**HOW TO communicate with persons with a visual impairment**

1. Be specific in your descriptions. Say, “the chair is in front of you,” NOT “the chair is here.”
2. Identify yourself so the person knows who you are
3. Speak to the person directly. Do not use a third person.
4. Inform the patient before starting a procedure – it can be scary to be touched without warning!
5. Mark pill bottles with large print labels or tactile markings.
6. Inform the patient when you are leaving the room.
7. Speak naturally and clearly. There is no need to shout.

**HOW TO communicate with persons with speech difficulties**

1. If you do not understand what the person said, ask them to repeat it.
2. Give the person time to speak.
3. Do not interrupt or complete sentences.
4. Do not pretend you have understood if you haven’t.
5. Ask if there is somebody close by who may be able to interpret.

**HOW TO communicate with people who are deaf and hard of hearing**

1. Get their attention by standing somewhere where they can see you.
2. Ask how the person would prefer to communicate.
3. Check if they have understood by asking for feedback.
4. Face the person. Do not cover your face or mouth.
5. Talk slowly and clearly. Do not shout.
6. Move to a quiet area so there is no background noise.
7. Repeat key messages. For example by writing them down.

**HOW TO communicate with someone with a physical impairment**

1. Do not treat someone childishly, for example by patting on the head or shoulder.
2. Try to place yourself at eye level with the person.
3. Do not remove a person’s assistive devices from where they have placed them.
4. Address the individual, not his or her companion.
5. Ask if the person would like assistance.

**HOW TO communicate with persons with intellectual disabilities**

1. Speak clearly. Use short sentences and easy words.
2. Take time, don’t hurry and create trust for the person to feel comfortable with you.
3. Have a quiet and calm place for talking.
4. Use pictures or other visuals.
5. Check with the person if they understand what you are saying.
6. Use gestures and facial expressions. For example, look sad when you are talking about being unhappy.