**A4 Communication Book Template - Listener Mediated Scanning**

This communication book template makes use of listener mediated scanning and is designed for people who find it difficult to point directly to messages on a page. With listener mediated scanning (also known as partner assisted scanning) the communication partner offers the options in the book by pointing to the messages and / or speaking them aloud. The person communicating with the book responds when the communication partner points to and / or says the message they want to communicate. For other types of communication book, see [www.acecentre.org.uk](http://www.acecentre.org.uk). There are also a wide range of alternative paper-based tools available for download.

Listener mediated scanning requires a way of the person communicating with the book responding “yes”. This could be a vocalisation perhaps, or a movement with some part of the body like a hand, head or eyes. It is also helpful to have a way of indicating “no”. If it is a method that people might not immediately understand or recognise as “yes” or “no”, it is worth writing it down in the book’s instructions.

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| A similar communication book is demonstrated in the video entitled “A demonstration of listener mediated scanning with a communication book” on Ace Centre’s YouTube page – [www.youtube.com/user/acecentre](http://www.youtube.com/user/acecentre). Alternatively, scan this QR code to view the video: |  |

**Assembly Instructions**

An example Menu Page is provided, but this can be changed, adding or removing categories that are relevant.

The template will need to be completed using personalised words and phrases. For ideas, see below. Try and identify phrases that are communicated repeatedly. Also think about phrases that would be useful to deliver quickly. Make sure that the phrases are written in the way that the person would say them. This might mean having one chat page for use with acquaintances and a separate chat page for use with loved ones, for example. Plan to update the book regularly to make sure it is as useful as it can be.

The Menu Page can always extend over two pages if needs be. However, it will take longer to get to individual pages as there are more options for the communication partner to go through. This is a delicate balance that is down to personal choice.

The book is designed to have an alphabet chart as page 3. ABC layout and frequency layout options are provided to choose between. However, if an alphabet chart with listener mediated scanning is already in use, simply place a copy here as page 3. The chart will need to have an additional message added onto it asking to return to the Menu Page (see the examples provided here).

When modifying the template note that the instructions along the bottom are footers. To change the instructions, right click on them and select ‘edit footer’. There are three sets of instructions: one for the Menu page, one for the spelling page and one for all the topic pages, so all three may need to be changed. The instructions on the topic pages are all ‘linked’. This means that if instructions on one topic page are changed, *all* of the topic page instructions should update with the changes. Alternatively, there is a space in the instructions provided where someone can simply write on how “yes” is communicated after the book has been printed.

Once the text has been entered into the template, print the pages out single sided. Then either staple them together or place them in some sort of file. To help the pages last longer consider printing the book on waterproof / indestructible paper or laminating the pages. Matt laminate pouches tend to work better than gloss as it doesn’t reflect overhead lighting.

For more information about developing, using and supporting communication books, please see [www.acecentre.org.uk](http://www.acecentre.org.uk) or use the free advice line 0800 080 3115.

**Ideas for Content**

These ideas are by no means comprehensive – they are just here to help with getting started.

Topic page ideas on the template: Quick / urgent, Chat – General / Personal, Care needs, Positions, People – Family / Friends / Other, Equipment, Feelings

Other topic page ideas: separate chat page for use with children / grandchildren, Numbers / Time, Food, Drink, Clothes, Health issues, Outings / Places you go, Television, Hobbies / Interests, Chores, Memories / Reminiscence, Pets…

Example phrases for the suggested topic pages:

Quick / urgent: I need suction now. I need some help. I’m in pain. Stop! Be quiet!

Chat - General: How are you? What have you been up to? How’s the family? I couldn’t agree more. I don’t think so. I’m sorry to hear that. Oh my goodness! Thank you.

Chat – Personal: I love you. Stop fussing. [This page might be used with all family members or just with one individual – the messages will vary accordingly and will be highly personal]

Care needs: I need the loo. Please change my pad. I’m hot. I’m cold. I need my medicine. I need to blow my nose. Please wipe my eyes. Please brush my teeth. Please fix my make up. Please do my hair. Could you please rub my neck.

Positions: I’d like to get in / out of bed [if you are in bed, you are offered “I’d like to get out of bed”, if you are out of bed, you are offered “I’d like to get in bed”]. Please raise the bed head. Please lower the bed head. Please move my legs. I’d like another pillow. Please take away a pillow. Please adjust the pillows.

People: Alongside the names of family, friends and professionals, you might want to have some phrases to use with the names. For example, Please telephone… I’d like to see… I’ve been thinking about… Have you heard from… How is… etc.

Equipment: I’d like to use the computer. I’d like to watch some television. Please turn the heating on / off. Please turn the heating up / down. Please open / close the curtains. Please turn the light on / off. Please lock the door.

Feelings: I’m fine. I’m sore. I’m in pain. I have cramp. I feel unwell. I’ve got a headache. I’m tired. I’m really well. I’m bored. I’m low. I’m annoyed.

**Instructions for the Communication Partner**

Hold the book so that person can see it easily.

Ensure you know how the person communicates “yes” and, ideally, “no”.

Read aloud and / or point to each item on the page in turn until the person indicates “yes”.

Speak aloud the message they have selected and / or turn to the page identified.

If you have made a mistake, they can indicate “no” or use some other agreed signal.

Always check if the person has more to say before putting the book down.

When getting started, check that the person is happy with the speed at which you are going through the messages.

For more information about this and other communication tools visit [www.acecentre.org.uk](http://www.acecentre.org.uk) or use the free advice line 0800 080 3115.

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| **Menu** | |
| Quick / urgent | Go to 2 |
| I’ll spell it | Go to 3 |
| Chat | General Go to 4  Personal Go to 5 |
| Care needs | Go to 6 |
| Position | Go to 7 |
| People | Family Go to 8  Friends Go to 9  Medical Go to 10 |
| Equipment | Go to 11 |
| Feelings | Go to 12 |
| Insert Title | Go to 13 |
| Insert Title | Go to 14 |

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| **Quick / urgent** |
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Replace this page with an alphabet chart – choose from one at the back of this document or insert a copy of one that you are already using. If placing a copy of one you already use here, ensure you add on a message that asks to return to the Menu Page (see the examples provided at the end of this document).

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| **Chat - General** |
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| **Chat - Personal** |
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| **Care needs** |
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| **Position** |
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| **People - Family** |
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| **People - Friends** |
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| **People - Medical** |
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| **Equipment** |
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| **Feelings** |
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These are two options that could be used as Page 3. If you have an alphabet chart you are already familiar with using, put at copy of this as Page 3 instead. The only modification required will be the addition of a message asking to return to the Menu Page (as in the examples here).

The bottom rows of the charts can be personalised.

Both charts are designed to be used with row-column scanning. First establish the row that contains the target letter, then work along the row until the letter is identified.

In agreement with the person communicating with the chart, either point to and / or speak aloud each option in turn.

**I’ll spell it**

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| **Space** | Delete letter | Start again | Menu Page:  Go to 1 |  |  |
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| **A** | B | C | D | ? | ! |
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| **E** | F | G | H | . | , |
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| **I** | J | K | L | M | N |
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| **O** | P | Q | R | S | T |
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| **U** | V | W | X | Y | Z |

**I’ll spell it**

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| **M** | B | W | Q | Z | ? |
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| **Delete letter** | Start again | Menu Page:  Go to 1 |  |  |  |