

DEAF & HARD OF HEARING INFO - CORONAVIRUS

- ▶ **Commonwealth of Massachusetts**
<https://mass.gov/covid19>
- ▶ **Executive Office of Health & Human Services**
<https://mass.gov/eohhs>
 call: Dial 211
- ▶ **Massachusetts Commission for the Deaf and Hard of Hearing**
<https://mass.gov/mcdhh>
 email: MCDsafety@mass.gov



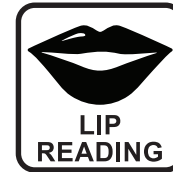
PREVENTING ILLNESS



GET MEDICAL HELP



PREFERRED METHOD OF COMMUNICATION



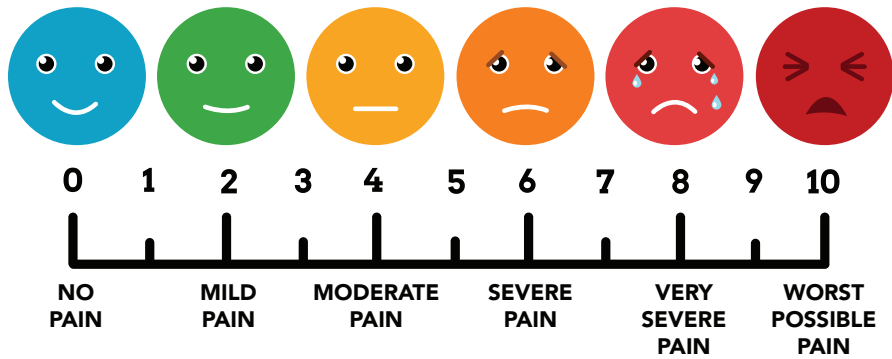
QUICK COMMUNICATION



TIPS FOR HEALTH PROVIDER

- ▶ Get the person's attention and make eye contact
- ▶ Repeat, rephrase, or write down your request
- ▶ Ask and/or indicate before touching the person
- ▶ Ask the person their preferred method of communication
- ▶ Minimize the number of people interacting with the patient
- ▶ Know that hearing aids/cochlear implants may improve hearing, but a person may still benefit from an assistive listening device and still may not understand all that you say.

HOW DO YOU FEEL?



HOW LONG HAVE YOU HAD SYMPTOMS?

