


The Brain, The Body, and You: Communication

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Initial Reflection

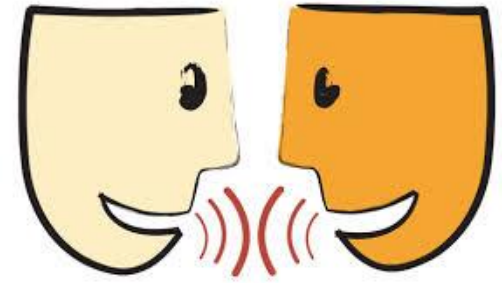


*"Communication means sharing
together, thinking together,
not agreeing or disagreeing
together but thinking, observing,
learning, understanding
together.*

*Both you and the speaker have
to take the journey together."*

~ J. Krishnamurti

Overview of Workshop



- Successful communication
- Accessibility/Barriers
- Communicating with survivors
- Post-stroke problems and communication
- Various communication impairments
- Communication tips
- Scenarios, role plays
- Resources
- DELANYA PLEASE ADD BEHAVIOUR PIECE
HERE IF WE ARE PUTTING THEM
TOGETHER 😊

Characteristics of Successful Communication Partners

- Respect
- A clear message
- A desire to understand the other person's message
- Trust in the other person to listen
- Empathy for each other



Characteristics (continued)

When the message is not getting across:

- A sense of optimism
- Patience and persistence
- Creativity
- Honest – “I’m sorry...”



Accessibility Matters!

Communicative Access refers to the ability of people with language/communication disorders such as aphasia to:

- gain barrier-free access to services
- participate in communicative events
- give and get information
- make informed decisions

(Simmons-Mackie et al, 2007)

Reducing Barriers and Building Ramps

For people with aphasia, communicative access often requires accommodations or “facilitators” to reduce barriers and the disability experienced by people with aphasia (Howe, Worrall & Hickson, 2004)

Types of Barriers

- Physical/Architectural
 - ❑ Lack of clear signage
 - Information/Communication
 - ❑ Background noises; people speaking too fast
 - ❑ Lack of skilled facilitators and appropriate resources
 - Attitudinal
 - ❑ Discrimination due to lack of understanding & awareness of aphasia
-

Barriers (Continued)

- Attitudinal (continued)
 - ❑ Being ignored and excluded from decisions
 - ❑ Being treated as incompetent
 - ❑ Losing friends due to inability to participate in conversations
- Organizational
 - ❑ Staff not receiving adequate training
 - ❑ Forms not being made aphasia friendly

Communicating with Survivors: The Basics

- **Ask** how the person wants to be addressed
- **Introduce yourself** and your purpose in being there
- Deal with private matters **privately**
- Be **calm, direct and positive** in all communication
- **Adjust** the environment
- Be aware of **non-verbal messages**

Post-Stroke Problems That Make Communication Harder



- Physical limitations
- Cannot communicate eye-to-eye
- Impaired hearing / vision
- Cannot alter facial expressions
- Has slower or inappropriate responses
- Cannot manage personal care

Terminology

What do we mean by:

- Communication?
 - Speech?
 - Language?
 - Voice?
 - Cognition?
-

Communication

- The exchange of information, ideas, conversation between at least two people



Speech

- The motor movements of the lips, tongue, jaw, vocal tract, etc. that work together to create the **SOUNDS** we use to communicate
- Impairments: Dysarthria and Apraxia



