



Dear _____

My name is _____ & I'm in the process of helping to raise awareness for the hearing loss community.

Did you know 1 in 6 people in the UK are deaf or have hearing loss & rely on lip reading and facial expressions to understand you ?

The Covid-19 pandemic has had an unexpected & devastating effect on the Deaf & hearing loss community. Although necessary, face masks have made navigating the world incredibly difficult for those who rely on lip reading & facial expression to communicate.

With lockdown lifting it's easy to believe this is over, but it isn't for the hearing loss community as masks continue to be a requirement.

There is an exemption certificate available for the hearing loss community. This is a card that they can show the person they are talking to and it reads,

Please remove your face covering so I can understand you better. Be kind. keep your distance. Thank you for your understanding.

There are some simple steps you can take to support this large community...

- Ensure your staff are aware of the exemption card
- Make sure everyone knows to stand a safe distance and lower their mask when speaking to someone with an exemption card.
- Where possible, get your staff to wear clear masks. Clear masks are available from a number of websites and shops.

There is additional information & resources available a www.livingwithhearingloss.com.

We all want to stay safe during Covid-19 and beyond, please help us do that, while having clarity in communication for all.

Many thanks
