

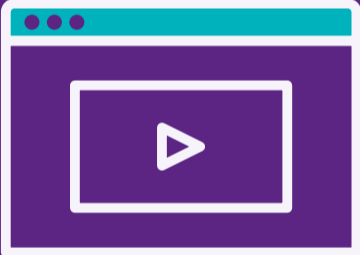
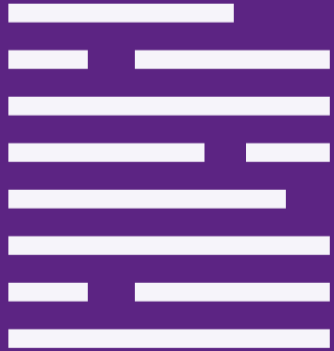


Designing for users who are deaf or hard of hearing

Do

- Write in plain language **Do this.**
- Use subtitles or provide transcripts for videos
- Use a linear, logical layout 
- Break up content with sub-headings, images and videos
- Let users ask for their preferred communication 
- Support when booking appointments

Don't

- Use complicated words or figures of speech
- Put content in audio or video 
- Only make complex layouts and menus
- Make users read long blocks of content 
- Make telephone the only means of contact for users