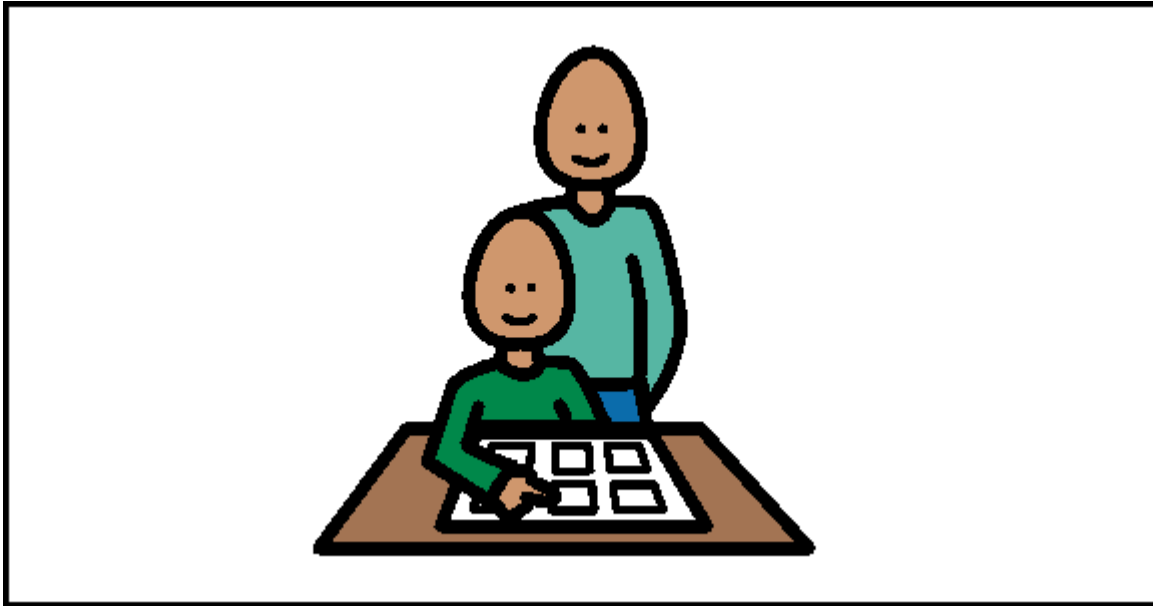


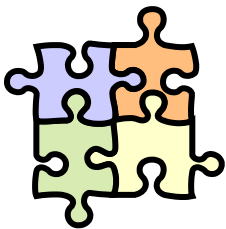
# Illinois Voices



## INTERNAL COMMUNICATION ACCESSIBILITY SURVEY

*Developed by the Illinois Voices Project Team  
with support from the  
Illinois Department of Human Services (DHS) – 2006*

The Picture Communication Symbols © 19812006 by Mayer-Johnson LLC.  
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**Illinois Voices: Putting together the pieces of the  
self-advocacy puzzle.**

Learn more about Illinois Voices by visiting our website at [www.illinoisvoices.org](http://www.illinoisvoices.org)

**The pictures used in the Internal Attitudinal Accessibility Survey are PCS Picture Maker from Mayer-Johnson. For more information, please contact Mayer-Johnson at**

Mayer-Johnson LLC

P.O. Box 1579

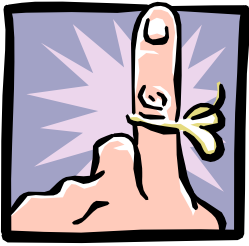
Solana Beach, CA 92075 USA

Phone: 858-550-0084

Fax: 858-550-0449

Email: [mayerj@mayer-johnson.com](mailto:mayerj@mayer-johnson.com)

Web site: [www.mayer-johnson.com](http://www.mayer-johnson.com)



NOTE TO SURVEYORS – The Internal Communication Accessibility Survey is intended to be used as a support tool for persons with developmental disabilities to evaluate the attitudes of the staff who support them within their agency program.

