

You can support us by donating, by becoming a volunteer or a Friend

- ☐ I would like to support Hear for Norfolk with a donation of: £ _____ paid by Cheque ☐ Cash ☐ Standing Order ☐ (Please tick)
- ☐ I am considering leaving a legacy to Hear for Norfolk and I would like someone to contact me to discuss this further.
- ☐ I am interested in becoming a Friend of Hear for Norfolk. Please send information.
- ☐ I am interested in becoming a Volunteer for this worthwhile cause. Please send information.

Your details

Mr/Mrs/Miss/Ms Full Name _____

Address _____

Postcode _____

Email _____

Phone _____

Please be assured that your details will NOT be passed on to other organisations.

Your donation

I/we enclose a donation of £ _____ Please make cheque payable to Hear for Norfolk.

I wish to donate to Hear for Norfolk and pay by Standing Order. Please pay from my account to:

Hear for Norfolk Ref: **Santander UK Plc**
Account no: **25138828** Sort Code: **09-01-28**

£ _____ (figure) _____ (words)

With effect from (date) _____

and thereafter: Annually ☐ Quarterly ☐ Monthly ☐
(Please tick as appropriate)

Your Bank's Name _____

Your Bank's Address _____

Postcode _____

Account Number _____ Sort Code _____

Signed _____ Date _____

Gift Aid Declaration for Donations

I want to Gift Aid my donation above and any other donations I make in the future or have made in the past 4 years to Hear for Norfolk. I am a UK taxpayer & understand that if I pay less income tax and/or capital gains tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference. (Please notify Hear for Norfolk if you want to change this declaration, change your name or home address, no longer pay sufficient tax on your income and/or capital gains. If you pay income tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your self assessment tax return or ask HM Revenue & Customs to adjust your tax code.)

Signed _____ Date _____

HOW TO FIND US

Travelling by car

Parking is at the rear of the building and restricted to marked bays.

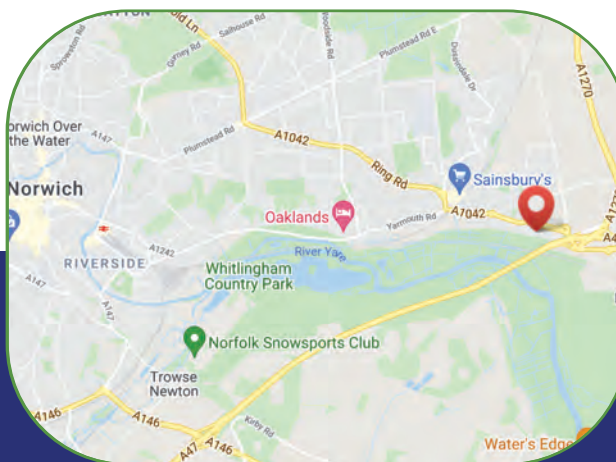
Please do not park on the road because doing so may result in you receiving a penalty notice.

Travelling by public transport

Buses to the Meridian Business Park:

From the Train Station: (Stop DD) 15 and 15A.

From St Stephens Street: (Stop BA) 15 and 15A.



Hear For Norfolk
14 Meridian Way
Meridian Business Park
Norwich NR7 0TA



www.hearfornorfolk.org.uk



nda@hearfornorfolk.org.uk



01603404440

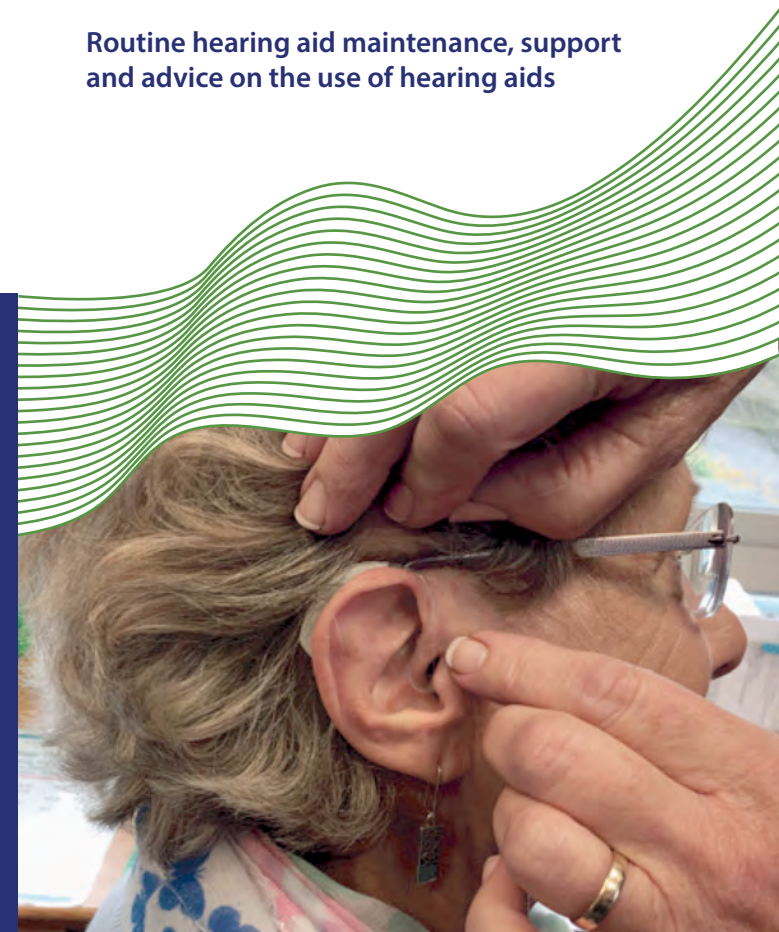
Hear for Norfolk is the operating name of Norfolk Deaf Association (NDA),
a Charitable Company Limited by Guarantee registered in England & Wales
No. 07966408 Registered Charity in England & Wales No. 1146883



