



# INTRODUCING DEAF-FRIENDLY SQUASH

Welcome to the Deaf-Friendly Squash resource produced by England Squash & Racketball in partnership with the National Deaf Children's Society (NDCS) and UK Deaf Sport.





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**Note:**

Content on pages 3-13 & 15-17 originally developed by the National Deaf Children's Society (NDCS) and text based on Making Leisure Activities Deaf Friendly © NDCS, 2010

# WELCOME

**Welcome to the Deaf-Friendly Squash resource produced by England Squash & Racketball in partnership with the National Deaf Children's Society (NDCS) and UK Deaf Sport.**

The purpose of this resource is to provide anyone involved in running squash activities with support, ideas and guidance on how to include deaf people.

By the end of the resource readers should be able to:

- Have a better understanding of the needs of deaf squash players
- Apply their knowledge to meet the needs of deaf people
- Feel more confident when working with deaf players
- Use basic communication skills when working with deaf players
- Learn some simple British Sign Language
- Understand where you can get further support to ensure your club is fully accessible and inclusive to deaf people

According to Action on Hearing Loss there are around 10 million deaf and hard of hearing adults in the UK. Of these around 700,000 are severely or profoundly deaf.

NDCS research shows there are over 45,000 children with some level of permanent hearing loss in the UK. Together this amounts to roughly 1 in 7 of the UK population.

It is important to be aware that every individual's experience of deafness and the extent of their hearing loss will be different. This means there is a range of classifications for deafness and a wide variety of equipment, such as hearing aids, designed to help deaf people.

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**IT IS IMPORTANT TO BE AWARE  
THAT EVERY INDIVIDUAL'S  
EXPERIENCE OF DEAFNESS AND  
THE EXTENT OF THEIR HEARING  
LOSS WILL BE DIFFERENT.**

**The definitions below are a simple way of understanding different levels of deafness.**

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**Mild  
(20 – 40dB of hearing level)**

People can usually hear everything that is said to them in a quiet room, but not if there is lots of noise or they are far away from the speaker.

They would not be able to follow a whispered conversation.

Some people with mild deafness use hearing aids.

A person with glue ear will usually have mild deafness.

**Moderate  
(41 – 70dB)**

Most people with moderate deafness use hearing aids.

Without their hearing aids, these people could hear most of what someone says to them in a quiet room as long as the speaker is talking clearly, but could not follow a conversation in a group if there is lots of noise or they are far away from the speaker.

**Severe  
(71 – 95dB)**

Most people with severe deafness use hearing aids and, as a result, can follow spoken conversation with one person in a quiet room.

Even with the use of hearing aids they may need additional support following speech in places with background noise and in groups.

Without hearing aids they cannot hear someone talking to them but may hear louder sounds such as a dog barking or drums.

**Profound (95dB+)**

Most people with profound deafness use either hearing aids or cochlear implants.

