



*Appendix 4.6*

*Effective  
Communication  
Training  
Resources*

To successfully implement effective communication under the Americans with Disabilities Act (ADA), the U.S. Department of Justice states, “Covered entities should teach staff about the ADA’s requirements for communicating effectively with people who have communication disabilities.”<sup>1</sup>

If staff are not aware of effective communication policies, effective communication strategies, and the availability of auxiliary aids and services, communication with people with disabilities will not be as effective as communication with those without. All patient-facing staff, clinicians, and interpreters should be trained in effective communication.

### Training Resources

Healthcare organizations often purchase or create online modules, videos, resources, and materials for effective communication training. Below are some resources to get you started.

#### General

- [Communicating with Patients with Disabilities | University of Illinois Chicago](#)
- [Effective Communication for Health Care Providers \(PDF\)](#)
- [ASHA Communication Access Resources: Education, Training, and Implementation](#)
- [ADA Healthcare Webinar Series: Effective Communication: Leveraging Alternate Formats in Healthcare](#)
- [NH Disability and Health Program Health Professional Training, Module 2: Accessible and Adaptive Communication](#)

#### Critical Care Setting

- [SPEACS-2 Communication skills training for providers caring for patients who are intubated](#)

#### Aphasia

- [Communication Tools: Communicative Access & Supported Conversation for Adults With Aphasia \(SCA™\)](#)

#### Intellectual and Developmental Disabilities (I/DD)

- [The National Roadmap for Disability-Inclusive Healthcare](#)
- [Webinar on Plain Language: Plain Language and Beyond: Developing Health Resources for People with Intellectual and Developmental Disabilities](#)
- [Just include Me](#)

Training Table

Below is a table to help identify who may need to be trained, topics, when to conduct training, and how. Be sure that your trainings include role-specific responsibilities (e.g., who identifies a patient’s need, who retrieves aids or requests services, who documents the request and its provision) to ensure each staff member clearly understands their role and responsibility for the implementation of effective communication.

Who	What	When	How
<b>Leadership</b>	Disability competency: creating an affirming environment; language to use with people with disabilities	<ul style="list-style-type: none"> <li>• Annually</li> <li>• Ad hoc</li> </ul>	<ul style="list-style-type: none"> <li>• Didactic</li> </ul>
	Effective communication overview: what is effective communication; examples of communication disabilities; why effective communication is important		
	Laws and regulations related to effective communication		
	Language to use when speaking with people with disabilities		
	Staff responsibilities when a disabled person needs an auxiliary aid or service, including which roles/departments must be involved		
<b>Implementation team</b>	Disability competency: creating an affirming environment; language to use with people with disabilities	<ul style="list-style-type: none"> <li>• Annually</li> <li>• Every two years</li> <li>• Every 6 months</li> <li>• Ad hoc</li> </ul>	<ul style="list-style-type: none"> <li>• Didactic (could be in-person or online)</li> <li>• Laminated guides</li> </ul>
	Laws and regulations related to effective communication, including which patients are covered		
	Existing effective communication policy and involved departments (if applicable)		
	Effective communication strategies and accommodations (auxiliary aids and services) - what they are, how to use and how to find in organization		
	Disability competency: creating an affirming environment; language to use with people with disabilities		
	Laws and regulations related to effective communication, including which patients are covered		
	Existing effective communication policy and involved departments (if applicable)		
<b>Clinician and staff</b>	Disability competency: - creating an affirming environment, language to use when speaking with people with disabilities	<ul style="list-style-type: none"> <li>• Orientation</li> <li>• Annually</li> <li>• Every two years</li> <li>• Every 6 months</li> <li>• Ad hoc</li> </ul>	<ul style="list-style-type: none"> <li>• Didactic (could be in-person or online)</li> <li>• EHR tools (e.g., best practice advisories)</li> <li>• Laminated guides</li> </ul>
	Laws and regulations related to effective communication, including how they apply to staff and what patients are covered		
	Effective communication strategies and accommodations (auxiliary aids and services)		
	How to respond when there is a communication disability and accommodation need, including where aids and services are located and who is responsible for them		
	How to use communication auxiliary aids or services		
	Organization’s effective communication policy		

## Reference

1. ADA Requirements: Effective Communication. Civil Rights Division, U.S. Department of Justice. Updated February 28, 2020. Accessed October 31, 2025. <https://www.ada.gov/resources/effective-communication/>.