

# Help for the Handicapped

May 1973

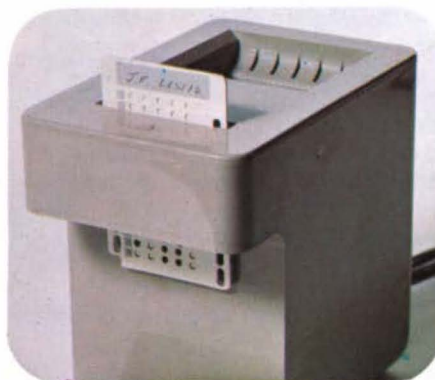
Descriptive  
Leaflet

**DLE 550**

The Post Office has always tried to find ways of helping handicapped persons to overcome their disabilities so that they can make full use of the telephone service.

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

We wish to ensure that each handicapped person, and anyone in an organisation which sets out to assist them, is fully aware of each piece of our equipment, large or small, which can be of help.



## For the hard of hearing

It is recognised that many people who are hard of hearing will have difficulty in using the telephone. But, it is often overlooked that it may also be difficult to let people know they are being called.



### Amplifying telephone handset

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

### 'Watch' receiver (additional earpiece)

An extra earpiece enables a person 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 while speaking towards the handset transmitter in the normal manner.

Additionally, it enables another person with normal hearing 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 to match the telephone instruments.

### 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' bell, shown in the photograph. This has a distinctive note which can be heard more easily by some people.

It can be arranged that extension bells ring intermittently in step with the ringing tone, or continuously until switched off or until the call is answered, whichever is most useful to the person concerned.

## For those with speech problems

It may be difficult for someone with a permanently weak voice to communicate effectively over the telephone.

The following item reduces the strain.



### Tone caller of the Trimphone

Some people find that the distinctive warbling-tone of the Trimphone can be heard more clearly than the normal telephone bell.



### Lamp signals

Several different arrangements of lamp-signalling can be provided in addition to the bell.

The simplest, shown in the photograph, is a small neon lamp under a clear plastic cover in the back of the handset. The lamp glows in step 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.



### Faint-speech amplifier

This unit amplifies outgoing speech to a normal level. The degree of amplification required is determined by the engineer who fits it; subsequent adjustments can be made by the customer when necessary.

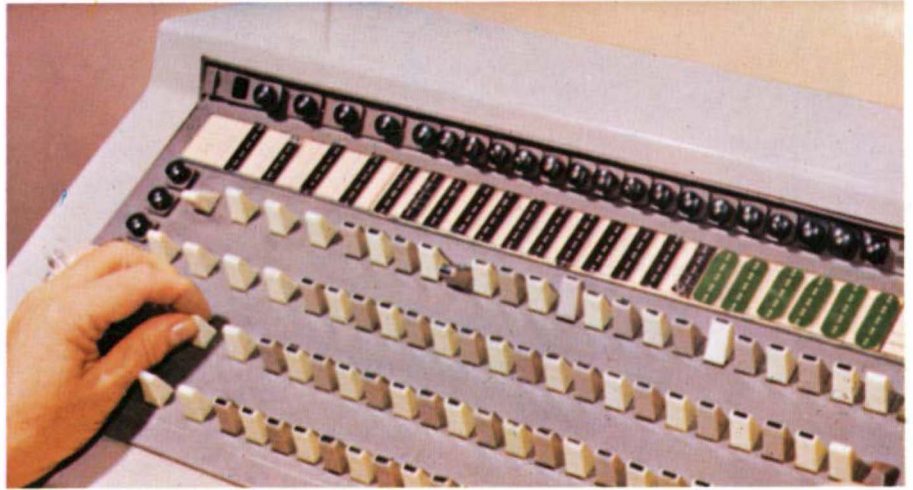
The amplifier is associated with a telephone fitted with 'on' and 'off' press buttons. The device can be switched on when required, once the handset has been raised. The telephone is automatically restored to normal when the handset is replaced, in case the next user speaks at normal voice level.



