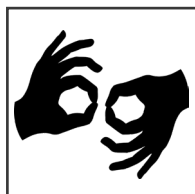


COVID-19 and Communication Support

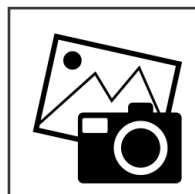
Preferred Method of Communication



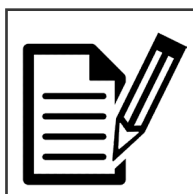
Interpreter



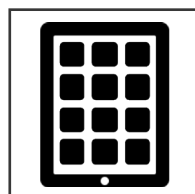
Gestures



Pictures

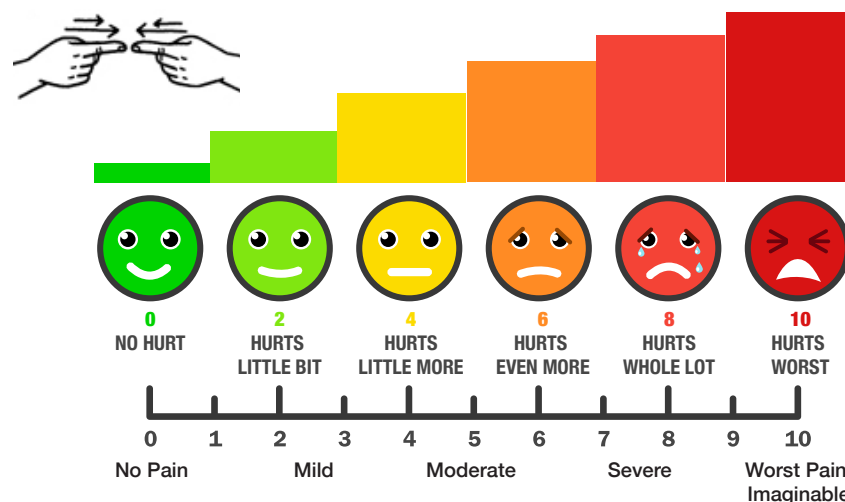


Reading & Writing



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

COVID-19 and Communication Support (continued)

 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