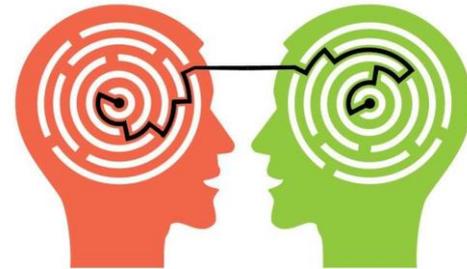


A Tool Kit for Communication and COVID-19



Office of Developmental Programs,
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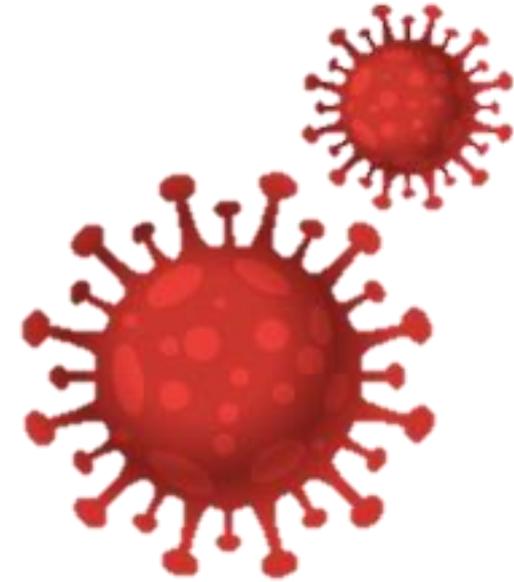


Why?



pennsylvania
DEPARTMENT OF HUMAN SERVICES

- Essential for sharing symptoms people may be having
- Complying with medical treatment so he/she can get better if they are ill
- Access to information on COVID-19 and what is happening in their community
- To have equal access for communicating their feelings, many people are feeling anxious and scared



Communication Profile

A quick, person-centered tool used to help those that may not know the individual well enough to communicate effectively with them.

My Communication Profile

My name is: <input type="text"/>	
How I share information	How I take in information
How to best support my communication?	
Things I enjoy	Things that may interfere with my communication

Adapted from IM / O'Connor Portfolio One-Page Profile

Care Needs Form

Quick snap shot made to be provided to medical professionals in case of emergency.

My Care Needs

How I move around:
How I eat and drink:
How I use the bathroom:
How I take medication:
Other important things about me:

Communication Support

- A tool that can be used to facilitate communication while for any individual that is in the hospital.
- It includes a visual pain chart, a communication board, and communication tips.

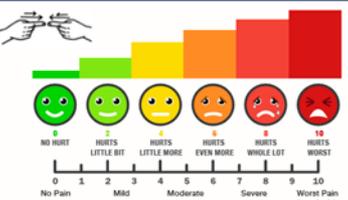


COVID-19 and Communication Support

Preferred Method of Communication

- Interpreter
- Gestures
- Pictures
- Reading & Writing
- Augmentative & Alternative Communication

Pain Scale



Communication Tips

- Get their attention before you speak
- Ask and/or indicate before touching the person
- Ask them their preferred method of communication
- Don't assume that lip-reading is an effective means of communication; using gestures & body language are best
- Minimize distractions and the number of people interacting with them
- Use simple language, ask one question at a time, and be aware of your facial expressions and body language
- Know that hearing aids/cochlear implants may improve hearing but may not improve understanding

Tips for using the Communication Board (on the next page)

- Tell them to point to the pictures/words on the page
- Use the board yourself to model communication
- Give extra time for response & tell them you will take the time to listen
- The board should be kept within their reach at **all times**
- Acknowledge and respond to each message
- Remember to respond to their facial expressions, body language, and behavior as well

Who can I go to for help with communication?

