

# 3 | Communication

Everyone is supported to communicate in ways that enable them to be listened to and heard

Communications is all about creating an environment where everyone feels listened to and everyone has an equal opportunity to make suggestions, receive feedback and participate in the life of their current location. The environment needs to model a thoughtful and respectful space where all behaviour is seen as a form of communication. Consideration needs to take in to account cultural differences and putting in place systems that support residents within closed and semi closed institutions where English language is not their first choice or where there is a sensory impairment which could limit an individual's ability to fully participate and grow.

During this difficult period of living with Covid-19 we all need to come up with new and ingenious ways to get the message across. Letters, posters, diagrams have been useful, Zoom meetings and quizzes are now commonplace. How have you helped everyone stay connected? This standard is also about what is going on behind the presenting behaviour. Lots of people will be struggling with the restrictions, the uncertainty, anxious about health and liberty.

What are people communicating at your place? Do they feel heard?

All Behaviour is Communication

