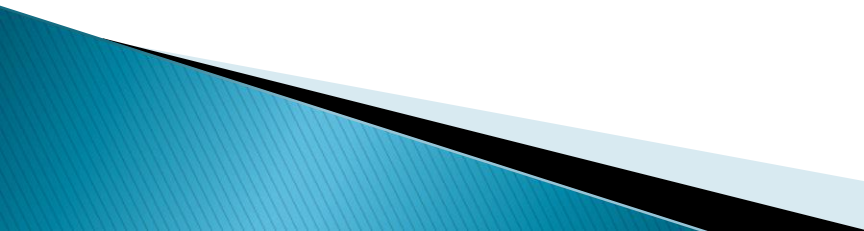




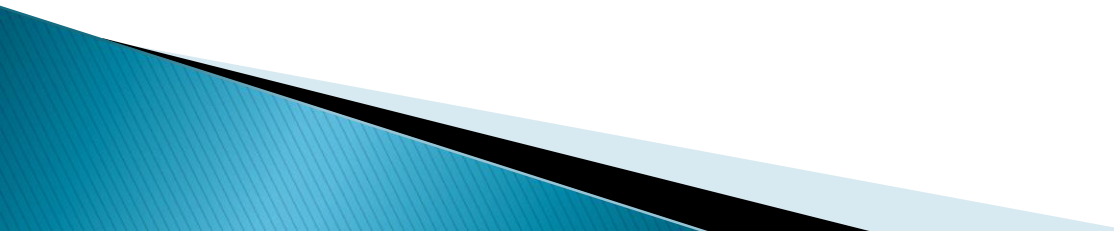
Healthcare Settings: Effective Communication and Service Animals

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Southwest ADA Center

Effective Communication in Healthcare

- ▶ Effective Communication not just about people who are deaf or hard of hearing
 - ▶ People who have other disabilities may require alternative methods of communicating such as: people who are blind, people with cognitive disabilities, people with neurological disabilities that may affect level of understanding, people with speech disabilities, people with autism and related disabilities
 - ▶ Not just for patients– care givers and companions are also included among these obligations
- 

Written Forms

- ▶ Effective communication can involve providing assistance to those who cannot fill out forms such as a medical history form or list of medications etc.
 - ▶ People who are blind or have a vision related disability might need help filling out forms or might need forms read to them
 - ▶ Consent forms– forms that need to be signed– may involve the use of assistive technology to assist with reading of forms, etc.
- 

Common forms of Assistive Technology


- ▶ Screen magnification software– used with a laptop or tablet can aid users in magnifying forms to see and fill them out better
- ▶ Screen reader software– again used with a computer/laptop or tablet that reads forms, information to a users
- ▶ Qualified reader– a person who is much like an interpreter can come in and read the information to the user
- ▶ Braille– putting information in braille form so that a user can read it
- ▶ Offering information in a digital format so that the user can read through it

Communicating With Those Who are Deaf or Hard of Hearing

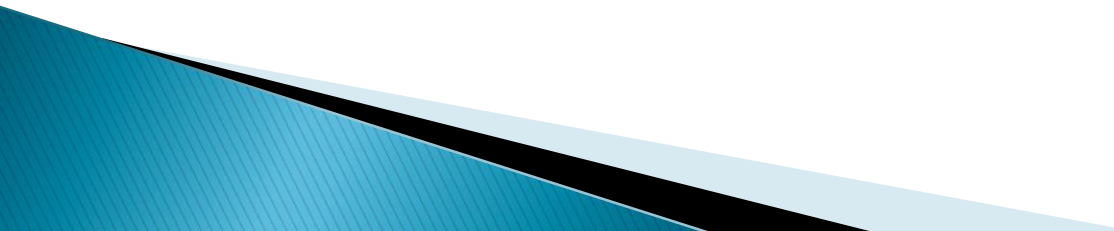
- ▶ Ask patient about preferences
- ▶ Unless an emergency; do not use family members or companions, etc. as interpreters
- ▶ People who are deaf or hard of hearing communicate differently depending on their disability



