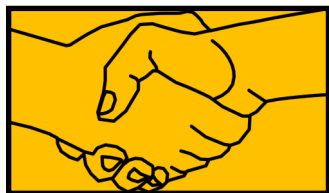


DEAF SUPPORT



GUIDE

FOR PEOPLE WORKING AS COMMUNICA- TION SUPPORT WORKERS

WITH DEAF PEOPLE IN THE WORK- PLACE.

AN ADVICE LEAFLET

IN THE WORK PLACE

- ☞ Make sure the lighting allows the deaf person to see other speakers clearly, Light from windows should be behind the deaf person
- ☞ Switch off voice when signing information.
- ☞ Speak clearly at a moderate level when voicing over for the deaf person
- ☞ Remove mobile phones and anything that is a distraction from communication. Concentrate on the needs of the deaf person and sign any information used by others in the room for general attention.
- ☞ An agreement as to the use of items such as books or equipment for the CSW to use when not required to communicate should be arranged.
- ☞ Have note-taking equipment nearby: paper and pen, to record information to be remembered and to explain any English word the deaf person may not know.
- ☞ Check for mistakes wording to be emailed printed or recorded from the deaf person
- ☞ In a group situation, point to the person speaking so the deaf person knows who is making points.
- ☞ CSWs can make hearing people aware of Deaf Culture and behaviour.

IN MEETINGS

- ☞ The CSW should be opposite the deaf person to be easily seen and to show who is speaking.
- ☞ Both CSW and deaf person should have note-taking items to jot down brief details, for example time and date of next meeting.
- ☞ Fuller notes and improvements to English can be added at home and kept as evidence.
- ☞ The aim of the meeting should be made clear so the deaf person can see it is relevant to him/her.
- ☞ Complaints or disagreements between individuals should be dealt with separately in a different room, not in the meeting.
- ☞ Signing in a situation where there are disagreements should be in a style that is calm and polite, using small space and pointing not too close to people. Voice over should be at a moderate level, no shouting. Any instructions given to cease signing are not appropriate and signing should continue.

Deaf Support



DEAF SUPPORT IS A VOLUNTARY ORGANISATION

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