Inclusive Digital Design

People who are Deaf or hard of hearing

Do's

Ensure all videos have transcripts, captions and provide text descriptions for images.

Provide content in a variety of mediums to support different preferences.

Offer users options for how they interact with your service.

Make it easy to access support services.

Don'ts

Only show information in an image or video.

Spread content all over a page.

Rely on text size and placement for structure.

Force mouse or screen use.

Write uninformative links and headings - for example, Click here.

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