



SPEECH AND HEARING

INFORMATION

BOOKLET

105EA

The Disability Discrimination 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 door bell 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 or private Clinic. Some Opticians carry them out now.

Action on Hearing Loss (formerly RNID) have set up the "HEARING MATTERS CAMPAIGN". Lions, family and friends are invited to have their hearing checked either over the phone or on line.

By phoning 08448003838, a five minute call, will alert people as to whether they have a problem with their hearing. *Calls from a BT landline cost up to 5p a minute. Charges for other service providers may vary.*

Alternatively use their on line service www.hearingloss.org.uk/hearingmatters.

Flyers and postcards about this Campaign are available from the Speech and Hearing Officer.

DEAF AWARE SCHEME (The Lions Hearing Trust)

This Scheme aims to provide training and awareness on how to promote better communication between hearing people and those who have a hearing impairment. It was set up by the Hearing Trust, based in District105EA. Initially District 105EA was the only District to have qualified Deaf Aware Trainers but now Districts 105A and 105NE have them. Other Districts have Lions in training with a view to set up further Training Units. Training Sessions are held in 105A and 105EA to familiarise Lions about aspects of the Scheme. 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 years 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 2 way communication, surely there tail sector will miss out and in medical and care home situations the person themselves will not be getting the best deal they can.

Lions can help the Deaf Aware Trainer by not only learning more about being more Deaf Aware but also finding them contacts so they can carry out Training Sessions within the Retail Sector, Health Care Environment, Financial Establishments, Councils etc. Leaflets, Deaf Aware Cards, Training charges and Lions' training dates are available from your Speech and Hearing Officer. Their contact details are published at the back of the Booklet.

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.

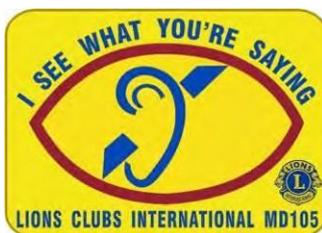


I SEE WHAT YOU'RE SAYING BADGE

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 was the idea of the late Lion John Cheetham and his wife Lion Sheila who has hearing problems. The Badge indicates that the hearing impaired individual uses lip reading as their main means of understanding what is being said to them. Lion Harpreet Grewal designed it. The basic outline is an eye. The pupil is the sympathetic hearing sign and the top eyelash says “I SEE WHAT YOU'RE SAYING”; a skill all deaf people have, to various degrees, and which many of **US**, do not have! The basic colour is yellow, and the important message is in blue.

These colours have been chosen because they make it more easily readable for everyone.



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. Within the last year hearing impaired people from Sri Lanka, Zimbabwe, Philippines, Mauritania, Colombo, Ethiopia and Ghana 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.*

Any hearing equipment received is sent to Starkey Hearing Foundation where it is refurbished, then sent on to it's recipients.

Dr Michael Nolan of the Starkey Hearing Foundation is in charge of this Scheme. To send them to him, free of charge, via Chichester Lions Club please follow the instructions below.

The address is Chichester Lions Club, C/O Apuldram Centre, Apuldram Lane, South, Chichester, PO207PE.

Alternatively send your hearing aids direct to Dr Michael Nolan, Lumb Gaps Barn, Haslingden Old Road, Rossendale. BB40TT

Ring Parcel force on 08448004466. Quote contract reference R233259. Account Holder is Lions Clubs International.

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 if you need any.



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.

Lions can help them carry out their work by supporting them financially or alternatively make people more aware of their work. May be 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.

A leaflet can be seen at the back of this booklet and further literature is available from the Speech and Hearing Officer.

Their contact details are:-

Hearing Dogs for Deaf People, The Grange, Wycombe Road, Saunderton,
Princes Risborough, Bucks, HP279NS

Tel No: 01844348109 (voice and minicom)

Fax 01844348101

Email info@hearingdogs.org.uk

Website www.hearingdogs.org.uk

Registered Charity No: 293358

Action on Hearing Loss (formerly RNID) campaigns and works to improve the lives of hearing impaired people through research and training programmes. The “HEARING MATTERS CAMPAIGN” is one of their projects and their magazine “One in Seven” gives you an insight into other work they carry out. More information can be obtained from their website www.hearingloss.org.uk. Alternatively contact them at PO Box 1646, London, EC1Y8TT or on Tel No: 08456340679. Lions can help them carry out their work by supporting them financially or alternatively make people more aware of their work.

Your Speech and Hearing Officer has more information about Organisations and Charities, listed below, which help hearing impaired people.

Assistance Dogs UK

British Deaf Association

Friends of the Young Deaf

National Deaf Children's Society

Breakthrough Trust

Deaf Broadcasting Council

Hearing Concern

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 105EA website

<https://www.lions105ea.com/>

CONTACT DETAILS

Speech and Hearing Officer

PDG LION BRIAN STANBRIDGE. 31, Pearsons Avenue, Rayleigh, Essex. SS6 9BP

Tel: 01268 782113. Mob: 07850 396502.

