



## 6.0. SERVICES

### 6.1. Whole Life Perspective:



NIHH provides comprehensive diagnostic, therapeutic, educational and vocational services to persons with hearing handicap. An inter-disciplinary team of audiologists, speech language pathologists, special educators, psychologists, social workers, ENT specialists, pediatricians and neurologists maintain a high standard of rehabilitation services like:

- \* Evaluation and diagnosis of hearing, speech and language impairment
- \* Selection and fitting of hearing aids and ear moulds
- \* Psychological evaluation
- \* Educational evaluation
- \* Psychotherapy and behaviour therapy
- \* Parent Infant Programme
- \* Pre-school
- \* Referral and follow-up
- \* Outreach and extension services
- \* Hearing Aid Sale Counter



- \* Parent guidance and counseling
- \* Speech & language therapy
- \* Vocational training and placement
- \* Training to PHC Doctors

The Institute provides information and documentation facilities and distributes public education material in the areas of prevention, early identification, early intervention, parent training, use of hearing aid, to name a few.

## 6.2. Hearing Assessment & Hearing Aid Fitting:

State of the art technology is used for assessment of hearing and hearing aid fitting. All age groups including new borns and infants are tested accurately for their hearing acuity. Miniature hearing aids placed inside the ear or behind-the-ear are also tested and fitted to the needy. The Institute also implements the Scheme of Assistance to Disabled Persons for Purchase/Fitting of Aids & Appliances (ADIP) of the Government of India, by way of providing hearing aids photo voltaic battery chargers and custom made earmoulds free of cost to the deserving beneficiaries (*Appendix - II*).

During the year under report **31349** number of persons underwent audiological evaluations, **8376** hearing aids were fitted and **9167** earmoulds were prepared at its clinics and Outreach and Extension service camps (*See Appendix - III*).

## 6.3. Speech & Language Assessment & Therapy:

Facilities to assess the speech and linguistic proficiency of the speech and hearing handicapped have been developed and used. Computer assisted assessment and intervention facilities are available. Nevertheless, the packages focusing on home based intervention and parent training programme are also well developed and utilized. During the year under report the number of cases registered for speech & language evaluation and for speech therapy sessions were **6195 & 24818** respectively.

## 6.4. Psychological Assessment & Therapy:

Diagnostic services like developmental assessment, intelligence testing, personality assessment, neuro-psychological testing and human resource assessment are provided. The psycho-therapeutic services include a variety of psycho-therapies, guidance and counselling and psycho-educational intervention. During the year under report **3112** new cases were registered for psychological evaluation and guidance and counselling.



## 6.5. Educational Guidance :

The Institute and its Regional Centres at Kolkata, New Delhi, Secunderabad and Bhubaneshwar provided guidance on various aspects of education to **2517** parents of children with hearing impairment.

## 6.6. Early Intervention :

### Parent Infant Programme

The Parent Infant Programme trains parents of children with hearing impairment under 3 years of age. The intervention is aimed to achieve integration and inclusive education by optimizing the use of residual hearing which in turn fosters development of speech & language. In addition to the cases attending PIP since last year, **520** new cases below 3 years of age were enrolled during the reporting year. The total number of sessions of one hour duration for the



different types of intervention programme was **1207**. For long term programme, Individualized Instruction Programmes (IIPs) were designed for every child with task analysed goals directed towards the caregivers and the child. Short term programmes were conducted aimed at developing skills in the parents who do not have regular access to rehabilitation centers to train their children at home.

### Pre-School Programme

The pre-school programme trains children in 3 - 6 years age range. Under this programme 21 children at AYJNIHH, Mumbai, 14 children at Southern Regional Centre, Secunderabad, 15 children at NRC, New Delhi and 14 children at TCTD, Bhubaneshwar were admitted during the reporting year.

## 6.7. Outreach and Extension Service

The main objectives of the Institute's Outreach and Extension Services have been to cater to the welfare and rehabilitation of persons with speech and hearing impairment in far flung areas, providing and/or initiating rehabilitative services, creating awareness in the community on prevention and early identification, bringing about attitudinal changes towards persons with hearing impairment and strengthening the existing institutions. Diagnostic camps were held in 123 different places across the country benefitting 13314 clients comprising of 11413 hearing impaired, 1774 orthopaedic handicapped and 127 visual handicapped during the reporting year. Details are at **Appendix IV**.



## 6.8. Disability Certificates :

The Institute issues disability certificates to the hearing impaired. Disability Certificates are issued to eligible persons with hearing impairment after careful and thorough investigation by the trained audiologists. During the year under report the Institute had issued 1957 Disability Certificates.

