

## Tips and Techniques

1. Address the person with the hearing loss (do not look at the Interpreter and do not rely on the Hard of Hearing or Hearing person)
2. Maintain eye contact
3. Face the person who is deaf/hard of hearing
4. Avoid moving around
5. Be prepared for extra time to allow for communication (often double the amount of time)
6. Ask the person their preferred method of communication (ASL, written English, Oral)
7. Be as concrete as possible (Use calendars, draw, role play)
8. Know that the person may not be understanding and may not ask-does not want to appear stupid
  - a. -Get clarification when needed (ask to repeat back in their own words to check for understanding)
9. Do not use writing, unless this is what the person requests (typing on a computer is the same as writing)
10. Do not assume the person can or wants to speech read
11. Introduce everyone in the room and their roles
12. Be aware of the "Deaf Yes"
13. Know that "Finished" does not mean nothing happened
14. Be aware of the person's language (Sign Language is on a continuum, From gestural to English word order)
15. Set up concepts
  - a. -Time
  - b. -Place
  - c. -People
16. Use only Certified Interpreters- per the law
17. Never use family members to interpret- Deaf/Hard of Hearing is identified as a disability class and therefore a "protected class" under state and federal statutes. They have a Right to accommodations.
18. Arrange for interpreters in advance
19. Verify the interpreters one or two days before
20. Interpretations may vary depending on the skill/experience of the interpreter, comfort of the victim with the interpreter and how familiar the interpreter is with the person who is deaf.