Provide a safe, confidential environment of the person's choice when using the Internal Communication Accessibility Survey. Please follow up on ***all*** responses by asking "how" and "tell me more" to gain more information and to help the person express what is important as well as how to achieve greater independence in those areas. Show the person that you are interested in what is being said by facing them and maintaining eye contact. Because so much of communication is done through non-verbal behavior, ensure that your body language is positive and supportive vs. judgmental and negative.

Please remember to follow your agency's policies and procedures to report any allegations of abuse, neglect, or restrictions of rights that may be disclosed during the survey.

# Ways I Can Communicate

talk



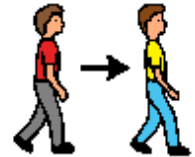
point



show you



take you to  
item/activity



show you item



one picture  
at a time



use pictures



choice boards



communication  
book



communication  
device



communication  
cards



sign  
language



Comments:

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Do you have a telephone or TTY that you can use ?



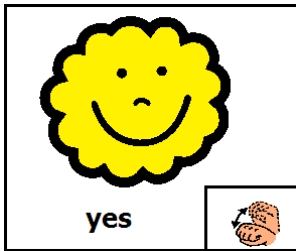
telephone



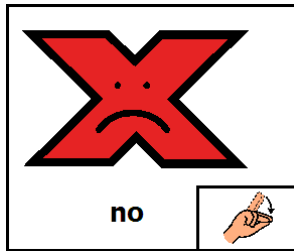
cell phone



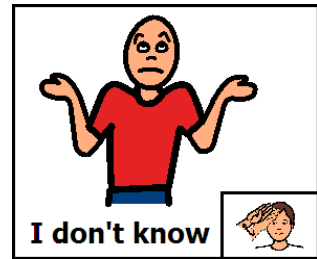
TTY



yes



no



I don't know

Comments:

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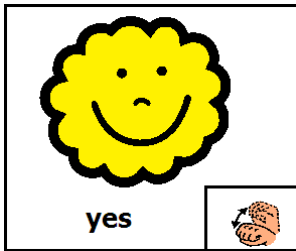
Do you know how to use the telephone or TTY?



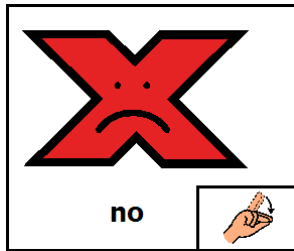
phone



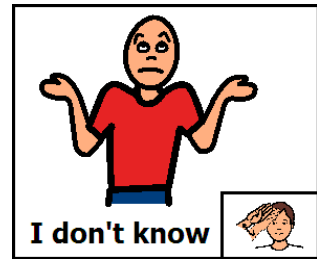
TTY



yes



no



I don't know

Comments:

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# Do you need help making a call?



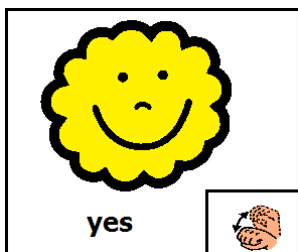
make  
a call



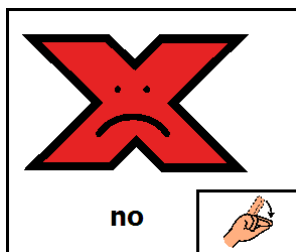
staff  
help



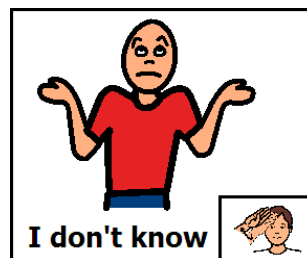
TTY help



yes



no



I don't know

Comments:

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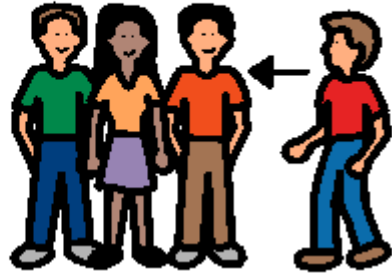
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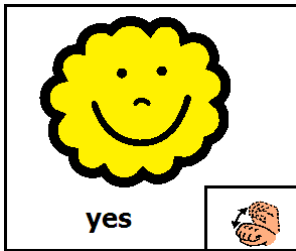
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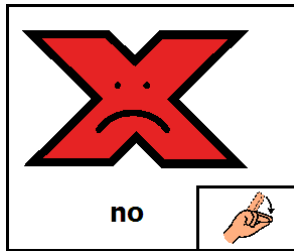
Do you feel staff understand you  
when you communicate with them?



