

**MEETING AND INTRODUCING PERSONS
WITH HEARING LOSSES**

1. If necessary, get the person's attention with a wave of the hand, a tap on the shoulder, or other signal. Move away from background noises.
 2. Speak clearly and slowly, but without exaggerating your lip movements or shouting.
 3. Be flexible in your language. If the person experiences difficulty understanding what you are saying switch the words around and rephrase your statement, rather than keep repeating. If difficulty still persists, write your statement.
 4. Place yourself facing the light source and keep hands or any objects away from your mouth while you are talking, in order to provide a clear view of your face. Speaking directly into a person's ear won't help and could be harmful.
 5. Look directly at the person and speak expressively. The person who has a severe hearing loss will rely on your facial expressions, gestures and body movements for help in understanding. Use sign language if you—and the person—are both familiar with it. Ask what the person prefers.
 6. When an interpreter accompanies a person, direct your remarks to the person rather than the interpreter.
- Hearing losses range from mild to severe and can influence the way a person communicates or responds to sounds and to speech of others.