Supporting people with hearing loss
and related conditions

Hearing Support Service

Routine hearing aid maintenance, support
and advice on the use of hearing aids



ABOUT OUR HEARING SUPPORT SERVICE

Hear for Norfolk offers an outreach Hearing Support Service which is delivered across Norfolk by a small team of staff and a dedicated group of trained and experienced volunteers. We are providing this accessible service through:

- **Community-based clinics**
- **Mobile clinics**
- **Home visits (for housebound people)**
- **Telephone and Postal support**

We run our **community-based** and **mobile clinics** on an appointment only basis from a range of locations across Norfolk. We carry out **home visits** for people who have limited mobility or are house bound.

We are also able to send you **supplies via Royal Mail**, if you are able to independently carry out the maintenance of your hearing aids or have a family member or a friend who is able to help.

We are able to carry out the maintenance of and supply batteries, tubes, domes and filters for NHS hearing aids issued by: Norfolk & Norwich University Hospital, James Paget University Hospital, Queen Elizabeth Hospital, West Suffolk Hospital, Scrivens, Specsavers, the Outside Clinic, Coleman Opticians and out of area NHS providers.

As part of this service, we are offering Ear Otoscopy, which is aimed at screening individuals' ears for the presence of ear wax. The screening is performed by appropriately trained and experienced staff.

Please visit our website www.hearfornorfolk.org.uk, give us a call on **01603 404 440** or e-mail us at nda@hearfornorfolk.org.uk to book an appointment at a convenient location to you or, if the support is required for a house bound person, to arrange a home visit.

Covid-19

In light of Covid-19 all our clinics are run on appointments basis only, which can be booked through our office. We no longer offer 'drop in' services.

Please note that we do not carry out the maintenance of privately purchased hearing aids.

THROUGH OUR HEARING SUPPORT SERVICE, WE OFFER FREE ASSISTANCE TO PEOPLE ISSUED WITH NHS HEARING AIDS

Carrying out routine maintenance and repairs of hearing aids, including cleaning ear moulds, supply and replacement of plastic tubing between the hearing aid and the ear mould/dome, top hooks and filters

- **Providing guidance on the use of hearing aids to maximise performance**
- **Supplying hearing aid batteries**
- **Providing follow up support for new hearing aid users to ensure they can fit the hearing aid correctly and gain a better understanding of how to use the controls**
- **Signposting users and their families to other specialist services, including information and advice on the available assistive listening devices**
- **Providing emotional and wellbeing support to service users and their families**



Further information

Detailed information for people who could benefit from our services, referrals, potential volunteers, or individuals and organisations wishing to help fund our charitable service is available at www.hearfornorfolk.org.uk, from our office on **01603 404 440** or by emailing us at nda@hearfornorfolk.org.uk.

MAKE A DIFFERENCE - BECOME A VOLUNTEER

The ability to hear clearly has a profound effect on a person's quality of life and emotional wellbeing and helps protect against social isolation and loneliness.

Would you like to use your experience and develop and share your skills to make a real difference by supporting people with hearing loss?

If you would like to join our team of volunteers, we run a bespoke training course to prepare you for this interesting and rewarding role.

Our training provides new volunteers with a great opportunity to develop listening and social skills, learn all about hearing loss, develop expertise in basic hearing aid functioning and maintenance, confidentiality, boundaries, safeguarding and much more.

"I thought it would just be popping round to someone's house, servicing their hearing aids and that would be that, but it's a lot more. We had talked about our interaction with service users during the 3-day training sessions, but it's when you are with your first client that you realise how important and satisfying the personal interaction with service users is" T.M.M

Support for Volunteers

All our volunteers are DBS checked and receive regular training, supervision and support, and paid expenses.

We could not deliver our Hearing Support Service without the hard work and dedication of our volunteers. Please consider if this is something you would like to do.

If you are interested in becoming a volunteer for Hear for Norfolk, or know someone who might be, please contact our Hearing Support Service Manager on **01603 404 440** for an informal conversation.