



D/deaf or hard of hearing

Designing for these users

Do...

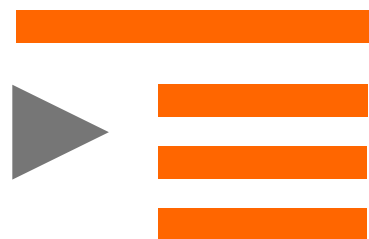
Write in plain English

Do this.

Use subtitles or provide transcripts for videos



Use a linear, logical layout



Break up content with sub-headings, images and videos



Let users ask for their preferred communication support when booking appointments



Don't...

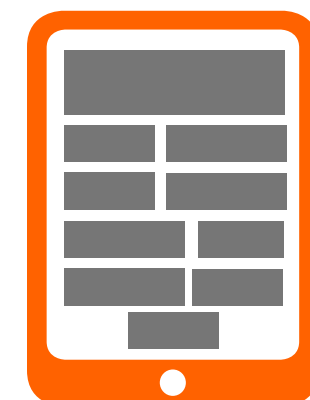
Use complicated words or figures of speech



Put content in audio or video only



Make complex layouts and menus



Make users read long blocks of content



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



Find out more at:

a11y.ing.net



Team A11Y