

## **Workplace Tips**

### **Minicom/Textphone**

Does your company list a Minicom/Textphone number in the telephone book, in its corporate brochure, on company letterhead, in promotional materials, or in paid advertisements?

If "YES," when you call the published Minicom/Textphone number...

Are you ever hung up on?

Is your call answered by a receptionist who knows how to use a Minicom/Textphone correctly?

Do you always get a Minicom/Textphone answering machine rather than a live body?

If you leave a Minicom/Textphone message, is your call returned in a timely manner

### **Terminology**

In your company's brochures and other printed materials, is the term "Hearing Impaired" still being used instead of the preferred term "deaf and hard of hearing?"

### **Videos**

In your company, are corporate videos (e.g., training videos, recruiting videos) routinely produced with open or closed captioning?

### **Diversity Affairs**

Does your company have a Diversity Affairs/Diversity Recruiting Department?

If "YES,"...

Does the Diversity Affairs department have a Minicom/Textphone?

Do staff know how to use a Minicom/Textphone and/or the Relay Service?

Has Diversity Affairs ever produced a "Celebrate Diversity" type of videotape? Was it captioned?

If your company offers "diversity training" to management and employees, is "deaf awareness" ever included?



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### **Recruiting**

Does your company ever hold "Open Houses" to recruit new employees?

If "YES," do announcements advertising the event mention that accommodations are available upon request?

### **Voice Mail/Email**

At your company, are important messages and broadcast announcements sent via voice mail, or via email, or both?

### **Social Events**

'When your company sponsors a social event are accommodations, such as interpreters, provided?