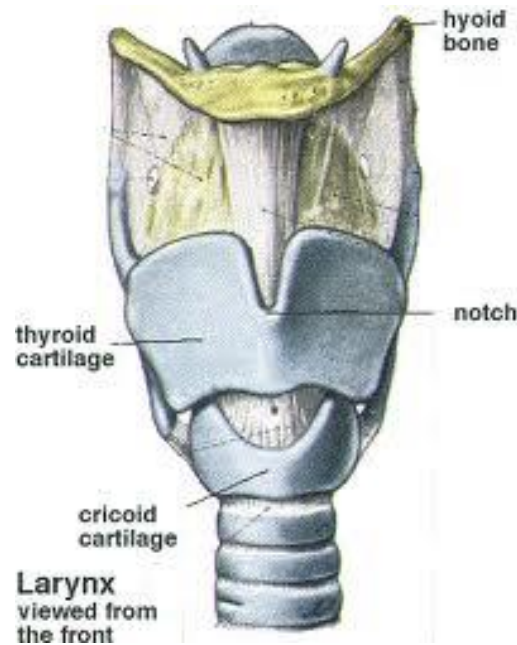
Language

- The agreed-upon code that a group uses
- Made up of words, grammar, rules, etc., that allow communication to take place
- Impairment: Aphasia



Voice

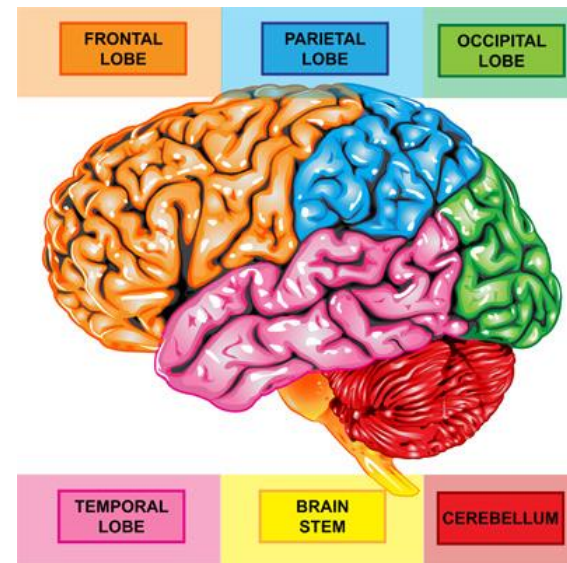
- The sounds made **by** the larynx



Cognition

- The “thinking” part of communication:

- ❑ Attention
- ❑ Concentration
- ❑ Memory
- ❑ Visual perception
- ❑ Planning
- ❑ Reasoning
- ❑ Problem-solving
- ❑ Awareness/Self-monitoring



- Disorders: Dementia, strokes which cause damage to the executive centres of the brain

What communication disorders can occur after a stroke?

- Dysarthria
- Apraxia
- Aphasia
- Voice Impairment
- Cognitive-Communication disorders



Dysarthria: A Motor Speech Problem

- Difficulty making speech sounds clearly
- Most survivors with dysarthria have NOT lost language.
- They may still:
 - ❑ Think, plan, decide and reason
 - ❑ Understand spoken language
 - ❑ Read
 - ❑ Write, type
 - ❑ Use computers or other devices to communicate

Apraxia

- Problem with the COORDINATION of the muscles of speech
- Messages from the brain are not able to reach the speech muscles in a smooth, accurate and rapid manner
- May still be able to understand, read and write

What you can do to help

- Communicate in a quiet place, when the individual is rested
- Repeat what you have understood. Clarify.
- Encourage the individual to slow down, speak up, use gestures
- Encourage writing or using a device as able



What you can do to help (cont.)

- Consider using:
 - Paper and pen
 - A computer
 - Picture / word / phrase board
 - Alphabet board
- Be honest when you don't understand
- Negotiate – does the person want you to help finish their words / sentences?



Cognitive Communication Impairments

- Reduced ability to understand and communicate clearly related to:
 - ❑ Problems with organization of thoughts
 - ❑ Attention/Concentration
 - ❑ Memory
 - ❑ Problem-solving, reasoning
 - ❑ Knowledge of non-verbal communication
- Often seen in survivors with right hemisphere strokes



Cognitive Communication Impairments (cont.)

