

# Communication Access

## Tips for Displaying Symbols

**Communication Access** is how we support and facilitate interaction with people who have speech, language and hearing difficulties. It improves safety and care.



The Communication Access symbol<sup>1</sup> indicates a commitment to facilitating Communication Access. It signifies two (or more) people interacting; giving and receiving information; listening and watching.



The open ear may indicate that a person has a hearing loss or that the environment supports people who are deaf or hard of hearing.

Posting these symbols is a privilege; they show that AHS cares

### How to support an individual who has a communication need

- Learn to identify patients with communication needs and the practical strategies you can use to improve Communication Access.
- Post the symbols on a patient's chart or whiteboard to indicate that the person has a difficulty with speech, language or hearing. Talk with them and the team about how to best support communication and confirm understanding.

### How to indicate a communication-friendly environment

- Post the symbols in public areas where staff know the meaning of the symbols, have been exposed to strategies, and are committed to supporting Communication Access.

For more information, visit the Communication Access pages on [Insite](#) and [MyHealthAB.ca](#), talk to an audiologist or speech-language pathologist, or contact [practice.consultation@ahs.ca](mailto:practice.consultation@ahs.ca).



<sup>1</sup> The Communication Access Symbol is used here with permission from [Communication Disabilities Access Canada](#)



**COMMUNICATION ACCESS**

