

*Good communication
is everyone's responsibility.*



*Find out how you can improve
communication when hearing
loss is a barrier by ordering
our free booklet*

Ear Smarts:

The Hearing Loss Handbook

- ◆ **Keep your head up**, minimize head and body movement, don't cover your mouth with hands or other objects, refrain from chewing gum and smoking. Trim moustaches and beards.
- ◆ **Write down key phrases and words**, especially when the topic of conversation changes.
- ◆ **Patience** and flexibility are important when interacting with people with hearing loss, especially those with no usable hearing and who do not use sign language.
- ◆ **Use technology** that provides readable text, such as computers, e-mail, Real Time Captioning for meetings, text messaging and VCO (Voice Carry Over) phones. Purchase an amplified phone and a personal FM system. Use FM or Infrared listening systems when they are provided in public places.





TIPS

For Communicating With Hard Of Hearing People

- ◆ **Get the person's attention** before beginning to speak. It's difficult for someone who is hard of hearing to catch up when they tune in halfway through the first sentence.
- ◆ **Ask the person** who is hard of hearing what you can do to make communication easier and more effective.
- ◆ Ensure the **light is on your face** and not behind you.
- ◆ **Speak clearly** and at a normal or slightly slower pace.
- ◆ **Move closer** to the person, if necessary.
- ◆ **Facial expressions** should match your words, helpful when the listener cannot hear your tone of voice.
- ◆ **Do not shout** or over-emphasize words as this distorts your speech and makes it difficult to speechread.
- ◆ Be aware of and eliminate, if possible, sources of **background noise** that may interfere with communication.

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