



Handling other people's reactions

*Communicating with
confidence when you have
a disfigurement*

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A note about language. The word 'disfigurement' is used as a semi-neutral word to describe the aesthetic effects of a mark, scar, asymmetry or paralysis to the face or body. Changing Faces uses the word as a noun (eg: 'a child who has a disfigurement' but avoids its use as an adjective (ie: not 'a disfigured child' but instead a 'child with/who has a disfigurement'; not 'a disfigured face' but instead, 'facial disfigurement'.)

We recognise that the word 'disfigurement' is not particularly positive and some people may not want to use it to describe their condition or appearance, preferring other words like 'visible difference', 'unusual appearance' or the name of their condition. These words are used on occasion.

Changing Faces encourages the real cause of a person's disfigurement to be spelled out (eg: 'a person with/who has a Bell's Palsy, cleft lip, burn injuries, cancer, acne etc') because this is an informative way of describing the person's medical condition.

The charity continues to use the word 'disfigurement' as it is a succinct, generic term widely understood by the general public and enshrined in British law in the Disability Discrimination Act (DDA) 1995 which protects people who have disfigurements.

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1 Introduction

This booklet is for people with a disfigurement who sometimes, or always, find the everyday process of communicating with others difficult. Our experience and research shows that there are effective ways of meeting this challenge, and these skills can be learned.

The first half of the booklet looks at the way we communicate and how our interactions with one another can be affected when one person has a disfigurement. The second half offers some practical suggestions for enhancing your own verbal and non-verbal communication skills together with some exercises to help you put these new skills into practice.

The aim of the booklet is to help you feel more confident and self assured in social situations of all kinds and in handling other people's reactions to your disfigurement.

2 About communication

The first thing people often think about communication is that it is about language, but there is much more to it than that.

Our body language is absolutely vital to the way in which we get a message across. A large proportion of how well we are understood comes from non verbal communication rather than from what we say.

Faces are a very important part of this. We all look at people both when we are speaking to them, and when we are listening. Whether or not they smile, whether they look at us directly or glance away can tell us as much about what they are thinking as the actual words that they say. Much of our attention is directed at the central part of the face, formed by the eyes, nose and mouth, as we gather information about the other person.

What if you look different in some way?

You may have been born with a birthmark or have a congenital condition which makes your face or body look unusual, or your appearance may have changed as a result of injury or disease.

People will still want to engage with you. They will be interested, partly, because you look different. We all seek out and want to know more about things that are unusual or outside our own experience. This

is a human instinct. The main reason that people will look at you and your face in particular is the same reason that they look at anyone's face - because they want to communicate with you.

Unfortunately, it doesn't always feel like this. If you feel self-conscious about your disfigurement, the communication process can become uncomfortable. It can be difficult to look back at other people with confidence. Attempts to avoid unwelcome looks and attention might be interpreted as unfriendliness. If communicating with other people doesn't feel good, it can become very tempting to take the option of avoiding other people and social situations altogether; and for them to correspondingly avoid you.

What if I don't feel like communicating with other people?

When you have an unusual appearance, it can seem as if you are 'on duty' all the time. You may long to walk down the street completely anonymously with no-one taking any notice of you. It can become tiring and feel intrusive when people seem to stare and you may feel that it would be less bother if you just stayed at home. However, once you start avoiding situations it becomes more and more difficult to start going out again and mixing with others.

3 Communicating with confidence

The following skills can help you take control of situations more effectively – whether you want to develop friendships and social relationships or you simply want to be left alone to get on with your day.

Body language

So, what are some of the most important aspects of non-verbal communication? What do you do when you want to speak to someone?

Getting attention

The first thing that you need to do is to ensure that you have the attention of the other person. You may call their name, but the other important thing that you do is to look at them. You may raise your eyebrows and you may smile (you might do other things as well like raise a hand or beckon to someone). They respond to you by looking at

your face. Watch a group of people from a distance, you can tell who is speaking simply by following the looks of the other members in the group. When someone else starts to talk the others will shift their gaze.

Eye contact

Eye contact is used to let the speaker know that the other person is listening. We look at someone nearly twice as much when we are listening as when we are speaking. It's not continuous though. Typically, eye contact lasts about four seconds, before we glance away and then refocus on the speaker.

If you do not offer eye contact when listening to another person they may think that you are not interested or you don't want to be friendly – neither of which you intended.

