



Hard of hearing consumers represent a high percentage of severely disabled consumers who can have successful employment outcomes with the use of hearing aids and assistive technology. However, hearing aids and assistive technology change at a rapid pace and knowledge of these products is critical in providing quality services.

The Model State Plan also states “The competencies to effectively serve the varied consumers with hearing loss are beyond the essential core competencies for most vocational rehabilitation counselors and staff.”

Online technical training can reduce or eliminate regional training and travel costs. It also overcomes the training challenges faced by staff turnover and new employees.

Why Now is the Time for Online ALD Technical Training

Becky Morris has been providing technical training for professionals working with people with hearing loss for 15+ years. She has traveled to state and national association meetings in both the hearing healthcare field and the field of vocational rehabilitation. She is a prolific author and is known for her innovative approaches to ALDs.

After on-site training workshops course attendees always comment on how they have become more knowledgeable and comfortable with ALDs and even seasoned professionals learn ‘something new’ each time they attend Becky’s presentations.

But Becky has also learned when talking with attendees that they can’t put it into practice when they return to their office. Maybe they don’t see a new client for months or run into a challenging work situation but can’t find what they need, when they need it.

New counselors have information overload from a regional meeting and need more time to digest the technical information. And a new staff member always seems to come on board just months after the training.

COURSE DESCRIPTION

The ALD Technical Training Program will lead counselors through a 6 week workshop that will provide a thorough grounding in hearing loss basics, including hearing technologies available for different levels of hearing loss. ALD technology is broken into 4 modules to give in-depth technical training on alerting devices, telecommunications products and services and assistive listening systems. The final session will teach counselors how to perform a communication assessment that will identify the services and technology needed for persons with hearing loss.

ALD TECHNICAL TRAINING PROGRAM AGENDA - 2009

Module 1 – Hearing Loss Basics

1.5 hrs to complete

- Understanding the Population
- Understanding Hearing Loss Ranges
 - Discussion of potential challenges
 - Unilateral, Moderate, Severe and Hi-Frequency hearing losses
- Understanding the Audiogram
 - Samples of audiograms
- Factors Affecting Speech Recognition

- Hearing Aids
- Cochlear Implants
- Cros/Bicros Hearing Aids
- BAHA Implant
- TransEar Bone Conduction Hearing Aid
- Working With Your Audiologist

- Recognizing Hearing Loss
 - Common Difficult Situations
 - Common Behaviors
 - Impact from Behaviors
 - (in regard to perceptions, performance and pay)
 - Impact on Technology Use
 - Barriers to Successful Technology Use

Module 2 – Assistive Listening Systems

2.5 hrs to complete

- Hearing Aid/CI/BAHA Basics
- How ALDS Work
- FM Systems
 - Traditional FM, Integrated FM and Large Area
 - Listening Options and Accessories
- Relationship of Hearing Aid Options to ALD Options

- Details on Traditional FM Systems
- Details on Wireless FM Systems
- Details on Large Area Systems
- Details on Digital Streaming Devices

- Induction Loop Systems and Benefits
- Infrared System
- Personal Amplifiers

Module 3 – Alerting Systems**2.5 hrs to complete**

Alarm clocks and watches
Integrated Signaling Systems with base receivers
 Alertmaster, Visit, Silent Call
Signaling systems
 Sonic Alert, Simplicity, single function units
Smoke Detector Alerting
Audible Alerting (vs. visual or tactile)
Private Page System

Emergency Systems
 Weather Alerting
 Carbon Monoxide alerting
 Smoke Detector Systems
 Smoke Detector individual signalers
 Interconnected detectors
 Connected to building fire alarms
Types of Smoke Detectors (ionization/photoelectric)
Types of Smoke Detector Audible Alarms
Smoke Detector Recommendations
Articles on hearing loss and smoke detectors
Fire Safety Tips for Hearing Impaired People

Module 4 – Phone Communications**2 hrs to complete**

Home Phones
 Analog vs. digital, line powered vs. ac powered,
 Voice Over Internet/DSL lines
 VCO
 Captel
 Video Relay

Connecting to Work Phones
 Inline amplifiers
 Headsets
 Headsets for Tcoil Users
 Conference Calls and Speakerphones
 Bluetooth Options
 Cordless Phones at Work
 Internet Relay (Video relay, Captel)

Cell phones
 Silhouettes/Neckloop/DAI accessories
 Cell Phone Options and Adapters
 Bluetooth Options
 Integrated Hearing Aids and Bluetooth
 VCO Options
 Mobile Captel
 Bluetooth w/email
 Cell Phone Resources

Module 5 – Other Communication Options

1 hr to complete

Specialized Communication Products

- Face to Face Communicator
- UbiDuo/Interpretype
- Hearing Protection Headsets
- 2 Way Radios
- Amplified Stethoscopes
- Transcription Machine or audio device
- Computer Speakers

Visual Communication Methods

- Video Relay
- CART
- Remote CART
- Interpreter
- Cprint/Typewell

Module 6 – Performing a Communication Assessment – 2.5 hrs to complete

- The Benefits of Systematic Data Gathering
- Proceed Through the 10 Steps to Accommodations
 - What Questions to Ask
- What Do You Do with All the Details?
- What Process Changes are Possible
- What Environmental Changes are Possible
- What Personnel Issues Should be Addressed
- What Technology Can be Used to Overcome Barriers

COURSE MODULE ABSRACTS

Module 1 – Hearing Loss Abstract

Hearing loss will impact over 36 million baby boomers who are valuable employees. Learn the differences between the distinct populations of people with hearing loss. Learn how to recognize the hidden cost to job performance, employment opportunities and pay. This basic course is designed for counselors new to hearing loss issues.

