

# **ACTION ON HEARING LOSS**

# **WE CAN HELP**

**Our friendly Information Line team is waiting for your call today.**

We offer FREE confidential and impartial information on a wide range of subjects including:

- **Tinnitus**
- **Your rights**
- **Benefits and services**
- **Equipment**
- **Deafness**
- **Hearing aids**

Contact us today:

Action on Hearing Loss

Telephone **0808 808 0123 (freephone)**

Textphone **0808 808 9000**

SMS **0780 000 0360**

Email **[information.line@hearingloss.org.uk](mailto:information.line@hearingloss.org.uk)**

Or go online for up-to-the-minute information on hearing loss and tinnitus

**[www.actiononhearingloss.org.uk/information](http://www.actiononhearingloss.org.uk/information)**



## Improve your business or service

We provide information, advice, deaf awareness training, disability awareness training and access audit services for organisations who are concerned about improving access to their organisation for staff and customers.

We offer training in all areas of work with people who have hearing loss, plus British Sign Language courses.

### How we can help you

- **Training** - our training covers all aspects of working and dealing with people who are deaf or have a hearing loss. Our training includes Start to Sign, deaf and disability awareness, and British Sign Language (BSL) Level 1. Our training can be tailored to meet your training and staff development needs.
- **Work-based assessments** - we offer practical advice on what equipment, support and reasonable adjustments can be made to support your staff, and ensure you as an employer are taking steps towards fulfilling your obligations under the Equality Act 2010.
- **Louder than Words accreditation** - Louder than Words is a nationally recognised best practice charter for organisations striving to offer excellent levels of service and accessibility for customers and employees with hearing loss.

For information about any of these services, please contact us on **0161 276 2311** or email **[training.services@hearingloss.org.uk](mailto:training.services@hearingloss.org.uk)**  
You can also visit us at **[www.actiononhearingloss.org.uk/supporting-you/training-and-advice](http://www.actiononhearingloss.org.uk/supporting-you/training-and-advice)**



## Communicate better

If you need help communicating, we can provide the following communication support:



- British and Irish Sign Language English interpreters
- lipspeakers
- deafblind interpreters
- electronic and manual notetakers
- speech-to-text reporters.

You shouldn't have to pay for the communication support you need.

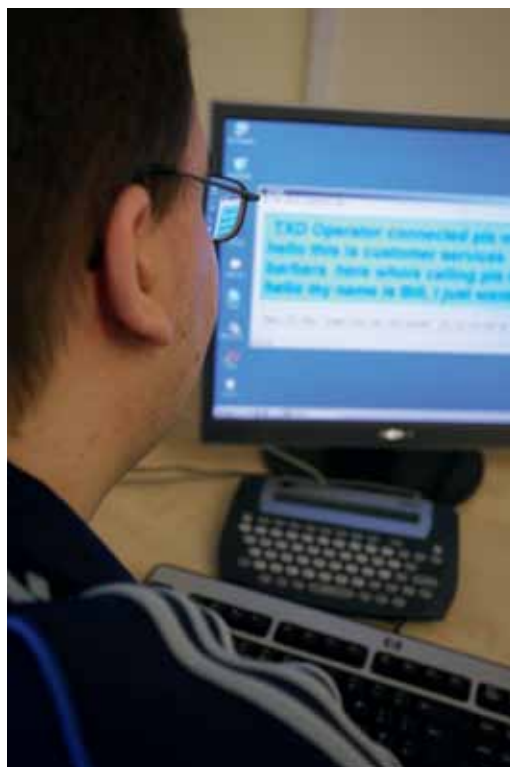
The law says that employers and service providers need to make reasonable adjustments – including communication support. For more information, contact our Information Line (see page 116), email [communication.support@hearingloss.org.uk](mailto:communication.support@hearingloss.org.uk) or go to [www.actiononhearingloss.org.uk/supporting-you](http://www.actiononhearingloss.org.uk/supporting-you)



## Text Relay

**Text Relay is a national text to voice relay service run by British Telecom.** It allows people with hearing loss or speech impairment to use a textphone to communicate and access any services that are available on standard telephone systems. All you need is a textphone, which is an adapted telephone with a keyboard. For more information call the helpline on **0800 7311 888** (tel), **0800 500 888** (textphone), email [helpline@textrelay.org](mailto:helpline@textrelay.org) or visit [www.textrelay.org](http://www.textrelay.org)

You can also write to Text Relay, PO Box 284, Liverpool L69 3UZ



## Local support

We provide equipment, assessment and outreach information services in some local communities for people with hearing loss.

Our team of staff and volunteers can:

- help you get the equipment you need
- support you with your NHS hearing aids
- provide information in your community.

We run many of our services in partnership with other organisations including local authority social care teams, audiology departments and health trusts. Your social services department may provide some of the products mentioned in this catalogue free of charge,

so it's worth asking them what's available. For more information visit [www.actiononhearingloss.org.uk/supporting-you](http://www.actiononhearingloss.org.uk/supporting-you) and click on Outreach and Equipment Services.

Some fire services offer free smoke alarms designed for people with hearing loss. For more information or advice on fire safety contact your local fire service, look in your local phone book or go to [www.fireservice.co.uk](http://www.fireservice.co.uk)



## RNIB – The Royal National Institute of Blind People

RNIB (The Royal National Institute of Blind People) is a UK charity supporting blind and partially sighted individuals. RNIB has three product catalogues that you can order, free of charge:

- Everyday living catalogue
- Mobility catalogue
- Braille catalogue

To order, contact RNIB on **0303 123 9999**, email [shop@rnib.org.uk](mailto:shop@rnib.org.uk) or you can find out more by visiting their online shop at [www.rnib.org.uk/shop](http://www.rnib.org.uk/shop)

For information, support and advice, contact the RNIB Helpline on **0303 123 9999** or visit [www.rnib.org.uk](http://www.rnib.org.uk)

