

# Top tips for communication in a world with masks

12 things to remember when wearing a mask and communicating with people who are deaf or hard of hearing



## DO



Wear a mask or face covering with a clear panel where possible

Always make sure you face the person and have their attention before speaking

Take your time and be patient. Repeat or rephrase what you have said if you need to as some words might be tricky to understand. If you're stuck, try writing it down!

Start by making the topic of the conversation as clear as possible



Try to make eye contact where possible, speak clearly and naturally and use facial expressions

If you're at a safe distance and you feel comfortable doing so, you are allowed to remove your mask so someone with hearing loss can understand you better\*

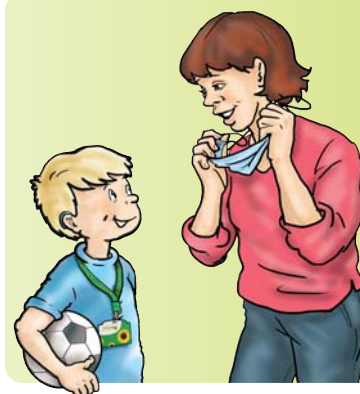
\* Please visit [www.gov.uk](http://www.gov.uk) for the latest guidance on mask exemptions



## DON'T

Never make assumptions about communication preferences. Some people use sign language, some use lipreading – most people use a combination of approaches

Make sure there isn't lots of noise in the background and don't try to talk to someone from across the room



Don't judge someone accompanying a deaf or hard of hearing person for not wearing a mask

Avoid standing with your back to a window – this can turn your face into shadow and make you harder to understand



Try not to speak too slowly, mumble or shout

Don't give up, get frustrated or say "Forget it"!



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[www.DeafEquipment.co.uk](http://www.DeafEquipment.co.uk)

Equipment for deaf and hard of hearing people in education, employment, the home & leisure