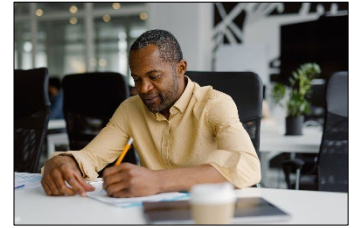


Open Letter to State Agencies “ADA-Access-Ready” Hearing Instruments

To: All Deaf, Hard of Hearing, and DeafBlind State Agencies

Request: Promotion and support of 1) “ADA-Access-Ready” hearing instruments and 2) Assistive Listening Systems (ALS)

We at the Center for Hearing Access (CHA) consistently find that users/patients are frustrated when they learn their hearing aids do not have telecoils, and, therefore, they are unable to access hearing loops, FM, and infrared assistive listening systems to which they are entitled under the ADA. Once they learn about the options available to them by having telecoils, they are frustrated that no one told them.



Recently, some providers are erroneously telling patients they don’t need/no longer need telecoils – “Auracast is coming.” Auracast is promising, but it will take time before it becomes commonplace, with limited availability of 1) Auracast-compatible hearing instruments and 2) publicly installed Auracast installations. Also, it’s problematic because, ironically, if users don’t have Auracast in their hearing instruments or cochlear implant processors, they need telecoils to use the Auracast receivers with neckloops.

What can your agency do:

- Hearing instruments.** [“ADA-Access-Ready” Hearing Instruments](#) (3 pages).
 - *Encourage audiologists and hearing instrument specialists* to fit “ADA-Access-Ready” Hearing Instruments.
 - *Encourage any hearing instrument programs*, such as vocational rehab, to require or strongly recommend only authorizing “ADA-Access-Ready” hearing instruments.
- Agency website**
 - *Include information* about all types of assistive listening systems, ADA rights with ALS, and [hearing loop lists](#) (webpage). Feel free to add link(s) to CHA to save time.
 - *Make “ADA-Access-Ready” Hearing Instruments* information easily available. The link will not change, and we at CHA will continue to update this list.
 - *Promote the ALS* (hearing loop, FM/RF, or infrared) that are available in the agency’s office.
- Agency office and technology program.** Resource [Equipment for Professional Offices](#) (1 page)
 - *Consider installing* a counter hearing loop, a hearing loop attached to the TV, and/or in meetings/conference rooms.
 - *Have a portable* counter hearing loop and/or portable FM/RF system available for demos and use in the agency’s technology program.
- Integrate ALS in the yearly work plan**
 - *Insist the location for all meetings* has a fully working ALS. Teach users during the meeting. Publicize its availability in media.
 - *Support users in filing complaints* when the ALS are not working. Also, CHA has templates and can answer some questions, but you know your state better than we do.
 - *Evaluate* what pieces of the [“Unequivocally advocating for Changes to Access ADA Assistive Listening Systems”](#) the agency can incorporate (webpage)
- Ensure staff is up to date**
 - *Refresh knowledge* about all ALS technologies. Be knowledgeable about every statement in this document, [Assistive Listening Systems Quick Guide](#) (1 page)
 - *Increase knowledge* about Auracast streamed ALS, and not the manufacturers’ hype. See [Auracast-What is needed for Auracast streamed ALS to be available and usable](#) (2 pages)
 - [ADA for Assistive Listening Systems](#) (CHA webpage)
 - *Become aware* of the US Declaration, [ADA-Access-Ready Hearing Instruments: Auracast™ and Telecoils](#) (5 pages)

How will your agency respond?

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