



Communication kit for patients, families and health providers

About the communication kit

This kit is designed for use in health care settings to help patients and healthcare providers work together for better communication. It includes tools and communication boards to help with communication needs, such as they have trouble speaking, understanding others or expressing themselves.

Chose the parts that work best for you. These resources can be downloaded and printed. It is completely optional.

Visuals (or pictures) can be very helpful for people to understand and express themselves. They don't go away like spoken words, so they can look at them for as long as they need. Pictures can help people remember, make things clearer, prevent arguments, and simplify complicated information.

How I communicate



Here are some of the things you may wish to share with your healthcare team:

1. Your chosen name and pronouns
2. The language you prefer to use
3. If you would like a translator or interpreter to help you communicate with us
 - If you use specific tools or devices to help you understand or communicate with others, such as:
 - i. Hearing aids, cochlear implant, pocket talkers, etc.
 - ii. White boards, communication board, pen and paper, etc.
 - iii. Glasses, magnifying glass, braille
4. Other information that will help you feel more comfortable, like:
5. If you need help filling out forms
6. If you need someone to walk with you to where you need to go

Healthcare providers: Facility use

cleaning and set up

You can **print** this kit for a patient to use. To assemble this kit, you will need to print the resources in this document and include the following:

- A **laminated piece of white paper**/card stock (makeshift whiteboard)
- Fishing line (if you wish to attach the marker to the clip board)
- A **plastic** clip board (wipeable)
- Pen
- White board marker
- Paper

When printing and providing a kit, please consider the following:

- Print resources in **colour** (if possible).
- For multi-patient use, **lamine** resources or place them in a **page protector**.
 - When laminating, ensure you keep a 0.5-inch border around each item when cutting for a strong seal.
 - If you cannot laminate or use a page protector, give each patient their own kit.
- **Clipboards** provided to the patient **must be plastic/wipeable**
- Laminated or page protected resources and clipboards can be sanitized by:
 - **Cleaning** first with (soap and warm water, or an AHS-approved disinfectant wipe to remove debris) and then,
 - **Sanitizing** using another AHS-approved disinfectant wipe.
- If you attach a marker to the clipboard (to keep it from getting lost), ensure you use a product that can be sanitized (e.g., fishing line). Rope or twine cannot be sanitized sufficiently.
- In addition to these resources, please also give the patient a **pen and paper**. This allows them to write messages ahead of time and save frequent messages.

When sanitizing resources and the clipboard, do not to place sanitized items back in a dirty container. **Clearly separate dirty and clean items.** You can sanitize the container you used to transport the items before cleaning, so you have a clean place to put items back into.

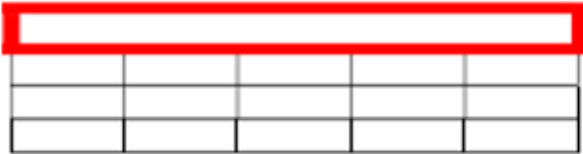
Communication board instructions: For patients without an established communication method.

A patient may develop a need for a communication board while in hospital. To help a patient learn how to use the communication board:

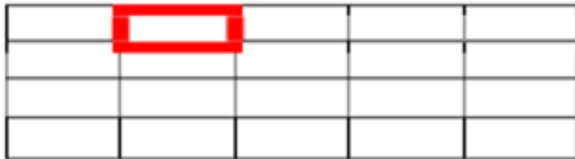
1. Tell the patient this is one way for them to communicate while they cannot talk—for example, while on a ventilator.
2. Review the messages on the Patient Communication Board. Give the patient an example of how to use the communication board: If you would like a “blanket,” you can touch the “blanket” message on the board.
3. Show them the alphabet boards. Tell them they can use either of these boards to spell what they want to say. This could be the name of a person or a short message.
4. Leave all communication boards close to the patient. Hand the board to the patient when you’re communicating together. Encourage them to use both the phrases and alphabet board.

If the patient can’t use their hands to touch the board, help them using the following method:

1. Establish a way for them to indicate a “yes” response (such as looking up or making a sound)
2. Point to each row in turn and ask if the message or letter is in that row. Pause between rows so they have time to scan the row: “Row one, pause. Row two, pause.”

