



**A COMMUNICATION AID
FOR EMERGENCY
PERSONNEL**

**Supporting People with Unique
Access or Functional Needs
(including disabilities)**

UConn

UNIVERSITY CENTER FOR
EXCELLENCE IN
DEVELOPMENTAL
DISABILITIES

CT LEND

LEADERSHIP EDUCATION
IN NEURODEVELOPMENTAL
AND RELATED DISABILITIES

***A Communication Aid for Emergency
Personnel: Supporting People with Unique
Access or Functional Needs
(including disabilities)***

This communication aid for emergency personnel has been created as a companion to the flipbook, “Prep is Personal Find the Fridge - Tips For Emergency Personnel: Supporting People with Unique Access or Functional Needs (including disabilities).” Information from both flipbooks is also available on line at

www.uconnucedd.org.



HOW TO USE THIS FLIPBOOK

Although this Flipbook can be helpful, the reality is that in any emergency, communication can be challenging. This can be especially true for people who live with communication challenges on a daily basis. Yet, there is likely to be no other time when clear communication is essential for all concerned.

If you provide services in the event of an emergency, here are some things to do before an emergency occurs:

1. Familiarize yourself with the General Interaction Guidelines.
2. Familiarize yourself with the range of communication challenges you may encounter.
3. Download the Google Translate app onto your cell phone or tablet <https://translate.google.com>. Now you can translate English phrases into 104 other languages and vice versa.

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HOW TO USE THIS FLIPBOOK

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4. Learn to use Google Translate so you can quickly interpret from English to more than one language if you are in a multi-lingual, culturally diverse situation.
5. Download the Signing Savvy app <https://www.signingsavvy.com/> onto your cell phone or tablet.
6. Scan through this flipbook to see what communication aids are available.
7. Practice asking YES/NO questions.
8. Practice turning the SENTENCE/ CONVERSATION STARTERS into questions.

In an emergency, consider handing this flipbook to the person you need to communicate with so they can show you the system that works best for them.

HOW TO USE THIS FLIPBOOK

GENERAL INTERACTION GUIDELINES

- **Look for “PREP IS PERSONAL” information on the fridge**
- Ask the person how you can best assist
- Speak directly to him/her even if another (e.g., staff member, person without a disability) is present
- Don't make assumptions about abilities or challenges
- Be patient, empathetic, and calm
- Always speak respectfully in the person's presence
- Remember people with disabilities are often their own best emergency managers
- Take the extra time to explain why: This may actually save time in the long run
- Use common gestures (e.g. come, go, wait) if in a hurry

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GENERAL INTERACTION GUIDELINES

GENERAL INTERACTION GUIDELINES

- Avoid idioms (e.g., “spread eagle,” “knock it off,” or “cut it out”)
- Be aware that access and functional needs differ for each individual regardless of their label or how they may initially appear to you and that some may not be readily apparent
- Watch for and alleviate any signs of anxiety/stress
- Share what you learn about the individual with others who will be assisting
- Avoid restraints, instead clear the room of others

COMMUNICATION CHALLENGES

Some people can understand even if they cannot express themselves. Some who speak may be difficult to understand or may say things that appear out of context. Others require clear and direct language, restatement, checks for understanding, and/or nonspeech cues (e.g., drawings or gestures).

- Possible Access/Functional Challenges
 - * May be non-verbal or have limited speech
 - * May comprehend more than able to express
 - * May not speak English as a primary language
 - * May use an Augmentative or Alternative Communication system (AAC) or VOCA (Voice Output Communication Aid)

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COMMUNICATION CHALLENGES

COMMUNICATION CHALLENGES

- Unique Interaction Guidelines
 - * Look for signs of not understanding or misunderstanding
 - * Listen carefully to what is being said
 - * Re-word/Try another way to communicate
 - * Don't be afraid to ask the person to repeat themselves or show you
 - * Use your iPhone or similar device to locate a translation app if you need English translated into another language
- Look for/Take with any communication-related equipment/supplies including iPhones, iPads, or similar devices
- Bring all charging devices

COMMUNICATION CHALLENGES

YES/NO QUESTIONS

Some people may do better answering YES/ NO questions. Be careful not to ask either/or questions because those cannot be answered YES/NO.

