

The P.A.S.S. Approach

An innovative method to assist patrons who rely on
Augmentative and Alternative Communication devices



✓ PATIENCE

- It can take up to a full minute for an AAC user to construct a sentence on their device
- Assure the user that you are there to help and they can take their time to communicate their needs

✓ ATTENTION

- Stay in the moment
- Resist the urge to complete other tasks while the patron is constructing a sentence on their device
- Ask one question at a time
- Ask Yes or No questions if possible

✓ SPEAK

- Speak in a normal pitch, tone, and volume
- Speak to the AAC user and not their caretaker

✓ SUPPORT

- Supervisors and other staff should recognize when a staff member is helping an individual who uses AAC and understand the added time it will take to assist that individual
- Be prepared to assist with other duties while so the staff member is free to help the AAC users for as long as needed

For a more in-depth explanation of AAC devices and the P.A.S.S. Approach read
Serving Patrons with Disabilities
a publication distributed through the American Library Association