Communications Tips for someone with hearing loss

Where lip reading is possible:

Awareness
Make people aware that you are deaf or have a hearing loss and your preferred communication style

Facemasks
In public spaces, such as shops and public transport, you are exempt from wearing a face covering if you cannot wear your hearing aid or cochlear implant processor securely with a covering, or if this will interfere with your processor.

Social distancing
You can also ask people to maintain social distancing and lower their face covering if you need them to do this to communicate with you.

Face to face
Make sure they face you and you can see their face clearly

Full attention
Make sure the person gets your attention before they start speaking

Speak normally
Ask them to speak normally and not exaggerate their lip movements

When visual cues are not possible:

Speak clearly
Ask them to clearly and not to cover their mouth when speaking

Re-phrase
Ask them to repeat or say things differently if you do not understand what they have said

Technology
Use assistive devices like remote microphones with hearing aids to improve the quality of speech over background noise

Background noise
Reduce background noise as much as possible by moving to a quieter space.

Write it down
Write things down use pen on paper, text on device screens or whiteboards

Interpreter
If possible, ask them to speak to a relative or friend

Find out more about exemptions at rnid.org.uk/coronavirus-response/face-coverings-how-the-regulations-apply-to-you /

Please be aware that different rules apply in health and social care settings. You can find guidance for health and social care professionals on the RNID website.

RNID is the trading name of The Royal National Institute for Deaf People. A registered charity in England and Wales (207720) and Scotland (SC038926)