

For more information, please contact <u>dhhshelp@fssa.in.gov</u> or visit <u>www.dhhs.in.gov</u>.



Division of Disability and Rehabilitative Services

Bureau of Rehabilitation Services Deaf and Hard of Hearing Services







COMMUNICATION TIPS

When communicating with me, please:

- Get my attention first.
- Make eye contact when you speak.
- Repeat, rephrase or write your request down if necessary.
- English may not be my native language.
- IMPORTANT:
 - » Shining a FLASHLIGHT in my face will make it difficult for me to understand you for lip-reading. I may not respond right away due to adjusting my hearing device.
 - » I may need to communicate through a QUALIFIED sign language interpreter.
 - » I may need to connect an assistive device to my hearing aid or cochlear implant to hear better.
 - » A hearing aid or cochlear implant does NOT allow me to understand everything you say.

If I am going to be arrested or asked to come in for questioning, I may need:

- A sign language interpreter.
- A communication access real-time translation (CART) for captioning conversations.
- For a phone call: a video phone, internet service, computer, captioned telephone or cell phone for texting.