

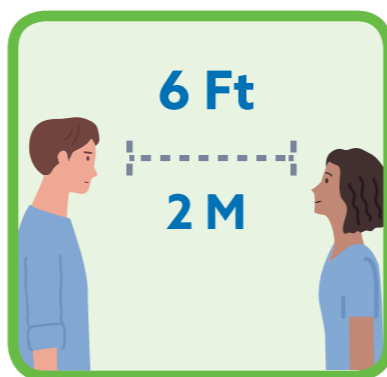
COMMUNICATING WITH CLIENTS WHO ARE DEAF, DEAFENED & HARD OF HEARING



Ask the person how they prefer to communicate.



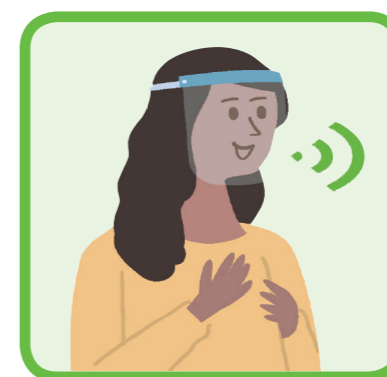
Use speech-to-text mobile apps or writing paper. Do not share pens/pencils.



If the person reads lips, you can remove your mask. Keep distance or stand behind a plexiglass barrier.



Consider using a clear face shield that wraps around the face & extends below the chin.



Look at & speak directly to the person, not the ASL interpreter (if using one).



Respect the dignity of anyone who requires accommodation.