

Translation and Interpretation Services.

InterpreterNow is a service that enables deaf and hearing people to communicate with each-other. They deliver immediate access to online interpreting for deaf British Sign Language (BSL) users, free of charge during the current Coronavirus situation.

The service can be accessed through any laptop, PC/Mac or, Android or Apple tablet and smartphone via the InterpreterNow App. <https://interpreternow.co.uk/>

InterpreterNow can be used for face-to-face meetings, appointments, and telephone conversations – where deaf people can call a business or service and they can call them back.

Anyone who needs to communicate using **British Sign Language** (BSL), in a health situation, can use the service. Deaf and hearing people can both use the service which will operate 24 hours a day 7 days a week until further notice.

It is free to use by Deaf people or anyone wanting to communicate in sign language in a health service situation.

All the interpreters are fully registered and qualified with either NRCPD or SASLI/SRLPDC. They have many years' experience of working online.

All calls are fully confidential, and calls are not recorded. All interpreters are qualified and registered meaning they follow a Code of Practice that includes keeping confidentiality unless there is a legal requirement to share information.

Access to BSL interpreters will take place through two methods:

- **Video Relay Services (VRS) –**

when a BSL interpreter relays information over a telephone call between a BSL user and the hearing person receiving or making the call.



- **Video Remote Interpreting (VRI) –**

this is where a remote interpreter is used to facilitate communication with a Deaf and hearing person in the same location.



RelayUK app

<https://www.relayuk.bt.com/>

Relay UK brings relay services for deaf, hard-of-hearing, and speech-impaired people right up to date with the latest app technology. – just download the app from the App Store or Google Play onto your smartphone, tablet, or computer.

Easy-to-use relay service-Relay UK helps deaf, speech-impaired, and hearing people talk to each other over the phone using the relay service.

Just download a simple app-You can use the Relay UK app with your mobile or tablet.

You're ready to go-All you pay are your normal call charges. You pay nothing to use the service itself.

General communication tips

Where lip-reading is possible:

- Make sure there is adequate lighting.
- Face the patient.
- Get the patient's attention before speaking.
- Use normal lip movements, facial expression and gestures.

The below are particularly important when the patient cannot use visual cues, such as on the telephone or when wearing PPE:

- Speak clearly – avoid shouting or speaking unnecessarily slowly.
- Say things differently if people ask you to repeat or do not understand what you have said.
- Check understanding by asking the patient to repeat information back.
- Use plain language and be straight to the point.
- Reduce background noise as much as possible.
- Where possible, also provide written information.
- If requested, speak to a relative or friend.