

# 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



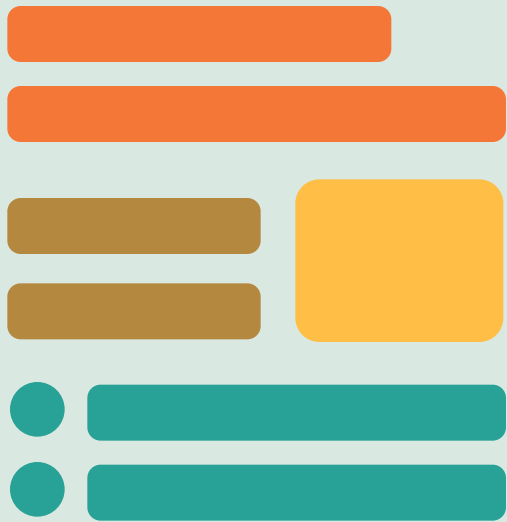
use a linear, logical layout



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