As an Outcome, Participants will:

- Describe the levels of hearing loss and read an audiogram
- Identify the different types technologies for hearing loss, including hearing aids and cochlear implants
- Recognize how hearing loss affects perceptions on the job, performance and ultimately, pay.

Module 2 – Assistive Listening Systems Abstract

Assistive listening systems can improve speech understanding in those areas where people with hearing loss have the most difficulty, even when they wear hearing aids. This in-depth training includes FM, Infrared, Induction Loop, Digital Processors and Personal Listening systems. Of special importance is the relationship between hearing aid options and ALD options.

As an Outcome, Participants will:

- Recognize the benefits of assistive listening systems
- Compare the various ways to transmit audio signals
- Evaluate the most effective listening options for maximum benefit

Module 3 – Alerting Systems Abstract

Alerting systems can impact an individual's independence and personal safety. What you want to hear and how you want to be alerted can lead you to a single component or to an integrated system to meet the current (and future) needs. Individuals who are hard of hearing, Deaf or deaf/blind have preferred alerting needs and they are discussed here. Paging systems and emergency alerting for smoke and carbon monoxide detectors and weather radios is also covered.

As an Outcome, Participants will:

- Evaluate and choose an alerting system to meet an individual's needs
- Recognize the special alerting needs of people who are deaf/blind, Deaf or hard of hearing
- Summarize the issues for personal safety for emergency alerting

Module 4 – Phone Communications

Access to telecommunication services is vital to people with hearing loss and product options and challenges continue to crop up as technology changes. Landline telephones are challenging now with digital phone services. Communicating on work phones can be challenging. Interfacing hearing aids and cell phones requires a knowledge base. Text options for internet and cell phones are also covered.

As an Outcome, Participants will:

- identify the potential challenges and solutions available for home phones
- Be able to recommend accommodations for work situations
- Grasp the potential options and opportunities for cell phone access

Module 5 – Other Communication Options

Communication challenges surface for specific occupational situations that require interfacing to specialized communication products like hearing protection, 2-way radios, amplified stethoscopes and other audio devices. One-on-one texting, interpreting and captioning services and specialized equipment are presented. Hearing protection issues and stethoscope use as well as 2-way radios are also covered.

Visual communication methods are an alternative to assistive listening systems for those who find little benefit with ALDs or who need the clarity that interpreters, CART and other forms of voice to text services provide.

As an Outcome, Participants will:

- Become knowledgeable on specialized products available for radio communication and amplified stethoscope use
- Evaluate the opportunities for a one-on-one communicator products
- Identify resources for voice to text service providers

Module 6 – Performing a Communication Assessment

The unique communication needs of hard of hearing people are often not fully identified by the professionals who serve them. It is critical to perform a comprehensive assessment of the impact of hearing loss in all functional areas to best determine the level of services needed.

This course outlines a systematic process to identify and document how a person functions in all areas of communication in relation to their hearing loss. Professionals who understand the assessment process are in a better position to provide the appropriate level of services to these typically under-served clients.

As an Outcome, Participants will:

- Be able to identify potentially major communication barriers on the job
- Be able to identify the 4 types of accommodations
- Understand the critical relationship between hearing aids and assistive devices
- Be able to successfully apply assessment tools currently being used
- Learn communication and environmental strategies to share with clients

CLASS INFORMATION

The ALD Technical Training Program is designed so that all 6 modules must be completed to be eligible for CRC credit. The course is available for 6 weeks. The program will be offered 4 times a year, once per quarter.

On the first day of class, participants will receive an email for access to the first module. All modules are available right away when you start the course. Each week a new discussion will begin for each module so you can watch all the videos right away if you have the time. But the assignments will be due weekly and that includes participation in the training forum.

Students will be able to communicate with the instructor and other participants through a training forum. You must participate in the training forum as part of your class assignments with 2 questions or follow-up comments to other's questions each week.

If a student must stop the program within the 6 week period because of circumstances or timing issues that interfere with the completion of the course, the student can begin the next session to start over.

Material will be presented in a multi-media format. Presentations will be captioned video, support materials will be print or video links and a transcript of the course will be available.

An evaluation form is required at the end of the training program to be eligible for CRC credits for continuing education.

CLASS FEES

The fee to participate in the ALD Technical Training Program is included in the site license for each vocational rehabilitation agency. The fee includes access to the training program as well as all of the resources and additional training opportunities through the www.aldtraining.com website.

For more information on the Learning Center services or this training program, please contact Becky Morris at Beckym@beyondhearingaids.com or 800-838-1649.