

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

 rnid.org.uk

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