

## Did you hear me? Ensuring Effective Communication with your Customers.

### Communication Access Options

**In general, businesses must ensure effective communication for people with disabilities. What are auxiliary aids and services?** The provision of auxiliary aids and services are the key to the use of effective communication for persons who are deaf, hard-of-hearing or blind.

There are many types of auxiliary aids and services that may be necessary to achieve effective communication. An auxiliary aid that is effective for one person might not be effective for another person.

- Qualified interpreters – including sign, oral and cued speech
- Notetakers
- Computer-aided transcription services
- Written materials
- Telephone handset amplifiers
- Assistive listening devices
- Assistive listening systems
- Telephones compatible with hearing aids
- Closed caption decoders (almost non-existent)
- Open Captioning
- Closed captioning - including C-Print, Typewell
- Media with open- or closed-captioning (CC)
- Telecommunication devices for deaf persons [TTY's] - Videotext displays
- Video Relay Services equipment and/or software
- Video Remote Interpreting
- Amplification systems
- Instant Messaging
- Visual alarms
- Staff members learning sign language
- Voice Carry Over Telephones
- Captioned Telephones – such as Captel

In addition to what is above, individuals who have hearing loss and a vision loss may need:

- Written materials (Braille or large print)
- Deaf Blind Communicator
- Qualified readers or audio services
- CCTV
- Good contrast in documents – use of bold letters
- Screen Readers – such as JAWS - which is a speech output software
- Appropriate lighting
- Visible accommodations to communicate audible alarms and messages
- Trained assistance animals
- SSPs – Service Support Specialist