

Accommodation and Inclusion Management: Hearing Related Barriers

# Remote Barriers

Since COVID-19:

* Individuals are reliant on telephone and video platforms
* People or platforms may have poor quality captioning, video, or audio
* Challenge to connect with colleagues or participate in meetings when needing to keep up with reading captions

# In-Person Barriers

Since COVID-19:

* Face masks and separations can make hearing and lip reading more challenging
* Physical distancing can make it harder to hear
* Less opportunity to meet face to face

# Best Practices for Virtual Meetings and Accommodating Hearing Related Barriers

The goal is to not only improve the individual’s ability to follow what is going on but to also allow for active participation. Make sure any accommodations put in place are clearly communicated to everyone participating in the meeting and they are also enforced.

* Only using video platforms that offer closed captioning for video/ meetings.
* For important meetings or events, hire a live real-time captioner (CART is a great service) to ensure accuracy.
* ASL Interpreter with the option to pin video in your platform.
* When a person is speaking, they turn their camera on and state their name. It is important people face the camera when speaking.
* Ensure people who they frequently speak with or those who chair meetings have a high quality camera and strong internet connection for smooth mouth movements.
* Provide the individual with a larger monitor with a high-quality image so they can better lip read and see their colleagues speak as much as possible.
* Provide an agenda ahead of time and assign a note taker to provide notes afterwards.
* Limit the use of the chat box for side conversations to lessen distractions and designate a meeting co-host who can mute people when they forget to.