

- **Hearing aids make ALL sounds louder.** The amplification of environmental noises can be very distracting for the hard of hearing person. Whenever possible, search for a quieter place to talk and try to eliminate or minimize possible distractions.
- **It does not help to shout.** Often the main challenge is not the volume of your voice, but the articulation of your words. Shouting can actually distort speech patterns on the face. Be sure to speak clearly with a slight elevation to your voice for optimal speech recognition.
- **The hard of hearing person should be seated to the best advantage.** This usually means a seat near the front or across from the speaker, where the person can see the speaker's face. Ensure that the light is not shining in their eyes.
- **Have a brief outline or script printout.** This helps the hard of hearing person to follow a lecture or film and can be provided in advance. Closed captioning on all video materials is encouraged.
- **Have a visual outline.** Making use of overhead projectors, chalkboards, poster boards, flip charts etc. can be helpful.
- **Avoid eating, drinking, chewing gum or pacing while speaking.** It makes it very difficult to speech-read a person who is in motion or has anything in front of their face. Do not cover your mouth while speaking, and keep your mustache and facial hair trimmed.
- **Ensure vital information is understood.** When presenting vital information, check that the hard of hearing person is not left out. Write down any changes in meeting times, special instructions, etc. Allow for extra time when pointing to the location of materials, since the person will have to look away from the speaker then return for further instruction.
- **Plan ahead.** If you intend to go to a restaurant or have the meeting in a different building, visit beforehand and make note of the noise level. Look for adequate lighting and low music before going there with a deaf or Hard of Hearing individual.
- **Questions or statements from others in a group should be repeated.** Hard of hearing people can be cut off from whatever is not in their visual area. Since it is often necessary to know the question in order to understand the answer, questions should be repeated.
- **Hard of hearing people are the experts on their experience.** If you are not sure how to communicate clearly with a person who is hard of hearing, just ask them. They will tell you what methods work best for them.

For more information, you can contact the Canadian Hard of Hearing Association at the provincial or national level at the following websites:

National Level: <http://chha.ca/chha/about-contact.php>

Provincial Level: <http://chha-bc.org/contact-us>