Senior Service Providers Hearing Loss Facts



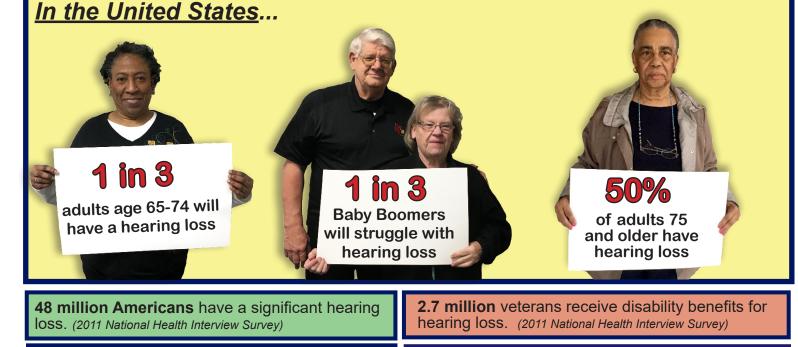
Quality Care for Seniors

While living in a nursing home or a long-term care facility, residents are entitled to receive quality care, experience quality of life and exercise their rights.

Section 504 of the Rehabilitation Act of 1973 requires facilities who receive federal funds (including Medicare and Medicaid) to provide auxiliary aids to individuals with disabilities when needed to participate in a program or nursing home activity.

The **Americans with Disabilities Act Title III**, signed into law in 1990, mandates that a nursing home/assisted living facility (places of public accommodation) must ensure that health services are fully accessible and equally provided to individuals with disabilities. Full and equal access to care can be achieved by removing physical barriers, providing "auxiliary aids and services," or making reasonable changes to policies, practices, and procedures. Failure to do so may cause the provider to be liable for medical malpractice and/or discrimination.

Nearly 700,000 Kentuckians are deaf or hard of hearing



Recent studies conducted by the *National Institute on Aging* reveal a link between **untreated hearing loss and dementia** as well as a greater incidence of balance problems, falls and stress related diseases such as heart disease and stroke.



...hearing loss ranks as the **third** most common health issue in the country, behind heart disease and arthritis.

(National Institutes of Health)

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Effective Communication & Accommodations

Accommodations			Communication Tips
Why? • Seniors lack information related to their medical care and participation is limited	How? • Staff can learn and implement effective communication strategies	Where? EVERYWHERE! • Deaf and Hard of Hearing seniors have the right to access the same	 Always get the person's attention before you start speaking Face the person and maintain normal eye contact Be sensitive to the visual environment
 Involvement in activities is impeded Interaction with service providers and seniors is obstructed, which can lead to isolation, withdrawal and depression Be aware that what works for one senior may not work for the next one 	 Captioning should be activated on community TVs and seniors' TVs Provide a Sign Language Interpreter or CART 	 programs and services that are offered to all other seniors: TV Phones Social/recreational activities Religious services Medical services Emergency-Visual Alert Signalers 	 Avoid bright lights that produce glare Do not shout or exaggerate mouth movements Speak at a normal pace, enunciating clearly Allow more time for communication Use gestures clearly To make conversations easier, place residents' beds facing each other so that they can see each other's faces Provide accommodations

Effective communication is a must when critical information is being shared such as, but not limited to, the following: admission to a medical facility/nursing home, development or explanation of a plan of care, any medical procedure or signing any documents.

KCDHH--How We Can Help!

Do YOU Have Trouble Hearing on the Phone?

KCDHH provides specialized equipment such as TDDs, amplified, captioned and wireless phones and devices to eligible deaf and hard of hearing Kentuckians at no charge.



Looking for Information, Referrals or Assistance?

KCDHH:

- Maintains a library of books, periodicals, DVDs, videotapes and CDs on deaf and hard of hearing issues that are available and loaned to the public.
- Produces resources and provides information, education and outreach through web and social media, publications, presentations and trainings and makes referrals to assist consumers.
- · Provides assistance and advocacy or makes appropriate referrals to agencies that can offer the best assistance for you and your needs.









Veteran Resources



Wireless

Phones

KCDHH provides effective and efficient leadership, education, advocacy and programs to address the social, economic, educational, cultural, intellectual and health and human services barriers faced by deaf and hard of hearing Kentuckians.