- ❑ Fluent but poorly organized
- ❑ Wanders off-topic
- ❑ Leaves out relevant information
- ❑ Makes little eye contact
- ❑ May appear rude
- ❑ Doesn't understand / remember what has been said
- ❑ Inflexible in thinking

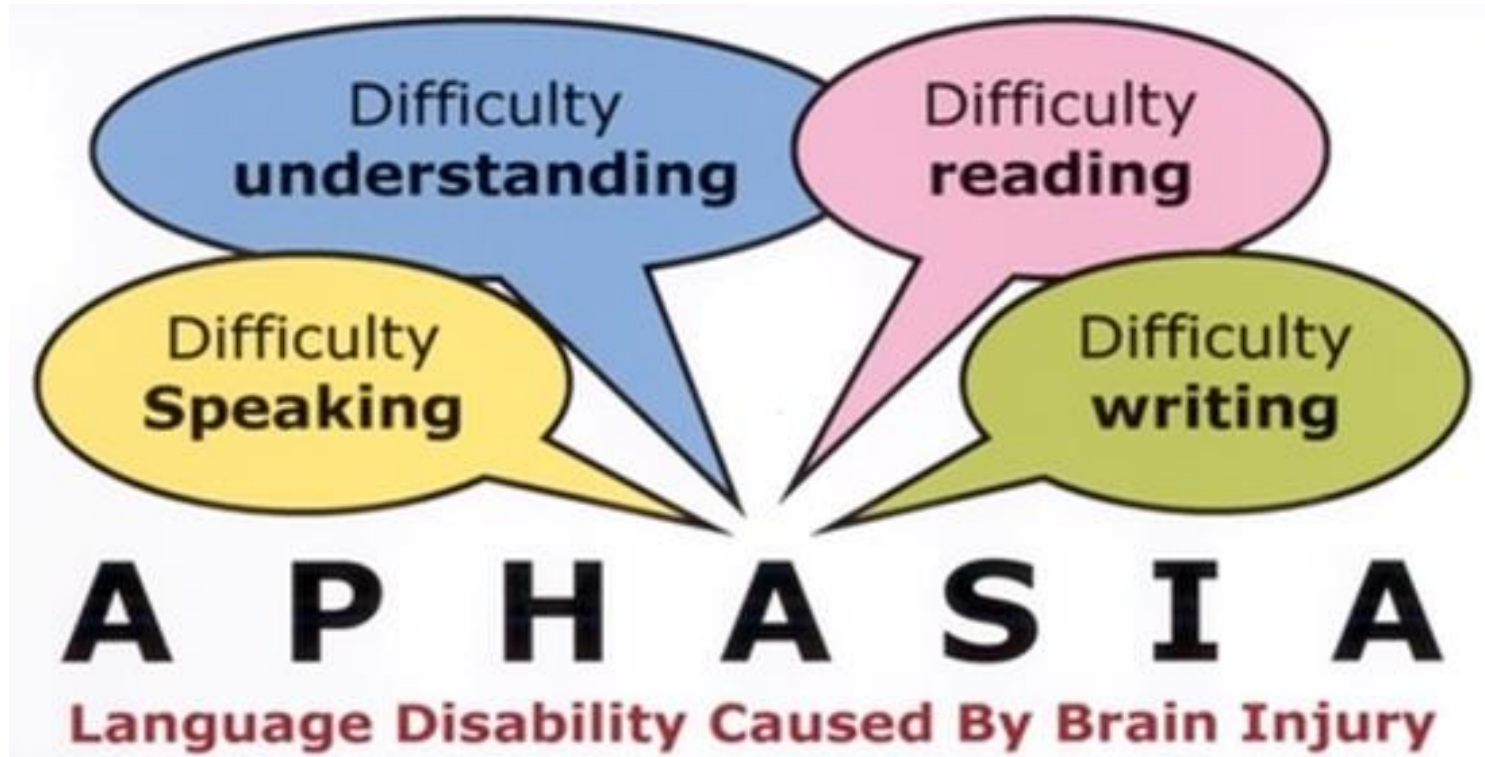
Cognitive Communication Impairments (cont.)

