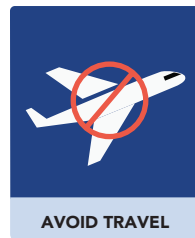
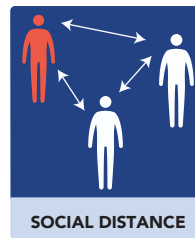


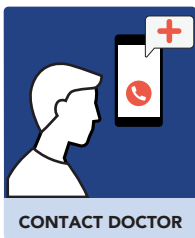
## DEAF & HARD OF HEARING INFO - CORONAVIRUS

- **City of Portland**  
<https://beta.portland.gov/novel-coronavirus-covid-19>
- **Multnomah County**  
<https://multco.us/novel-coronavirus-covid-19>
- **Oregon Deaf and Hard-of-Hearing Services (ODHHS)**  
<https://www.oregon.gov/DHS/SENIORS-DISABILITIES/SPPD/Pages/ODHHS.aspx>
- **Registry for Interpreters for the Deaf**  
<https://rid.org/>

## PREVENTING ILLNESS



## GET MEDICAL HELP



## PREFERRED METHOD OF COMMUNICATION



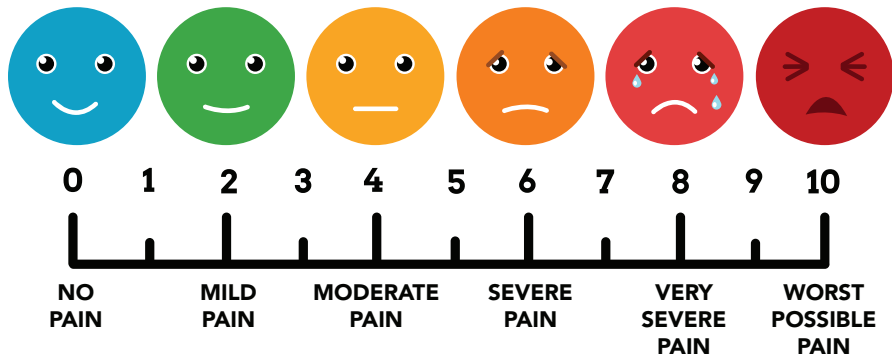
## QUICK COMMUNICATION



## TIPS FOR HEALTH PROVIDER

- ▶ Get the person's attention and make eye contact
- ▶ Repeat, rephrase, or write down your request
- ▶ Ask and/or indicate before touching the person
- ▶ Ask the person their preferred method of communication
- ▶ Minimize the number of people interacting with the patient
- ▶ Know that hearing aids/cochlear implants may improve hearing, but a person may still benefit from an assistive listening device and still may not understand all that you say.

