REOPENING RI

Face Covering Communication Tips

Note: You don't need a specific app to text or use speech-to-text on your phone. You can use any texting-based app and the built-in speech-to-text option. If you want a specialized app, they are listed below.

FOR HEARING PEOPLE

TO COMMUNICATE WITH PEOPLE WHO USE SIGN LANGUAGE

- Use speech-to-text on each person's phone.
- Type back and forth using text apps on each person's phone.
- Write back and forth using individual whiteboards/markers.
- Use gestures and hand signs like "thumbs up."
- Use a visual communication tool with icons and images.
- Change to a clear, transparent face covering, if possible.

TO COMMUNICATE WITH PEOPLE WHO SPEAK, LISTEN AND/OR LIPREAD

- Use speech-to-text on each person's phone.
- Look directly at the person and speak slowly and clearly. If asked, speak a little louder.
- Change to a clear, transparent face covering, if possible.

FOR PEOPLE WHO ARE DEAF

TO COMMUNICATE WITH HEARING PEOPLE

- Show your communication alert card to let the person know you are Deaf or Deaf-blind.
- Use speech-to-text on each person's phone.
- Use a Video Remote Interpreting app, if possible.
- Carry paper and pen with you as a backup.
- Call the person using one of the Video Relay Service providers' apps.

FOR PEOPLE WHO ARE HARD-OF-HEARING

TO COMMUNICATE WITH HEARING PEOPLE

- Show your communication alert card to let the person know you are Hard-of-Hearing.
- Use speech-to-text on each person's phone.
- Ask the person to speak slowly and clearly and look directly at you.
- Carry paper and pen with you as a backup.
- Carry an assistive listening device to extend hearing's range in picking up a spoken language.
- Call the person using one of the captioned telephone providers' apps.
- Request rephrasing after asking to repeat information twice.

SPEECH-TO-TEXT APPS

Ava | Live Transcribe | Microsoft Translator | Otter.ai

These apps convert spoken words to written text

TEXT-ONLY APPS

Ava | Big Note | Cardzilla | Google Keep

These apps allow you to type text to be read by the other person