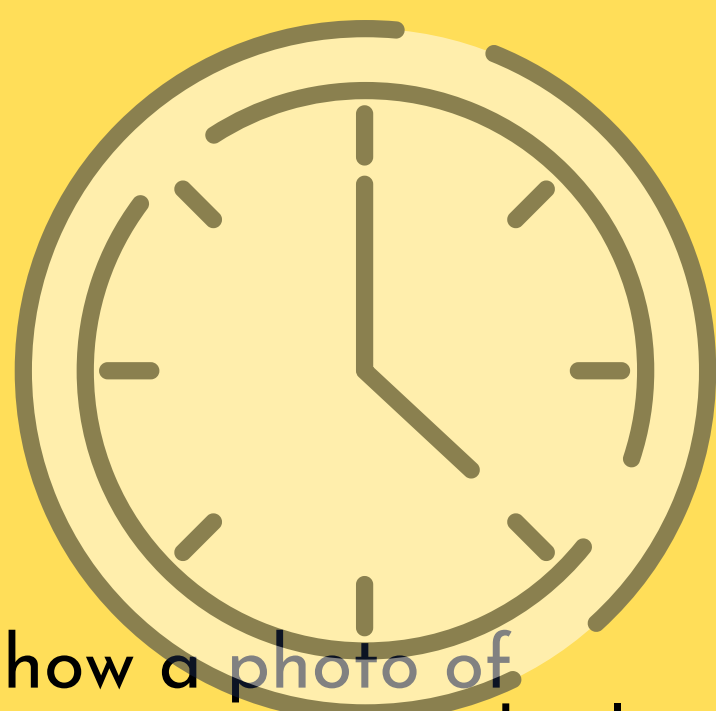


COMMUNICATING IN PPE

REMEMBER... T.A.L.K.

TIME



Take time to plan

If you are clinical - show a photo of yourself, always say your name and role

Take time to talk - use simple everyday words and sentences

Give information in chunks - one bit at a time

Give people time to respond

Speak clearly and slowly, but don't shout

Reduce background noise

Know and accept the way the person communicates - ask those who know them well

Use appropriate supports and technology:

- Hearing aids and portable amplifiers
- Communication aids - high tech and low tech (alphabet boards, pictures etc.) Pen and Paper!

Apps can support hearing, dictation or translation

ASK

what helps?



Use body language, gesture and eye contact - a smile can be seen in the eyes!

Keep your head up and at the person's level

Nod or shake your head to show what you mean



LISTEN and LOOK

KEEP TRYING



Check the person has understood

Don't ask too many questions