

How much will it cost?

In many cases a D/deaf person will not be expected to pay for an Interpreter/Communicator. On occasions such as GP visits, hospital appointments, or job interviews, someone else usually pays the bill. Similar fees for Interpreters/Communicators are offered by all the major D/deaf organisations. However, the nature of each job is different and each is charged according to the circumstances.

For a detailed quotation, without obligation, it is best to contact our Communication Service Support Officer (see contact details).

Is the service confidential?

Yes. All our Interpreters are registered with the leading agency (CACDP) and abide by a code of practice laid down by both CACDP and **DSN**.

Anything that is said in an appointment is completely confidential. The Interpreter/Communicator will be totally impartial and will not be allowed to give advice, or express their personal views.



To find out more about our services, get a quotation, or book an Interpreter/Communicator, please contact us using the information below:

COMMUNICATION SERVICES

11/13 Wilson Patten Street
Warrington WA1 1PG

Tel: 01925 626600 (Voice)
01925 626602 (Textphone)
01925 626600 (24 Hour Access Voice)

Fax: 01925 626992

SMS: 07840 057427 (Office hours only)

communication@dsnonline.co.uk

www.dsnonline.co.uk

D/deaf callers dial 18001 first, then 01925 626600

We also have a 24 hour Textphone answerphone service on: 01925 626602

(Emergencies only after 5.00pm)

Whilst every effort is made to carry out client's wishes faithfully and competently, the Communication Service cannot accept responsibility for any loss, damage, or injury resulting from its Interpreting assignments.

In this leaflet, the word 'D/deaf' refers to people who are profoundly D/deaf, deaf, deafened, hard-of-hearing, or D/deafblind.



Communication Matters

Providing Wider Access and Equality for D/deaf people

dsn@dsnonline.co.uk

www.dsnonline.co.uk

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Communication Matters

The Communication Service is one of a wide range of services offered by **Deafness Support Network (DSN)**. The service provides BSL/English Interpreters, professional Lip-speakers, Note-takers, D/deafblind Interpreters and Speech-to-text Operators.

Each of our Interpreters are registered with the Council for the Advancement of Communication with Deaf People (CACDP) in one of the three qualifying categories: MRSLI (Member of the Register of Sign Language Interpreters); TI (Trainee Interpreter); or JTI (Junior Trainee Interpreter). **DSN** also employs Personal Communication Assistants, who are supported and monitored to enable them to undertake work for which they are deemed to be competent.

The use of professional and qualified staff ensures clear communication between D/deaf and hearing people in a variety of situations, for example:

- Education
- Job Interviews / Training Courses
- Meetings / Conferences
- Religious and Civil Ceremonies
- Community Events
- Solicitors meetings
- Police and Court attendances
- Local Authority Services (Social Work, Benefits, Housing, etc).

Whatever the situation, **DSN Interpreters/Communicators** offer a professional, confidential and comprehensive service, aimed at promoting and supporting understanding between D/deaf and hearing people.

Enlightened employers and service providers call on the expertise of our Communication Service to establish lines of Communication before potential problems arise.

How do I book an Interpreter, or other communication support?

There are a few basic things we will need to know when you call us:

- Date and time of appointment?
- How long is the appointment for?
- What is the nature of the appointment?
- Where will the appointment take place?

We may require other information but our experienced staff will be happy to explain this to you.

How much notice do I need to give?

Please give as much notice as possible. The service is in great demand and it may sometimes be easier to check the availability of an Interpreter/Communicator before making an appointment, or booking a meeting, e.g. when booking a GP appointment, or work meeting.

Who can use the service?

Anybody can use our service!

In some situations, e.g. conferences, you may need to book more than one type of Interpreter/Communicator. If you are unsure of the type of support needed, our communication support staff will be happy to advise you.

