

# Directing Support Personnel during COVID19



# PURPOSE & INSTRUCTIONS

These communication tools are intended for individuals who are not admitted to the hospital, but who still require support to communicate with caregivers.

Populations may include but are not limited to individuals: with disabilities, who use communication systems at baseline, who are in rehab facilities, who live in group homes, or who live independently and have support personnel entering their home.

Some individuals may already have a communication device. This vocabulary can be programmed directly into the communication system. These individuals may use a combination of both the boards and a device. Those without a communication device can use this packet of resources as printed communication boards.

1. **Print and bind** resources together as a booklet (e.g. hole punch and place into binder or staple together)
2. **Identify access/method** of communication (e.g. is the patient able to point? Does the patient rely on partner-assisted scanning?)
3. **Read selected messages aloud** to ensure selection accuracy
4. **Ask follow up questions**

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**DIRECTING  
STAFF  
BEHAVIORS**

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**DIRECTING MY  
CARES**

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**COVID  
QUESTIONS**

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**COVID  
SYMPTOMS &  
HEALTH**

P. 9

**FEELINGS**

P. 10

**CONCERNS  
AND  
EMOTIONS**

p.11

**YES**

**LATER**

**NO**

**COULD YOU  
PLEASE....**

**WEAR/CHANGE  
YOUR GLOVES**

**WEAR A GOWN**

**WEAR A MASK**

**TAKE YOUR PPE  
WITH YOU**

**LEAVE YOUR  
ITEMS AT THE  
DOOR**

**WASH YOUR  
HANDS**

**USE HAND  
SANITIZER**

**CLEAN THE  
SURFACES**

**PLEASE GET MY  
COMMUNICATION  
DEVICE**

**MAIN PAGE**

P. 4

**YES**

**LATER**

**NO**

**LISTEN TO MY  
BREATH**

**I WANT TO STAY IN  
MY ROOM**

**I WANT TO EAT  
ALONE**

**PLEASE CANCEL  
MY APPOINTMENT**

**I WANT A MASK**

**WASH MY HANDS**

**CALL MY FAMILY**

**CHECK MY BLOOD  
PRESSURE**

**PLEASE CHECK  
MY TEMPERATURE**

**CHECK MY  
OXYGEN**

**PLEASE GET MY  
COMMUNICATION  
DEVICE**

**MAIN PAGE**

**YES**

**LATER**

**NO**

**CAN I SEE MY  
FAMILY?**

**CAN I VIDEO CHAT  
MY FAMILY?**

**DO YOU HAVE  
ENOUGH PPE?**

**DO I NEED TO BUY  
MORE GLOVES AND  
MASKS?**

**DO YOU HAVE ANY  
COVID SYMPTOMS?**

**HAVE YOU BEEN  
EXPOSED TO  
SOMEONE WITH  
SYMPTOMS?**

**WHAT HAPPENS IF  
YOU GET SICK?**

**WHAT HAPPENS IF I  
GET SICK?**

**WHAT IS MY  
TEMPERATURE?**

**PLEASE GET MY  
COMMUNICATION  
DEVICE**

**MAIN PAGE**

P. 4

**YES**

**LATER**

**NO**

WHEN WILL THINGS GET BETTER?	DO I NEED TO CANCEL MY PLANS?	DO I NEED TO CANCEL MY RIDES?	WILL MY PLACE BE HELD IN MY PROGRAMS?
WILL MY APPOINTMENTS BE RESCHEDULED?	IS MY FAMILY OKAY?	WHEN CAN I GO OUT?	WHEN CAN I HAVE FRIENDS AND FAMILY VISIT?
WHAT HAPPENS IF STAFF QUIT?	WHAT IS NEW IN THE NEWS?	PLEASE GET MY COMMUNICATION DEVICE	MAIN PAGE

