



## Ideas for you as a Hearing Ambassador

### Communication Basics

- Get their attention and turn your **face towards** the person with hearing loss when you speak.
- Speak clearly with **normal lip movements** and gestures.
- If they **haven't understood** what you have said, try saying it in a **different way**, or if it is **really important write it down**.
- **Don't mime or use exaggerated gestures** and above all **don't shout**. Shouting can be uncomfortable for a hearing aid wearer.

### ✓ Time out

The process of listening whilst lipreading can be quite exhausting. Be understanding if your friend wants some time out to re-charge.

### ✓ Beyond the Basics

The major charities have a wealth of information about hearing loss, hearing tests, getting used to hearing aids, lipreading, the latest assistive technology and speech to text conversion systems. **Share the videos and stories** in our resource section with your friend, and also show them the list of **useful links** that we have provided. You could even join a hearing aid recycling scheme or a campaign group.

✓ Take a look at our **Tips for People with Hearing Loss**. We have provided some tips on eating out, visiting the cinema and theatre, and the Induction Loop (T-Loop Setting).

**Practise fun, patience, curiosity and kindness.**



## Ideas for you as a Hearing Ambassador

- ✓ **The Hearing Test**  
How about offering to attend hearing appointments, with your close family member? You could help them to digest information about their new hearing aids, and how to keep them maintained.
- ✓ **Getting used to Hearing Aids requires perseverance**  
Hearing aids are not an instant cure for hearing loss. They are an aid to understanding speech. For some people, they take a lot of getting used to. At first some everyday sounds like the rustling of a newspaper may seem exaggerated, but with your encouragement, and their perseverance, in time, your friend will get used to them.
- ✓ **Induction Loop (T-Loop)**  
Many hearing aids are fitted with a setting which will direct speech straight to the hearing aids. In some cases this setting is accessed via a little switch which can be quite fiddly, so you may need to help your friend to use this switch. Also, you may have to request the premises to turn on the loop. If it is switched off or not working, please let staff know.
- ✓ **In Meetings**  
No matter how good your hearing is, it can be very difficult to follow a meeting if people are talking over one another. Our section on organisations includes information about how to run meetings for everyone, from having protocols to ensure that only one person talks at a time to the use of microphones for larger meetings.



**Be open with your friend with hearing loss, be kind and ask what they would like from you.**