



# THE BRAIN, THE BODY, AND YOU: COMMUNICATION

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

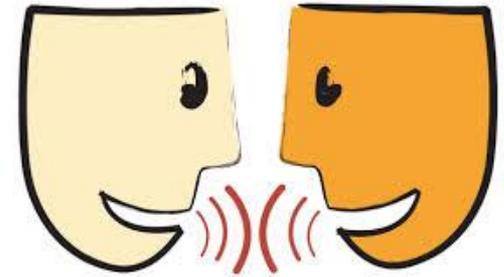
*Both you and the speaker have to take the journey together.”*

*~ J. Krishnamurti*

## INITIAL REFLECTION

# Overview of Workshop

- Successful communication
- Accessibility/Barriers
- Post-stroke problems and communication
- Communicating with survivors
- Various communication impairments
- Communication tips
- Video Demonstration & Reflection
- Resources



# Imagine what it would be like

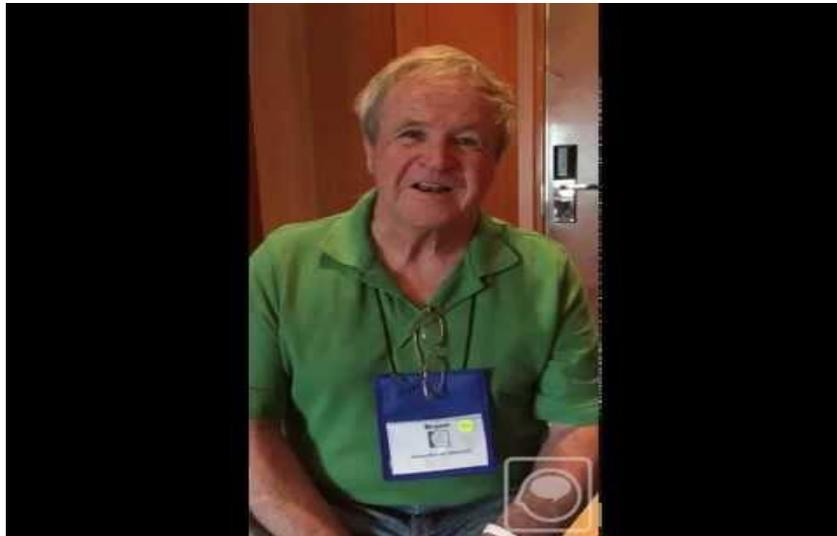


## Broca's Aphasia:

<https://www.youtube.com/watch?v=JWC-cVQmEmY>

(1st 1min30s)

# Imagine what it would be like



## Wernicke's Aphasia:

<https://www.youtube.com/watch?v=3oef68YabDo>

(1st 45 seconds)