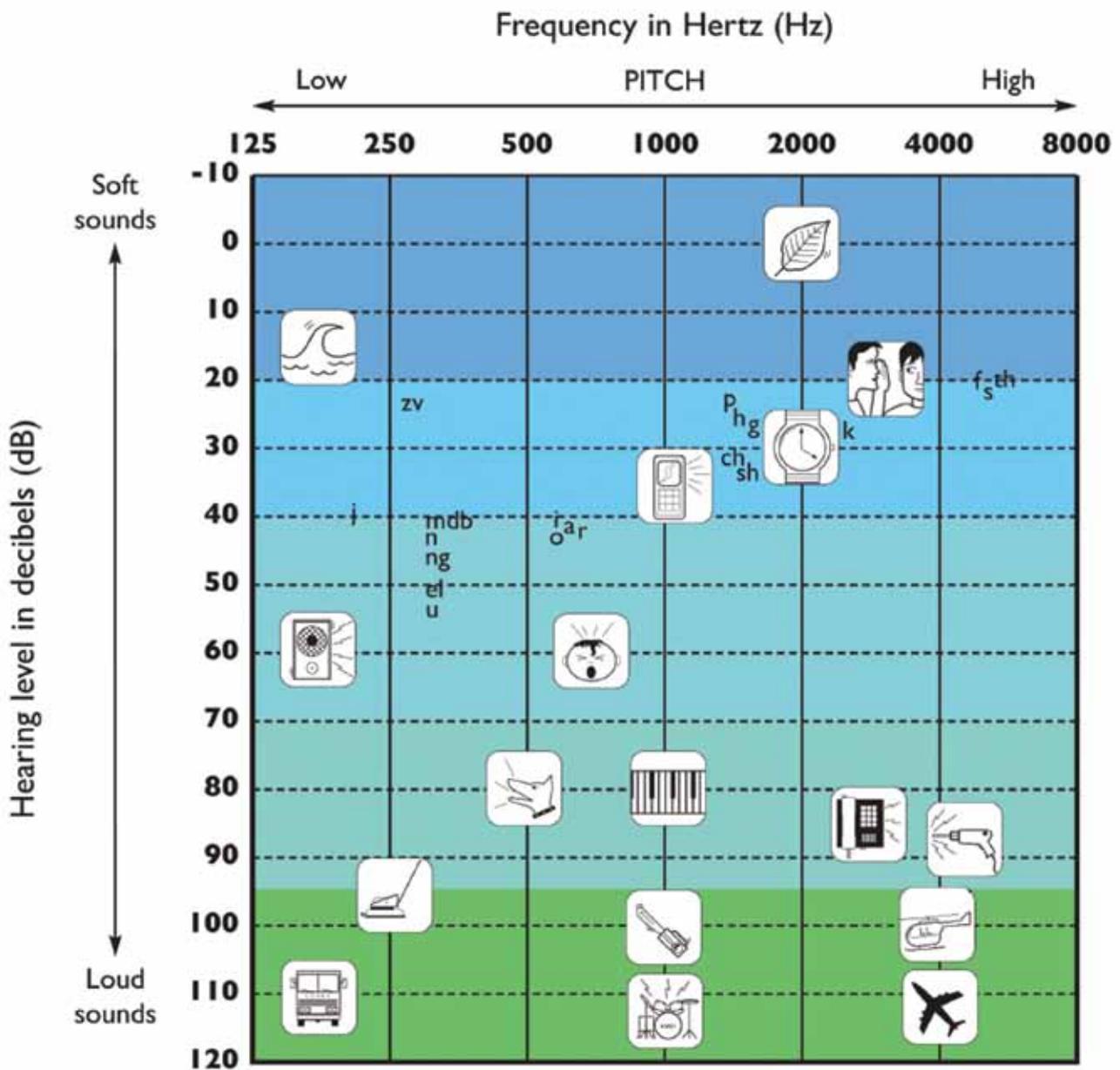
Without hearing aids or cochlear implants a profoundly deaf person cannot hear someone talking but may be able to feel very loud noises such as a passing lorry.

Even with hearing aids or cochlear implants they may need additional support to follow speech in places with background noise and in groups.

Some profoundly deaf people will use signing as their main means of communication, many others will use signing as a way to support their understanding of spoken communication.

There are varying levels of hearing loss and these are measured in decibels and hertz and are measured using an audiogram. The picture below shows the varying levels of loudness and pitch of everyday sounds.

The International Committee of Sport for the Deaf (ICSD) state competitors can only compete in ICSD sanctioned events if they have an average hearing loss of 55dbB in their better ear. This is often relevant in national and international level competitions.



## HEARING AIDS & COCHLEAR IMPLANTS

The main aids deaf people use are hearing aids and cochlear implants.



**A. Hearing Aid**

**B. Cochlear Implants**

Most hearing aids work by making the sounds going into the ear louder, making use of any residual hearing a person has.

Cochlear implants use electrodes which are implanted in the cochlea, in the inner ear, to provide electrical stimulation of the nerves that the brain interprets as sound.

Hearing aids are expensive and may not work properly when around water or sweat so it may be advisable to ask people to take off their hearing aids or implants and store them safely during the session. It may be appropriate to give safety briefings and explain the session in a quiet area at the start of a session before people take off their aids.

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**IT MAY BE APPROPRIATE TO GIVE SAFETY BRIEFINGS AND EXPLAIN THE SESSION IN A QUIET AREA AT THE START OF A SESSION BEFORE PEOPLE TAKE OFF THEIR AIDS.**

# HOW DO DEAF PEOPLE COMMUNICATE?

Deaf people use a range of communication. The information below describes a variety of communication approaches that deaf people use. Many will use a combination of approaches when communicating.

## British Sign Language (BSL)

Used by over 70,000 people in the deaf community in the UK, BSL uses hand shapes, facial expression, gestures and body language.