As the speaker too, your eye contact is important. You need to look at someone to attract their attention to start with. Then you need to maintain it while you are talking. If you look at the ground, or somewhere over their shoulder, it can feel very uncomfortable for the other person as it would for you.

Facial expressions

The muscle and nerve supply to the face allows us an enormous range of facial expressions, all of which enhance our ability to communicate. You will recognise many of these, and their meaning, immediately. This element of non-verbal body language will most often reflect our internal feelings, even though it's possible to hide emotions sometimes.

Smiling

'A smile is a smile, all over the world'. It is one of the simplest ways of reassuring people. A smile can say that you are friendly, approachable, and open to communicating with other people.

Nodding the head

This is another important signal. Nodding your head slowly shows that you are listening, and invites the speaker to continue. Nodding very quickly can be a sign that you would like to say



New-born babies instinctively stare at faces. This is because faces provide information. They are a first step to learning about the world

Facial expressions are universal. A smile is a smile all over the world.



something. So head nodding is one way of deciding whose turn it is to speak. Try watching a group of people talking to each other from a distance. Who is listening? Who wants to speak?

Posture

It is not just your face that is important.

Communication involves your whole body. The way you stand is important. If you stand with your head up and your shoulders back you will look confident and assertive. If you stand with your shoulders bent over and your head down, you convey the opposite impression.

Unfortunately it is very easy to fall into the habit of adopting this sort of posture if you feel self-conscious about your looks. You may employ this stance in an attempt to be less noticeable. However this often has the opposite effect and instead attracts attention.

What if the expression on your face is limited

This can happen, for example, if all or part of your face is paralysed. You may feel very self-conscious about smiling if you know that your smile is uneven or absent; or about eye contact if you have only one eye.

Try being as open and as direct as you can. Don't hide your mouth or look down. A smile involves far more than just the movement of the mouth. Your eyes and the energy that you convey can be equally important. Using hand gestures, adjusting your posture and nodding can all enhance your communication. The tone of your voice can also convey your mood. Similarly, eye contact is equally significant with one eye or two. People respond to the 'whole' message, and they will pick that up from all the other cues that you give them, both verbal and non-verbal.

What if your speech is affected?

If your speech is affected by your condition it may be harder to make yourself understood. If this is the case it is even more important that you make your body language work for you. Try looking directly at the person as you are speaking. Try putting plenty of expression and enthusiasm into what you say. Both will help tremendously. It can also be useful in first encounters to begin with a statement such as, 'Please listen carefully as my speech is not very clear.' You can also suggest that it's okay for people to ask you to repeat what you've just said.

Make the most of yourself and your strengths!

The overall impression that you give is really important. When we meet someone for the first time we take in all the information we are presented with. How you choose to dress and adorn yourself can tell others more about you, attracting positive attention and interest. Hence, finding a style that suits you and communicates something of your personality can really enhance your confidence.

How you present yourself can also be a signal to the world about how you feel about yourself. If you look as though you can't be bothered, why should anyone else be interested in you?

In summary, the way in which you present yourself, including communicating by using your facial expression, your body language and your outward appearance are far more important in the judgements people make about you than the detail of what your disfigurement looks like. These are things you can do something about and make a far more lasting impression.

Speaking and listening

How do you start a conversation?

What do people say to each other? How do they start talking? When meeting someone new for the first time, many people feel as though their mind goes a complete blank and they can't think of anything to say. This is not surprising. If you are worried about first encounters, it might be hard to think clearly and if you know nothing about the other person, it might be difficult to know where to start. For this reason people often fall back on the weather or traffic, or something that they can guarantee is a shared experience. This 'small talk' is a perfectly normal social function and is very useful when striking up a new conversation.

Find out what you have in common

One of the first clues that people use is the circumstances in which they have met. For example if you are meeting someone at your local neighbourhood watch committee, perhaps they might be interested in crime prevention. If you meet them at the school gate, they probably have children at the school and you can begin with a question or a statement about that. If you meet someone at a party, you might well start by asking how they know the host. So a useful first

rule is: consider what you have in common and start the conversation from there.

Focus the attention on the other person

Try asking something about the other person. You might make a comment about what they are wearing, their tie/t-shirt or a particular piece of jewellery. Or you might ask them what they think about the music/the food/the film/ where you are/their job etc. Therefore a useful second rule is: use any clues you get from their appearance and your shared context to start to ask them about themselves.

