

for students leaving with disabilities. We also advise the academic staff on way to help enable you to fully access lectures, seminars, and tutorials.

As the DU we can assist you in finding note-takers or sign language interpreters as well as providing real time text captioning. The DU in working to help identify your individual support needs can also offer the following:

- Modified exam arrangement
- Concessions applications
- Necessary accommodations
- Access to study material in alternative formats
- Liaison with academic staff.
- Equipment hire
- Training, assistance and advice regarding Assistive Technology, hardware and software

The aim of these services/technologies is to help level the play for students with hearing impairments, not to give them an added advantage over other non-disabled students.

We offer the following services/technologies at the DU computer rooms for deaf or hard of hearing:

DISABILITY	ASSISTIVE DEVICES	ICT	OTHER TECHNOLOGY
Deaf	• Sign language interpreters		e-learning platforms
Hard of hearing	• Sign language interpreters <b>Hearing aids:</b> • FM systems, • Induction loop • Amplification systems		e-learning platforms
Deafblind	The support for these student would be mainly based on the severity of their hearing loss. In addition the technology use to support the student who are blind would work herein.		

➔ **ALSO LOOK OUT FOR OUR OTHER TIP SHEETS ON TOPICS SUCH AS:**

- Student's Concession Guides
- Disability Unit information leaflet
- Test and Exam Tips
- Learning Disorders
- Neurodevelopmental Disorders
- Visual Impairment
- Physical Disabilities

➔ **KEEP IN TOUCH**

We pride ourselves at being accessible to our students and other university stakeholders in pursuit of holistic support for our students. To this, we have multiple platforms to be reached on.

**Visit us on your campus**

- APK - PsyCaD-CRing 1
- APB - PsyCaD-Impala Court
- DFC - PsyCaD-House no. 2 (next to the student centre)
- SWC - PsyCaD-Adelaide Tambo

Or

**Call us**

- 011 559 3745 (APK)
- 011 559 5752 (SWC)
- 011 559 6042 (DFC)
- 011 559 1318 (APB)

Or

**Send us an email:** [disabilityunit@uj.ac.za](mailto:disabilityunit@uj.ac.za)

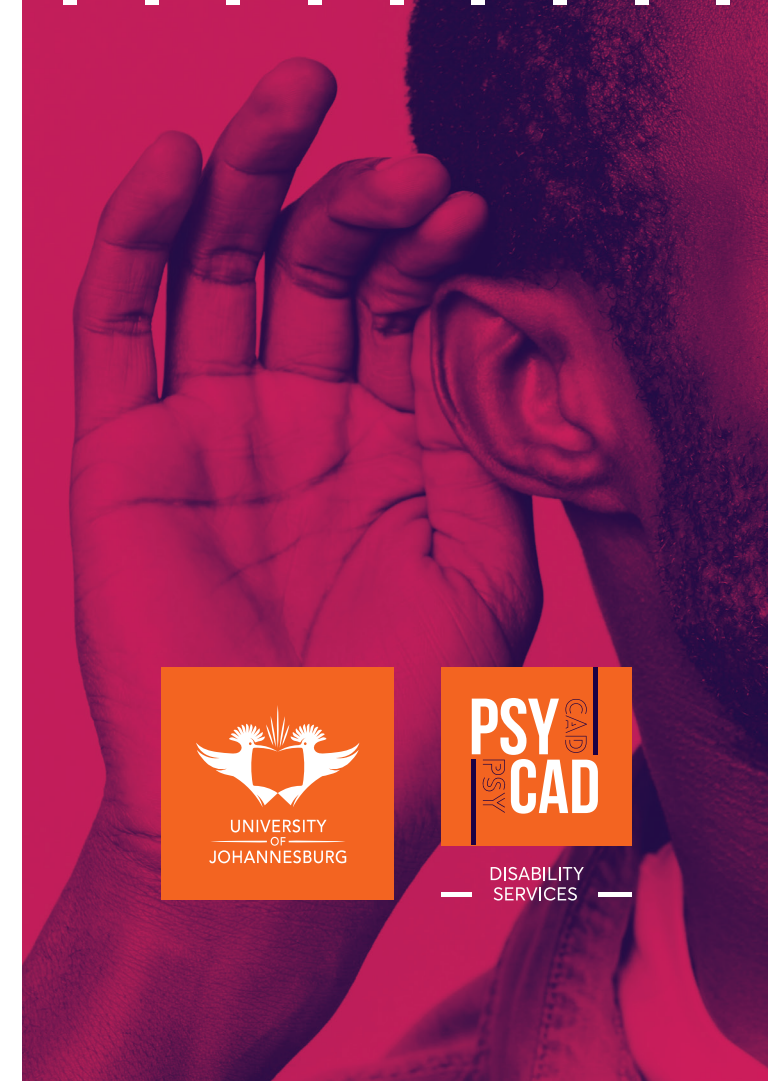
**Visit our Facebook page:**

<https://www.facebook.com/DisabilityPsyCaD>

If you require a copy of this leaflet in an alternative format e.g. Braille, large print, Audio, etc. – please email Mr. Eric Mhlanga.

