

In early 2017 we asked people, including those affected by **communication difficulties** for their **opinions** We had over **3000** responses

We found out that -

- people with communication difficulties **don't always get the support** they need in the community
- people would like a **Communication Access symbol** in the UK

Businesses already use some symbols



physical difficulties



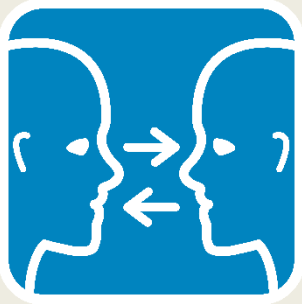

hearing difficulties



visual difficulties

We asked people to choose an idea for a symbol to represent communication access

These 2 ideas were the most popular Tick which idea YOU like best

	<p>2 faces with ears and eyes looking towards each other</p> <p>2 arrows between them, one at eye level and one at mouth level</p>	
	<p>A message or speech bubble which is shaded in half with a line through the middle</p>	

Tell us **what you like** and **what you don't like about these ideas**

If you have any **other ideas** or comments please **tell us**

The final symbol may not look exactly like this

How should businesses help?

If an organisation displays the communication symbol it will mean the **staff have been trained** to help, and they are **using what they learned**

We asked people with communication difficulties what **staff should know**
These are the most popular

1	Show me respect Respect my communication difficulty, engage with me, and support me
2	Give me time Be patient, give me time to communicate, do not rush or ignore me
3.	Speak directly to me Speak to me (rather than to the person with me) with appropriate eye contact
4.	Listen carefully Pay attention and ask me to repeat if you do not understand
5.	Change your communication if I need it You may need to use gesture, slow your speech and emphasize important words
6.	Use written information to support the communication When needed, write things down in plain English, to help me remember

Are these the most important things staff should know?



Tell us if you feel we should add something else

Please tell us about yourself

Do **you** have a **communication difficulty**?



Thank you for your help

If you are filling in this form on paper, please send it to



Communication Matters
Leeds Innovation Centre
103 Clarendon Road
Leeds LS2 9DF

Or email to accessproject@communicationmatters.org.uk

This project is managed by a group of people from different organisations
Communication Matters

Royal College of Speech and Language Therapists (RCSLT)

The Stroke Association

The MND association

and other organisations working with people with communication difficulty.

Some people in the steering group have communication difficulties.