

Assess the Client’s Communication Status

Assessing the client’s communication status is a crucial element of the TLR program. Your client assessment will help you to identify any risks in the client - and the risks might increase your chance of being injured.

At the time you are going to perform a moving task, do a client assessment. Ask yourself the following questions. If you answer “yes” to a question, it could mean there is a risk of injury to yourself or to others you work with. After you identify a risk, think of ways you can manage or eliminate that risk - you don’t need to figure this out on your own - ask a co-worker, your supervisor or manager, TLR trainer or instructor.

Do I have a risk from:	Yes	No	Manage/eliminate by:
the client’s ability to express or articulate their needs effectively and appropriately			
the client’s language			
the client’s vision or hearing			

Eliminating the risk of injury might include:

- ensuring effective communication - example would be through devices, sign language, another worker or family member who speaks the language
- ensuring the client is wearing glasses or hearing aides

Managing the risk of injury might include:

- developing a plan to ensure communication is adequate and appropriate
- documenting your concern and forwarding it to your supervisor
- if not resolved, forward your concern to the occupational health committee or representative

Evaluate the assessment of the client’s communication status. Ask yourself questions, such as:

- Does the client understand my language? Do I need a special device such as a communication board?
- Are the client’s responses clear and coherent at this time?
- Did the client have the devices they need in order to communicate with me (e.g., hearing aide, glasses and/or dentures)?

Safety Talk Discussion

Be Accountable: Choose safety - work safe - and go home injury free!