

# Mr A. N. Example: personal profile

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## Applying for role of: assistant marketing executive

This document outlines my access needs in the workplace because I am deaf. If you are not sure about anything please feel free to ask me for more information.

## About my deafness

I am profoundly deaf in both ears and use a cochlear implant. With my implant on I can hear most everyday sounds such as phones ringing or people typing on keyboards. However, the sounds I hear are not clear enough for me to understand speech without lip-reading. Also, in a noisy environment I struggle to distinguish between background noise and the sounds I need to hear.

I usually communicate through speech and lip-reading with people who can hear and I also use British Sign Language, mostly with other deaf people.

## Communication tips

1. Tap me on the shoulder or wave to me if you want my attention.
2. Make sure you face me and have eye contact with me when speaking.
3. Speak at an average pace – not too quickly or too slowly.
4. Remember I can only lip-read one person at a time.
5. If I don't understand you first time round, it's OK. Just repeat what you said again. If necessary you can write it down.

## My technology

I use a cochlear implant (see above). When using the phone I use a service called Next Generation Text where I speak into my mobile and an operator will type out what is being said on the other side.

If watching TV or online videos I always use subtitles. However, they are often not available for online material.

## My communication support needs

In meetings of more than three people I need to book a speech-to-text-reporter (who types out everything that is said onto a screen) or a British Sign Language interpreter.

I will be applying to Access to Work (government-funded scheme, see Useful resources below) to cover the costs of communication support. Normally, my employers pay for interpreter invoices and then we claim the amount back from Access to Work.

## Other adjustments that would help me

Try to avoid scheduling meetings at short notice because it can be difficult to find communication support.

Processing communication support invoices and sending claims to Access to Work can require extra admin work – any support you can give me with it will be appreciated.

## Health and safety

With my cochlear implant, I can hear fire alarms. I don't have any health or safety concerns regarding my job.

## Situations I find challenging at work

If people around me are talking in groups, I can sometimes feel isolated as it is too difficult for me to follow what people are saying.

Sometimes people can assume that I am being quiet because I do not want to take part in discussions, when usually it is because I can't follow everything that is being discussed.

## Additional information

It can be hard for some people to understand, but I do not see being deaf as a negative thing. It is not a problem provided people I work with can adapt a bit so that I am included in what is happening around me.

## Useful resources

- [www.gov.uk/access-to-work/overview](http://www.gov.uk/access-to-work/overview)
- [www.ndcs.org.uk/cochlearimplants](http://www.ndcs.org.uk/cochlearimplants)
- [www.actiononhearingloss.org.uk/your-hearing/ways-of-communicating/communication-tips/are-you-deaf-aware.aspx](http://www.actiononhearingloss.org.uk/your-hearing/ways-of-communicating/communication-tips/are-you-deaf-aware.aspx)