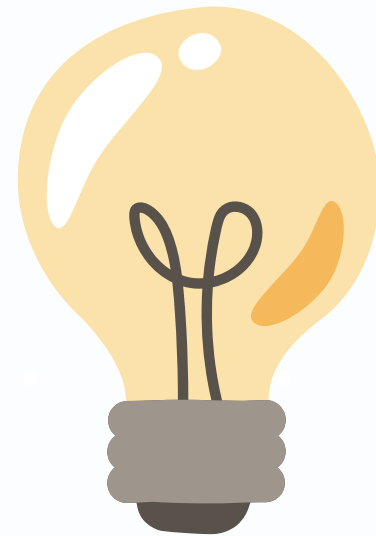


Myth OR **FACT**

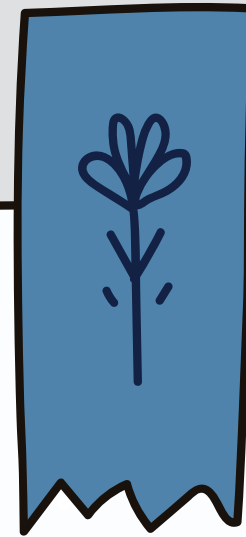


**DEAF PEOPLE LIVE THEIR
LIVES DIFFERENTLY THAN
HEARING PEOPLE.**

FUN FACT.



**Most Deaf individuals occupy
their time just like hearing
people. Of course, individual
differences exist.**

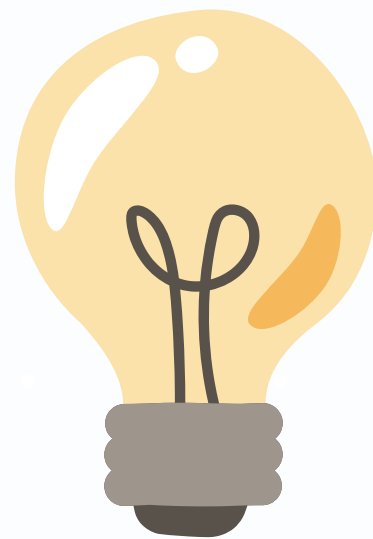


Myth OR **FACT**



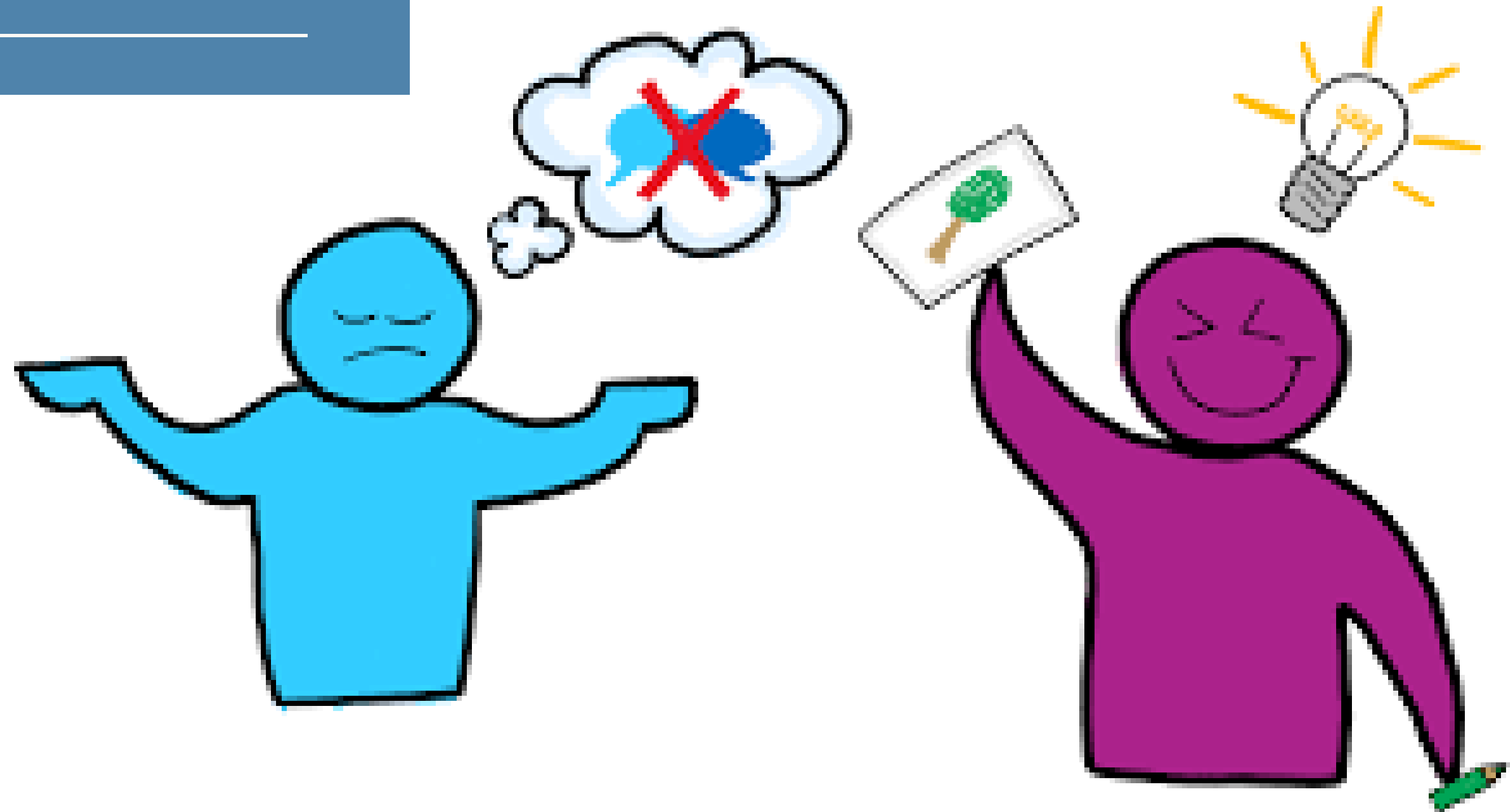
**DEAFNESS IS GENETIC. ALL
PEOPLE WHO ARE DEAF
WILL PASS DEAFNESS ONTO
THEIR CHILDREN**