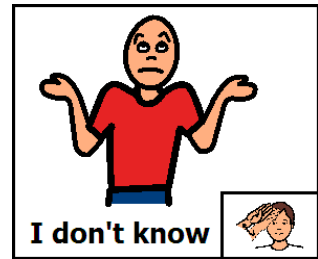
understand



yes



no



I don't know



Comments:

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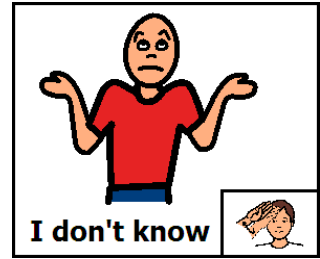
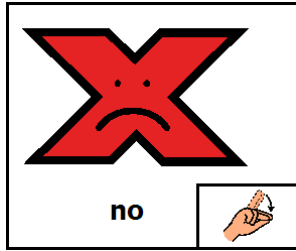
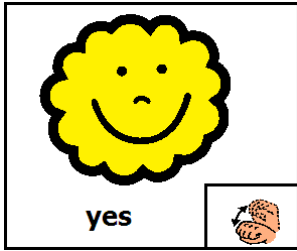
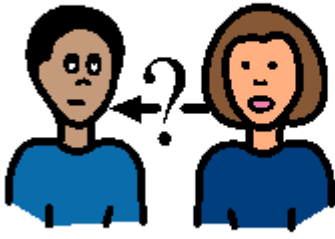
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Does staff ask you what you want and like?



Comments:

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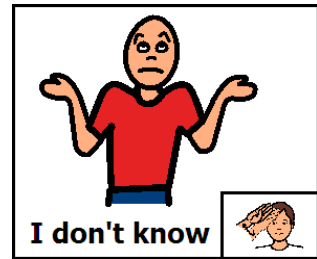
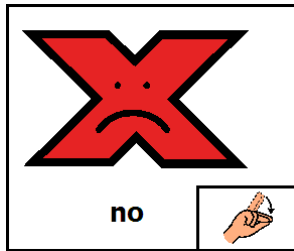
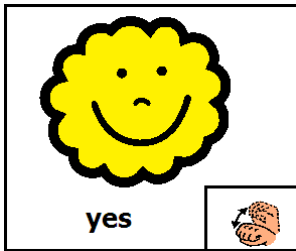
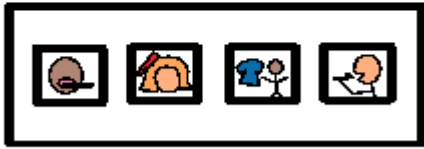
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**Do you need pictures to know where things are  
in your home or how they work?**



Comments:

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Do people know when you are:



happy



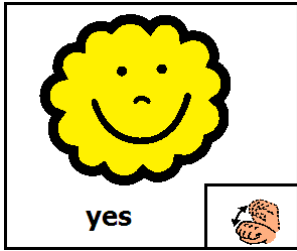
sad



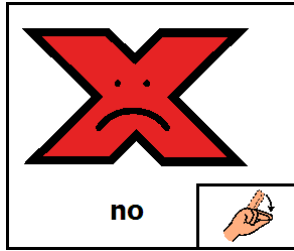
worried



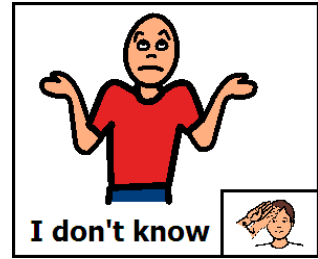
angry



yes



no



I don't know

Comments:

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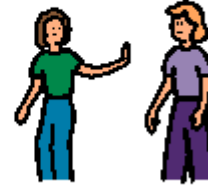
Do staff listen to you when you are happy, sad, worried, or angry?



