

## **ABSTRACT**

The bachelor thesis is focused on individuals with hearing impairment and changes in their communication since the COVID-19 pandemic arrived and consequential safety measures were imposed.

The thesis is divided into a theoretical part and a practical part. In the theoretical part, the terminology and areas, which are necessary in order to understand the given issue, are defined. The first chapter is mostly concerned with defining hearing, hearing impairment and various approaches to people with hearing impairment. The second chapter introduces a general view on interpersonal communication, particular communication characteristics of people with hearing impairment and choices they have which can help them communicating with the rest of the society. The third chapter describes a situation regarding the COVID-19 pandemic and the safety measures which may have had an adverse impact on individuals with hearing impairment.

The main goal of the practical part is to find out whether the communication of people with hearing impairment changed in regard to the pandemic and in what circumstances it may have been so. Other research inquiries are focused on usability and reliability of services providing support for people with HI. These are attempting to find out whether the services are more necessary than before the pandemic and in what circumstances people commonly use them. Moreover, the research examines other possible barriers, which may have appeared or become even greater during the COVID-19 pandemic. A semi-structured interview method was chosen for the purpose of qualitative research. The method was adjusted to individual responders and was conducted in a form of remote online interpreting and online chatting. The obtained findings were analyzed.

## **KEY WORDS**

Hearing impairment

Communication of persons with hearing impairment

COVID-19 pandemic

Changes in communication