



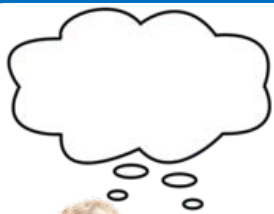
St Michael's House Total Communication Policy



A policy is a set of rules that staff have to follow



This policy is about Communication



Communication means getting your message across and understanding other people

People communicate by:



Talking



Lámh



Body language



Facial Expressions



Pictures



Writing



Objects

Technology. Technology means using a machine.

For example:



A phone



Computers



Tablets



And other technology



People communicate in lots of different ways.



All ways of communicating are used and respected in St Michael's House.



This is called **Total Communication**.



You have the Right to communicate the way you want.



Staff will support you :



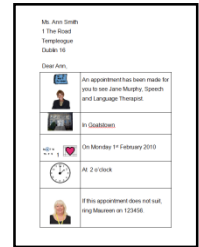
To communicate at all times



To be listened to and heard



To make choices



To have information you understand



To communicate with your family and friends



To say no



To try new ways to help you communicate



Staff will support you to communicate with St Michael's House by:



Meeting with your Keyworker or other staff



Meeting with the Person in Charge



Making a complaint



Going to consultation groups



Going to Individual coordination meetings (ICMs)

These are meetings with the clinical team



Going to House meetings



Going to Service User meetings in day service



Going to My Life meetings



Getting an Advocate



Staff support people to communicate using



Talking



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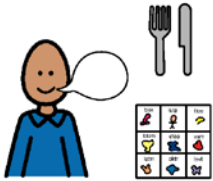


And other Technology



Staff will help you communicate the best way you can

speech and language therapy



You can ask for help from a Speech and Language Therapist.



A Speech and Language Therapist helps people with communication.

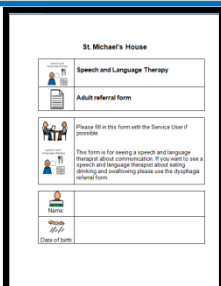
Waiting List



You may have to wait to get an appointment with a Speech and Language Therapist.



The Speech and Language Therapist will meet with you and people in your life



You can ask for help using the referral form.

This is on the downloads section on the intranet.