



SPEECH AND HEARING  
INFORMATION  
BOOKLET

105A

The 2010 Equality Act places a legal obligation on all Service Providers and Organisations to make their services available to disabled people. Lions Clubs International promotes initiatives that enable Lions and members of the public with speech and hearing problems to achieve an improved level of communication by undertaking the Projects described in this Booklet.

**DEAFNESS** is a hidden disability. It cannot be seen. Hearing aids are not always visible, even if they are worn. There may be some clues to alert you that someone has a problem with their hearing. Listed below are a few ideas:-

- \*There may be a noticeable change in the ability to hear.*
- \*Complaints about people not speaking clearly or loudly enough.*
- \*Wearing a hearing aid.*
- \*Their speech may be difficult to understand.*
- \*Volume on TV/radio required louder than normal comfort.*
- \*Cupping of the ear to hear better.*
- \*No response when back is turned.*
- \*Difficulty hearing the telephone or doorbell when they ring.*
- \*Difficulty hearing what is said on the telephone.*
- \*Writing notes with questions.*
- \*Intent on watching the speaker's lips and face.*
- \*Frequent requests for repetition of what is said.*
- \*More guessing what is said and more misunderstandings.*

**HEARING TESTS** can be arranged through visits to your Doctor, Local Health Centre, Hospital, private Clinic and Opticians.

### **DEAF AWARE SCHEME**

This Scheme aims to provide training and awareness on how to promote better communication between hearing people and those who have a hearing impairment. For more details about Deaf Aware Training please visit the website [www.lionsdeafawareness.org.uk](http://www.lionsdeafawareness.org.uk). District 105A has a qualified Deaf Aware Trainer and Deaf Aware Training Sessions are undertaken to familiarise Lions about aspects of the Scheme.

Please contact Lion Penny Tregillus if you would like to book a Deaf Aware Training Session. Her contact details are at the end of this Booklet. Leaflets and Deaf Aware Cards are available for those people with a hearing impairment.

The Sessions are interactive, practical and enjoyable. They last around 3 hours and all Lions, Leos and Lionesses are welcome to come along.

Government figures state that people aged 55 year and over hold 70% of the countries assets. This means that staff may have difficulty in communicating effectively with 2 in 5 of the population. Where do these people spend their money? Where may they spend the latter years of their life? How do they deal with their financial affairs? How do they deal with day to day events? If there is no effective

two way communication, surely the retail sector will miss out and in medical and care home situations the person themselves will not be getting the best deal they can.

Detailed below are guidelines to enable a hearing person communicate more effectively with a hearing impaired person.

*\*If you are in a noisy environment take the person to one side. Remember a hearing aid amplifies all sounds.*

*\*Try to position a person so that your face is well lit.*

*\*Always address the person face to face. It is vital they see the lip movement.*

*\*Do not shout. Speak clearly and not too fast.*

*\*Do not over exaggerate your facial expressions.*

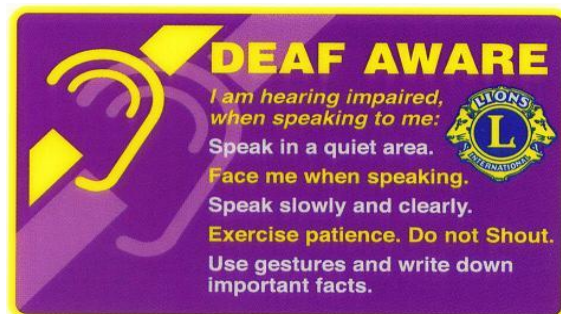
*\*Use plain language that is easily understood.*

*\*When speaking always ensure that your lip patterns can be seen clearly and are not distorted by eating or smoking.*

*\*If you are not understood try using simpler vocabulary or write things down.*

*\*DO NOT GIVE UP. Above all BE PATIENT*

The Hearing Trust has produced a Deaf Aware Card which is used by the hearing impaired person to both advise people that they have difficulty hearing and also how the hearing person can more effectively communicate with them.



### **I SEE WHAT YOU'RE SAYING BADGE**

Sight Impaired people are easily recognised by the "carrying" of the white cane. Hearing Impaired people have no known easily recognisable aid, so people do not realise they have a problem hearing what is being said to them.

The obvious answer for the hearing impaired person is something that is visible and can be worn. The "I SEE WHAT YOU'RE SAYING" Badge is worn by a person who is profoundly deaf and relies on lip reading as their main means of communication. By looking at the Badge members of the hearing community look directly at the hearing impaired person so they can lip read.



Your District Speech and Hearing Officer has a supply of badges to issue, free of charge, to Severely and Profoundly Hearing Impaired adults and children in the District. Clubs are encouraged to contact individuals in their locality, specialised Deaf Schools for children, Units for deaf children attached to mainstream Schools and Clubs for deaf people.

Please contact your District Speech and Hearing Officer for further information or if you or someone you know could use this Badge.

### **COLLECTION OF USED HEARING EQUIPMENT**

Old and unused hearing aids and other hearing equipment can be collected and sent for refurbishment. Once refurbished it is then sent to other countries to be used by others who can make good use of it. Hearing impaired people from countries such as Sudan, Philippines, Pakistan, Nepal have benefited from refurbished hearing equipment.

There is no official Lions container to collect them in but it can be collected in the same Lion's container along with spectacles or mobile phones. These are available from the Lions supply catalogue. Alternatively create your own container. Posters, similar to the example in this Booklet, are available from the Speech and Hearing Officer.