## For the Blind

### Dialling instructions

A blind person can 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 Royal National Institute for the Blind.



### Callmakers

Callmakers, which dial calls automatically at the press of a button, or the insertion of a card into a slot (see page 5), may help the blind, particularly if braille markings are used to help them locate easily the name of the person they want to call. The Royal National Institute for the Blind and St. Dunstan's will provide information on braille identification arrangements.

### Switchboards for blind operators

The Post Office has agreed with the Royal National Institute for the Blind and St. Dunstan's for certain standard modifications to be made to some switchboards so that they can be operated 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.

### Use of headsets

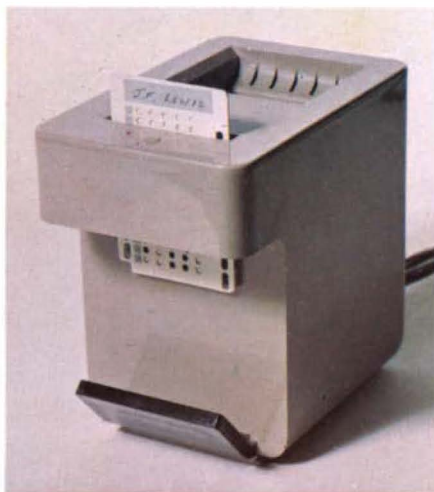
The task of a blind person who has to use the telephone a great deal in his job may be eased considerably if he is provided with a headset. (See Headset telephone on page 5). Both hands can then be free to type perhaps, or operate a braille machine during a call.

## 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 handset of the telephone, to the problems of the person who is almost incapable of making any movement at all.

Special operator assistance is available for those who, through disability, cannot dial calls themselves. They should ask the operator for "Special Assistance".

In addition, the following items can be used on their own or jointly depending on the particular requirements of the handicapped person.



### Sender 1

This equipment helps those who are unable to use the telephone dial sufficiently even to dial the operator. After lifting the handset, a slight pressure on the large button on top of the box dials the code for the Post Office operator, who will then give special assistance.

The box can be placed in the most convenient position 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 (see later).

### Callmakers

Callmakers, which do the dialling automatically, can be pre-programmed with the numbers that the user wants most frequently, and emergency numbers. Calls can then be originated as often as required.

Three models are available. The key callmaker which stores up to 32 numbers. The tape callmaker which stores up to 400 numbers and the card callmaker illustrated above which has unlimited capacity.

### Headset telephone

A lightweight headset can be provided, which plugs into a socket associated with a modified telephone. The telephone has press buttons to switch the headset on and off. It is useful for the person who is unable to hold the handset for any length of time.

## Further advice

This leaflet has outlined the comprehensive 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, extended levers to make it easier to operate switches, and relay arrangements, operated manually, electrically, or by air pressure, can be made up to meet particular needs.



## Loudspeaking telephones

The simple table set, shown in the top photograph, has a loudspeaker in the body of the telephone, and a separate unit with dial, microphone and control switches.

The user has only to switch on the device, dial the number, and speak towards the microphone and listen to the loudspeaker.

The lower photograph shows a more-advanced loudspeaking telephone giving increased volume. It houses the loudspeaker and microphone in one desk unit. Speech is sent in one direction at a time, and is switched back and forth by the voice of the user and the incoming speech.

## Servophone

This loudspeaking telephone, developed especially for severely disabled people, enables them to make and receive telephone calls. It is used in conjunction with the non-Post Office "Possum" apparatus supplied by the National Health Service. "Possum", which helps people with minimum movement to control various items such as TV sets and heaters, is operated by a simple suck/blow technique or light pressure on a switch. The same techniques enable disabled telephone customers to "dial" their own calls and adjust the volume of sound from their telephone.

### 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.

### Value Added Tax

From 1st April 1973 value added tax will be payable for telecommunications services and will be added to the total of charges on customers' bills. Rental and connexion charges are quoted in DLE 1 the preface sheet for Section E descriptive leaflets.

**Your Telephone Sales Office will gladly supply any further information. The address and telephone number are shown in the preface of your telephone directory.**