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

Ask the person how they prefer to communicate.

How can I help?

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.

TORONTO.CA/COVID19