

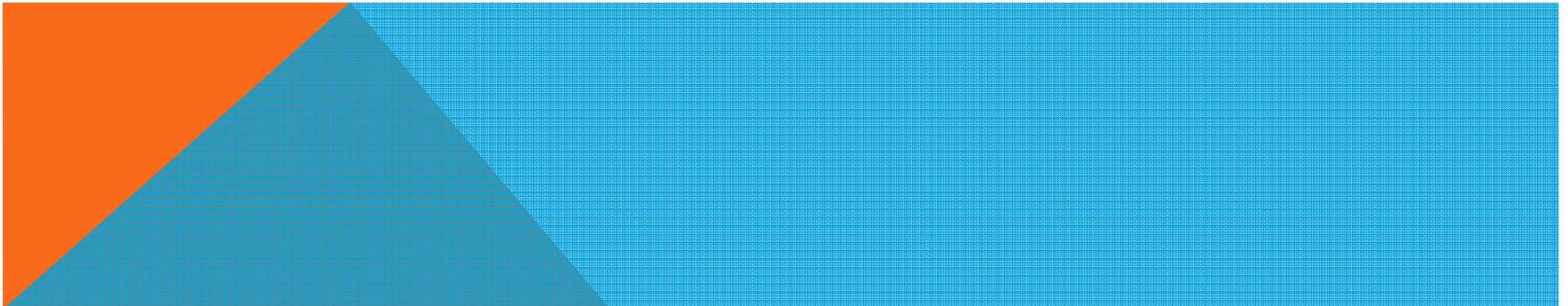
# HEARING LOSS AND EMERGENCY COMMUNICATION: ARE YOU SPEAKING THE RIGHT LANGUAGE?



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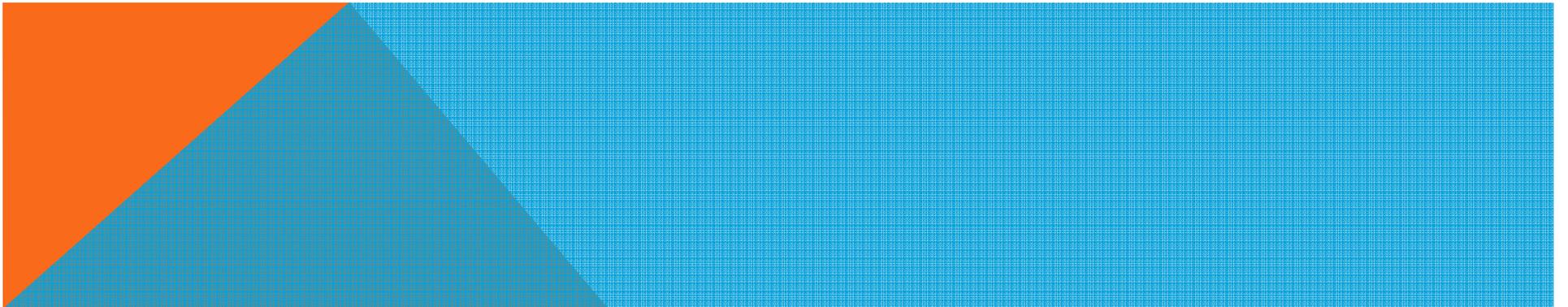
# ONE SIZE DOES NOT FIT ALL

- Deaf / Hard of Hearing / Deafened
- Families, Language and Communication
- Speech and Lip-reading Abilities
- Listening Assistive Devices
- Use of Interpreters / Agencies / Services
- Use of Gestures / Signs / Speech to Gain Information During Emergencies



