



# **NORTH WALES DEAF ASSOCIATION SERVICES**

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Company Limited by Guarantee Number:2959589  
Registered Charity Number: 1048017

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# Interpreting & Communication Services

NWDA can provide the following:

BSL Interpreters  
Note-takers  
Lip-speakers  
Deaf Blind Communicators  
Speed-Text Reporting



Interpreters for these services will be free for Deaf, Hard of Hearing and Deaf Blind users who live in Gwynedd, Anglesey and Conwy

## ✓ Health appointments

Hospital appointments, all maternity services, opticians, chiropodist, health visitor / nurse and dentists.

## ✓ County Council including

Social Services, Local Authority meetings, all council departments and funerals at crematorium. School reviews and parents evenings.

## ✓ Citizens Advice Bureau

Interpreters will be free for Deaf, Hard of Hearing and Deaf Blind users who live in Flintshire for all County Council departments and Citizens Advice Bureau

## How To Book An Interpreter

NWDA offices are open 9am to 5pm, Monday to Friday and you can make a booking by telephone, textphone, fax, sms, or e-mail. Please refer to contact information on the back of this leaflet.

### **Please tell us:**

- 1) Your name and address
- 2) Your telephone, minicom or fax number

### **Please tell us about the appointment:**

- 1) What is it for?
- 2) Where is it?
- 3) What date and time is it for?
- 4) How long is it for?

### Please Remember

- ✓ To give as much notice as possible before your appointment.
- ✓ If you have booked an Interpreter, please try not to miss your appointment.
- ✓ If you have to cancel your appointment, please phone the NWDA office straight away and we will cancel the Interpreter.

Other situations you may require an interpreter or communication support

Under the Disability Discrimination Act you may be entitled an interpreter for some of the following services

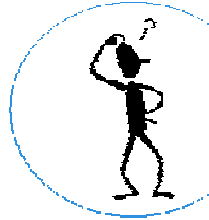
- ✓ Church services
- ✓ Weddings (service only)
- ✓ Christenings
- ✓ Bank / Building Society
- ✓ Police
- ✓ Solicitors
- ✓ Court
- ✓ Job Centre interviews
- ✓ Job interviews
- ✓ DSS
- ✓ Local College Courses full and part time

Many of these are available free of charge to the service user or North Wales Deaf Association can help to arrange for these services at a reduced fee.

## **QUALITY OF SERVICE**

**All interpreters and communication support staff at North Wales Deaf Association adhere to the CACDP code of ethics. North Wales Deaf Association has its own complaints procedure. Copies of both are available from the office upon request.**

# Community Support Service



Community Support Services are available to all Deaf, Deafened, Hard of Hearing and DeafBlind users who live in the Anglesey, Conwy, Gwynedd areas.

## The service can:

Provide information about a wide range of benefits and allowances

Help with the completion of forms

Translate letters and help write replies

Make telephone calls on your behalf

Accompany you to appointments with official bodies for example the housing department or social services

## HOW TO BOOK AN APPOINTMENT

Please contact the Community Support Officer using the contact information at the back of the leaflet

Please tell us your name and address and give us a brief description of what services you need.

The Community Support Officer will then arrange to visit you at your home or find other places for your interview.

# Flintshire

The Service can:-

- Ø Provide a wide range of information about benefits and allowances.
- Ø Help you fill in forms.
- Ø Translate letters and replies.
- Ø Make telephone calls.
- Ø Go with you to appointments with official bodies like the housing department or social services.

The clinic will carry on as normal at Ty'r Binwyddan in Mold, the opening times are in this leaflet.

The Support Officer will also visit you if you can not come to the clinic. If it is because you are working, then she will visit in the early evening, otherwise appointments can be made for when the clinic is closed.

To make an appointment, please contact Sarah on the numbers on the back of this leaflet.

The Community Support Officer will be at the clinic

**Wednesday from 10am to 12pm**

# **Environmental Equipment Services**

## **ADVICE TRY BEFORE YOU BUY SALES SOCIAL SERVICE PROVISION**

Many people with even a small hearing loss experience difficulties using every-day equipment, such as a telephone or doorbell.

Often the person with the hearing loss is not aware of this problem themselves until it is pointed out to them.

This need not be a problem. In many instances the problem can be solved simply with inexpensive or free items of equipment.

The difficulty is often that there is a wide choice of equipment and without expert advice often inappropriate equipment is bought, which does not solve the problem. This leaves the person with a hearing loss feeling frustrated and not knowing what to do next.

With the right equipment people with a hearing loss can live more independently and enjoy a more stress free life style.

## **What equipment is available?**

### **Telecommunications**

Amplified telephones  
Telephone amplifiers  
Minicom text phones  
Fax machines  
Mobile phone neck loops

### **Alerting Equipment**

Doorbells  
Alarm clocks  
Amplified telephone ringers  
Smoke Detectors  
Pager systems  
Baby alarms  
Person to person pagers

### **Television Listening Equipment**

Room loops  
Portable loops  
Infrared listening devices  
Personal listening systems

**This list is some examples of what is available.**

## **Who pays for this equipment?**

Many items of equipment are thankfully no longer cost prohibitive and can be bought inexpensively by anyone with a hearing loss.

