

Supporting deaf and hard of hearing people

- Check that hearing aids are inserted correctly and working.
- Know how to use the control buttons on hearing aids.
- Check tubing is not damaged and ear moulds are not blocked with wax.
- Ensure there are adequate arrangements for hearing aid re-tubing, repairs and battery replacement.
- Ensure that lost hearing aids are replaced quickly.
- Remember that communication support is available.
- Be aware that other long-term conditions may have an impact on hearing aid use.

**For information on hearing loss, phone 0141 341 5330
(Textphone 0141 341 5347)**

www.actiononhearingloss.org.uk

Guiding tips for a person with sight loss

- Always offer assistance first, not everyone will need help.
- Introduce yourself, ask the person where they want to go and how they wish to be guided.
- Match your pace to the person you are guiding.
- Give instructions where necessary but don't overdo it.
- Be aware of hazards at ground level and at head height.
- When guiding the person indoors, give information about the people who are present and the environment as you move around.
- When guiding outdoors, give information which will aid confidence.
- Remember to allow extra space around obstacles.

For information on sight loss, phone 0131 652 3140
www.rnib.org.uk/scotland