



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

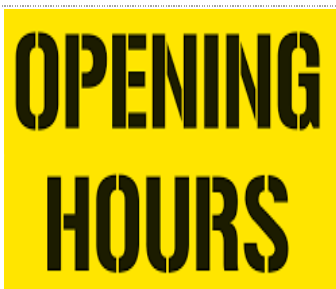
06.01.2020

HAPPY NEW YEAR 2020.



Our service has re-opened after our Christmas holidays & annual leave break. We hope all our staff, Board & service users had a great Christmas and enjoyed their holiday break. On behalf of all of us here, we would like to wish you all a very Happy New Year and we look forward to working with you all again in the coming year. We really hope that 2020 will be a great year for you all.

OPENING HOURS FOR 2020.



Our opening hours for this New Year will be as follows: **Monday, Tuesday, Wednesday & Thursday (10am-1pm & 2pm-5pm). Fridays (10am-1pm & closed Friday afternoon).**

As usual we will close for all Bank Holidays. In addition, we will close for the month of August and again for Christmas/ New Year for annual leave. To avail of our service or support, please get in touch with us to arrange an appointment.

MAKING AN APPOINTMENT POLICY FOR 2020.



As we enter a New Year, we wanted to remind everyone of our '**Making an Appointment**' policy. This will help us to allocate staff and 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 agreed appointment for you:

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

To avail of an appointment, please email kdrc@eircom.net or text **087 633 4687**.