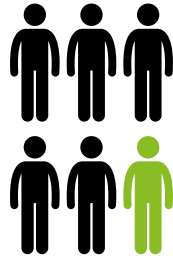
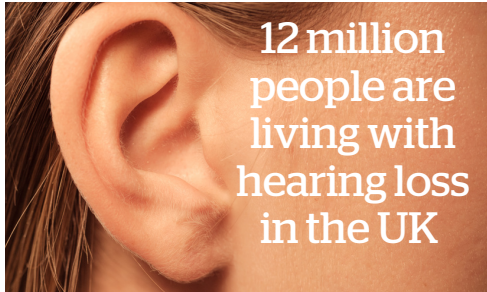


Deaf and hearing impairments

Reasonable Adjustments



1 in 6 live with hearing loss in the UK

50,000 children with hearing loss in the UK.



At least 24,000 people across the UK use British Sign Language (BSL) as their main language

English is a second language for many Deaf sign language users, and so written information can often be inaccessible to the.



Around one in 8 UK adults has tinnitus.

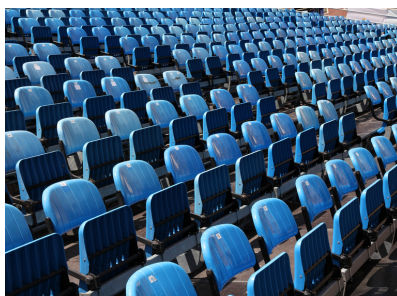
Hearing loss can lead to withdrawal from social situations, emotional distress, and depression.



Hearing loss can increase the risk of dementia by up to five times, but evidence also suggests that hearing aids may reduce these risks.



Deaf people can find it difficult to hear in larger venues because of poor room acoustics.



The problem is made worse by:

The distance that sound has to travel to reach the audience;

Background noise; and

Competing sounds.





Deaf and hearing impairments



Work Place Reasonable Adjustments: what you and your colleagues can do

Actions that can help

1. Provide alternatives to a telephone booking system.

2. Provide an option of booking a double appointment to help accommodate their communication needs.

3. Book their next appointment during their current appointment.

4. Make sure you have the person's attention and that they are looking at you. Give them a small wave or touch their shoulders/arm.



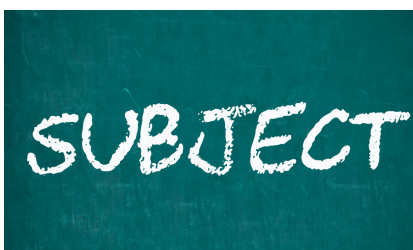
5. Look directly at the person and don't turn away whilst talking.

6. Make sure that your face or mouth is not hidden.



7. Give the subject of the conversation first and avoid sudden changes of subject.

8. Keep the normal rhythm of speech but be sure to enunciate the words clearly.





Deaf and hearing impairments



Work Place Reasonable Adjustments: what you and your colleagues can do

Here are some actions that can

help:

9. Use facial expression, body language and gesture.

Remember exaggerated mime will just make you both look silly.



10. If a sentence is not understood, don't just repeat yourself, try to rephrase it.



11. As a last measure you can always write it down.



12. Always be patient and friendly, take the time to communicate.



13. Consider booking a sign language interpreter, lip reader or note-taker.



14. Train in Lip Reading, Deaf Awareness and British Sign Language.



Reasonable Adjustments: building or workplace

Make sure that background noise is at a minimum.



Use equipment such as hearing loops, Louder phones, Flashing doorbells and Fire alarms.



Make sure that there is sufficient light on your face.

