Effective Communication Resources
Compiled by the ADA Coordinator Training Certification Program

General/Policy

US DOJ: Effective Communication
https://www.ada.gov/effective-comm.htm

ADA National Network
The ADA National Network website has several resources on effective communication. www.adata.org
Your regional ADA Center is also a source for technical assistance, training, and materials. You can contact your regional center by calling 1-800-949-4232 or visit https://adata.org/find-your-region for more contact information and website URL.

Example Of A Policy And Procedure For Providing Auxiliary Aids For Persons With Disabilities: Auxiliary Aids And Services For Persons With Disabilities (Dept. of Health & Human Services)
https://www.hhs.gov/civil-rights/for-providers/clearance-medicare-providers/auxiliary-aids-persons-disabilities/index.html

ASL Resources

ASL Videos on topics related to Coronavirus. https://www.nad.org/2020/03/12/coronavirus/

Centers for Disease Control: ASL Coronavirus Information Videos
https://www.youtube.com/playlist?list=PLvrp9iOILTQatwnqm61jqFrsfUB4RKh6J

Remote Services (CART, VRI, Telehealth)

Video Remote Interpreting (VRI) (Health Resources and Services Administration)

https://www.nad.org/covid19-telehealth-access-for-providers/

Health Care

Effective Communication: HealthCare (Northwest ADA Center)
http://nwadacenter.org/factsheet/effective-communication-healthcare

Health Care and the ADA (Pacific ADA Center)
https://www.adapacific.org/healthcare (several effective communication resources)

COVID-19: Deaf and Hard of Hearing Communication Access Recommendations for the Hospital
https://www.nad.org/covid19-communication-access-recs-for-hospital/

https://www.nad.org/covid19-communication-medical-access-for-deaf-hard-of-hearing/
How Do I Communicate with Doctors, Nurses, and Staff at the Hospital During COVID-19? (Hearing Loss Association of America)

https://www.hearingloss.org/communication-access-recommendations-hospitals-covid-19/

Offers tips and resources including apps and other technology tools.

Guide for Effective Communication in Health Care (Hearing Loss Association of America)

https://www.hearingloss.org/communicate-with-healthcare-providers-covid-19/

Created for patients, families, caregivers, all members of the health care team, administrators and support staff. It provides information, resources, and tools to help improve communication in medical settings. This health care guide can help hospitals, facilities, and private offices follow federal, state and local laws, regulations, and health care standards, and allow patients to ask for and get the services they need.

Last updated: May 5th, 2020

This list was compiled by the ADA Coordinator Training Certification Program (ACTCP) as a resource for its members. ACTCP is a joint program of the Great Plains ADA Center and the University of Missouri College of Human Environmental Sciences Architectural Studies Department.

The Great Plains ADA Center is part of the ADA National Network, a project of the National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR). NIDILRR is a program of the Administration for Community Living (ACL), Department of Health and Human Services (HHS). Our grant (#90DP0093) is awarded through the Dept. of Architectural Studies under the College of Human Environmental Sciences at the University of Missouri. The contents of this document do not necessarily represent the policy of NIDILRR, ACL, HHS, and you should not assume endorsement by the Federal Government.