

Supporting Someone with a Hearing Impairment

TOP 10 TIPS

1. Choose a quiet environment with minimal distractions.
2. Ask the person what their level of hearing impairment is and what support they need.
3. Make sure hearing aids are worn, switched on and working.
4. Get the person's attention before speaking.
5. Make sure that person can see you properly to lip read.
6. Make sure there is a BSL interpreter present if necessary.
7. Only one person should speak at a time.
8. Speak clearly but do not shout, speak too slowly or exaggerate lip patterns, gestures or facial expressions.
9. Use plain language and avoid jargon or abbreviations.
10. Provide written information to support conversations.