

# Tips to help you communicate with a person with hearing loss

- Make sure you have the person's attention before speaking.
- Find a place to talk that has good lighting and is quiet.
- Turn your face towards them so they can lip-read you.
- Speak clearly, not too slowly, and use normal lip movements, facial expressions and gestures.
- Keep your voice down, don't shout.
- Use plain language and make sure you're being understood.
- If someone can't understand what you've said, try saying it in a different way.
- Remember that communication support is available.

**For information on hearing loss, phone 0141 341 5330  
(Textphone 0141 341 5347)**

**[www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)**

# Tips to help you communicate with a person with sight loss

- Gain the persons attention by speaking first or by a touch on the arm.
- Introduce yourself and what you do.
- Use simple language and short sentences.
- Don't avoid words like "look" and "see".
- Use verbal responses, avoid nods and head shakes.
- Be calm and patient and allow extra time.
- Inform people when you are moving away from them.
- Ask if guidance and support to reach a destination is required.
- Provide information in an accessible format.
- Always treat everyone with respect.

**For information on sight loss, phone 0131 652 3140**  
**[www.rnib.org.uk/scotland](http://www.rnib.org.uk/scotland)**