

## Useful Tips!

Deafblindness is the loss of both sight and hearing to the point where someone's communication, mobility and ability to access information are impacted.

Deafblindness is a spectrum ranging a mild loss like someone struggling to see and hear the TV right through to them not being able to see or hear anything at all. Most deafblind people will be able to hear and/or see something.

### Here are some tips for supporting people who are deafblind:

1. Identify yourself clearly, this may include showing the individual your badge and / or writing down your name. Check how the person prefers to communicate and whether they have any special requirements. Many deafblind people can communicate with clear speech.
2. Make sure you have the person's attention before trying to communicate with them. Approach them from the front, speak clearly asking 'Can I help you?' - you can also gently touch the person's arm between the shoulder and the wrist to support getting their attention without startling them.
3. Check that you are in the best position to communicate; try to avoid noisy places, excessive background noise and poor lighting. Adapt the conditions to suit the individual.
4. Speak clearly and a little slower, but don't shout. Keep your lip-pattern and rhythm normal, don't over-exaggerate.
5. If you're assisting someone to sit down, choose a seat where they have their back to a wall to ensure that no one passes or talks behind them, which could be distracting.
6. Keep your face visible don't cover your mouth.
7. Use simple gestures and facial expressions to support what you are saying. Be ready and willing to repeat phrases as asked or re-phrase the sentence.
8. Try writing things down, you might need to experiment with different sizes of letters and different coloured paper and pens.
9. Technology may help; a mobile phone could assist with two way communication as font sizes and colours can be altered. The deafblind person may also use other apps that aid their communication.

For more tips, contact us...

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 DBUKcharity

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Text 'DBUK17 £3' to 70070 to donate £3 today and help people with sight and hearing loss to live the lives they want.

Registered Charity number: 802976