



Hearing Accredited Workplace Programme

The Hearing Accredited Workplace Programme will help you transform your organisation into one that is inclusive of employees & customers with hearing loss.



WHAT IS A HEARING ACCREDITED WORKPLACE?



THE BENEFITS OF THE PROGRAMME



WHAT DOES THE PROGRAMME INCLUDE?



NATIONAL FOUNDATION FOR
Deaf & Hard of Hearing

WHAT DOES IT MEAN TO BECOME HEARING ACCREDITED?

The Hearing Accredited Workplace Programme is a nationwide initiative that will assist your organisation to become more aware of the experiences of hearing loss and to be more inclusive of your valued employees and customers who are deaf or have a hearing loss. It is an opportunity for all employees within your organisation to learn a new range of communication skills and new approaches to conducting business that better accommodate employees and customers with hearing loss.

Hearing loss needn't be a barrier to success in the workplace. By becoming hearing loss aware, your organisation will be in a stronger position to retain experienced staff who may have a hearing loss and gain access to a new talent pool of employees who have hearing loss.

In Hearing Accredited Workplaces, everyone's hearing matters. The programme prioritises caring for all employees' hearing by ensuring employees have access to information about hearing loss, access to hearing screenings in the workplace and an understanding of the risks of noise-induced hearing loss.

WHY BECOME A HEARING ACCREDITED WORKPLACE?

Of the 880,000 New Zealanders who have a hearing loss, 38% are aged between 16-64 (working age). Put another way, if your organisation employs more than ten people, the chances are at least one of your employees will have a hearing loss, and the number is increasing. According to the World Health Organisation, the global rate of hearing loss is set to double over the next three decades.

In New Zealand, hearing loss levels may be even higher than the global averages. Our recent hearing screening results in the workplace (March 2019) suggest that on average 30-37% of employees working in noisy environments and 11% of employees working in office environments have a hearing loss. For this reason, being more hearing loss aware as an organisation makes good business sense.

By becoming a Hearing Accredited Workplace, your organisation will be actively working towards creating a positive, inclusive environment for employees and customers with hearing loss. You'll also be doing your part towards mitigating and managing the risks of exposure to noise and preventing noise-induced hearing loss in the workplace.

IMPACTS OF AN INVISIBLE DISABILITY

A lack of hearing loss awareness can cause communication barriers *within* your organisation, and *between* your organisation and its customers. The impact of this can be far reaching. When employees with hearing loss are not accommodated in the workplace it can affect their productivity, wellbeing and health and safety.

For many employees with hearing loss, working in an environment that does not recognise their disability can lead to experiences of feeling stressed, isolated, and anxious. The NZ Trak Report 2018, revealed that 90% of New Zealanders with hearing loss experience feelings of anxiety, isolation or hopelessness, and that 90% felt physically or mentally exhausted at the end of the day. It's a widespread problem. The National Foundation for Deaf and Hard of Hearing survey in 2018 also revealed that 78% of working New Zealanders with hearing loss reported not receiving adequate support from their employers.

By making the experiences of hearing loss part of the everyday conversation in the workplace. Employees and customers will have more confidence to request what they need to feel engaged and supported.