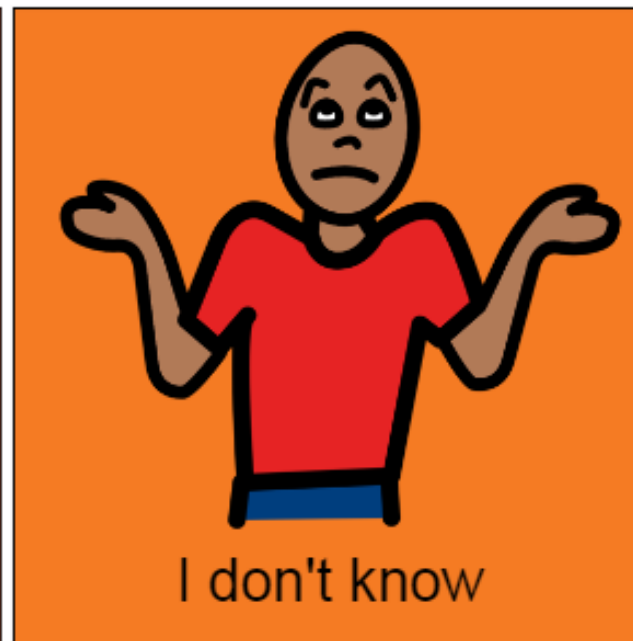
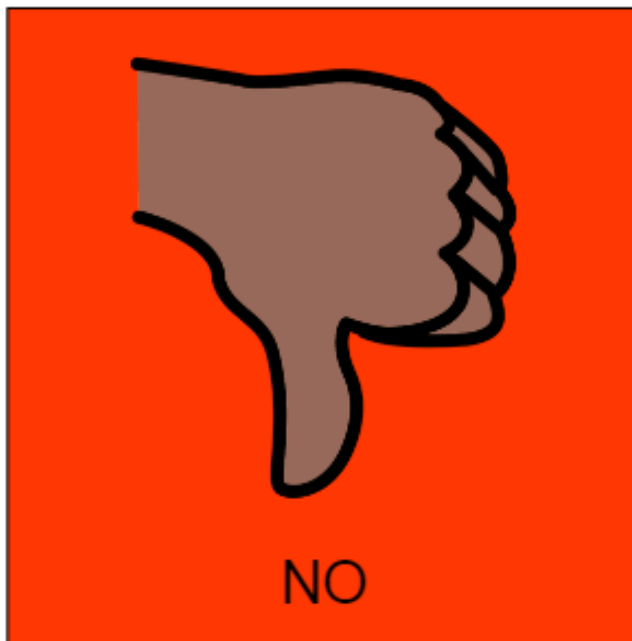


3. The patient needs to use their “yes” response to indicate this is the row they want. They **do not need** to indicate a “no” for each row they do not want.
4. Next, from the row they chose, move across each item in the row and name the item. Be sure to pause between each item.



5. The patient needs to use their “yes” response when you reach the item or letter they want.
6. If spelling, you can guess the word after 2 letters are selected, but make sure to verify with the patient if it is correct.

Tool For the patient to say “yes, no, or I don’t know”









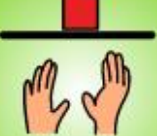





























Patient communication board: To help patient communicate with others.

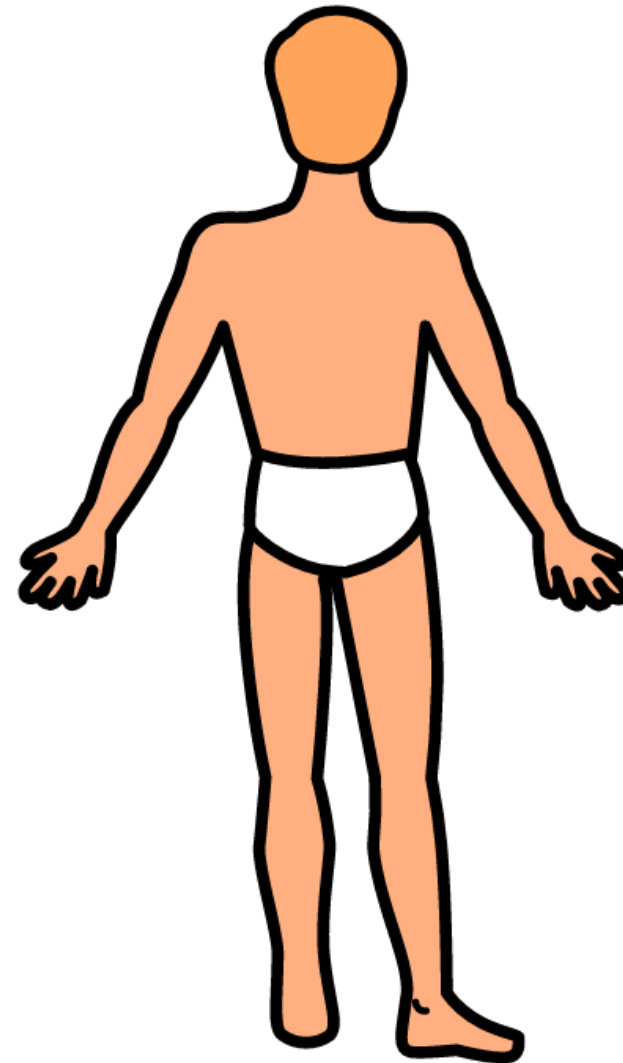
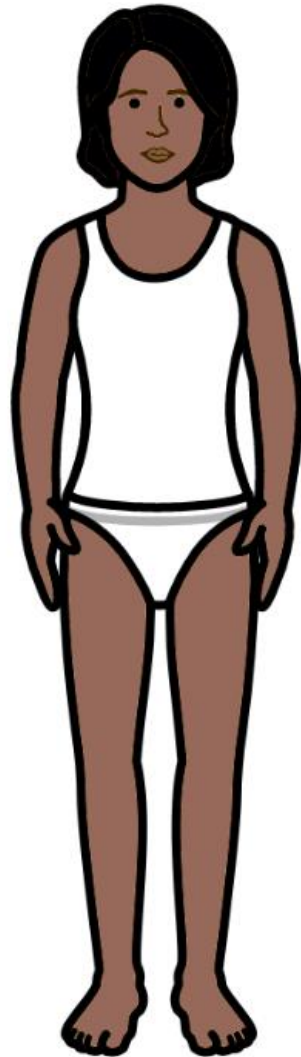
10			difficulty breathing difficulty swallowing difficulty seeing difficulty hearing hot cold					
9	extreme pain							
8								
7	severe pain							
6								
5	moderate pain							
4								
3	mild pain							
2								
1	no pain							

