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About this Resource

In this webinar series, we aim to describe a range of generic communication supports that people may require to communicate and express preferences and decisions in any context - healthcare, legal or when using services in their community.

- Session 1: Context and Guiding Principles
- Session 2: Communication Disabilities: Barriers and Impact
- Session 3: Legal Context
- Session 4: Supports for people who speak, use communication boards or devices
- Session 5: Supports for people who use body language, vocalizations, facial expressions and/or behaviours



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Intended Audience

Service Sectors

- Healthcare Professionals
- Capacity Assessors
- **Public Guardians and Trustees**
- **Community Service Providers**
- Financial services
- Lawyers
- Justice services
- **Disability Services**
- Residential and attendant service providers

People who have disabilities and family members

- Disability Professionals
- Speech-Language Pathologists, Augmentative Communication Clinicians, Social workers and other disability related professionals

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Why this Resource is needed

- · People who have communication disabilities
- · Community Services
- Healthcare Services
- Disability Services
- · Legal Services
- Augmentative Communication services
- · Developmental Disability services
- Speech Language Pathologists
- · Communication Intermediaries

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Guiding Principle

We believe:

- Communication is the foundation for exercising autonomy and making decisions.
- Everyone has the right to get the supports they may need to empower them to control their lives in all decision-making arrangements
 - independent decision-making
 - assisted or supported decision-making
 - substitute decision-making
- People may need support in some decisions and not others.

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Guiding Principle

We believe:

- Communication supports are required before a person's capacity to make decisions can be determined.
- Communication supports differ in type and amount depending on the individual's needs and the context in:
 - Understanding information
 - Expressive communication
 - Assistance to make decisions
- Communication supports include:
 - Strategies you can use to facilitate communication
 - Communication tools for comprehension and expression
 - Communication assistance from known support persons
 - Speech Language Pathology Services

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Guiding Principles

We believe

- Support persons can play different and important roles
 - Communication Assistant
 - Proxy Communicator or Advocate
 - Decision Supporter
 - Substitute Decision Maker
- Professional communication services may be required in critical situations
 - Complex communication needs
 - Medical Assistance in Dying
 - Justice setting
 - Evidence of undue persuasion, coercion or abuse of power



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Guiding Principle

Formal, symbolic communicators may communicate using

- Speech, pictures, symbols, writing, spelling, typing, communication device
- May or may not require supports to make and / or communicate decisions
- May or may not have challenges understanding spoken language

Informal, non-symbolic communicators may communicate using

- Body language, facial expression, vocalizations, pointing or looking at objects and people, behaviours
- Rely on other people to interpret preferences and choices
- Have significant challenges understanding spoken language

People who cannot communicate or make informed decisions, after assessment by a Speech-Language Pathologist

 May rely on trusted people to speak on their behalf and to make decisions based on the individual's current and past known preferences, will, values, advanced directives and wishes, personal, emotional and spiritual needs. CDACI) o 2020

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The Big Picture

- Personal, community and support networks
- Independent advocates
- · Communication services and device funding
- Legislation, policy and procedures
- Education for community services

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