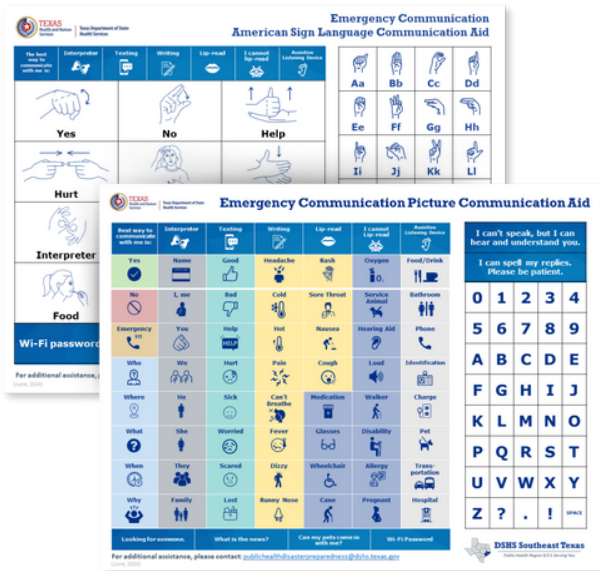


How to Use the Emergency Communication Aid

For Emergency Responders



In a disaster, clear communication is vital. The Emergency Communication Aid helps people with communication barriers effectively express their needs to emergency responders. Use this guide to determine how to communicate with individuals, ensuring that everyone can access the support they need when it matters most.

For additional assistance with the Emergency Communication Aid, please scan the QR code to email us at:



publichealthdisasterpreparedness@dshs.texas.gov



Identify how the person prefers to communicate.

Ask questions one at a time that can easily be answered with a YES or NO response, such as:

- Can you show me how you say YES?
- Can you show me how you say NO?
- Can you show me how you point to something or someone you want?
- Is there someone here who can help me communicate with you?
- Do you have a communication board, communication book, or a speech generating device?
- Did you bring it with you?
- If they indicates YES, ask them where it is and help them retrieve it. If they indicate NO, show them the Emergency Communication Aid.



And remember:

- Take time to listen carefully.
- Give the person extra time to respond.
- Remember to ask simple questions that can be answered with a YES or NO.