



Lower your face covering

You are allowed to follow social distancing and lower your face covering to communicate with someone who relies on lipreading or facial expressions



Face each other

Face the person you are speaking to so they know you are talking to them and can see your face clearly

Be patient

It is a stressful time for everyone, especially people who rely on lipreading or facial expressions, so take your time and repeat if necessary



Reduce background noise

Turn down background noise, or if you can't, try to move somewhere quieter

Write things down

You can do this on paper, on your phone or using speech-to-text apps



Find out more

We are calling on all retailers to make their stores accessible for people who are deaf or have hearing loss. Find out more and get involved on our website rnid.org.uk/access-for-all

For services and training to improve access for deaf people and those with hearing loss – visit louderthanwords.org.uk