



# Supporting Veterans with Brain Injuries



## Determine What Works

- Accessibility: Is there anything preventing the individual from communicating such as sending or receiving messages?
- Offer options for written or electronic communications
- Use simple fonts, keep the language simple, and pick strong color contrasts (like dark text on a light background) to make text easy to read.



## Set Processes

- Ask during intake if the individual has had any head injuries
- Inform client contacts, like check-in or service desks, about upcoming appointments, including the employee and program the Veteran will be working with.



## Have Something for Clients to Reference

- Encourage clients to write things down for meeting reminders, goals, tasks or to-do lists.
- Send reminder calls, texts or e-mails before appointments.



## Be Mindful When Scheduling Appointments

- Ask if mornings or afternoons work better for an appointment.
- Recommend involving support people in the care process if necessary.
- Encourage focusing on one task at a time



visit <https://www.dva.wa.gov/tbi>



[braininjuryrecovery@dva.wa.gov](mailto:braininjuryrecovery@dva.wa.gov)



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