

TIPS ON HOW TO BE LIP READING FRIENDLY

- Be aware of the Exemption cards
- Be aware of the sunflower Invisible disability scheme
- Be aware of voice note apps
- Install a clear screen on your customer service desk if possible
- Wear Clear Masks if available to you
- Make sure your facing the person
- Speak in a clear and normal tone
- Try and move to a quieter location
- Have a notepad and pen to hand - please note :only use this if the customer would like you too.

CONTACT ME :

Email : livingwithhearinglossuk@gmail.com

Website: livingwithhearingloss.co.uk

 @livingwithhearingloss

 'living with hearing loss'

#CLARITYINCOMMUNICATION

HELLO!

My name is Amy.

I'm the founder of 'Living With Hearing Loss'. I'm working alongside 'Aston Hearing' to raise awareness for the Deaf and Hard of Hearing Community, whilst sharing experiences and educational resources.

During the pandemic, not only have feelings of isolation and loneliness been increased by the inability to communicate with people face to face, but with many services such as health and social care being moved to primarily telephone appointments, it has meant that many people within this community have felt like more of an 'after-thought'.

1 in 6 people in the UK experience hearing loss, and many rely on lip-reading alongside sign language to communicate.

I feel that everyone should have access to communicate openly with one and other, so I wanted to provide you with these posters so you have the option to share them throughout your establishment and let people know that if they need anything - they'll be able to communicate with you.

Thank you.

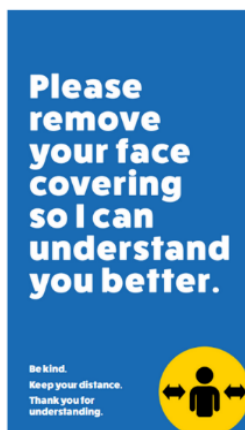


THE EXEMPTION CARD

'Living With Hearing Loss' wants to make you aware of an exemption card the Deaf and the Hard of Hearing are using today to help them throughout this pandemic.

With masks being made mandatory, it has made lip-reading impossible for the Deaf and the Hard of Hearing. With some compassion and understanding, we can work together to make this a more comfortable experience for the 1 in 6 people living with hearing loss.

This is a form of the exemption card which may be shown to you:

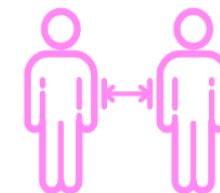


Exemption cards can be found on www.gov.uk in the above format, however some people may carry a homemade badge or a homemade lanyard if they feel more comfortable.

You can scan the barcode below to take a look at the www.gov.uk page.



KEEPING YOU AND OTHERS SAFE



It's so important that whilst we're ensuring everyone has the right to give and receive clear communication, we are still keeping ourselves and each other safe.

When you remove your mask, make sure that you are in a safe space and able to socially distance at your service point. For example; if you have screens up at your till point you will be able to lower your mask to make yourself understood very safely.

Alternatively, ensure that there is enough space around you to converse at a safe distance.

Another option would be to invest in visors or clear masks, which are available to purchase from a wide range of online retailers.

Hearing loss and deafness can be invisible, so with some awareness we hope to help you, help the hearing loss community by improving their customer service experiences whilst continuing to keep people safe.

I want to say a huge thank-you for reading through this and increasing your awareness.

Without you, this wouldn't be possible.