

# Communication Strategies & Voice Protection for Mask Users

## TRANSCRIPT



**TIME**  
(MM:SS)

**TRANSCRIPT**

00:00	<b>Narrator:</b> Welcome to the third and final module of the Masks and Vocal Health: One voice at a Time series. The purpose of this module is to learn tips and tricks on how to implement what we learned in module 2 in the workplace. In this module, we will discuss microphone amplification, posture, clear speech, hydration, vocal naps, and vocal warm-ups.
00:26	This module will provide examples across different occupations that are now required to wear masks at work. These include: teachers, healthcare professionals, and restaurant workers. However, these strategies can be used across many different settings and are not limited to these professions. These are merely examples for you to think about how you might incorporate the strategies into your workday.
00:51	Not only is hydration important for your physical health, but also your vocal health. During this pandemic, drinking water can be more difficult than normal because you may not want to remove your mask. Try to keep a water bottle with a straw around you to remind yourself to drink. With a straw, drinking with a mask is easier and safer as you don't have to remove your entire mask.
01:15	Remember, you should try to drink eight glasses with 8-ounces of water throughout the day. That's a total of 64 ounces.
01:24	Your voice needs rest too. You can set an alarm to remind you to take mini vocal naps. Try setting your watch, phone, or clock to remind you to take a break
01:36	These vocal naps are best if you can take them about once an hour. You can also use that time to check-in on your voice and assess how it feels. Do you feel hoarse or tired? Maybe implement more rest breaks, or a longer nap.
01:53	Remember, you can also use texting and other non-verbal ways to communicate during your nap time.
01:59	A microphone is a great way to increase the volume of your voice. Consider using a microphone if you speak to large groups of people, speak in large spaces, or speak in noisy environments. Microphones can help reduce vocal fatigue and improve your ability to communicate with others.
02:19	Posture plays a big role in your vocal quality and breathing. When you're at your workplace, it is important to maintain a relaxed, neutral position with your neck and shoulders.
02:30	Remember to take deep, relaxed breaths and anytime you are communicating, keep your ears over your shoulders.
02:38	This is especially important when talking on the phone. You can also check your posture when sitting at your desk, texting on your phone, eating lunch, or completing work on your computer.
02:51	It can be hard for people to understand you when you are working in loud environments. There can be chatter, music, and machines that will add to the difficulty of understanding one another.
03:05	<b>Waiter (Nick Kelliher, M.M.):</b> "Do you know which kind of tea you'd prefer?" <b>Customer (Lauren Humpert, B.S.):</b> "What?" <b>Waiter:</b> "Oh, sorry. Do you know which kind of tea you'd prefer?" <b>Customer:</b> "Oh, this one's fine."

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03:14	<b>Narrator:</b> Instead of trying to increase your vocal loudness or yell, one strategy you can use is to make your speech clearer.
03:22	First, open your mouth wide and move tongue and lips freely for each sound. Make sure that you are articulating each word and speaking slowly.
03:33	Wearing a mask can make it feel like you're constricted in your speech, but with practice and focus, you can control how clear your speech is.
03:43	Vocal warm-ups are easy to implement before starting your day. This can be done in your car, on a walk to work, at your desk, or in a break area. Vocal warm-ups help to get your voice muscles ready to go for the day ahead.
03:58	Before you begin your warm-up, check in with how your voice feels and sounds. Is it clear and strong? Or hoarse and weak? Begin with a gentle hum.
04:11	<b>Renee Gustin, M.S., CCC-SLP:</b> Mmmmm.
04:17	<b>Narrator:</b> While you're gently humming focus on feeling vibrations in your lips, cheeks, and nose. Move your voice around to different pitches, both higher and lower. <i>(In background, Renee Gustin, M.S., CCC-SLP: Mmmmm.)</i>
04:37	<b>Narrator:</b> Then sustain some medium, comfort pitches that feel easy to produce and help you feel the maximum amount of vibration in the front of your face. After humming you should feel that your voice comes out more easily and maybe has a clearer and more consistent tone. <i>(In background, Renee Gustin, M.S., CCC-SLP: Mmmmm.)</i>
04:55	We proposed six different strategies: hydration, vocal naps, microphone amplification, posture, clear speech, and a vocal warm-up.
05:24	You may find that one strategy works better for you or is easier to implement into your day. A combination of 2 or 3 may work well for you. We encourage you to give them all a try!
05:37	However, if you have consistent symptoms of vocal fatigue, it's painful to talk for long periods of time, your voice is getting in the way of your job or your ability to communicate, or if you have been hoarse for more than two weeks, it is important that you seek out the care of a medical doctor. They may want you to work with a speech-language pathologist for voice therapy.
06:00	In voice therapy, more complex strategies than those discussed in this educational series can be applied directly to address each patient's voice, speech, and communication problems.
06:12	With these strategies, we hope you can protect yourself and your community, one voice at a time.