The Office of Developmental Programs, Special Populations Unit
RA-PWSpecialPopUnit@pa.gov

I feel	happy	scared	confused	frustrated	tired	bored	sad
sick	hot	cold	runny nose	cough	doctor	nurse	call nurse
diarrhea	can't breathe	vomit	stomachache	oxygen	medicine	eye drops	interpreter
fever	sore throat	dizzy	headache	hearing aids	inhaler	walker	more
lotion	chapstick	glasses	tissue	blanket	pillow	loud	all done
shave	walk	watch tv	new channel	family	home	bed	now
call	shower	clean glasses	change me	bathroom	drink	eat	later
yes	no	maybe	good	bad	need	want	stop

Tools & Resources for Individuals who are Deaf, Hard of Hearing, or Deaf-Blind



Signs for in Hospital Rooms

I AM **DEAF OR HARD OF HEARING**

WITH UNIQUE

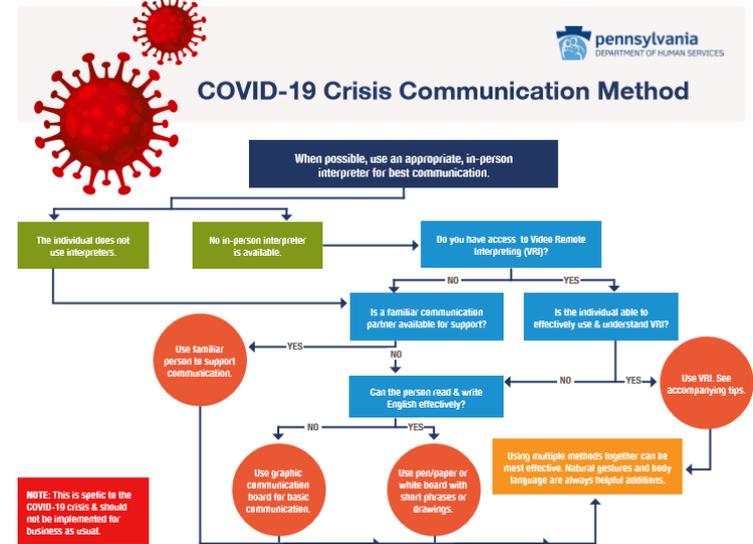
COMMUNICATION NEEDS.

I AM **DEAF-BLIND**

WITH UNIQUE

COMMUNICATION NEEDS.

Flowchart for Supporting Someone who is Deaf or Hard of Hearing



Tips for Supporting Someone who is Deaf-Blind



Tips for Supporting Someone who is Deaf-Blind

- Communication methods are as individualized as the person and may include:
 - Touch cues
 - Gestures
 - Real objects as reference
 - Tactile Sign Language
 - Large print or close up viewing for someone with low vision
 - Braille
- A person with deaf-blindness typically navigates life via touch; touching objects and people to understand information in the environment.
- Communication may take much longer than expected.
- The individual may prefer more communication than expected, such as describing where things are or what you are doing.
- Many people with deaf-blindness, particularly those with an additional disability such as a developmental disability, may not have a complete system of communication and may not understand a lot that is happening around them.
- Being in an unfamiliar environment and experiencing things out of the normal routine, is very challenging for someone with deaf-blindness. Helping the individual to feel safe and calm is an important prerequisite to communication and treatment.
- What to do:
 - Let them know you are there by touching them gently on the shoulder.
 - Identify yourself in the same way with touch (your watch, ring, long hair, glasses, etc.), your name, and your role, each time you interact with them.
 - Allow extra time for the person to consider their response. A delay does not necessarily mean they do not have a response.
 - Tell them when you are leaving the room.
 - Do not force them to touch something or move their hands or body without permission first.
 - Do not move important items around.
 - For someone with a vision loss, seeing the item up close, in their periphery, with brighter light, or with contrasting colors may be needed.

- Regularly updated information on COVID-19 in American Sign Language (ASL)
 - <https://www.nad.org/coronavirus/>
 - <https://emergencyaccess.info/>
- The Pennsylvania Training and Technical Assistance Network (PaTTAN) has a webpage developed to provide resources and supports:
 - <https://www.pattan.net/Disabilities/Deaf-Blind/COVID-19>
- Helen Keller National Center also has a webpage:
 - <https://www.helenkeller.org/hknc/covid-19-communication-guidelines>

Questions?



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or

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