A NEW GENERATION OF HEARING LOSS

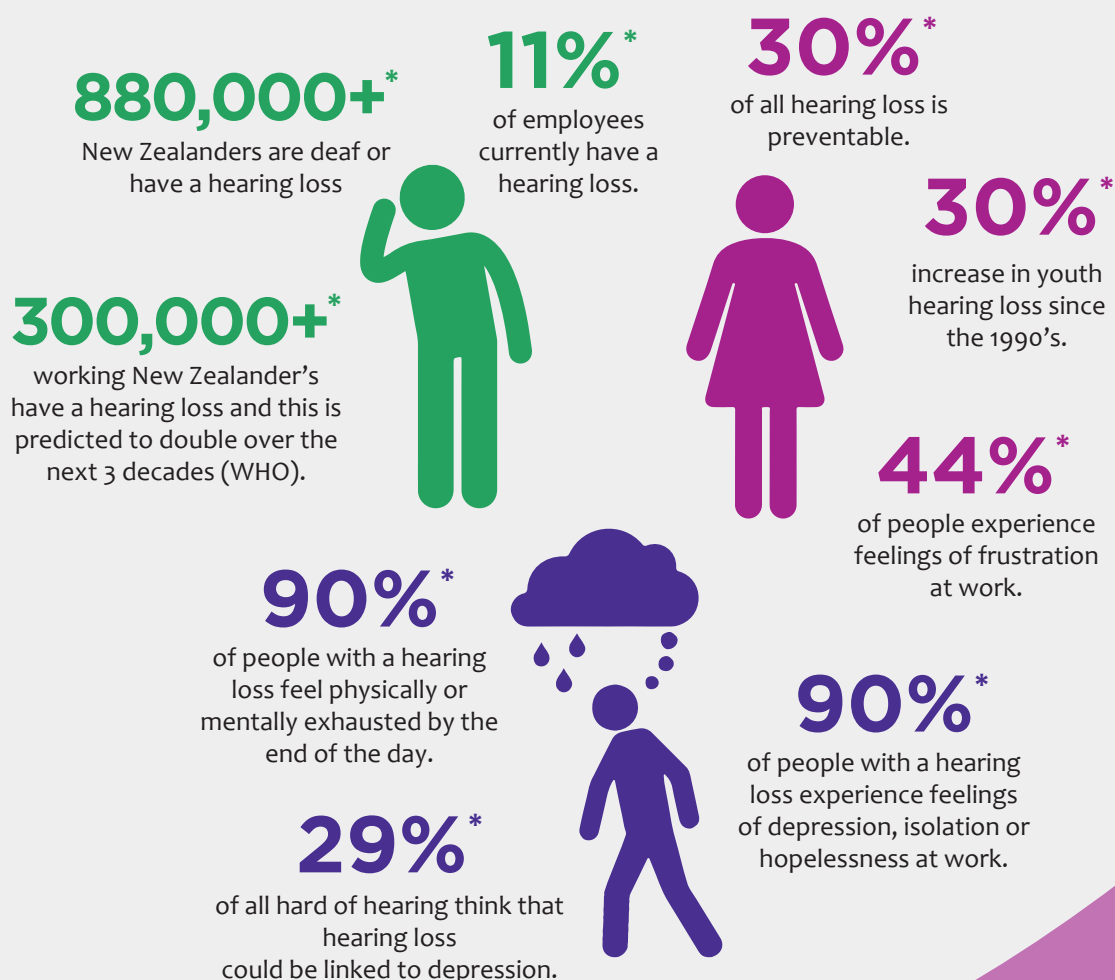
One in five young people under 24 years of age will be entering the workforce with a hearing loss. Are you ready for them?

Youth hearing loss levels have sky rocketed over the last 10 years. According to the World Health Organisation (WHO), globally, one in five teenagers now have a hearing loss. This is a 30% increase since the 1990s. The main reason for this increase is due to prolonged exposure to unsafe noise (WHO, 2015). Many young people are damaging their hearing by listening for too long and too loudly to personal devices through headphones without realising the risks.

In New Zealand, we are seeing an increase in hearing loss in secondary schools. Many did not know they had a hearing loss until they were screened. As a new generation enters the workforce, New Zealand could see hearing loss levels in the workplace increase significantly.

Having the capability to work alongside employees and customers with hearing loss and being aware of the signs of hearing loss is increasingly important in the workplace. Hearing loss need not prevent anyone's ability to perform their role with excellence, and with the right support young employees with hearing loss can thrive.

HEARING LOSS BY THE NUMBERS



START YOUR HEARING ACCREDITED JOURNEY HERE

The Hearing Accredited Workplace Programme provides practical tools and training to assist your organisation to become more inclusive of employees, and customers, who have a hearing loss. As part of your annual membership, your organisation will have access to the following:

- Two facilitated workshops: These will assist you and your team to discover what is going well and where the gaps are. We then work with you to develop an Action Plan to improve awareness of hearing loss in your organisation, to remove communication barriers and to monitor noise risks.
- Annual workplace hearing screenings: These screenings help to ensure that any hearing losses are picked up and monitored. Up to 50 hearing screenings are included in the annual fee. 50 screenings typically take two days to complete.
- 24/7 access to our online Hearing Hub: This is where you and your employees will be able to access our step-by-step Training Modules, General Workplace and Noise Risk Assessments, and information about support services and assistive technologies.
- Helpline: As part of your annual membership, we provide a helpline service that employees can call to be connected to providers who can offer additional support, including hearing therapy or rehabilitation.
- Your Hearing Accreditation: Upon submitting your organisation's Action Plan, your organisation will receive your partial Hearing Accreditation. You can use the Hearing Accreditation Mark on your website and in job advertisements to promote your organisation as a Hearing Accredited Workplace.
- Annual Report and Accreditation: National Foundation for Deaf and Hard of Hearing will produce an annual report and award a Hearing Accreditation Mark based on how well your organisation has met the criteria, as set out in your organisation's Hearing Accredited Action Plan.
- Case studies: Once your organisation is fully accredited, we look forward to shining a light on the changes your organisation has made by producing a case study that showcases your organisation's solutions that support employees and customers with hearing loss and manage noise safety issues. Case studies will be published on our website and via our social media channels.



