

LIP READING FRIENDLY TIPS

- Be aware of the Exemption cards
- Be aware of voice note apps
- Install a clear screen on your customer service desk if possible
- Invest in Clear Masks if available to you
- Have a notepad and pen to hand - please note : only use this if the customer would like you to

TOP 5 CHECK POINTS

1.FACE: Always make sure your facing the person your talking to.

2.SPEAK: Speak in a clear and normal tone

3.UNCOVER: Ensure nothing is covering your mouth (if safe and asked to do so)

4.SEE: Make sure you are in an area with good lighting

5.LOCATION: Make sure you have no loud background noise, move to a quieter area if possible

CONTACT US :

Email:

livingwithhearingloss@gmail.com

Website :

www.livingwithhearingloss.co.uk

Face book: LivingWHL

Instagram : livingwithhearingloss

LIVING WITH
HEARING
LOSS 

**HELP MAKE
THE ROAD MAP
AN INCLUSIVE
ONE**

#CLARITYINCOMMUNICATION

Supported
by



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.

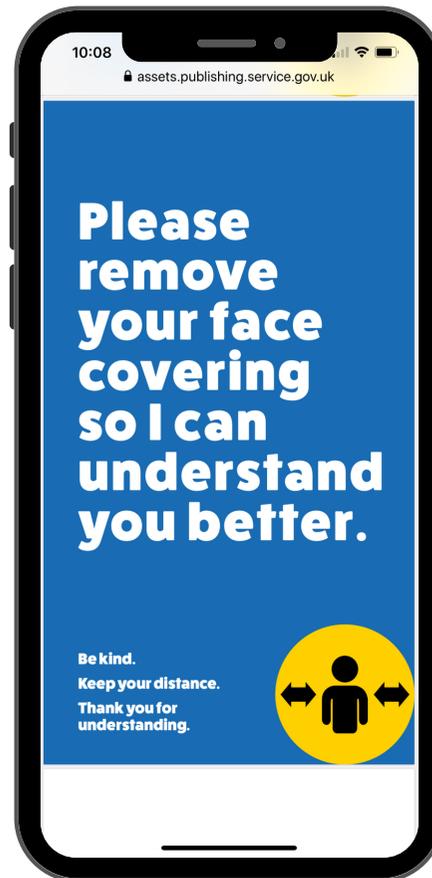
With masks being made mandatory, it has made lip-reading impossible for the Deaf and the Hard of Hearing. With some compassion and understanding, we can work together to make this a more comfortable experience for the 1 in 5 people in the UK living with hearing loss.

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

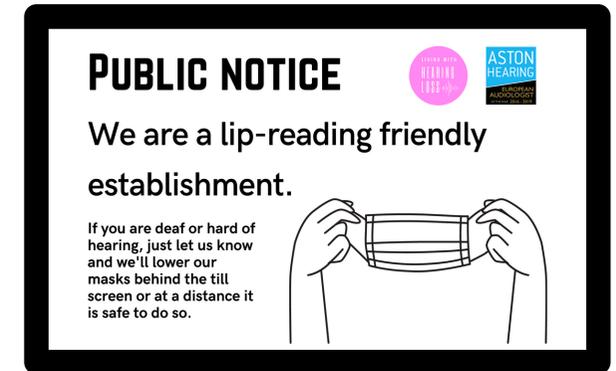


KEEPING YOU AND OTHERS SAFE

- Social distance when lowering your mask
- Lower your mask behind a clear screen
- Invest in a Clear Mask



THE POSTER



This poster enables the Deaf and the hearing loss community know that you are understanding of their needs in this challenging time.

Hearing loss and deafness can be invisible, so with a bit of awareness and compassion to the challenges faced we together can help make this road map a more inclusive one.