Items such as doorbells for example can be bought from DIY supermarkets or catalogue shops. The cost of many items is often no more expensive than regular items.

For more expensive items Social Service Departments are often able to provide this equipment on a long-term loan service this may include items such as a pager unit, television loop system, and visual and vibrating smoke detectors.

## **How can I acquire the most appropriate equipment?**

If you would like to try any equipment you can either:

- Make an appointment to visit the Disability Resource Advisor at NWDA offices in Mochdre.
- If you are unable to travel to Mochdre you can make an appointment for the Disability Resource Advisor to visit you in your own home.
- Visit NWDA website and fill in the self-referral form and e-mail back to NWDA.
- You can phone or visit your own local Social Services Department and ask to see or speak to the duty officer for people with sensory impairment.

# Education Officer

This post has been created to integrate children with a hearing loss into mainstream schools.



EDUCATION

## The aims of the project are:

- To prevent children with a hearing loss from feeling isolated and lonely
- To improve the children's confidence to go onto higher education and ultimately to achieve their goals
- To provide practical support to parents and children

We do this by providing Sign Language and Deaf awareness training to hearing pupils and teachers in the deaf child's school. This can range from presentations during school assemblies to lunch time club and courses in Sign Language.

We offer advice and information about communication support available in Further and Higher Education and the work place

we offer information and advice to parents about communication and deafness. We will make home visits to pre school children across North Wales.

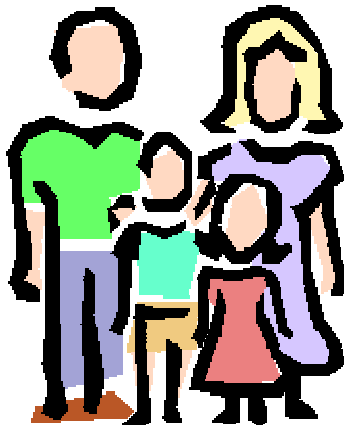
And the Education officer is a role model for deaf children. She will meet them at school during their lunch break for chats and friendship.

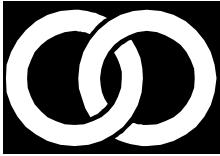
If you would like the Education Officer to visit your deaf child's school, please contact the school's SEN teacher or the head teacher and ask them to make arrangements for the Education Officer to visit.

## **Conwy Family Support Group**

The Conwy Family Support Group meets once a month for activities and events. It is aimed at families with Deaf and hard of hearing children or for Deaf and hard of Hearing parents to come together for mutual support.

Activities include bowling, Halloween and Christmas parties, craft activities and fun days





## **Befriending Service**



**Funding for this project has been received from the Morgan Foundation**

### **Aims & Objectives**

The aim of the scheme is to alleviate isolation and loneliness amongst deaf and hard of hearing people. To improve the confidence of people with a hearing loss, to encourage them to meet other people and join in social activities and so reduce stress and anxiety. To encourage greater independence and improve their quality of life.

### **How will this be achieved?**

North Wales Deaf Association employs a befriender who visits deaf and hard of hearing people on a regular basis.

The befriender may accompany deaf and hard of hearing people to visit deaf and hard of hearing clubs, lip reading classes and other appropriate groups.

Ensures they are aware of the full range of services available to deaf and hard of hearing people in their area.

**Clients** will include people across the whole range of hearing loss from Hard of Hearing, Deafened, Profoundly Deaf sign language users and Deafblind - anyone who is feeling isolated as a result of their hearing loss. As the funding is limited, priority will be given to clients who have additional needs and have no relatives living locally.

Clients will live in North Wales and can join the scheme by contacting North Wales Deaf Association.

**Activities you may like to take part in include:**

- Social shopping
- Go out for cup of coffee
- Attend a local club
- Occasional group outings

**What you can achieve**

- You will gain in confidence and independence
- Find out how to overcome day to day problems
- You may meet other people who have similar problems to yourself or have even already overcome these problems.
- You will have fun and enjoy yourself.

## **Membership & Newsletter**

### **NWDA Quarterly**

The NWDA Quarterly newsletter is automatically posted out to our Members. Becoming a Member is just one way in which you can help North Wales deaf Association and for just a small annual fee of £6, you can join today and receive the benefits of Membership.

### **Advice & Information**

Available Monday to Friday 9am to 5pm by telephone, textphone, fax, e mail or calling in person at the office. Visitors to our offices are always welcome although appointments would be greatly appreciated.

### **Library**

Our library contains books and videos about deafness and sign language. These can be borrowed by members for up to 3 weeks at a time.

**Further information about services and ways that you can help NWDA can be found on our website [www.deafassociation.co.uk](http://www.deafassociation.co.uk)**

## **How to contact us**

By post:

North Wales Deaf Association  
@Quinton Hazell  
Glan y Wern Road  
Mochdre  
Conwy  
LL28 5BS

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Website: [www.deafassociation.co.uk](http://www.deafassociation.co.uk)

E mail: [info@deafassociation.co.uk](mailto:info@deafassociation.co.uk)

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