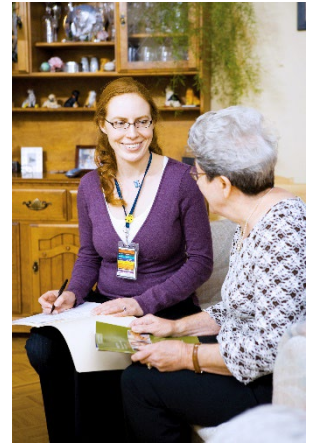


# Tips to Communicate with a Person with Hearing Challenges

1. Ask questions about how the person would like to communicate.
2. Get the person's attention before you begin speaking. State their name, wave or gently tap them if they do not hear you.
3. Make sure you are facing the person in good lighting. (Remember - Procedure masks hide your lips!)
4. Speak slowly and clearly.
5. Keep your hands away from your face while you are speaking.
6. Avoid using long, complex sentences, and pause to make sure you have been understood before going on.
7. Rephrase or repeat the information when it is not understood. Take steps to ensure the person has understood by having them repeat back the information.
8. Allow people access to all their assistive devices throughout their care. (e.g. hearing aids, tablets with text-to-speech, pocket talkers, whiteboards, and markers, etc.)
9. Some people, especially children and those with dexterity issues, may require additional device support.
10. Write down important information on a notepad, clipboard, boogie board or tablet.
11. Avoid noisy backgrounds for conversations; if unavoidable, have the speaker put the noise to their back so they do not have to listen through the noise.
12. When people are unable to access their assistive devices, use a symbol board; (e.g., recovery, intensive care)
13. Access resources available to you: staff onsite: (e.g., SLP, audiologist, contact the patient's vendor, cochlear implant center), technology onsite (e.g. cell phone/tablet with speech-to-text app, pocket talker, whiteboard, and marker) and hearing aid clean and check resources (e.g. wipes, brushes, battery tester, batteries, listening tube).



See [AHS.ca Communication Access](https://www.ahs.ca/Communication-Access) for more Communication Access information. For further learning and support, please contact your local speech-language pathologist, audiologist or [practice.consultation@ahs.ca](mailto:practice.consultation@ahs.ca).



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