



Clarion UK

Communicate | Work | Live

# The complete guide to booking communication support services

Ensuring every Deaf person gets the best communication services in the right place, at the right time, throughout life.

[www.clarion-uk.com](http://www.clarion-uk.com)





## Contents:

- Types of communication professionals 3
  - How to make a booking 4
  - The communication dos and don'ts 6
  - Who we are 8
- 



## Types of communication professionals

A brief explanation on the different types of support we provide:

- **British Sign Language (BSL)/English Interpreter** - Our most requested service. BSL is a separate language from English and has its own grammatical structure. The BSL interpreter will relay what is being said in English into BSL and vice versa.
- **Sign Supported English (SSE)** - SSE borrows signs from BSL and follows English grammatical structure.
- **Deaf Relay/Deaf Interpreter** - Works with people who have mental health problems, minimal language skills or uses foreign sign language to ensure they fully understand.
- **Speech to Text Reporters (STTR)/Palantypist** - A very fast typist that types every word (verbatim) using special equipment.
- **Notetaker (electronic or manual)** - Writes a summary of what is being said either by hand or on a laptop.
- **Lipspeaker** - Silently repeats the spoken word with clear lip patterns
- **Deafblind Hand On** - Used by Deaf people who were previously sighted but have become blind. The Deaf person places their hand on top of the interpreter's hands and 'feels' the signs.
- **Deafblind Manual** - Used by people who are Deaf and blind. Each letter is spelt out onto their hands.
- **Deafblind Visual Frame** - Used by Deaf people who are going blind (Usher syndrome.) Many BSL Interpreters can do this.



## Making a booking

When you book with us there are a few things we need to know to ensure the right people are in the right place at the right time. To make sure everyone involved receives a quality and seamless communication service, please let us know.

- **The service required:** What is the client's preferred method of communication out of the types of communication professionals listed on page 3.
- **The name of the Deaf person:** To enable us to ensure there is no conflict of interest for the communication professional who is attending your booking.
- **Any specialist requirements:** Some clients may need signing within a visual frame, use a foreign sign language or be gender specific about the communication professional required.
- **Date and time:** We need to be informed of the date and time of the booking and how long it is expected to last, depending on the length and nature of the booking more than one communication professional may be required.



- **The Venue:** Ideally a meeting point or a room number would also be provided, if you can do this - it is really helpful.
- **A contact for the day:** A mobile number is preferable, for someone who will be at the venue and can be contacted in case of any changes to the booking (bad traffic, sickness etc.) and can let the Deaf person know should this happen.
- **The topic:** To enable us to match the appropriate communication professional to the booking. This will mean we can meet the Deaf person's needs as well as we possibly can.
- **Any preparation materials:** This is essential as it allows the communication professionals to feel confident and prepared on the day. Preparation materials can include presentation slides or meeting minutes.



## Communication guidance tips

### Do:

- Make sure suitably qualified communication support is booked. In legal settings you will need a registered sign language interpreter with 2+ years' legal experience.
- Make sure you communicate directly to the deaf person and not the interpreter.
- Make sure the room or desk space is set up appropriately with a chair beside you for the communication professional.
- Speak at your natural pace, use facial expressions and gestures to help you.
- Keep your face and mouth clear.
- Allow for regular breaks if required.
- Be aware that written English may need to be translated into BSL.
- Book enough interpreters. If the assignment is more than 1.5 hours or the offense is serious, please book more than one.



### Don't:

- Make last minute bookings; allow time to book communication support to ensure you get the best support possible.

### **FACT: There are 900 interpreters to 70,000 BSL users!**

- Use staff or the Deaf person's family members with basic BSL skills to communicate, it's just not good enough!
- Interrupt the Deaf person or finish their sentences.
- Have more than one person talking at the same time.
- Use too much written information - use summaries and bullet points to record the meeting in plain English.

***Remember, English is not the BSL user's first language***



# Clarion UK

Clarion UK has been providing quality interpreting services for over 17 years, across the public and private sector at a local and national level.

Deaf people are at the heart of everything that we do, and we deliver an innovative, award-winning and highly successful service for the public, commercial and third sectors.

At Clarion, Our Vision is that Deaf and disabled people get the best interpreting & Specialist Support Services, in the right place, at the right time, throughout life.

Over the years we have established ourselves as a specialist provider across education, health, safeguarding and the legal sector and more recently with the welfare-to-work sector.

**At Clarion UK we love what we do and we love doing it well.**

## Address and Contact Details

The Old Dairy  
Brook Road  
Royston  
Herts SG8 7RG

**Telephone.** 01763 209 001

**SMS.** 07713 082 716

**Email.** [bookwithus@clarion-uk.com](mailto:bookwithus@clarion-uk.com)

**[www.clarion-uk.com](http://www.clarion-uk.com)**