FUN FACT!



There is a type of Deafness that is genetic, and some Deaf people do have Deaf children, however 90% of all Deaf people are born to hearing parents and will also have hearing children.

BARRIERS TO EQUITY FOR DDBHH INDIVIDUALS



What is ADA?

WHAT DOES IT MEAN TO DDBHH?

The Americans with Disabilities ACT (ADA) was signed into law on July 26, 1990, by President George H. W. Bush. It is one of America's most comprehensive pieces of civil rights legislation that prohibits discrimination against those with disabilities. It also guarantees that people with disabilities have the same opportunities as everyone else to participate in everyday American life.

Audism

Discrimination or prejudice against individuals who are deaf or hard of hearing.

- Similar to infantilizing



UNDERSTANDING THE ADA

The Americans with Disabilities Act



Title I protects against discrimination in employment including equal opportunities and reasonable access to one's work and workspace.



Title II ensures access to the services provided by public entities like state and local governments, including the City of Pittsburgh.



Title III prohibits discrimination in the provision of services or spaces open to the public and requires reasonable access for people with disabilities.



Title IV dictates standards for telecommunications like phone and broadcast media to ensure accessibility.



Title V, the "miscellaneous" title helps to define disability, the scope of the law, and protections against retaliation, prohibiting retaliation for trying to access civil rights.



If you experience disability discrimination in a Pittsburgh public accommodation, call 3-1-1 to get connected with the right department for your concerns or contact PghCHR at 412-436-9619



WWW.ADA.GOV

ADA TITLE 1: EMPLOYMENT-EMPLOYER JOB INTERVIEW PROCESS PROHIBITED FROM DISCRIMINATION. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION (EEOC)

ADA TITLE 11: STATE AND LOCAL GOVERNMENT ACTIVITIES (EDUCATION, EMPLOYMENT, TRANSPORTATION, RECREATION, COURT, VOTING, ETC.) DEPARTMENT OF JUSTICE (DOJ)

ADA TITLE 11: PUBLIC TRANSPORTATION- DEPARTMENT OF TRANSPORTATION (DOT)

ADA TITLE 11: PUBLIC ACCOMMODATIONS: HOTELS, MOVIE THEATRES, SCHOOLS, DAY CARE FACILITIES, RECREATION FACILITIES, RESTAURANTS, RETAIL STORES, DOCTORS OFFICES, ZOOS. DEPARTMENT OF JUSTICE (DOJ)

ADA TITLE 1V: TELECOMMUNICATIONS RELAY SERVICES- FEDERAL COMMUNICATIONS COMMISSION (FCC)



