

Be hearing loss aware



Make sure you have the person's attention, before you speak. It may help to tap them on the shoulder.



Turn your face towards the person you're speaking to, so they can read your lips.



Speak at a normal volume. Shouting can be stressful for both parties.



Speak clearly, not too slowly. Use normal lip movements, facial expressions and gestures.



Even if someone's using a hearing aid, always ask if they need to lipread you.



Take care not to cover your mouth when speaking.



Use plain language and avoid talking for long lengths of time without pauses.



Check in to make sure what you're saying is being understood.



If someone doesn't understand what you've said, try saying it in a different way.



If rephrasing doesn't work, write down keywords.



Step into the light, so that they can see your face more clearly.



Be mindful of background noise, which makes it harder to hear.



If you're talking to one person with hearing loss & one without, focus on both.



If a sign language interpreter is present, direct your comments to the person with the hearing loss.



Be aware of speech-to-text apps. Use these as an aid in group discussions & in noisy environments.



Remember to be respectful, talk to the person not their disability.