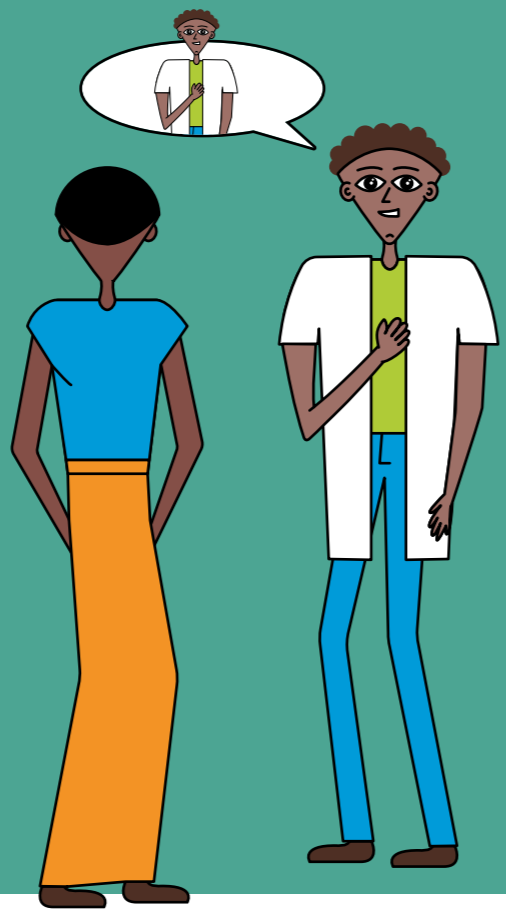
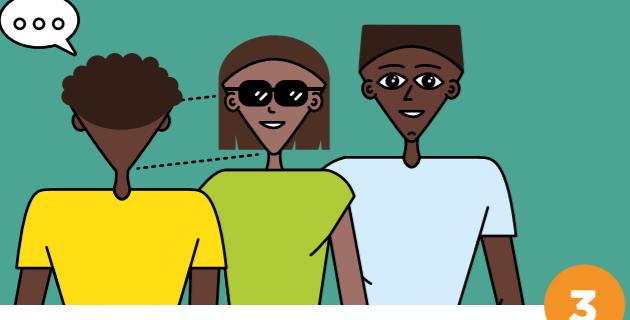
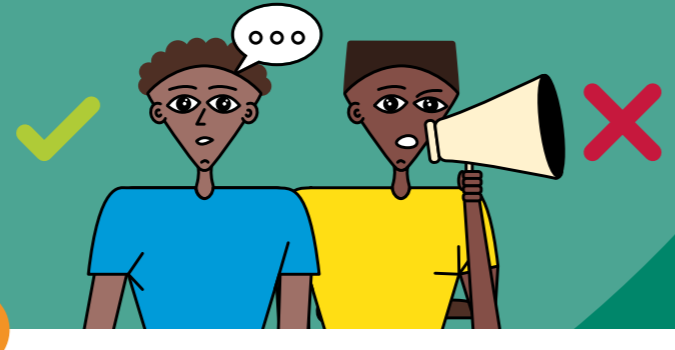
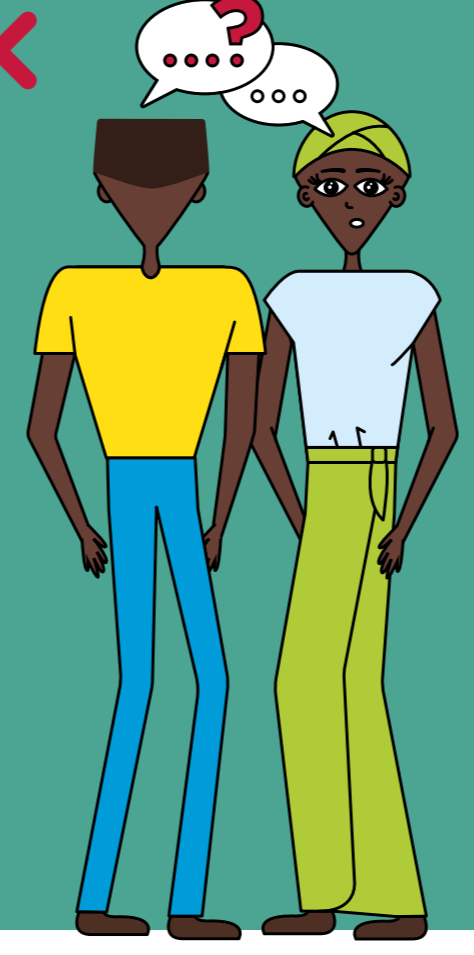