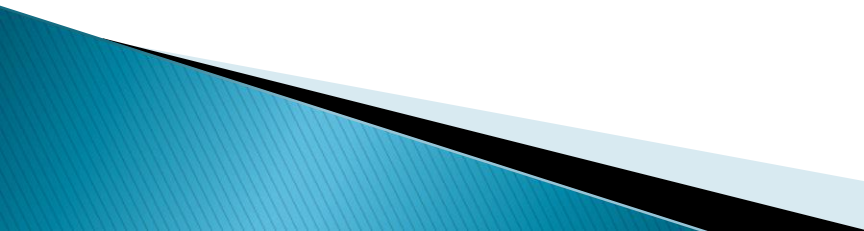
Common Methods of Communication

- ▶ American Sign Language (ASL) Interpreter
 - ▶ Oral Interpreter– for people who lip read
 - ▶ Cued Speech Interpreter– also for lip readers
 - ▶ Tactile Interpreter (persons who are deaf and blind)
 - ▶ Computer Aided Real-time Transcription (CART)– an operator types what is being said into a computer that displays the words on a screen
 - ▶ Video Remote Interpreting (VRI)
 - ▶ Video Relay Service (VRS) (telephone)
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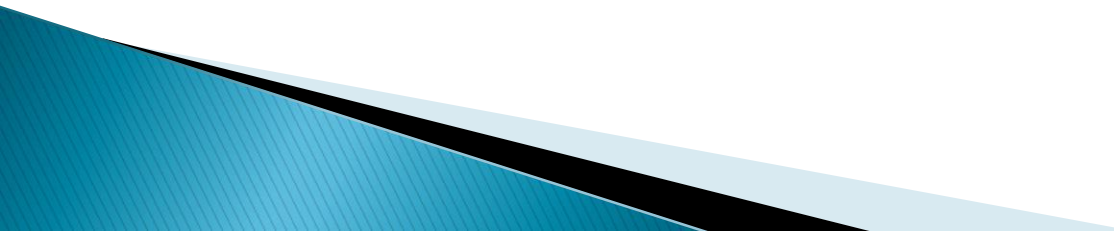
Common Problems with VRI

- ▶ Connection may not be broadband and slows communication or freezes/locks up
 - ▶ Staff are not knowledgeable about operating equipment or ill prepared to use it
 - ▶ Equipment in disrepair and no one notifies anyone, hence causing issue when someone goes to use it
 - ▶ Patient/Individual is very opposed to it or often it is imposed on them and not given as a choice– this can hamper relations with the patient & staff
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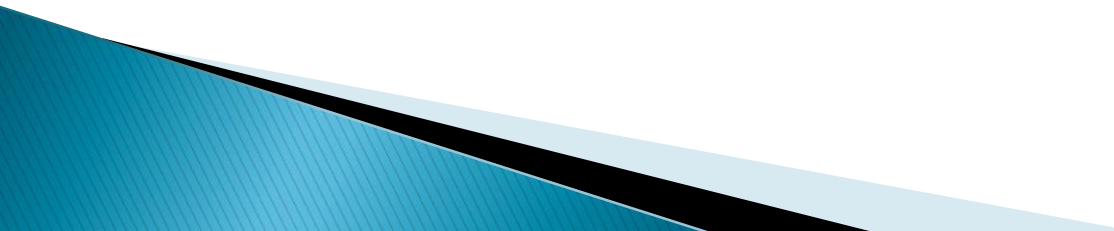
Situations that may require an Interpreter

- ▶ Discussing patient symptoms, medical condition, medical history
 - ▶ Explaining medical tests, results, conditions
 - ▶ Giving instructions for medications, treatments and side effects, etc.
 - ▶ Obtaining informed consent for treatment
 - ▶ Plan of care discussions– whether patient or care giver--If patient or care giver needs to take a class– for example birthing class, CPR or other
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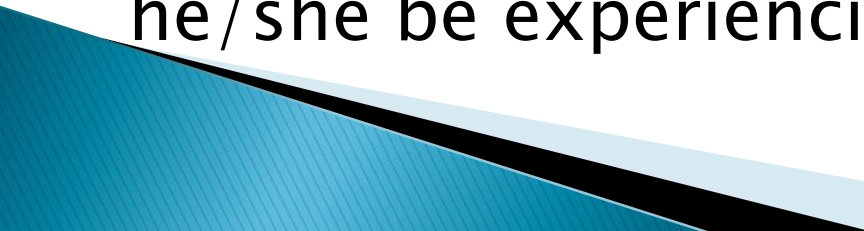
Situations requiring an interpreter

