

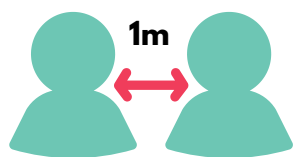
DEAF AWARENESS

How can you be more inclusive and Deaf Aware?



- Deaf people are very visual and can intuitively pick up on your emotions
- Don't shout as this can distort your voice - speak normally and don't exaggerate your lip patterns
- Speak in your usual rhythm
- Don't cover your mouth

- Deaf people need good light to be able to communicate clearly; to read signs, expressions, body language and to lip read
- Check the person is looking at you before you start speaking and make sure to face the person whilst speaking



- Stand still while you speak and stand a short distance away (about 1 metre)
- If you aren't sure the person has understood you, gestures may help - pointing is not considered rude in the deaf community



- If you are in a group or meeting with a deaf person, make sure colleagues take it in turns to speak and make sure the person has the opportunity to be involved and communicate their thoughts



- What adaptations can you make?
- Can you provide information in relevant accessible formats to make sure the person fully understands all the information you want to share?
- Is a British Sign Language (BSL) interpreter required?
- All Health and Social Care services must follow the [Accessible Information Standard](#) by law.



- If it is helpful, write things down in plain English and bullet points; use a pen and paper, text on device screens or whiteboards
- Can you utilise technology in any way such as speech to text [smart phone apps](#)?
- Every deaf person will have their own language preferences. Always ask a person how they prefer to communicate, check their communication passport and reasonable adjustment digital flag.



- Did you know that deaf people can make an emergency call via the [Relay UK app](#) or textphone by dialling **18000**? NHS 111 can be contacted via this service by dialling **18001 111**.
- Emergency services can also be accessed via text, using [emergencySMS](#). Phones must be registered before they can send a text message to 999 using this service - Text the word 'register' to 999.
- BSL users can use the [SignLive app](#) to contact Cleveland Police when it's not an emergency.
- NHS 111 - BSL Service can be accessed via the [SignVideo app](#)