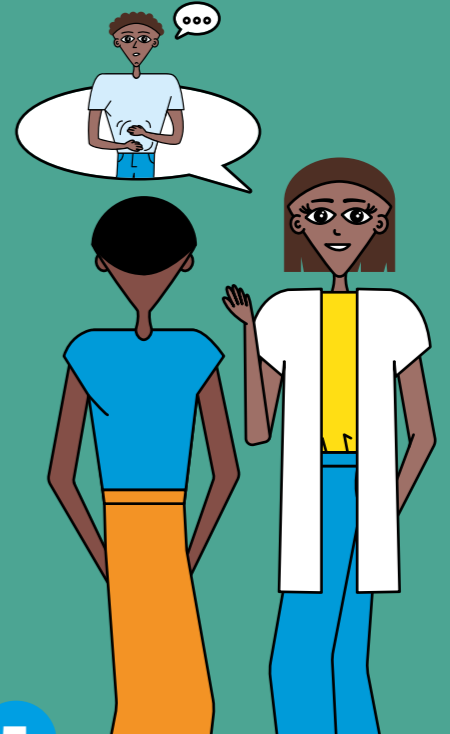


## How to **communicate** with persons with a **visual impairment**


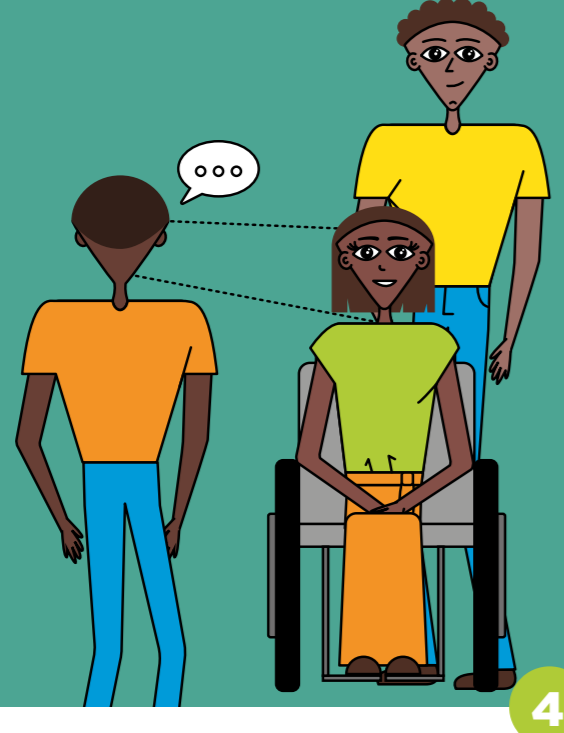
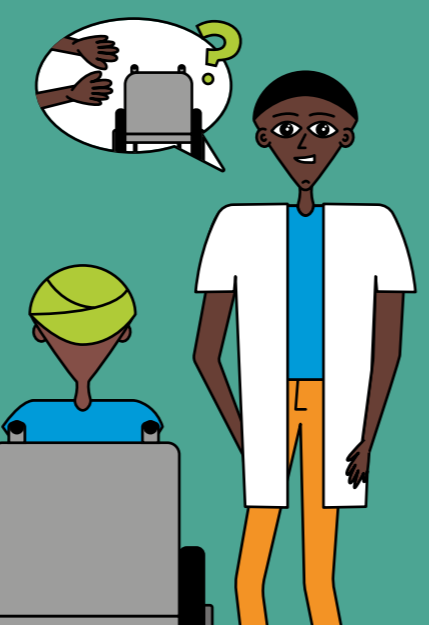
- 1 Be specific in your descriptions. Say, "the chair is in front of you," **not** "the chair is here."
- 2 Identify yourself so the person knows who you are.
- 3 Speak to the person directly. Do not use a third person.
- 4 Inform the patient before starting a procedure - it can be scary to be touched without warning!
- 5 Mark pill bottles with large print labels or tactile markings.
- 6 Inform the patient when you are leaving the room.
- 7 Speak naturally and clearly. There is no need to shout.

## How to **communicate** with persons with **speech difficulties**


- 1 If you do not understand what the person said, ask them to repeat it.
- 2 Give the person time to speak.
- 3 Do not interrupt or complete sentences.
- 4 Do not pretend you have understood if you haven't.
- 5 Ask if there is somebody close by who may be able to interpret.

## How to **communicate** with persons with a **physical impairment**

- 1 Do not treat someone childishly, for example by patting on the head or shoulder.
- 2 Try to place yourself at eye level with the person.
- 3 Do not remove a person's assistive devices from where they have placed them.
- 4 Address the individual, not his or her companion.
- 5 Ask if the person would like assistance.



## How to **communicate** with **deaf and hard of hearing**





- 1 Get their attention by standing somewhere where they can see you.
- 2 Ask how the person would prefer to communicate.
- 3 Check if they have understood by asking for feedback.
- 4 Face the person. Do not cover your face or mouth.
- 5 Talk slowly and clearly. Do not shout.
- 6 Move to a quiet area so there is no background noise.
- 7 Repeat key messages. For example by writing them down.

## How to **communicate** with persons with **intellectual disabilities**

- 1 Speak clearly. Use short sentences and easy words.
- 2 Take time, don't hurry and create trust for the person to feel comfortable with you.
- 3 Have a quiet and calm place for talking.
- 4 Use pictures or other visuals.
- 5 Check with the person if they understand what you are saying.
- 6 Use gestures and facial expressions. For example, look sad when you are talking about being unhappy.