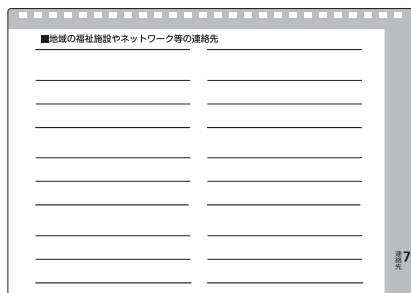


4 Points to keep in mind when using the Board

- Passengers with certain disabilities might be at a loss as to what to do if they become confused about the text and graphic messages on the Board. If you find that a passenger has difficulty understanding how to use the Board, point to the items one by one to find out what they need.
- Depending on the situation, select the appropriate tools and means to communicate with the passenger. Communicating by writing or talking in plain and simple language in a deliberately slow manner can help obtain the passenger's better and exact understanding.

5 How to make better use of the Board

- It is useful to display the contact addresses of welfare facilities in your town on sheet 7.



- You can add pictorial symbols if required. Download the symbols from the Eco-Mo Foundation website.
http://www.ecomo.or.jp/barrierfree/comboard/comboard_top.html (Japanese only)



References

Quick manual for the Communication support board (Japanese only)
(Published by: Meiji Yasuda Mental Health Foundation)
<http://www.my-kokoro.jp/communication/index.shtml>



Communication Hand Book (Japanese only)
For communicating with persons who have intellectual disabilities, mental disorders, or developmental disabilities
(Issued by: Ministry of Land, Infrastructure, Transport and Tourism)
http://www.mlit.go.jp/sogoseisaku/barrierfree/sosei_barrierfree_tk_000005.html

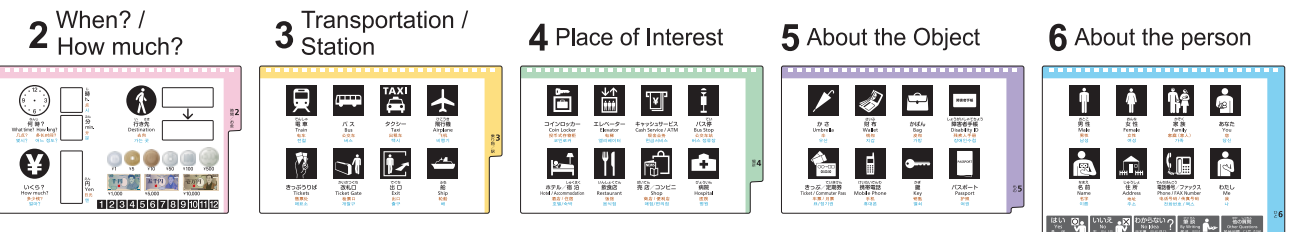
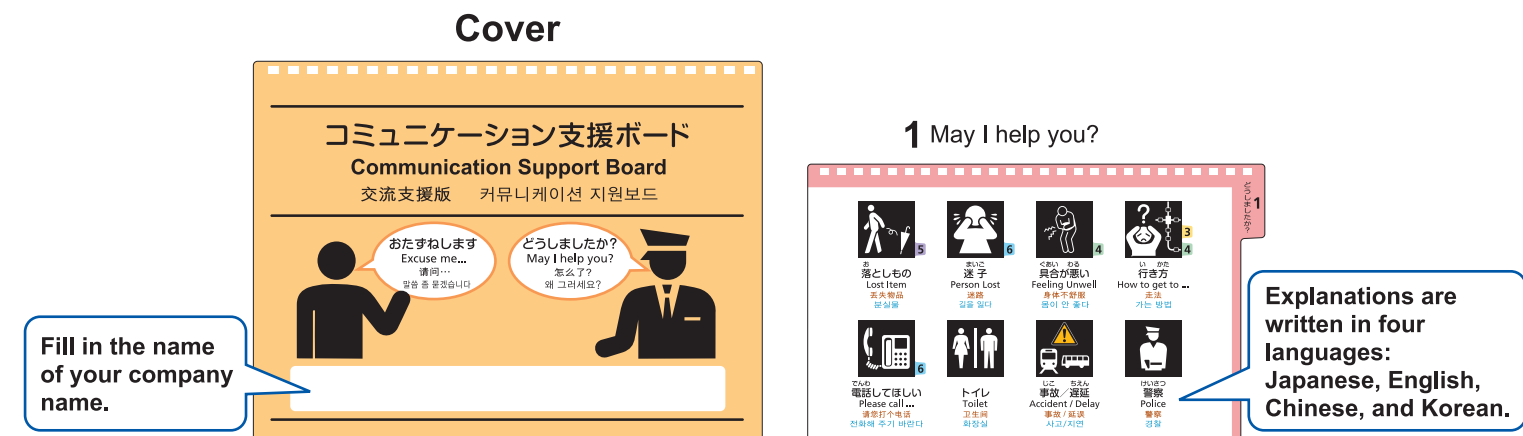