- Survivors with right hemisphere communication impairments may be able to:
 - Speak clearly in fluent sentences
 - Understand direct, concrete communication
 - Tell and laugh at familiar jokes
 - Read
 - Write

Communicating When a Survivor Has Cognitive Impairments

- Remind survivor of topic being discussed
 - Ask specific questions to get more information
 - Accommodate for left inattention
 - Be direct
 - Provide immediate feedback if survivor is coming across as being rude
 - Provide short printed information/pictures
-

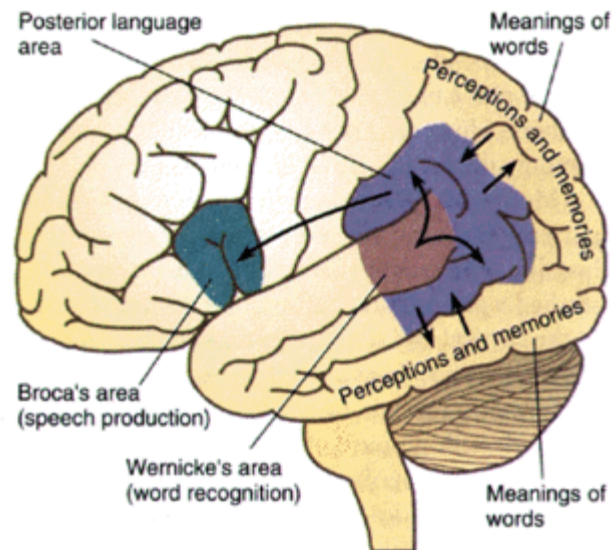
Aphasia



<http://www.milkaclarkestrokefoundation.org/aphasia.html>

Aphasia: A Loss of Language

- Aphasia is a language difficulty that happens because a stroke has affected parts of the brain that are responsible for language
- People with aphasia are intelligent adults who **know more than they can say**



Communicating when a Survivor has Aphasia

- **Survivors with aphasia can:**
 - Think, plan, decide, and reason
 - Usually produce some clear words
 - Understand facial expressions and gestures
 - **BUT:**
 - Difficulty expressing words and sentences
 - Difficulty understanding spoken language
-

Strategies to Help You Get Your Message “IN”

- Allow time!
- Speak face-to-face
- Appropriate tone of voice
- Communicate one idea at a time
- Short sentences
- Print key words
- Use gestures and facial expressions

More Strategies

- Use objects or simple pictures to help get your message across
- Use YES / NO questions
- Acknowledge that the person with aphasia knows what they want to say but cannot say it

“I know you know...”

Strategies to Help the Person with Aphasia Get Their Message “OUT”

- Encourage:
 - Writing
 - Gestures and pointing
 - Ask yes/no questions (use a written y/n if needed)
 - Use a communication/alphabet board, pictures
 - Encourage all attempts at communication
 - Verify what you have understood
 - Acknowledge lack of time if needed
-

Yes/No Questions

- Requires practice to ask yes/no questions effectively and efficiently
- Use a written YES/NO for pointing
 - ❑ YES NO I DON'T KNOW
- Start with broad questions (general topic), then specific
 - ❑ “Is it about a person?”
 - ❑ “Is it about your family?”
 - ❑ “Is it your daughter?”
 - ❑ “Are you wondering if she is coming to visit today?”



A Communication Scenario

- “I’ll help you get up, showered and dressed and then I’m going to take you to the dining room for breakfast but first you need to take your pill.”
 - “Here is your pill to take”
 - “Now I am going to help you take a shower”
 - “Then I will help you get dressed”
 - “After all that, I will take you for breakfast”

Pictographic Topic Pages

- Pictograph pages are a tool to facilitate communication.
- Use the pictographs to provide visual cues to the topic of the conversation.
- Encourage the person with aphasia to point to the relevant pictograph.

www.aphasia.ca

<https://www.participics.ca/search/listing?mainsearch=help>

Aphasia Institute Free Pictographic Resources

■ <https://www.aphasia.ca/shop/>



Life's a Conversation.

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Aphasia

Living with Aphasia

Health Care Professionals

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If you work or live in Ontario you may be eligible for free downloads of our products.

