**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:

<table>
<thead>
<tr>
<th>Method</th>
<th>Icon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Writing</td>
<td>📝</td>
</tr>
<tr>
<td>Cell phone</td>
<td>📱</td>
</tr>
<tr>
<td>Communication board</td>
<td>📌</td>
</tr>
<tr>
<td>Sign language</td>
<td>🗣</td>
</tr>
<tr>
<td>I can lip read</td>
<td>🎤</td>
</tr>
<tr>
<td>Hearing aid or cochlear implant</td>
<td>🎧</td>
</tr>
<tr>
<td>Text or captioning</td>
<td>📖</td>
</tr>
<tr>
<td>Tactile interpreter</td>
<td>⌨️</td>
</tr>
</tbody>
</table>

**Pain**

Where is your pain?

- Front
- Back

**Level of pain**

- No pain
- Mild pain
- Moderate pain
- Severe pain
- Very severe pain
- Worst possible pain

**Important services**

- 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
- Helper
- Directions or where to go
- Community center
- Taxi
- Boat
- Plane
- Motorcycle
- Bicycle

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

- **News or updates**
- **Food**
- **Housing**
- **Forms**

**Places to go and types of emergencies**

- **Evacuate or escape**
- **Home**
- **Power on**
- **No power**

**Allergies or sensitivities**

- **Medications**
- **Latex**
- **Other**

**What I need**

- **Water**
- **Food**
- **Bathroom**
- **Clothes**
- **Power**
- **Batteries**
- **Flashlight**
- **Alerting equipment**

**Health and medical**

- **Medical staff**
- **Medical**
- **Keep moisture refrigerated**
- **Inspirer or EpiPen**
- **Oxygen**
- **Wheelchair or walker**
- **Inhaler**
- **Heart attack**
- **Hearing loss or ear problem**

**Food Forms**

- **FEMA**
- **Legal help**
- **Therapy**
- **Physical therapy**

**Damaged home**

- **Flood damage**
- **Fire or smoke**
- **Evacuate to higher ground**

**Places**

- **Maine**
- **New Hampshire**
- **Vermont**
- **Massachusetts**
- **Connecticut**
- **Rhode Island**
- **New York**
- **New Jersey**
- **Delaware**
- **Maryland**
- **Washington, D.C.**

**Time**

- **Sunday**
- **Monday**
- **Tuesday**
- **Wednesday**
- **Thursday**
- **Friday**
- **Saturday**

**You can get this document free of charge in other languages, large print, braille or a format you prefer. Contact Mavel Morales at 1-844-882-7889, 711 TTY or OHA.**

**AdModifications@dhsoha.state.or.us.**

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