



Year 6 HI student drawing

Providing transport for Hearing Impaired children

Guidance for taxi drivers and escorts

Transport advice for Deaf and Hearing Impaired children

Communication is key to the children and families who require transport services. When thinking about the needs of deaf/hearing impaired children, three main areas need to be considered;

1. The child
2. The family
3. The school.

1. The child

Not all deaf children use sign language, however it would be useful to know a few key signs should you encounter a child who does.

Good morning



Thank you



Relax/calm



Images from BSL Dictionary website

For more signs, see <https://www.signbsl.com/>

2. The family

Should your company be contracted to the family of a deaf child, it is good practice to contact that family and try to arrange for the child to meet with the driver/escort before the initial journey. This will give both yourselves and the family the opportunity to discuss any specific needs and for the child to feel comfortable and confident about getting into the taxi with new people.

3. The school

It would be useful to establish communication with a member of staff in school either over the phone or face to face. Please contact the school and request the name/s of staff who work with the child. School staff may be able to provide further tips for communication (such as useful signs) or information about hearing technology which the child may use.

Top Tips

- When talking to a deaf child, please remember the following:
- Reduce background noise e.g. switch off the radio or noisy air conditioning/heater.
- Face the child when speaking. The child may not hear the driver speak and may need the escort to repeat what has been said.
- Do not shout or whisper, this distorts your lip patterns and will make it difficult for the child to read your lips.

- Speak clearly and at a normal pace, do not rush or slow your speech down as this distorts the words spoken.
- The child may not fully hear what has been said and their reply may not always be in context of the conversation. Be mindful of this and repeat whatever the child has missed.
- Should there be other children in the taxi, remind them to take turns when speaking. If children struggle with this, a teddy or a ball could be used, e.g. 'it is your turn to speak when you hold the teddy/ball.'

Contact

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