I AM DEAF OR HARD OF HEARING
This card is for law enforcement officers and others to help with communication.

Quick Communication Tips:
- Get my attention first.
- Maintain eye contact with me while speaking.
- Speak clearly and a little more slowly.
- A hearing aid or cochlear implant does not allow me to understand everything.
- Shining a flashlight in my face will make it hard for me to understand you.

BEST WAY TO COMMUNICATE WITH ME

INFORMATION NEEDED

HELP NEEDED
COMMUNICATION SIGNS
Please point to the picture that explains why I was stopped.

VIOLATIONS/ WHAT IS WRONG?

WHAT HAPPENS NEXT?

If I am arrested or need to come in for questions, I may need:

- A qualified sign language interpreter
- CART (Communication Access Realtime Translation)
- In order for me to make a phone call, I may need some type of assistive technology. Please ask me what I need.

Created with input from Minnesotans who are Deaf or Hard of Hearing.
New communication card helps Minnesotans who are deaf and hard of hearing and police officers

The Minnesota Department of Human Services Deaf and Hard of Hearing Services Division (DHHSD), has a new communication card to help law enforcement (police, state patrol and sheriff) and people with hearing loss communicate better during traffic stops.

DHHSD worked with the Department of Public Safety to develop the communication card. DHHSD thanks all the Minnesotans who are deaf and hard of hearing who helped decide what pictures to use on the communication card.

IMPORTANT MESSAGE FOR PEOPLE WHO ARE DEAF OR HARD OF HEARING:

If you are pulled over by the law enforcement, remember:

STAY in your vehicle and KEEP YOUR HANDS ON THE STEERING WHEEL.

When law enforcement approaches your window, tell them that you are deaf or hard of hearing (voice or gesture this). TIP! If you have the small wallet sized “I am Deaf” or “I am hard of hearing” identification card, place it behind your driver’s license in your wallet or billfold.

DON’T reach for the communication card. Tell the law enforcement personnel that you are getting this communication card, and then hand over both the driver’s license and the I am Deaf/Hard of Hearing card when asked. WHY? Law enforcement may think you are reaching for a gun or other weapon! We want you and law enforcement to stay safe.

Suggested ways to use this communication card:

1. Keep this communication card in your glove compartment or center console of your car. (You may want to keep it with your Proof of Insurance card.)

2. Point to the glove compartment or center console to show that you need to get the card. (Or voice this.)

3. Make sure the law enforcement understands you before reaching for the card.

4. WAIT for law enforcement to give you permission to get the communication card.

5. You (and law enforcement) can use the card to point to pictures that help with communication.
   - Pictures to show the best way to communicate with you.
   - Pictures to explain what problem you have (such as a flat tire, you are lost, have run out of gas, or need a tow).
   - Pictures explain what information law enforcement needs, what you did wrong (were speeding, ran a red light, etc.), and what will happen as a next step, such as a warning, ticket or possible arrest.

People who want a paper or electronic copy of the communication card should send an email to dhhs.metro@state.mn.us or call 651/431-5940 Voice or 651/964-1514 Video Phone. DHHSD staff will need 1) your name, 2) mailing address and 3) the name of the county where you live.
What do these pictures mean?

- Write
- Text
- Voice to Text
- Lip-read
- Driver’s License
- Car Insurance
- Permit to carry card
- Hospital
- Flat Tire
- Tow Truck
- Empty gas tank
- Slippery/icy Roads
- School Zone
- Speeding
- Seatbelt
- Red light
- Crosswalk
- Texting & Driving
- Reckless Driving
- Broken Head/taillight
- Expired tabs
- Drugs/Alcohol
- Handcuffs/Arrest
- Arrest/Jail
Attention. If you need free help interpreting this document, call the above number.

For accessible formats of this information or assistance with additional equal access to human services, write to dhhs.metro@state.mn.us or call 651-431-5940 or use your preferred relay service.