



Communicating with the Deaf and Hearing Impaired

ENVIRONMENT

DON'T

Don't stand in front of a bright light source that obscures your facial features.

Don't position yourself near noisy areas with loud music or crowds.



Don't walk in front of the individual.

Don't select a location or seat for the individual.

DO

Do position yourself so your facial expressions are easy to see.



Pick a quiet spot and relocate if necessary.



When walking, stay close by, either shoulder-to-shoulder or a step behind.

When entering a room let the person choose a seat or location first.

SELF-MANAGEMENT

DON'T

Don't look away or multi-task.



Don't exaggerate your expressions, cover your mouth, or speak too rapidly.

Don't abruptly start a conversation or switch topics.



Don't assume all hearing impairments are the same.

DO

Maintain eye contact and avoid distractions.



Speak clearly and articulate distinctly.

State the topic of discussion before you begin.

Ask for the preferred method of communication.

MANAGING THE CONVERSATION

DON'T

Engage in side conversations and talking over people.

Don't begin the conversation if the individual is distracted.



Don't make assumptions about what the person understood.

Don't rely on only one method of message communication.

DO

In a group, make sure only one person is speaking at a time.

Do get the person's attention by waving a hand, or using a light touch on the shoulder or arm.

Periodically pause to check for understanding.



Utilize text or email messaging when not face-to-face.

RESOURCES

Office of Disability Services
camnercenter.miami.edu

Emergency and non-emergency phone number for the deaf and hearing impaired: (305) 284-6666



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