



# UNITED **IN** HEARING ACCESS

## HEARING LOSS INCLUSIVE WORKPLACE CHECKLIST –

### SELF-ASSESSMENT

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#### **Are you ready to become a more hearing-inclusive employer, but you are not sure where to start?**

Use this handy checklist to translate the toolkit recommendations into practical action. It will help you assess your workplace's current practices, identify gaps, and prioritise next steps across recruitment, communication, and workplace adjustments.

Tick the measures already in place and use the results to guide improvements.

This checklist complements EFHOH's *Hearing Loss Inclusive Employment Toolkit*, which provides more detailed guidance on how to create accessible communication environments and remove barriers for hard of hearing employees.

Accessibility measures should be applied proactively and consistently — not only in response to individual requests, but as part of everyday workplace practice.





## Recruitment

- Use clear, inclusive job advertisements and avoid unnecessary phone-based requirements
- State clearly that reasonable accommodation is available throughout recruitment
- Provide non-phone contact options (email, online forms, messaging)
- Use accessible application platforms and assessments
- Ask shortlisted candidates how they would like to be contacted
- Provide questions in advance when arranging interviews
- Base selection on skills and experience, not communication speed or hearing ability

## A. Onboarding & Everyday Communication

- Adjustments confirmed and in place before employee's first day
- Induction materials provided in accessible formats (captioned video, written)
- Digital tools and platforms support captions, keyboard navigation, screen readers Team communication norms established and shared with all staff
- Use written channels by default for key information (email, Teams, chat, task tools)
- Avoid phone-only updates
- Use plain language





- Apply effective communication rule: **Repeat, Rephrase, Write**
- Face the person, don't cover your mouth, avoid interruptions
- Confirm understanding of critical information (deadlines, safety, decisions) in writing
- Avoid relying on informal verbal updates for task changes or priorities

## **B. Meetings (In-Person, Remote, Hybrid)**

### **Before the Meeting**

- Book captioning/STT or confirm hearing loop availability
- Send agenda, slides, terminology, names, and pre-reading in advance
- Test technology and access services
- Assign a moderator to manage turn-taking, chat, and accessibility

### **Room & Technology Setup**

- Choose rooms with good acoustics, lighting, and low background noise
- Ensure assistive listening devices are available and working
- Confirm remote platforms support live captions and clear audio
- Ensure registration forms allow accommodation requests





## During the Meeting

- Ensure speakers speak one at a time
- Speakers should identify themselves before speaking
- Keep camera on when speaking (remote)
- Use chat for summaries and instructions (remote)
- Allow extra response time
- Schedule regular breaks
- Mute when not speaking (remote)
- Avoid side conversations or comments without microphone/caption access

## After the Meeting

- Share transcripts/captions
- Share slides and written action summaries
- Invite accessibility feedback
- Identify one written point of contact for follow-up questions

## C. Digital Documents & Media

- Use WCAG-compliant platforms and documents
- Provide accessible PDFs or editable source files
- Use high-contrast, readable layouts
- Caption all videos and training materials
- Provide written descriptions of essential visuals





## D. Managing Listening Effort & Fatigue

- Allow flexible working arrangements
- Provide quiet place
- Break long meetings into shorter sessions
- Avoid last-minute verbal-only briefings
- Provide access to wellbeing resources
- Allow recovery time after high-listening-effort activities

## E. Workplace Culture

- Treat accommodations as routine and confidential
- Include hearing access guidance in onboarding
- Provide regular awareness refreshers
- Encourage early disclosure by signaling support
- Make it clear that requesting accommodations will not affect performance evaluation

## F. Retention & Career Development

- Review accommodations quarterly or after role changes
- Maintain a written accommodation plan
- Ensure accessible training and e-learning
- Provide accessible performance reviews
- Support participation in mentoring and leadership programmes
- Ensure promotion and progression criteria do not rely on informal verbal visibility





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## ROLE SPECIFIC CHECKLIST

### 1. Manager Checklist

- Use written follow-ups for all key decisions
- Ensure meetings you organise are captioned and accessible
- Set clear turn-taking and communication rules in meetings
- Check in regularly about workload, fatigue, and access needs
- Review accommodations after team or role changes
- Share training materials in advance
- Provide written feedback and instructions
- Challenge assumptions about hearing loss and performance
- Escalate access issues quickly when they arise
- Avoid assessing engagement based on verbal participation alone

### 2. HR Checklist

- Embed accessibility into HR policies and job design
- Ask preferred ways of contact communication
- Provide a clear, confidential accommodation request process
- Co-design accommodations with employees and managers
- Review accommodations periodically
- Ensure onboarding includes hearing access guidance
- Ensure training and performance reviews are accessible
- Integrate disability and accessibility awareness into leadership training
- Maintain a confidential feedback or complaint mechanism
- Track and address recurring accessibility issues





### 3. Employer / Organisational Leadership Checklist

- Commit to accessibility across in-person, remote, and hybrid work
- Budget for captioning, STT, hearing loops, and assistive technology
- Ensure IT and Facilities maintain and test access equipment
- Appoint an accessibility focal point or team
- Ensure compliance with accessibility standards and legal duties
- Monitor retention, progression, and wellbeing outcomes
- Promote a culture where accommodations are supported
- Require accessibility planning for meetings, training, and communications





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## About EFHOH

The European Federation of Hard of Hearing People (EFHOH), established in 1993, is a non-profit organization representing hard of hearing and late-deafened individuals across Europe.

EFHOH advocates for awareness and practical actions to eliminate barriers to access affordable hearing care and rehabilitation and create an accessible society through public services and assistive technologies.

Its main objective is to protect and promote the rights of individuals with hearing loss in Europe, facilitating legislative and social protections through collaboration with members and stakeholders.



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