

TIPS FOR USING COMMUNICATION CARDS

Deaf and hard-of-hearing people

When communicating with me, please:

- Get my attention first.
- Make eye contact when you speak.
- Take time to make sure I understand. English may not be my first language.
- Repeat, rephrase, or write your request down if necessary.
- Be aware that a hearing aid or cochlear implant does not allow me to understand everything you say.
- Point to relevant graphics as you speak.

For effective communication, I may need:

- A Washington-certified sign language interpreter for the Deaf or video remote interpreter (VRI) service.
- A communication access real-time translation (CART) for captioning conversations.
- A video phone or computer with internet service, a captioned telephone, or a cell phone for texting.

People with limited English proficiency

When communicating with me, please:

- Ask me to identify my preferred language.
- Proactively offer interpretation services. Do not rely on people who are with me to interpret. It is not fair to ask a family member to interpret for me and is actually a violation of my rights.
- Say the service is to help **you** communicate with me.
- Make eye contact when you speak.
- Speak slowly and pause every 1-2 sentences. This will allow the interpreter time to interpret.
- Point to relevant graphics as you speak.
- Add more detail. Some concepts may be different in my language.
- Ask me questions to make sure I understand what you are trying to communicate.

Using a communication card does not waive a person's right to interpretation services under the Americans with Disabilities Act (ADA).

