



# 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

09.09.19

## REMINDER OF OUR 'MAKING AN APPOINTMENT' POLICY.



As we approach autumn & winter time, this naturally becomes a busier time for all of us in our office and indeed for our management & Board members too.

We wanted to remind everyone of our 'Making an Appointment' policy. This helps us to allocate staff & time

according to the needs of our customers and helps us to respond to their enquiries in a timely and appropriate manner. If you have any of the following queries, it would help us greatly if we could allocate an appointment for you.

- 1) **Form filling** (especially detailed & multiple forms).
- 2) **Translation of information & forms** (into sign language or simplified English).
- 3) **Phonecalls** (to/from external parties).
- 4) **Documents that need to be typed up.**
- 4) **Referrals and/or enquiries on sign language interpreting access.**
- 5). **Detailed queries on rights & entitlements.**
- 6) **Confidential/complex/legal/sensitive enquiries.**
- 7) **Meetings with manager/ specific staff member(s).**

As soon as an appointment is available, we will be in contact with you to confirm a date and a time. **Please note:** To ensure we can assign you the appropriate staff member and sufficient time, we will require advance notice for all appointment requests. In addition, we will reserve the right to select the appropriate staff member to deal with your query. KDRC will also reserve the right to apply policies as deemed appropriate to the enquiry.

## FOODCLOUD DONATIONS & TESCO IRELAND.

Our service recently registered with FoodCloud & Tesco Ireland's surplus food donation programme.

Every Wednesday evening, we will get a notification from FoodCloud/Tesco if they have any surplus fresh food from a

local store. A staff member here will collect the food and bring it to our office. The following morning, this food will be available to any of our customers. Generally the food is from the bakery, fruit & veg sections. We will generally only keep the food for 1-2 days if the 'sell by' or 'use by date' is approaching.

To learn more about FoodCloud, go to <https://food.cloud/how-foodcloud-works/>

