

BID SERVICES

ACCESSIBILITY IN BUILDINGS/EVENTS

Have you ever considered how accessible your building, event, meeting space or community groups are to people with hearing loss?

It's important that someone with hearing loss feels welcome from the minute they enter your building/place.

Consider the following:



Reception area

This is the first impression of your group, organisation or event. Consider the levels of traffic around reception.

Ensuring the area is well lit and loop system clearly displayed will help a person with hearing loss feel welcomed into your building.

Lighting

When communicating with a person with hearing loss, lighting in the room is vital. Natural lighting works best.

Often people with hearing loss will lip-read to help understand what is being said which is why good lighting is key.

Acoustics

Often office spaces have wooden flooring, high ceilings and hard furnishings. Try to choose a room with low ceilings, soft furnishings and carpet. This will help to absorb any echo within the room.

Group Numbers

If you are holding an event and have a participant who has a hearing loss, smaller groups are easier to follow and lip-read.

Check with your participant if a lip-speaker is required or if they have any communication needs.

Preparation

If you have preparation materials or an agenda, forward this information to the person with hearing loss prior to the event. Feeling prepared for the topic that will be discussed will be a huge help.

Forward Facing Activities

Ensure activities are forward facing and visible to everyone in the room. The guest speaker or person presenting needs to be clearly visible and it's also a good idea for them to stay still!

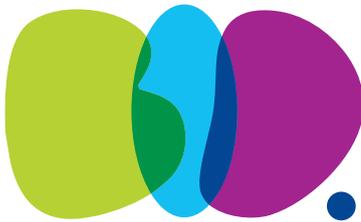
In regards to the layout of the room or tables and chairs, it is recommended that this is in a semi-circle format so that it's easier for the person with hearing loss to see everyone else within the group.



If you would like further support, please contact:

Email: access@bid.org.uk **Telephone:** 0121 246 6100 **Mobile/Text:** 07595 086540

Visit our website: www.bid.org.uk



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Hand Up to Speak

Ensure that attendees don't talk over one another, raise their hand for a question or to speak.

Using the Telephone

People with hearing loss may struggle talking on the telephone. If you find someone is saying pardon often or asking you to repeat yourself, consider a different way of communicating i.e. email, text, video call.

Online Meetings

Online meetings will be testing for an individual with hearing loss. Make sure that everyone has selected 'mute' within a meeting unless they need to speak, raise your hand or wave when you have a question. This way the person with hearing loss can follow the conversation more easily. Skype has the facility to use subtitles so where possible implement this into your meetings.

Loop System

Loop systems are a great piece of equipment for hearing aid users. If you have a loop system in your building you will need to ensure staff know how to use it and that it is switched on.



Display the loop logo in a prominent area and ask your attendee if they can hear the speaker clearly through the loop. There are many loop systems on the market, if you are not sure or need guidance, the Access Service can offer advice.

Need advice and guidance on how to make your building or event more accessible for those with hearing loss?

We can help!

Access can provide Hard of Hearing Awareness Training that may be useful in conjunction with this factsheet or for employees looking to understand how their workplace can be accessible.

Please contact the Access team for more information. Send an email to access@bid.org.uk or call/text on 07595 086540.

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