Pain

**Emergency Preparedness Toolkit**

**Visual Communication Tool**

**Quick communication tips for emergency responders:**
- Ask permission first, before touching the person.
- Get the person’s attention first.
- Speak to them at eye level.
- Look at the person when you speak. They may be able to read your lips.
- Speak slowly with a low-pitched and calm voice.
- Use short, familiar words, such as “What do you need?”
- Ask one question at a time. Also give directions one at a time. Check for understanding after each step.
- Give the person time to respond to your question or follow directions.
- Repeat, rephrase or write your message if necessary.
- Ask before moving a person, their wheelchair or their mobility device.

**Communication methods**

The best way to communicate with me:

- Writing
- Cell phone
- Communication board
- Sign language
- I can lip read
- Hearing aid or cochlear implant
- Text or captioning
- Tactile interpreter

**Important services**

This is the help I need:

- Shelter
- Hospital
- Family
- Gas station
- ID or money
- Caregiver
- Service animal
- Sign language interpreter
- Phone call or text
- Emergency services
- Police
- Fire department
- EMT or rescue
- Lost and found pets
- Relay services
- 711
- Helper
- Directions or where to go
- Community center
- Fire station
- Directions or where to go
- Community center
- Helper

**Transportation**

- Taxi
- Boat
- Plane
- Bicycle
- Car
- Bus
- Train
- Motorcycle

This document was adapted for Oregon with permission from Wisconsin.gov.