



STATE OF CALIFORNIA  
HEALTH AND HUMAN SERVICES AGENCY  
DEPARTMENT OF SOCIAL SERVICES

PUB 179 (5/15)

AFTER	AFTERNOON	ANSWER	APPOINTMENT	ASK	BATHROOM	BEST/BETTER	BOOK	BOSS	BREAK	BUSY	CHANGE	CHECK	COFFEE	COME REVERSE SIGN GO	COMPUTER	CONFUSE
CONTINUE	COPY	DAY	DIFFICULT	DIFFERENT/BUT	DRIVE/CAR	1. DOLLARS 2. CENTS	EAT/FOOD	EXPERIENCE	FINISH	FAST	FOR	FORGET	FRIEND	FROM	FRUSTRATE	FUTURE/WILL
GIVE	GOOD	GROUP	HAPPEN	HAVE	HE/SHE/IT Plural = Flat Hand Self = "A" Hand	HELP	HERE	HOME	1. HOUR 2. MINUTE	HOW	IMPROVE REVERSE SIGN DIGRESS	INFORM	IN REVERSE SIGN OUT	INTERPRETER	1. KNOW 2. DON'T KNOW	LEARN
LIKE	LETTER/MAIL STAMP	LOOK/WATCH	MACHINE	MAKE	MANY/MUCH	MEETING	MONEY	MONTH	MORNING	MORE	NEVER	NEW	NIGHT	NO	NOT	NOW
OPEN REVERSE SIGN CLOSE	PAPER	PAST	PAY	PENCIL	PEOPLE	PLEASE	PROBLEM	READ	READY	REMEMBER	RESPONSIBLE	RIGHT/CORRECT	ROOM USE AN "O" FOR OFFICE	SAME/TOO/ALSO	SEND	SHOW



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SICK	SKILL	SLOW	SORRY	START/BEGIN	STOP	STUCK	SUBJECT	SUPERVISE/ TAKE CARE OF																											
SUPPORT	TELEPHONE	TELL	THANK YOU	THEY PLURAL = FLAT HAND SELF = "A" HAND	POINT = THINK "R" = REASON	THIS/THAT/ STAY POINT AT OBJECT	TIME	TOMORROW REVERSE SIGN YESTERDAY																											
TRUE REALLY/REAL	TRY	UNDERSTAND	VACATION	WAIT	WANT THROW IT AWAY FOR DON'T WANT	WEEK	WHAT	WHERE																											
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**COMMUNICATION GUIDELINES**

- When communicating with a deaf or hard of hearing person:
- Get the deaf or hard of hearing person's attention first (tap gently on the shoulder or wave your hand).
  - Establish eye contact with the deaf or hard of hearing person.
  - Sign the manual alphabet to fingerspell names and other key words for which there are no signs listed in this brochure.
  - Use natural facial expressions, gestures, and pantomime (e.g., negative words accompanied by shaking of the head).
  - Speak directly to the deaf or hard of hearing person at a moderate pace while signing.
  - Make sure your mouth can be seen.
  - Rephrase the sentence if you are not understood.
  - When all else fails, write it down or draw a picture.
  - Most importantly, remember that patience is a language we can all understand.

- OR -  
**WHAT TO DO UNTIL  
THE INTERPRETER ARRIVES**

**Hello!**

California Department  
of Social Services  
Office of Deaf Access  
DEAF ACCESS  
PROGRAM  
744 P Street, MS 8-16-91  
Sacramento, CA 95814  
(916) 653-8320 (Voice)  
(916) 653-7651 (TTY)

[www.cdss.ca.gov/cdssweb/PG145.htm](http://www.cdss.ca.gov/cdssweb/PG145.htm)

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