

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

## Comfortable Communication

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

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