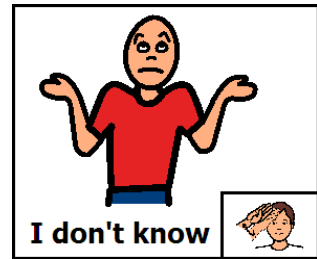
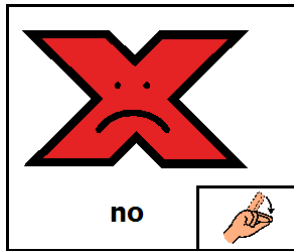
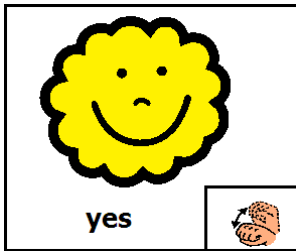
listen/ help



don't listen



don't help



Comments:

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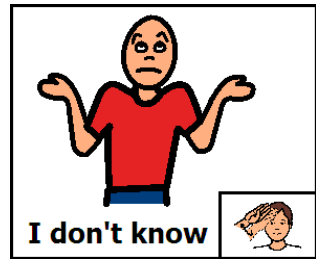
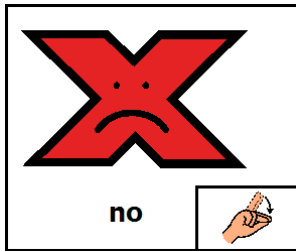
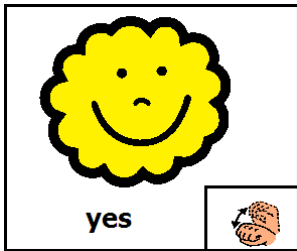
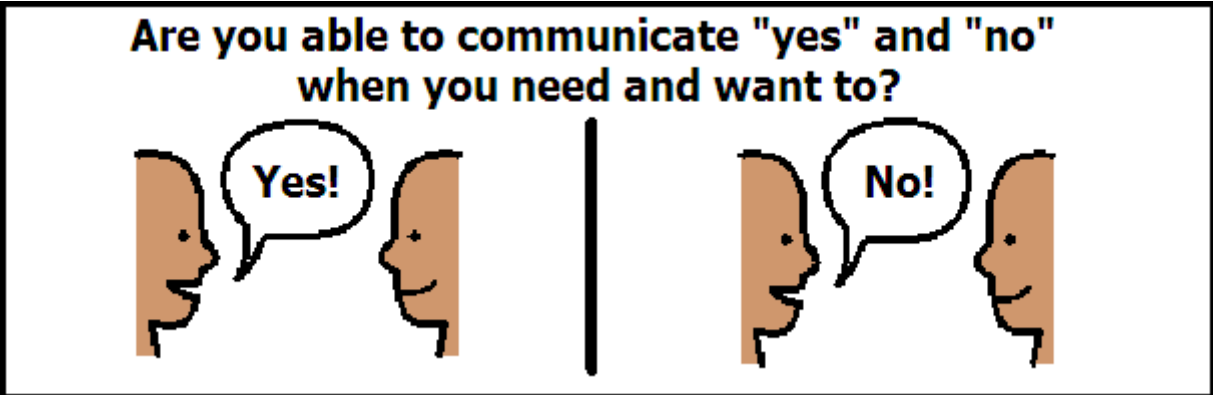
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Comments:

