

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).



Tips for speaking to someone with hearing loss over the video conference

1. Keep in mind that usually internet/Wi-Fi is more consistent than using phone data.
2. Using an external microphone. This helps with the sound clarity.
3. Be mindful of the lighting. Be positioned near a good source of light to the person with hearing loss can speechread if needed.
4. Make sure your device/webcam is not facing a window or you will be backlit and your face will be in the shadows making it more difficult to lipread.
5. Use a platform like Google Meet that has free automated closed captioning. Speaking in a deeper tone and at a slower pace can really help comprehension.
6. Do not speak while there is background noise. Ask them to move to another room and avoid having extra noise at your end as much as possible.
7. Speak one at a time (don't speak over the person on the phone). Do not speak rapidly or by shouting.
8. 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.
9. Ask questions such as, "Is that clear?" to assure that what you said was heard.
10. Be patient and supportive if the listener appears to have difficulty comprehending what is being said.



Tips for communicating in public with a person with hearing loss

1. Express yourself and self advocate. Let people know that you have hearing loss.
2. Wear your hearing aid or assistive listening device if you have one.
3. Try to speak with the person in a quiet area with as little background noise as possible.
4. Ask the speaker to speak slowly and clearly.
5. Ask them not to shout.
6. Ask the speaker to rephrase rather than repeat.
7. Have an alternative form of communication just in case. Some people use a paper and a pen, others use technology like Live Transcribe (automatic captioning app for smartphone).
8. Ask questions. Clarify that you heard what they said correctly.
9. If possible, have a friend or a family member join you during an outing to assist with communication.



Tips for communicating in public communicating with someone with hearing loss

1. Get the person's attention.
2. Try to speak with the person in a quiet area with as little background noise as possible.
3. Speak slowly and clearly.
4. Do not shout.
5. Rephrase rather than repeat.
6. Have an alternative form of communication just in case. Some people use a paper and a pen, others use technology like Live Transcribe (automatic captioning app for smartphone).
7. Ask questions. Clarify that they understood what you have said.