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Product Categories

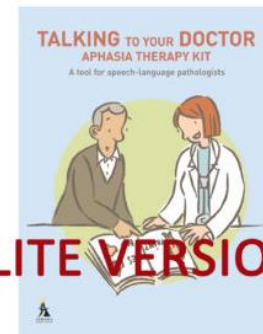
Health Care Professionals

People with Aphasia and Family

LANGUAGE



COMPLETE VERSION



LITE VERSION

Case Study –Video Analysis

- What are some of the strategies used to get the message IN?
- What are some of the strategies used to get the message OUT?
- What were some of the barriers to communication for the patient?
- Was the communicative interaction effective?
- Did the communication partner reveal the individual's competence?

Video: Paul

■ Scenario 1

<https://youtu.be/6p96Hilt6FA?t=1142>



■ Scenario 2

<https://youtu.be/6p96Hilt6FA?t=1319>



Role Play: Health Worker

- Your patient just rang the call bell. You find him/her sitting at the edge of the bed. You can tell that something is bothering him/her. Find out what it is.
 - Role Play #1: Patient Mrs. Devlin
 - Role Play #2: Patient Mr. Richardson
-

Role Play – Patient #1

- Mrs. Devlin
- Aphasia – can say yes/no, use non-dominant hand to print single words
- Worried
- Headaches on the right side
- Pain sharp and constant
- Wondering about possible stroke/TIA
- Want someone to call your spouse and have him come to the hospital right away

Role Play – Patient #2

- Mr. Richardson
 - Aphasia
 - Repeat the words “why what I don’t know”
 - Can draw but cannot print
 - Tired and frustrated from too many visitors
 - Wants a glass of water
 - Would like to lie down to rest
-

Summary

Remember:

- Be natural
 - Use techniques when breakdowns occur
 - Start with gestures and gradually add as needed
-



Helping Paul Communicate



DON'T

Raise your voice. Do not assume the person has a hearing problem.

Stand over a seated person.

Frown, cross your arms, or use non-verbal cues that indicate frustration or impatience.

Ask open-ended questions.

Rush communication.

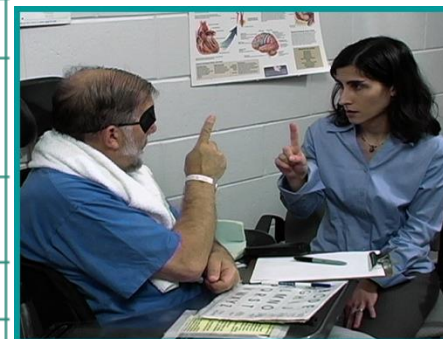
Jump into a topic or move quickly from one topic to another. Don't ask many unrelated questions.

Feel like there are no options if words don't work.

Get frustrated with the person.

Forget to acknowledge the person's intelligence.

Assume that you understood the message.



DO

Use short, simple sentences in a normal tone of voice.

Position yourself at eye-level.

Use positive facial expressions and body language to support your message.

Ask simple yes/no questions (e.g., "Would you like orange juice?").

Be patient. Allow time for a response.

