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# Policy on Communication with People We Support: Rights and Responsibilities at COPE Foundation

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## Who does this policy apply to?

This policy applies to all staff working in COPE Foundation.

## What does this policy aim to do?

This policy outlines what the communication rights of people we support are and what responsibilities staff have when they are communicating with the people they support.

## Introduction

This document is about Communication at COPE Foundation. We made it so that we can all understand communication and help each other to communicate better in our organisation.

We have rights and responsibilities to help us communicate to the best of our ability. We explain them in this document so that people we support, staff, family and friends of COPE Foundation understand how we feel about communication.



Communication is about how we get our messages across to other people and about how we understand what people say to us.

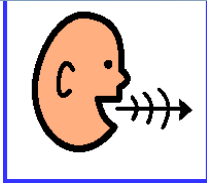


It is about how we tell people things.  
It is about how we let people know how we feel.  
It is about how we tell people what we want and need.  
It is about how we understand what people are saying to us.



At COPE Foundation we think communication is really important. We want everybody to be able to communicate well. We understand that people communicate in different ways.

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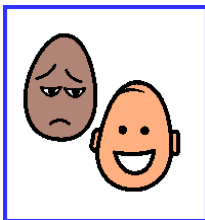
Some people talk.



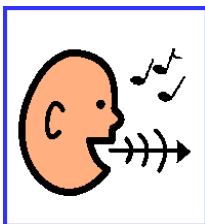
Some people sign.



Some people use computers.



Some people use their facial expressions.

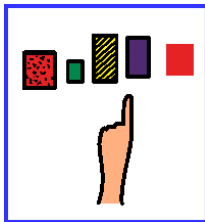


Some people use the tone of their voice.



At COPE Foundation we need to support each other to communicate well.

## Rights of People We Support



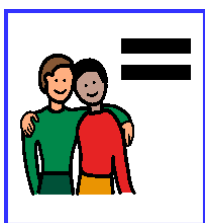
We have the right to communicate whatever way we choose.



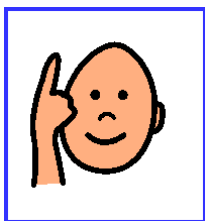
We have a right to get help with communication.



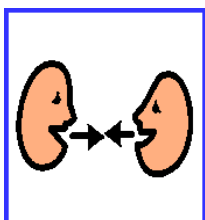
We have a right to get help communicating in whatever way we can, using a computer or pictures or Lámh signs.



We have a right to be with people who support us to be the best communicators. This means treating everyone as an equal in conversations.



We have a right to be spoken to in a way we understand.



We have a right to be spoken to in a polite way.

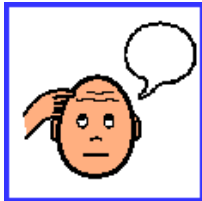
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If we are talking about somebody, we should talk directly to them.



We have a right to ask for things we want.



We have a right to say what we think.



We have a right to make choices about the things we do and don't do.



We have a right to say 'no' when we don't want to do something.



We have a right to talk to people.



We have a right to be listened to and to be understood.

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We have a right to ask questions.



We have a right to have our questions answered.



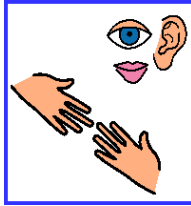
We have a right to get help to communicate with our family, friends and other people in whatever way suits us best.



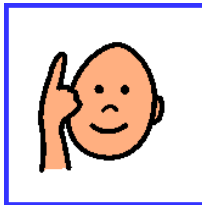
We have a right to get help to use the internet or different ways to communicate with other people if we want to.

## Responsibilities: Everyone working in has the following responsibilities

### towards people we support



We have a responsibility to help each other communicate.

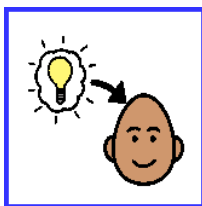


We have a responsibility to do our best to understand others.

We have a responsibility to understand how other people like to communicate when we are with them.



We have a responsibility to use language and words that people understand and to use pictures to help them if they need them.



We have a responsibility to learn how somebody communicates if we do not understand them.



If someone uses a computer to communicate and it breaks, we all have a responsibility to help the person to get it fixed quickly.



We all know that we need to think about communication all the time and try to make it easy for everyone to communicate.





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**A special thank you to the following people who  
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