



COVID-19 PATIENT AND FAMILY COMMUNICATION RESOURCE GUIDE: for those with English as Second Language or Deaf and Hearing Impaired

Version 2 | October 2020

This updated resource includes additional state guidance on stay-at-home orders, reopening and dos and don'ts for engaging patients in their health amid the pandemic.

This guide contains resources for healthcare providers as they continue to respond to COVID-19.

For additional resources, visit the New Jersey Hospital Association's COVID-19 website
<http://www.njha.com/coronavirus>

This document contains examples of educational handouts, videos and signage to assist healthcare providers when communicating with the following patients and families:

- PEOPLE WITH ENGLISH AS THEIR SECOND LANGUAGE
- PEOPLE WHO ARE DEAF OR HAVE A HEARING IMPAIRMENT.

This resource was created with funding from the Assistant Secretary for Preparedness and Response and the New Jersey Department of Health.

Communication Tools for People with English as Their Second Language

New Jersey Department of Health Multi-Language Resources

The New Jersey Department of Health has published several COVID-19 resources and translated into Spanish and other languages.

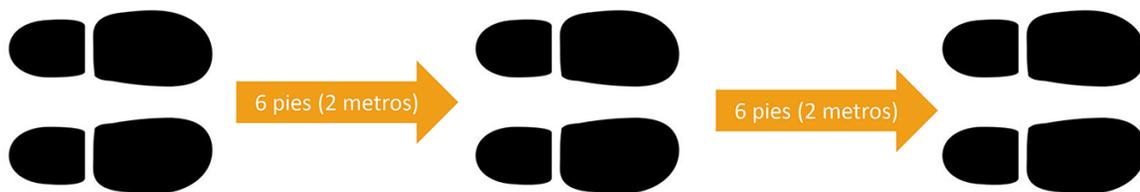
These resources can be found here: https://www.nj.gov/health/cd/topics/covid2019_community.shtml

■ NJDOH resources translated into Spanish include:

- COVID-19 Fact Sheet
- Infographic: Tips for Talking to Kids about COVID-19
- Travel Alert: COVID-19
- Isolation vs. Quarantine
- COVID-19: I'm Sick. What Should I Do?
- COVID-19 Resources for Individuals Who Are Undocumented or Uninsured
- Guidance for COVID-19 Patients Discharged from Healthcare Facilities
- FAQs for Close Contacts of Confirmed COVID-19 Patients
- Guidance on the Contact of a Close or Casual Contact of a Confirmed or Suspected Case of COVID-19
- Instructions for Persons Who Test Positive for COVID-19
- Instructions for Persons Who Test Negative for COVID-19
- How to Take a Temperature
- What is Social Distancing?
- Signage for public spaces - maintain social distancing

DISTANCIAMIENTO SOCIAL

AYUDE A EVITAR LA PROPOGACIÓN DE LA COVID-19



Mantenga al menos 6 pies (2 metros) de distancia entre usted y las demás personas.

¡Gracias!

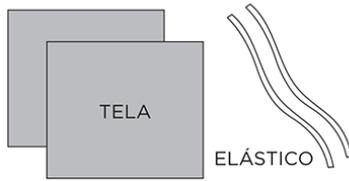


New Jersey Hospital Resources

New Jersey hospitals have created their own multi-language resources including, “how to make a mask” instructions translated to Spanish. Shared with permission from RWJBarnabas Health.

Cómo coser una máscara de tela

Lo que necesita



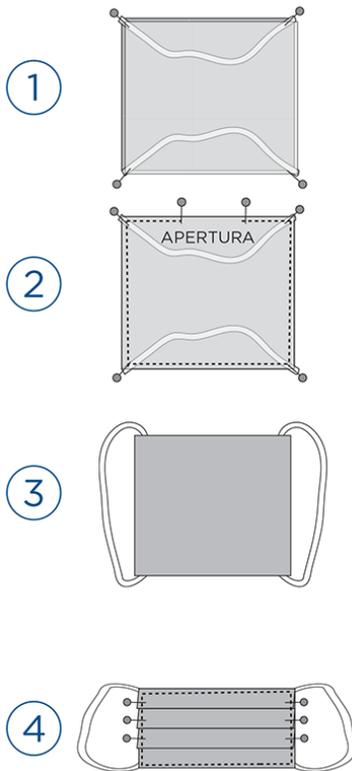
**2 TROZOS DE TELA DE ALGODÓN
9 x 6 PULGADAS (23 x 15 CM)**

* Lave y seque la tela antes de confeccionar.

