

Deaf and Hard of Hearing Callers

Approximately 15 percent of American adults over the age of 18 have some amount of hearing loss. Whether it is mild or profound, hearing loss can affect a person's sense of balance and safety, their mental health, and can even contribute to cognitive decline. It also has a significant impact on the deaf and hard of hearing community's ability to connect with the outside world, including how they engage 911 telecommunicators in an emergency.

It is important that telecommunicators have an understanding of how the deaf and hard of hearing communicate, including the terms and technology they use as well as best practices for handling a call from a person with hearing loss.

In this course, you explore the anatomy of the ear and what it means to be deaf or hard of hearing. You identify the appropriate language to use with callers that are deaf, and the telecommunications technologies used by the deaf community to communicate with telecommunicators.

Goals

Upon completion of this course, the student will be able to demonstrate the following skills.

1. Describe how the human ear works.
2. Explain what it means to be deaf or hard of hearing.
3. Identify the terms and communication styles to use when engaging a person who is deaf.
4. Describe the telecommunications technology used by people who are deaf or hard of hearing.
5. Explain how the deaf and hard of hearing community contact and communicate with 911.

Requirements

This self-paced, online course is part of an ongoing effort by PowerPhone to provide timely and essential learning to telecommunicators on new advisories and procedures important to the PSAP community. After completing all sections of this class, you will need to score a minimum of 75% on the final quiz to earn 1.0 CEU.

- Desktop, laptop or mobile device
- Speakers / Headphones
- High-speed Internet access
- Internet Browser (Google Chrome preferred)