BARRIERS TO EQUITY FOR DDBHH INDIVIDUALS

Lack of Accommodation

- Lack of interpreters or other communication assistance provided
- Lack of training for providers (medical, etc) on how to use or schedule accommodation
- Lack of important information in American Sign Language (government websites, etc)

Lack of Deaf Friendly Environment

- Lack of proper lightning
- Lack of closed captioning on television
- Lack of assistive technology available in public places
 - Ipads, video systems, flashing emergency lights, etc



BARRIERS TO EQUITY FOR DDBHH INDIVIDUALS

Lack of Access to Equitable Services

- There is only one Licensed Social Worker that is fluent in ASL for DDBHH in the state of Louisiana for mental health
- Continued shortage of Educators trained in Deafness
- Shortage of quality and quantity of interpreters

Racial Disparities in Services and Leadership

- Lack of People of Color (POC) individuals representative of communities
- Black Deaf Advocate Groups
- Some POC identify as Deaf, but that is not their only identity which needs representation

BARRIERS TO EQUITY FOR DDBHH INDIVIDUALS



What words can be considered as offensive to DDBHH?

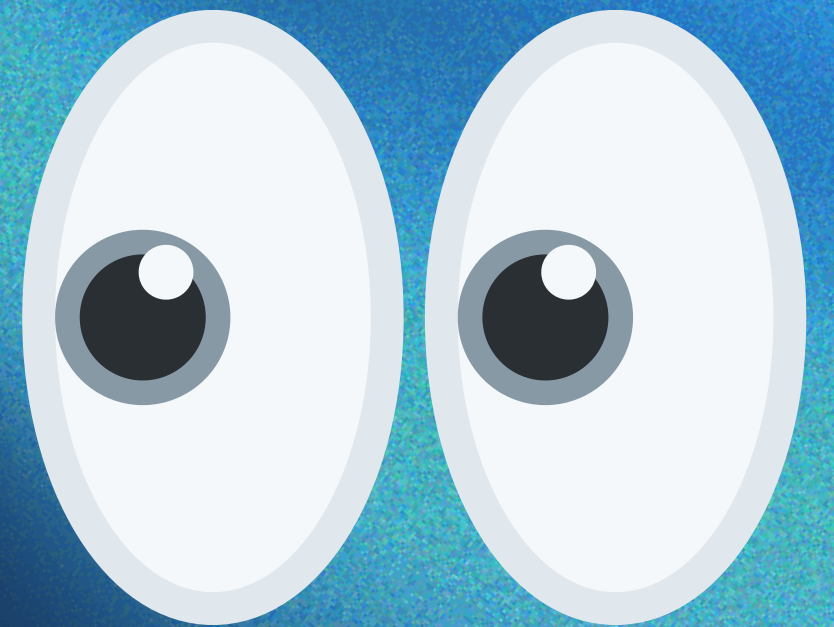
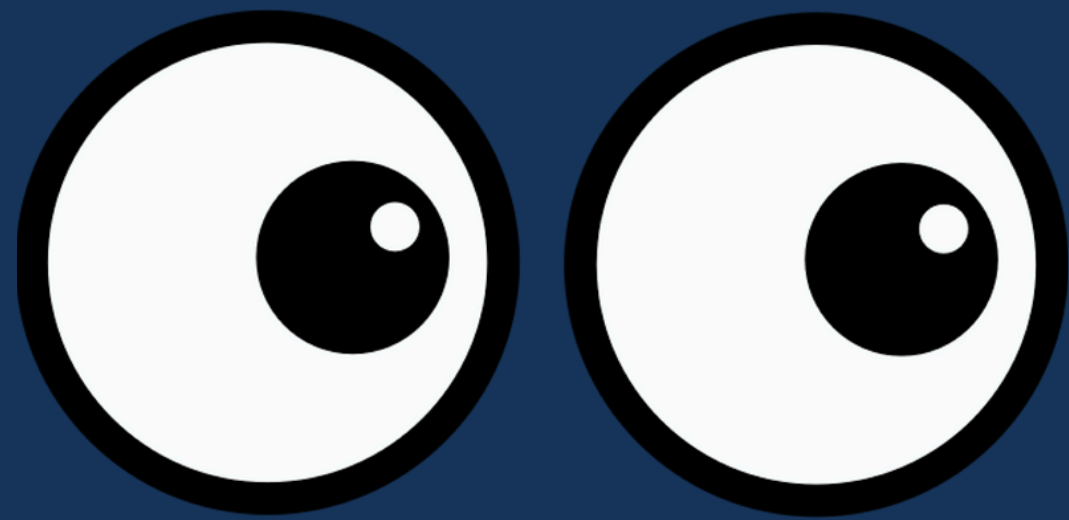
- Deaf-Mute
- Deaf & Dumb
- **Hearing Impaired**
- Mentally Retarded
- Challenged
- Disabled
- Handicap
- **“Special Ed”**

