



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

21.10.19

SIGN LANGUAGE INTERPRETING ACCESS.



With the passing of the **Irish Sign Language (ISL) Act 2017**, we are seeing an increase in queries from Government Depts/ Public Bodies and deaf individuals relating to access for sign language users.

This week, we would like to remind you of some of the access policies & procedures that are in place locally or nationally that enable access via qualified/ accredited interpreters.

GP/DOCTOR ACCESS POLICY (HSE). For appointments with your local GP/Doctor in Co. Kerry, the HSE (Health Service Executive) will cover the costs of a sign language interpreter. You can contact a staff member here of your choice or Chime Killarney & we will send a **sanctioning request email** to the HSE for approval of the payment. Both services can also book an interpreter on your behalf.

KERRY UNIVERSITY HOSPITAL (KUH). If an interpreter is required for in/out patients appointments at Kerry University Hospital, interpreter costs will be covered by the hospital. Again, you can contact our service or Chime Killarney and we can book the interpreter on your behalf. The interpreter will be required to get an **attendance sheet** signed by a KUH staff member and submit that with their invoice.

SOCIAL WELFARE/ CWO- COMMUNITY WELFARE OFFICE/ INTREO. To access these services, a staff member can onto the DSP Corporate Portal **STÓR** where they will find the **Translation/ Interpretive/ Sign Language Services, and the provision of Information in Alternative Formats Policy**. A request for an interpreter is then sent to the Information Section in Sligo. Thereafter, Sligo will send a booking ID number to the staff member once they have confirmed the interpreters availability. For more information, check out <http://www.kerrydeaf.com/support/index14.html>

MABS/ CITIZENS INFORMATION CENTRES/ NATIONAL ADVOCACY SERVICE. The Citizens Information Board which oversees these services has an Access Officer who can be contacted to arrange sign language interpreting access. A request for an in-person interpreter or remotely via webcam can be sent by email to accessofficer@ciboard.ie More information is available at <http://www.kerrydeaf.com/support/index13.html>