## Oral / auditory approach

With the use of technology, such as hearing aids and cochlear implants, deaf people develop listening skills and spoken language.

## Lipreading

The ability to read lip patterns. However, many speech sounds look the same when spoken (e.g. ball and fall) so it is difficult to rely on lipreading alone.

## Lipspeaking

This involves a hearing person reproducing the rhythm and phrasing of words used by a speaker, supporting their meaning with gesture and facial expression. If requested a lipspeaker will fingerspell the initial letters of words that are difficult to lipread.

## Fingerspelling

Is where each letter of the alphabet is indicated through using the fingers and palms of the hand. It is used for signing names and places or for a word that doesn't have a sign.

## Makaton

Is a sign system that is used with children and adults (deaf and hearing) who may have communication and/or learning disabilities (e.g. children with Down's syndrome). It uses speech together with signs (taken from BSL) alongside symbols and is grammar free.

All deaf people are different and, as such, different communication methods are used. It is vital everyone is treated as an individual.

As the coach, it is vitally important to use a variety of communication methods, including gestures, facial expressions, clear lip-speaking, demonstration and visual aids.

## **BSL communicators**

If there is a deaf person whose first language is BSL attending your squash sessions then it may be valuable to use a volunteer communicator, communication support worker (CSW) or BSL interpreter to ensure they can fully communicate with the coach and other participants.

Remember, not all deaf people require communication support. Deaf people are all individual and use a wide range of communication methods. It is important to involve the deaf person, and potentially their parents in decision making about what level of signing a communicator should have.

Potential scenarios when recruiting a communicator would be appropriate;

- A deaf person or their parents request assistance with communication support
- A deaf person's preferred method of communication is BSL and you do not feel confident that you can include them without this support
- The topic of the session is reliant on lots of verbal communication and complicated – for example a highly technical squash session

## **Where to find a communicator?**

### **The National Registers of Communication Professionals working with Deaf and Deafblind People ([www.nrcpd.org.uk](http://www.nrcpd.org.uk))**

A database of communication professionals.

### **Signature ([www.signature.org](http://www.signature.org))**

British Sign Language (BSL) courses are delivered across the UK by a variety of training institutions, including adult education centres, colleges and BSL training centres. Many of the participants are keen to develop their BSL skills through practising and volunteering with deaf children and young people at all levels from Level 1 to Level 6. Signature is the awarding body for BSL courses. Its website has information on local training centres you could contact.

### **Deaf Jobs UK yahoo group ([deafjobsuk@yahoogroups.com](mailto:deafjobsuk@yahoogroups.com))**

This group is used by deaf people and people who have an interest in working with the deaf community. Jobs and volunteer opportunities can be posted on the website for free and is used by a cross section of people who have an interest in deafness.

### **National Deaf Children's Society ([www.ndcs.org.uk/me2volunteers](http://www.ndcs.org.uk/me2volunteers))**

Take a look at the NDCS' volunteers factsheet to view helpful hints and tips on how to find a volunteer communicator.

## TOP TIPS FOR COMMUNICATING:

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### DO

- ✓ Ask the player their preferred communication method and how you as a coach can most effectively communicate
- ✓ In a group situation make sure you have everyone's attention before speaking
- ✓ Speak clearly and naturally
- ✓ Ensure the court is well lit and any light is shining on your face (not behind you)
- ✓ Stand in one place and keep eye contact while talking
- ✓ Use visual aids to help understanding – including score boards, pictures, written information, photos and video
- ✓ Use gesture and demonstrations
- ✓ Make the topic really clear and stick to the point
- ✓ Ask the player to repeat what you have said to check understanding
- ✓ Allow time for questions and clarification

### DON'T

- ✗ Speak too slowly or shout – this will distort your lip patterns
- ✗ Turn your back when you are talking – it will be difficult to lipread
- ✗ Cover your mouth
- ✗ Use jargon and long, drawn out, rambling instructions or explanations
- ✗ Give up! If stuck, try explaining in a different way, write it down, use pictures or get another player to demonstrate for you.

## SQUASH SPECIFIC INFORMATION

It is very easy to make squash a deaf-friendly activity, however a few specific adaptations may be required. In addition to the points mentioned on the previous page, please see below a few adaptations you can make to help support deaf players in your sessions.