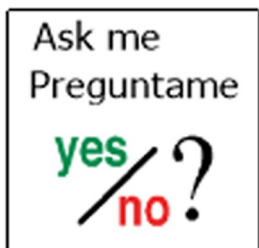
YES
si

NO
no

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YES/NO QUESTIONS

YES/NO QUESTIONS

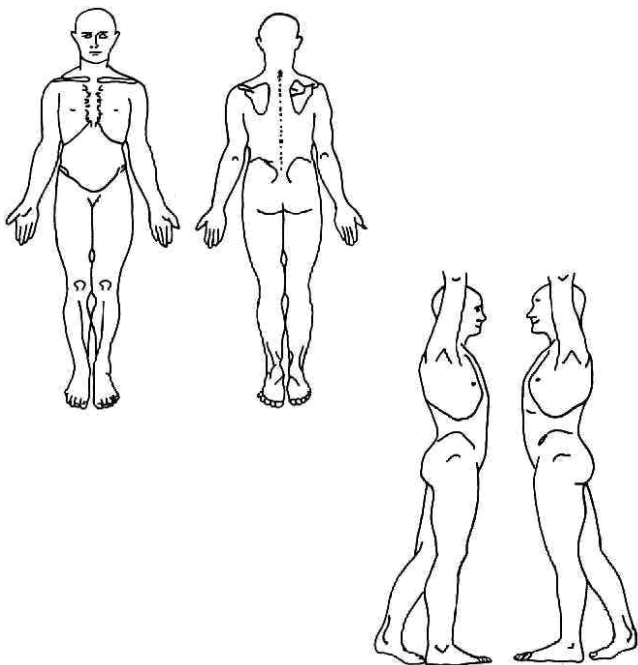


YES/NO QUESTIONS

BODY/PAIN CHARTS

Where is your pain?

¿Dón de está tu dolor?



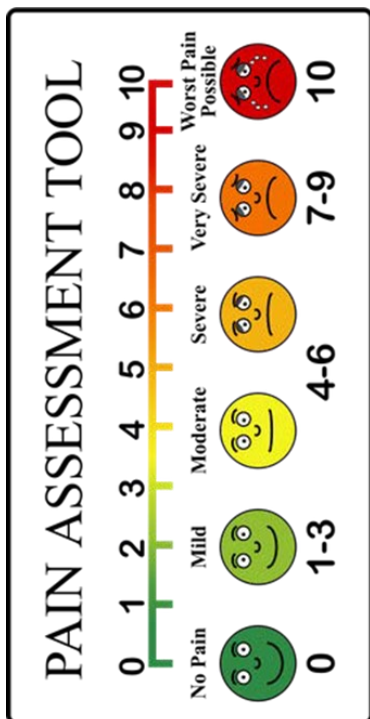
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BODY/PAIN CHARTS

BODY/PAIN CHARTS

How bad is your pain?

¿Qué tan fuerte es tu dolor?



BODY/PAIN CHARTS

SENTENCE/CONVERSATION

STARTERS

Ok to rephrase in the form of a question. Remember to use Google Translator <https://translate.google.com/> if you need to translate these sentence/conversation starters into other languages.

Your name is _____.
Su nombre es _____.

You are _____ years old.
Tienes _____ años.

You live _____.
Vives en _____.

Continued on reverse side →

SENTENCE/CONVERSATION STARTERS

SENTENCE/CONVERSATION

STARTERS

Your allergies are _____.

Sus alergias son _____.