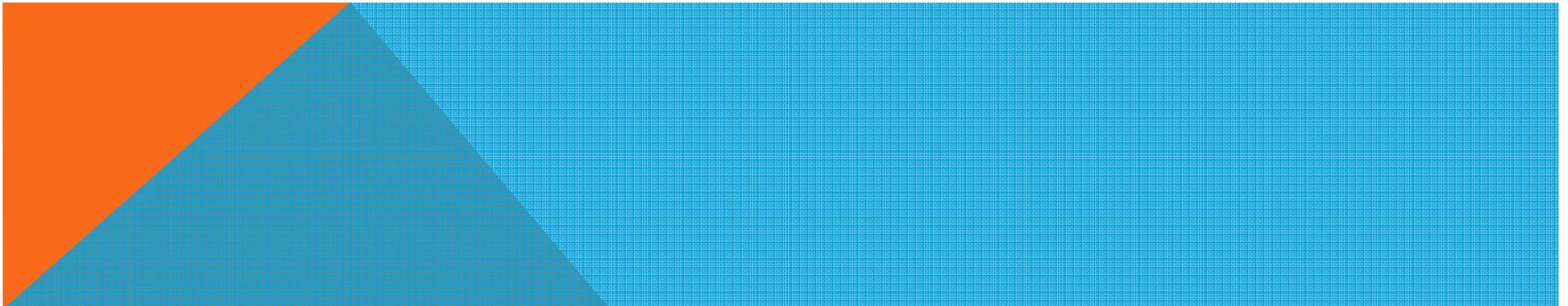
# COMMUNICATION GUIDELINES

When communicating with a deaf or hard of hearing person what things do we have to remember?



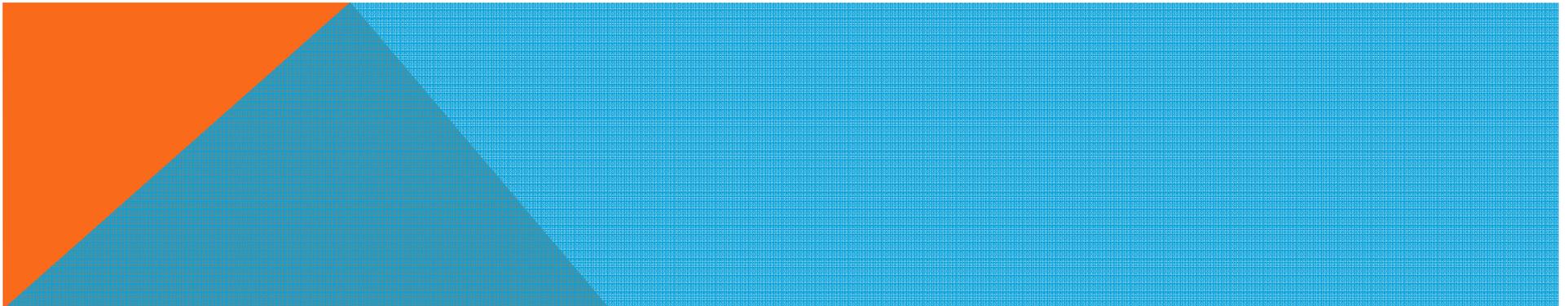
# WHEN TALKING TO A DEAF AND HOH PERSON:

- Get the deaf or hard of hearing person's attention first (tap gently on the shoulder or wave your hand).
- Establish eye contact with the deaf or hard of hearing person.
- Sign the manual alphabet to fingerspell names and other key words for which there may have no signs



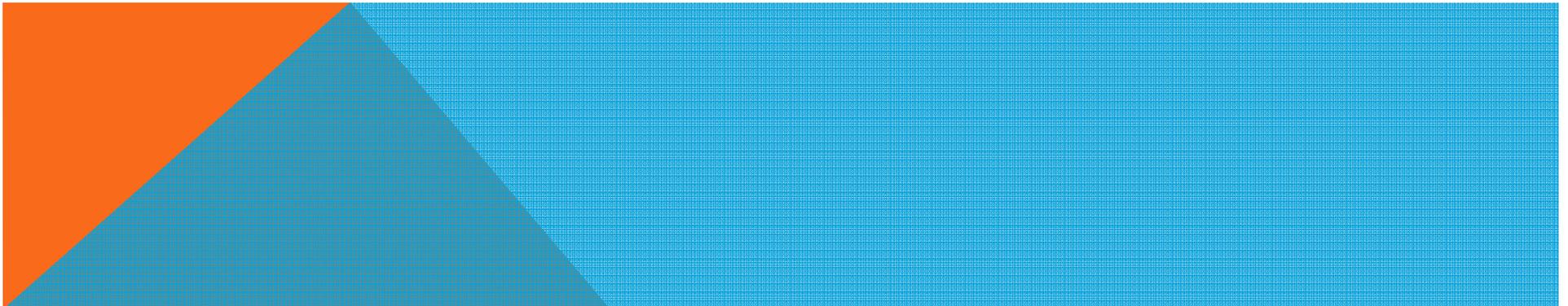
# WHEN TALKING TO A DEAF AND HOH PERSON:

