

Tips for speaking to someone with hearing loss over the phone

1. Speak in a deeper tone and at a slower pace.
2. Do not speak while there is background noise. Ask them to move to another room and avoid having extra noise at your end.
3. Make sure one person is speaking at a time. If you are speaking on the phone, do not interrupt or speak over them.
4. Do not speak rapidly or shout if they cannot understand you.
5. Rephrase if the listener did not hear, rather than repeat. Some sounds are easier to hear so switching up your sentences can lead to more understanding.
6. Ask questions such as, "Is that clear?" to assure that what you have said was heard.
7. Be patient and supportive if the listener appears to have difficulty comprehending what is being said.
8. Ask if they prefer an alternative form of communication OR a summary of what was discussed via email. Have an email address that they can send the information to (or even text message/cell).

