

CLUB & COACH GUIDE

Practical ways to make regular training, coaching and club life more accessible for Deaf and hard-of-hearing people.

WHEN SOMEONE JOINS

- ☐ Ask how they prefer to receive instructions and important information - do not guess.
- ☐ Explain how the session normally works, including any whistles, verbal cues or group announcements.
- ☐ Agree practical adjustments with the person rather than deciding what they need for them.
- ☐ Share agreed communication needs with relevant coaches or leaders so the person does not have to start from scratch each week.

WHEN YOU ARE COACHING

- ☐ Get the person's attention before giving instructions.
- ☐ Face the group when speaking and avoid giving key instructions while facing away.
- ☐ Do not shout instructions from behind and assume they have been heard.
- ☐ Make the session plan, drills or key changes visible where possible.
- ☐ Use visual cues or agreed signals alongside whistles and verbal-only instructions.

CHECK UNDERSTANDING - NOT HEARING

- ☐ If someone misses an instruction, do not assume they were not listening.
- ☐ Repeat or rephrase information without making a fuss or drawing unnecessary attention to the person.
- ☐ Avoid putting someone on the spot with 'Did you hear me?' in front of the group.
- ☐ Check that the information was accessible, not whether the person tried hard enough to hear it.

INCLUSION IS MORE THAN THE TRAINING SESSION

A person can access the coaching and still feel excluded from the club. Think about communication before, during and after training.

GROUPS, CHATS & SOCIAL TIME

- ☐ Remember that fast-moving group conversations can be difficult to follow.
- ☐ Try not to talk over one another and make sure faces are visible where possible.
- ☐ Include important club information in writing rather than relying on word of mouth.
- ☐ Think about noisy clubhouses, cafes and social venues when planning activities.
- ☐ Do not mistake a missed comment or lack of response for rudeness or disinterest.

DON'T MAKE ME KEEP ASKING

- ☐ If a member has already explained what helps, try to remember and build it into normal practice.
- ☐ Do not make the person repeatedly justify the same reasonable communication adjustment.
- ☐ Make inclusive communication part of how the club operates so it benefits future members too.
- ☐ If something is not working, ask the person what could be changed rather than quietly dropping the adjustment.

COACH THE PERSON - NOT THE HEARING LOSS

Good inclusion should not lower expectations.

Deaf and hard-of-hearing athletes still want useful feedback, challenge, progression and the chance to be part of the team. The goal is to make the communication accessible so they can participate on equal terms.

Ask: "What works best for you when I'm giving instructions or feedback?"

Small changes. Better communication. More people included.