DEAF FRIENDLY PHONE CALL TIPS

Phone call
Always ask if they are happy to talk over the phone.

Interpreters
Ask if they would like someone else to talk for them.

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

Be clear
Speak clearly and not too slowly.

Check the volume
Can they increase the volume on their headset?

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.

Re-phrase
If they don’t understand what is being said, try to re-phrase.

Don’t shout
Keep your voice down. It is uncomfortable for a hearing aid user if you shout and it can appear aggressive.

Get to the point
Use plain language, short sentences and don’t waffle.

Clear communication
Avoid using jargon and unfamiliar abbreviations.

0845 685 8000
07537 410 086
rnid.org.uk
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