# Characteristics of Successful Communication Partners

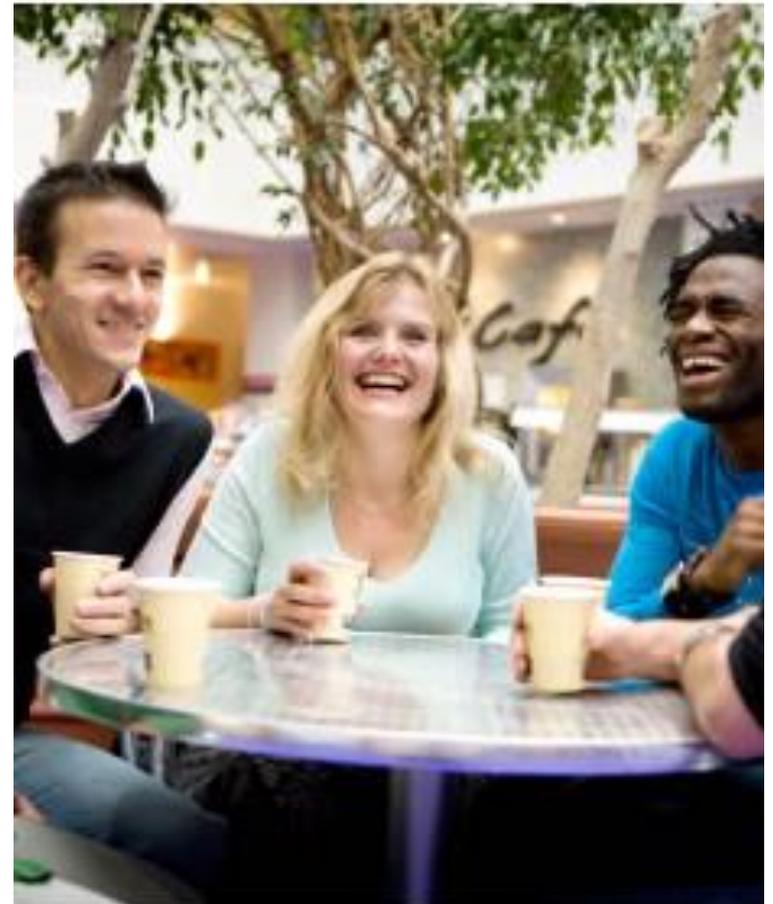
Respect

A clear message

A desire to understand the other person's message

Trust in the other person to listen

Empathy for each other



# Communication Breakdown

- Optimism
- Patience and persistence
- Creativity
- Honesty – “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)

# Types of Barriers

## Physical/Architectural

- Lack of clear signage

## Information/Communication

- Background noises; people speaking too fast
- Lack of skilled facilitators and appropriate resources

## Organizational

- Staff not receiving adequate training
- Forms not being made aphasia friendly

## Attitudinal/lack of understanding & awareness:

- Discrimination
- Being ignored and excluded from decisions
- Being treated as incompetent
- Losing friends due to inability to participate in conversations

