

Communication tips for people who are D/deaf or have hearing loss

Credits: Action for Hearing Loss's [Communication Tips Card](#); [Bonnington Symbol System](#)

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|  | Tell the person you are communicating with that you are D/deaf or have hearing loss and your preferred communication style |
|  Where lip reading is possible | |
|  | Make sure the person faces you |
|  | Make sure you can see the person's face clearly |
|  | Make sure the person gets your attention before they start speaking |
|  | Ask the person to speak normally and not exaggerate their lip movements |
|  When you can't use visual cues , e.g. on a phone call or when the person you are talking to is wearing a mask | |
|  | Ask them to speak clearly |
|  | Ask them to repeat or say things differently if you do not understand what they have said |
|  | Reduce background noise as much as possible by moving to a quieter space if possible |
|  | Use assistive devices like remote microphones with hearing aids to improve the quality of speech over background noise |
|  | Write things down – use pen on paper, text on device screens or whiteboards |
|  | If possible, ask them to speak to a relative or friend |

Communication tips for the general public

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|  | <p>Ask the person you are communicating with how best you can communicate with them. Not every tip below will be appropriate for everyone who has hearing loss</p> |
|  | <p>Be patient and considerate - people who are D/deaf or have hearing loss who rely on facial expressions and lipreading are finding things especially difficult just now</p> |
|  | <p>When the person with hearing loss cannot use visual cues e.g. on a phone call or when you are wearing a face mask</p> |
|  | <p>Make sure you are facing the person you are talking to and speak clearly – avoid shouting, speaking too fast or unnecessarily slowly</p> |
|  | <p>If the person doesn't understand you, repeat what you said or phrase it differently, use plain language</p> |
|  | <p>In a noisy place, move to a quieter area if possible</p> |
|  | <p>Use simple gestures such as pointing or waving to get the person's attention.</p> |
|  | <p>Write things down – use pen on paper, text on device screens, or whiteboards</p> |
|  | <p>If the person asks you to speak to a relative or friend, do so</p> |
| <p>Useful tools</p> | |
|  | <p>There are live speech-to-text apps available, though with varying levels of accuracy depending on background noise and speed of conversation.</p> |
|  | <p>Use Video Relay Services, such as InterpreterNow, for British Sign Language users</p> |
|  | <p>Use the Sunflower or Hidden Disability Lanyard available in some supermarkets and public spaces such as railway stations.</p> |