**How to communicate with persons with a visual impairment**

1. Be specific in your descriptions. Say, “the chair is in front of you,” not “the chair is here.”
2. Identify yourself so the person knows who you are.
3. Mark pill bottles with large print labels or tactile markings.
4. Inform the patient before starting a procedure – it can be scary to be touched without warning!
5. Inform the patient when you are leaving the room.
6. Speak naturally and clearly. There is no need to shout.

**How to communicate with persons with speech difficulties**

1. If you do not understand what the person said, ask them to repeat it.
2. Give the person time to speak.
3. Do not interrupt or complete sentences.
4. Do not pretend you have understood if you haven’t.
5. Ask if there is somebody close by who may be able to interpret.
6. Repeat key messages. For example by writing them down.

**How to communicate with persons with a physical impairment**

1. Try to place yourself at eye level with the person.
2. Do not treat someone childishly, for example by patting on the head or shoulder.
3. Do not remove a person’s assistive devices from where they have placed them.
4. Ask if the person would like assistance.
5. Try to place yourself at eye level with the person.
6. Move to a quiet area so there is no background noise.
7. Repeat key messages. For example by writing them down.

**How to communicate with deaf and hard of hearing**

1. Get their attention by standing somewhere where they can see you.
2. Ask how the person would prefer to communicate.
3. Face the person. Do not cover your face or mouth.
4. Talk slowly and clearly. Do not shout.
5. Move to a quiet area so there is no background noise.
6. Check if they have understood by asking for feedback.
7. Read key messages. For example by writing them down.

**How to communicate with persons with intellectual disabilities**

1. Use pictures or other visuals.
2. Take time, don’t hurry and create trust for the person to feel comfortable with you.
3. Have a quiet and calm place for talking.
4. Speak clearly. Use short sentences and easy words.
5. Ask the person if they understand what you are saying.
6. Use gestures and facial expressions. For example, look sad when you are talking about being unhappy.