



COMMUNICATING WITH THE DEAF Chapter Two Resource

- \$ Write messages if the client can read.
- \$ Use devices with illustrations to facilitate communication.
- \$ Be concise with your statements and questions.
- \$ Ask how others communicate with the deaf client.



COMMUNICATING WITH THE VISUALLY IMPAIRED

- Treat the client as you would a fully-sighted person to enhance confidence. Use “look” and “see” as you would normally.
- Be careful not to move the client’s things around unless the client requests you to do so. Put all chairs in their place.
- Call out the client’s name and introduce yourself. Explain the purpose of the visit.
- Ask the client to explain the extent of their impairment. Legal blindness is not necessarily total blindness.
- Allow the client to touch you, if desired. You may offer a hand to let the client know you are listening.
- Encourage familiarity with independence whenever possible. Don’t be overly protective.