# DISABILITY SERVICES — TIP SHEET —

## Hearing Impairments Support



DISABILITY  
SERVICES

## ➔ SUPPORT FOR DEAF OR HARD OF HEARING STUDENTS

People with hearing impairments are not easily identifiable. According to the World Health Organization, hearing impairments are the most common sensory deficits affecting the human population, with at least more than 250 million people affected.

People with hearing impairments often have difficulties in the following areas:

- Inability to interpret speech sounds
- A reduced ability to communicate
- Delay in language acquisition
- Education disadvantages
- Stigma and social isolation.

People with hearing impairment are often excluded, as they find it difficult to interact with others because they cannot hear or have difficulty hearing. Often, they find it difficult to ask others to repeat what has been said, as a result they become withdrawn.

**Here are some tips you can follow whether you are hearing impaired or you not but might have a friend, family or fellow student who is.**

## ➔ TIPS FOR PEOPLE WITH HEARING IMPAIRMENTS.

- Be open. Inform the person you are speaking to that you are going to lip-read before you start the conversation. There's no reason to be embarrassed about your hearing loss.
- Do not stand too far away. Make sure you have a clear view and can see the face and lips of the person you are speaking to – facial expressions and other non-verbal communications to help you understand what they are saying.
- If your hearing is not the same in both ears, make sure you position yourself in the best way to hear the speaker, make sure it's your good ear/side. Do not be shy about asking people to change places with you.
- Ask people to get your attention before they start talking to you.
- Try to keep calm. If you become anxious or flustered, remember to take three deep breaths as, it will be harder for you to follow what's being said.
- If you miss what someone says/said the first time, do not be afraid to ask them to say it slower or repeat it or say it in a different way.

- If necessary, ask people to slow down and speak more clearly.
- Do not be too hard on yourself. No one hears correctly all the time.

## ➔ TIPS FOR COMMUNICATING WITH PEOPLE WITH HEARING IMPAIRMENTS.

Follow these simple tips to improve communication with your hearing impaired friends, family and co-workers:

- Always get their attention - Getting the listener's attention before you start speaking will give them an opportunity to shift their attention and attend to you. Try saying their name, politely touching them on their arm or use a gesture to signal to get their attention. Might also be helpful to ask the person how they want you to get their attention for future purposes.
- Maintain eye contact – Make sure that you are face to face with your hearing impaired listener. This will allow them to attend to what you are saying, to lip-read and read facial expression to help them better understand what you are saying.
- Speak naturally and clearly – DO NOT SHOUT. You must speak clearly, at a normal rate and perhaps at a slightly slower pace and make sure you enunciate all your words. Try speak in a slightly louder voice, this may help your listener understand but be careful not to shout as it make it difficult for your listener to lip-read and may distort the sound of your words. Do not be condescending in doing all this.
- Try not to obscure your face or mouth with anything - keep your hands away from your face. Most impaired listeners rely on lip reading and facial expressions in conversations. Be sure to keep your face or mouth clear on any obstructions.
- Rephrase, enunciate and speak slower – you might find yourself where you are asked to repeat yourself by a hearing impaired person. Be patient, rephrase and use different words to help the listener understand what you are saying. Make sure you also ask clarification or leading questions throughout the conversation to ensure your message is clear and understood.
- Avoid excessive background noise Background noise makes listening conditions difficult for those with hearing loss, try to avoid situations where there will be loud noises whenever possible. Turn off the

television/radio, move away from noisy areas and if you're in a social environment, try to find a quiet place to sit or a seat in a restaurant that is away from the kitchen or large gatherings.

- Feel free to use gestures and visual cues, such as holding up items that you are discussing.
- Explain if there is an interruption such as a phone ringing, knock at the door, a person entering the room or group or any activity that is disruptive.
- Talk into their "good ear" or good side - Many people who suffer from hearing loss tend to have one ear that is stronger than the other. Look for cues as to which ear that is, ask them if appropriate, and situate yourself on that side of your listener.
- Be attentive - Meaning watch and pay attention to your listeners body language and facial expression to make sure they are not confused and that they understand you. Should your listener seem confused, ask if they understand or if they need any clarification.
- If your listener uses an interpreter - SPEAK TO THE PERSON, NOT THE INTERPRETER. Make sure that you maintain eye contact with your listener and speak to the listener not the interpreter.
- Be patient and understanding - when interacting with person with hearing impairment, you may feel frustrated, try putting yourself in their shoes as this may be a daily reality for them. Communicating with hearing loss is a cooperative effort and requires understanding from both sides.

## ➔ ONE LAST TIP: COME TO THE DISABILITY UNIT

This is what we can do for you.

If you are deaf or hard of hearing, the Disability Unit at PsyCaD can offer a range of support services, strategies and resources to enable you to perform to your potential and participate in University life.

The DU will liaison with the academic staff so that the modification of materials, necessary accommodations, permission to record lectures, provision of lecture notes and reading/book lists are well in advance and any necessary psychological or social support is provided.

At the DU we will consult with you on the support you need, preferred methods of communication and accessing written information. In order to fully support you, you will need to come into the DU and apply for the necessary accommodations/concession