What other people will ask about you?

Other people may try to use this strategy to talk to you. Therefore it is interesting to look at it from their point of view and to think about what other people may notice about you. One more obvious thing that may be noticeable about you is your disfigurement. So in a situation where you have just met someone they might ask you about it. You may feel self conscious about this, but their question need not be any more significant than any other from someone who is trying to find out more about you. (In the section entitled 'Frequently Asked Questions' we look at different things that you might say in reply).

Keeping the conversation going

Conversations are made up of a combination of statements and questions. By showing that you are listening and interested in what the other person is saying and by sharing your own experiences a conversation will flow more easily.

Questions are obviously a good way of encouraging a response, but a string of questions can feel like an interview. Try following a question with a statement – something about your own experience; or summarising in your own words what the other person has said, before asking another question. For example:

You: 'What did you think of the music?'

Them: 'Great, they are one of my favourite bands!'

You: 'You're obviously a big fan. I liked their last album. Do you see a lot of live music?'

Asking the right kind of question

The kind of question that you use can produce different replies. A closed question will produce a yes or no answer only, and this will make it harder for you to develop the conversation further.

For example:

'Did you like the music?'

'Yes.'

An open question on the other hand will invite a more detailed response:

'What did you think of the music?'

Consider which of the following questions is open and which is closed:

'Do you live far away?'

'How far have you had to come?'

Therefore try to remember to phrase a question in a way that allows a more detailed response. Certain words can encourage this further, and you can remember them as the four Ws and an H – *what, where, when, who and how*. It can be very helpful to get into the habit of starting a question using one of them.

Changing the subject

It's important to take notice of the other person as you are talking and really listen to them. What are you picking up from their body language? Are they interested in the topic that you are discussing? If they are, they should be listening to you and sharing the conversation with you, asking you questions and commenting on them. If they are not, then there may be less eye contact and they may seem unwilling to develop the theme. In this case try opening up a new topic. Changing the subject is the strategy to use if you feel the other person is not interested or if you are beginning to exhaust the subject. Don't change the subject for the sake of it or if a conversation is going well.

Joining a conversation and being part of a group

Joining a conversation and becoming part of a group requires both your verbal and non verbal skills. First of all listen. What are they talking about? Do you have a view or a comment to make? If there is a lull or pause, then you can take advantage of this and join in. If not, then make eye contact with the speaker, or nod your head to show that you have something to say. Stepping forward slightly into the group will help you too. Try not to change the subject, and remember to share something of yourself, your experiences, and your likes and dislikes, even if you are asking a question.



For example:

'I know, his last film was terrible. Has anyone seen the one he made previously?'

'Talking about holidays, we went to...'

'You're absolutely right about playing sport; I would really like to play more...'

'It's interesting that you say that; when I was at school...'

Remember the other person's point of view

It is important to remember that most people find talking to someone new quite difficult. You may feel that an awkward conversation is due to your looks, but it may just be your own or the other person's lack of communication skills and confidence. Try not to assume that it is your disfigurement that is getting in the way of a good conversation.

Being prepared

Preparing yourself ahead of time for social situations is especially useful, and will help you to feel more confident about your conversation skills. Try making a list of possible subjects before you get there. Here are some useful things to consider:

- *Who is likely to be there?*
- *What are their interests likely to be?*

Or try more general things like

- *What is happening in the world at the moment?*
- *What are the sporting/medical/environmental/cultural/local issues that are currently being reported?*
- *What is on the front page of the paper?*

Learning to manage a conversation is a skill. It takes practice. People who are good at it have usually had a lot of opportunity to develop their skills. You can learn from them by watching and listening. Work out what works for them and try it out for yourself.

Summary

- *Make eye contact and smile if possible*
- *Remember to use your tools of non-verbal communication*
- *Stand tall*

- Wear something that makes you feel good
- Show you are listening by using eye contact, nodding and responding accordingly
- Look interested in what other people have to say
- Share your own experiences – be prepared with some ideas.

4 Does this sound like you?

'I would really like to have more friends and to feel more at ease with people, but I always think that they are looking at my disfigurement and I just want to get out of the situation as quickly as possible.'

'I am okay with people that I know really well, but I just clam up as soon as there is anyone there that I haven't met before.'