Words with Negative Impact

- Hearing Problem
- Hearing Loss
- Abnormal
- Afflicted
- Birth Defect
- Deformity
- Special Needs
- Limited
- Bad news
- Sick
- Responses such as **“I’m sorry”**

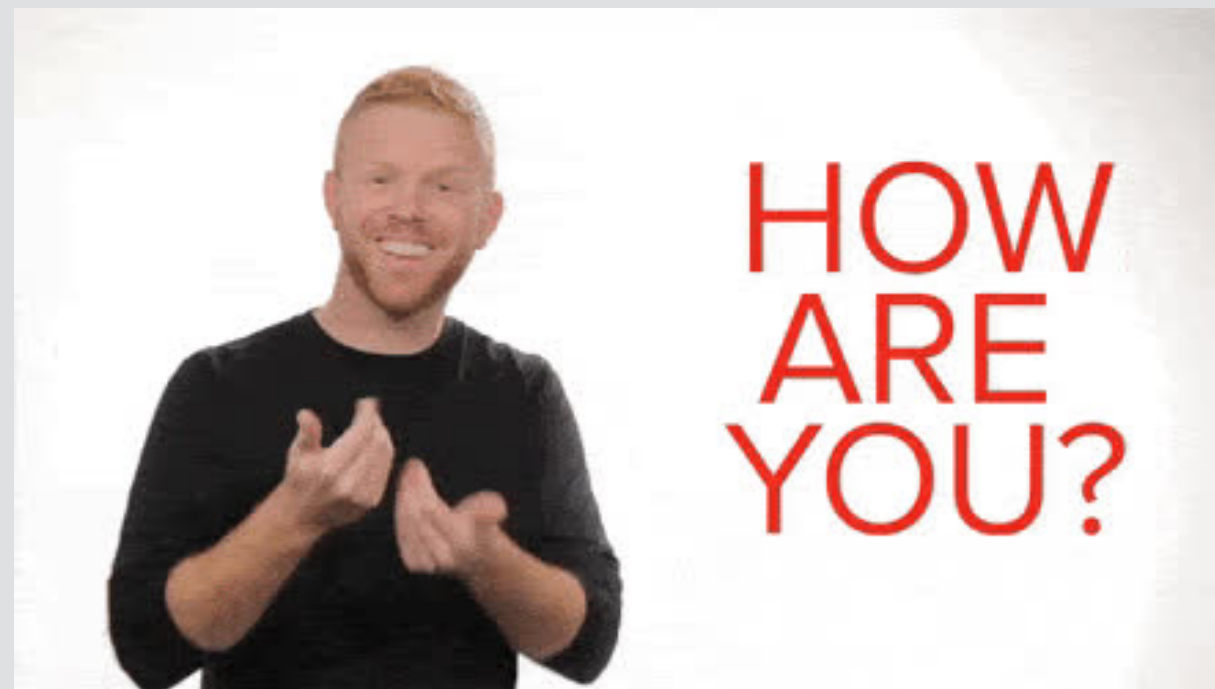


Equitable Strategies





American Sign Language Interpreters





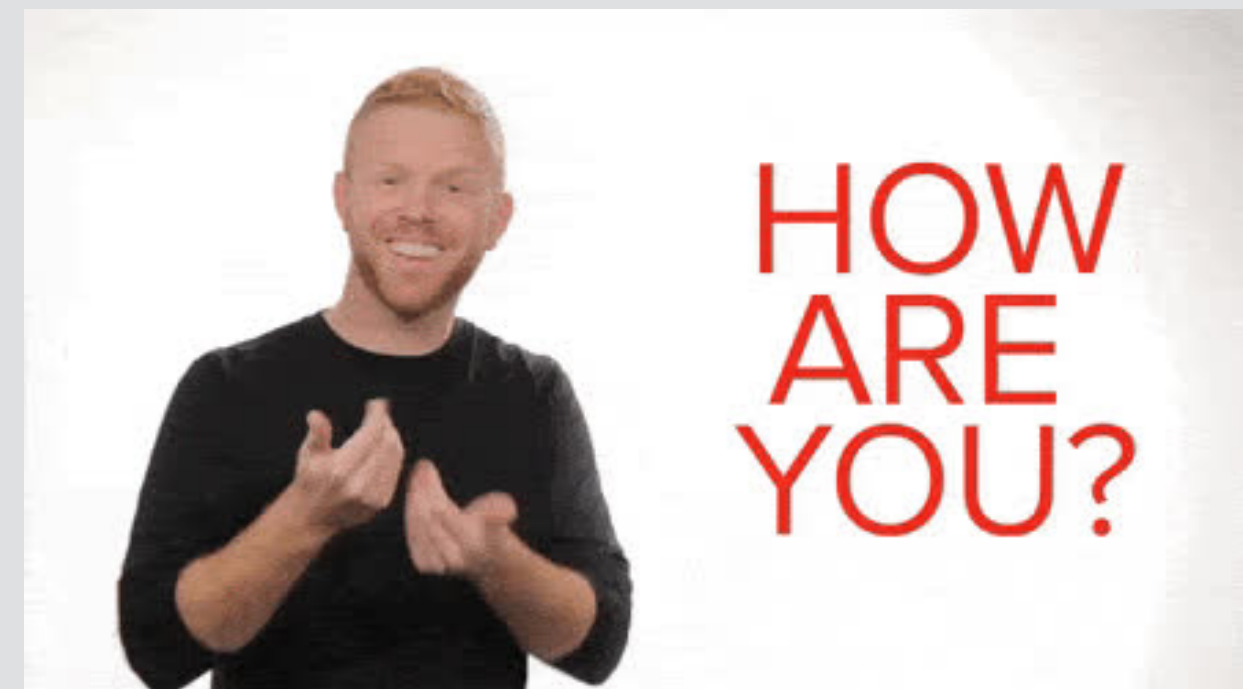
ROLE AND RESPONSIBILITIES OF AN INTERPRETER

- **Sign language interpreters facilitate communication between spoken and signed languages.**
- **Interpreters must impartially render all of the information being conveyed.**
- **All information must be conveyed, including, “Please don’t interpret what I am about to say to the patient.”**



ROLE AND RESPONSIBILITIES OF AN INTERPRETER

- Sign language interpreters must abide by a set of ethical principles and conduct established by the Registry of Interpreters for the Deaf (RID).
- Many interpreters have certifications that ensure their qualifications or specialization.





Qualified Interpreters

- Certification provides reassurance that the interpreter has recognizable skill, but “qualified” and “certified” are not synonymous.
- “Uncertified” does not mean “unqualified” either.
- The special case of Children of Deaf Adults (CODAs).

