



Strategies to Communicate with People with Hearing Loss:

Improve their hearing experience:

- Speak slowly and clearly, with frequent pauses
- Speak slightly louder than normal; do not shout
- Keep sentences short and simple
- Paraphrase sentences you have to repeat more than once
- Eliminate or reduce background noise or music where possible
- In groups, have only one speaker at a time

Use visual cues:

- Face the person with whom you are speaking
- Ensure that the room is well-lit and your face is clearly visible to facilitate speech reading
- While speaking, keep hands and other objects away from your face
- Provide visual cues such as gestures, facial expressions, body language, pictures
- Write key words if necessary

Some other things that help:

- Get the person's attention before speaking
- Provide context; inform the listener of the topic of conversation and let them know when the topic has changed
- Ensure important information has been heard correctly by asking the listener to repeat it back to you (e.g. appointment times)
- When in doubt, ask the person how you can help them to understand you better
- Use a calm, reassuring, pleasant voice
- Be patient