



Awareness

Make people aware that you are deaf or have a hearing loss and your preferred communication style



Facemasks

In public spaces, such as shops and public transport, you are exempt from wearing a face covering if you cannot wear your hearing aid or cochlear implant processor securely with a covering, or if this will interfere with your processor



Social distancing

You can also ask people to maintain social distancing and lower their face covering if you need them to do this to communicate with you

Where lip reading is possible:



Face to face

Make sure they face you and you can see their face clearly



Full attention

Make sure the person gets your attention before they start speaking



Speak normally

Ask them to speak normally and not exaggerate their lip movements

When visual cues are not possible:

The below are particularly important when someone cannot use visual cues, such as on the telephone or when wearing a mask:



Speak clearly

Ask them to clearly and not to cover their mouth when speaking

Re-phrase

Ask them to repeat or say things differently if you do not understand what they have said

Technology

Use assistive devices like remote microphones with hearing aids to improve the quality of speech over background noise

Background noise

Reduce background noise as much as possible by moving to a quieter space.

Write it down

Write things down use pen on paper, text on device screens or whiteboards

Interpreter

If possible, ask them to speak to a relative or friend

Find out more about exemptions at

rnid.org.uk/coronavirus-response/face-coverings-how-the-regulations-apply-to-you/