

Emergency Signs for Deaf People

www.cheshirefire.gov.uk

Cheshire Fire and Rescue Service and Deafness Support Network

working together to make Cheshire safer

Some guidelines for communicating with Deaf and Hard of Hearing people in emergency situations

These guidelines can help communication with all deaf people but it is important to be aware that:

- Most people with hearing loss become deaf or hard of hearing as they get older. Spoken language remains their first language and they are unlikely to know sign language.
- British Sign Language (BSL) belongs to the Deaf community of people who are deaf from birth or early childhood who do not regard spoken language as their first natural language.

Get attention and eye contact

Make sure the deaf person is looking at you. Attract attention by waving in their line of vision, tapping shoulder or upper arm, or flash a light on and off.

Good lighting

The light needs to be on your face to help lip-reading. Face the deaf person and don't stand with your back to the light source.

Don't move about or cover your mouth

Moving about or turning your head may mean the deaf person will miss information.

Don't shout

Speak clearly and a little slower than normal but don't over exaggerate movement of your lips.

Mime, body language and facial expression

Facial expressions and gestures are a big influence and play a big role in how we communicate to another e.g. shake or nod your head to emphasise when making negative or positive comments.

Repeat a different way

Some words are easier to lip-read than others, so if there are difficulties, try saying it another way.

Use pen and paper

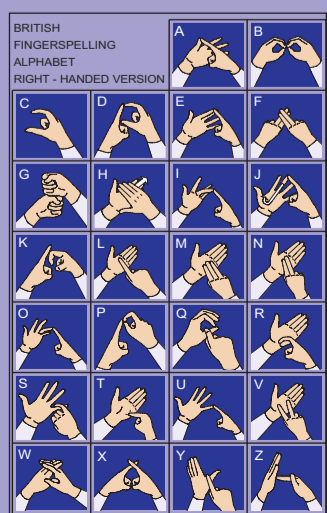
Remember that English is not a first language for most Deaf people and they may be limited in what they write. Keep yours short and simple and use diagrams, sketches or pictures to help understanding.

Be visual

Hold things up for viewing or point when necessary. Give time for the person to look at what you are pointing at and to look back at you.

Use some basic fingerspelling and signs

Some basic signs and initial letters can be useful and aid lip-reading. Fingerspelling should be used for names and places. Contact interpreting/communication services when necessary.



please/thanks



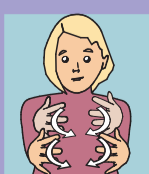
inside



outside



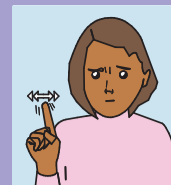
cold



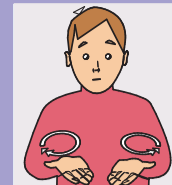
search (body)



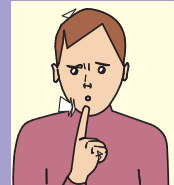
search (around)



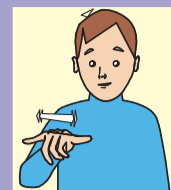
what?



where?



who?



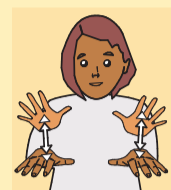
which?



when?



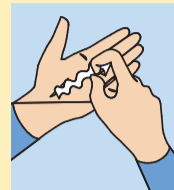
what time?



calm down



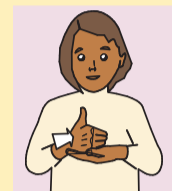
what's wrong?



write down



help



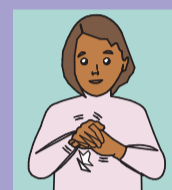
safety



interpreter



family



friend



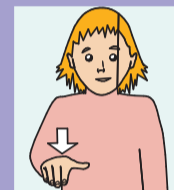
pet



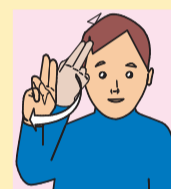
man



woman



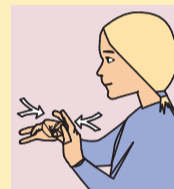
child



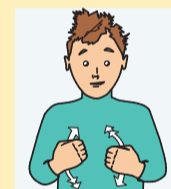
name



home



contact



car



number



colour



hurt



medicine



doctor



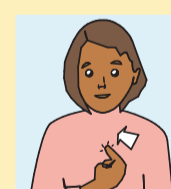
hospital



smoke



oxygen



me



you



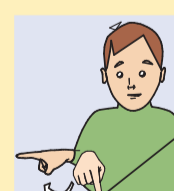
stop/wait



stay still



come



go

Name.....

Address.....

Emergency contact.....

Book a Free Home Safety Assessment

Local residents can arrange for a Firefighter or Community Safety Advocate to come to their home, provide relevant fire safety advice and fit free specialist smoke detectors.

Register on www.cheshirefire.gov.uk to receive key messages for your local area by text or through Twitter. You can also book your home safety assessment on the website or by texting "HSA" and your name and address to 07624 808 300.

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