

# Designing for users who are deaf or hard of hearing



## Do...

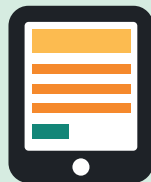
write in plain language

**Do this**

use subtitles or provide transcripts for videos



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

