

We are RNID: the national charity supporting the 18 million people in the UK who are deaf, have hearing loss or tinnitus.

Together, we will end the discrimination faced by our communities, help people hear better now and fund world-class research to restore hearing and silence tinnitus.

If you, or someone close to you, needs free, confidential and impartial information and support, Contact RNID:



Chat to us via our website. You can also find out how to get involved in volunteering, campaigning or fundraising for RNID: www.rnid.org.uk



Call: 0808 808 0123



Email: contact@rnid.org.uk



Book a BSL video call via our partners at Sign Live: create an account at the SignLive website or download the SignLive app for Android or the SignLive app for iOS



SMS/text: 07360 268988



Relay UK: 18001 then 0808 808 0123



Write: RNID, 126 Fairlie Road, Slough, Berkshire, SL1 4PY



Supporting people
who are deaf, have
hearing loss or tinnitus



RNID-Community-Leaflet-100924



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IT DOESN'T MATTER



"One of the worst things is when people say something I miss and when asked to repeat they say 'oh it doesn't matter'. It probably didn't matter to them at the time, but it makes me feel ***I DON'T MATTER***."

There are 18 million deaf people and people with hearing loss in the UK. For the first time, our major new research has brought home the impact that negative attitudes and a lack of understanding are having on our communities in their daily lives.

Over the last year, two thirds of deaf people and people with hearing loss have experienced negative attitudes from others. More than a quarter say they are ignored in public by most people, and if they miss the conversation first time, millions are being dismissed and told 'it doesn't matter.'

We know that most people simply don't know how to communicate with deaf people and people with hearing loss. Show that 'It does matter' and use these top tips on how to include deaf people in the conversation.

To learn more about our campaign, and sign up to emails with videos of BSL phrases you can learn and use, visit rnid.org.uk/it-does-matter

WHAT YOU CAN DO

We want everyone to feel confident talking to deaf people and people with hearing loss. Here are a few simple tips from our communities:

GET MY ATTENTION

Use simple gestures like waving to get my attention.



FACE ME

Please face me when you talk to me. Lots of people rely on lipreading to some degree to understand.



BE PATIENT

Don't be afraid to repeat or rephrase and try something different.



AND NEVER SAY: 'IT DOESN'T MATTER'

There's lots more you can do to help. Check out how you can get involved and learn more.

CHECK YOUR HEARING IN JUST 3 MINUTES



WITH OUR FREE ONLINE HEARING TEST

rnid.org.uk/check

