Designing for users who are Deaf / hard of hearing

Do...

Don't...

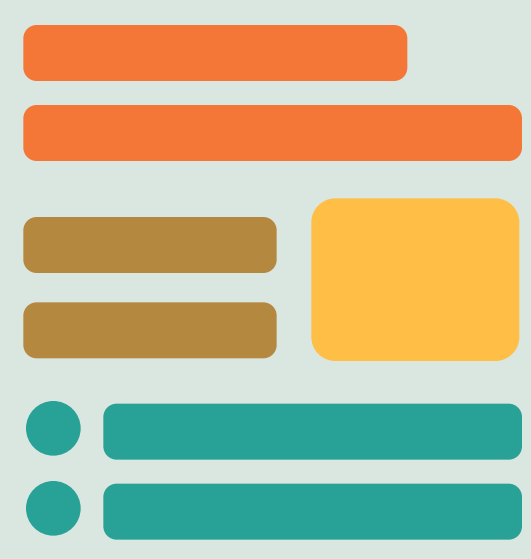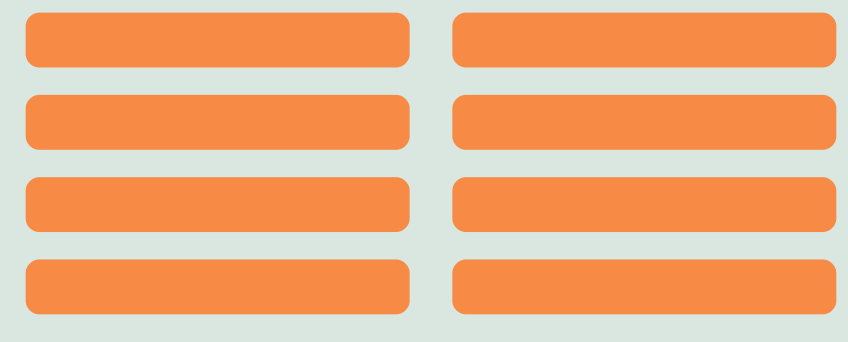| Do...		Don't...	
write in plain English	Do this.	use complicated words or figures of speech	
use subtitles or provide transcripts for videos	CC	put content in audio or video only	
use a linear, logical layout		make complex layouts and menus	
break up content with sub-headings, images and videos		make users read long blocks of content	
let users request an interpreter for appointments		assume everyone has the same need for appointments	