### Gaining attention:

Gaining a deaf person's attention when they are playing squash can be problematic as they often have their back towards you. Acceptable strategies include:

- Asking other players on court to get a person's attention
- Flick the light switch on and off
- Throwing another squash ball on to the court

### Scoring games:

We recommend that when scoring squash matches a score board is used so that players can clearly see the score. It is often difficult to lipread a referee when they are positioned on a balcony especially if the lights are behind the referee.

### How do I promote my squash club to deaf people?

There is no simple one-stop solution to promoting your squash club to deaf people. Often, creating links with people in the community is the best way to successfully promote your activity.

### National Deaf Children's Society

The UK's leading charity for deaf children and young people.

View [www.ndcs.org.uk/me2](http://www.ndcs.org.uk/me2) or contact [me2@ndcs.org.uk](mailto:me2@ndcs.org.uk)

### Local Deaf Children's Societies (DCS)

There are approximately 80 local DCS across the country. They are parent-led voluntary groups. Some are small in size, whereas others have 100+ young members. Please visit [www.ndcs.org.uk/localgroups](http://www.ndcs.org.uk/localgroups) to find out your local DCS.

### Deaf schools

There are approximately 20 deaf schools in the UK. Many of these are boarding schools and often children will travel long distances to attend a deaf school. Even if a deaf school is based in a different county they may well have deaf children and young people who live locally to your squash club. Please contact [helpline@ndcs.org.uk](mailto:helpline@ndcs.org.uk) for a full list of deaf schools in the UK.

### **Sensory Support Services**

These are often located within councils. Contact your local authority or local education authority for more information.

### **Hearing Impaired Units**

These are generally based within mainstream schools. Contact [helpline@ndcs.org.uk](mailto:helpline@ndcs.org.uk) or your local Sensory Support Service to find where these units are.

### **Teacher of the Deaf (ToD)**

ToDs are specialised teachers who support deaf children and young people directly. View [www.batod.org.uk](http://www.batod.org.uk) or contact your local Sensory Support Service to find your local ToDs.

### **Deaf youth groups and organisations**

An internet search will usually bring up details of these groups.

### **Deaf clubs**

These are generally adult focused but often have links with deaf youth groups and other networks. Again, try doing an internet search for more information.

### **Deaf social media groups**

These are often linked to deaf clubs.

### **NDCS Me2 Deaf-Friendly Project**

The Me2 Deaf-Friendly Project breaks down the barriers deaf children and young people face when accessing sports, arts and leisure opportunities. Including squash! Squash clubs can commit to supporting deaf children and young people by signing up to the Me2 Deaf-Friendly Pledge. Signing up to the pledge will mean your squash club features on the deaf-friendly clubs database and will enable you to access a variety of support, including information & resources, training, volunteer support, publicity and networking opportunities.

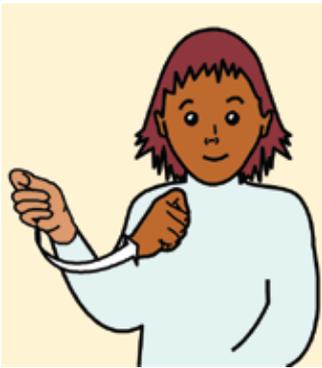
For further information on making your squash club accessible and inclusive for deaf people please view [www.ndcs.org.uk/me2](http://www.ndcs.org.uk/me2) or email [me2@ndcs.org.uk](mailto:me2@ndcs.org.uk)

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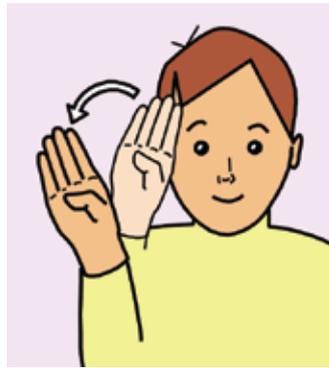
**ALL DEAF PEOPLE ARE  
DIFFERENT AND, AS SUCH,  
DIFFERENT COMMUNICATION  
METHODS ARE USED.**

# BRITISH SIGN LANGUAGE FOR SQUASH

Use our british sign language for squash resource with players. You can photocopy the illustrations and get the whole of your group, club or facility to learn them.



