



# NORTH WALES DEAF ASSOCIATION

## SERVICES

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# **Advice and Information**

North Wales Deaf Association is a regional organisation that supports all Deaf, deafened, hard of hearing and deafblind people as well as their family, friends, carers and colleagues. You can contact us Monday to Friday 9am to 5pm by telephone, textphone, sms text messaging, fax, e mail, Skype or by calling in person at the office. Visitors to our offices are always welcome although appointments would be greatly appreciated.

## **Membership and 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 £10, you can join today and receive the benefits of Membership.

**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)**

# 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.

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 inappropriate equipment is often 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 lifestyle.

*“Thank you very much for the loan of the equipment, it has made a great difference to mum’s quality of life in recent years. Keep up the good work!”*

## 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.

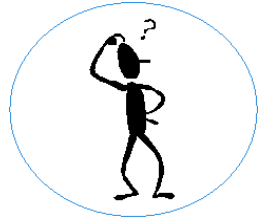
For more expensive items Social Service Departments are often able to provide this equipment on a long-term loan service. This may include items such as a pager unit and television loop system. Visual and vibrating smoke detectors may be available through NWDA in partnership with North Wales Fire and Rescue Service.

## **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 Technical Officer at NWDA offices in Llandudno Junction.
- If you are unable to travel to Llandudno Junction, and live in Conwy, Gwynedd or Anglesey, you can make an appointment for the Technical Officer to visit you in your own home.
- Visit NWDA website and fill in the contact 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.

# Community Advice and Support Service



Community Advice and Support Services are available to all Deaf, deafened, hard of hearing and deafblind users who live in the Anglesey, Conwy, Gwynedd and Flintshire areas either in your own home or at a suitable venue.

## Some of the things the service can help with are:

Provide information about a wide range of benefits.

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.

The service has 3 clinics:

- **Friday afternoons from 2pm – 4pm.**  
For profoundly Deaf B.S.L. users in Denbighshire at Deaf Resource Centre, 64 Brighton Road, Rhyl
- **Wednesdays from 10am to Midday.**  
held at FLVC Offices, Corlan, Unit 3, Mold Business Park, Wrexham Road, **Mold.**
- **Every Tuesday from 10am to 12noon**  
a drop in session at NWDA offices.

# Training Courses

North Wales Deaf Association offers a range of training courses. These include:

- 1 hour introductory, Half Day and Full Day Deaf Awareness and Communication training.
- British Sign Language Awareness, 3 hour introduction to British Sign Language and 3 hour extension session. Agorad accredited British Sign Language courses.
- 3 hour Total Communication training.

For further information on our training courses please ask for our Course Information leaflet.

## **L.I.P.S. (Lip-reading, Information, Practical and Strategies) classes**

These classes provide a relaxed and friendly atmosphere in which to learn, with other deaf and hard of hearing people. Everybody learns at their own pace without pressure. Learning to lip-read is a great way of building up your confidence and will help you to cope with some of those awkward situations that make you feel anxious.

L.I.P.S. classes are held in Menai Bridge, Abergele, Mold and Ruthin.

A more informal lipreading group is held once a month at Llandudno Junction and Abergele.



# Conwy & Cyswllt Family Support Group

The Conwy & Cyswllt Family Support Group meets once a month for activities and events.

The support group is aimed at families with Deaf or Hard of Hearing children or for Deaf and Hard of Hearing parents to come together for mutual support.

If you are interested in receiving regular information about our events then please contact North Wales Deaf Association to register your interest.

Previous outings have included climbing and abseiling, snow tubing, Halloween and Christmas parties, trips to premiership football grounds such as Liverpool and Manchester United Football clubs.

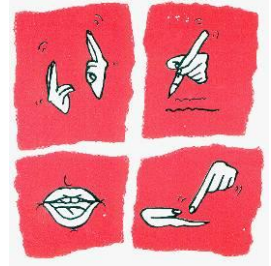
For members of NWDA, many of our events are free for the children with reduced prices for adults.



# Interpreting and Communication Services

## **NWDA can provide the following:**

British Sign Language Interpreters  
Sign Supported English Interpreters  
Note-takers  
Lip-speakers  
Deafblind Communicators



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

- ❖ County Council including:  
Social Services, Local Authority meetings, all council departments and funerals at crematorium. School reviews and parents evenings.
- ❖ Citizens Advice Bureau.

