

## **Action on Hearing Loss Scotland**

### **Top Tips for Supporting Volunteers with Hearing Loss or Deafness.**

Action on Hearing Loss Scotland are here for the 945,000 people across Scotland who are deaf or have hearing loss.

We work in communities around Scotland to support people with hearing loss including hearing-aid care and specialist employment support. We also campaign for equal access to employment, health, entertainment and to improve standards in audiology care.

The following Top Tips have been created for you to think about the important things which need to be considered to ensure a positive experience for all recruiting and supporting volunteers with hearing loss.

## TOP TIPS FOR SUPPORTING VOLUNTEERS WITH HEARING LOSS OR DEAFNESS.

These Top Tips were produced by Action on Hearing Loss Scotland

By reflecting on the following we would hope that these points would help you make your volunteering offer more inclusive:

1. Ask the person what their preferred method of communication is; lipreading/hearing aids/British Sign Language (BSL).
2. Encourage discussions about hearing loss in the workplace - it's more common than people realise.
3. Make sure you have the person's attention before you start speaking (this can be through waving your hand, or touching their shoulder)
4. Find a place to talk that has good lighting, away from noise and distraction.
5. Turn your face towards them when talking, so they can follow lip patterns more easily
6. If you're talking to one person with hearing loss and one without, focus on both of them
7. Use plain language and don't waffle or use jargon that is overcomplicated.
8. Don't shout as it looks aggressive and uncomfortable.
9. Never say "it doesn't matter" or "I'll tell you later" - be patient and repeat if necessary.
10. Ask about their preferred method of contact. Many deaf /hard of hearing people much prefer text to phone

For more information please see:

- [Action on Hearing Loss Scotland](#)
- [Inclusive Volunteering page](#)