



Communication Disabilities Access Canada

The attached handouts are intended to supplement the information provided in one of our legal information webinars.

If you have not attended the live webinar, you can view a recorded version from June 1 – 30, 2016 by going to:

<http://www.cdacanada.com/projects/legal-rights-webinars/>

Thank you.

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Communication Disabilities Access Canada

Webinar 2: Handout 1

Capacity to Consent to Treatment

Understanding Healthcare and Consent Legislation

Legislation for consent is publicly available for review:

<https://www.ontario.ca/Laws>

Each professional college publishes documents related to capacity and consent that contain a general overview of relevant legislation and often discussion of topics that are unique to the specific profession.

- **[College of Physicians and Surgeons of Ontario:](#)**
www.cpso.on.ca
 - [Consent to Treatment](#)
 - [Frequently Asked Questions about Consent to Treatment](#)
- **[College of Nurses of Ontario:](#)**
www.cno.org
- **[College of Audiologists and Speech and Language Pathologists](#)**
www.caslpo.com
- **[College of Occupational Therapists of Ontario](#)**
www.coto.org
- **[College of Physiotherapists of Ontario](#)**
www.collegept.org

Other resources

- **[Guide to Capacity and Consent in Ontario, created by Erie St. Clair CCAC](#)**
Obtained March 2016 from: <http://healthcareathome.ca/eriestclair/>

Resources for People with Developmental Disabilities

- Obtained March 2016 from Surrey Place website: www.surreyplace.on.ca

- [Office Organizational Tips](#)
- [Intellectual and Adaptive Functioning in Adults with Developmental Disabilities \(DD\)](#)
- [Informed Consent in Adults with Developmental Disabilities \(DD\)](#)
- [Communicating Effectively with People with Developmental Disabilities \(DD\)](#)



Webinar 2: Handout 2

**Tips for communicating about consent with a patient
who has a speech and language disability**

This resource can be customized and shared with a healthcare professional.

General Tips:

- Do not assume a lack of capacity because of a speech impairment or use of a board or device
- Speak directly to the patient, in the same manner and tone you would with any patient
- Book more time to allow for communication
- Move to a quiet space or reduce noise and visual distractions
- If a person is accompanying your patient ask if the patient would like some time alone with you. If they don't want this, find out if they are comfortable with you sharing their health information with this person
- Do not assume an accompanying person makes decisions on the patient's behalf

When you are talking to the patient:

- Slow your talking rate slightly
- Pause between sentences to give the person time to process what you are saying
- Present one idea at a time
- Use everyday language
- Allow more time for the patient to respond
- Use a variety of types of questions including open-ended questions, yes/ no questions, either/or questions and multiple-choice questions
- Show the person what you are talking about using pictures, diagrams and objects
- Some patients may want you to write down key words that you are saying
- Ask questions to make sure the patient understands what you are saying
- Use a variety of types of questions including.

When the patient is communicating with you:

- If it is not obvious, ask the patient how they communicate
- Ask if they have instructions to tell you what to do when communicating with them
- Be honest if you can't understand what a patient is communicating. It's okay to say, "I'm sorry, I don't know what you just said," or "Can you repeat that or tell me that in another way?"
- If you repeatedly can't understand your patient stop and try to problem solve. For example, ask:
 - "Do you have a communication board, or device that you use to communicate?"
 - "Do you have anyone with you that you want to help with communication?"
 - "Do you want me to call someone who knows you to learn more about how you communicate?"
 - Look in the chart or referral for notes on communication strategies.
- If the patient doesn't have a way to communicate, ask if they can write, point to letters to spell out their message or point to pictures of things they want to say. Have a supply of commercially available communication displays that you can use in the event that the patient doesn't have a way to communicate or someone to assist them.

Provide accommodations that the patient requires

Find out if the patient:

- Has a hearing loss and needs hearing aids or if they want you to speak slightly louder and clearer
- Has or needs someone to assist with communication. If they want assistance and don't have someone to assist, ask if you can contact a Speech-Language Pathologist to assist them.
- Has or needs a way to communicate. Many people with speech and language disabilities have their own communication board and / or device. Ensure that they have access to their communication methods when in hospital. If they don't have a communication method, ask if you can contact the Speech-Language Pathologist to assist in getting them an appropriate way to communicate. Communication methods include writing, spelling on an alphabet board, pointing to pictures on a display, or typing on a device.

- Any special requirements to understand what you are saying or what you are giving them in writing. They might want you to slow down, to explain things in everyday language, to show them what you are talking about or to read and explain a written document.
- More time to make their decision.
- To communicate with someone about making their decision.
- Ensure you provide the communication accommodations that the patient requires before you assess capacity to give consent.



Webinar 2: Handout 3

Communicating within Healthcare Setting

Resources for Patients with Communication Disabilities

- Commercial Communication Displays at http://www.patientprovidercommunication.org/communication_tools.htm
- In case of emergency card at <http://store.bridges-canada.com/konakart/SelectProd.do?prodId=9316>
- Medical emergency tips for people with communication disabilities at <http://aac-lerc.psu.edu/index.php/pages/show/id/16>
- Communication access card at <http://www.communication-access.org/people-with-communication-disabilities/communication-access-card>

Resources to share with Healthcare providers

- Communication barriers and accommodations at <http://www.communication-access.org/make-your-service-accessible/hospital-in-patient-services/>
- Patient provider communication website at <http://www.patientprovidercommunication.org/about.htm>
- Communication barriers and accommodations within emergency services at <http://www.communication-access.org/make-your-service-accessible/emergency-medical-services/>
- E-learning modules on how to communicate with people who have communication disabilities at <http://www.communication-access.org/make-your-service-accessible/make-your-services-accessible/>
- Resources for Emergency Medical Responders at <http://aac-lerc.psu.edu/index.php/pages/show/id/18>

- Communication Intermediary Roster at <http://www.access-to-justice.org/communication-intermediaries/roster/>
- Commercial Communication Displays
http://www.patientprovidercommunication.org/communication_tools.htm
- Resources for people with aphasia
<http://www.aphasia.ca/shop>
- [Checklist for Consent and Capacity in Clinical Practice](http://www.coto.org/pdf/consent_checklist.pdf)
http://www.coto.org/pdf/consent_checklist.pdf
- [A Plain-Language Checklist for Reviewing Your Document](http://www.nih.gov/sites/default/files/institutes/plain-language/nih-plain-language-checklist.pdf)
<http://www.nih.gov/sites/default/files/institutes/plain-language/nih-plain-language-checklist.pdf>