▶ MINUTES

▶ HOURS

▶ DAYS

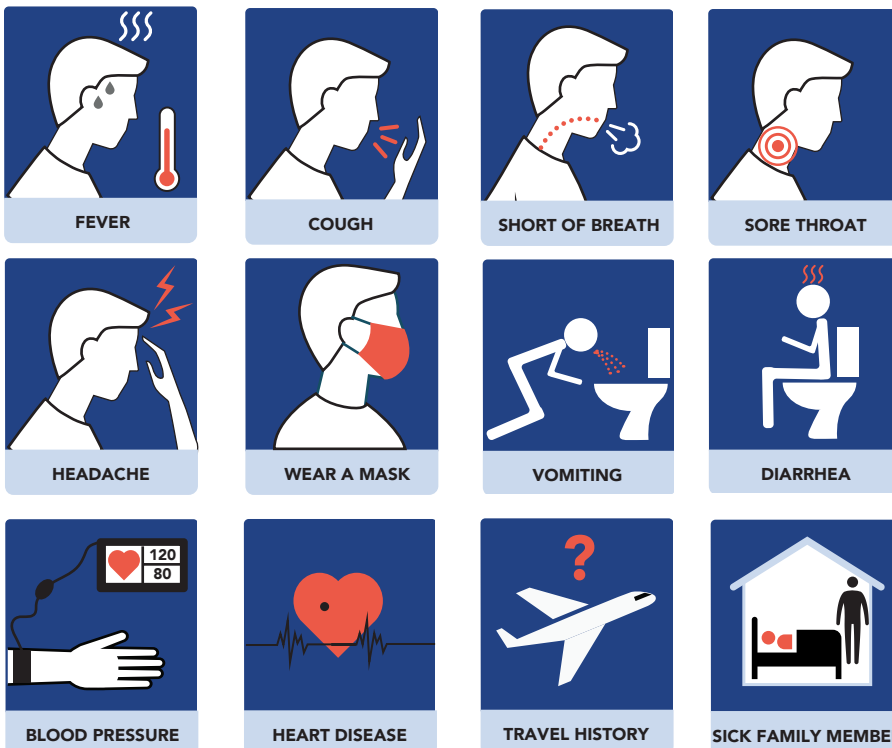
▶ WEEKS

▶ MONTHS

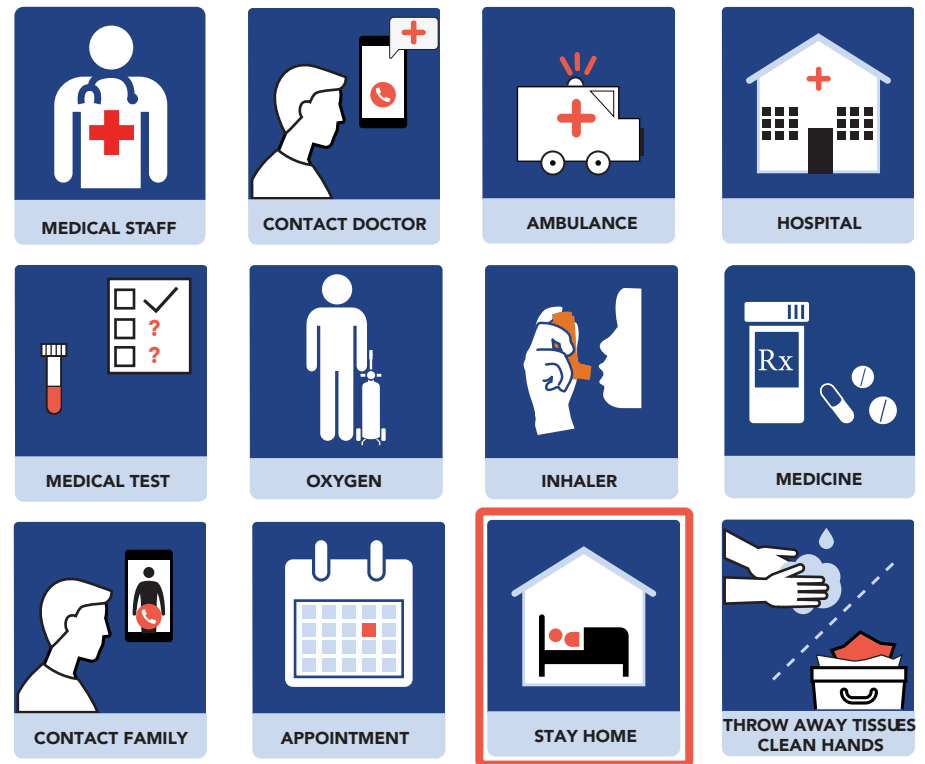
▶ YEARS



SITUATION, HISTORY & SYMPTOMS



TREATMENT & CARE



▶ DEVELOPED BY THE MASSACHUSETTS COMMISSION FOR THE DEAF AND HARD OF HEARING ▶ [HTTPS://MASS.GOV](https://mass.gov)

The Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) has created a Coronavirus Visual Tool to assist Medical Professionals and Deaf and hard of hearing individuals communicate better during medical appointments.

Coronavirus Visual Tool (pdf) use:

-Option 1: Download pdf and print it, front and back, on 8.5 x 11 paper

-You may wish to laminate it (particularly if medical providers feel the laminate can be disinfected)

Or

-Option 2: Download pdf to a phone or tablet to be used on screen

-Medical Providers can use the icons, and communication tips, to:

- communicate illness prevention
- determine symptoms, severity and timeframe
- communicate treatment and ongoing care
- learn the preferred method of communication

-Deaf or Hard of Hearing Individuals can use the icons to help communicate:

- preferred method of communication
- symptoms, severity and timeframe
- ask questions about care
- know where to get current information regarding Coronavirus

Get more information at:

-Commonwealth of Massachusetts: <https://mass.gov/covid19>

-Executive Office of Health & Human Services: <https://mass.gov/eohhs> or call: Dial 211

-Massachusetts Commission for the Deaf and Hard of Hearing: <https://mass.gov/mcdhh> or email: MCDsafety@mass.gov

****MCDHH website should contain the following statement:**

MCDHH would like to express gratitude to Wisconsin Council on Physical Disabilities who have graciously allowed us to adapt and add to their Be Prepared, Have a Plan: Emergency Preparedness Toolkit for People with Disabilities which is the product of years of work by past and present members of the Wisconsin Council on Physical Disabilities.