

How to use the communication cards?

Communication (= understanding, speaking, reading and hearing) can be difficult for people with communication disorders and/or other disabilities.

It can be helpful to support what you say with pictures like on the cards with information related to COVID-19.

Below some advice how you can use the communication cards properly and also how in general to communicate with people that have problems communicating.

Before you start: general advice

- Take the time for a talk, sit down, don't rush
- Don't talk too fast, articulate properly (you don't need to speak louder), make short sentences
- Don't combine talking with (many) other activities
- Limit noises from the environment and try to not be disturbed as much as possible
- Make sure you can see a person's face in order to see his/her response

Use of communication card

- Sit in front or next to a person in a way that you can see the communication card (in front of you and the person) and the person's face
- Announce the topic first and then start to talk
- Point with your finger/hand to the pictures which relate to the topic you are talking about
- Use direct language (e.g. *Don't go to church/mosque.* instead of *Avoid going to religious places like churches* etc.) as much as possible and try to avoid lengthy descriptions
- Stress most important words/messages with your voice
- Speak about one topic at a time and don't change subject suddenly
- Check whether the person understood you or not (yes/no question)

- Stimulate the other to use pictures as well to support what he/she is trying to say
- Give time for response
- Ask yes/no questions to check what a person is trying to say
- Make a short summary of what you have understood from a person with communication problems and check whether it's right