- Use natural facial expressions, gestures, and pantomime (e.g., negative words accompanied by shaking of the head).
- Speak directly to the deaf or hard of hearing person at a moderate pace while signing.
- Make sure your mouth can be seen



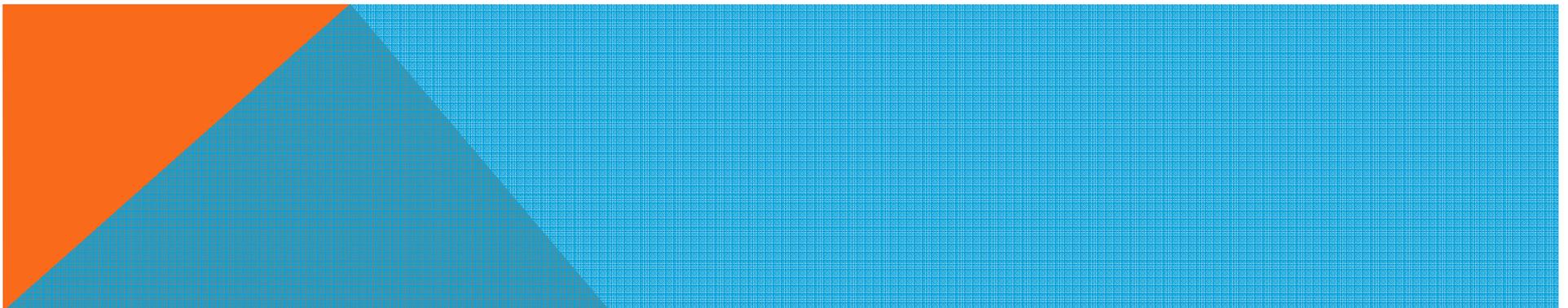
# WHEN TALKING TO A DEAF AND HOH PERSON:

- Rephrase the sentence if you are not understood.
- When all else fails, write it down or draw a picture.
- Most importantly, remember that patience is a language we can all understand



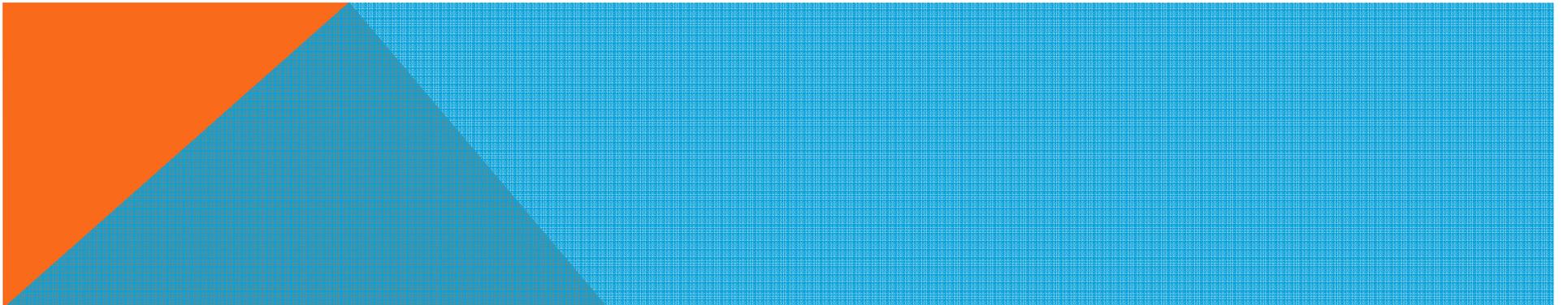
# FINGERSPELLING TIP

WHEN FINGERSPELLING,  
ARM IS IN, NEAR CHEST,  
WRIST IS STEADY, AND  
USUALLY ONLY FINGERS MOVING



# RESOURCES

- Internet / Books / Videos / Clip Art
- Libraries
- Schools
- Colleges / Universities
- Interpreter Agencies



# SOURCE

State of California, Health and Human Services  
Agency, Department of Social Services. PUB  
391 (03.08)

[www.dss.cahwnet.gov/cdssweb/PG145.htm](http://www.dss.cahwnet.gov/cdssweb/PG145.htm)

