

Tips for Communicating While Wearing a Mask

When Wearing a Mask

- Make the resident feel safe, be friendly, set the scene.
 - Imagine yourself as an actor. Use dramatic gestures and expressions.
 - Show the resident what you are going to do before you start.
 - Write things down for residents if it is helpful for the resident to better understand you (e.g., consider bringing a small dry erase board to show what you write).
 - Follow-up to make sure the resident understands you.
- Consider wearing a laminated large photo of yourself with your title and program information so that residents can better see your face or identify you.
- Be conscious of your body language.
- Practice kindness, patience, and empathy. Visits may take longer.

Show that You are Listening

- Nod to show you are listening and understanding.
- Maintain good eye contact.
- Let your eyebrows tell the story.
- Face the resident and try not to turn away when speaking.

Show How You Are Feeling

- Happiness: smile, raise eyebrows
- Concern: eyebrows pinched together and eyes drooping
- Remember: eyebrows in a “V” can mean “angry”

Be Aware of How You are Speaking

- Be calm: speak clearly and use short, simple sentences.
- Try not to speak too loudly, too softly, or too fast or slow.
- Consider use of a portable voice amplifier.
- Say one thing at a time.
- Pause after asking questions.

NOTE: Follow public health guidance regarding infection control and protection and federal ([cdc.gov](https://www.cdc.gov), [cms.gov](https://www.cms.gov), [acl.gov](https://www.acl.gov)) and state guidance regarding visits to facilities during infectious disease outbreaks.