

# Communication Partner Jobs

<b>Communication Facilitator Must</b>	<b>More Specifically</b>
<b>Monitor body position</b>	Make sure the person is seated in a position that makes pointing easy. This is usually done in a firm chair with good back support. Ask the person to sit up, sit back in the chair, and to find a position that works for them
<b>Monitor eye contact</b>	Make sure the fc user is looking at the keyboard. Use verbal cues to redirect their eyes (i.e. "look at the keyboard"). Wait until their eyes are redirected and looking at the board before initiating support.
<b>Monitor device position</b>	Make sure that the device is placed a height that is easy for the person to access. Make sure that: <ul style="list-style-type: none"> <li>You are using a slant board if needed. Consider using gravity, place the device lower so that the person is pointing down and they do not have to lift their hand too high.</li> </ul>
<b>Return the person to the neutral position</b>	After each letter is hit pull the person's hand back to the center of the keyboard about 6 inches above the board. This allows for the person to be ready to access either side of the board when they make their next selection.
<b>Provide resistance or a steady pullback away from the keyboard</b>	As the person moves toward the keyboard the communication partner provides steady firm resistance away from the keyboard pulling back after the person hits each letter. This helps to teach the person to establish a rhythm.
<b>Monitor output</b>	As the message is typed read each letter as it is hit and each word as it is completed. If the person seems to be finished with a thought say, "If you are finished hit the period, if not keep going."
<b>Provide encouragement</b>	Remember to say things like: <ul style="list-style-type: none"> <li>"I want to hear what you have to say"</li> <li>"Keep going"</li> <li>"You're doing great"</li> <li>"You can do it"</li> <li>"You got it"</li> </ul>
<b>If it is not working, try something easier</b>	If the letter board is not working, move to simpler supports. See the handout titled, Supporting successful communication for more details about how and when to make this decision.
<b>Reduce support</b>	Support in the person's hand should only be used if the person cannot isolate their finger. As the person becomes more successful, move your support from the wrist to the forearm to the elbow and then shoulder: fading entirely when ready.
<b>Don't over-interpret</b>	As the message is typed, read it literally. Do not predict what is coming or interpret what you think the person means. Ask the person for clarification.