

Designing for users who are D/deaf or hard of hearing



Do...

Don't...

write in plain language

Do this.

use complicated words or figures of speech



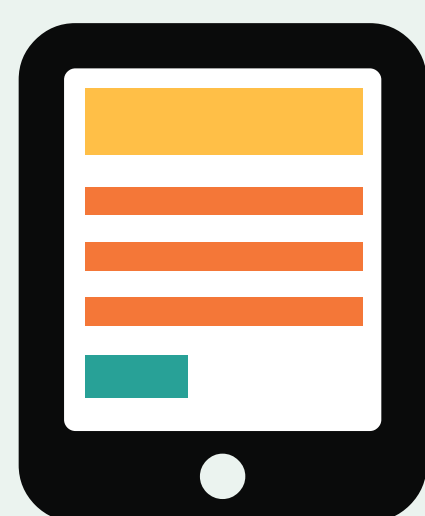
use subtitles or provide transcripts for videos



put content in audio or video only



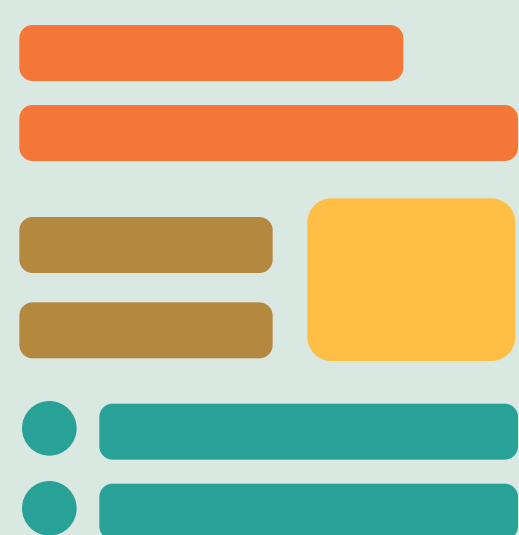
use a linear, logical layout



make complex layouts and menus



break up content with sub-headings, images and videos



make users read long blocks of content



let users ask for their preferred communication support when booking appointments



don't make telephone the only means of contact for users