'I am alright until someone mentions my disfigurement, and then I feel really embarrassed and just want to go home.'

'I'm always on edge in social situations in case someone asks what happened to me.'

We look at people nearly twice as much when we are listening as when we are speaking.

These are some of the statements made by people who have an unusual appearance. Perhaps you have been feeling that you are the only person who feels self-conscious and uncertain when meeting other people. You're not. Almost everyone who has an unusual appearance, whatever the cause, has to cope with curiosity from other people. You will know, from your own experience that you take more notice of things that you have not come across before. Many people will not have come across anyone with a disfigurement before and this may mean that they will take more notice of you. This is usually just human curiosity and is not usually meant maliciously.

'Scared' (see diagram on page 10)

At *Changing Faces*, we developed the acronym *Scared* to summarise how communication can sometimes go wrong for a person with a disfigurement, and someone meeting them for the first time.

This idea stresses that both the person with the disfigurement and the person meeting them can struggle with what to say and do.

Consequently no positive communication takes place and both people want to leave or avoid the situation.

***A person with a facial disfigurement
may feel and behave 'scared':***

FEELING

self-conscious
conspicuous
angry, anxious
rejected
embarrassed
'different'

S
C
A
R
E
D

BEHAVIOUR

shy
cowardly
aggressive
retreating
evasive
defensive

Other people can feel and behave 'scared':

FEELING

sorry, shocked
curious, confused
anxious
repelled
embarrassed
distressed

S
C
A
R
E
D

BEHAVIOUR

staring, speechless
clumsy
asking, awkward
recoiling, rude
evasive
distracted

Try not to avoid situations

When this happens, the temptation is to avoid these situations in the future. This solves the immediate problem but it means that you never have the opportunity to practise and to have a more positive experience. Coping successfully with social situations can be improved by learning some skills and then trying them out, step by step. Challenging situations are opportunities to test out new skills, and don't need to be situations that have to be avoided. Of course, this can be exhausting so it's important to give yourself a break from new

people and situations sometimes but be honest with yourself if you find that avoidance is becoming a habit.

5 Frequently asked questions

What if I'm asked about my disfigurement?

At some point, you are likely to be asked about your disfigurement. You can manage this in several different ways. One way is to work out in advance how much you want to say in reply. You can use your knowledge of different sorts of statements and questions to help you.

Some examples: here are three ways of answering the same question about how you were burned for example:

'I was burned when I was younger. It was a long time ago and I don't talk about it now.' (The message is clear: end of subject).

'I was burned when I was younger, but fortunately smoke alarms have greatly reduced the number of injuries like mine.' (Confident, at ease with the subject and encouraging a more general discussion rather than purely personal).

'I was burned when I was younger, and I am going in again soon for more plastic surgery. It is very interesting, they are going to take a graft from my leg...etc.' (Confident, happy to discuss more personal details).

You can choose how much detail suits you. This might change according to your mood and the people you are with. Most people are happy with a very brief explanation. Don't assume that, just because people are asking you about your face, they are being hostile. Remember, most people are only interested, exactly as you would be yourself.

Taking the initiative yourself

If people do not ask about your face, then you have the choice of bringing it into the conversation yourself. This will give you more control over the situation, and it can allay any anxiety brought about by waiting for them to ask you – which may be at an inappropriate moment or (if at a party) later on when everyone has had a drink and are feeling bolder!

Some examples: again you can choose how much you say and how personal it is:

'You have a wonderful tan! One of the problems with skin grafts is that you have stay out of the sun.' (Confident; not bothered about talking about your face).

'I see I'm getting the usual interested looks from the people at the bar. No doubt they're admiring my style!' (Even more confident; able to make a joke about it. A very successful strategy if you practise it).

'I'm having a good time tonight. Often, I find these events difficult because my appearance can attract unwanted attention, but everyone seems very friendly ...' (Confident, self disclosing, and complimentary to the group. A good strategy if you want to meet these people again).

What if I become aware that people are staring?

There is a difference between the kind of looking involved when communicating with someone (and even the inquisitive glances when people meet you for the first time), and the continuous stare that, unfortunately, most people with an unusual appearance will be familiar with.

If this happens to you, you need to let the other person know that you are aware of it, and want it to stop.

Look back at the person staring firmly. A smile or a nod shows that you are aware of them, and also can break the ice. If this is not enough, a frown or raise of the eyebrows will show your displeasure.

