

Working with a Communication Assistant

Lesson 5 Communication assistance in critical situations



About This Lesson

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In this Lesson, you will learn about communication assistance in:

- ❖ Healthcare Settings
- ❖ Police, Legal and Justice Situations

Resources

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- ❖ Slides
- ❖ Audio scripts
- ❖ Communication Assistance Card for Hospital
- ❖ Communication Assistance Card for Police and Justice Situations



In a Hospital Setting

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- ❖ Tell the admitting physician who you authorize to assist with your communication.

Explain:

- ❖ Healthcare providers should not speak with your assistant(s). They should speak directly to you at all times.
- ❖ Your assistants help with communication but that you make your own decisions.
- ❖ See the card you can complete in the resource file



Attendants in Hospital

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- ❖ If you get attendant services through an agency, find out if they will provide these services to you if you are in a hospital.
- ❖ Would the agency need the hospital to pay for your attendant services?
- ❖ Do you have written notes on how nursing staff can assist you with transfers, meal time, personal hygiene?

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Communication Aids in Hospitals

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- ❖ Be prepared to communicate in an emergency and in a hospital setting.
- ❖ There are a number of communication resources that you get from the internet. We have listed a few of these in the resources. You can also ask your AAC clinic for suggestions.

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Communication Intermediaries

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- ❖ Communication Intermediaries are Speech Language Pathologists with extra training from CDAC to work in justice situations
- ❖ There are 250 Communication Intermediaries in Canada
- ❖ Communication Intermediaries can
 - Explain how you communicate
 - Assist you to understand questions posed by police and justice professionals
 - Facilitate you communicating your answers



Communicating with Police

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- ❖ If you need to report abuse or crime to police, bring along someone you trust to help with communication.
- ❖ If you don't have someone you trust, give the police the communication assistance card in the resource file.
- ❖ It tells police to get you a communication intermediary.
- ❖ The card also contains an internet link for pictures to communicate about crimes and abuses.



Things to Think About and Discuss

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- ❖ Complete the card that tells healthcare providers who you authorize to assist with your communication
- ❖ Complete a justice card requesting a communication intermediary
- ❖ Check out the roster of communication intermediaries at <http://www.access-to-justice.org/communication-intermediaries/roster/>



Feedback

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Please complete the feedback form for this lesson before moving to the next lesson.



Thank you for taking this course.
We hope you enjoyed it and that it was useful.