Squash



Hello



Ready



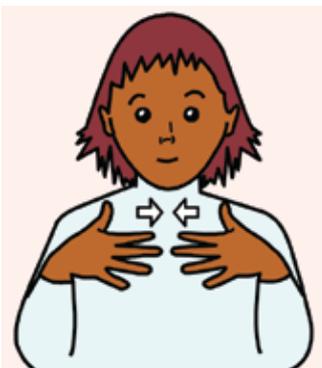
Go



Well Done



Serve



Match



Match Ball



Let



**Out**



**Down**



**Lob**



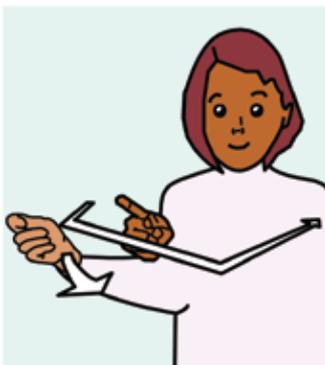
**Volley**



**Drive**



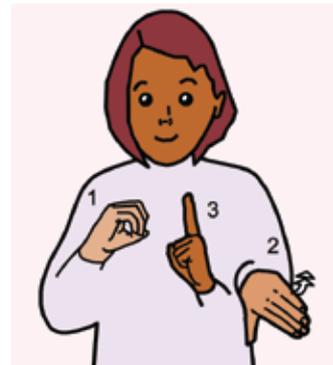
**Drop**



**Boast**



**Get back to the T**



**Hit the ball away from  
your opponent**

**To see short video clips on the signs and for more squash related BSL signs please view [www.ndcs.org.uk/bslforsquash](http://www.ndcs.org.uk/bslforsquash)**

© DEAFSIGN sign graphics [cath@deafsign.com](mailto:cath@deafsign.com)

## COMPETITION PATHWAY

**England Squash & Racketball (ESR) are keen to increase participation of squash amongst deaf players and grow the number people involved at a grass roots level.**

Currently there is a deaf squash competition pathway that exists however the number of individuals involved in this is relatively small. ESR are working with the England Deaf Squash Association (EDSA) to help grow the pool of people involved in deaf squash and feed them into the structure outlined below. Entry in to the EDSA events below require a player to have a hearing loss of at least 55dB in the better ear. Hearing aids and cochlear implants are not permitted during deaf squash competitions.

### **England Squash & Racketball (ESR)**

#### **Big Hit Court Challenge Series Competitions**

A fun relaxed competition for local players of all ages and abilities. These events are aimed at those who play regularly in Leisure Centres with friends, colleagues or in a box league, however you can even set up your own event. T-shirts for every entrant are provided by ESR as well as Dunlop prizes for the winners and runner ups. Specific deaf squash Court Challenge Events will be set up shortly – all events are listed on [www.thebighit.net](http://www.thebighit.net)

### **England Deaf Squash Association (EDSA)**

#### **Closed Championships**

Run by EDSA around September each year. Subject to entries there is a separate men and womens event.

### **National Deaf Squash Champs (Rebecca Macree Trophy – RMT)**

An event run by EDSA at Sportcity, Manchester alongside the National Squash Championships in February each year.

### **World Deaf Squash Championships & European Deaf Squash Championships**

These events alternate annually. The World Championships comprise of both individual (men and women) and team events (men and women) and caters for all standards of player.

## CONTACTS



### UK Deaf Sport

UK Deaf Sport is the recognised leading Governing Body for deaf sport in the UK. It aims to encourage Deaf people to participate, to enjoy and to excel at sport. UK Deaf Sport was established in 2003 and has been a member of the International Committee of Sports for the Deaf (ICSD) since 2006.

SportPark, Loughborough University, 3 Oakwood Drive,  
Loughborough, Leicestershire, LE11 3QF

**Email:** [office@ukds.org.uk](mailto:office@ukds.org.uk)

**Website:** [www.ukdeafsport.org.uk](http://www.ukdeafsport.org.uk)



### National Deaf Children's Society

NDCS is the leading charity dedicated to creating a world without barriers for deaf children and young people. NDCS runs the Me2 Deaf-Friendly Project, the initiative breaks down the barriers deaf children and young people face when accessing sports, arts and leisure opportunities by supporting deaf and mainstream organisations. NDCS supports sports clubs, coaches, officials and volunteers to be deaf friendly, ensuring all their activities are inclusive of all young people.

