

Visit us on your campus

APK - PsyCaD-CRing 1
APB - PsyCaD-Impala Court
DFC - PsyCaD-House no. 2 (next to the student centre)
SWC - PsyCaD-Adelaide Tambo

Or

Call us

011 559 3745 (APK)
011 559 5752 (SWC)
011 559 6042 (DFC)
011 559 1318 (APB)

Or

Send us an email: disabilityunit@uj.ac.za

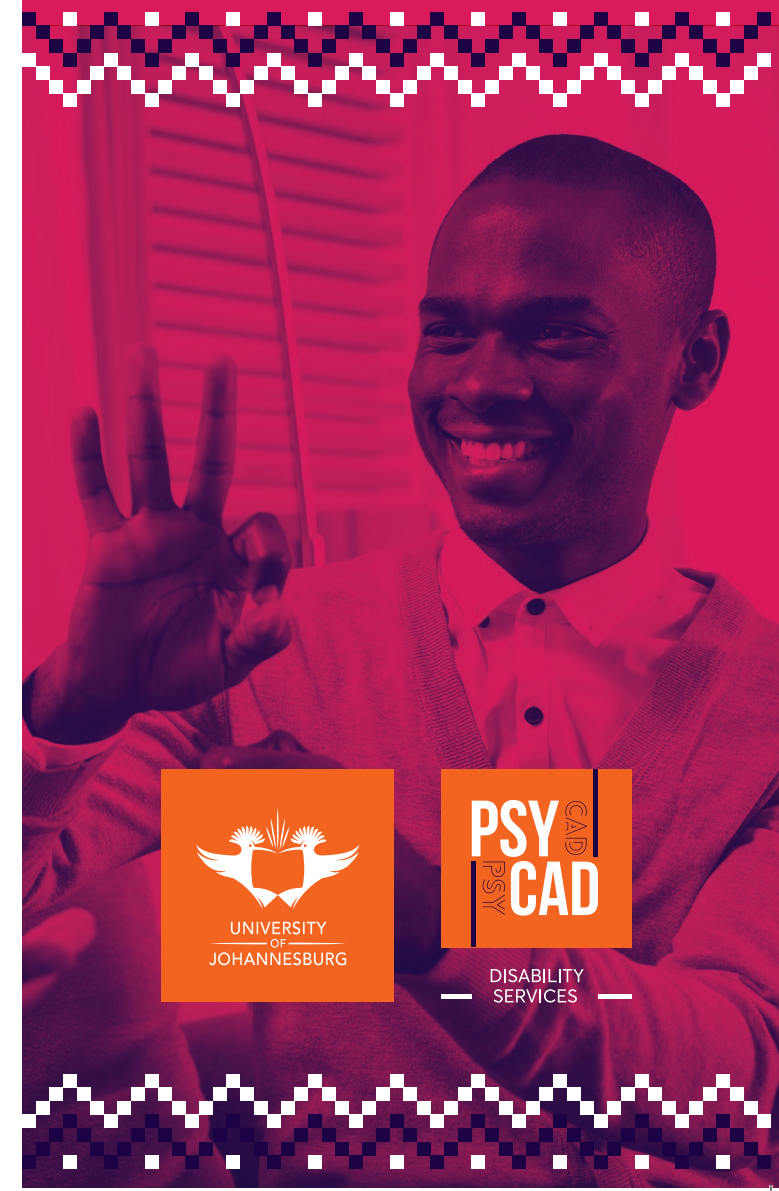
Visit our Facebook page:

<https://www.facebook.com/DisabilityPsyCaD>

If you require a copy of this leaflet in an alternative format e.g. Braille, large print, audio, etc – please email Mr. Eric Mhlanga.

DISABILITY SERVICES — TIP SHEET —

Speech Impairment Guide



DISABILITY
SERVICES

➔ SUPPORT FOR STUDENTS WITH LANGUAGE AND SPEECH DIFFICULTIES

The Disability Unit of **PsyCaD** plays a very important role in the lives of all students with disabilities. Students are assisted in adjusting to the demands of academic life in various ways and many specialised services for such students are on offer.

Speech impairment refers to an impaired ability to produce sounds and may range from mild to severe. It may include an articulation disorder (characterised by omissions or distortions of speech sounds), a fluency disorder (characterised by a typical flow, rhythm and repetition of sound, stuttering and stammering), or a voice disorder (characterised by abnormal pitch, volume, resonance, vocal quality or duration which might be inappropriate for one's sex or age) (American Speech-Language-Hearing Association: 1993). All of them can be further aggravated by the anxiety inherent in oral communication in a group.

People with speech impairments may take longer to communicate with you—be patient and respectful.

Speech impairments are not related to an individual's intellectual capacity and individuals with speech impairments do communicate, but may communicate using various assistive technologies.

Tips when interacting with people with Speech Impairments:

- Treat the person with respect. Do not be afraid to ask him or her to repeat a word or sentence. Be patient; do not supply words or finish thoughts for him or her.

- Address the person with the communication disorder directly. Do not assume someone with a speech disorder lacks the capacity to understand.
- Give whole, unhurried attention to the person who has difficulty speaking.
- Keep your manner encouraging rather than correcting.
- Look for facial, hand, or other responses. Speech is not the only form of communication.
- Do not urge a person who stutters to slow down or start over. This tends to make the stuttering worse.
- Rather than speak for the person, allow extra time for the conversation and be patient. Do not finish a person's sentence.
- If you have difficulty understanding, don't pretend that you do. Repeat as much as you do understand. The person's reaction will guide you and clue you in.
- Provide appropriate ways for the individual to participate in activities, conversations or class presentations. Do not exclude them just because their speech is impaired.
- Speak clearly and distinctly but naturally. Be aware that people might feel like you are "talking down" to them if you speak too slowly.
- Be willing to work at communicating. In some cases, this may mean learning basic sign language or being aware of special communication devices for individuals who are nonverbal. If appropriate, become familiar with devices, systems, and programs which have been developed to assist.

- Avoid finishing the person's sentences or guessing what is being said.
- Strive to understand what the individual is saying by focusing on what he or she says rather than how he or she is saying it.
- Ask one question at a time, giving the person time to respond before moving on.
- Whenever possible, ask questions that can be answered with a "yes" or a "no."
- Be aware that you may need to use a variety of communication methods such as writing notes, emailing, or technological options.
- Be patient and encourage the person toward expression
- If the person uses any assistive technology devices, make sure the devices are always within the person's reach.

➔ ALSO LOOK OUT FOR OUR OTHER TIP SHEETS ON TOPICS SUCH AS:

- Student's Concession Guides
- Disability Unit information leaflet
- Test and Exam Tips
- Learning Disorders
- Neurodevelopmental Disorders (ADHD)
- Visual Impairment
- Physical Disabilities

➔ KEEP IN TOUCH

We pride ourselves at being accessible to our students and other university stakeholders in pursuit of holistic support for our students. To this, we have multiple platforms to be reached on.