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.hrsa.gov/sites/default/files/hrsa/grants/manage/technicalassistance/video-remote-interpreting.pdf

COVID-19: Guidelines for Healthcare Providers – Video-Based Telehealth Accessibility for Deaf and Hard
of Hearing Patients (National Association of the Deaf)
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/

Covid-19: Medical Communication Access for Deaf and Hard of Hearing (National Association of the
Deaf)
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.

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