

Help for Handicapped People



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British Telecom provides telephone equipment to help handicapped customers overcome their difficulties.

The 1970 Chronically Sick and Disabled Persons Act gave Local Authorities the power to provide or assist in obtaining, a telephone and any special equipment necessary for its use by the handicapped. Requests for assistance with the provision of telephone services should therefore be directed to them.

Telephone aids for handicapped customers fall into 4 categories which are represented in this leaflet by the colour codes as shown below.

■ For the hard of hearing

It is recognised that many people who are hard of hearing may experience difficulty in using the telephone. It is often overlooked that it may also be difficult for them to hear the ringing of the telephone bell.

■ For those with speech problems

It may be difficult for someone with a permanently weak voice to communicate effectively over the telephone. The 'faint speech amplifier' described in this leaflet may help to overcome this problem.

■ For the blind and visually handicapped

Some blind people, particularly those whose sight has recently failed, find difficulty in dialling telephone numbers quickly and accurately. Since a blind person could become dependent upon an aid, special aids to dialling are not always recommended by the Royal National Institute for the Blind (RNIB) and St Dunstan's. Training instructions, typed or in braille, in the use of a standard dial are obtainable from the RNIB.

■ For those with impaired mobility

This term covers a wide range of handicaps of varying severity, from the difficulties of the elderly person whose hands are not strong enough to lift the telephone handset, to the problems of the person who is almost incapable of making any movement at all.

For the not so young

Any of the aids shown in this leaflet may be of help, according to individual needs.



Amplifying handset

A handset which contains a transistorised amplifier replaces the normal telephone handset. The sound in the earpiece can be increased from normal by turning a volume control in the side of the earpiece. The handset can be provided in grey, ivory or black.



Conquest handset

This handset incorporates a volume control in the side of the earpiece for increasing the level of incoming speech; and a neon lamp in the centre of the handset which flashes to indicate an incoming call. If required, the Inductive Coupler can be fitted at an extra charge.



Callmakers

Callmakers can automatically dial numbers which are previously selected and stored by the user. Six models are available and all are easy to use.

The Mono Callmaker can be pre-set to call one number at the press of a button.

The X-press Callmaker can store up to 10 numbers. It combines the ease of press-button calling with that of a Callmaker and also has the facility for automatically recalling the last manually called number.

The Card Callmaker stores one number per card and the user can buy as many cards as are needed. Braille markings can be used to help the blind easily locate the name of the person to be called. The RNIB and St Dunstan's will provide information on braille identification arrangements.

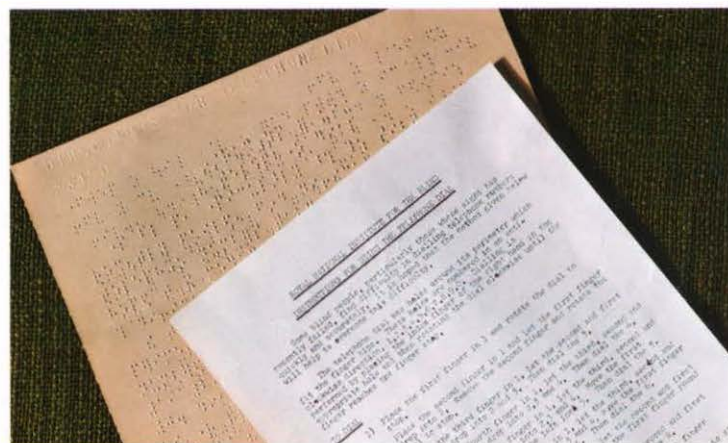
The TD Callmaker can store up to 31 numbers each of which can be brought into use simply by pressing the selected button on the unit.

Also available are the XL Callmaker for storing up to 46 pre-selected numbers and the Tape Callmaker which can store up to 400 numbers.



Dialling tops

These tops, for use with ball pens or pencils, are available upon request from your local Telephone Sales Office. They are a simple dialling aid for those unable to dial in the usual way.



Dialling instructions for the blind

A blind person can normally rapidly locate the correct finger holes required to dial a number from a pattern of finger positions. Instructions for dialling by this method, typed or in braille, are available from the RNIB.



Extension bells

If a person has difficulty in hearing the bell in the telephone, an extension bell can be provided. Choice can be made from a range of bells of varying loudness, including the 'cow-gong', as illustrated, which has a distinctive note more easily heard by some people. It can be so arranged, that the extension bell rings intermittently, in time with the ringing tone, or continuously until switched off or until the call is answered.



Headsets

Headsets plug into a socket associated with a modified telephone and are useful for people who are unable to hold the handset for any length of time. The version with 2 earpieces reduces interference from room noises and presents the incoming message to both ears.

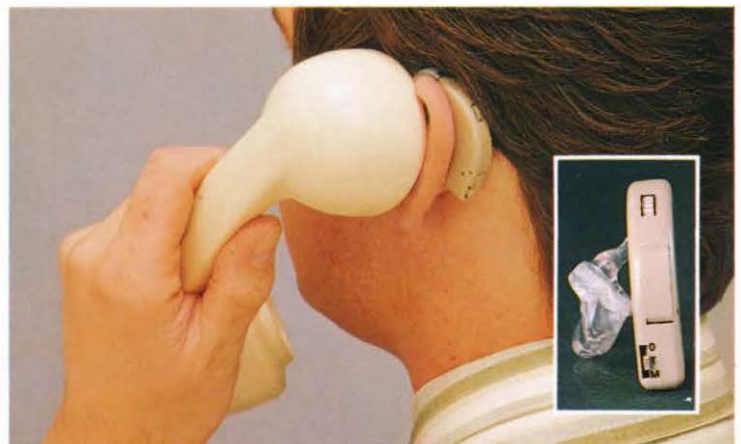
The Auralite Headset provides a greater degree of comfort and a marked improvement in the quality of transmission. Headsets can also assist a blind person who, during a telephone call, requires both hands free to type or perhaps operate a braille machine.



