



Venue Accessibility for People Who Are Deaf and Hard of Hearing

More than one million North Carolinians can be identified as Deaf, Hard of Hearing or Deaf-Blind. Not every type of hearing loss is alike, and different people will use different methods to communicate, including sign language interpreters, captions/subtitles, hearing aids, assistive listening devices, induction loop systems, traditional and Video Relay, lip-reading, passing written notes, communication devices and other methods.



Making Your Recreational, Entertainment or Cultural Venue Accessible to Deaf and Hard of Hearing People

The Americans with Disabilities Act (ADA) of 1990 mandates that public entities provide reasonable accommodations for individuals with disabilities. This mandate includes removing barriers to communication and providing auxiliary aids and services where necessary to ensure effective communication for individuals with disabilities. The ADA states that effective communication should be provided in consultation with the individual. Examples of auxiliary aids and services and reasonable accommodations resulting in effective communication include:

- Having a policy for providing sign language interpreters with reasonable advance notice (often one to two weeks but more quickly in medical or emergency situations).

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- Ensuring publicly displayed videos and exhibits with audio features have captions/subtitles or a written script if captions/subtitles are not available.
- Providing assistive listening devices and assistive listening systems.
- Providing important safety information in written or visual format such as visual fire alarms.
- Re-arranging seating or providing better lighting to allow individuals to be able to lip-read.
- Providing hearing aid-compatible telephones and telecommunications devices for Deaf people.
- Responding to callers calling through the Telecommunications Relay System (“RelayNC”).
- Ensuring staff receive training on communicating with people with hearing loss in order to provide excellent customer service.

A public entity may not charge a person for the cost of the auxiliary aid or accommodation. A public entity may deny the auxiliary aid or accommodation only if it fundamentally alters the nature of the goods or service offered or would constitute an undue burden or expense.

For additional information, technical assistance or training for venue staff, please contact:

North Carolina Division of Services for the Deaf and the Hard of Hearing

(800) 851-6099 (voice/tty)

(919) 890-0859 (VP for the Deaf)

www.ncdhhs.gov/dsdhh

(Services are available at no charge.)



State of North Carolina • Pat McCrory, Governor
Department of Health and Human Services • Aldona Z. Wos, M.D., Secretary
Division of Services for the Deaf and the Hard of Hearing
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