

Remember that people who are deaf or have hearing loss have individual communication needs and you should ask someone how best you can communicate with them.

Not every tip below will be appropriate for every person who is deaf or has hearing loss.

Be patient and considerate, it is a stressful time for us all, but people with deafness and hearing loss who rely on facial expressions and lipreading are finding things especially difficult right now.

The below are particularly important when someone cannot use visual cues, such as on the telephone or when wearing a mask:



Re-phrase

If someone doesn't understand you, repeat what you said or phrase it differently, use plain language



Face to face

Make sure you are facing the person you are talking to and speak clearly – avoid shouting, speaking too fast or unnecessarily slow



Interpreter

If they ask, speak to a relative or friend



Write it down

Use pen on paper, text on device screens, or whiteboards



Full Attention

Use simple gestures such as pointing or waving to get someone's attention



Background noise

In a noisy place, move to a quieter area if possible