# A Communication Tool for Emergency Shelters





#### Instructions

This tool has been tested with and co-created by public health professionals and the populations it is designed to help, including:

- People who have cognitive disabilities
- People who are deaf or hard of hearing
- People who have limited English proficiency
- Anyone who may struggle to communicate verbally during an emergency

Tips to help you use this tool:

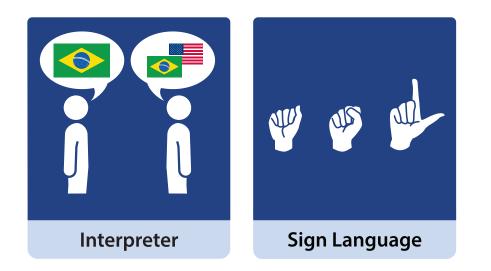


- ✓ Speak clearly and slowly.
- ✓ Look directly at the person when asking questions or giving instructions.
- ✓ Give directions one step at a time. Check for understanding after each step.
- ✓ Give the person time to respond to questions or instructions.
- ✓ Use hand gestures (movements) to help communicate.

Remember, good communication is key to helping people feel safe and calm during an emergency.









#### Language

I speak...

**Español** (Spanish) **Português** (Portuguese) Français (French) **Italiano** (Italian) **Deutsch** (German) Polski (Polish) **Русский** (Russian)



**Ελληνικά** (Greek) **Shqip** (Albanian) **Kreyòl** (Haitian Creole) **Kriolu** (Cape Verdean Creole)



# I speak...

中文 (Mandarin)

日本語 (Japanese)

한국어(Korean)

Việt (Vietnamese) ภาษาไทย (Thai) เ้อู่ĵ (Khmer)



नेपाली (Nepali) हिन्दी (Hindi) العربية (Arabic)









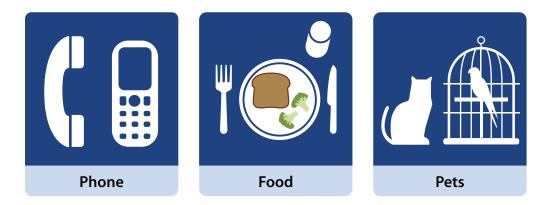


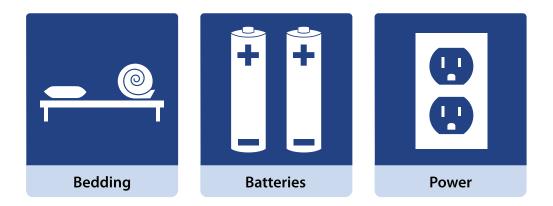
Wait in Line



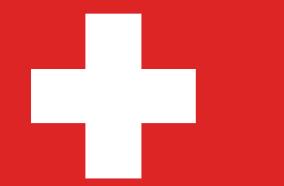








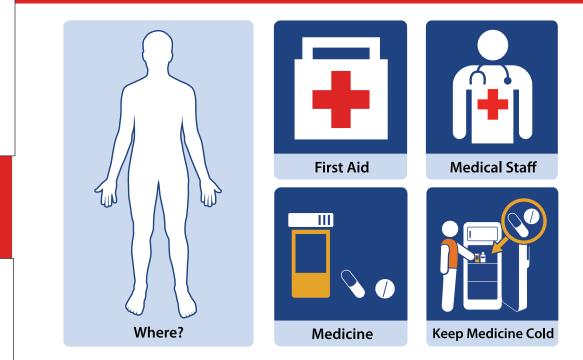
### **Medical Needs**



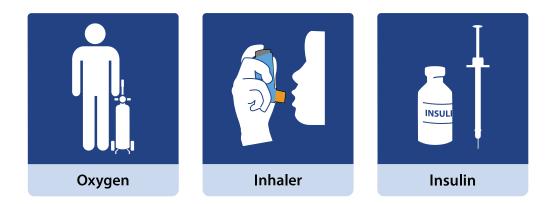


#### **Medical Needs**

Medical Needs



#### **Medical Needs**



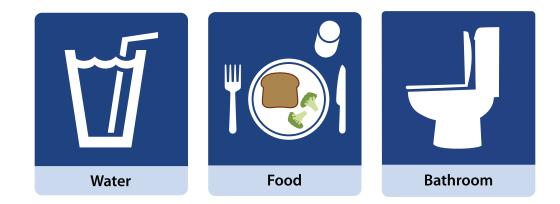
### I need...





I need...

