

## Help for the handicapped

**The Post Office provides telephone equipment to help handicapped customers overcome their difficulties.**

Since the 1970 Chronically Sick and Disabled Persons Act empowers Local Authorities to provide, or assist in obtaining, a telephone and any special equipment necessary for its use by the handicapped, we feel that our services may be in even greater demand.

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

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### ● 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.

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### ● 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.

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### ● For the blind

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. However, the Post Office can supply dialling aids for those who need additional help.

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### ● 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.

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● **Amplifying handset** – for the hard of hearing.  
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.



● **Extension bells** – for the hard of hearing.  
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.



●● **Callmakers** – for the mobility handicapped and the blind.  
Callmakers can dial automatically, numbers which are previously selected and stored by the user. Three models are available, the key Callmaker which can store up to 32 numbers, the tape Callmaker which can store up to 400 numbers and the card Callmaker, as illustrated, which stores one number per card. The user

buys as many cards as are needed. Callmakers are useful for the blind, particularly if braille markings are used to help them locate easily the name of the person they want to call. The RNIB and St Dunstan's will provide information on braille identification arrangements.



● **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.

● **Dialling tops** – for the mobility handicapped.  
These tops, for use with ball pens or pencils, are available upon request from your local Telephone Sales Office. They enable simple dialling aids to be made for those unable to dial in the usual way.



● **Faint speech amplifier** – for those with speech problems.  
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.





**Keyphones** – for the mobility handicapped and blind. These instruments are considered easier to operate than telephones with the conventional rotary dial, and could be of benefit to those who cannot dial in the usual way. The blind, by using a simple 3 finger technique, can readily find the required keys.

Keyphones are available in two-tone grey only.



**Lamp signals** – for the hard of hearing. Several different 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.



**Lightweight headset** – for the mobility handicapped, the hard of hearing and the blind. Lightweight headsets plug into a socket associated with a modified telephone. The telephone has press-buttons to switch the headset on and off. They are useful for people who are unable to hold the handset for any length of time. Additionally, for the hard of hearing, headsets with

2 earpieces reduce interference from room noises and present the incoming message to both ears. Headsets can also assist a blind person who, during a telephone call, requires both hands free to type or, perhaps operate a braille machine.



**Loudspeaking telephones** – for the mobility handicapped and hard of hearing. LST1 and LST4. These devices remove the need to hold the telephone. LST1 has a loudspeaker in the body of the telephone. The dial, microphone and control switches are housed in a separate unit. The user has only to switch on the device, dial the number, and speak towards the microphone,

listening to the loudspeaker. LST4 gives increased volume, and incorporates the distinctive warble-tone caller instead of a telephone bell. The unit houses the loudspeaker and microphone. Speech from the loudspeaker may be more easily received by hearing aid users.



**Sender 1** – for the mobility handicapped and blind. This equipment helps those who are unable to use the telephone dial, even with dialling aids. After lifting the handset, a slight pressure on the large button on the top of the box dials the code for the Post Office operator, who will then give special assistance. The box can be placed near the telephone,

and can be fixed to the wall if necessary. If it is not possible for the person to lift the handset, the Sender 1 can be associated with other aids, for example, one of our loudspeaking telephones.





**Servophone** – for the severely mobility handicapped. 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** – for blind operators. The Post Office 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 the Post Office. Advice on modifications and charges should be sought from the Telephone Sales Office before arrangements are made for a blind person to operate a Post Office switchboard.



**Trimphone** – for the hard of hearing and mobility handicapped. 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 and easy to handle and because of its different design, some people may find it easier to use.

3 two-tone colour combinations are available – blue, green and grey – with the handset taking the darker tone.



**Watch receiver** – for the hard of hearing and profoundly deaf. 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 up to meet particular needs.

**Please Note.**

We do our best to supply our customers with the apparatus they ask for but we may have to provide apparatus which does not accord exactly with the descriptions and illustrations in this leaflet. Although correct when this leaflet went to print, appliances may be revised, modified, added to or withdrawn. **Your Telephone Sales Office will gladly supply any further or up-to-date information. The address and telephone number are shown in the preface of your telephone directory.**