## **QUALITY OF SERVICE**

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

**Communication Support at health appointments is available and is booked by asking your health professional to book through WITS (Wales Interpreting and Translation Service)**

## **Support from Transition Team**

If you need support with regards to making health appointments, booking hospital transport or accessing any health information then the Transition Team can help you by:

Making appointments for you

Asking for communication support at your health appointments

Arranging hospital transport

Help you to raise an issue with the Health Board where services were not accessible

# 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?
- 5) What type of communication support you would like e.g. BSL Interpreter or Lip-speaker?

## **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 Equalities 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.

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# How can you help NWDA?

N.W.D.A. relies heavily on donations from members of the public to maintain our quality services for people with a hearing loss.

1 in 7 of the population suffers from some form of hearing loss. This figure rises to almost 75% of those over 60

There are a number of ways you can support us and some won't even cost you any money:

- ❖ Make a donation or leave a legacy
- ❖ Use our e-store [www.spendandraise/nwda](http://www.spendandraise/nwda)
- ❖ Join our 200 Club for only £2 per month
- ❖ Recycle your used ink cartridges or old mobile phone. Drop in to our office or ask for an envelope
- ❖ Send us your old or foreign coins
- ❖ Adopt a tin
- ❖ Become a member of NWDA (£10 annually)

To find out more about any these ways to support us please contact our Fundraising Officer or check out our fundraising website [www.support-nwda.co.uk](http://www.support-nwda.co.uk)

**APPLICATION FOR MEMBERSHIP – NORTH WALES DEAF ASSOCIATION**

**INDIVIDUAL MEMBER’S AGREEMENT AND GUARANTEE**

**NORTH WALES DEAF ASSOCIATION**  
**Registered Office: 77 Conway Road,**  
**Colwyn Bay, Conwy, LL29 7LN**

I agree to become a member of the North Wales Deaf Association.

Should the company be wound up, I promise to pay the sum of £1 towards its debts if asked to do so. I confirm that I am in sympathy with the company’s aims and objectives.

Member’s  
name.....

Member’s  
Address.....

.....

Signed.....Date.....

Membership number.....  
For North Wales Deaf Association

## Gift Aid declaration

Name of charity North Wales Deaf Association

Please treat

- The enclosed gift of £ \_\_\_\_\_ as a Gift Aid Donation; **OR**
- All gifts of money that I make today and in the future as Gift Aid donation;  
**OR**
- All gifts of money that I have made in the past 6 years and all future gifts of money that I make from the date of this declaration as Gift Aid donations.

Please tick the appropriate box

**You must pay an amount of Income Tax and/or Capital Gains Tax for each year (6 April one year to 5 April the next) that is at least equal to the amount of tax that the charity or Community Amateur Sports Club will reclaim on your gifts for that tax year.**

### Donor's details

Title \_\_\_\_\_ Initial(s) \_\_\_\_\_ Surname \_\_\_\_\_

Home address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_

#### Please notify the charity if you:

1. Want to cancel this declaration.
2. Change your name or home address.
3. No longer pay sufficient tax on your income and/or capital gains.

#### Tax claimed by the Charity

- The charity or CASC will reclaim 28p of tax on every £1 you gave up to 5 April 2008.
- The charity or CASC will reclaim 28p of tax on every £1 you give on or after 6 April 2008.
- The Government will pay to the charity or CASC an additional 3p on every £1 you give between 6 April 2008 and 5 April 2011. This transitional relief for the charity does not affect your personal tax position.

**If you pay income tax at the higher rate**, you must include all your Gift Aid donations on your Self Assessment tax return if you want to receive the additional tax relief due to you.



## **Volunteering Opportunities**

Nwda is supported by volunteers in a number of different ways. If you have a few hours to spare and would like to support us in this way then please contact our volunteer co-ordinator for more information.

**Administration and Reception** - meet and greet our visitors, answer the phones and help with administration using Microsoft Word and databases.

**Volunteers to help at events** - Supermarket collections and various fundraising events  
You will be helping fundraising and handing out information.

**Volunteer drivers** - to transport our clients to lip reading classes and groups

**IT support** - volunteers who are confident in using internet, social media, Skype and e mails who would like to support other people to use technology

**Gardening and DIY** - keep our garden tidy and create and maintain indoor and outdoor containers. Everyday basic DIY tasks as needed.

**Translation** - Fluent Welsh speaker who could translate written information from English into Welsh

# How to contact us

By post:

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Telephone: 01492 530013  
Fax: 01492 532615  
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sms: 07719 410355  
Skype: nwda.interpreting

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

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

**Registered Charity No. 1048017**  
**Company Limited by Guarantee No. 2959589**

This information is also available in Welsh, large print and BSL. It can also be downloaded from our website [www.deafassociation.co.uk](http://www.deafassociation.co.uk)