

TOTAL COMMUNICATION POLICY 2017



KARE POLICY DOCUMENT				
<i>Policy Owner: Speech and Language Therapy Department</i>				
<i>Rev. No.</i>	<i>Approved by OMT</i>	<i>Approved by KARE Board</i>	<i>Launched Heads of Units</i>	<i>Operational Period</i>
Rev. 1	June 2014	October 2014	November 2014	Nov 2014 – Feb 2018
Rev 2	January 2018	March 2018	March 2018	March 2018 -

Section 1: Policy

Background to this Policy

KARE have written this policy because they believe that communication is a basic human right for everyone. Communication is important for everybody's well-being and quality of life. It affects how people feel about themselves, the choices they make and their relationships.

We know that many people with an intellectual disability can find it hard to communicate using speech, so KARE have written this policy to make sure KARE pay attention to all kinds of communication.

This policy was updated in 2017 as there were changes made to the Communication Bill of Rights.

Why we need this Policy?

The aim of this policy is to make sure that KARE makes it easy for each person to use their own way of communicating and that their way of communicating is understood and used by the people who support them, to meet their needs.

Who is this Policy for?






This policy is for everyone working on behalf of KARE including staff, people taking part in CE and on LTI courses, students on placement and volunteers.







Policy Statements

1. We in KARE support the Communication Bill of Rights

We in KARE support the Communication Bill of Rights written by the National Joint Committee for the Communication Needs of Persons with Severe Disabilities 2016.

We believe that everyone has a right to communicate. Rights are:

1.		To be able to ask for things events and people
2.		To be offered choices
3.		To say no
4.		To communicate and be with other people
5.		To have information about things you want to know about

<p>6.</p>		<p>To have help with communication</p>
<p>7.</p>		<p>To be listened to</p>
<p>8.</p>		<p>To have access to what you need to communicate whenever you like (people might use pictures, tablets and mobile phones)</p>
<p>9.</p>		<p>To have people talk to you and explain things to you To do this in private place if that is what you want</p>
<p>10.</p>		<p>To be told about things that are happening around you</p>
<p>11.</p>		<p>To be included when people talk about you</p>

12.	 A man in a dark blue sweater is pointing towards the text "my way" which is written in a blue, stylized font.	To communicate in your own way - the way that is right for you
13.	 Two women are standing together. One is wearing a white shirt and black pants, and the other is wearing a white shirt and a long blue skirt.	To be social and to build relationships
14.	 A man is sitting in a chair, wearing a white polo shirt and dark pants. He has his right hand raised in the air.	To say how I feel To talk about my opinions and what I think
15.	 Two people are standing and talking. One is a woman in a grey jacket and blue pants, and the other is a man in a dark sweater and pants.	To dignity and respect

2. We will value and respect all forms of communication

We will use a Total Communication approach. This means that we will support each person to communicate in a way that best helps them to:

- Tell people how they feel
- Be understood by others
- Say what they want and need
- Make choices
- Say Yes or No (Give consent)
- Give information
- Speak up for themselves and do things themselves
- Have relationships

We will help people to communicate in the way that best helps people express themselves and understand what is being said. This can be by using

- Eye pointing
- Finger Pointing
- Face and body (e.g. smiling when happy)
- Sign language (e.g. Lamh)
- Pictures, symbols and drawings
- Communication device
- Speaking
- Writing

3. We will support the Total Communication needs of people.

Staff will make sure that they support the Total Communication needs of people by:

- Knowing about and following the Communication Bill of Rights
- Supporting each person to communicate in the way that best suits them
- Helping each person to use their communication skills in everything they do
- Making information is easy to understand for everyone
- Giving each person information that will help them make choices about their service
- Giving information about things that are important in a way each person can understand
- Sharing up to date information about how to communicate with each person
- Creating opportunities and environments for communication
- Supporting each person to understand and express their needs about health and wellbeing

Managers in KARE will make sure they support everyone to use total communication by:

- Helping staff to understand and use Total Communication
- Supporting staff in their area to get training in Total Communication and making information easy to understand
- Making sure staff pay attention to this policy