

## Supporting the RIGHT to Communication

# EVERYONE HAS SOMETHING TO SAY!



## How to talk with someone who doesn't talk

- **CONNECT** — Make sure the person knows you want to “hear” them
- **TAKE TIME AND RELAX** — Take your time and give the person plenty of time.
- **ACCEPT** — Accept any form or means of communication.
- **VALUE** — Try to understand the person and include others in the conversation if needed.
- **CLARIFY** — Repeat the message and admit if you didn't understand. Work together to repair any communication breakdowns.
- **HONOR** — Speak directly to the person and not about the person as if they are invisible.
- **HELP** — Make sure that any communication system or device is always available in ALL settings.

# Technology is making communication easier for some people and **POSSIBLE** for other people.

## *When we can't talk, we all use AAC –* **ALTERNATIVE AND AUGMENTATIVE COMMUNICATION**

- The use of AAC will not hurt and may help speech development.
- A person usually has more than one way to communicate and may use them at the same time.
- We all have an active role to engage with and support AAC.
- New AAC innovations are always being developed.
- Some AAC devices actually produce voice and these are called “speech-generating devices.”

**2 OUT OF EVERY 3 PEOPLE  
in Pennsylvania  
who cannot speak  
DO NOT have an  
effective way  
to communicate.**



### **FUNDING ASSISTANCE**

- School district (if school aged)
- Medical Assistance
- Medicare
- Private Insurance
- Office of Vocational Rehabilitation
- Home and Community Based Waivers
- Grants
- Pennsylvania Assistive Technology Foundation

**CONTACT YOUR  
SUPPORTS COORDINATOR!**

## **FOR MORE INFORMATION**

Institute on Disabilities at  
Temple University  
PA's Initiative on Assistive  
Technology (PIAT)  
PA's AT Lending Library  
800-204-7428 (voice)  
800-268-0579 (TTY)  
[disabilities.temple.edu](http://disabilities.temple.edu)

Office of Developmental  
Programs (ODP)  
toll free  
customer service line:  
888-565-9435 (voice)  
866-388-1114 (TTY)  
[dhs.pa.gov](http://dhs.pa.gov)  
[RA-customerservice@pa.gov](mailto:RA-customerservice@pa.gov)

PA Training and  
Technical Assistance  
Network (PaTTAN)  
(for school aged  
individuals only)  
Central 800-360-7282  
East 800-441-3215  
West 800-446-5607  
[pattan.net](http://pattan.net)