

# DEAF FRIENDLY PHONE CALL TIPS



## Background noise

If possible, take the call somewhere with no background noise



## Summarise

Summarise the conversation every 2 to 3 minutes



## Check in

Check the person you're talking to is following the conversation



## Phone call

Always ask if they are happy to talk over the phone



## Re-phrase

If they don't understand what is being said, try to re-phrase



## Interpreters

Ask if they would like someone else to talk for them



## Don't shout

Keep your voice down. It is uncomfortable for a hearing aid user if you shout and it can appear aggressive



## Text relay

Ask if they would prefer to use a text relay service or email



## Get to the point

Use plain language, short sentences and don't waffle



## Be clear

Speak clearly and not too slowly



## Clear communication

Avoid using jargon and unfamiliar abbreviations



## Check the volume

Can they increase the volume on their headset?

0845 685 8000

07537 410 086

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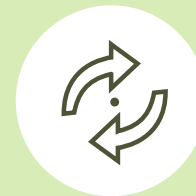
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