

Ontario is on its way to leading patient-centred stroke and aphasia care!

Thanks to funding from the Ontario Ministry of Health grant, selected FREE resources and tools continue to be available promoting Supported Conversation for Adults with Aphasia (SCA™) until March 2022.



FREE FOR HEALTH CARE PROVIDERS IN ONTARIO

Virtual Supported Conversation for Adults
with Aphasia (SCA™) Core Training

Virtual Train the Trainer Workshops

Virtual Two to Tango Training

Pictographic Resource Booklets
"What is Aphasia?" booklets
Talking About Series

FREE Consultations

ALSO AVAILABLE - FREE INTERNATIONALLY

(NEW!) Resources to facilitate conversations with
your patient with aphasia:

- **COVID-19 Resources** (templates to communicate information about COVID-19 to people with aphasia)
- **Family Pamphlet** (resource for families of people with aphasia early on in their stroke journey)
- **Personal A-FROM** (concrete way for clinicians and clients with aphasia to identify goals together)
- **YES/NO Card** (resource to verify the topic of conversation & information being shared through conversational interaction)
- **Support for Effective Use of Pictographs**
- Introduction to SCA™ eLearning training module
- ParticiPics database of pictographic images
- Communicative Access Measures for Stroke (CAMS) for quality improvement

To access these resources, or for more information:

www.aphasia.ca/free-resources/

WHAT IS APHASIA?

An information booklet for adults with aphasia,
their families and their caregivers.



Talking About Series Topic-Based Conversation Support

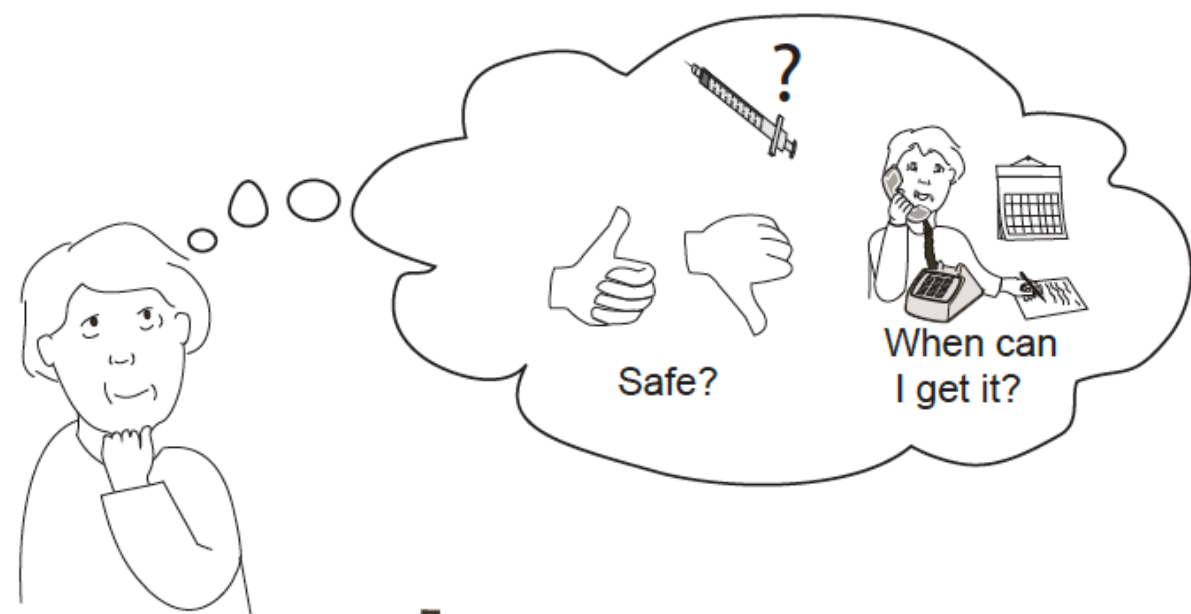
USING THE CONVERSATIONAL SUPPORTS



Pictographic Resources For People Who Know More Than They Can Say.
Resources were originally developed for seniors, but can also be applicable to other age groups.

- Using the Conversational Supports
- Using The Client Resources
- Abuse
- Arthritis and You
- Continence Care
- Daily Living
- Death and Grieving
- Diabetes
- Eating
- Falls Prevention
- Food
- Hearing Loss and You
- Heart Disease and You
- Medical Tests
- Medication
- Meeting About You
- Osteoporosis
- Recreation and Leisure
- Stroke and Aphasia
- Transitions
- Transportation

COVID Vaccines: Your Questions?



Ask your family

CLICK

**Book a COVID-19
vaccine appointment
(Ontario)**

COVID-19 Screening Tool

Do you have any of these symptoms?



Fever



Cough



Chills



Difficulty breathing



YES



NO

Stroke?



Slow or Different?

A.S.T

Facial droop

Weakness on one
side of body

Communication changes.
Hard to speak or understand
others

Time



**Time = Big
difference!**



Do not wait at home



Go to the hospital



Hospitals are safe

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Does your family member have Aphasia?

