



Helpful Hour:  
Out and about with hearing loss



**Hearing Dogs  
for Deaf People**

Hearing Link Services

## 2. Having your say – explaining your needs

### Advocating for yourself

From time to time, you might need to advocate for yourself: to explain your rights, needs, and preferences. It can sometimes feel uncomfortable but remember, only you know what you need to make going out a little easier.

### Know your rights

The Equality Act 2010 is designed to make everyday life fairer and more accessible for everyone.

Places that are open to the public must not put disabled people at a disadvantage and must make reasonable changes to include them.

This applies to:

- Shops
- Cafés, pubs and clubs
- Venues and attractions
- Events
- Gyms, cinemas and theatres
- Banks, GP surgeries and public services

Put simply, the Equality Act 2010 is designed to make sure that everyone has the same right to take part in everyday life, and that organisations take reasonable steps to support this fairly.

If you have a trained assistance dog, like a hearing dog, remember that they also have full access rights.



### Remember

You have the right to let others know what would help you take part and feel included.

## Explain your needs

It may seem obvious but explaining what you can and cannot hear is a great first step to living better with hearing loss. Our Helpful Hour – Your homelife, your hearing – shares tips on how to explain the impact of your hearing loss to other people.

[Click this link](#) to find out more about the session.

## Make your hearing loss more visible

Hearing loss is often invisible – people may not notice you have it, or they might forget after you have mentioned it. Wearing a badge or lanyard that shows your hearing level can help others understand.



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“When I first visited my hairdresser, I explained that I would have to take my hearing aids out in the appointment and then would not be able to hear. I asked them to look in the mirror when they talk so I can see them speaking. It’s a small change that makes a big difference. My hairdresser might not have known unless I had explained it.”

– Sue, Peer Support Volunteer

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## Useful links

(These links open external sites. We are not responsible for content on these sites.)

**Lanyards, badges:** [shop.hearingdogs.org.uk/collections/awareness-products](https://shop.hearingdogs.org.uk/collections/awareness-products)

**Your rights under the Equality Act 2010:**  
[hearingdogs.org.uk/equalityact](https://hearingdogs.org.uk/equalityact)

**Building self advocacy skills:**  
[hearingdogs.org.uk/ndcs-confidence](https://hearingdogs.org.uk/ndcs-confidence)

**Your homelife, your hearing webinar:**  
[hearingdogs.org.uk/webinars/homelife](https://hearingdogs.org.uk/webinars/homelife)

**Examples of self advocacy:**  
[hearingdogs.org.uk/rnid-anxiety](https://hearingdogs.org.uk/rnid-anxiety)  
[hearingdogs.org.uk/phonak-advocacy](https://hearingdogs.org.uk/phonak-advocacy)