

Script for practicing self-advocacy



Scene:

You are ready to enjoy a performance at your local concert hall. You usually use an audio loop to assist you during performances because it is a difficult hearing environment. However, you do not see any signs about accommodations or assistive listening devices at the hall, as required under the Americans with Disabilities Act. You decide to talk to the manager of the concert hall about your concerns.

Characters:

The concert hall manager can be portrayed by a narrator, if practicing alone, or a friend/family member.

Script:

Manager: Hello, how can I help you?

You: Hello. My name is [NAME], and I have a cochlear implant. A cochlear implant is a device that provides a person who is deaf or has hearing loss with access to sound. The cochlear implant does this by bypassing the damaged or nonfunctioning parts of my ear to create a representation of sound. However, this representation of sound is much different than the sound individuals without hearing loss hear. I'm having trouble hearing in your concert hall, and would like to request accommodations.

Manager: I understand, but how does this affect my concert hall specifically?

You: While my cochlear implant is great for one-on-one conversations like this, I struggle hearing in environments where the speaker is at a distance, there is background noise, and there are poor acoustics. Unfortunately, your concert hall has all of these features.

Manager: Oh, okay. Well, what solutions do you propose?

You: The Americans with Disabilities Act requires managers of public facilities, such as concert halls, must remove any barriers for people with disabilities by providing accommodations. These accommodations for people with cochlear implants are installing assistive listening devices, such as an audio loop, in their facilities. Areas with assistive listening devices are also required to provide signs indicating that their facilities have an assistive listening device.

Manager: I'm going have to look into this. Is there anything I can do to help you before this concert?

You: Yes, please. If you could move my seats to the center of the concert hall, I think it would help reduce background noise and problems with the poor acoustics.

Manager: I'll take care of that for you right away.

You: Great, thank you. Next time I come, I will look for any signs about an assistive listening device.