Suggested Collection Points for Used Hearing Equipment include Charity shops, local shops, Social Service Establishment, Day Centres, Undertakers, Opticians, Health Centres, Doctors, Audiology Department in Hospitals. *NB Some Audiology Departments prefer used hearing aids are returned to them.* I am sure you can think of more outlets for their collection.

Hearing equipment received is sent for refurbishment by The Starkey Hearing Foundation before being sent on to its recipients.

District Speech and Hearing Officer Lion Penny Tregillus and MD Speech and Hearing Officer Lion Derek Rutter are working with Dr Michael Nolan, from The Starkey Hearing Foundation, to oversee this Project. To send small amounts or individual hearing aids remove all batteries and take them out of their boxes (to save on postage costs) and send the bare hearing aids, in a jiffy bag to:-

Dr Michael Nolan, Lumb Gap Barn, Haslingden Old Road, Rossendale, BB4 8TT.

*You may wish to a note inside the package giving your name, address or email address so it can be acknowledged and a "Thank You" letter sent.*

Alternatively to send larger amounts free of charge use Parcel Force. To do this follow the instructions below:-

*Ring Parcelforce on 0344 800 4466 to arrange collection of your parcel. Quote contract reference R233259. Account Holder is Lions Clubs International. Ask for 48 hour service and they will take details and come and pick the package up.*

Any Used Hearing Equipment collected in the same box as Used Spectacles and sent to Chicester Lions Club, at the address below, will find it's way to Dr Michael Nolan:-  
*Chicester Lions Club, C/O Apuldram Centre, Apuldram Lane South, Chicester, PO20 7PE.*

Please contact Lion Penny Tregillus if you have any queries.

## DOOR HANGERS

These are a visual request for help in case of an emergency for people with a hearing or visual impairment as well as a mobility problem. They are used in the same way as a "Do Not Disturb" sign, so when placed on the outside of the door of a room inhabited by someone who may not hear the fire alarm bell or may be unable to evacuate the premises without assistance. They are available from the Speech and Hearing Officer.



## OTHER ORGANISATIONS AND CHARITIES ASSISTING HEARING IMPAIRED PEOPLE

**Hearing Dogs for Deaf People** was established in 1982 and is the only organisation in the UK dedicated to training dogs to act as assistants and companions for people who are severely or profoundly deaf. They select and train unwanted young dogs that have the temperament to act as hearing dogs, match them to deaf people who can benefit from their help and provide ongoing contact and support.

They train dogs to work with children, aged between 7 and 12 year olds who are severely or profoundly deaf. These dogs have been shown to improve a child's confidence; self esteem self image and social skills. If you know of suitable candidates living in the Buckinghamshire and Oxfordshire areas please contact your District Speech and Hearing Officer.

Lions can help them carry out their work by supporting them financially or alternatively make people more aware of their work. Maybe you know someone who

could make use of a hearing dog in the home or become a puppy fosterer or walker whilst the hearing dogs undergo their training.

They raise funds through the collection of Used Postage Stamps. If you have any used postage stamps please send them to Hearing Dogs for Deaf People, Xchange Master Ltd, 272 Bath Street, Glasgow, G2 4JR

Hearing Dogs for Deaf People contact details are: -

Hearing Dogs for Deaf People, The Grange, Wycombe Road, Saunderton, Princes Risborough, Bucks, HP27 9NS

Tel no 01844 348100 (voice and minicom)

Fax 01844 348101

Email [info@hearingdogs.org.uk](mailto:info@hearingdogs.org.uk)

Web site [www.hearingdogs.org.uk](http://www.hearingdogs.org.uk)

Registered Charity no 293358

**Action on Hearing Loss** campaigns and works to improve the lives of hearing impaired people through research and training programmes. Your Speech and Hearing Officer has a range of leaflets produced by them on different aspects of deafness. More information can be obtained from their web site [www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk). Alternatively contact them by telephone no 0808 808 0123, text phone 0808 808 9000 or email [information@hearingloss.org.uk](mailto:information@hearingloss.org.uk).

The Speech and Hearing Officer has more information about Organisations and Charities, listed below, which help hearing impaired people:-

*Assistance Dogs UK*

*Breakthrough Trust*

*British Deaf Association*

*Deaf Broadcasting Council*

*Friends of the Young Deaf*

*Hearing Concern*

*National Deaf Childrens Society*

*SENSE*

The Speech and Hearing Officer is available to attend Club and Zone Meetings, social functions to give presentation about any Speech and Hearing project.

They have a selection of leaflets and resources related to any project discussed in this Booklet

This document can be downloaded as a PDF file from the Lions 105A web site

[www.lions105a.org](http://www.lions105a.org)

## **CONTACT DETAILS**

### **Speech and Hearing Officer**

Lion Penny Tregillus, 33A Rock Lane, Leighton Buzzard, Beds, LU7 2QQ.

Tel no 01525 379973 Email [tregillus@hotmail.com](mailto:tregillus@hotmail.com)

### **Deaf Aware Trainer**

Lion Penny Tregillus, 33A Rock Lane, Leighton Buzzard, Beds, LU7 2QQ.

Tel no 01525 379973 Email [tregillus@hotmail.com](mailto:tregillus@hotmail.com)



Donate your old  
hearing aids  
**HERE**

They will be refurbished and sent through the network of Lions Clubs to the needy in third world countries



We serve

**Lions Clubs International**

☎ 0845 833 9502 [www.lionsclubs.co](http://www.lionsclubs.co)