- ▶ Providing mental health services, including group or individual therapy, or counseling for patients and family members
 - ▶ Providing information about blood or organ donations
 - ▶ Explaining living wills and powers of attorney
 - ▶ Discussing complex billing or insurance matters
- 

Situations where Interpreter May Not Be Needed

- ▶ Situations involving brief, simple exchanges— for example a visitor who is deaf at a hospital goes to the gift shop to purchase an item; this exchange can occur by pointing to an item or if needed written exchange back and forth
 - ▶ Visitor's inquiry about a patient's room number or asking where the restroom is
 - ▶ While a patient is sleeping
- 

CONNECT & COLLABORATE

- ▶ Determine the level of communication for situation
 - ▶ Identify/ list effective communication considerations
 - ▶ What protocols will you use to provide the client/patient with effective communication?
 - ▶ What are alternatives to a patient's preference if the hospital is unable to provide preferred communication method? Who would you consult for additional information or assistance on how to accommodate the patient?
 - ▶ Consider patient's needs/ feelings -what might he/she be experiencing?
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Resources

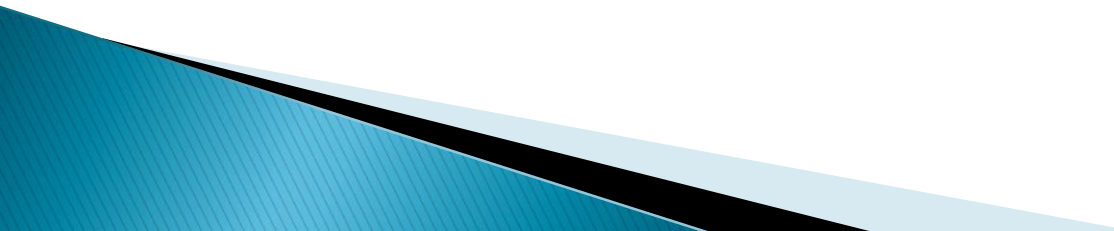
- ▶ ADA Business Brief: Communicating with People who are Deaf or Hard of Hearing in Hospital Settings:
<https://www.ada.gov/hospcombr.htm>
- ▶ Service Animals at the Doctor's Office by Disability Rights North Carolina:
<https://www.disabilityrightsn.org/sites/default/files/Service%20Animal-MedicalSettings-Self-Advocacy%20Packet%20DRNC.pdf>
- ▶ Relay Texas Overview:
<http://www.puc.texas.gov/relaytexas/overview.aspx>
- ▶ Relay Texas dial 711, Types of Relay Calls:
<https://www.puc.texas.gov/relaytexas/relay/CallTypes.aspx>

About Service Animals

- ▶ Only Dogs and miniature horses are recognized as service animals
- ▶ Comfort, therapy or emotional support animals not recognized
- ▶ Must be under the owner's control at all times (on a leash, harness)
- ▶ No Vest Required
- ▶ No breed restrictions



Difference between Emotional Support Animal and Service Dog

- ▶ Service Dogs trained to perform tasks/services
 - ▶ Emotional support animal provides comfort to an individual for a variety of things including a disability; however it is not trained to perform a task or service
 - ▶ Do not have to allow in Title II/III accommodations
- 

About Service Dogs

Two questions you can ask a person to help determine whether it is a service dog:

- (1) Is the dog for the purpose of a disability?**
- (2) What service/task does the dog perform for you?**



No Certification Required

SERVICE DOG EMOTIONAL SUPPORT THERAPY DOG ID CARDS PATCHES ACCESSORIES

[Home](#) > ID Cards

ID CARDS

Don't know where to start, or just need a little help deciding?
Use our ID Card selector tool to help



Service Dog ID Cards



Service Dog Handler ID Cards

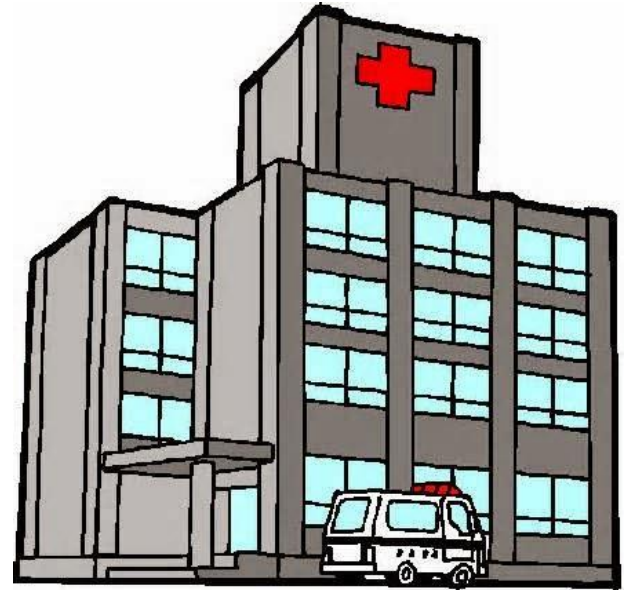


Emotional Support ID Cards



Where Can Service Dogs Go?

