



Augmentative and Alternative Communication Template for Passengers

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A Communication Template will be placed at national airlines from May to improve convenience for the hearing impaired and foreigners in the expected services such as first aid, food and beverage requests, and so forth.

[Possible Case] Mr. A, who has hearing loss problem, happened to have a stomachache on an airplane while traveling abroad. However, he had no choice but to hold on to his aching stomach for over two hours until the flight landed due to the difficulty of using internet translator and communicate with the cabin crews.

In-flight communication is expected to become more convenient for the hearing impaired and foreigners.

The National Aviation Museum of Korea (CEO AHN Tae-hyun) under the Ministry of Land, Infrastructure and Transport (MOLIT, Minister PARK Sang-woo) together with 10 national airlines* have produced a type of communication images (AAC** template) for the hearing impaired and foreign passengers.

* Korean Air, Asiana Airlines, Jeju Air, Jin Air, Air Busan, Eastar Jet, T'way Air, Air Seoul, Air Premia, Aero K

** Augmentative and Alternative Communication



The AAC template is expected to resolve inconveniences during communications in emergency situations or food and beverage requests, etc. while greatly increase the convenience of customized services.

The Template has been designed with 25 expressions in 4 categories needed in the frequently requested situations by passengers, including first aid and in-flight meal services, which were selected by the hearing impaired, pilots, and cabin crew managers, and so forth.

The currently produced AAC template will be used by 10 national airlines starting in May.

Director General for Aviation Policy KIM Young-guk of the MOLIT expressed, “With the direct participation of the hearing-impaired people, we expect that the communication using AAC template could be a lot more effective.”

Adding, “We also have a plan to expand its provision to 73 foreign airlines operating in Korea”.





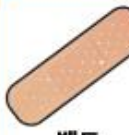









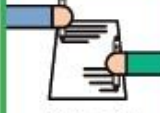


Att.

AAC (Augmentative and Alternative Communication) Template

탑승객을 위한 의사소통 (AAC) 카드

AAC(Augmentative and Alternative Communication) for Passengers

 아파요 Pain	 머리 Headache	 목 Sore Throat	 가슴 Chest Pain	 배 Stomachache	 상처 Injury
					
 주세요 / 있어요? Please	 해열제 / 소화제 Fever Reducer / Digestive Medicine	 밴드 Band-Aid	 담요 Blanket	 안대 Sleep Mask	 펜 Pen
 기내식 In-Flight Meal	음료 Drink				
	 온수 / 냉수 Water(Hot) / Water(Cold)	 커피 Coffee	 오렌지 / 포도 Orange / Grape	 탄산류 Sparkling	 맥주 / 와인 Beer / Wine
음식 Food					
 한식 Korean Food	 비프 Beef	 치킨 Chicken	 생선 Fish	 스낵 Snack	
탑승객에게 요청 Ask for Passengers					
 승무원 요청 Request	 창문 Window	 등받이 Seat Upright	 테이블 Stow Tray Table	 안전 벨트 Fasten Seat Belt	 필답 요청 Write Request