15 Dufferin Street, London EC1Y 8UR

**NDCS Freephone Helpline:** 0808 800 8800 (voice and text)

**Fax:** 020 7251 5020

**Email:** [helpline@ndcs.org.uk](mailto:helpline@ndcs.org.uk)

**Website:** [www.ndcs.org.uk](http://www.ndcs.org.uk)



### **Action on Hearing Loss (formerly known as RNID)**

A national charity for deaf people that aims to achieve a better quality of life for deaf and hard of hearing people. It does this by campaigning, lobbying, raising awareness of deafness, providing services and through social, medical and technical research. It also runs Text Relay (see below)

19–23 Featherstone Street, London EC1Y 8SL

**RNID Freephone information line:** 0808 808 0123

**Email:** [informationline@hearingloss.org.uk](mailto:informationline@hearingloss.org.uk)

**Website:** [www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)

### **Action on Hearing Loss – Text Relay**

A telephone relay service providing vital communication links for deaf and hard of hearing people.

Text Relay, PO Box 284, Liverpool L69 3UZ

**Tel:** 0800 7311 888

**Textphone:** 0800 500 888

**Email:** [helpline@textrelay.org](mailto:helpline@textrelay.org)

**Website:** [www.textrelay.org](http://www.textrelay.org)



### **British Deaf Association (BDA)**

The BDA is the largest Deaf organisation in the UK that is run by Deaf people. They represent the sign language community and are active campaigners in improving standards and rights for Deaf and hearing sign language users. They also have an extensive online information database of organisations, groups and services for Deaf people throughout the UK.

18 Leather Lane, London EC1N 7SU

**Tel:** 020 7405 0090  
**Textphone:** 020 7588 3529  
**Fax:** 020 7588 3527  
**Email:** [bda@bda.org.uk](mailto:bda@bda.org.uk)  
**Website:** [www.bda.org.uk](http://www.bda.org.uk)



### **Association of Sign Language Interpreters (ASLI)**

ASLI is the professional association and support network for sign language interpreters in England, Wales and Northern Ireland. Its members include those who work as interpreters, and deaf and hearing people who support their aims. It also has an extensive database of qualified sign language interpreters from across the country.

Fortuna House, South Fifth Street, Milton Keynes MK9 2EU

**Tel:** 0871 474 0522  
**Textphone:** 18001 0871 474 0522  
**Fax:** 01908 32 52 59  
**Email:** [office@asli.org.uk](mailto:office@asli.org.uk)  
**Website:** [www.asli.org.uk](http://www.asli.org.uk)



## England Squash & Racketball (ESR)

ESR are the National Governing Body of squash and racketball and are responsible for the development and promotion from grass roots to elite performance. There are 8 Regional Offices across the country that promote and develop the sports, listening to and helping clubs, players, coaches, referees, and volunteers, as well as promoting both sports to people who have yet to pick up a racket.

National Squash Centre, Sportcity, Manchester, M11 3FF

**Website:** [www.englandsquashandracketball.com](http://www.englandsquashandracketball.com)  
**Disability Lead:** Amanda Robinson (Regional Manager – South)  
**Direct No:** 07918 775422  
**Direct Email:** [amanda.robinson@englandsquashandracketball.com](mailto:amanda.robinson@englandsquashandracketball.com)



## THE BIG HIT

### The Big Hit

The Big Hit has been developed by England Squash & Racketball to promote squash and racketball to new markets predominately in the 18-35 age group.

National Squash Centre, Sportcity, Manchester, M11 3FF

**Website:** [www.thebighit.net](http://www.thebighit.net)  
**Telephone:** 0161 231 4499 (ESR Head Office)  
**Email:** [enquiries@thebighit.net](mailto:enquiries@thebighit.net)



## **England Deaf Squash Association (EDSA)**

The EDSA was founded in 1998 and works to provide opportunities for deaf peoples of all ages, to play Squash from grass roots to national level, through Squash Academies, open tournaments to friendly matches against hearing people at Squash clubs across the country.

**Chairman:** Brian Rawlinson

**Email:** [e\\_d\\_s\\_a@yahoo.co.uk](mailto:e_d_s_a@yahoo.co.uk)

**Website:** [www.edsa.uk.com](http://www.edsa.uk.com)



## DEAF-FRIENDLY SQUASH RESOURCE

[WWW.THEBIGHIT.NET](http://WWW.THEBIGHIT.NET)

 [@THE\\_BIGHIT](https://twitter.com/THE_BIGHIT)

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