## 6.9. Socio-Economic Rehabilitation Services :

Persons with hearing impairment are offered services by the Institute's Socio-Economic Rehabilitation Department and Regional Centres by assessing the employability, providing vocational counseling and giving career guidance and placement services.

Institute, also undertakes agro-based vocational training in collaboration with voluntary organizations. Training is imparted to Vocational Counselors, Placement Officers, Personnel Officers, Rehabilitation Officers and Social Workers who in turn create awareness. Training modules have been developed to enable rehabilitation through NGOs/GOs.

### Socio-Economic Rehabilitation Services provided during 2005-06 & 2006-07

S.N.	Service	2005-06	2006-07
1.	Vocational Counseling and Guidance	2754	2483
2.	Referral for Vocational Training	316	287
3.	Referral for Employment	428	555
4.	Referral for Special Employment Exchange	122	121
5.	Referral for Self Employment	260	221
6.	Railway Concession Certificates Issued	2009	1416
7.	Medical Certificates Issued for Second Language Exemption	170	104

## Website - [Jobsfordeaf.nic.in](http://Jobsfordeaf.nic.in)

This institute has launched a website - [jobsfordeaf.nic.in](http://Jobsfordeaf.nic.in). Persons who are deaf/ hearing impaired seeking employment can register at the site as well as employers who wish to employ the persons with hearing impairment can enroll on the site free of cost. It's a two way interaction to meet the needs of persons who are deaf and demands of the employers. The website also facilitates the professionals working in the field of hearing impairment to register for employment prospects and the NGOs or GOs with vacancies can enroll their needs on this website free of cost;



both can interact too. At present 1021 resumes and 313 jobs are posted on the website. So far, 9930 people have visited the website.

## **6.10. Consultancy Services :**

The Institute provides consultancy services to the industries involved in manufacture and evaluation of hearing aids and ear protective devices like ear plugs/muffs (used to avoid ill effects of noise). It also provides consultancy to construct audiometric rooms, set up preschools, parent infant programmes, speech and language therapy services. The Institute earned a revenue of Rs.72,500/- as consultancy charges in the reporting year.

## **6.11. Information and Documentation Services :**

Information and Documentation Services link effectively AYJNIHH and its beneficiaries directly and indirectly. Its objectives are acquisition, assimilation and dissemination of information to individuals and organisations working in the area of the hearing impairment.

### **6.11.1. Computer Centre :**

Computer Centre facilitates computerization process by initiating development of software needed for activities of the Institute, identifying and recommending suitable ready made software packages, recommending suitable hardware, coordinating internet services and hardware maintenance services, providing training to staff as and when needed and providing help and support in data processing work. Internet service has been made available to students, staff in the library, as well as in all Departments.

Computerization process, covering clinical, administrative, academic and financial activities are in the implementation stage.

The institute is maintaining a website - [ayjnihh.nic.in](http://ayjnihh.nic.in). It provides a world of exhaustive information on speech and hearing impairment and rehabilitation. Having links with other unique websites, it has general and particular information about various aspects of early identification, prevention, diagnosis, intervention and assistance to persons with hearing impairment and their families in terms of rehabilitation. News and event details are frequently being updated in the website. It has a hit rate of average 50 per day.

### **6.11.2. Disability Line**

The benefits of services offered by Government and Non-Government organisations towards the rehabilitation of persons with disabilities are not being fully availed by the target group due to lack of awareness among the persons with disabilities as well as the community. Therefore, Disability Line is created to enable the public to have easy access to information regarding disabilities, to know the benefits/services offered through various schemes and agencies and addresses of service providers at the place of caller.



After launching DISABILITY LINE (DiL) in Maharashtra-Goa Telecom circle on 19<sup>th</sup> September, 2005, AYJNIHH launched the Disability Line in Delhi Telecom Circle on 20<sup>th</sup> April, 2006. Smt. Meira Kumar, Hon. Union Cabinet Minister of Social Justice and Empowerment, Govt. of India, dedicated the Disability Line (DiL), Information on Disability, to the people of Delhi Telecom Circle. Dr. Manoj Kumar, Chief Commissioner of Disabilities, Smt. Poonam Natarajan, Chair Person, National Trust and other dignitaries graced the occasion. The function was held at FICCI Auditorium, New Delhi. More than 450 people including persons with disabilities attended the function.



### 6.11.3. Library :



The centrally air conditioned library of AYJNIHH can accommodate sixty persons. It has 16121 reading material including 847 Hindi books, 831 bound issues of back volumes of journals, 601 microfilms and 315 audio-visuais. Internet facility is made available to staff and students of AYJNIHH and also reprography facility is available during working hours of institute for staff and students.