

# HPF Case Manager Training: Introduction to Disability

## Exercise 2: What to do when someone is demonstrating communication needs

A man comes into your office and seems to be in distress. The office manager comes and tells you that “there is a man who is out of control in the front office, waving his arms wildly, and making animal sounds”. As you greet the man, you quickly realize he is deaf and using sign language. **Which of the following steps do you take to facilitate effective communication?** (choose as many as you feel apply)

- Relax and don't allow yourself to get agitated.
- Find some paper and a pencil and attempt to initiate communication by writing.
- Immediately ask the office manager to contact the ASL interpreter assigned to your department.
- After the man leaves, sit down with the office manager and talk about the situation - offering alternatives to the language she used.
- Speak very slowly and exaggerate your lip movement so that he can “read” what you are saying.
- Ask if there is a family member that will translate for you during your meeting.
- Speak in calm, soothing tones using simple words as you know people with little verbal language also tend to have lower intelligence.
- When the interpreter arrives, you make certain to speak directly to her so that she is very clear about what you want to say to the man in the office.
- You remember the only sign you know is “I love you” and so you use that one hoping it will help.
- Make certain you have the man's attention before speaking. If he turns away from you, tap him on the shoulder to get his attention before speaking.
- Immediately sign up for a beginner ASL language class so that you can at least acknowledge the man in his own language.

When you click "Save My Copy", you will be prompted to save the form. Please save the form by adding the following to the name LastName.FirstName.date(yyyy.mm.dd)

**Example <7D: '9I YfVgY%BYj Jb'5 b[ YU'&\$&\$'\$\* '%&**