**2 TROZOS DE CUERDA ELÁSTICA
7 PULGADAS (18 CM)**

- Un cordón de elástico para armar collares es preferible. De lo contrario, use elástico plano de 1/8 pulgada de ancho.
- Corte el elástico a 7 pulgadas de largo y ate un nudo en cada extremo si usa cordón elástico. (NO anude los extremos si usa el elástico plano).

Instrucciones



1. Coloque los lados derechos de la tela de algodón juntos. Corte un rectángulo de 9 x 6 pulgadas.
2. Comenzando en el centro del borde inferior, cosa hasta la primera esquina y pare. Cosa el elástico con el borde hacia a esquina. Algunas puntadas hacia adelante y hacia atrás lo sostendrán.
 - Cosa a la esquina siguiente, deténgase, y traiga el otro extremo del mismo elástico a la esquina y cosa algunos puntos hacia adelante y hacia atrás.
 - Ahora cosa a través de esa parte superior de la máscara hasta la siguiente esquina. Nuevamente, ponga un elástico con el borde hacia afuera.
 - Cosa hasta la siguiente esquina y cosa en el otro extremo del mismo elástico.
 - Cosa en la parte inferior dejando una abertura de aproximadamente 1-1/2 a 2 pulgadas. Pare, corte el hilo.
3. Dela vuelta al revés.
4. Marque 3 pliegues con unos pinches o agujas, a cada lado de la máscara. Asegúrese de que los pliegues estén en la misma dirección. Cosa alrededor del borde de la máscara dos veces.

* Asegúrese de que el diseño de la tela esté colocado horizontalmente.

Centers for Disease Control and Prevention COVID-19 Multi-Language Resources

The CDC has many consumer education resources translated into Spanish and other languages. Additionally, CDC has created a YouTube channel featuring a wide selection of short videos covering important COVID-19 topics in Spanish.

■ **CDC resources for printing can be [accessed here](#) and include the following topics:**

- What to do if you are sick
- What you should know about COVID-19 to protect yourself and others
- Stop the Spread of Germs Poster
- 30 Days to Slow the Spread
- Stay home when you are sick!
- 10 Ways to Manage Respiratory Symptoms at Home
- Share Facts About COVID-19
- Symptoms of Coronavirus Disease 2019 poster
- Help Protect Yourself and Others in Public Settings Poster
- How to Safely Wear and Take off a Mask
- Key Steps to Take While Waiting for Your Test Result
- Contact Tracing: Do your Part
- K-12 Students: Series of Fliers
- COVID-19 Quarantine vs Isolation

CDC COVID-19 Spanish YouTube channel can be accessed at the following link:

<https://www.youtube.com/playlist?list=PLvrp9iOILTQZdKZTcAaYdyu4wKmhGCJNc>

Prevent the Spread of COVID-19

Available for download in **Spanish** at the following link:

<http://www.njha.com/media/600067/prevent-the-spread-of-covid-19-spanish.pdf>

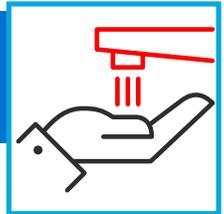
Available for download in **English** at the following link:

<http://www.njha.com/media/600079/Prevent-the-Spread-of-COVID-19.pdf>

Follow state department recommendation on re-opening stage and don't delay medical care.

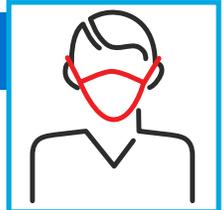


Wash your hands with soap and water for at least 20 seconds.



Do so before you eat or prepare food and after you sneeze, cough, blow your nose or visit any public place. If you cannot wash with soap and water, use hand sanitizer containing at least 60 percent alcohol.

Wear face coverings when in public places.



In New Jersey, individuals must use a face covering when shopping at essential retail businesses, entering a restaurant or bar to pick up takeout orders and when traveling on trains, buses, light rail or paratransit vehicles.

Avoid touching your eyes, nose and mouth.



The virus can last on some surfaces for several days. You can become infected if you touch these surfaces and then touch your eyes, nose or mouth.

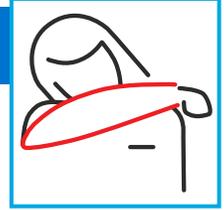
Clean and disinfect frequently touched surfaces.



Do so before you eat or prepare food and after you sneeze, cough, blow your nose or visit any public place. If you cannot wash with soap and water, use hand sanitizer containing at least 60 percent alcohol.

