Quick Communication Tips for Emergency Responders:
- Get the person’s attention first.
- Speak to them at eye level.
- Look at the person when you speak. He or she may be able to read your lips.
- Speak slowly with a low-pitched and calm voice.
- Use short, familiar words, such as “What do you need?”
- Ask one question at a time. Also give directions one at a time. Check for understanding after each step.
- Give the person time to respond to your question or follow directions.
- Repeat, rephrase or write your message if necessary.
- Ask permission first, before touching the person.
- Ask before moving a person or their wheelchair/mobility device.

List your unique communication equipment needs on your MEDICAL EMERGENCY WALLET CARD, available at https://cpd.wisconsin.gov.

LEVEL OF PAIN

0 1 2 3 4 5 6 7 8 9 10
NO PAIN MILD PAIN MODERATE PAIN SEVERE PAIN VERY SEVERE PAIN WORST POSSIBLE PAIN

WHERE IS THE PAIN LOCATED?
FRONT BACK

I need help with ...
- SHOWER
- HOSPITAL
- FAMILY
- GAS STATION
- SIGN-LANGUAGE INTERPRETER
- GETTING OUT
- PHONE CALL OR TEXT
- DIRECTIONS / WHERE TO GO
- FIRE DEPARTMENT
- POLICE
- EMT / RESCUE
- 911 EMERGENCY SERVICES
- RELAY SERVICES
- 711 ACCESSIBILITY INTERPRETER
- EMPT / RESCUE
- LOST AND FOUND FOR PETS
- RELAY SERVICES
- ASSISTANT
- TAXI
- BUS
- CAR
- MOTORCYCLE
- BOAT
- PLANE
- TRAIN
- LEVEL OF PAIN

This Visual Communications Tool is part of the Wisconsin Council on Physical Disabilities Be Prepared, Have a Plan—Emergency Preparedness Toolkit. To view the entire toolkit and other materials, visit: https://cpd.wisconsin.gov
List your allergies and/or sensitivities on your **MEDICAL EMERGENCY WALLET CARD**.