Some examples: if you decide to say something, you can choose a number of different approaches:

'I would prefer it if you did not stare at me.' (Assertive, simple).

'My appearance seems to be bothering you. It doesn't bother me.' (Confident, assertive, and clearly labelling the person staring as the one with the difficulty).

'Your admiring glances are beginning to embarrass me!' (Confident, humorous).

'We have clearly met before because you can't seem to take your eyes off of me.' (Humorous, but making the point that their behaviour is intrusive and inappropriate).

How you respond depends on what feels comfortable for you at that time. This will vary. Sometimes it may not bother you. At times you may feel angry and agitated, and at other times you may feel like

walking away. Having a range of alternative responses is useful so that you will have something for each particular occasion. Or you may find that one particular strategy is very effective and works for you most of the time.

Be prepared to try out some of these ideas and put together your own personal set of skills. Try to think of each new situation as an opportunity to test out your responses and find out what works for you!

What about people making comments?

You may overhear people making remarks, perhaps deliberately intended for you to hear; or you may come across people who make rude remarks to your face.

What do you do? The aim, as with staring, is to let people know that you are aware of it and that you don't like it. You may find a firm assertive look is enough. (It is worth remembering that if you look confident and assertive, the remarks are less likely to happen in the first place!)

Some examples: if you do decide to say something, again you have a range of options:

'It's just a birthmark...' (firm, assertive but not aggressive).

'My face seems to bother you. It doesn't bother me.' (Firm and also making it clear that the speaker is the one with the problem).

'Oh, you're so original!' or 'How imaginative!' Followed by a look of boredom.

These responses are useful for both staring and comments. It is probably better to have a quick effective comment which you can use in these situations, rather than something which is going to start a discussion or even an argument. Having a selection of responses which feel right for you and which you can practise and improve as you try them out in different situations is the most effective strategy for coping in these scenarios. Having the right tool for the job, and having it easily available is the key. And remember, sometimes the best option is to walk away – it can prevent arguments and preserve both your energy and your dignity.

When we look at someone's face, it is the triangle in the middle – the eyes, nose and mouth – that we concentrate on the hardest.



6 Try it for yourself!

Here are some examples of social situations in which you might find yourself. Try preparing yourself by thinking about how you could respond to each situation. You can refer back to the information and examples in the rest of the booklet.

Situation 1

You are at a party and see a group of people talking together. You walk across and hear them discussing a film that they have recently seen. You have seen it too.

What could you **do** next?

What could you **say** to enter the conversation?

Situation 2

You are at a meeting arranged by your neighbours to do something about the amount of traffic going down your street. You are introduced to someone wearing a Man Utd t-shirt, who you have not met before, but who lives a few doors down.

What could you **say** to start a conversation, using something that you both have in common?

What could you **say** to start a conversation based on something about the other person?

Situation 3

You are at work, and a group of you go off to the canteen with someone new who has just started. Two people get up to fetch a drink, leaving you talking to the new chap. Suddenly, in the middle of asking where he can park his car, he changes the subject and asks you about your face.

What would you **say**? Try thinking of four different explanations, varying the message about how willing you are to discuss your appearance with this man.

In the first case, try to **close** the subject and open up a **different one**.

In the second case, try to give a **small** amount of information and again **change the subject**.

In the third case, try to give a **humorous** explanation.

In the fourth case, try to **open** up the subject and show that you are happy to discuss it.

Of course there is no right answer, but writing down your own examples will help you to find out which approach seems the most comfortable for you.

Try to find four more 'variations on the same theme' or phrases that you feel comfortable with when explaining your unusual appearance to someone that you don't yet know.

- 1 _____
- 2 _____
- 3 _____
- 4 _____

You now have several different ways of answering questions about your disfigurement, in a way that feels comfortable, and which you can vary to suit the situation.

Situation 4

You have arranged to meet friends at the cinema. As you arrive, you see them standing by the ticket office. You wave and begin to walk towards them. As you do so, you overhear someone else make a remark about your appearance to the person standing next to them.

What might you do and say? Try to think of three kinds of answer, varying your reaction.

1 A quietly confident but simple response

I would do _____

I would say _____

2 A slightly firmer response

I would do _____

I would say _____

3 An assertive and very firm response

I would do _____

I would say _____

Which of these three sounds the most comfortable for you? The most satisfying response might be the assertive one, but you may need to practise this before you feel confident. Beware that you are being assertive not aggressive- they can produce very different results.