The medications you take are

_____.

Los medicamentos que tomas son

_____.

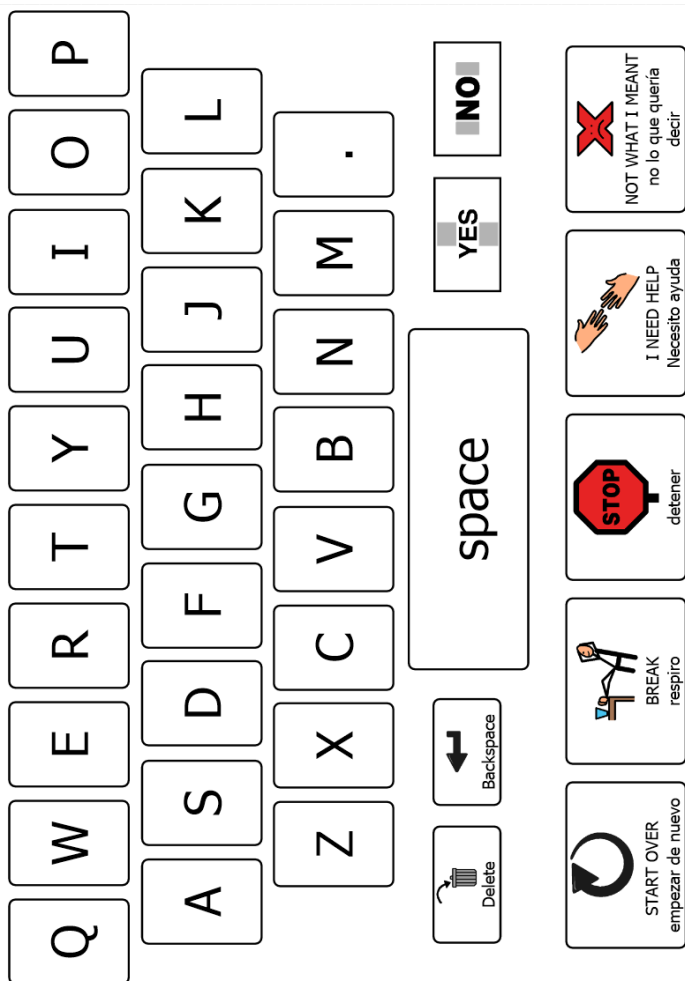
You need _____.

Necesitas _____.

You want _____.

Usted quiere _____.

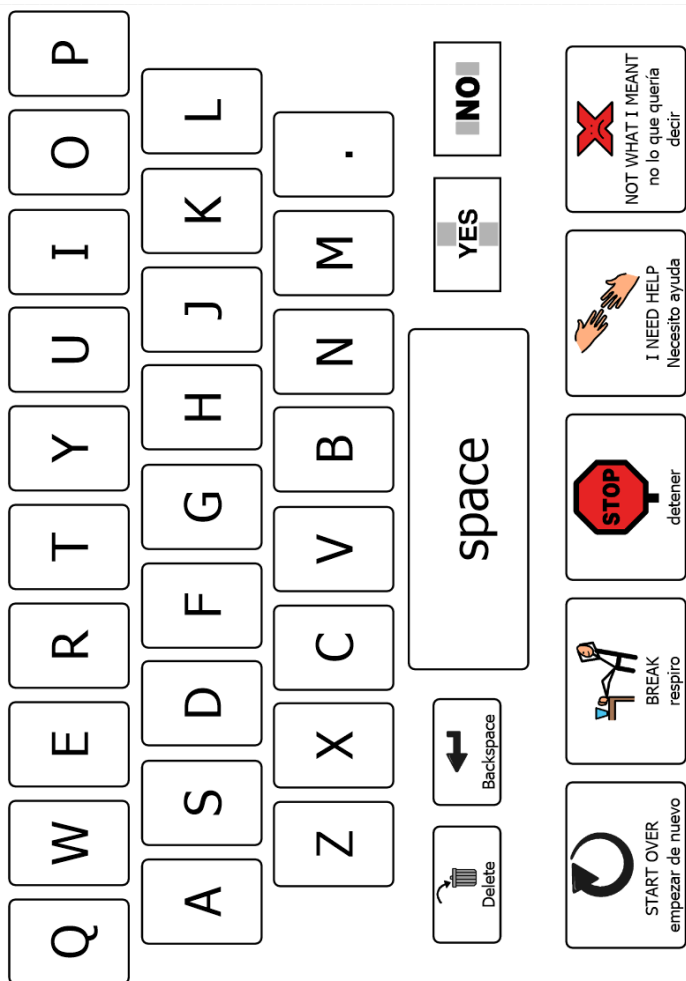
QWERTY KEYBOARD



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QWERTY KEYBOARD

QWERTY KEYBOARD



QWERTY KEYBOARD

SIGN LANGUAGE

Communicating with the Deaf and Hearing Impaired

<https://www.signingsavvy.com/>

Use this if you have access to your cell phone or other personal device.

Video relay does not work for everyone.

