

Communicating with people who are Deaf or Hard of Hearing:



Molina Healthcare · Bridge 2 Access

A quick list of "do's and don'ts" to help you make the most of your conversations

DOs:

- DO wave a hand in the air or gently tap a person's arm to gain their attention
- DO look directly at the person and face the light
- DO maintain eye contact
- DO speak in your regular tone of voice
- DO use body language
- DO speak directly to the person who is deaf, not the interpreter
- DO rephrase your message if the person does not understand you
- DO ask about the best way to communicate if you are unsure

DON'Ts:

- DON'T ask the interpreter to "tell them..."
- DON'T cover your mouth or face
- DON'T shout or speak differently than you usually would
- DON'T repeat the same words if your message was not understood the first time
- DON'T assume an ASL user reads English
- DON'T pretend you understand the person if you don't

Final tip - Relax and enjoy your conversation!

