



**ACCOMMODATIONS FOR THE DEAF AND HARD OF HEARING MEETING**  
**THURSDAY, NOVEMBER 9, 2017**  
**NCIOM – 630 Davis Drive, Suite 100, Morrisville, NC 27560**  
**9:00 A.M. – 11:00 A.M.**

**MEETING OBJECTIVE:**

By the end of the meeting, participants will have shared knowledge of barriers that currently exist in North Carolina that impede effective communication and care for individuals who are deaf and hard of hearing, their health care providers, and interpreters. Participants will also begin to explore opportunities to improve accommodations, assessment, and care for individuals who are deaf or hard of hearing, and will agree upon next steps for the continuation of the discussion.

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**9:00 – 9:10 WELCOME, INTRODUCTIONS, AND REVIEW OF MEETING GOALS**

Jan Withers  
Director, Division of Services for the Deaf and Hard of Hearing  
NC Department of Health and Human Services

Adam Zolotor, MD, DrPH  
President and CEO  
North Carolina Institute of Medicine

**9:10 – 10:10 REVIEW OF EXISTING BARRIERS AND CHALLENGES**

**Problem Description**

Jan Withers

**Requirements and Challenges under the Americans with Disabilities Act (ADA)**

Vicki Smith  
Executive Director  
Disability Rights NC

**Access to ASL Interpreters**

Lee Williamson  
Communication Access Manager, Division of Services for the Deaf and Hard of Hearing  
NC Department of Health and Human Services

**CMS Requirements for Long-Term Care**

Cindy Deporter, MSW  
State Agency Director, Division of Health Service Regulation  
NC Department of Health and Human Services



*Health and  
Human Services*

**Assessment and Care of Nursing Home Residents with Hearing Loss**

Kathy Dowd, AuD

The Audiology Project, Inc.

**10:10 – 10:40 Small Group Discussions**

In small groups, identify possible strategies and necessary supports to improve communication, assessment, and care for individuals who are deaf or hard of hearing. Refer to the discussion guide for specific questions.

**10:40 – 10:50 Small Group Report Back**

Facilitator: Adam Zolotor

**10:50 – 11:00 Next Steps**

Facilitators: Jan Withers and Adam Zolotor