

We would like to update you about how we are working during the coronavirus pandemic.

We are continuing to provide practical and emotional support to our service users and people who are living with a sight and/or hearing loss, including Deaf British Sign Language users, during this very difficult time.

Although we cannot meet our service users face to face or carry out home visits, we are maintaining contact on the phone, by text, video conference and on social media. People can still get in touch if they need some help, information or advice about sight loss, hearing loss and Deafness. A duty worker is available every Monday to Friday from 9am to 4pm. They are available on a first-come first-serve basis, so there may be a wait for the duty worker to call the person back.

We will do everything we can within the limits of the current Scottish Government guidelines to continue to provide flexible and responsive support. We can deliver or drop off hearing aid batteries for NHS hearing aids and some assistive equipment.

For Deaf BSL users, we have set up a closed Facebook group (North East Sensory Services (Scotland) - BSL info) to share information and for Deaf BSL users to contact us. We are also posting information on the NESS Facebook page: [facebook@northeastensoryservices](https://www.facebook.com/northeastensoryservices).

We are taking new referrals remotely and we will make contact by phone to start the initial assessment process.

Unfortunately, our audiobook library is closed, and we are not able to send out the NESS News or any of our audio magazines at the moment. None of our clubs and groups in Aberdeen and Moray are meeting at the moment.

We can be contacted by:

- Phone: 0345 271 2345
- SMS (text message): 07593 102004
- Email: info@nesensoryservices.org
- Deaf BSL users can contact us via [Contact SCOTLAND-BSL](#)
- Website [North East Sensory Services](#)



north east
sensory services

achieving independence for blind & deaf people