

Important Communication Tips to Remember

- Get the person's attention first.
- Face the person directly.
- Spotlight your face
- Select places without distracting movement.
- Speak normally, at a moderate pace.
- Make sure your mouth can be seen.
- Re-phrase if you are not understood.
- It's okay to use pantomime.
- When all else fails, write it down or draw a picture.
- Remember, patience is a language we can all understand

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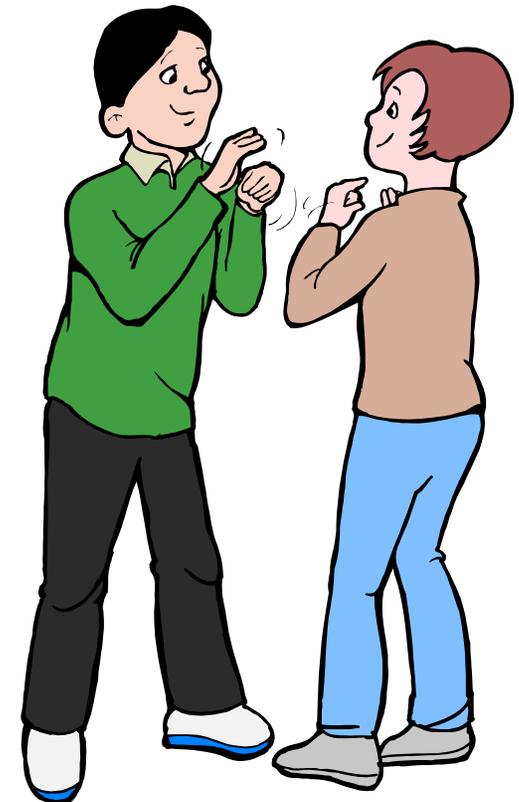


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Communications

Communicating with the Deaf and Hard of Hearing



**ORANGE COUNTY
DEAF ADVOCACY
CENTER**

What are communication methods the deaf use?

Most deaf people use sign language and fingerspelling. Some prefer to lipread and use their voices. Many use a combination of these methods.

Sign language is a visual language using a combination of hand movements and hand shapes to represent concepts, letters and words.

Lipreaders or speechreaders must watch not only the lips, but also the cheeks, teeth, tongue, neck and facial expression of the speaker. Still, only 40% of speech is visible, and many sounds look similar on the lips. Very few deaf people can depend entirely on lipreading; some use a system of hand signals (cued speech) to guide lipreading.

Using Voice as some deaf people tend to use their voices and some do not. Most have had years of speech therapy and training, and some have developed clear speech. Some deaf people mouth words without voicing them.

How do I get the attention of a deaf person?

Some of the ways to get the attention of a deaf person are to tap the person on the shoulder, wave hands, flash lights. Deaf people may use these methods to get the attention of others.

Is it OK to interrupt a signed conversation?

Deaf people usually do not have private conversations where they can be "overseen," so a deaf person knows it is OK to watch for a pause in a signed conversation, interrupt with a gesture, deliver the message and leave.

What about Group Discussions?

Focus attention on one speaker at a time so everyone is looking in the right direction before the message begins. Have the last speaker always acknowledge the next speaker by pointing. When using an interpreter, make sure the message has been translated and understood before moving on to the next speaker

What about saying "Goodbye"?

Some people say that long and reluctant goodbyes are a part of Deaf culture. The old tradition of saying goodbye only after much repetition and reluctance seems to have held well within the deaf communities.

What about people who are Deaf-Blind?

They use may use tactile sign language or tactile lipreading. They can also use many other ways of communicating such as braille, print-on palm, or the British deaf blind alphabet.

How to use the California Relay Service (CRS)

If you want to talk to a deaf person on the phone and you don't have a TTY then you can dial the relay service at 711. Relay calls are free due to a tax on your phone bill. When using the relay service you will be speaking to the deaf person through an operator. You say something then operator types it. When the deaf person types something the operator reads it to you.

Making a Call

Dial 711. The operator will answer and you can tell them the number that you want to call. If there is a TTY answering machine you can leave a message, just be sure that you say your number is a voice number (non-TTY number).

Receiving a Call

When a deaf person calls you through the relay service the operator will start by saying that they are a relay operator and giving their ID number. If you don't know how to use the relay service then the operator can explain it to you. Do not hang up on relay operators as that is the only way for a deaf person using a TTY to call people who don't use one and it can be very frustrating for the deaf person if they can not get through because people keep hanging up on the operator.