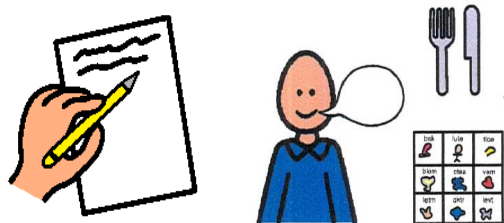




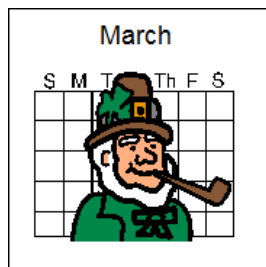
## St. Michael's House Communication Policy



**Written by the  
Speech and Language Therapy  
Department**



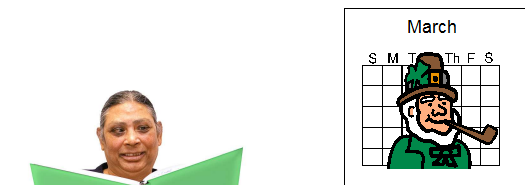
**Supported By:  
Information Transformers  
ACT  
Castle Industries**



**2016**

January							February						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
					1	2							
3	4	5	6	7	8	9	7	8	9	10	11	12	13
10	11	12	13	14	15	16	14	15	16	17	18	19	20
17	18	19	20	21	22	23	21	22	23	24	25	26	27
24	25	26	27	28	29	30	28	29					
31													

**Date: March 2016**



**2018**

January							February						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
7	8	9	10	11	12	13	4	5	6	7	8	9	10
14	15	16	17	18	19	20	11	12	13	14	15	16	17
21	22	23	24	25	26	27	18	19	20	21	22	23	24
28	29	30	31				25	26	27	28			

**Checked again: March 2018**



A policy is a set of rules that staff have to follow.



This policy is about communication.



Communication means getting your message across and understanding other people.



People communicate by using lots of different ways.

Using lots of different ways is called Total Communication.



All ways of communicating are used and respected in St. Michael's House



People communicate by:



Talking and Lámh



Body language  
and facial expressions



Pictures and objects



Writing



Computers and aids



**Staff will support you:**



To communicate at all times



To be listened to and heard



To have information  
you understand



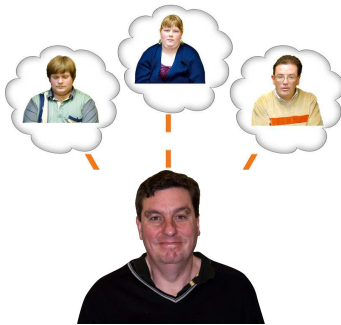
To make choices



**Staff will support you:**



To say no



To communicate with  
your family and friends

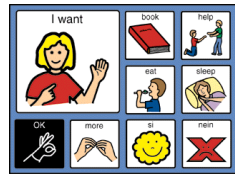


To try new ways to help  
you communicate



To get support with  
your communication  
if you want it





**Staff support people to communicate by using:**



Speech and Lámh



Google



Boardmaker Symbols, Photosymbols, Google pictures and photographs



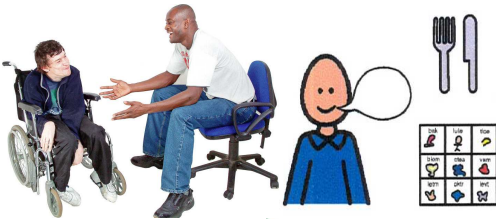
Objects of reference



Lots of other types of communication too.



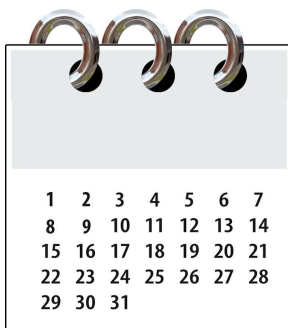
Staff will try to help you communicate as best you can.



If you want communicate better you can ask for support from a Speech and Language Therapist.



Lots of people want to see a Speech and Language Therapist.



The Speech and Language Therapist will see you as soon as possible.



They will use different ways to find out about your communication. They will find out what will help you to communicate better.

## Part 2

# Procedures for staff to implement St. Michael's House Communication Policy

### ***What is communication?***

In St. Michael's House communication is understood as a two way process. A Total Communication approach is used in St. Michael's House. All forms of communication are equally valued, respected and used.

***Please see SMH Intranet for further resources on Communication & Referral to Speech & Language Therapy: IP Support > SLT Resources***

### ***How to use Total Communication***

#### **Get to know the person:**

- Find out **how** the person gets their message across and **what** they understand.
- Find out how the person **prefers** to communicate. How do they prefer to express themselves i.e. pointing, Lámh etc and how do they prefer other people to communicate with them i.e. photos, pictures, Lámh etc).
- Find out what best **helps** the person to understand things and get their message across, for example; using objects, pictures, Lámh, giving them more time etc.
- Find out this information by:
  - communicating with the person - try different things, see what works best
  - observing the person
  - reading any Speech and Language Therapy reports available
  - speaking with familiar communication partners of the person.

***Please see SLT Resources on intranet for more information on tools to support this information gathering process.***

- Record this information in their Personal Assessment and Support Plan document.



## **Use what you know:**

Once you know what helps the person and what they prefer, always use these supports with them (e.g. Lámh, communication passport, communication book, objects of reference, intensive interaction etc).

## **Adapt:**

If you are not being understood, be flexible, adapt your message.

- ♦ Change the language, use easier / smaller words.
- ♦ Reduce the language, use less words.
- ♦ Change the mode of communication – e.g. change from speaking only to speaking and showing a picture or speaking, lámh and clear facial expressions.
- ♦ Give the person other ways to respond – switches, sign, gesture etc.

## **The environment:**

It is important to have an environment that helps people to communicate. Make sure it's bright and reduce background noise and distractions.

## **Don't Forget:**

- ♦ Give the person lots of time to process, understand and respond to questions and information.
- ♦ Create opportunities for the person to communicate by making sure choices are available, rather than pre-empting a person's decision or preference.
- ♦ Be aware of how your tone of voice and facial expressions can impact on the person's understanding of your message.

## **Communication Passports**

*For more detailed information please see SLT resources on Intranet  
IP Support > SLT Resources > Passports*

## **Objects of Reference**

*For more detailed information please see SLT resources on Intranet  
IP Support > SLT Resources > High Support*

## **Intensive Interaction**

*For more detailed information please see SLT resources on Intranet  
IP Support > SLT Resources > High Support*