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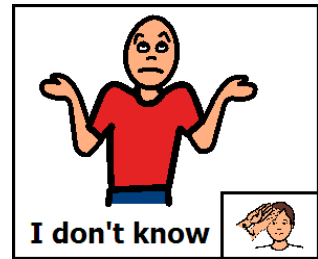
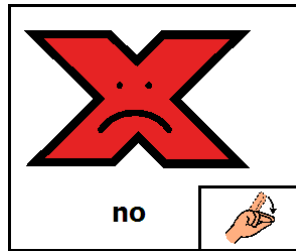
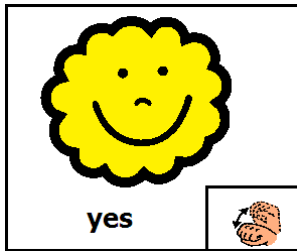
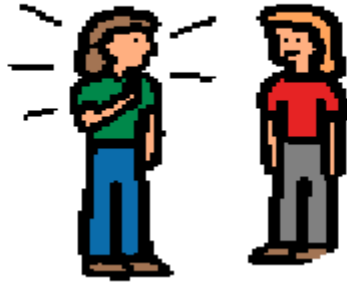
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Can you speak for yourself?



Comments:

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Do you have someone who will help you speak for yourself if you ask them for help ?



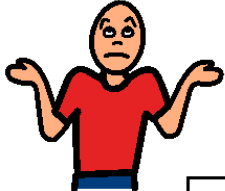

staff                      family                      friend




yes



no



I don't know



Comments:

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Do staff, doctors, and others share your information with you?



staff



my information



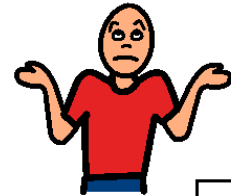
doctor



yes



no



I don't know



Comments:

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Do staff respond to you if you tell them or show them you are thirsty or hungry?

talk      use picture (board)      show staff item/picture      go to kitchen

yes

no

I don't know

Comments:

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Do staff respond to you if you tell them or show them that you need to use the bathroom?



talk



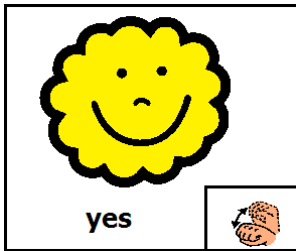
show picture



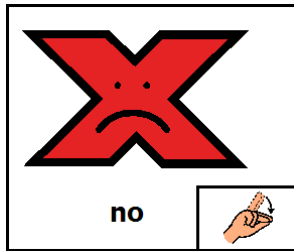
touch pants



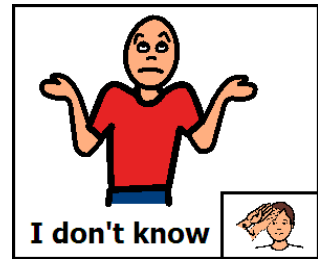
go to bathroom



yes



no



I don't know

Comments:

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# INTERNAL COMMUNICATION ACCESSIBILITY SURVEY

## Feedback Sheet

Name: \_\_\_\_\_

Program Site: \_\_\_\_\_

Surveyor: \_\_\_\_\_

Date: \_\_\_\_\_

**How do you communicate to let others know what you want?**

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**Do you have a telephone you can use?**

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**Do you know how to use the telephone?**

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**Do you need help making a call?**

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**Do you feel staff understand you when you communicate with them?**

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**Do staff ask you what you want and like?**

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**Do you need pictures to know where things are in your home or how they work?**

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**Do people know when you are happy, sad, worried, or angry?**

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**Do staff listen to you when you are happy, sad, worried, or angry?**

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**Are you able to say "yes" and "no" when you need and want to?**

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**Can you speak for yourself?**

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**Do you have someone who will help you speak for yourself?**

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**Do staff, doctors, and others share your information with you?**

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**Do staff respond to you if you tell them or show them that you are thirsty or hungry?**

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**Do staff respond to you if you tell them or show them that you need to use the bathroom?**

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**Special thanks go out to the following people who made this resource a reality:**

Krescene Beck  
Sue DiFilippo  
Kreider Services, Inc.  
Shirley Paceley  
Karen Randolph