# Post-Stroke Problems That Make Communication Challenging



Physical limitations

Cannot communicate eye-to-eye

Impaired hearing / vision

Cannot alter facial expressions

Slower or inappropriate responses

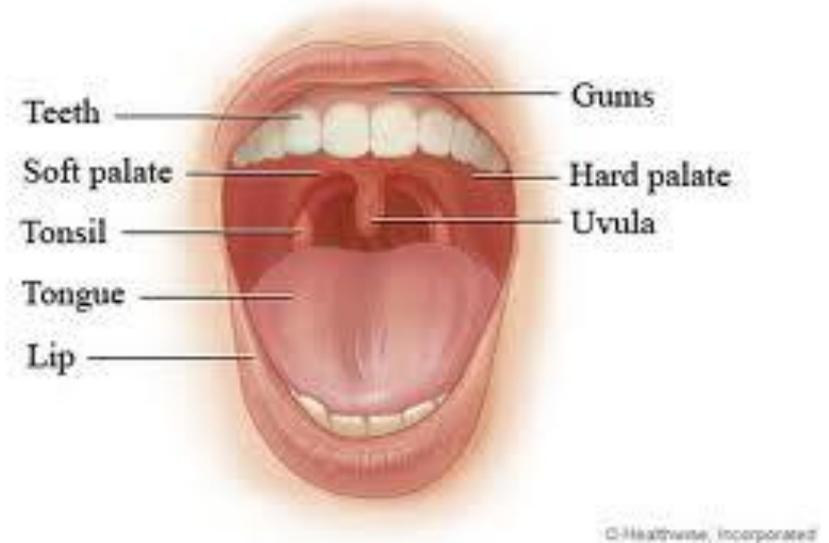
Cannot manage personal care

## 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**

# 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



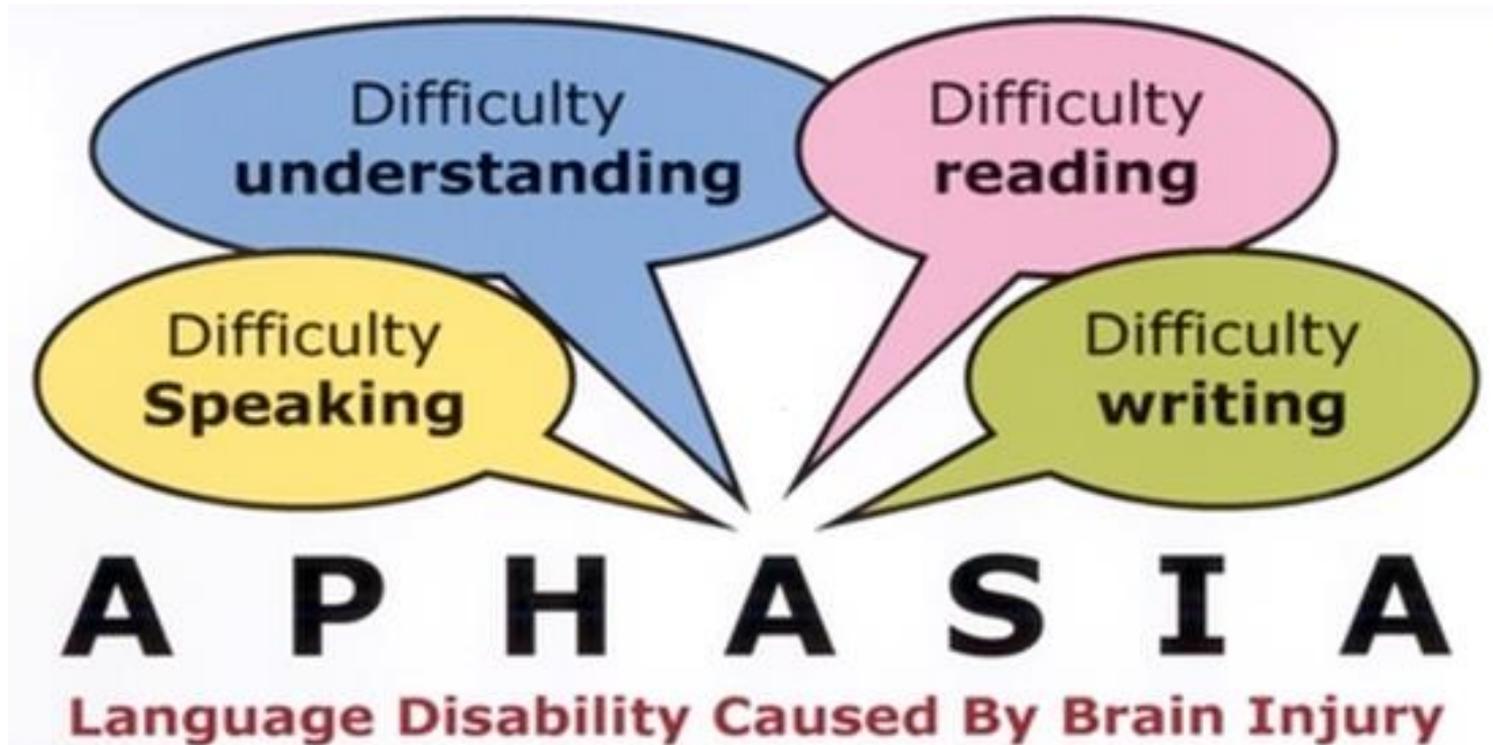
# What communication disorders can occur after a stroke?



- Dysarthria
- Apraxia
- Voice Impairment
- Cognitive-Communication
- Aphasia
  - Different types

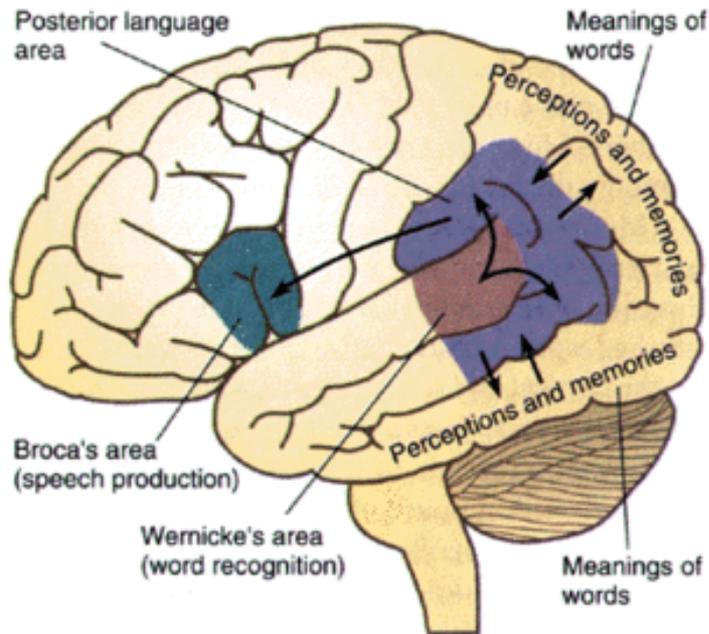
**3 MINUTE PAUSE 😊**

# Aphasia



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

# Aphasia: A Loss of Language



- When 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

## They often have:

- 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

Be honest when you don't understand

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 the 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.”

Vs.

