

# BE ACCESSIBLE TO DEAF & HARD OF HEARING



Ensure your hearing loop works or have one installed. Display the hearing aid symbol



Avoid reflections on glass screens, which are distracting for deaf and hard of hearing people who need to lip read



Provide written materials in Easy Read format



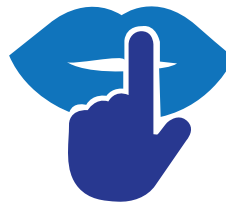
Good even lighting is essential for people to lip read



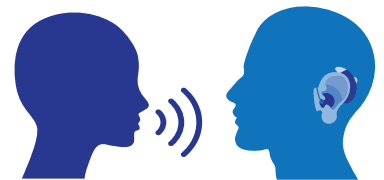
Have a note pad and pen if a person wants to communicate by writing



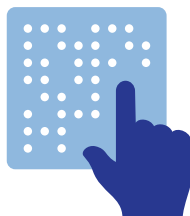
Provide clear signage and information for people who feel awkward about asking or who cannot ask



Avoid loud music or have a quiet zone



Face the hearing-impaired person directly for lip readers and for people to pick up facial cues. Speak clearly, don't shout or over-enunciate mouth movements



Provide alternative formats in business literature - Braille, large print, audio cassette



Ensure your website is accessible with Easy Read and British Sign Language