- ▶ Just about anywhere you and I can...
- ▶ Hospitals
- ▶ In the Ambulance (yes...they can!)
- ▶ Doctors Offices
- ▶ Dentist
- ▶ Chiropractor
- ▶ Rehabilitation Centers
- ▶ Patient rooms
- ▶ Waiting areas
- ▶ Cafeteria



Ambulance Rides

- ▶ Generally a service animal must be allowed to ride in an ambulance unless the dog's presence would interfere with emergency staff's tasks.
- ▶ If so, staff should make other arrangements to have the dog transported to the hospital.



Exclusions / Exceptions

- ▶ Areas requiring a sterile environment—such as an ICU, Operating/surgical room, Burn Unit
- ▶ Food preparation areas— kitchen area (NOT the Restaurant)
- ▶ Areas where the safety of an animal may be compromised (X-ray or MRI room, etc.)
- ▶ Instances where an animal is threatening, out of control/disruptive or not house-broken



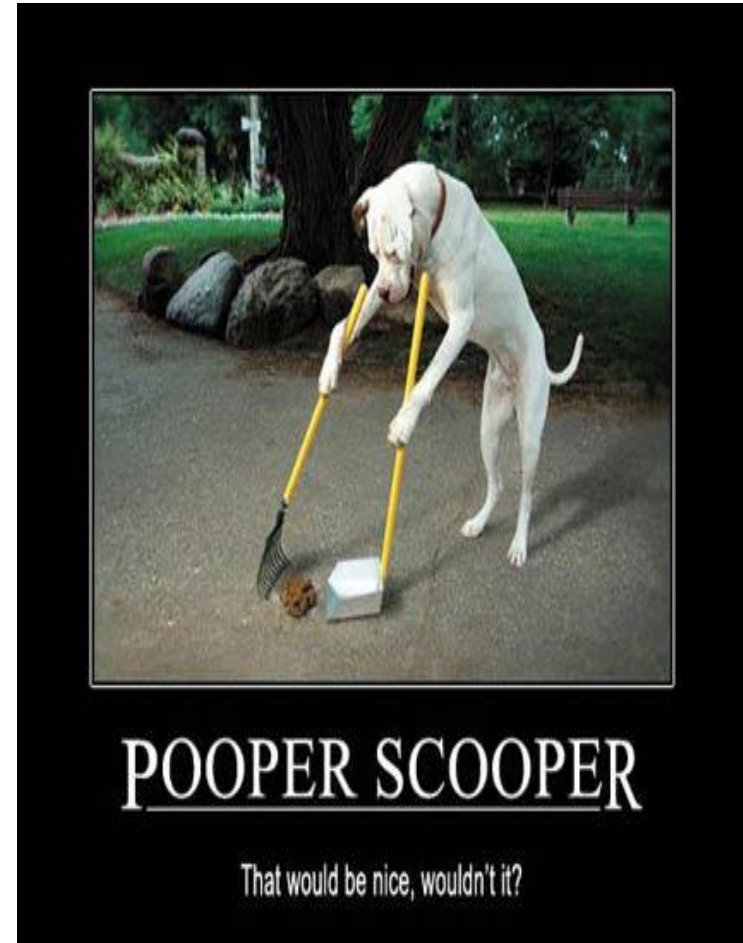
Fundamental Alteration

- ▶ If admitting service animals would fundamentally alter the nature of a service or program, service animals may be prohibited.
- ▶ Examples: burn units, operating rooms, or other sterile environments as well as quarantined areas.



When it gets complicated...

