

Can you recognize signs of low literacy ?

“Could you fill out this form for me?”



“I don’t have my glasses.”

“My writing is bad. I’ll ask my wife to fill it out.”

“I have a good memory. I will remember it.”

If someone you meet:

- takes a document without glancing at it
- is reluctant to fill out a form in front of you
- finds excuses to avoid reading and writing
- has missed appointments, or is late/early every time

They **MIGHT** be struggling with literacy tasks.

What you can do to help:

- create an atmosphere of trust
- communicate using clear and simple language
 - avoid jargon
 - pause between important points
 - limit information to 3 or 4 important points