



DESIGNING FOR USERS WHO ARE DEAF OR HARD OF HEARING

DO...

Write in plain language

Do this.

Use captions or provide transcripts for videos



Use a linear, logical layout



Break up content with sub-headings, images & videos



Let users ask for their preferred communication support



DON'T...

Use figure of speech & idioms



Put content in audio or video only



Make complex layouts & menus



Make users read long blocks of contents



Make telephone the only means of contact for users

