

10 Tips for Video Conferencing Calls with Deaf and Hard of Hearing Individuals

- ① Utilize a platform that enables live captioning.
- ② Provide Deaf and hard of hearing individuals with an external monitor and a webcam to use at home.
- ③ Stagger meetings and keep meetings brief to avoid “Zoom fatigue.”
- ④ Provide PowerPoint presentations and agenda in advance to all participants, including the interpreter and/or captioner.
- ⑤ Assign a notetaker in advance of the meeting.
- ⑥ Implement a turn-taking protocol for all to follow and require all to identify themselves by name before speaking.
- ⑦ Mute audio when not speaking.
- ⑧ If an interpreter is a part of the video conferencing call, consider hiding your webcam or selecting the interpreter as the default image displayed on the screen.
- ⑨ Leverage the chat feature for questions and comments.
- ⑩ Most importantly, ask the Deaf and hard of hearing individuals what their communication preferences are.