

Seen & HEARD



JDA'S RESPONSE TO COVID-19

We're ensuring that deaf people are not disadvantaged or more endangered by the pandemic by enabling them to:

- Understand healthcare professionals
- Stay informed, safe and healthy
- Keep engaged and stimulated
- Connect with other people and keep mentally stable.

GOOD NEWS!

We have successfully kept 100% of our high risk clients safe and well.

Everyone in the JDA family has come through this critical time with their physical and mental health intact and is now looking forward to a fuller, more active life.

Enabling deaf people to communicate with doctors and stay well

During the pandemic, we have not been allowed to interpret in hospitals or accompany deaf people to their appointments. So we're equipping independent deaf people with apps, which make spoken words appear on their phone as text.

Our staff are also sign language interpreting for GPs and hospitals via Facetime — thus ensuring **deaf patients** — whether they communicate using sign language or speech — **can ask questions, understand and follow medical instructions.**

But, as you will read below, there was one time when nobody in the whole country knew what to do — and JDA found ways to make the impossible happen:

How JDA helped the NHS to support their first Deafblind COVID-19 patient



You're blind. You're ill and have had to go into hospital. Whilst there you catch COVID-19. The nurses move you to a COVID-19 ward, but you don't know that as **not one single person in the hospital can tell you — because you're not just blind, you are also deaf.**

For David, this terrifying experience really happened. Stranded and traumatised, he passed a nurse a piece of paper he had clutched in his hand. On it was written the phone number of the Jewish Deaf Association.

The doctors were considering putting David on a ventilator and needed to explain to him that his chance of survival was only 50/50.

But how could they tell him?

It was time for JDA to move mountains! We fought hard to get permission for an interpreter to be allowed access to the Covid ward. And it was humbling when one brave sign language interpreter volunteered to go into the hospital and, in full PPE, enable the doctors to tell David what was happening to him.

JDA staff then set up special braille equipment at the hospital, enabling medical professionals to send David a WhatsApp message from their phone that he could read in braille and send his reply. He could finally understand what was happening to him and express his wishes.

Now, thankfully, David has made a full recovery and is recuperating at home helped by regular visits from JDA's dedicated carers, guides and support workers.

Using live video, a JDA Support Worker explains to a nurse how to sign each word on David's hand.



JDA has never needed your support more than at this critical time

Helping our children to succeed at school

To enable people with hearing loss to read lips, understand what is being said to them and see smiles, we have been involved in the development of 'see through' face masks.

When schools re-opened in March, the government recommended wearing masks in the classroom — disadvantaging deaf pupils, potentially leaving them socially isolated and falling behind their hearing peers.

There was absolutely no way we could allow this to happen and fought for clear masks to be worn by their teachers and peers.



JDA has now given away thousands of clear masks to Jewish schools — enabling deaf pupils to read lips and facial expressions and communicate effectively with their teachers and classmates.

Thanks to the generous support of The Locker Foundation, we have also distributed clear masks to care workers, healthcare providers, paramedics, synagogues, families and people working with deaf people — removing barriers at times when deaf and hearing people really need to connect with each other.

Alleviating loneliness and improving mental health at this critical time



Many of our older, signing clients have learning disabilities, dementia or frail mental health. With no care homes able to meet their unique cultural and communication needs, JDA's mission is to give them all the support they need to keep living in their own homes for as long as possible, where they thrive and are happiest. **We look after them like family and without us they would be at risk.**

Throughout the pandemic, our specialist team has been working around the clock to make sure all our vulnerable clients have food and medication supplies — and the emotional and practical support they need to **stay in touch, mentally stable, safe and healthy.**

Alongside a lively programme of Zoom activities and workshops to keep everyone stimulated and in touch with the JDA community, we're making doorstep visits and accompanying each person on walks to enjoy physical exercise and companionship.

Having been cooped up and alone for so long, it's heartening to see their spirits lifting once again, and they can't wait till they can be together soon, at their beloved Day Centre. They've missed it — and we've missed them!

In these scariest of times, we're **ensuring every deaf person has someone** to turn to, someone **to pick them up when the going gets tough** and someone to help them keep smiling, stay healthy and feel loved and cared for — **because we all need a little love.**

Please show you care by making a donation today

Connecting deaf people with each other and the world



"My hearing aids are working again! You were so kind and patient. Thanks for coming to my rescue!"

Hearing support at your service!

Our **hearing support helpline** has been busier than ever, giving expert guidance on specialist phones, TV amplifiers and equipment to keep people in touch.

With audiology services still closed and nowhere to receive help with hearing aids, **our new mobile hearing aid maintenance and repair service for care homes and individuals, has been in great demand!** In fact, we've extended to Redbridge and surrounding areas.

Now everyone can have clean, working hearing aids, without which they would have no access to vital information and would remain cut off from people and the world — a lonely place to be.



Hearing Matters in Care

Care homes have not been allowing visitors in — so we've introduced them to amplification systems that enable residents with hearing loss to hear and chat with their relatives from the other side of a glass barrier!

A personal message from Sue Cipin, Chief Executive



The past year has taught us **how precious JDA is to people with hearing loss, within our community and beyond.**

Our expert staff have given **thousands of hours of support to individual people** in different ways. We've creatively found ways to keep people with hearing loss from sinking into a solitary life of loneliness and despair. We're constantly teaching our older members how to stay safe when venturing out — and, **thankfully, they're all doing really well**, physically and mentally.

With your help, we will continue pioneering and setting the standard for deaf services. From developing clear face masks to making synagogue services accessible on Zoom; from providing intensive personal support with daily life and interpreting in medical crises to delivering challahs every Shabbat, we still have so much to do!

At this challenging time in all our lives, when much of our fundraising ability is cut off, **we need your help more than ever. Please support us as generously as you can.**

Thank you so much for being there for us.

On behalf of all the JDA family, I wish you and your loved ones a safe and healthy time ahead.

Please donate by telephone: 020 8446 0502
or securely online at www.jdeaf.org.uk — Thank you!