THE PROGRAMME IN 12 STEPS



12. NFDHH delivers annual report and awards Hearing Accreditation.

11. Second employee workshop facilitated by NFDHH & Partner

10. Monitoring of employees with hearing loss begins

9. On-site Hearing Screening for employees

8. Deliver Action Plan to NFDHH to receive partial Hearing Accreditation

7. Work through Training Modules to develop an Action Plan

6. First employee workshop facilitated by NFDHH & Partner

5. Meet with NFDHH to go over assessment results

4. Employees to take the General Workplace & Noise Risk Assessments

3. Management to take the General Workplace & Noise Risk Assessments

2. Begin by reading Module #1 Talking about Hearing Loss

1. Register online: nfdhearinghub.org.nz

MODULES AND ASSESSMENTS

The Hearing Accredited Workplace Programme provides step-by-step Training Modules that walk you and your team through the key areas in the workplace. You can use these Training Modules in tandem with the General Workplace and Noise Risk Assessments, to create a Hearing Accredited Action Plan. All modules are available for download from the Hearing Hub.



TALKING ABOUT HEARING LOSS

Use this module to start a conversation with your team about being more aware of hearing loss.



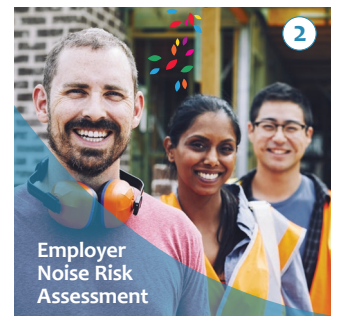
This module will help you to recognise the signs of hearing loss and how to talk to an employee about their hearing loss. It also walks you through simple tips and strategies for better communication with team members or customers who have a hearing loss.



GENERAL WORKPLACE AND NOISE RISK ASSESSMENTS



Use the General Workplace Assessment and the Noise Risk Assessment to discover what your organisation is doing well and to highlight any gaps. It's a great way to gain insights and gather information from your team to bring further clarity as to how hearing loss aware your organisation currently is.



HEALTH & SAFETY & HEARING LOSS

Use this module to consider how well your current health and safety practices accommodate employees with hearing loss.



This module will help you to understand your obligations and will walk you through a range of adjustments and assistive technologies that can improve the health and safety of employees with hearing loss. It also looks at the risks of work-related stress when employees with hearing loss are not adequately supported and provides advice on how to monitor and manage potential health and safety risks.



MENTAL HEALTH & WELLBEING

Use this module to assist your organisation to become a positive and psychologically safe environment that is supportive of hearing loss.



This module covers the importance of being aware of employee wellbeing and outlines strategies to transform workplace culture to be more inclusive of employees with hearing loss. It outlines potential risks and the signs of poor mental health. Lastly, this module looks at how to work with your employees for shared success.



ADJUSTMENTS & ASSISTIVE TECHNOLOGIES

With the right training and accommodations there are very few jobs that people with a hearing loss cannot do. There are a wide range of assistive technologies available to enable people with hearing loss to excel in the workplace.

This module provides a comprehensive overview of the assistive technologies and adjustments that can make a significant difference to employees with hearing loss.



HEALTH CARE & FUNDING

Accommodating hearing loss in the workplace can often be achieved with little or no cost. However, where costs are involved, you or your employee may be able to seek funding or a government subsidy.

This module provides information on how to access workplace subsidies and funding and how to care for your hearing. This includes, tips for managing some of the more common conditions, such as Tinnitus.



ACOUSTIC DESIGN ELEMENTS FOR WORKPLACES

This module will help you to consider the acoustic levels in your workplace and how to manage them.

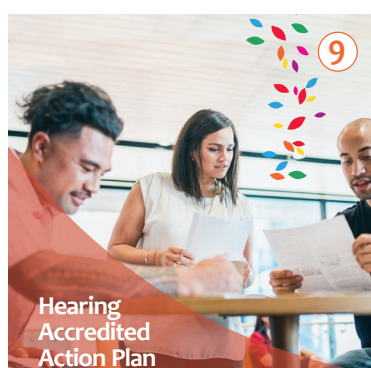
It outlines the impact of workplace noise on employees and customers with hearing loss. It then walks you through how to plan for separate acoustic zones in your workplace and how to stay on top of noise overspill between zones.