What to look for...

- He/She can't speak, or their words don't make sense
- You aren't sure if he/she understands
- He/She may not say "Yes" or "No" even if they know what the question is

Aphasia may get better or worse. Even if it does not, your family member can live successfully.

What YOU can do

- Ask a speech-language pathologist (SLP) about aphasia
- Show your family member that you understand and know more than they can say!
- Keep talking to them. Include them in conversations. Encourage them to communicate.



Life's a Conversation.

Does your Family Member have APHASIA?

What to look for and What you can do

Your family member may 'know more than they can say'!

HOW TO COMMUNICATE with a person with aphasia:



Help them feel respected:

- Speak to him/her directly, and kindly
- Make eye contact
- Don't shout. Be patient
- Use an adult tone of voice
- If you need to speak, ask him/her if it's OK
- Acknowledge their feelings
- Say/show, "I know"

GETTING THE MESSAGE OUT... Help him/her communicate:

- Speak clearly
- Use short sentences
- Write large
- Draw/picture
- Use your hands to show what you mean
- One person at a time
- Let them know you are listening

COMMUNICATION TIPS:

GETTING THE MESSAGE OUT... Help him/her communicate:

- Ask yes/no questions, one at a time
- Give him/her time to answer
- Don't complete their sentences (unless asked)
- Give him/her choices to point to (e.g. 'YES' / 'NO' / '?')

Yes	<input checked="" type="checkbox"/>
No	<input checked="" type="checkbox"/>
?	<input type="checkbox"/>

- See if their face/actions are saying something
- If they say the wrong word, imagine what they may be trying to say

Double-check:

- Check what you think they have told you. (Say it again, or sum it up)
- Ask if they have more to tell you, before moving on
- Sometimes, you can ask, "Should we take a break? Can we try again later?"



QUICK TIPS:

Ask simple + direct questions. Provide many ways to help them communicate, if asked. Acknowledge their frustration. Speak clearly, slowly, and pause often. Don't understand, say so. Take a time.

National Aphasia Association
Aphasia Caregiver Guide"

FOR MORE INFORMATION:

Aphasia Institute
1-800-3636
aphasia.ca

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Living with Aphasia
















Framework for Outcome Measurement (A-FROM)



Kagan, A., Simmons-Mackie, N., Rowland, A., Hujbregts, M., Shumway, E., McEwen, S., Threats, T., Sharp, J. Counting what counts: A framework for capturing real-life outcomes of aphasia intervention. *Aphasiology*, 23(1), 1-15.

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Use this tool to talk about your life

Examples	Personal
Participation  Activities  Relationships  Roles and responsibilities  Conversations	 The future  Aphasia and who you are  Your view of yourself  Your feelings
Environment  Services, systems and policies  Attitudes of others to you and the aphasia  Help with communication and conversation	Aphasia  Talking  Writing  Understanding and listening  Reading

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Yes



No



?

Wrong Track



EFFECTIVE USE OF PICTOGRAPHS TO SUPPORT HEALTHCARE CONVERSATIONS

for people who "know more than they can say"



Supported Conversation for Adults with Aphasia (SCA™)

Pictographic resources developed by the Aphasia Institute are designed to be used **as part of a conversation** between you and a person with aphasia or someone who 'knows more than they can say'. They will be most effective when supported with techniques that are part of the Supported Conversation (SCA™) method.

You can learn more about SCA™ by taking this short, free [elearning module](#) - available on our website.

SCA™ has TWO main goals:

ACKNOWLEDGING COMPETENCE

Show your patient that "You Know They Know' what they want to say.

If you only do one thing – do this!

- Speak naturally (with normal loudness), using an adult tone of voice
- Recognize your patient's frustrations and fears of being thought of as stupid – use a phrase such as, "**I know you know**"
- Understand and comment on the frustration you both experience when, despite your best efforts, communication breaks down
- Deal openly with situations in which you have to communicate with someone else to obtain or give information

REVEALING COMPETENCE

Help your patient to Exchange Information, Give Opinions and Express Feelings

Get your Message IN

Help your patient to understand you

- Use short, simple sentences and an expressive voice
- Use gestures that the patient can easily understand
- Write keywords/main idea in large bold print (e.g., **pain**)
- Use pictures – focus on one at a time

Get their Message OUT

Help your patient to convey their message

- Ask "yes/no" questions and make sure the patient has a way to respond (e.g., write yes/no in large print and ask the patient to point)
- Ask one thing at a time
- Ask the patient to gesture, point to objects, pictures and written keywords (e.g., "Can you show me...?")
- Give the patient time to respond

VERIFY the Message

Make sure you have understood each other accurately

- Summarize slowly and clearly what you think the patient is trying to say (e.g., "...so let me make sure I understand...")
- Add gesture or written keywords as necessary
- Ask yes/no questions to check your patient's understanding of important information