Designing for users who are Deaf / hard of hearing



DO...

Don't...

write in plain English

Do this.

use complicated words or figures of speech



use subtitles or provide transcripts for videos



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