Having your friends there is always good for moral support. Of course, you may feel quite different on other occasions. Sometimes you may feel very strong and quite prepared to tackle anything, however difficult. All of us sometimes feel more like walking away from unreasonable people. This is okay, but don't be tempted to take the easy option all the time. The more you practise, the easier it becomes, and the more your self esteem will grow.

Use the space below to write down some more examples of how you could manage this example using a firm assertive response.

1 _____

2 _____

3 _____

You can use all these different statements to help you deal with intrusive remarks people may make about your appearance.

Situation 5

Your eldest child has just started school. You arrive to collect him early. Several other parents are there, and you become aware that one mother is staring at you.

What do you do? Try to give three examples of what you could do. Remember that this is someone you are likely to meet every day for several years.

1 I would do _____

I would say _____

2 I would do _____

I would say _____

3 I would do _____

I would say _____

Unlike *Situation 4*, this is someone that you are going to keep meeting. Therefore it is worth using a strategy that is going to allow you to meet without embarrassment in the future. Do your answers allow for this? Which do you feel most comfortable with?

You could try re-wording the statements that you feel really comfortable with, so you have lots of versions of the same idea. Or, you can try to produce several very different solutions. For example you might feel that you would handle the situation differently if it was a complete stranger and not someone you are going to meet again.

Write your ideas for these possibilities below:

1 A complete stranger

2 Someone you might meet again

3 Someone you meet regularly

Now you have several different examples of strategies that you can use when people are staring at you. These are the beginnings of statements that you can use when you are out in the actual situations. You will be amazed that these simple exercises will increase your confidence just because you are a little more prepared than you used to be.

7 Practising your new skills

The next stage is practice

You have lots of examples for how to take part in a conversation, and lots of ideas for dealing with curiosity and even rudeness, about your appearance. Choose the best examples from those you have come up with and try to memorise them. If you think that you might not remember them, write them down on a postcard and put them in your pocket or bag. You can then remind yourself about them from time to time.

Monitoring the effectiveness of your communication skills

Each time you use one of your answers, consider how useful or effective you found it to be. If it does not work well on more than one occasion, then try to think why and change it, or use one of your other answers. This will help you to discover the answers that work best for you and it is also a way of looking at social situations as opportunities rather than events to be avoided.

Whilst this may sound rather calculating and unnatural, in time you can stop this approach once you have worked out the right answers for you! As they become second nature, you will find yourself feeling more and more at ease in social situations, and will lose some of the anxiety or embarrassment that you feel about your appearance.

Give yourself time

Learning strategies like these is a skill in itself! It will take time and effort before it begins to feel really natural. Try to be patient, and reassure yourself if things seem to go wrong. Confide in friends or family about difficult or challenging times, and listen to their support and advice. Try reassuring yourself that things might go better next time. By persevering you will increase your chances of having more positive social experiences and these will in turn enhance your confidence and self-esteem.

8 Further information and support

If you have a disfigurement or are close to someone who has a disfigurement and you would like further information, support or advice, please contact *Changing Faces* on 0845 4500 275 and ask to speak to one of our adult specialists. Alternatively, you can email us at info@changingfaces.org.uk.

We can offer support and advice over the phone or via email and we also offer face-to-face counselling at our centre in London.

We run workshops for children and adults and families. Together with our self-help guides, these workshops enable people to share experiences and learn practical skills to manage the day to day challenges of living with a disfigurement.

Changing Faces supports and represents thousands of children, young people and their families, and adults with disfigurements, from any cause, to the face, hands or body.

The charity's goal is a world where:

- Everyone with a disfigurement has high self-confidence and self-esteem
- Every health clinic, school and workplace addresses disfigurement with confidence
- Everyone in society can meet someone who has a disfigurement confidently, without awkwardness or prejudice.

Changing Faces relies entirely on voluntary donations. Our booklets, telephone support and counselling services are offered free of charge to people who have disfigurements.

- £3.50 enables us to produce and send out a booklet like this one to a person who is having difficulties meeting other people.
- £10 means we can give a woman who has a craniofacial condition some strategies over the phone to help her get through a job interview successfully.
- £50 means we can support a man in a one-to-one counselling session to deal with the trauma of an accident which has left him with burn scars across his body.

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