

# **General Tips for Interacting with a Deaf or Hard of Hearing Person**

<https://dhcc.org/dhcc-outreach/communication-info/>

## **Comfortable Communication**

1. Do not yell or talk loudly.
2. Do not mumble.
3. If the person prefers to use speech-reading, speak normally and avoid speaking too slow or too fast.
4. Do not over emphasize your facial expressions or lip movements as this can reduce communication
5. Face the person and make eye contact when speaking.
6. If you use written communication, make sure you are understood.
7. Pictures and other visual aids may be helpful.
8. Take advantage of technology by typing back and forth on a computer screen, using email, instant messenger or text messaging.
9. Avoid excess background noise.
10. Be patient and relaxed.
11. Be sure to ask the Deaf or hard of hearing person for ways to improve communication.

## **Getting A Deaf or Hard of Hearing Person's Attention**

1. Move into the person's visual field
2. Gently tap on the person's shoulder
3. Flick lights at slow/medium pace (doing so at fast pace may indicate an emergency)
4. Ask the individual other methods of obtaining attention that he/she prefers

## **Interacting with a Deaf or Hard of Hearing Person in a Group Setting** **Group Communication**

1. Before meetings or presentations, provide the Deaf or hard of hearing person with an agenda. This will make it easier for him/her to understand and follow the event.
2. Ensure you have proper communication access service such as an interpreter and/or assistive listening devices.
3. A note-taker, visual aids and follow up correspondence can allow greater accessibility to information.
4. Arrange seating so individuals can see each other clearly.
5. Upon speaking, raise your hand to signify it is your turn to talk.
6. Only one person must speak at a time
7. Avoid loud environments