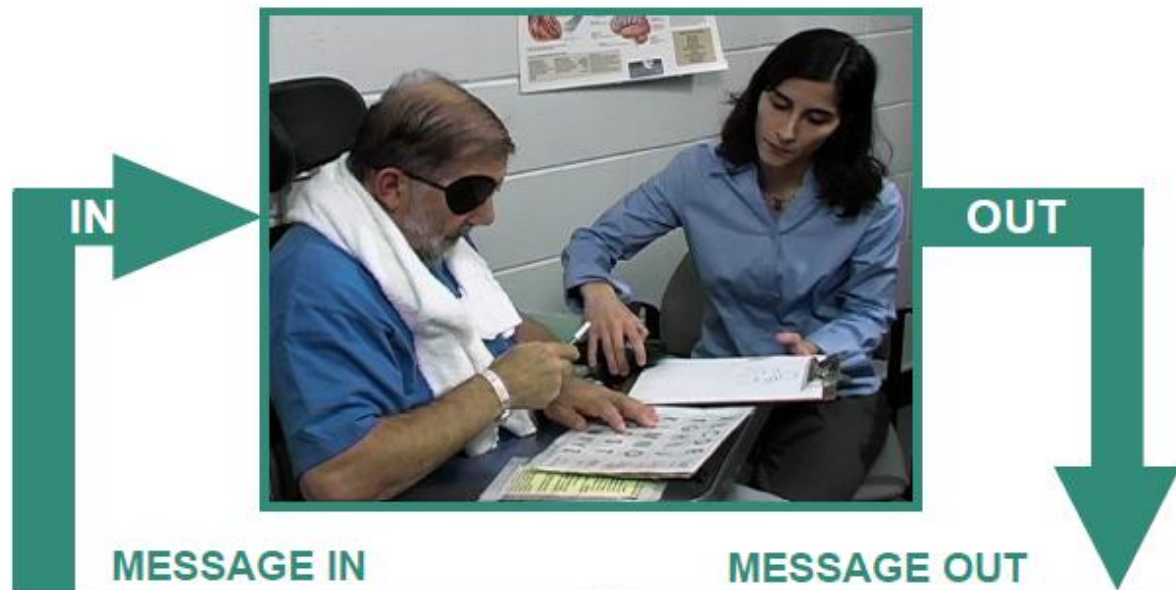
Make each individual topic clear and all topic changes clear (e.g., "Now, let's talk about your pills"). Then get more specific with questions.

Print key words, use pictures, specific gestures, simple drawings, and facial expressions.

Acknowledge the difficulty, take a break and come back later (e.g., "Can we please try again later?").

Use phrases like: "I know you know".

Always confirm and summarize the response (e.g., "Yes, you want to go to the bathroom.").



- ✓ Position face-to-face
- ✓ Use gestures & facial expressions
- ✓ Establish topic
- ✓ One topic at a time
- ✓ Use short sentences
- ✓ Print key words
- ✓ Use simple drawings & pictures
- ✓ Watch for body language to ensure understanding
- ✓ Ask YES/NO questions

- ✓ Allow extra time
- ✓ Use support & encouragement
- ✓ Identify general topic first
- ✓ Encourage gestures & pointing
- ✓ Ask YES/NO questions
- ✓ Use picture/word boards
- ✓ Encourage writing
- ✓ Verify the message



Tools & Resources



Canadian Stroke Best Practice Recommendations

www.strokebestpractices.ca

Canadian Stroke Best Practices

Rehabilitation

HOME ABOUT US NEWS EVENTS RESOURCES LINKS CONTACT US FRANÇAIS

RECOMMENDATIONS:

- Overview, Methods and Knowledge Exchange
- Recognition of Stroke
- Prevention of Stroke
- Hyperacute
- Acute Inpatient
- Rehabilitation
- Transitions
- Mood, Cognition & Fatigue
- Telestroke
- Stroke In Pregnancy
- Pediatric Stroke
- Appendices

Stroke more deadly for women and poses a greater burden: Heart & Stroke Report

Stroke disrupts women's lives, changes their roles and threatens their independence.

Lives disrupted: The impact of stroke on women

2018 Stroke Report

[Read more](#)

TRANSITIONS OF CARE

Public Awareness → Prevention of Stroke → Hyperacute Stroke Management → Acute Stroke Management → Rehabilitation → Community Reintegration

UPCOMING EVENTS:

- June 24-27, 2018 CANN 48th Annual Meeting and Scientific Sessions Halifax, NS, CA [Visit Website](#)
- Oct. 17-20, 2018 World Stroke Congress Montreal, Quebec [Visit Website](#)

PATIENT & FAMILY TOOLS:

PDF Your Stroke

STROKE NETWORK of Southeastern Ontario

STROKE NETWORK of Southeastern Ontario Fewer strokes. Better outcomes.

