

# A few helpful notes when speaking to a hearing impaired customer

| Do                                                                                                      | Don't                                                                                                |
|---------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| Speak clearly                                                                                           | Turn your back or look away from the customer when talking to them                                   |
| Look at the customer at all times and at the same level                                                 | Cover your mouth                                                                                     |
| Check the individual can understand you, and if asked to repeat what has been said, use different words | Shout                                                                                                |
| Offer to write things down if required                                                                  | Sit in a position with the light behind you – it casts a shadow on your face                         |
| Be patient                                                                                              | Use derogatory terminology e.g. deaf and dumb, mute, etc.                                            |
| Use the equipment provided and obtain a working knowledge of the equipment                              | Be afraid – an individual will feel more relaxed if you are taking the time and effort to serve them |

**Note:** The volume of the hearing loop has been pre-set. Customers can alter the volume of their hearing to achieve a comfortable sound level.

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Quick Guide to  
1 to 1 Hearing  
Loops

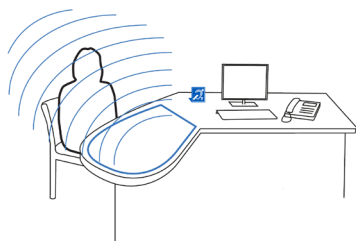
# Why Use Hearing Loops?

Hearing loop systems are automatically compatible with telecoils inside users' hearing aids, and offer compliance with the Americans with Disabilities Act.

Hearing aids on their normal setting amplify all sounds. This can make it difficult for hearing aid wearers to distinguish speech, music or conversation in noisy environments.

**Hearing loop systems** let you communicate with many of the millions living with hearing loss: users can listen to sound sources directly by cutting out background noise.

Speech is picked up by a microphone and transmitted via a magnetic field to a telecoil (T-coil) within a user's hearing aid. The result? Crystal clear sound without frustrating background noise!



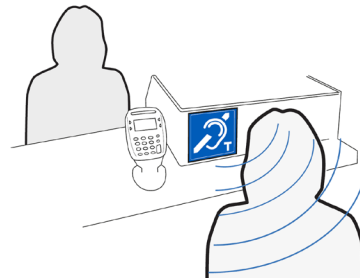
## Signage

Signage should be displayed clearly so customers can see that hearing loops are installed. Below is an example of the sign:



# Counter Loops

A **Counter Loop** provides clear communication with a hearing aid wearer on a one-to-one basis.



## How to use a Counter Loop

1. Your seated/standing position should be no more than 12 inches from the staff microphone.
2. Face the customer and ensure the staff microphone is positioned so it can pick up your voice.
3. Speak clearly as normal.

If the hearing aid wearer cannot hear you clearly:

- Draw their attention to the hearing loop sign, and check their hearing aid is in the "T" position.
- Ask the hearing aid wearer to check the volume setting on their hearing aid.
- Move closer to the staff microphone if possible.
- Ask the hearing aid wearer to move closer to the hearing loop sign if possible.

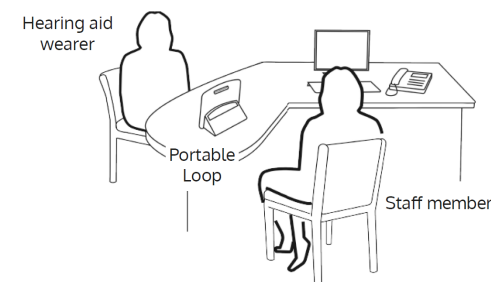
## Things to Remember

- The Counter Loop is always on and automatically relays any speech made into the staff microphone.
- Make sure the loop sign is in a clear position to show that assistance is available.

See the '[Installation Instructions & User Guide](#)' provided with the Counter Loop for more detailed instructions and troubleshooting.

# Portable Loop

A **Portable Loop** can be moved between locations and used in small rooms to enable conversation between two people.



## How to use a Counter Loop

1. Place the Portable Loop between the hearing aid wearer and the member of staff, no more than 2ft distance from each.
2. Ensure the front of the unit, which has a "T" position label, faces the customer.
3. Slide the switch on the left hand side of the rear of the unit to the "ON" position.
4. When speech is picked up, a status light on the Portable Loop will flash green.
5. If the battery level becomes low, the status light will flash red. The unit should then be recharged using the power adaptor provided.
6. Ensure the unit is left on charge when not in use.

See the '[Installation Instructions & User Guide](#)' provided with the Portable Loop system for more detailed instructions and troubleshooting.