

## Community Services - *Bridge* Video Transcript

0:15 Kelly Patterson: Community Services – *Bridge* is a program that offers customized training to organizations that support individuals with sensory losses or communication challenges.

0:24 Kelly Patterson: how they learn is how they experience it. You might take their favorite blanket and then put that into the dryer, right?

0:29 Kelly Patterson: This program provides a very flexible and adaptive approach to learning. It is designed to strengthen and augment the services you already provide for individuals with varying sensory loss.

0:40 Kelly Patterson: so really, you're the eyes and ears of that person, you're that communication partner, you're really the bridge to their world around them.

0:46 Kelly Patterson: Our expertise in working with individuals with varying sensory loss that require alternative communication modes led to the development of this program. Community Services – *Bridge* can enhance the service to:

0:58 Developmental Service Agencies, Long Term Care Facilities, In-Home Support Services and Other Community Organizations.

1:06 Kelly Patterson: The benefits of this program to your organization include: improved person-centered supports, reduced frustration and service efficiency. In addition to adaptive communication techniques, Community Services – *Bridge* also provides training in the following:

1:18 Total Communication Approach, Behaviour as Communication, Sensory Integration, Concept Development, Vision and Hearing Loss

1:27 Person Centered Planning, Creating Accessible Environments for sensory loss, Assistive Devices to enhance quality of life and well-being, Safe Orientation in the home and the community, and we offer Team Building through Personality Dimensions.

1:40 Kelly Patterson: Caregivers will gain essential tools to improve client care and person centered supports. The Community Services – *Bridge* team will provide ongoing mentorship and coaching to ensure that the skills are part of daily practice.

1:52 Robbin O'Brien: *Bridge* is a great program to take for caregivers. It enhances their skills to be helping in these situations where people have communication barriers and enhances the healthcare worker to be able to explain procedures, to give them ease, ease frustration.

2:20 Kelly Patterson: It's also really important to as part of the communication sequence to remember that you need to give them that confirmation, right? How well they're doing, good job, more.

2:38 Kelly Patterson: We're here to help bridge the gap between the individuals your organization supports and their caregiver.

2:43 Robbin O'Brien: the individuals will be more willing to accept care and you know, not be as afraid.

2:50 For more information about Community Services – Bridge, visit us at [www.deafblindontario.com](http://www.deafblindontario.com).