

# Are you familiar with the Deaf Community Communication Guide?

It can be found on MyNet or on station



The guide contains a printed alphabet and numbers, a diagram of a house and an image of a person with the British Sign Language (BSL) signs for 'where' and 'pain'. The signs for 'which', 'who', 'what', 'when' and 'why' are also included.

The document is intended for reference to aid communication; it can be used to point to the relevant parts during communication, to ask any details needed and to use a specific sign where a question needs to be asked.

It is designed to use at incidents, prevention activities and in other circumstances.

## Useful tips:

**Always face a deaf person and ensure your lip movement is visible.**

Make eye contact and keep it while you are talking.

**Check noise and lighting.**

Turn off or move away from background noise.

Make sure your face is not in shadow.

**Speak clearly, slowly and steadily.**

Don't mumble, shout or exaggerate – it distorts your lip patterns.

**Take turns.**

If there is more than one person in a conversation take turns to talk.

**Repeat and rephrase if necessary.**

Trying to say the same thing in a different way might help.

**Write it down.**

Don't be afraid to write or draw to help understanding.



**NOTTINGHAMSHIRE**  
**Fire & Rescue Service**  
*Creating Safer Communities*