

COMMUNICATION TIPS

DEAF PEOPLE – BRITISH SIGN LANGUAGE USERS

Profoundly Deaf British Sign Language (BSL) users will **need a Qualified BSL Interpreter** to be able to fully communicate (we can provide you with one). For Deaf people, English is their second language and they might not have a good understanding of it.

If you must communicate in writing; basic guidelines are:

- Keep sentences and explanations short.
- Break up the writing with bullet points.
- Substitute long words for shorter words (e.g. tablets, not medication).
- Avoid any jargon.
- You could also try using pictures or images where possible.

DEAFENED OR HARD OF HEARING PEOPLE

Deafened or hard of hearing people may or may not wear hearing aids. Even if someone is wearing a hearing aid, it does not always mean they can understand you well.

- Find a suitable place to talk, with good lighting, away from noise and distractions.
- Make sure you are sat face to face and have the listener's attention before you start speaking.
- Be patient and take the time to communicate properly.
- If there is another person in the room, don't just focus on the hearing person.
- Speak clearly but not too slowly,
- Don't exaggerate your lip movements.
- Use natural facial expressions and gestures.
- Don't shout. It's uncomfortable and painful for a hearing aid user. It also looks aggressive.
- If someone doesn't understand what you've said, don't just keep repeating it, try rephrasing.



Please ask:

- Can you understand what I am saying?
- Would you like to, or, can you lipread me?
- Would you like me to write it down? They may have good command of English; you could write it down trying the same tactics as above.



LIPREADING – SOME FACTS

It is not possible to accurately lipread all speech. The average lipreader will only be able to read about 33% of what is said on the lips. It is very hard to do as some letters such as P and B look the same. The rest of their understanding will be based on reading body language, facial expression and educated guesswork although some people are skilled at this many are not.

FREE DEAF AWARENESSS TRAINING FOR STAFF

Contact us for more information



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