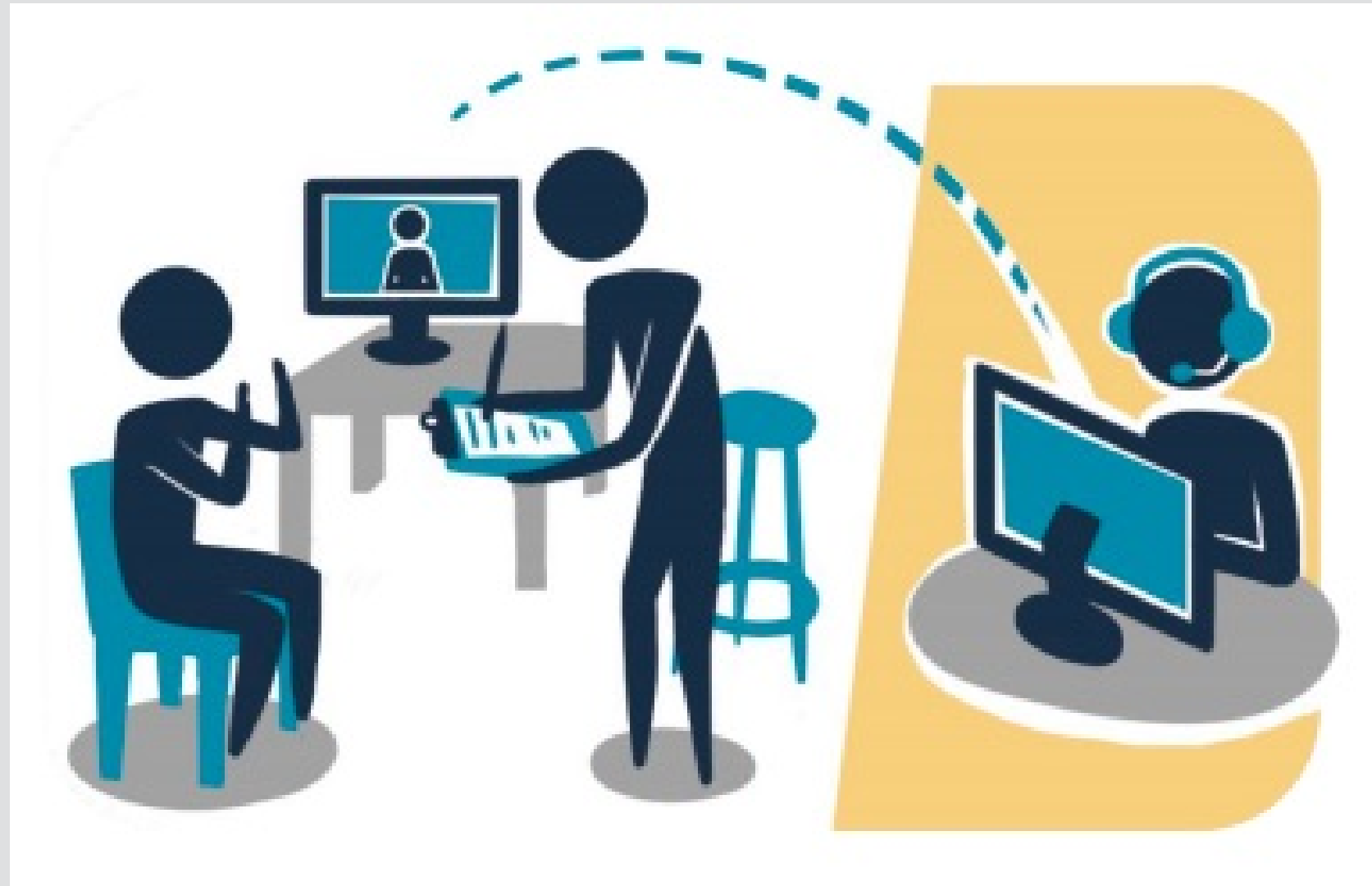


Tips for Working with an In-Person Interpreter

- **Speak directly to the Deaf person. The interpreter will respond in the first person, speaking for the Deaf individual.**
 - **Hand any forms or items directly to the Deaf individual, not the interpreter.**
 - **Interpreters may need to clarify information or provide background details.**
 - **Ask one question at a time.**
 - **Interpreters are Deaf culture allies and will advocate for the Deaf patient, as needed.**
-
- **Ensure the space is comfortable**
 - **Consider lighting- Ex: don't sit in front of a window**
 - **Provide a seat for the Interpreter**
 - **The Deaf consumer can suggest where the interpreter should stand or sit for their accommodations.**
 - **Allow interpreter to suggest placement/lighting recommendations**
 - **Speak clearly and at normal pace**
 - **Sign the interpreting service form afterwards**



Video Remote Interpreting



Video Relay Service/Video Remote Interpreting

What is it?



