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.

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