MEMO

How to use the Communication Support Board for public transportation

1 What is the Communication Support Board?

This Communication Support Board is designed to help you communicate effectively with a passenger with difficulty communicating orally, such as a deaf-mute or an intellectually disabled person. You can also use it as a talking-aid with a foreigner who does not speak Japanese. Use the Board when you find yourself having difficulties talking with such a passenger. Show the Board to the passenger, and while pointing at the text and graphic messages, ask the passenger to indicate the ones that correspond to their answer or request.



2 When should you use the Board?

Show the Board if you find yourself having difficulties talking with a passenger. The Board can also be used when you need to know a passenger's exact request or when you do not have a good way to answer the passenger's question orally although you might understand the passenger's needs. In addition, the Board can be useful for helping a passenger who cannot explain something to you, who behaves very nervously and seems to be having troubles, or who stands around looking bewildered without getting the information they need.

Provide the Board for use at Customer Counters and Information Counters. A portable version of the Board is available for the handheld use of the officer. You can use both versions depending on the situation.

3 How to use the Board

Show sheet 1, "May I help you?", to ask the passenger's needs. If the passenger points to another sheet, carefully follow the passenger's instructions depending on the situation.

1 どうしましたか? (What happened?)

2 時間/お金 (Time/Money)

3 乗り物/駅 (Vehicle/Station)

4 場所 (Location)

5 もの (Things)

6 ひこ (Person)

Icons include: Lost Item (5), Person Lost (6), Feeling Unwell (4), How to get to... (3), Please call... (6), Toilet (4), Accident/Delay (4), Police (4), Yes/No/No Idea/By Writing/Other Questions (6).

Use these 5 symbols at the bottom of the sheet to ask the passenger to reply to each question.

First, show sheet 1 to ask the passenger's needs.

Continue using sheets 2 to 6 to achieve the necessary communication.

Some graphic symbols have reference index numbers on their right side.

Tips for using the Board

POINT 1 While leading the communication, follow the passenger's pace to obtain the necessary information.

Use the Board with plain and simple language. Follow the passenger's pace and take your time when questioning and receiving replies. If the passenger has difficulty when pointing to the Board, lead the communication by pointing at text and graphic messages to understand the passenger's situation.

POINT 2 Prepare alternative tools including writing instruments.

Some passengers may not be able to communicate using the Board, but they may be able to explain their needs by demonstrating using the real thing or photos. Depending on the situation, use other methods. It is helpful to prepare alternative tools for the Board, such as pencil and paper, because some passengers might be able to communicate simply by writing words or drawing figures.

POINT 3 Basic skills to communicate effectively: Repeat the words carefully and slowly.

If you hope to communicate effectively with a passenger, first use the Board and then keep being patient. Depending on the situation of the passenger, you may possibly need to communicate by writing on paper, by using sign language, or by providing instructions in foreign languages.

Considering the basic skills for communicating effectively—repeating the words carefully and slowly—each officer should try to communicate well with the passenger using their own skills and experiences.

Example of use -Lost item-

Cover

Point at "May I help you?" on the cover to ask the passenger's situation.

Sheet 1

Proceed to **sheet 1** Ask the passenger to point to their needs.

The passenger points to "Lost Item".

Sheet 5

Continue to **sheet 5** Ask the passenger to point to their lost item.

The passenger points to "Umbrella".

Depending on the situation, ask the passenger to answer using the Yes/No symbols at the bottom of the sheet.

Confirmation

By writing

Depending on the situation, use writing tools to communicate.