#### **Basic Needs**





#### Help





#### **Baby Needs**





## **Food Allergies**





#### **Food Allergies**







Allergic to Wheat



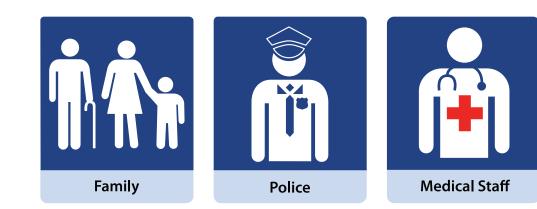
Vegetarian

# **People and Places**

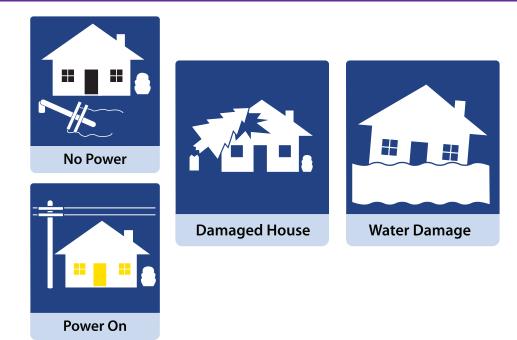
People & Places





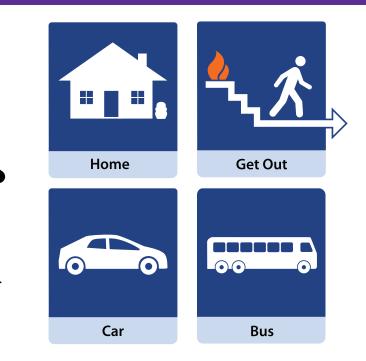


#### **My Home**



#### **Places to Go**

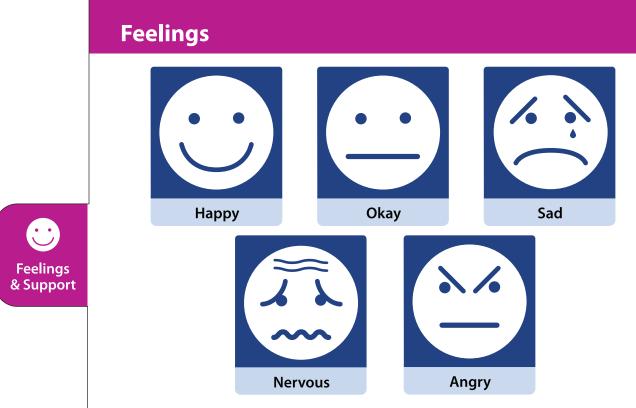
GO



# Feelings and Support



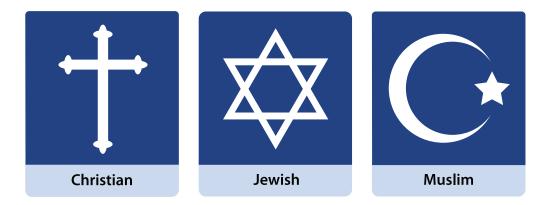




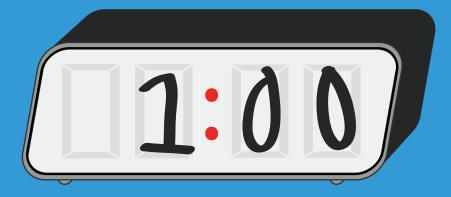
#### Support



#### **Religious Support**



### Time



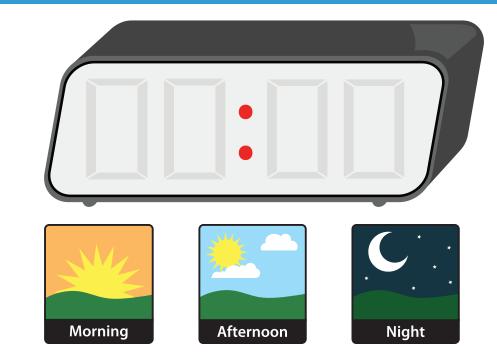


Time

#### Time

1:00

Time



#### Time

Month:							
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
	Sunday	Sunday Monday Sunday Monday Monday Monday Monday Monday Monday Monday Monday Monday Monday Monday Monday Monday Monday	Sunday Monday Tuesday   Image: Sunday Image: Sunday Image: Sunday   Image: Sunday Image:	Sunday   Monday   Tuesday   Wednesday     Image: Sunday   Image: Sunday	SundayMondayTuesdayWednesdayThursdayImage: SundayImage: Sunday<	SundayMondayTuesdayWednesdayThursdayFridayImage: SundayImage: SundayImag	SundayMondayTuesdayWednesdayThursdayFridaySaturdayImage: SundayImage: Su



This project was developed by the Emergency Preparedness Bureau at the Massachusetts Department of Public Health, with funding from the Assistant Secretary for Preparedness and Response (ASPR) Hospital Preparedness Program and Centers for Disease Control and Prevention (CDC) Public Health Emergency Preparedness Program.

240 copies of this public document were printed at a cost of \$6,011.18 or \$25.05 per copy. 2/15



This initiative is supported by the North Carolina Council on Developmental Disabilities and the funds it receives through P.S. 106-402, the Developmental Disabilities Bill of Rights and Assistance Act of 2000.