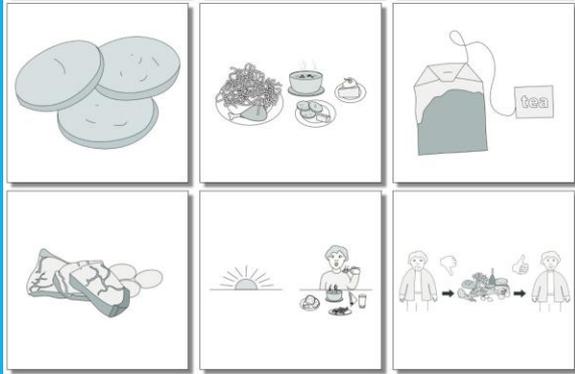
- “Here is your pill to take”
- “Now I am going to help you take a shower”
- “Then I will help you get dressed”
- “After all that, I will take you for breakfast”

# Video Example



<https://www.youtube.com/watch?v=KWVoqMgjmEM>  
4min4s

# Pictographic Topic Pages



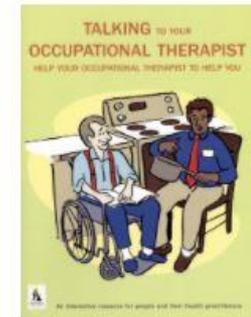
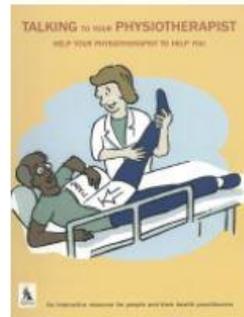
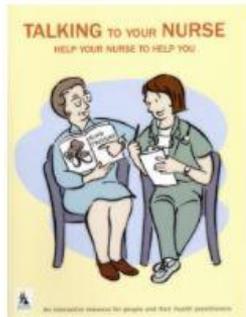
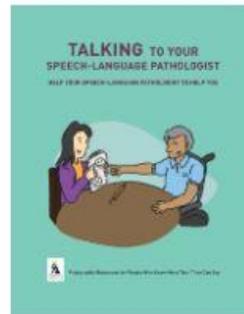
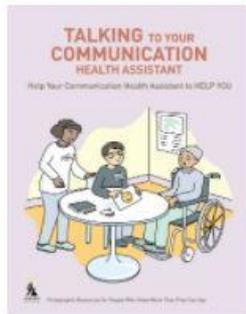
- Pictograph pages are a tool to facilitate communication.
- Use the pictographs to provide visual cues to the topic of the conversation.
- Encourage the person with aphasia to point to the relevant pictograph.

[www.aphasia.ca](http://www.aphasia.ca)

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

## Featured Booklets *Visit our store...*

We have created pictographic resource booklets that contain carefully selected pictographs that are paired with keywords and organized for easy facilitation of conversations in various relationships and settings.



# APHASIA INSTITUTE FREE PICTOGRAPHIC RESOURCES

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

# 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>

**Cognitive Communication Impairments**

Resident can often:

- Speak clearly in fluent sentences
- Understand direct, concrete information
- Read
- Write



- Scenario 2

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

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# Case Study –Video Analysis

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# Remember...

