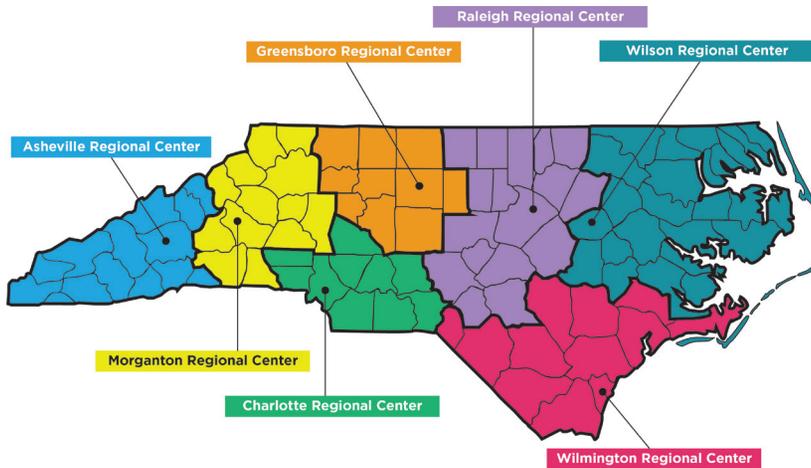


Where to Order Clear Masks

Visit DSDHH Clear Mask Resource List at:
www.ncdhhs.gov/clearmask

NC Division of Services for the Deaf and Hard of Hearing Regional Centers



Asheville Regional Center

Voice 828-665-8733
VP 828-333-5830

Charlotte Regional Center

Voice 704-568-8558
VP 704-918-1554

Greensboro Regional Center

Voice 336-273-9692
VP 336-429-5644

Morganton Regional Center

Voice 828-430-7185
VP 828-475-6606

Raleigh Regional Center

Voice 919-859-8526
VP 919-890-0858

Wilmington Regional Center

Voice 910-251-5702
VP 910-777-5770

Wilson Regional Center

Voice 252-243-3104
VP 252-674-1141

Administrative Office

Voice 800-851-6099
VP 919-890-0859

Use your
smartphone's QR
Reader to access our
regional center directory.



NC DEPARTMENT OF
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North Carolina Division of Services for the Deaf and Hard of Hearing



Use of Clear Masks to Improve Communication With Deaf, Hard of Hearing, DeafBlind People



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It is Important to Take Steps to Improve Communication for People with Hearing Loss

- **Recognize:** Facemasks without clear/see-through windows impede the ability to see important facial expressions and mouth movements.
- **Use:** A clear see-through mask.
- **Maintain:** good eye contact, use gestures and point to parts of body. Most importantly, ask patient for their preferred methods of communication.

Communicating with Deaf Consumers (Profound Hearing Loss: Uses Visual Communication)

- **Use:** Licensed sign language interpreter. Let the Deaf person choose whether they want an on-site or video remote interpreter. Do not use family or friends to interpret.
- **Gaining Attention:** Wave hands, flick a light switch, tap gently on shoulder.
- **Avoid:** Standing in front of a window or light source when communicating.
- **Don't:** Rely on written English. Spoken and sign language rules are very different.
- **Deaf Family Members:** Also need access to sign language interpreter.



Communicating with Hard of Hearing Consumers

(Mild to Severe Hearing Loss: Uses Verbal Communication)

- **Write:** Instructions on dry-erase boards, paper, computer tablet, apps, draw diagrams.
- **Use Amplification:** Ensure batteries work in hearing aids or use personal amplifiers.
- **Use Communication Access Realtime Translation (CART) and Speech to Text Apps such as, but not limited to:** Google Live Transcribe, Ava, Otter Ai, Microsoft Translator and more.

Communicating with DeafBlind Consumers

(Dual Hearing & Vision Loss: Communication Modes Vary)

- **May Require:** Unique interpreters able to provide tactile or close vision sign language.
- **Usually Accompanied:** By a Support Service Provider (SSP). Do not confuse as an interpreter.
- **Visual Acuity Needs:** May require adaptations, i.e., using a black felt-tip marker, larger print or writing, using your finger to trace letters on palm. Adjust seating and lighting upon request.

Use your smartphone's QR Reader to access our clear mask webpage for videos and resources on the benefits of clear masks.

