



Sinai Health Equity & Accessibility Committee – POLICY/PROCEDURE

Policies & Procedures Template PP-08-2

Effective Date: December 2006

Reviewed: January 2025

Revised: January 2025

Issued Accessibility for Ontarians with Disabilities Committee

Approved by:- Administration

Title: **ASSISTIVE DEVICES FOR PATIENTS WHO ARE HEARING**

Policy Number: III-I-15-16

Key Words:

Assistive device, deaf, deafened, hard of hearing, PocketTalker, voice amplifier, AODA, accessible, accessibility, disability

Stakeholders:

People that may affect or be affected by policy/procedure implementation

Policy Statement:

Sinai Health's Accessibility Plan states that:

- People with disabilities can enter the hospital and reach their destination without encountering barriers
- People with disabilities receive the services they require without encountering barriers
- People with disabilities can work without encountering barriers
- Accessibility is a thread that is visible throughout all policies and practices
- Accessibility is accepted as everyone's responsibility

Procedure:

Assistive Devices for patients who are hearing impaired (deaf, deafened or hard of hearing) are available to all inpatient and ambulatory areas of the hospital. Use of these devices enables patients to fully participate in their care.

1. Patients are encouraged to request assistive devices during the Pre-Admission or Admitting process. Staff in these and all areas should be sensitive to the special needs of patients, and ask patients if they require any assistive devices.
2. To access a device, call Interpreter Services at Local 8200 from 0800 to 1630 hours. Devices should be picked up from Interpreter Services, Room 204. Staff are required to sign out the device.
3. PocketTalkers are available directly from the Nursing Unit Clerk on 17 North and South, Emergency and the Intensive Care Unit. PocketTalkers can be ordered through Volunteer Services for Departments wishing to purchase their own.
4. It is the responsibility of the Unit requesting the item that it be properly cleaned and returned to Interpreter Services. All devices are provided either with wipeable skins or can be cleaned directly with Virox wipes. If the device requires additional cleaning for Infection Control, send it to Sterilizing and Processing. Additional skins are available through Volunteer Services. For special cleaning requests, contact Infection Control.
5. Items will be signed in on their return to Interpreter Services, Room 204.
6. Patients should be informed by staff that the device is the property of the hospital to be used only when they are at Sinai Health. Assistive devices cannot be loaned when a patient is discharged or transferred.
7. Should a patient wish to order a similar device to take with them on discharge, they can call



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Audiology at Local 5018 for a consultation.

Items available include:

- **Who might use this device:** Anyone who wants sound amplification when in conversation with others. The **POCKETALKER PRO** is a high quality amplifier for patients who are hard-of hearing. Worn with simple earphones, it amplifies all sound to enable your patient to communicate with you.
- **Who might use this device:** patients with new babies who are deaf, deafened or hard of hearing. The **ALERTMASTER AM-6000** is a device with a powerful bed shaker that alerts deaf and hard-of hearing patients that their baby is crying. It consists of a base unit and a bed shaker (with cord).
- **Who might use this device:** patients who have difficult hearing on the telephone. The **AMERIPHONE HANDSET AMPLIFIER** connects easily to any Sinai Health telephone to greatly 'boost' the volume for patients who are hard-of-hearing.
- **Who might use this device:** patients who are unable to use a traditional telephone because of deafness or lack of oral speech. **ULTRATEC TTY** - The TTY consists of a keyboard, a display screen, and a modem. The letters that the TTY user types into the machine are turned into electrical signals that can travel over regular telephone lines. When the signals reach their destination (another TTY) they are converted back into letters which appear on a display screen, or are printed out. A TTY 'rings' via a flashing light and enables patients to communicate via telephone.

TTYs are available both for patient rooms on request, and in Switchboard and Locating for the public who wish to contact the hospital. The public can also access TTYs in the Admitting Department.

List of Appendices:

Related Policies:

Providing Care for People with Disabilities

Use of Service Animals

Sinai Health – Accessibility Website

<https://www.sinaihealth.ca/patients-and-visitors/accessibility>

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**ASSISTIVE DEVICES FOR PEOPLE WHO ARE DEAF, DEAFENED,
OR HARD OF HEARING AVAILABLE THROUGH
INTERPRETER SERVICES, LOCAL 8200**



The **Pocketalker Pro** is a high quality amplifier for your patients who are hard-of hearing. Worn with simple earphones, it amplifies all sound to enable your patient to communicate with you.

The **Alertmaster AM-6000** is a device with a powerful bed shaker that alerts deaf and hard-of-hearing patients that their baby is crying. It consists of a base unit and a bed shaker (with cord).



Ultratec TTY - The TTY consists of a keyboard, which hold somewhere from 20 to 30 character keys, a display screen, and a modem. The letters that the TTY users types into the machine are turned into electrical signals that can travel over regular telephone lines. When the signals reach their destination (in this case another TTY) they are converted back into letters which appear on a display screen, or are printed out. A TTY ‘rings’ via a flashing light and enables patients to communicate via telephone.

TTYs are available both for patient rooms on request, and in Switchboard and Locating for the public who use this device to contact the hospital. The public can also access TTYs in Admitting and in the Lobby.

The **Ameriphone Handset Amplifier** connects easily to any Mount Sinai Telephone to ‘boost’ the volume for patients who are hard-of-hearing.



These devices have washable surfaces or come with specially designed ‘skins’ for Infection Control.

For more information or if you want a demonstration in your area, call us at 8200.