

Designing for users who are deaf or hard of hearing

DO		DON'T	
Write in plain language.	Explain simply	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 ask for their preferred communication support when booking appointments.		Make telephone the only means of contact for users.	

Credits: Gov. uk https://accessibility.blog.gov.uk/2017/12/18/what-working-on-gov-uk-navigation-taught-us-about-accessibility/

