

Video calling for people with aphasia



Video calling is a popular way to **connect** with **family and friends**.

You can use a **computer, tablet** or **smart phone** to make a call.

When you **video call** you are able to **see the person** you are talking to.

People with aphasia often find **video calling better** than a phone call.

There are many **different video call platforms**.

This guide will give you information about **3 popular options**.



Skype



Zoom



WhatsApp



This **guide** includes:

- **What you need** before you start
- **How to download** the software/app
- **How to use** the app

Instructions might **look different** depending on the **device** you are using.

We have **included instructions** for:



- **Computers**
- **Android tablets/smartphones**
- **iPads or iPhones**

The next section includes some **tips** when **making a video call**.

Tips for your video-call



Be prepared

Charge your **device's battery** or have it plugged in.

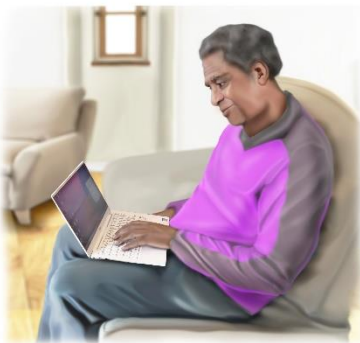
Have **items** you might **need** near you.

For **example**:

- **pen** and **paper**
- **items** in your home you might want to **show** like a framed **photo**
- **cue cards** like **YES/NO** or slow down.

It can be **helpful** to **write key words**.

Remember to **wear** your **glasses, hearing aids** or **dentures**.



If you are **new** to **video calling** you might want to **practice**.

During the call



Think about the **room** you will be in.

The **room** should be **quiet** and **well lit**.

You might **not want** to **hold** your **device** during the call.

You can **prop** your **device** **against** a **book** or pillow.



Check the **settings** on your device.

Check your **camera lens** is **clean**.



Check the **volume** on your device.

You might want it **louder** or **softer**.

If **sound** or **video** is **not working** well **hang up** the call.

Try **calling** the person **again** and see if it improves.

Tips for your conversation partners



A **conversation partner** is anyone who you talk to.

Let your **conversation partner** know **what works for you**.

Speak clearly. If you speak quickly try a slightly **slower pace**.

Use **small chunks** of information.



Give the person with aphasia **time to process** and **respond**.

When on a **video call** there may be a slight **time delay**.



Check understanding on both sides as you go along.

Use **gesture** and **facial expressions** to help express yourself.



Video calls can be **tiring**. It is okay to end a call early.

Short, well-prepared calls might work best.