

Resource list of Assisted Listening Technologies and Vendors

From a Settlement Agreement between the United States Government and a Hospital relative to enforcement of the American Disabilities Act:

“The term "Appropriate Auxiliary Aids and Services" includes, but is not limited to: qualified sign language, oral, relay or tactile interpreters, video interpreting services (VRI), qualified note-takers, computer-assisted real time transcription services (CART), written materials, telephone handset amplifiers, assistive listening devices and systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, TTY’s, acquisition or modification of equipment or devices, universal sound signalers, sonic blink strobe receivers, telephone signalers, screen braille communicators, large visual displays, and other methods of delivering effective communication that may have come into use or will come into existence in the future. Other aids may also be appropriate for a Patient who has a visual impairment, such as brighter lights.”

The realm of assistive aids and services is large. Relative only to use of telephones, there are: Teletypewriters (TTY) - otherwise known as Telecommunication Device for the Deaf (TDD), TTY's with printout capability, relay services for communication with a TTY user and a standard phone user, Video Phones (VP), Video Relay Services (VRS) for communication with a VP user, visual notification devices for incoming telephone calls, volume control telephones, and telephones that are hearing aid compatible, among others. Relay services are provided by the Federal Communications Commission (FCC) to comply with the American’s with Disability Act enabling equal access to the telephone. Relay Services use a relay operator to serve as the “ears, voice, or both ears and voice, for the Deaf, Hard of Hearing, and the Speech Impaired.

Video Relay Service (VRS) is one type of telephone relay service provided by the Federal Communications Commission (FCC). It is accessible when one party utilizes a video phone (or computer with web camera and high speed internet connection) and the other a standard phone. The deaf user sees an ASL interpreter on their screen and signs to the interpreter, who then connects with the hearing user via a standard phone line and interprets the conversation between the two parties. Hearing customers can also place VRS calls to any deaf or hard-of-hearing person. VRS is *not* intended to provide interpretation services between two people in the same room. Organizations wishing to use a video remote interpreter (VRI) to communicate with signing patients must contract with a VRI service provider. See Appendix G for a listing of providers.

CapTel Relay Services is another type of Relay service that affords hard of hearing and late-deafened individuals the opportunity to have access to a CapTel Relay Operator who uses voice recognition technology to repeat what the caller is voicing. Unlike the traditional Relay calls, CapTel users can simultaneously hear and read the captions of what the caller is saying. To utilize this service, one needs a CapTel phone.

The newest CapTel service is the Sprint Web CapTel service. This service allows one to use a desk telephone, cordless telephone, or cell phone with a desktop computer or laptop with an internet connection. The web captel user accesses the CapTel Relay operator by logging on to www.sprintcaptel.com and the CapTel Relay operator will connect them to the person they are calling and caption what the other person is saying.

List of additional potential appropriate auxiliary aids and services:

- **Personal Assistive Listening Devices** - i.e. Pocket Talker
- **Group Listening Devices** - i.e. Tour Guide system (one transmitter, several receivers)
- **Portable InfoLoop** - A self-contained portable unit designed for communicating with t-coil Hearing aid users, cochlear implant wearers. Individuals who do not have hearing aids can use a receiver with a headset. Ideal for one-on-one Situations, Emergency Room, Admitting office, medical offices and in the clinical setting.
- **Visual notification devices** for incoming telephone calls

- **Doorbell Sound Signaler** (alerts one that someone is walking into the room)
- **Remote Receiver** – allows the person with a hearing loss to alerted to a sound that is occurring in another room
- **T-Coil (T-Switch)** - a small, coiled wire inserted into a hearing aid (commonly used when using a telephone)
- **Hatis Device** - device that can be plugged into an assistive listening device and used with a hearing aid or cochlear implant that has a T-Coil
- **Neckloop** - a device that is plugged into a receiver earphone jack of an assistive listening device. This provides a magnetic signal to the hearing aid user and the cochlear implant wearer when equipped with a T-Coil.
- **Baby Cry Signaler**- alerts individual with a hearing loss that the child is crying
- **Baby Cry Receiver**- receiver is set up in another room and alerts the individual with a hearing loss that the child is crying.
- **Phone Amplifier** - amplifies the voice of the caller
- **Phones that amplify and/or have large buttons** - benefits those with dual sensory impairments: Vision and Hearing
- **Voice Carry Over (VCO) Phone and/or VCO Phone with Large Visual Display Screen for TTY** (for patients with limited vision, in addition to their hearing loss).
- **TTY and/or TTY with Large Visual Display**
- **Laptop** - Allows verbal information to be typed to the individual who cannot hear, Allows the speech-impaired person to communicate their needs.
- **Speech recognition software** - allows the speaker’s information to be captioned on the laptop
- **Closed Captioning (TV)** - allows for the spoken information to be captioned for the hard of hearing, Deaf, or LEP patient to read.
- **TV Ears**- device a hard of hearing person can use to amplify the volume of the television

1. Organizations seeking guidance as to what might be appropriate to providing adequate access can seek assistance from the following New Hampshire resources:

Northeast Deaf and Hard of Hearing Services

603-224-1850 www.ndhhs.org

ServiceLink Resource Centers

1-866-634-9412 www.servicelink.org

Granite State Independent Living

800-826-3700 www.gsil.org

2. Vendor list of providers of assistive technology

Lists of vendors below are not all inclusive and do not imply endorsement, preference or an indication of quality.

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| ➤ Hartling Communications Inc. | (800) 475-3183 | www.hartling.com |
| ➤ Marilyn Electronics | (800) 622-9558 | www.marilynelectronics.com |
| ➤ Rappaport Communications, Inc. | | |
| ➤ WCI – CapTel Phones | (800) 233-9130 | www.weitbrecht.com |