

C Communication with Hearing-Impaired Customers

REVISION 49
(01/01/21 - 12/31/21)

A worker must acknowledge a hearing-impaired customer with a gesture such as a nod, wave, etc. to show the customer that they have the worker's attention. The following items are tips on how to communicate with a customer who is hearing impaired:

- Do not speak loudly or yell
- Use visual aids when possible, such as pointing to printed information on a document
- When communicating by writing notes, keep in mind that some individuals who use sign language may lack good English reading and writing skills
- When someone with a hearing impairment cannot understand you, write a note asking what communication aid or service is needed
- Use gestures to help with communicating

American Sign Language (ASL) Interpreting

FAA has contracted with Deaf Services Unlimited (DSU) to provide hearing-impaired participants same day assistance. This service allows FAA to connect with a DSU interpreter, usually within 15 to 20 minutes, using the state-issued laptop.

When there is a reason that the state-issued laptop cannot be used for interpreting interviews, FAA can use the in-person sign language interpreters services.

Contact the relevant interpreting service provider from the list of statewide [Sign Language Interpreters](#).