## Designing for users who are Deaf or 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



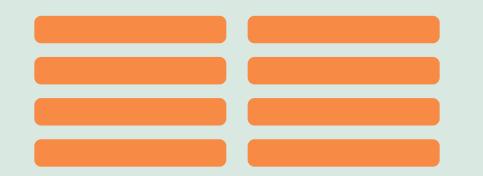
make complex layouts and menus



break up content with sub-headings, images and videos



make users read long blocks of content



let users ask for an interpreter when booking appointments



don't make telephone the only means of contact for users







