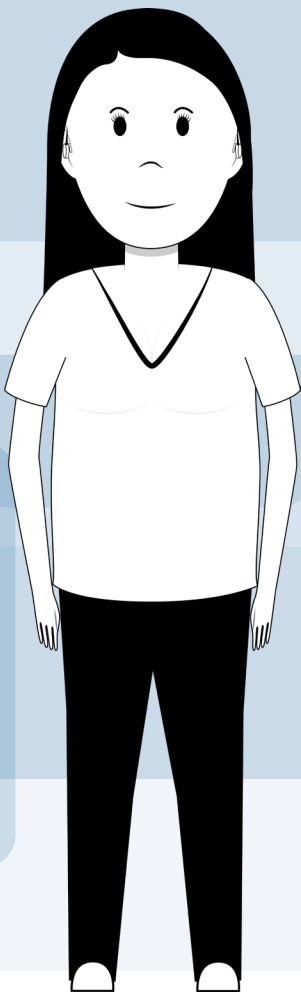




# MIEUX ACCUEILLIR

## LES PERSONNES HANDICAPÉES

### DISABILITY ETIQUETTE: PEOPLE WITH HEARING LOSS



#### Hearing impairments present as:

- trouble hearing what is said in person;
- trouble hearing phone conversations;
- trouble hearing certain tones or sounds.

#### There are three types of hearing impairments:

- severe to profound hearing loss diagnosed before the person learned how to speak;
- hearing loss that developed after the person learned to talk and write;
- hearing loss ranging from mild to severe. The person can hear, but not fully.

#### DID YOU KNOW THAT...

people with hearing loss don't necessarily know how to read, especially those born deaf? This is important to remember so that you adapt documents and services accordingly.

What's more, even if someone uses a hearing aid or cochlear implant, they don't necessarily hear every sound. This means that communication has to be adjusted.

#### DISABILITY ETIQUETTE TIPS

- Reduce background noise and provide a calm environment. Move to a quieter spot if the person wishes.
- Stand in front of the person and make sure your face and mouth can be seen.
- Before speaking, make sure the person is looking at you.
- Speak more slowly and pronounce more, but without exaggerating the movement of your lips.
- Even if the person has someone with them, talk to him or her directly.