HOME ABOUT BLOG & NEWS BEST PRACTICE & EDUCATION COMMUNITY SUPPORTS PROJECTS CONTACT

Endovascular Therapy (EVT) Revolutionizes Stroke Care!

Teams can remove a blood clot from the brain of a patient suffering a severe stroke.

[Learn More](#)

www.strokenetworkseo.ca

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Best Practice & Education



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[Hyperacute](#)

[Acute](#)

[Rehabilitation](#)

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[Survivor Stories](#)

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[Patient Education](#)

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Upcoming Events

September 28, 2018

[The Why, What & How of Adapting
Exercise Programs for Stroke
Survivors](#)



Community & Long Term Care

www.strokenetworkseo.ca/best-practice-and-education/community-and-long-term-care

▶ Taking Action for Optimal Community and Long-Term Stroke Care (TACLS)

▶ Tips & Tools for Everyday Living: A Guide for Stroke Caregivers: Putting It Into Practice: Video Series

▶ The Brain The Body and You Workshop Series

▶ Best Practice Stroke Care Plans for Long Term Care Homes

▶ Southeast Healthline

▶ Educational Posters

Aphasia Institute: More Free Resources Coming Soon!

THE APHASIA INSTITUTE HAS SOME EXCITING NEWS!

Internationally recognized tools & training will be FREE in Ontario



- Information about aphasia in an accessible pictographic format
- A large searchable database of pictographic images relevant to aphasia
- A basic e-learning module
- On-site basic SCA™ training spots
- Consultation services
- An online quality improvement measure for institutions treating stroke patients

<https://www.aphasia.ca/>

Professional Stroke Education Fund
Shared Work Experience
And
Field Training
Educational Support Programs

Choose the education program that best suits your learning needs

Shared Work Experience Program

One or more learners can spend time learning with a health care provider(s) working in stroke care. A financial incentive of up to \$200 is available to support the applicants.

OR

Field Training Program

This program is designed to support an educational event for a group of health care workers working in stroke care. Financial support of up to \$200 is available for an Instructor.

Purpose - Further develop stroke-specific knowledge, skill and professional networks for those working in stroke care.

How to Apply

1. Identify the individual or group's learning needs
2. Select the education program (above) that best suits your needs

www.strokenetworkseo.ca/best-practice-and-education/education-opportunities

STROKE RESOURCES

This chart is divided into two sections:


1. Resources for stroke survivors and their caregivers/families
2. Resources for health care providers.

CLIENT/FAMILY RESOURCES		
RESOURCE	DESCRIPTION	WHERE TO ACCESS
Amy's Speech & Language Therapy Inc.	A website that provides free downloads of aphasia resources.	Amy's Speech & Language Therapy Inc http://www.amyspeechlanguagetherapy.com/communication-boards.html
Aphasia Institute (Toronto) Aphasia Centre (Ottawa)	Web-based resource providing information and tools to support adults with aphasia and their families. To access free downloadable resources from The Aphasia Institute, go to https://www.aphasia.ca/shop/ and navigate to box <i>If you work or live in Ontario you may be eligible for free downloads</i> of our products. Complete the form and instructions will be emailed.	The Aphasia Institute at http://www.aphasia.ca/ The Aphasia Centre http://aphasiaottawa.org/
Aphasia Group	Belleville program for persons living with the effects of stroke in the community who are experiencing aphasia. Groups are facilitated by a speech-language pathologist.	Community Care for South Hastings (613) 969-0130
Community-Based Exercise Programs for People with Stroke	Brochure designed for persons living with the effects of stroke and families who are living in the community to assist them in determining if a community-based exercise program will meet their needs. Brochure is based on the provincially developed <i>Guidelines for Community-Based Exercise Programs for People with Stroke</i> .	Stroke Network of Southeastern Ontario website under Best Practice & Education at http://strokenetworkseo.ca/best-practice-education/guidelines-recommendations
Family Caregivers Voice	Family Caregivers Voice (FCV) is a family caregiver-led group promoting family caregivers' local support groups and encouraging self-advocacy through education. FCV also advocates for changes to the health care system which would improve the life of caregivers. The FCV website includes a video presentation on The Stages of Caregiving.	Family Caregivers Voice Family Caregivers Voice




USEFUL APPS

The mobile phone/device applications listed below are to be used in addition to medical therapy to improve abilities. Some applications may have an associated fee.



