

## Making a booking

**Please book as early as possible and give us as much information as you can, including:**

- date, time and duration
- venue and number of people attending
- what it's for
- background information and any handouts that will be used.



Ask for advice on whether you'll need one or two communication professionals. For meetings of up to two hours, one person is usually enough, as long as there are breaks.

### Book with us today

Monday to Friday, 8.30am to 5pm

☎ 0845 685 8000 📞 18001 0845 685 8000

☎ 07537 410 086

✉ [communication.services@hearingloss.org.uk](mailto:communication.services@hearingloss.org.uk)

🌐 [actiononhearingloss.org.uk/communicationsupport](http://actiononhearingloss.org.uk/communicationsupport)

Out of hours 24/7 service

☎ 0700 341 8352 📞 18001 0700 341 8352



# Hearing loss can't be ignored

Hearing loss affects over 11 million people in the UK. It's vital that people who are deaf or have hearing loss are able to communicate clearly and confidently in a wide range of situations:

- job interviews
- work meetings
- training courses
- medical appointments
- counselling sessions
- court appearances
- meetings with banks managers, solicitors or social services
- university or college lectures.



Whether you need to make a one-off booking or arrange a longer term contract, we'll provide qualified communication professionals who best meets your needs:



## Communication support you can trust

Action on Hearing Loss is the UK's largest provider of communication support for people who are deaf or have hearing loss. We only work with interpreters registered with the National Registers of Communication Professionals working with Deaf and Deafblind People (NRCPP), Regulatory Body for Sign Language Interpreters and Translators (RBSLI) or the Scottish Association of Sign Language Interpreters (SASLI) in Scotland.

**“ Our experience is that the standard of service has been exemplary, using skilled and experienced interpreters, who are aware of the issues facing the people using it.**

**Chris, Stockport Council**

## Tips for using a communication professional

- ✓ Check which type of communication support the person you're booking for would prefer
- ✓ Are the room lighting and layout suitable?
- ✓ Is technical, legal or other jargon involved? If so, let us know
- ✓ In a group meeting, make sure only one person speaks at a time
- ✓ Send us any handouts in advance so the communication professional can arrive prepared