Handling Difficult Listening Situations

Class 3
Let’s tackle the toughies!

• Traveling with a hearing loss
• Restaurant dining
• Noisy gatherings such as coffee hour after church, parties, etc.
• Friends who forget to speak clearly
• Large family holiday dinners
• Riding in a noisy automobile
• At the doctor’s office
• Others?
Traveling With a Hearing Loss
Common Complaints

• Inability to hear airline boarding or in-flight announcements

• Difficulty in using public telephones

• Difficulty in making hotel and transportation reservations
Common Complaints

• Inability to hear hotel room telephones, knocks on the door, or warning signals

• Lack of accommodations for hearing ear dogs
Tips for Making Traveling Arrangements

• Try to make all travel arrangements in advance
  – Inform ticket representative of hearing impairment
  – Request written confirmation of all reservations (travel & hotel)

• Make arrangements in person or via Internet, rather than over the telephone
Mandates

• Know your rights for travel accommodations!
  – Air Carrier Access Act, 1986
  – Americans with Disabilities Act, 1990
ADA Public Accommodations

• In hotels, 8% of the first 100 rooms and 2% of the rest must have
  – Visual Alarms
  – Visual notification devices
  – Volume control phones
  – TDD
An Example: Accommodations for the Hearing Impaired

✅ Disney’s Animal Kingdom
   ✅ Several accommodations if given advance notice
       ✅ Infrared systems
       ✅ Information packets with narration written out
       ✅ TTY, amplified phones
       ✅ Sign language interpreters
       ✅ Reflective captioning
       ✅ Video captioning
Another Accessibility Example: Royal Crown Princess

- Special equipment provided for cabin
- Help provided so could understand tour guides when went ashore
- While dining, let them select table
  - Waiters understood needed to get attention before asking question
- NEED TO ASK!!!
Trip Preparations

• See your audiologist for the following:
  – Have hearing aids cleaned and checked for maximum functioning
  – Get fresh batteries
  – Check into loss & damage insurance for your hearing aids

• Rejuvenate your dri-aid kit

• Carry information about a local audiologist in your destination
General Tips

• Keep a paper & pen handy for communication for emergencies
In the Cab

- Inform driver that you have a hearing loss
- If desired, ask to sit in front passenger seat
- Ask driver to face you when speaking
- Great time to use FM system
- Keep noise to minimum (e.g., radio, windows)
Airport Travel

- Airports and airplanes are noisy places with poor acoustics in which hearing aid benefit is compromised

- Obstacles: (1) check-in, (2) gate areas, & (3) in-flight
Air Travel

• Arrive early
• Inform agent to contact you when it is time to board
• Verify flight number and destination before boarding (always!)
• Inform flight crew of your hearing loss and request they let you know about in-flight announcements
At the Hotel

- Ask hotel ahead of time to have your ADA kit available when you check in
- Inform front desk receptionist of your hearing impairment and request ADA compliance kit
- Consider portable ALDs:
  - Telephone amplifiers
  - Visual alerting systems
  - FM systems for restaurants, tours, etc.
  - Wake-up alarms
  - Portable infrared systems
Watch out for possible bumps in the road!!

1. U.S. is the leader in the accessibility & accommodations movement
2. ADA doesn’t guarantee that transportation carriers and lodgings will adhere to its requirements
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First, Identify the SOURCE(S) of the Difficulty

- Talker?
- Listener?
- Environment?
Websites

- **Self Help for Hard for Hearing**
  [www.shhh.org](http://www.shhh.org)

- **Society for Accessible Travel and Hospitality**
  [www.sath.org](http://www.sath.org) (HOW TO TRAVEL WITH HEARING IMPAIRMENT OR DEAFNESS [link](http://www.shhh.org))

- **New York League for the Hard of Hearing**
  [http://www.lhh.org/advocacy/traveltips.htm](http://www.lhh.org/advocacy/traveltips.htm)