***Disclaimer:** These applications are meant to be used in addition to therapy to help develop skills, NOT as an alternative to medical advice or treatments.

Thinking Programs				
Name	How to access	What it does	iOS or Android	Price
Lumosity 	www.lumosity.ca Apple App Store Google Play Store	A collection of games geared towards practicing a variety of cognitive skills	BOTH Lumosity (iOS) Lumosity (Android)	Free (in-app purchases Premium: \$16.99+)
Dots: A Game about Connecting 	Apple App Store Google Play Store	Problem solving	BOTH Dots (iOS) Dots (Android)	Free (in-app purchases for extensions)
Brainbean 	Apple App Store		Apple (iOS) Brainbean (iOS)	\$0.99
iMimic 	www.imimicgame.com Apple App Store	Memory	Apple (iOS) iMimic (iOS)	Free
Pictoword 	Apple App Store Google Play Store	Word and image association	BOTH Pictoword (iOS) Pictoword (Android)	Free





USEFUL APPS

Stroke Specific				
Name	How to access	What it does	iOS or Android	Price
3D Brain 	Apple App Store Google Play Store	Learn about brain functions, disorders, damage, and research	BOTH 3D Brain (iOS) 3D Brain (Android)	Free
Spot a stroke FAST 	Apple App Store	Help spot the symptoms of a stroke F.A.S.T	Apple (iOS) Spot a Stroke FAST (iOS)	Free
Brain tutor 3D 	Apple App Store Google Play Store	Explore the structure and function of the brain	BOTH Brain Tutor 3D (iOS) Brain Tutor 3D (Android)	Free (in-app purchases for extensions)

USEFUL APPS

Speech Assistance & Text-to-Speech				
Name	How to access	What it does	iOS or Android	Price
Speaking assistant 	Apple App Store Google Play Store	Speech practice	BOTH Speaking Assistant (iOS) Speaking Assistant (Android)	Free (in-app subscription purchases)
Dictation Talk to Text 	Apple App Store	Speech to Text voice recognition for social media and text messaging	Apple (iOS) Dictation Talk to Text (iOS)	Free (in-app purchases)
Speech sounds on Cue 	Apple App Store	Speech therapy software for articulation difficulty	Apple (iOS) Speech Sounds on Cue (iOS)	\$17.99
Conversation Starters 	Apple App Store	Conversation starters, tips for having a great conversation	Apple (iOS) Conversations	\$0.99
Speak and Translate 	Apple App Store	Speech to speech, speech to text, and text to text translations between many global languages	Apple (iOS) Speak and Translate (iOS)	Free (in-app purchases)
Text to Speech 	Apple App Store Google Play Store	Converts typed words and sentences into speech	BOTH Text to Speech (iOS) Text to Speech (Android)	Free

USEFUL APPS

Voice Test 	Apple App Store	Test voice and check for vocal cord health risk	Apple (iOS) Voice Test (iOS)	Apple: \$2.59
Language Therapy Lite 	Apple App Store Google Play Store	Boost language skills and enhance speech therapy	BOTH Lite version (iOS) Lite version (Android) FULL version (iOS) FULL version (Android)	Lite: Free 4-in-1 full app: Apple: \$74.99 Android: \$104.99
Writing therapy 	Apple App Store Google Play Store	Spelling and word association from sounds and pictures	BOTH Writing Therapy (iOS) Writing Therapy (Android)	Apple store: \$24.99 Google Play store: \$34.99
Constant Therapy 	Apple App Store Google Play Store	Practice speech, language, cognition, memory, reading, attention and comprehension skills	BOTH Constant Therapy (iOS) Constant Therapy (Android)	Free (in-app subscription purchases)