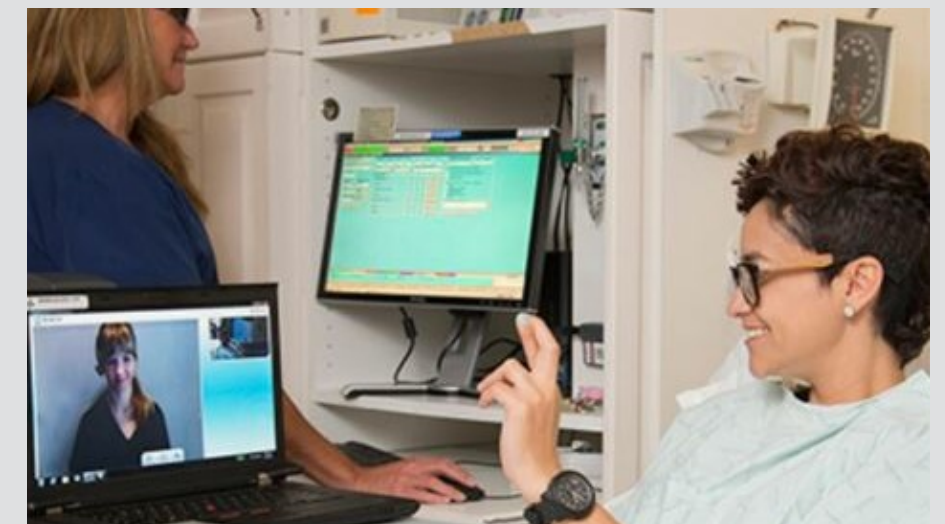
VRS

**Commission governs this program and its regulations.
Conversational participants are in different locations.**



VRI

**Independent Agencies/Businesses.
Typically, conversational participants will be in the same
location.**





Effective Communication using a Video Interpreter

- **Video Interpreting services are not an effective accommodation for individuals with vision loss, or an injury that renders them unable to properly see the screen.**
- **ALL of the following performance standards must be met in order for video interpreting to be considered effective: “Real-time, full-motion video and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, choppy, blurry, or grainy images or irregular pauses in communication**

Pros and Cons Of VRI



Pros

- Quick access to an interpreter.
- Mobile screens.
- Able to facilitate communication in remote areas.
- Confidentiality in areas with few interpreters.

Cons

- Facilities often do not have dedicated internet lines for VRI, leading to low-quality, choppy video and dropped calls.
- Staff is often unfamiliar with the intricacies of VRI technology.
- Batteries dying mid-service or not being charged regularly.
- Inappropriate for those with limited mobility or in extreme pain or duress, even though they are Deaf.

Welcome to IP Relay!

IP RELAY OPERATOR #123456 NBR CALLING PLS GA
Please call 212-555-1212
Dialing....RING...2...3...4...Hello? You have called pizza c
May I place an order GA
Yes you may GA
I would like a large pizza, with pepperoni, green peppers, and



CELL PHONES, TVs, MONITORS, AND TABLETS





What if a deaf person suddenly tries to communicate with me?

- Write with pen and paper or text on a phone
- Ask if there is anything you can do to assist (don't assume)
- Try waving (not in the face) or tapping their shoulder/arm
- Flash lights to get attention
- Speak normally. Not too slowly or too loudly
- Face them when you talk. Always make sure they can see your mouth
- Use gestures. For example, point at what you're talking about.
- Ask for his/her preferred accommodations



Pre-Planning Tips

- Download an app “My Ear”, “Otter.ai”, “Live Caption”
- Learn how to Fingerspell and a few Survival Signs- Go to [Lifeprint.com](https://lifeprint.com)
- Hire an Interpreter
- Be prepared on how to use VRI- Video Remote Interpreter- don’t ask DDBHH to set it up for you

