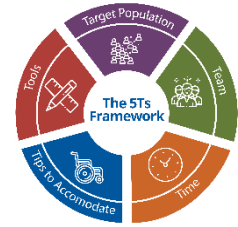


Example hearing protocol (Telephone survey)



Activate if participant answers “Yes” to problem or difficulty hearing over the telephone. Answering “Yes” to hearing question will not make them ineligible unless the hearing becomes a problem completing the surveys. Discuss with PI or Coordinator before excluding.

Do you have a problem or difficulty hearing over the telephone?

- No (*Continue survey normally*)
- Yes (*Continue but follow Hearing Protocol*)

1. If yes, ask “Can you hear me clearly right now?”
2. The interviewer should repeat questions at any time during the interview they suspect the person is not hearing them (e.g., asking them to repeat things, giving odd answers, interviewer can hear background noise or feedback).
3. If the interviewee indicates they aren’t hearing adequately or the interviewer thinks that the communication is being impacted by audio factors, interviewer should do the following:
 - ✓ Raise the volume of your voice, but avoid raising the pitch of your voice (older adults often have more hearing loss in the high ranges)
 - ✓ Speak clearly and slowly but don’t over-enunciate in a way that warps the words (or could seem condescending).
 - ✓ Suggest both interviewee and interviewer move to a quiet room and/or reduce ambient sound (turn off TV/radio, fans, etc)
 - ✓ Consider interrupting interview to establish a different line if the connection is not optimal (don’t use speaker phone, consider a land line, relocate for best signal)
 - ✓ Ask the interviewee if they have hearing aids and suggest they try them, if not using

If none of these interventions accommodate the impairment sufficiently to allow reliable communication by phone, then exclude.