

For more information please contact:

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The service is strictly confidential

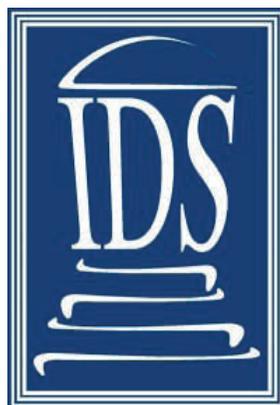


Project Partnership:



DeafHear.ie

Services for Deaf & Hard of Hearing People



Remote Interpreting Pilot Project



Information Leaflet

What is Remote Interpreting?

Remote interpreting means the delivery of sign language interpreting services without the actual presence of an interpreter.

The interpreting is delivered by an interpreter through a technology enabled service. This involves the use of a webcam and video software transmitted over the internet between the interpreter's location and the location of the service provider.

What are the benefits of ISL remote interpreting?

The main benefit is that remote interpreting allows Deaf people immediate access to public services or any service where it is provided. A Deaf person no longer requires the presence of an interpreter to receive an interpreting service. The interpreter can be 'virtually' present at any point of service delivery that has a broadband internet connection.

This makes everyday access to public services available to Deaf people for the first time on the same basis as is already available to hearing people.

Remote interpreting is another option for Deaf people and is not a replacement for face to face interpreting .

How does the project work?

The project is being facilitated by the collaborative efforts of DeafHear.ie, IDS and SLIS. A Steering Committee has been established to oversee the management of the project and funding will be shared among the three participant organisations.

What will the steering committee do?

The Steering Committee will identify a number of public services to be invited to participate in the project, including Government Departments and public services. Each site must register with the project in order to participate. Examples of possible participants include:

- Citizen Information Centres
- Mainstream Schools (with children of Deaf Parents)
- Dublin City Council
- Health Centres
- Revenue Commissioners
- Passport Office

The Steering Committee will develop protocols for all elements of the project including opening hours, charges, call answering, response procedures, response rates etc.

It will ensure that the experiences of participants (service providers and Deaf service users) are recorded and evaluated throughout the project, to facilitate modification based on evolving outcomes.

The Steering Committee will report at regular intervals and the final report of the project will be used as the basis for the establishment of a remote interpreting service on a permanent basis.

Can you help us?

We need the assistance of Deaf people who require an interpreter for meetings, interviews or appointments, for example:

- School – Parent teacher meetings
- Work – Staff meetings, trade union meetings etc.
- Personal query in relation to citizen's information, personal tax, housing, employment, social welfare etc.
- General appointments with banks, building societies, credit unions, etc.

The pilot project will operate from the 17th January 2011. If you are interested in being part of it, please email your contact details to any one of the organisations. Further information on the project will then be sent to you.

If the service you wish to access is not a registered site, we will contact them on your behalf to invite them to participate in the project.

