

Tips to Communicate With A Person With Hearing Challenges

1. Ask questions about how the person communicates
2. Get the person's attention
3. Make sure you are facing the person in good lighting (Procedure masks hide your lips!)
4. Speak slowly and clearly
5. Allow people access to all of their assistive devices throughout their care
6. Some people, especially children and those with dexterity issues may require support
7. Write down important information on a notepad, clipboards, boogie board or tablet
8. Rephrase or repeat the information when it is not understood. Take steps to ensure the person has understood by having them repeat back the information
9. Avoid noisy backgrounds for conversations
10. When people are unable to access their assistive devices, use a symbol board (e.g., recovery, intensive care)
11. Access resources available to you: staff onsite (e.g., SLP, audiologist, contact the patients vendor, cochlear implant center)

