

COMMUNICATION TIPS HARD OF HEARING CLIENTS OVER THE PHONE

1. Ensure you are in a quiet location and that there is no background noise.
2. Encourage client to wear their hearing aid or amplification device.
3. Speak clearly and at a moderate pace.
4. Give clues when changing the subject.
5. Rephrase when you are not understood. Continue to say things in a different way to ensure your message is received by the client.
6. With important information ask clients to repeat what you have said to ensure your message was understood.

ADDITIONAL TIPS

- Please, do not raise your voice or shout. If the client is wearing a hearing aid it can be uncomfortable and shouting may be cut off by the hearing aid.
- Consider communication options: rephrasing, spelling words.
- Need to communicate a number? spell or count to the number you are giving and ask the client to confirm the number you are communicating to them (numbers and dates are often difficult to hear with a high frequency hearing loss).

Need Further Help or Devices?

We can assist. Hearing Care Counsellors can conduct assessments over the phone and then advise on possible communication devices that can be ordered and sent directly to the client's home.

Consultation and services are free:

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