

# Tips for Using Visual Communication Cards

## Deaf, Hard-of-Hearing, Deafblind

- Get my attention first by waving in my face from a distance, tapping my shoulder, or flicking the lights.
- Maintain eye contact when you speak.
- Pace yourself to confirm my understanding. English may not be my first language.
- Repeat, rephrase, or write your request down if necessary.
- Don't assume my hearing aid or cochlear implant allow me to understand 100%.
- Point to relevant graphics as you speak.
- For effective communication, I may need:
  - A certified sign language interpreter for the Deaf or video remote interpreter (VRI) service.
  - A communication access real-time translation (CART) for captioning conversations in written format.
  - A speech to text app or a cell phone for texting.



## English Language Learning (Limited English Proficiency)

- Ask what my preferred mode of communication is: spoken or written or sign language.
- Proactively offer interpreting services. Do not rely on friends or family members to interpret. It is not fair to ask them to interpret for me and is a violation of my rights.
- Say this tool is to help you communicate with me more efficiently.
- Maintain eye contact when you speak.
- Pace yourself while speaking. It will allow the interpreter time to interpret.
- Point to relevant graphics as you speak.
- Add more detail if necessary.
- Ask me follow up questions to my understanding and comprehension.

Using a communication card does not waive a person's right to interpreting or CART services under the Americans Disabilities Act.