Designing for users who are D/deaf or hard of hearing

Do

* write in plain English
* use subtitles or provide transcripts for video
* 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
* make telephone the only means of contact for users