## HOW DO YOU FEEL?



## HOW LONG HAVE YOU HAD SYMPTOMS?

▶ MINUTES

▶ HOURS

▶ DAYS

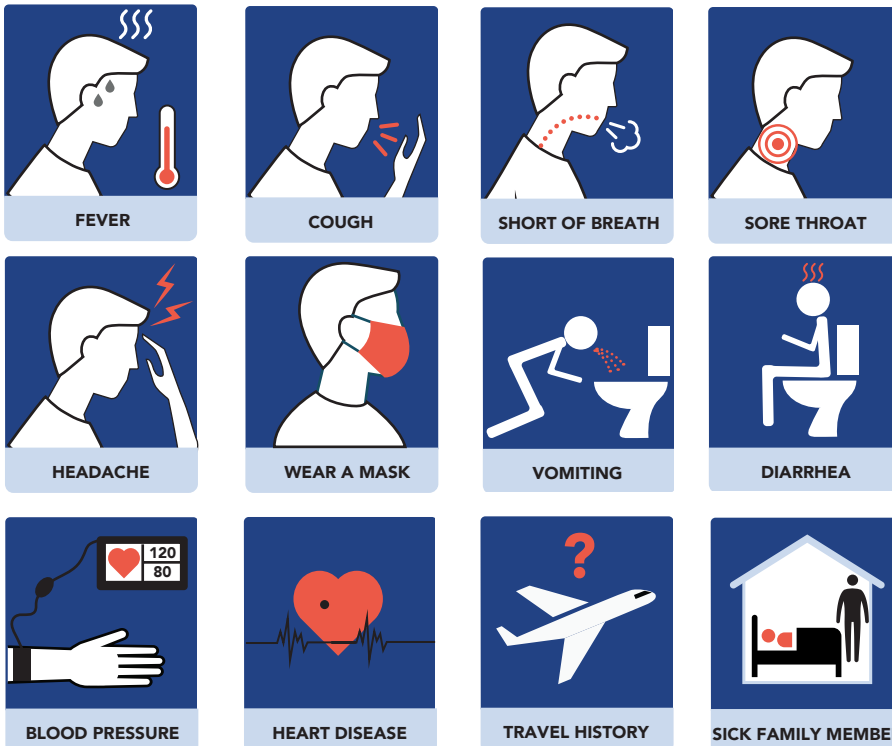
▶ WEEKS

▶ MONTHS

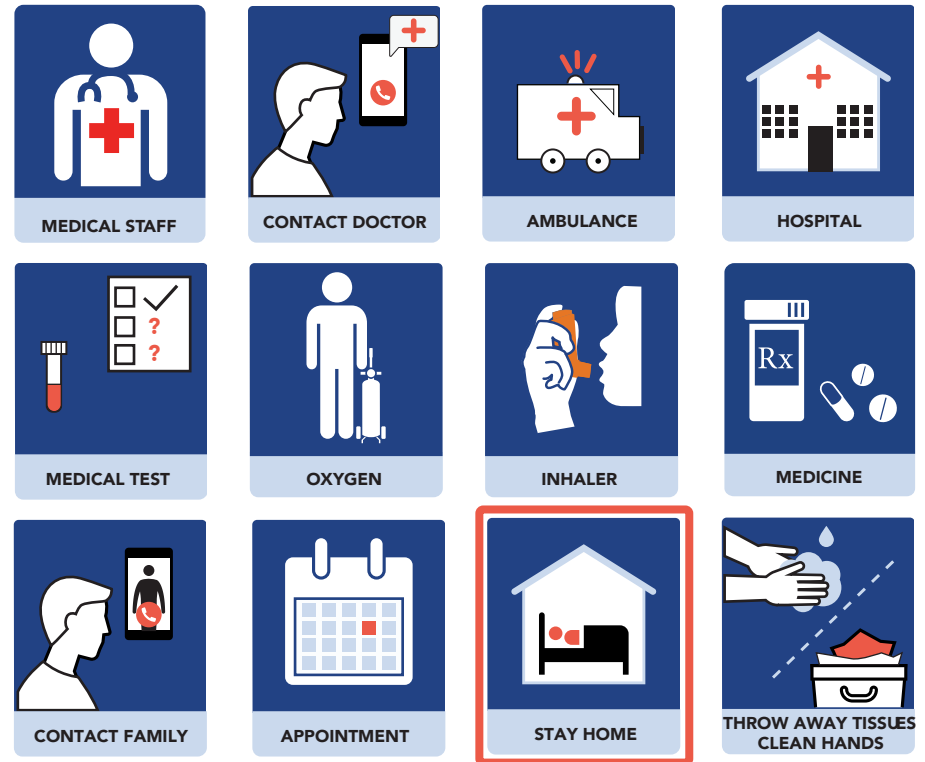
▶ YEARS



## SITUATION, HISTORY & SYMPTOMS



## TREATMENT & CARE



▶ DEVELOPED BY THE MASSACHUSETTS COMMISSION FOR THE DEAF AND HARD OF HEARING ▶ [HTTPS://MASS.GOV](https://mass.gov)

## Text description of this tool

This is a visual tool intended for deaf, Hard of Hearing individuals and anyone to share and receive basic health information by pointing to icons printed on the page.

### **Deaf and Hard of Hearing Info—Coronavirus**

- City of Portland <https://beta.portland.gov/novel-coronavirus-covid-19>
- Multnomah County <https://multco.us/novel-coronavirus-covid-19>
- Oregon Deaf and Hard-of-Hearing Services (ODHHS)  
<https://www.oregon.gov/DHS/SENIORS-DISABILITIES/SPPD/Pages/ODHHS.aspx>
- Registry for Interpreters <https://rid.org>

### **Preventing Illness**

icons for: Wash hands, clean objects and surfaces, do not touch face, cover cough, stay home, avoid crowds, social distance, avoid travel

### **Get medical help**

Icons for: contact doctor, medical staff, ambulance, hospital

### **Preferred method of communication**

Icons for: Interpreter, text/captions, writing, lip reading, gestures, assistive listening device.

### **Quick communication**

Icons for: yes, no, don't know and Go, wait, stop.

### **Tips for health provider**

- Get the person's attention and make eye contact
- Repeat, rephrase, or write down your request
- Ask and/or indicate before touching the person
- Ask the person their preferred method of communication
- Minimize the number of people interacting with the patient

- Know that hearing aids/cochlear implants may improve hearing, but a person may still benefit from an assistive listening device and still may not understand all that you say.

## **How do you feel?**

Graphic of faces ranging from happy to grimacing in pain. Scale below that goes from 1 to 10. 0 is no pain 10 is worst possible pain.

## **How long have you had symptoms?**

- (in text) minutes, hours, days, weeks, months, years
- (icons of 14 days on calendar)
- Clock with numbers 1-12
- Morning, afternoon, night

## **Situation History and Symptoms**

Icons for: fever, cough, short of breath, sore throat, headache, wear a mask, vomiting, diarrhea, blood pressure, heart disease, travel history, sick family member.

## **Treatment and Care**

Medical staff, contact doctor, ambulance, hospital, medical test, oxygen, inhaler, medicine, contact family, appointment, stay home, throw away tissues & clean hands.

THIS TOOL WAS DEVELOPED BY THE MASSACHUSETTS COMMISSION FOR THE DEAF AND HARD OF HEARING [HTTPS://MASS.GOV](https://mass.gov)