Faint speech amplifier

This unit amplifies outgoing speech. The volume control is initially set by the engineer who fits it; minor adjustments can be made by the user when necessary. The amplifier is associated with a telephone fitted with 'on' and 'off' press-buttons.

Once the handset has been raised, the device can be switched on. It is automatically switched off when the handset is replaced, as the next user's voice may be of a different level.



Inductive coupler

This aid provides clarity of incoming speech and elimination of background noise for wearers of post-aural hearing aids which incorporate a 3-position switch. To use the telephone, the hearing aid must be switched to the 'T' position.



Lamp signals

Various arrangements of lamp-signalling can be provided in addition to the bell. The simplest is a small neon lamp under a clear plastic cover in the back of the handset, as illustrated. The lamp glows in time with the ringing. Other lamp-signal systems, separate from the telephone, can be arranged to flash with the ringing tone, or light continuously until switched off or until the call is answered. British Telecom can provide relays to which privately purchased systems can be connected.

Payphone coin guides

This aid enables wheelchair patients to insert coins in the standard payphone unaided and will be of particular benefit in hospitals and special homes for the disabled. The lever can be operated by hand, by the elbow or with the wheelchair where payphones are installed for the handicapped. Siting should provide privacy and ease of use should be carefully considered.



Loudspeaking telephones

These devices remove the need to hold the telephone handset.

The LST4 is a compact unit which houses the loudspeaker, the microphone and the control switches. It incorporates the distinctive warble-tone caller instead of a telephone bell and has a 3-setting volume control. Speech from the loudspeakers may be more easily received by hearing aid users. It is available in dial or optional press-button versions.

The Doric is a loudspeaking unit which can be sited adjacent to the telephone or can be wall-mounted. Modern technology is used to give new standards of clarity, in both reception and transmission. Annoying 'feedback' howls are eliminated and the sensitive microphone means you can be clearly heard without having to speak directly into it.



Press-button telephones



These instruments are easier to operate than telephones with the conventional rotary dial, and could be of considerable benefit to those who cannot dial in the usual way.



Press-button finger guide



This guide has been designed to help customers who suffer from hand tremor, palsy and similar disabilities to use a press-button telephone. It is self-adhesive and fits so that the caller's fingers are guided and positioned over the correct buttons.



Servophone



This loudspeaking telephone, developed especially for severely disabled people, helps them to make and receive telephone calls. It is used in conjunction with the equipment supplied by the Department of Health and Social Security which helps people with minimum movement to manage various items such as television sets and heaters. These are controlled by a simple suck/blow technique or light pressure on a switch. The same techniques are used to 'dial' their own calls and adjust the volume of sound from the telephone.



Switchboards

British Telecom has agreed with the RNIB and St Dunstan's that certain standard modifications can be made to some switchboards to facilitate operation by blind persons. The equipment includes such items as tactile indicators and meters with braille marking, which are supplied by the RNIB and St Dunstan's, but are fitted and maintained by British Telecom. Advice on modifications and charges should be sought from the Telephone Sales Office before arrangements are made for a blind person to operate a British Telecom switchboard.



Self-Adhesive dial ring

It has enlarged numerals to assist when dialling from a standard telephone.



Trimphone

Some people find that the distinctive warbling-tone of the Trimphone can be heard more easily and clearly than the normal telephone bell, particularly as the volume of the warble can be adjusted. The telephone is light, easy to handle and because of its different design, some people may find it easier to use.

It is available in a dial or optional press-button mode in 3 two-tone colour combinations – blue, green and grey – with the handset taking the darker tone.



Watch receiver

An extra earpiece helps a person who is hard of hearing to listen to the incoming speech with both ears and so reduce interference from other noises. The earpiece can also be held against the microphone of certain types of hearing aid. The user listens through his hearing aid earpiece but speaks into the telephone in the usual way. For the profoundly deaf, it enables another person to listen to the incoming speech and repeat the message so that it can be understood, perhaps by lip reading. The earpiece is switched out of circuit if replaced on a hook provided at the rear of the telephone. It is available in grey, ivory or black.

This leaflet outlines the wide range of equipment which can be provided to meet many forms of handicap. For more severe cases, a person may need a combination of aids, or a modification of other types of equipment. Devices to hold the handset, extend levers to make it easier to operate switches, and relay arrangements operated manually, electrically or by air-pressure, can often be made to meet particular needs.

The films "Life Line" and "Desire to Work" are British Telecom productions available for free loan to organisations. They are in colour and each is of approximately 20 minutes duration. Contact your Telephone Sales Office for further information.

Other publicity items for the handicapped include

Leaflet PH 2815: Price List

Poster PH 2469: At Your Service

Leaflet PH 1831: on the film 'Life Line'

Leaflet PH 2952: on the film 'Desire to Work'

Leaflet: Inductive Coupler

Leaflet: International Year for Disabled People

Leaflet PH 2906: Communications for You

DLE 550

Please note: We do our best to supply our customers with the services they ask for but we may have to provide services which do not accord exactly with the descriptions, in this leaflet. Your Telephone Sales Office will gladly

supply any further information or details of any changes in the information in this leaflet since it went to print. The address, telex and telephone numbers are shown in the preface of your telephone directory.