

**RN  
I:D**

## **Booking Communication Support**

Your guide to booking communication support for people who are deaf or have hearing loss



# Hearing loss can't be ignored

**1 in 5 adults in the UK are deaf or have hearing loss.**

It's vital that people who are deaf or have hearing loss are able to communicate clearly and confidently in a wide range of situations.

- job interviews
- work meetings
- training courses
- university or college lectures
- medical appointments
- counselling sessions
- court appearances
- meetings with bank managers, solicitors or social services

## Communication support you can trust

RNID is the UK's largest provider of communication support for deaf people and those with hearing loss.

We only work with interpreters registered with...

### **NRCPD**

The National Registers of Communication Professionals working with Deaf and Deafblind People

### **RBSLI**

Regulatory Body for Sign Language Interpreters and Translators

### **SASLI**

The Scottish Association of Sign Language Interpreters in Scotland.



Our experience is that the standard of service has been exemplary, using skilled and experienced interpreters, who are aware of the issues facing the people using it.

Chris, Stockport Council

Whether you need to make a one-off booking or arrange a longer term contract, we'll provide qualified communication professionals who best meet your needs:



Manual notetakers



Speech-to-text reporters



Lipspeakers



Electronic lipspeakers



Interpreters for deafblind people



BSL sign language interpreters

We now offer VRI in addition to our face-to-face BSL interpreting service. It enables deaf people and those with hearing loss to receive high-quality communication support in any location.

## Tips for using a communication professional

- Check which type of communication support the person you're booking for would prefer.
- Is technical, legal or other jargon involved? If so, let us know.
- Send us any handouts in advance so the communication professional can arrive prepared.
- Are the room lighting and layout suitable?
- In a group meeting, make sure only one person speaks at a time.

# Making a booking

Please book as early as possible and give us as much information as you can, including:

- Date, time and duration
- Venue and number of people attending
- What it's for
- Background information and any handouts that will be used.

Ask for advice on whether you'll need one or two communication professionals.

For meetings of up to two hours, one person is usually enough, as long as there are breaks.

## Book with us today

Monday to Friday, 8.30am to 5pm



0845 685 8000



18001 0845 685 8000



07537 410 086



communication.services@rnid.org.uk



rnid.org.uk/communicationsupport

Together, we'll make life more inclusive for deaf people and those with hearing loss or tinnitus.

### Out of hours 24/7 service



0700 341 8352



18001 0700 341 8352

RNID is the trading name of The Royal National Institute for Deaf People. A registered charity in England and Wales (207720) and Scotland (SC038926). 272/0619. A201026

### Louder than Words

Business accessibility solutions from RNID

- Communication support.
- Deaf awareness & BSL training.
- Workplace assessments.
- Hearing loops.

[louderthanwords.org.uk](http://louderthanwords.org.uk)