YES

LATER

NO



**WHAT ARE THE  
SYMPTOMS OF  
COVID?**

**I DO NOT HAVE ANY  
SYMPTOMS**

**I FEEL HEALTHY**

**PLEASE DOCUMENT  
MY SYMPTOMS**

**I FEEL SICK**

**I HAVE A COUGH**

**I HAVE SHORTNESS  
OF BREATH**

**I HAVE A FEVER**

**SOMETHING ELSE IS  
WRONG**

**I NEED TO SEE A  
DOCTOR**

**PLEASE GET MY  
COMMUNICATION  
DEVICE**

**MAIN PAGE**

P. 4

**YES**

**LATER**

**NO**

ANGRY	SAD	SCARED	ANXIOUS	LONELY
TIRED	CONFUSED	DEPRESSED	OKAY	RELAXED





0	1	2	3	4	5	6	7	8	9	10
YES			LATER					NO		

I WANT THIS TO BE OVER	I MISS MY FRIENDS AND FAMILY	I MISS WORK	I MISS MY SUPPORT STAFF
I AM WORRIED STAFF WILL LEAVE	I MISS MY PROGRAMMING	I NEED TO TALK TO SOMEONE	I AM WORRIED ABOUT MONEY
I AM WORRIED ABOUT MY HEALTH	I AM WORRIED ABOUT MY CARE	PLEASE GET MY COMMUNICATION DEVICE	MAIN PAGE

**YES**

**LATER**

**NO**

<b>A</b>		<b>B</b>		<b>C</b>		<b>D</b>		SPACE		END OF MESSAGE	
<b>E</b>		<b>F</b>		<b>G</b>		<b>H</b>		START OVER		I DON'T KNOW	
<b>I</b>		<b>J</b>		<b>K</b>		<b>L</b>		<b>M</b>		<b>N</b>	
<b>O</b>		<b>P</b>		<b>Q<sub>u</sub></b>		<b>R</b>		<b>S</b>		<b>T</b>	
<b>U</b>		<b>V</b>		<b>W</b>		<b>X</b>		<b>Y</b>		<b>Z</b>	
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>∅</b>	YES 	NO 

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M

.

?

START  
AGAIN

SPACE

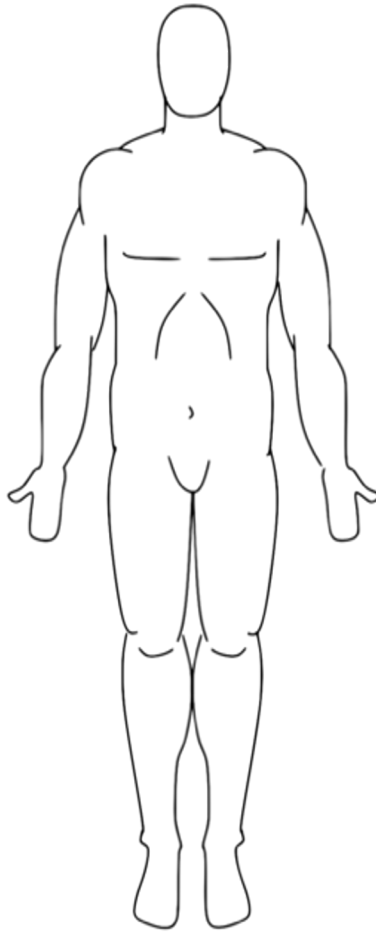
BACK

YES

MAYBE /  
I DON'T  
KNOW

NO

I AM IN PAIN



0

1

2

3

4

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6

7

8

9

10

# Additional Vocabulary for a Communication Device

The vocabulary from within the communication boards can be programmed directly onto an individual's communication device. Additional vocabulary to consider includes:

CORONAVIRUS	PANDEMIC	TESTING	VACCINE	ANTIBODIES
CURVE	SURGE	VIRUS	CONTAGIOUS	COMMUNITY SPREAD
EXECUTIVE ORDER	STAY AT HOME	QUARANTINE	SOCIAL DISTANCE	CONTAINMENT
PPE	MASK	GLOVES	FACE SHIELD	SANITIZER
HOSPITAL	SICK	RECOVERY	DEATH	FATALITY RATE
SECOND WAVE	ZOOM	TELEHEALTH		
TRUMP	FAUCI	GOVERNOR	STATE OF EMERGENCY	STIMULUS CHECKS