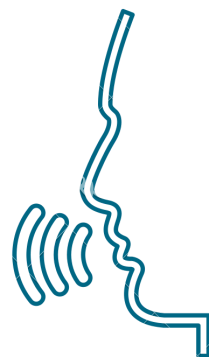


HOW TO TALK TO A DEAF PERSON?

We remind you some simple guidelines that facilitate and support communication with a person with a hearing disability and can be very useful for professionals (in the field of health, security, emergencies...) who are in touch with citizens, in this moment of health emergency.

- Please, also note that with the masks on, it is not possible for the deaf person to lipreading the speaker and listening is less clear and intelligible. Masks add difficulties, and make even more important to assure that the deaf person is receiving the message.
- In case of hospitalization, if possible, please facilitate deaf persons their hearing aids and provide them with batteries for its performing.
- Pay attention to the medical prescriptions regarding people who have a hearing implant (cochlear or any other kind of hearing implant).



DURING THE INTERACTION...



DON'T EVER TALK TO HIM/HER IF HE/SHE IS NOT LOOKING AT YOU.

TALK TO HIS/HER FACE AND WITH A WELL-LIT FACE.

PLACE YOURSELF AT HIS/HER HEIGHT, SPECIALLY IF THE PERSON IS NOT STANDING UP OR IF HE/SHE IS A CHILD.

SPEAK NATURALLY. VOCALIZES WELL, BUT WITHOUT EXAGGERATING THE WAY YOU TALK. DON'T TALK FAST, OR TOO SLOWLY.

SPEAK IN A NORMAL TONE OF VOICE, AUDIBLE IF YOU'RE IN A NOISY ENVIRONMENT, BUT WITHOUT SHOUTING.

USE SIMPLE PHRASES. DON'T SPEAK IN SINGLE WORDS, OR WITH BROKEN SENTENCES. USE COMMON VOCABULARY.

IF HE/SHE DOESN'T UNDERSTAND YOU, REPEAT YOUR MESSAGE. YOU CAN CHANGE ANY WORD FOR A SIMPLER ONE, BUT ALWAYS REPEAT THE COMPLETE SENTENCE AND PUT THE MESSAGE IN CONTEXT.

TO SUPPORT COMMUNICATION

- WAIT YOUR TURN TO SPEAK.
- INDICATE WHO IS TALKING AT ANY GIVEN TIME.
- MAKE SIMPLE NATURAL GESTURES THAT HELP TO UNDERSTAND THE MESSAGE OR WRITE IT DOWN.
- TAKE TIME TO ENSURE THAT THE MESSAGE HAS BEEN UNDERSTOOD.



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