

**Remember that people who are D/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 D/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