



Chapter Two Resource  
COMMUNICATION WITH THE HEARING IMPAIRED

1. **Find out if the client wears a hearing aid.**
2. **Wait until you are directly in front of the client and have the client's attention before speaking.**
3. **Always face the hard of hearing client, be on the same level with the client whenever possible and gain eye contact.**
4. **Keep your hands away from your face while talking.**
5. **Speak slowly and clearly.**
6. **Reduce background noises as much as possible when carrying on conversation.**
7. **Allow ample time to converse as rushing may cause stress and create barriers to good communication.**
8. **Don't let your voice trail or drop off at the end of a sentence or phrase.**
9. **Never shout, as shouting distorts sound and turns words into noise.**
10. **Reduce background noise as much as possible.**
11. **Write messages if necessary.**