

Guidelines

How to communicate effectively with deaf and hard of hearing people

- Even if someone is wearing a hearing aid, it doesn't mean that they can hear you. Ask if they need to lip-read you.
- Make sure you have the listener's attention before you start speaking.
- Speak clearly but not too slowly, and don't exaggerate your lip movements. Use natural facial expressions and gestures.
- If you're talking to a deaf person and a hearing person, don't just focus on the hearing person.
- Don't shout. It's uncomfortable for a hearing aid user and it looks aggressive.
- If someone doesn't understand what you've said, don't just keep repeating it. Try saying it in a different way.
- Find a suitable place to talk, with good lighting, away from noise and distractions.
- Remember not to turn your face away from a deaf person. Always turn back to your listener so they can see your face.
- Check that the person you're talking to can follow you. Be patient and take the time to communicate properly.
- Use plain language and don't waffle. Avoid jargon and unfamiliar abbreviations