



(L-R) James Leger, Christopher Dobbie and Sherry Turner work in a Security Service Records Office in Ottawa. All have hearing disabilities. The flickering light installed at their work station is located in the picture just above Christopher's head.

Minor modifications were made to the work environment of a Security Service records office in Ottawa to accommodate their deaf and hard of hearing employees. A small strobe light was installed at each work station. When a file is requested at the main desk, the employees are alerted by a white, flickering light at their station.

The hard of hearing employees in the Firearms Registration and Administration Section of "L" Directorate are able to amplify the voice heard through the telephone by simply adjusting a volume control dial in the handset.

There are many technical aids available at a wide range of costs. In many instances, the purchase of a specialized item is all that is required for a handicapped person to find suitable employment. The problem, in many cases, is simply that we are not aware of the types of equipment available on the market. A three volume manual entitled *The Unhandicapper* has been distributed to each



Sign language training has enabled supervisors and co-workers to communicate with deaf and hard of hearing employees. (L-R) Cynda Dolan, Gloria Jacobsen, Cathy Bonar, Laura Pantaloni and Gina Njolstad-Plouffe of "L" Directorate's Firearms Registration and Administration Section.

division in order to help alleviate this problem. Included in *The Unhandicapper* are numerous brochures giving details with respect to the types and costs of technical aids available from various commercial firms.

A Basic Sign Language Course was developed by our HQ Training Section with the assistance of the Canadian Hearing Society and subsequently held at Headquarters in the Fall of 1980. This course was aimed at managers, supervisors and co-workers of employees with hearing disabilities. The ten participants attended forty hours of classroom instruction over a period of ten weeks. The course involved the practical combination of learning and practising both sign language and finger-spelling. Gina Njolstad-Plouffe supervises three employees with hearing and speech disabilities in "L" Directorate's Firearms Registration and Administration Section. Although it takes many hours of practice to become totally proficient in sign language, Gina