- ▶ Hospital staff are not required to take care of or be responsible for service animals
- ▶ Patient requests—Have a discussion with patient and family/caregiver(s) about support for the animal for the duration of patient's stay



Service Animal Etiquette

- ▶ No petting– Service animal is almost always “on-duty”—refrain from asking whether or not you can pet the animal
- ▶ **Do not** interfere with a person’s guidance or commands for a service animal
- ▶ **Do** let the person know if it appears they are approaching some barrier—if they have a visual disability
- ▶ It is ok to ask if the person needs assistance navigating to an area



Find out more:



ADA National Network
Booklet: Service Animals
and Emotional Support
Animals: Where are they
allowed and under what
conditions?

Available for download
at:

<https://adata.org/publication/service-animals-booklet>

TRUE OR FALSE?

- ▶ Only dogs (and in some cases, miniature horses) are recognized as service animals under the ADA.



TRUE OR FALSE?

- ▶ Comfort and emotional support animals are **not** service animals under the ADA.



TRUE OR FALSE?

- ▶ Under the ADA, service animals must wear a vest or tags identifying them as service animals.



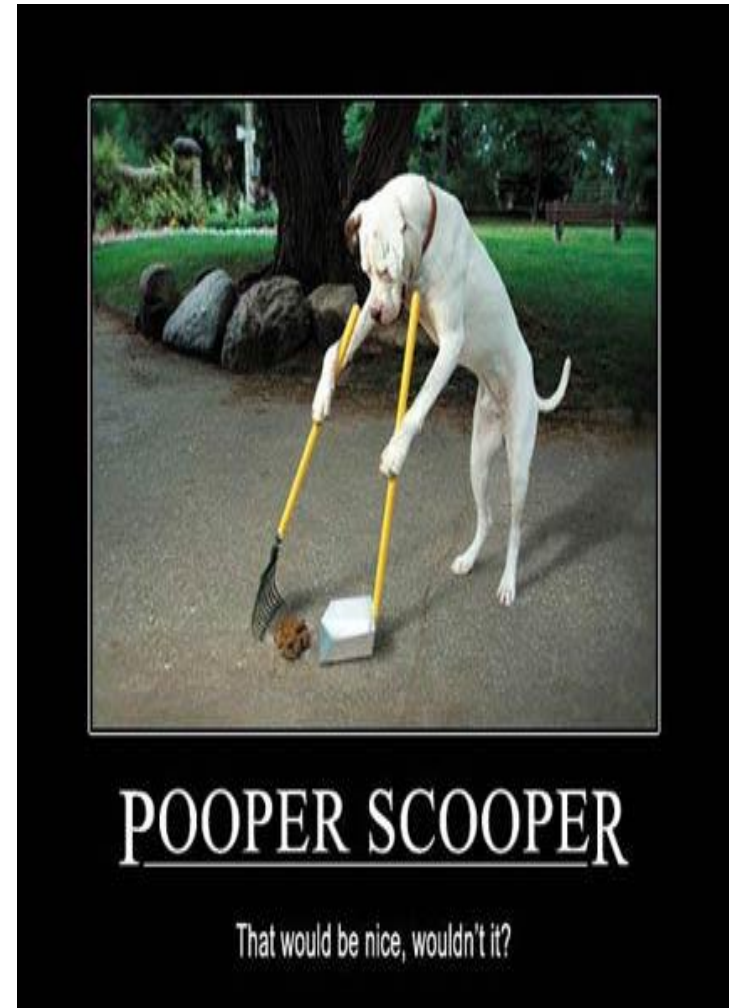
TRUE OR FALSE?



- ▶ To determine if an animal is a legitimate service animal, public accommodations can ask two questions:
 - Is this a service animal?
 - What work or task has the animal been trained to perform?

TRUE OR FALSE?

- ▶ Places of public accommodation must assist individuals with service animals by providing water for the animal and taking the animal outdoors to eliminate.



TRUE OR FALSE?

- ▶ If a service animal is threatening, out of control, or not housebroken, a public accommodation can require that the animal be removed from the premises.



TRUE OR FALSE?

- ▶ A service dog can be excluded from a place of public accommodation if other patrons are allergic to dogs or are afraid of dogs.



Additional Resources

http://www.ada.gov/service_animals_2010.htm

<http://adata.org/publication/service-animals-booklet>

<https://adata.org/factsheet/service-animals>

ADA Questions? Contact Us!

- ▶ Southwest ADA Center– Call Us!
800–949–4232 (all calls confidential)
- ▶ Email us: swdbtac@gmail.com

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