Email:speechhearing@lions105ea.com

Deaf Aware Trainers

(1) PDG LION BRIAN STANBRIDGE. {See above for details.}

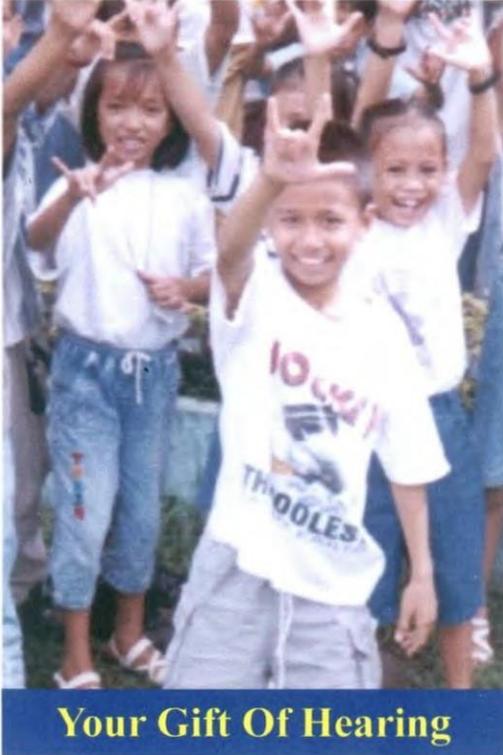
(2) LION DEREK RUTTER. 43, Knights End Road, March, Cambs' PE15 9QA

Tel: 01354 651892. Mob: 07860 249053

Please also see <http://www.lions105ea-hearingtrust.com/>

Caring About People

Ordinary People-Amazing Things



Old Hearing Aids

Are Now Being Collected
By Your Local

Lions Club

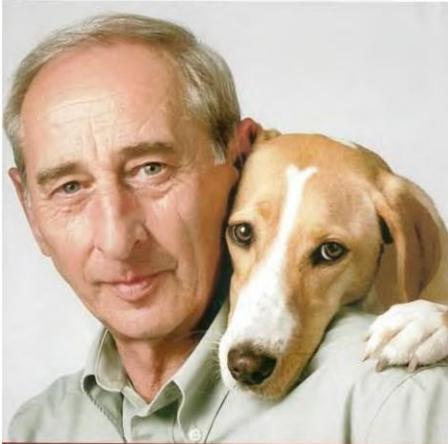
To Be Sent Overseas Where
There Is A Desperate Need

You May Hand
Them In Here
Or Contact:





Hearing Dogs for Deaf People



Companionship for an independent life

Since 1982, Hearing Dogs for Deaf People has been training dogs, mainly from rescue centres, to act as assistants and companions for people who are severely or profoundly deaf.



"Over twenty years ago I suffered a head injury in a car accident and gradually started to go deaf. Over time, I could no longer hear the telephone or door bell and my confidence was nil. When I first met Flint, my hearing dog, it was love at first sight. We bonded straight away. Now, she alerts me to every day sounds, gets me up in the morning and accompanies me to the doctor, dentist, hospitals, library supermarket, restaurants - in fact everywhere. People see her burgundy coat and realise I am deaf and then want to ask me all about her and what she does for me. Deafness is an invisible disability and I felt isolated before I had Flint. Now, I have a wonderful companion and assistant to take me out into the world. My life has changed immensely since Flint has been here."

Jacqueline Cakuta and SOX



Over half a million people in the UK experience severe or profound hearing loss - and could potentially benefit from a hearing dog.

Hearing Dogs for Deaf People is the only organisation of its kind in the UK. Our work is made possible with the generous support of companies and the public, and our dedicated network of over 1,000 friends and volunteers.

Our work falls into these main areas:

- Selecting and training young dogs (often from rescue centres) which have the right temperament to work as hearing dogs
- Matching hearing dogs to deaf and hard of hearing recipients. We ensure that recipients can really benefit from a hearing dog, as well as being able to look after them.
- Maintaining regular contact with hearing dog recipients and re-homing dogs which don't quite make the hearing dog grade.

We also work hard to raise awareness of the role of hearing dogs in helping deaf people to lead independent lives. Our magazine, Favour, reaches more than 100,000 people and we run a busy programme of speakers' events, as well as activities in schools.

www.hearingdogs.org.uk

A listening ear to the world of sound



Everyday sounds

A hearing dog responds to everyday sounds (like the doorbell, cooker timer or telephone) by touching its owner and leading them to the source of the sound.



Danger Signals

A hearing dog responds to emergency sounds (like a smoke alarm or burglar alarm) by touching its owner and lying down in a special 'alert signal'.



Out and about

Hearing dogs are chosen and trained for their friendliness and sociability. Their companionship (and the visibility of their burgundy jackets) can help to break down the barriers and isolation that many deaf people face.



"My hearing dog Ceri is my help-mate, my friend, my protector and she's fun! I never envisaged how big a difference she would make to my life."

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

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