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Date 20 April 2020

A message to Parents/ Carers from the Hearing Impairment Team during the Covid-19 pandemic

This message is for parents/ carers of children with Hearing Impairment in mainstream schools who were being supported in some way by an Advisory Teacher for Hearing (Susan Gray, Carole Smart, Julie Watson or Sara Wright) prior to the lockdown/ school closures.

- As you may know/ be aware the STePS Advisory Teachers for Hearing are still working during the school closure period but we are unable to carry out any face to face visits. During lockdown/ school closures it may take longer to reply to your email/ phone calls than usual.
- Your school may have set work for your child to do at home. Teachers have had very little time to prepare for this scenario and some schools are still open for a small number of children. Perhaps the teachers in your school have not been able to produce, find and provide appropriate work for your child. We know this may be causing you some anxiety particularly if your child is preparing for public exams.
- For hearing aid users, Audiology departments are open and parents can request spare batteries, replacement hearing aids or to request new ear moulds. Parents can contact the department by phoning 01332 785663 (Derby) or 0115 948 5591 (Nottingham) between 08:30 and 16:00 hrs.
- For cochlear implant users, any replacement parts required can be requested in the usual way by contacting the manufacturer using the numbers parents have been provided with.
- If you are a lone parent (even temporarily due to sickness) we know it can be challenging if you have a child with a hearing impairment just getting out of the house to get your essentials. If you don't have any family members, friends or neighbours who you feel you can ask for help from then contact the Community Response Hub on 01332 640000 or email the Derby Covid Community Response Hub.



- If your child has communication difficulties and you are worried about how emergency services and hospital staff will understand their needs, should they get taken ill suddenly and particularly if you are not able to accompany them to hospital, the NHS trusts locally have developed a template you can fill in to give to them in these situations. It is known as the A&E grab sheet. Email stepsadmin@derby.gov.uk if you would like a copy of this sheet.

If you have any concerns or queries about your child's ability to access the work being provided/ set by school during school closure first speak to the SENCO. If you are unable to contact the SENCO then contact the team in the usual way by email or by phone directly to the worker alternatively contact us on stepsadmin@derby.gov.uk or 01332 641400.