



KERRY DEAF RESOURCE CENTRE

KDRC provides services to deaf, deafened, hard of hearing & hearing customers on deaf and hard of hearing related issues. Appointments can be arranged via our Centre in Tralee.

Charity No: **CHY20854**

4 Gas Terrace
Tralee, Co. Kerry
Ireland

25.03.19

REMINDER OF MAKING AN APPOINTMENT POLICY.



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APPOINTMENTS ARE REQUIRED FOR THE FOLLOWING

- FORM FILLING
(ESPECIALLY DETAILED & MULTIPLE FORMS)
- TRANSLATION OF INFORMATION & FORMS
(INTO PLAIN ENGLISH OR SIGN LANGUAGE)
- PHONECALLS
(TO/FROM EXTERNAL PARTIES)
- DOCUMENTS THAT NEED TO BE TYPED UP
- REFERRALS FOR SIGN LANGUAGE INTERPRETING ACCESS
- DETAILED QUERIES ON RIGHTS & ENTITLEMENTS
- CONFIDENTIAL/COMPLEX/LEGAL/SENSITIVE ENQUIRIES
- TO MEET WITH MANAGER/SPECIFIC STAFF MEMBER(S)

Due to increasing demands placed on our service, to ensure our service can allocate sufficient time to our customers, we would like to remind everyone of our **'making an appointment'** policy.

Appointments are required for the following: **Form filling** (especially detailed & multiple forms). **Translation of information & forms** (into plain English or sign language). **Phone calls** (to/from external parties). **Documents that need to be typed up**. **Referrals for sign**

language interpreting access. **Detailed enquiries** (on rights & entitlements etc). **Confidential/ complex/ legal/ sensitive enquiries**. **Requests to meet with manager/ specific staff member(s)**.

KDRC also reserves the right to apply relevant policies and procedures & in particular when considering which staff member is the most appropriate to deal with your enquiry.

REMINDER OF OUR OPENING HOURS.

Our service is open **Monday, Tuesday, Wednesday, Thursday** (10am-1pm & 2-5pm) and **Fridays** (10am-1pm). Our Centre is closed Friday afternoons.

Due to limited funding & staff, our Centre does not have any night time or weekend staff. However, for legal or medical emergencies that require sign language interpreting access, check out www.slis.ie or <http://signlanguageinterpreting.ie/bridge-interpreting/>



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OPENING HOURS

- Monday 10am to 1pm / 2pm to 5pm
- Tuesday 10am to 1pm / 2pm to 5pm
- Wednesday 10am to 1pm / 2pm to 5pm
- Thursday 10am to 1pm / 2pm to 5pm
- Friday 10am-1pm (closed Friday afternoon)

YOGA CLASSES (ORGANISED BY CHIME KILLARNEY).



YOGA Classes For Deaf Adults

- Venue: St. Brigid's Family Resource Centre, Tralee
- Time: 2 - 3pm
- Cost: €2 per class
- Dates: Mondays
 - March: 25th
 - April: 1st and 29th
 - May: 13th, 20th and 27th
 - June: 10th and 17th

For more information or to book a place:
Contact Aileen: 086 607 2908



Yoga classes for deaf adults will be taking place over the coming months in St. Brigid's Family Resource Centre in Tralee.

The classes are being run by **Chime** (the national charity for deafness & hearing loss). Classes will take place from 2-3pm and will cost €2 per class. The dates for the classes are as follows: **March (25th). April (1st & 29th). May (13th, 20th & 27th). June (10th &**

17th). For more information, contact Aileen at Chime on **086 607 2908**.