



Making life EASIER

INFORMATION FOR FAMILY AND FRIENDS

Suggestions for making communication easier when talking to someone who is deaf or hard of hearing

- Make sure you have the person's attention before you start to speak
- Face the person and don't hold things in front of your mouth
- Speak clearly and slightly slower than usual, but don't over exaggerate your normal lip movement
- Make sure you don't have a light behind you that could cause a shadow on your face
- Don't shout as this will make you look angry and distort your lip movements
- Try to reduce background noise – be aware of situations you may have been used to that are not so easy any more, like talking with the TV on or calling from one room to the next
- If the person doesn't understand, try other means to get the message across – don't brush them aside with an 'Oh, I'll tell you later' or 'It doesn't matter'
- Ask them how you can make it easier to be understood