STAFF INDUCTION & RECRUITMENT

Going through the interview and induction process can be nerve wracking for anyone, but for candidates with hearing loss it can be fraught with difficulty.

This module provides tips on how to make your recruitment, interview and induction process accessible to prospective employees with hearing loss.



HEARING ACCREDITED ACTION PLAN

Once you and your team have completed the assessments and reviewed all the modules, it's time to create a Hearing Accredited Action Plan.

The Action Plan sets out short, mid and long-term goals that your organisation can work towards to receive your full Hearing Accreditation Mark.

IS YOUR ORGANISATION HEARING LOSS AWARE?

Is this meeting hearing aware?

- Have you checked in advance if anyone needs communication support?
- Have microphones and loop systems been switched on?
- Does the meeting agenda provide a clear outline everyone can follow?
- Ask if team members with hearing loss are seated in the best possible position for them to follow discussions.
- During a teleconference, state your name before speaking and consider using speech-to-text apps, such as Ava.
- Sit in a horseshoe shape, so all attendees can see each other.
- Put your hand up before speaking, so everyone can identify the speaker.
- Check, even if someone's using a hearing aid, if they need to lipread you.
- Check that what you're saying is being understood.
- Make sure only one person is talking at a time.
- When you're talking - speak clearly and take care not to cover your mouth.
- Check if a speech-to-text app is required. Download & use in meetings & in noisy environments.
- If a sign language interpreter is present, direct your comments to the person with the hearing loss.
- Does a team member require a sign language interpreter? Factor in an additional seat.
- Capture main discussion points on a white board or type them up as you go and display them on a big screen.
- Ensure everyone knows what was discussed. After the meeting, distribute notes and minutes promptly.

KEEP THE CONVERSATION GOING
Find out more: nfd.org.nz

Be hearing loss aware

- Make sure you have the person's attention, before you speak. It may help to tap them on the shoulder.
- Turn your face towards the person you're speaking to, so they can read your lips.
- Speak at a normal volume. Shouting can be stressful for both parties.
- Speak clearly, not too slowly. Use normal lip movements, facial expressions and gestures.
- Even if someone's using a hearing aid, always ask if they need to lipread you.
- Take care not to cover your mouth when speaking.
- Use plain language and avoid talking for long lengths of time without pauses.
- Check it to make sure what you're saying is being understood.
- If someone doesn't understand what you've said, try saying it in a different way.
- If repeating doesn't work, write down keywords.
- Step into the light, so that they can see your face more clearly.
- Be mindful of background noise, which makes it harder to hear.
- If you're talking to one person with hearing loss & one without, focus on both.
- If a sign language interpreter is present, direct your comments to the person with the hearing loss.
- Be aware of speech-to-text apps. Use these as an aid to group discussions & in noisy environments.
- Remember to be respectful, talk to the person not their disability.

KEEP THE CONVERSATION GOING
Find out more: nfd.org.nz

I HAVE HEARING LOSS. WHEN TALKING TO ME PLEASE:

- Try to eliminate background noise
- Be sure that there is enough light for me to see your face clearly
- Speak up, but don't shout
- If all else fails, write down key words
- Moving closer helps me to hear and lip-read you better
- Face me when you speak
- Please speak slowly and clearly to me and don't cover your mouth

For more information go to: www.nfd.org.nz

NATIONAL FOUNDATION FOR Deaf & Hard of Hearing

I HAVE A HEARING LOSS

SEE THE BACK OF THIS CARD FOR THE BEST WAYS TO HELP ME HEAR YOU

NATIONAL FOUNDATION FOR Deaf & Hard of Hearing
Find out more: www.nfd.org.nz

I have hearing loss. When talking to me, please:

- Try to eliminate background noise
- Speak slowly and clearly
- Speak up, but don't shout
- Face me when you speak
- If all else fails, write down key words
- Moving closer helps me to hear and lip-read you better
- Be sure that there is enough light for me to see your face clearly

Show you are a hearing aware organisation and support employees and customers with hearing loss by placing visual reminders in meeting rooms and reception areas, where accessible communication is essential.

You can order these directly via our online Hearing Hub shop: nfdhearinghub.org.nz/shop

Contact: hawp@nfd.org.nz
Find out more at nfd.org.nz/HAWP



**NATIONAL FOUNDATION FOR
Deaf & Hard of Hearing**