

# Comments that Deaf and Hard of Hearing Individuals Perceive as Insensitive

- ① “We will not be providing captions. However, we'll be happy to provide you with a transcript afterwards.”
- ② “An interpreter on stage will divert attention from the speaker.”
- ③ “Captions will be a distraction for other patrons.”
- ④ “We forgot to submit the request to the interpreting agency.”
- ⑤ “We're sorry the captions did not work well, we'll try better next time.”
- ⑥ “Bring a family member to interpret for you.”
- ⑦ “None of our videos are captioned, we'll just give you a credit for your next purchase.”
- ⑧ “We can't afford the accommodations you're asking for.”
- ⑨ “We're not going to get an interpreter for our meetings... it's alright if you don't join us.”
- ⑩ “We didn't get you an interpreter because you can read lips.”
- ⑪ “It's okay if we don't have an interpreter, (John Doe) will take notes for you.”
- ⑫ “You achieved so much despite being Deaf!”
- ⑬ “You don't look Deaf.”
- ⑭ “You speak really well for a Deaf person.”
- ⑮ “I'll tell you later... it's not that important.”