American Sign Language Alphabet





American Sign Language

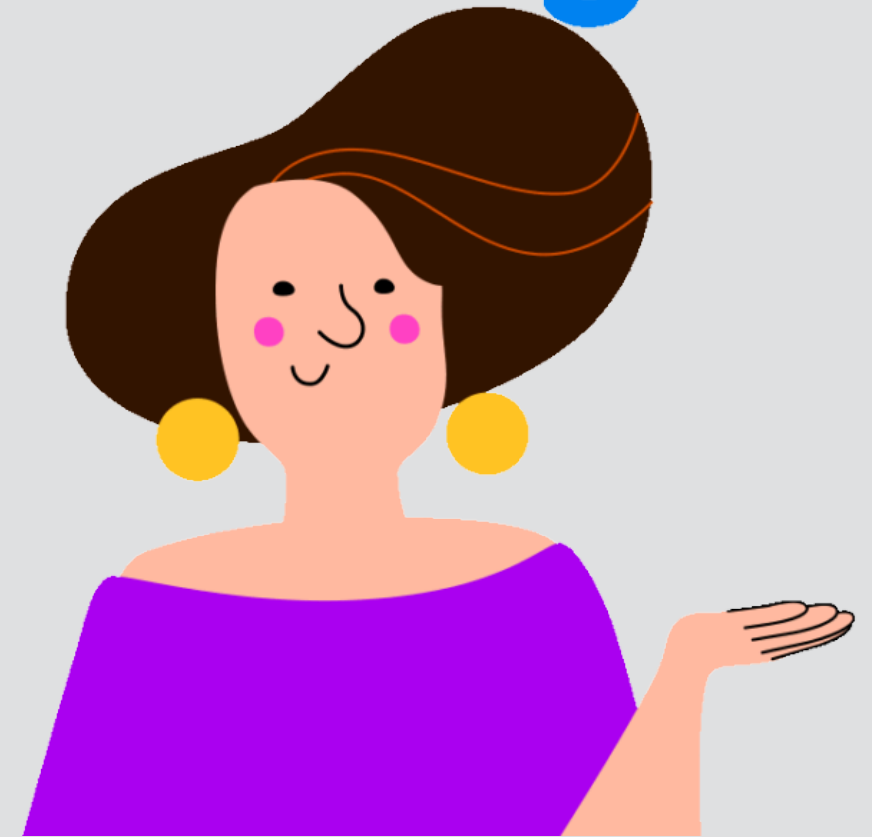
hello



nice to
meet you



thank you



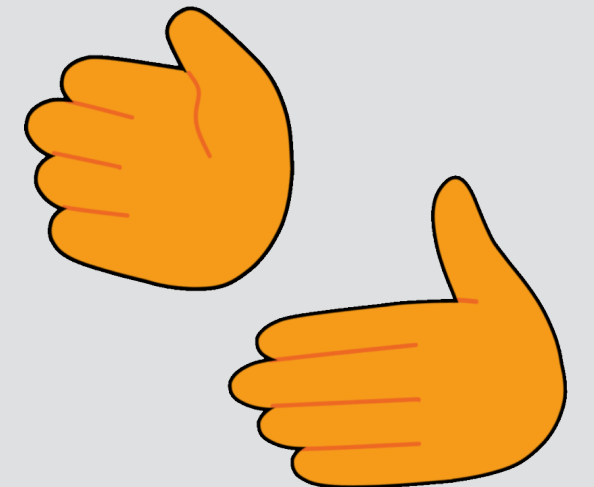
Knowledge is POWERFUL!

Marlee Matlin's Quote: "I hope I inspire people who hear. Hearing people have the ability to remove barriers that prevent deaf

please people from achieving their dreams."



Share



Questions?



Resources



Resources about Deafness

- [ADA](#)
- [National Association for the Deaf](#)
- [Audism](#)
- [What are the offensive words for the Deaf Community?](#)
- [Early Intervention: The Missing Link](#)
- [The Silent Child- Oscar Winning Short Film](#)
- [Clear Mask](#)
- [ADA Effective Communication](#)

MythBusters about Deafness

- WHAT DOES DEAF MEAN?
- CJ JONES- WHAT'S WRONG WITH BEING DEAF?
- JOEL BARISH- "WE ARE DEAF"
- GALLAUDET UNIVERSITY & THE NATIONAL ASSOCIATION OF THE DEAF BUST ASL MYTHS
- FOR HEARING PEOPLE ONLY- BOOK-
- THAT DEAF GUY
- LISTS OF MYTH & FACT

Learn more about American Sign Language

- [Charlie's Lip-Reading Challenge](#)
- [ASL Lifeprint](#)
- ["Everyone Spoke Sign Language" book by Nora Ellen Groce](#)
- ["Through Deaf Eyes" Documentary Film](#)
- [10 reasons to learn ASL](#)
- [American Sign Language Alphabet](#)
- [Fake Sign Language Interpreter](#)

Find ASL Classes Near You!

- BATON ROUGE COMMUNITY COLLEGE
- LOUISIANA SCHOOL FOR THE DEAF
- DEAFFOCUS
- UNIVERSITY OF LOUISIANA AT LAFAYETTE
- NEW ORLEANS SIGN LANGUAGE SERVICES
- DELGADO COMMUNITY COLLEGE
- LAFAYETTE ATHLETIC ASSOCIATION OF THE DEAF (LAAD)

DeafBlind Sensitivity Training

TO LEARN MORE ABOUT DEAFBLINDNESS OR HOW
TO WORK WITH INDIVIDUALS WHO ARE DEAFBLIND,
CONTACT

MEGAN WIMBERLY

LCD DEAFBLIND REPRESENTATIVE

EMAIL: MEGANBWIMBERLY@GMAIL.COM

Working with interpreters in various places

- WORKING WITH INTERPRETERS IN THE CLASSROOM
- DOS AND DON'TS
- DON'T HIRE THIS PERSON!
- PLAN TO HIRE INTERPRETER

Healthcare barriers still exist for Deaf Community

- SCENARIO 1
- SCENARIO 2
- SCENARIO 3
- SCENARIO 4
- SCENARIO 5
- SCENARIO 6



WHAT ELSE DOES LCD DO?

- Advocate on behalf of DDBHH individuals in Louisiana
- Provides programs and services through Regional Service Centers across the state
 - Telecommunication Equipment
 - Hearing Aids
 - Support Services for DeafBlind
 - Resources such as Communication Cards
 - Sets the minimum standards for ASL interpreters and provides a public-facing Interpreter Registry.

Please contact lcd@la.gov for more information