Cover coughs and sneezes with a tissue or your elbow.

Coronavirus is primarily spread through droplets when an infected person coughs or sneezes near others. Do not cough or sneeze into your hand.



Plan how to take care of yourself and loved ones.

Older adults and people with chronic medical conditions are at higher risk and should consult with doctors about staying protected. Create a list of emergency contacts and designate space in your home for sick family members.



Follow New Jersey's reopening guidance.

The State of New Jersey provides reopening standards to help residents safely resume activities while following transmission precautions. The latest updates can be found in English and Spanish on New Jersey's COVID-19 Information Hub. <https://covid19.nj.gov/>



Don't delay needed healthcare services.

Delaying needed healthcare services, especially in emergency situations, puts your health at risk. If you are worried about a health issue, listen to your body. Call your healthcare provider. And if it's an emergency situation, don't delay! Call 911 or go to the hospital emergency department



The DOs and DO NOTs of Prevention

+ DO

- Follow state department recommendation on re-opening stage and don't delay medical care.
- Wash your hands with soap and water for at least 20 seconds (or use hand sanitizer with at least 60 percent alcohol.)
- Cover your coughs and sneezes with your elbow or sleeve.
- Stay informed by visiting the COVID-19 website of the [N.J. Department of Health](#), the [CDC](#) and [New Jersey Hospital Association](#).
- Stay connected with friends and family over the phone or video chat.

- DO NOT

- Don't put your health at risk by delaying needed care. Call your healthcare provider, or if it's an emergency, immediately call 911 or go to the hospital emergency department.
- Cough or sneeze into your hands.
- Visit friends and family during times of Stay at Home Orders because you may put each other at greater risk.
- Let your guard down, it is important that we all stay vigilant to prevent the spread of COVID-19 in New Jersey!

Using Cloth Face Coverings to Help Slow the Spread of COVID-19

Available for download in **Spanish** at the following link:
<http://www.njha.com/media/600067/prevent-the-spread-of-covid-19-spanish.pdf>

Available for download in **English** at the following link:
<http://www.njha.com/media/600079/Prevent-the-Spread-of-COVID-19.pdf>

If you need to leave your home, wear a cloth face covering.

The Centers for Disease Control and Prevention recommends that everyone wear cloth face coverings when outside of the home to help slow the spread of COVID-19. This advice is based on data about how COVID-19 can spread before a person has any symptoms. A mask helps protect others around you if you are infected and don't know it.

A cloth face covering is one more precaution we can take to help slow the spread of COVID-19 – and is not a substitute for social distancing and other prevention measures. You still need to stay at least six feet away from people, even when wearing a face covering.

The cloth face coverings recommended are not surgical masks or N-95 respirators. These types of masks are critical supplies that must be reserved for our healthcare workers and first responders.

Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.

What is a cloth face covering?

A cloth face covering is any well-secured cloth (like a bandana, scarf or homemade mask) that covers your mouth and nose. It does not adequately protect the wearer and is not a substitute for social distancing, but can protect others in case the wearer is infected with COVID-19 and has not started showing symptoms. Cloth face coverings are recommended to help preserve Personal Protective Equipment for frontline healthcare workers.

PUTTING ON A CLOTH FACE COVERING:

- With clean hands, determine the outside of the cloth face covering and that should face away from you
- Grasp the cloth face covering by the ear loops and place a loop around each ear
- Make sure the cloth face covering covers your mouth AND nose
- Avoid touching the front of your cloth face covering while it is in place
- If it becomes soiled you should replace it
- If you touch the cloth face covering wash your hands.

REMOVING A CLOTH FACE COVERING:

- Grasp the ear loops and pull forward over your ears to remove
- Do not touch your eyes, nose and mouth when removing it
- Fold the cloth face covering so that the area facing outward is folded over itself
- Place a cloth face covering in a plastic bag for laundering later taking care not to touch it to the outside of the plastic bag
- Remove and store cloth face covering properly and safely
- Immediately wash your hands after removing it.

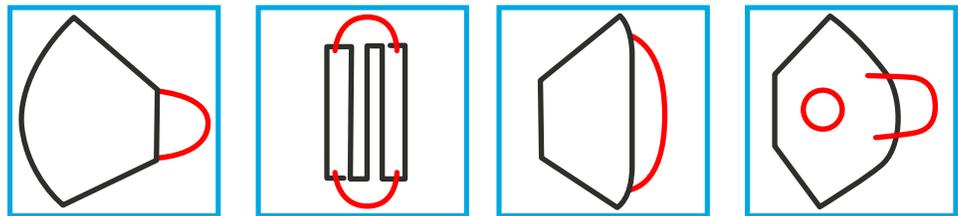
Clean cloth face coverings daily by hand or machine using detergent. A washing machine should suffice to properly wash a cloth face covering. Make sure it's completely dry before using. You should have a few on hand so you can rotate for washing.

