

Assisting a person with Hearing Loss – what to do

- The way that emergency warnings are issued in an emergency is critical to the understanding of instructions and the subsequent response and safety of those with hearing loss.

Emergency Plan for person with Hearing Loss

- Communicate your hearing loss by moving your lips without making a sound, pointing to your ear, using a gesture, or if applicable, pointing to your hearing aid.
- Keep a pencil and paper handy for written communication.
- Obtain a pager that is connected to an emergency paging system at your workplace and/or your residence.
- Install a smoke detection system that includes flashing strobe lights or vibrators to get your attention if the alarms sound.
- Test smoke alarms monthly by pushing the test button.
- Replace batteries every six months or whenever there is a low battery signal.



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Recommended additional items checklist

- **Writing pads and pencils for communication**
- **Flashlight, whistle or personal alarm**
- **Pre-printed phrases you would use during an emergency, such as "I use Sign Language" or "If you make announcements, I will need to have them written simply or signed".**
- **Assistive equipment according to your needs (i.e., hearing aid, personal amplifier, etc.)**
- **Portable visual notification devices to know if someone is knocking on the door, ringing the doorbell, or calling on the telephone**
- **Extra batteries for assistive devices**
- **A card or any other document that explains your hearing loss and identifies how first responders can communicate with you during an emergency**

What to do while assisting a person with Hearing Loss

Be aware that some persons may be blind and deaf.

Avoid making loud noises since hearing aids can provide a physical shock to the wearer by amplifying sounds.

It could be beneficial to write a message if there is time.

Make motions to further clarify your meaning.

Rather than saying the same thing again, try to rephrase.

You can use a visual cue or a light touch on their arm to draw their attention.

Never approach someone from behind.

As they might rely on lip reading and converse close up, speak to the person directly and make eye contact.

Speak naturally and plainly. Avoid shouting or speaking too slowly.