

January 2021



NEWSLETTER

Disability Rights of West Virginia



Emergency Medical Services Communication Visor Card

By: Regina Desmond, DRWV Advocate

Over the past several years, Disability Rights of WV has collaborated with West Virginia Commission for the Deaf and Hard of Hearing (CDHH) and the West Virginia Assistive Technology System (WVATS) at West Virginia University's Center for Excellence in Disabilities (WVUCED) with distributing a Visor Card to all of WV's police departments (state, city, and county).

The purpose of the Visor Card is to assist officers in communicating with those who



are deaf or hard of hearing during basic, routine traffic stops. They are meant to help facilitate communication until more appropriate auxiliary aids and services are arranged. The Visor Cards are available free of charge. Please contact the CDHH at 1-866-461-3578 to obtain copies of the Visor Card.

The CDHH produced a short video showing how the Visor Card can be used during a basic, routine traffic stop. Thanks to Cpl. Jessi Redden from the Charleston Police Department for her assistance with the filming. The video can be found online at: <https://vimeo.com/266494344>.

(continued on next page)



EMS Communication Card *(continued)*

DRWV is currently expanding this project by working with the CDHH and WVUCED, along with local a Fire Department, EMS and WVU Graduates from the National Down Syndrome Society's DS-Ambassador Program to develop a Communication Board for EMTs and other professionals who need to gather medical, physical, and emotional information from a patient. The card is designed to be helpful for patients who are deaf, hard of hearing, or could have a traumatic brain injury, autism, or an intellectual disability. The card includes Quick Communication Tips for medical professionals and is designed for patients to touch pictures to express their wants and needs.

The Communication Board has been sent to each County's Emergency Management Department to be distributed to EMT's and first responders.



Paramedic evaluating patient's ability to communicate

The Americans with Disabilities Act of 1990 (ADA), as amended, prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation. The goal of the Visor Card and Communication Board are to assist police departments and medical professionals in complying with the ADA.



**1207 Quarrier Street
Suite 400
Charleston, WV 25301**

800-950-5250
contact@drofwv.org
drofwv.org

EMS Communication Card (Front)

EMS Communication Card

For Medical, Physical and Emotional Information

INSTRUCTIONS: Have patient touch pictures to request wants and needs. If unable, caregiver touches pictures and gets yes/no response from patient. This may be helpful for patients who are deaf, hard of hearing, or could have a traumatic brain injury, autism or an intellectual disability.

Yes = thumbs up, nod, or eyes wide open

No = thumbs down, nod, or eyes closed

Quick Communication Tips

- Get my attention first
- Make eye contact when you speak
- Speak clearly at a normal pace and tone
- Do not cover your mouth
- I may have memory issues and it may take me longer to process what you are telling me.

- I cannot lip read everything you say
- A cochlear implant or hearing aid does not mean I can hear and understand everything you say
- I may only understand sign language



YES = eyes wide open



NO = eyes closed

Call This Number

0	1	2	3	4
5	6	7	8	9

The best way to communicate with me is:



Interpreter



Texting



Writing



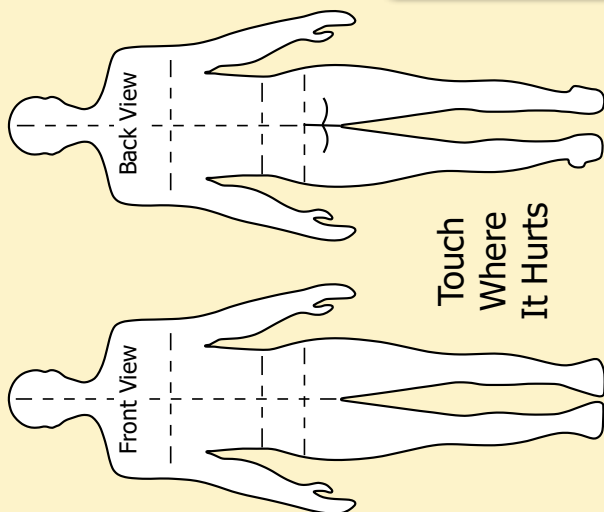
Lipread



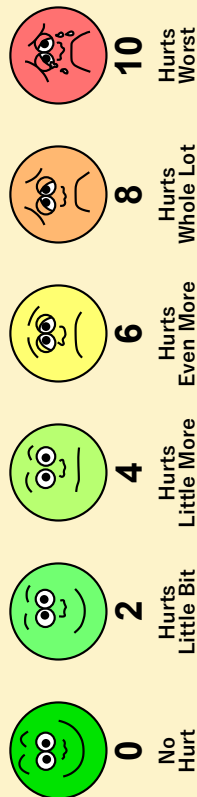
I Cannot Lipread



Assistive Listening Device



Touch Where It Hurts




Pain Scale

A B C D E F G H I J K L M
N O P Q R S T U V W X Y Z

This card is endorsed by:




EMS Communication Card (Back)



Touch for YES

YES = eyes wide open

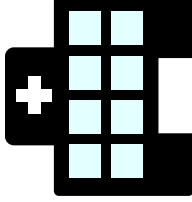


Touch for NO































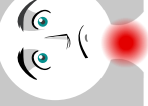


NO = eyes closed

Common Medical Issues

- Breathing Problems/COPD
- Stroke
- High Blood Pressure
- Cardiac/Heart Issues
- Diabetes
- Seizure/Epilepsy
- Sensitive to touch



Hospital

			
DOCTOR	RESTROOM	TIME	WHAT HAPPENED?
			
WIFE/ HUSBAND	BLANKET	DATE	HEARING AID
			
ALLERGY	SHOT/ NEEDLE	OXYGEN	PAPER AND PENCIL
			
MEDICINE	DRINK	BURNS	FIND LIVING WILL
			
COLD	WORRIED	NUMBNESS	SUICIDAL
			
HEADACHE	ANGRY	FRUSTRATED	CHEST PAIN
			
CHOKING	NAUSEOUS	SAD	ANXIETY/ DEPRESSION
			
DIZZY	CONFUSED	AFRAID	CAN'T BREATHE
			
SORE THROAT	FEVER	COUGH	SHORTNESS OF BREATH

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