Make your own covering.

The CDC has [instructions](#) on making your own coverings in several different methods, including machine or hand-sewn, a no-sew method with a t-shirt and scissors and a no-sew method with a bandana.

How to select a face mask.

When selecting a mask, there are many choices. *See the next page for dos and don'ts.*



HOW TO SELECT A FACE MASK

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/about-face-coverings.html>

DO choose masks that



Have two or more layers of washable, breathable fabric



Completely cover your nose and mouth



Fit snugly against the sides of your face and don't have gaps

DO NOT choose masks that



Are made of fabric that makes it hard to breathe, for example, vinyl



Have exhalation valves or vents, which allow virus particles to escape



Are intended for healthcare workers, including N95 respirators or surgical masks

Caution: Gaiters & Face Shields



Evaluation is on-going but effectiveness is unknown at this time



Evaluation is on-going but effectiveness is unknown at this time

Special Situations: Children



If you are able, find a mask that is made for children



If you can't find a mask made for children, check to be sure the mask fits snugly over the nose and mouth and under the chin

Special Situations: Glasses



If you wear glasses, find a mask that fits closely over your nose or one that has a nose wire to limit fogging



Do NOT put on children younger than 2 years old

Resources for People That are Deaf or Have a Hearing Impairment

New Jersey Department of Human Services: Division of Deaf and Hard of Hearing

The New Jersey Department of Human Services, Division of Deaf and Hard of Hearing, has compiled several resources including communication cards (in English and Spanish), videos, press releases, briefings and other resources translated in American Sign Language.

These resources can be accessed at this link: <https://nj.gov/humanservices/ddhh/coronavirus.shtml>

**INFORMACIÓN SOBRE EL CORONAVIRUS
DE LOS SERVICIOS HUMANOS DE NJ**

**SOY SORDO O CON
DIFICULTADES DE AUDICIÓN**

Estoy usando esta tarjeta para comunicarme. Voy a necesitar un intérprete certificado de lenguaje de señas o subtítulados para comunicarme.

Síntomas:



FIEBRE



TOS



**DIFICULTAD
PARA RESPIRAR**



**ESCALOFRÍO/TEMBLAR
REPETIDAMENTE CON
ESCALOFRÍOS**



**DOLOR
MUSCULAR**



**DOLOR DE
CABEZA**



**DOLOR DE
GARGANTA**



**NUEVA PÉRDIDA DE
SABOR U OLOR**

¿Ha estado cerca de una persona que tenga COVID-19?

¿Cuánto tiempo enfermo? (número de días enfermo)

1 2 3 4 5 6 7 8 9 10+





**DIVISIÓN DE SORDOS Y PERSONAS
CON DEFICIENCIA AUDITIVA**

Teléfono: 1-800-792-8339

Correo electrónico: DDHH.communications2@dhs.nj.gov

CDC American Sign Language YouTube Channel

The CDC has created a YouTube channel featuring a wide selection of short videos covering important COVID-19 topics in American Sign Language. Some of the topics include:

- **ASL Video Series: Use of Cloth Face Coverings to Help Slow the Spread of COVID-19**
- **ASL Video Series: Answers to Questions from Children about COVID-19**
- **ASL Video Series: How does COVID-19 Spread?**
- **ASL Video Series: Use the Coronavirus Self Checker to Help Decide When to Call a Doctor**

CDC COVID ASL YouTube channel can be accessed at the following link:

https://www.youtube.com/playlist?list=PLvrp9iOILTQatwnqm61jqFrSfUB4RKh6J&deliveryName=USCDC_2067-DM25771

Other Communication Resources

COVID-19 PFE Scripting: VITALtalk COVID-19 Ready Communication Playbook

<https://www.vitaltalk.org/guides/covid-19-communication-skills/>

Communication App for Patients Unable to Verbally Communicate: Society for Critical Care Medicine the Patient Communicator App

<https://www.sccm.org/Education-Center/Clinical-Resources/Patient-and-Family>

Pandemic Planning and PFE: Institute for Patient and Family Centered Care Pandemic Planning and Patient Centered Care

<https://www.capc.org/toolkits/covid-19-response-resources/>