

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



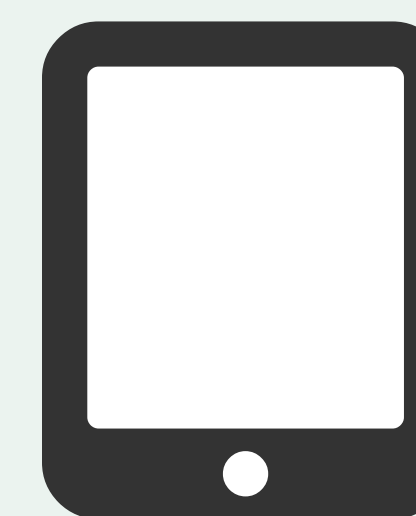
put content in audio or video only



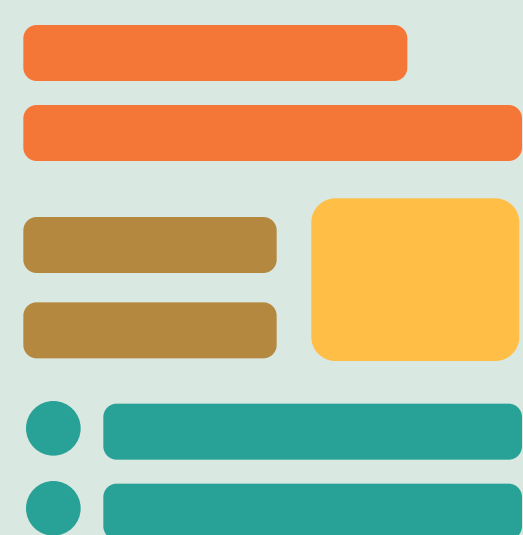
use a linear, logical layout



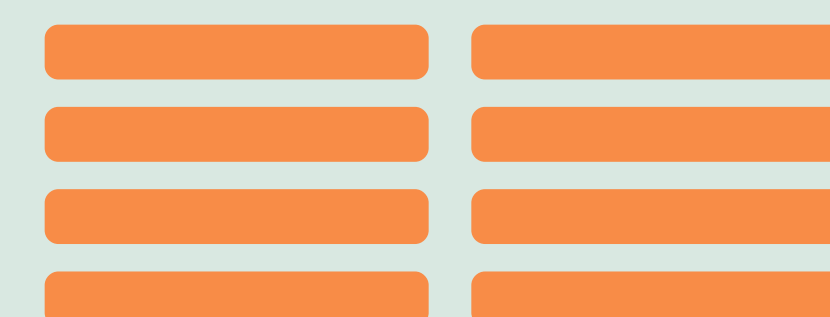
make complex layouts and menus



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



make telephone the only means of contact for users

