

Communicating with a person who has a hearing loss

- Always get their attention **before** talking to them
- Never walk away whilst talking to them
- Never chew or cover your mouth whilst talking to them
- Use language familiar to the person.
- Make sure you have face-to-face contact.
- Speak clearly but not too slowly, and don't exaggerate your lip movements as this can make it harder to lip-read.
- Use natural facial expressions and gestures.
- Don't shout. It can be uncomfortable for hearing aid users, and it looks aggressive.
- If someone doesn't understand what you've said, don't keep repeating it. Try saying it in a different way instead.
- Find a suitable place to talk, with good lighting to aid lip-reading, and away from noise and distractions.
- To make it easy to lip-read, don't cover your mouth with your hands or clothing.

Ensure the lighting is sufficient for the person to be able to see your face clearly

Never stand with your back against a window or your face will be in shadow

Always look at the person they need to see your face to lip read

Do NOT shout as it will distort your voice

Keep still as it is difficult to lip read a moving target