- If someone says they are deaf or hard of hearing, believe them
- Facial expression of deaf people may appear angry. They are not! Assume cooperation is desired
- Only some deaf people can lip read. Even these miss a lot of what you say
- Avoid simple Yes/No question because deaf people may say Yes just to please you
- The person doing the asking must be in the visual field of the person in an emergency situation
- Lighting must be good without being in someone's eyes; turn off flashers, avoid blinding with examination lights and flashlights
- Exaggerating your pronunciation usually makes it worse
- Hearing one sound does not mean someone can hear other sounds
- Some signs may look like the person is reaching for a weapon (making the police sign) or about to be aggressive (the help sign). If the person is deaf or hard of hearing, presume good intent

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SIGN LANGUAGE-WORDS

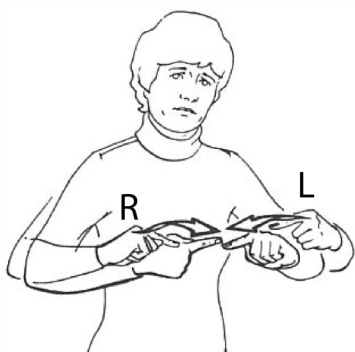
SIGN LANGUAGE



HELP



STOP



HURT



SICK

Illustrations by Paul, F.A., in Humphries, T., Padden, C., & O'Rourke, T.J. (1994). A Basic Course in American Sign Language, 2nd ed. Silver Spring, MD: TJ Publishers.

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SIGN LANGUAGE-WORDS

SIGN LANGUAGE



WANT



WHERE



NOW



BATHROOM

Illustrations by Paul, F.A., in Humphries, T., Padden, C., & O'Rourke, T.J. (1994). A Basic Course in American Sign Language, 2nd ed. Silver Spring, MD: TJ Publishers.

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SIGN LANGUAGE-WORDS

SIGN LANGUAGE



WHO



WHAT



WHEN



WHY

Illustrations by Paul, F.A., in Humphries, T., Padden, C., & O'Rourke, T.J. (1994). A Basic Course in American Sign Language, 2nd ed. Silver Spring, MD: TJ Publishers.




SIGN LANGUAGE-WORDS

PICTURE COMMUNICATION SYMBOLS

Introdu- cing Yourself

I am Soy yo 	police policia 	firefighter bombero 	ambulance ambulancia 
doctor medico 	nurse enfermera 	helper ayudante' 	

Basic answers to basic questions

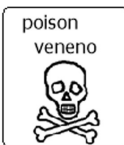
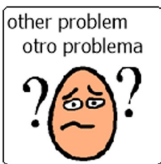
Ask me Preguntame yes / no? 	yes si 	no 
good bien 	bad malo 	Don't know No se' 

Who? Quien?

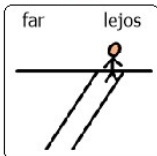
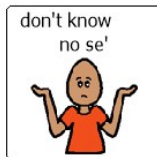
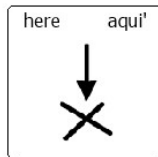
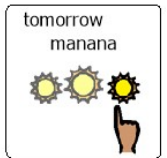
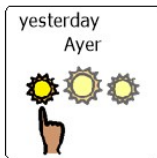
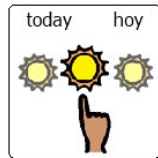
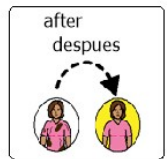
me 	you tu' 	family familia 
neighbor vecino 	friend amigo 	stranger extrano 

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PICTURE COMMUNICATION SYMBOLS















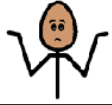
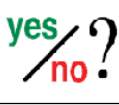
PICTURE COMMUNICATION SYMBOLS



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PICTURE COMMUNICATION SYMBOLS

PICTURE COMMUNICATION SYMBOLS

Go? 		ir?	
emergency emergencia 	no emergency no emergencia 	ambulance ambulancia 	no ambulance no ambulancia 
hospital 	no hospital 	my house mi casa 	other house otro casa 
police station Comisaria 	no police station no comisaria 	school escuela 	
shelter refugio 	no shelter no refugio 	don't know no se' 	Ask me preguntame yes / no? 

PICTURE COMMUNICATION SYMBOLS



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PICTURE COMMUNICATION SYMBOLS

PICTURE COMMUNICATION SYMBOLS



Designed to Accompany:

PREP IS PERSONAL: FIND THE FRIDGE!

*A Comprehensive Emergency Management Training
Curriculum Addressing Unique Access and
Functional Needs*

and a companion to

PREP IS PERSONAL FIND THE FRIDGE

*Tips for Emergency Personnel: Supporting People
with Unique Access or Functional Needs
(including disabilities)*

Designed for Municipalities, First Responders, and CERTs as well as people with disabilities and their families, friends, assistants, and other support providers.

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NOTES

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