1

Be natural

2

Use tips and tools when breakdowns occur

3

Start with gestures and gradually add as needed



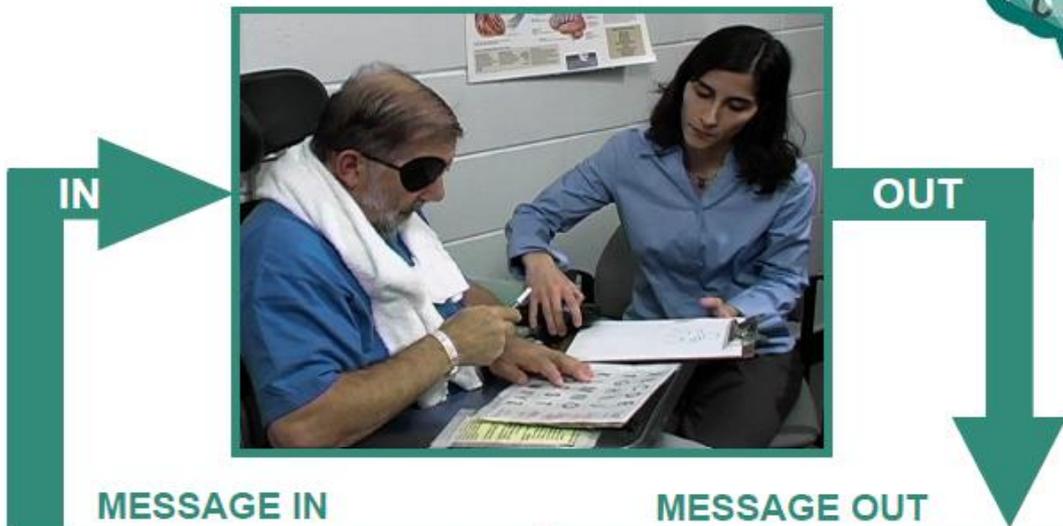
# Helping Paul Communicate



DON'T	DO
Raise your voice. Do not assume the person has a hearing problem.	Use short, simple sentences in a normal tone of voice.
Stand over a seated person.	Position yourself at eye-level.
Frown, cross your arms, or use non-verbal cues that indicate frustration or impatience.	Use positive facial expressions and body language to support your message.
Ask open-ended questions.	Ask simple yes/no questions (e.g., "Would you like orange juice?").
Rush communication.	Be patient. Allow time for a response.
Jump into a topic or move quickly from one topic to another. Don't ask many unrelated questions.	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.
Feel like there are no options if words don't work.	Print key words, use pictures, specific gestures, simple drawings, and facial expressions.
Get frustrated with the person.	Acknowledge the difficulty, take a break and come back later (e.g., "Can we please try again later?").
Forget to acknowledge the person's intelligence.	Use phrases like: "I know you know".
Assume that you understood the message.	Always confirm and summarize the response (e.g., "Yes, you want to go to the bathroom.").



# [HTTPS://WWW.STROKENETWORKSEO.CA/BEST-PRACTICE-AND-EDUCATION/COMMUNITY-AND-LONG-TERM-CARE](https://www.strokenetworkseo.ca/best-practice-and-education/community-and-long-term-care)



- ✓ 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](http://www.strokebestpractices.ca)



[www.strokenetworkseo.ca](http://www.strokenetworkseo.ca)

# 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

## 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
 <b>Lumosity</b>	<a href="http://www.lumosity.ca">www.lumosity.ca</a> 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+)
 <b>Dots: A Game about Connecting</b>	Apple App Store Google Play Store	Problem solving	BOTH Dots (iOS) Dots (Android)	Free (in-app purchases for extensions)
 <b>Brainbean</b>	Apple App Store		Apple (iOS) Brainbean (iOS)	\$0.99
 <b>iMimic</b>	<a href="http://www.inimicgame.com">www.inimicgame.com</a> Apple App Store	Memory	Apple (iOS) iMimic (iOS)	Free
 <b>Pictoword</b>	Apple App Store Google Play Store	Word and image association	BOTH Pictoword (iOS) Pictoword (Android)	Free

COMMUNITY STROKE RESOURCES for the Regions of Halton, Peel, Dufferin & Etobicoke

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## USEFUL APPS

Stroke Specific				
Name	How to access	What it does	iOS or Android	Price
 <b>3D Brain</b>	Apple App Store Google Play Store	Learn about brain functions, disorders, damage, and research	BOTH 3D Brain (iOS) 3D Brain (Android)	Free
 <b>Spot a stroke FAST</b>	Apple App Store	Help spot the symptoms of a stroke F.A.S.T	Apple (iOS) Spot a Stroke FAST (iOS)	Free
 <b>Brain tutor 3D</b>	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
<b>Speaking assistant</b> 	Apple App Store Google Play Store	Speech practice	BOTH Speaking Assistant (iOS) Speaking Assistant (Android)	Free (In-app subscription purchases)
<b>Dictation Talk to Text</b> 	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)
<b>Speech sounds on Cue</b> 	Apple App Store	Speech therapy software for articulation difficulty	Apple (iOS) Speech Sounds on Cue (iOS)	\$17.99
<b>Conversation Starters</b> 	Apple App Store	Conversation starters, tips for having a great conversation	Apple (iOS) Conversations	\$0.99
<b>Speak and Translate</b> 	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)
<b>Text to Speech</b> 	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

<b>Voice Test</b> 	Apple App Store	Test voice and check for vocal cord health risk	Apple (iOS) Voice Test (iOS)	Apple: \$2.59
<b>Language Therapy Lite</b> 	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
<b>Writing therapy</b> 	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
<b>Constant Therapy</b> 	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)