yes no I don't know	talk to doctor contact family I have a question	hungry thirsty help with toilet sleep
Ask me a yes/no question spell spiritual/religious need	hearing aid uncomfortable/reposition TV on/off lights on/off	medicine personal hygiene glasses date/time?















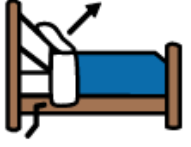


Universal core board: 36 useful single words to use alone or in combination for a range of purposes.

 what	 why	 who	 where	 when	 stop
 I	 not	 want	 same	 different	 more
 you	 turn	 open	 all	 some	 finished
 she	 make	 do	 look	 on	 good
 he	 go	 help	 like	 up	 here
 it	 can	 put	 get	 in	 that

Body pictures: To show body parts for pain, injury, medical testing and questions.



Healthcare provider board: To help patient and healthcare provider understand each other. Healthcare providers talk, point to matching pictures and wait for patient to indicate they understand (e.g., nod, slow eye blink).

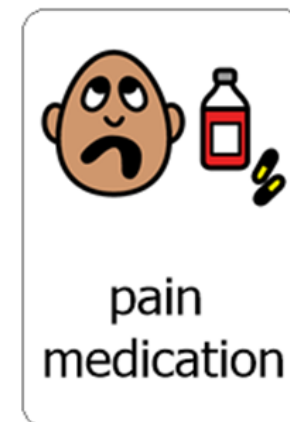
 doctor	 nurse	 physical therapist	 occupational therapist	 speech therapy
 recreational therapist	 psychologist	 social work	 ultrasound	 respiratory therapist
 MRI	 x-ray	 IV	 operation	 ventilator
 G-tube feeding	 needle	 thermometer	 medicine	 stay still
 vitals	 move bed/unit	 exercise	 call family	 any questions?

Pain communication board: To help the patient and healthcare provider communicate about pain.

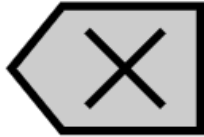
Yes

PAIN SCALE

No



Alphabet board: For patients who can spell by pointing or scanning. If patient cannot touch board, establish a way for them to signal “Yes” (e.g., long eye blink). Then, point to each row and ask, “is it in this row?”. Wait for patient’s signal before moving to the next row. After a “yes”, go through each item in that row and wait for a “yes” response. They do not need to indicate “no” for undesired options.

A	B	C	D	YES	SPACE	1	6
E	F	G	H	NO		2	7
I	J	K	L	M	N	3	8
O	P	Q	R	S	T	4	9
U	V	W	X	Y	Z	5	10

Keyboard alphabet board: For patients who can spell by pointing or scanning. If patient cannot touch board, establish a way for them to signal “Yes” (e.g., long eye blink). Then, point to each row and ask, “is it in this row?”. Wait for patient’s signal before moving to the next row. After a “yes”, go through each item in that row and wait for a “yes” response. They do not need to indicate “no” for undesired options.

Q	W	E	R	T	Y	U	I	O	P
A	S	D	F	G	H	J	K	L	
yes	Z	X	C	V	B	N	M	no	
1	2	3	4	5	6	7	8	9	0

I made a mistake	New word	End of Sentence	Do you understand?	Wait please
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Communication kit example

