Emergency Medical Services Communication Visor Card

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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.

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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.

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.
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

The best way to communicate with me is:
- Interpreter
- Texting
- Writing
- Lipread
- I Cannot Lipread
- Assistive Listening Device

Pain Scale
- No Hurt
- Hurts Little Bit
- Hurts Little More
- Hurts Even More
- Hurts Whole Lot
- Hurts Worst

Call This Number: 0 1 2 3 4 5 6 7 8 9

Touch Where It Hurts

For Medical, Physical and Emotional Information

In case of an emergency, this card can be used to communicate needs. Use the pain scale to indicate level of pain. Use the letters of the alphabet to indicate a specific area where it hurts.

This card is endorsed by: