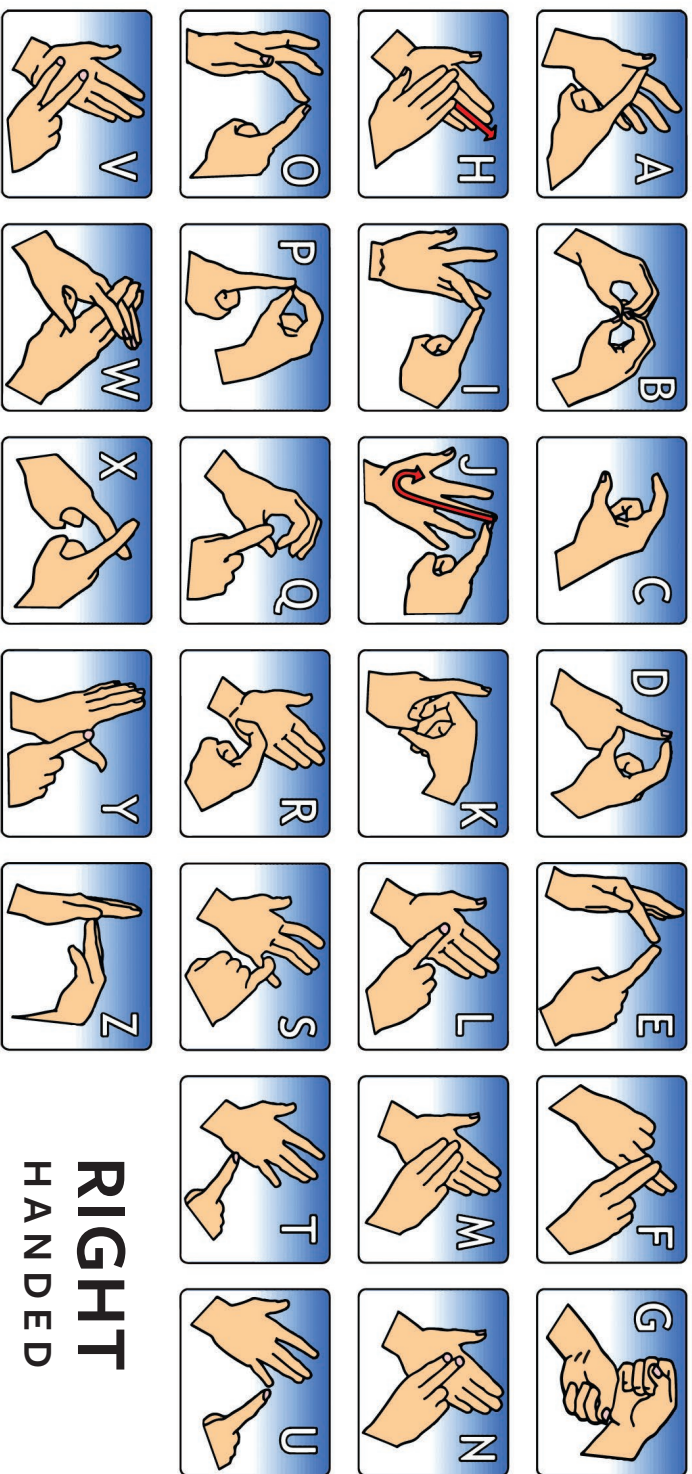




Deaf or hard of hearing communications 10 top tips

- 1** Do not exclude the Deaf or hard of hearing person, address them directly.
- 2** Stand so that the light is on your face, this helps with lip reading and shows your facial expressions.
- 3** Face the person when you are talking so that they can see your face and lip pattern.
- 4** Don't speak too quickly or too slowly or exaggerate your lip pattern.
- 5** Speak clearly, without shouting.
- 6** Speak one at a time and keep your mouth visible.
- 7** Use plain language and keep to the point.
- 8** Be patient and be prepared to repeat yourself or re-phrase.
- 9** Use visual cues when needed.
- 10** Have a pen and paper ready to write down information.

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