

Help us to help you – for people with special communication needs

We want to communicate with you in a way that is appropriate for you. Please let us know if you have any special communication needs. You do not need to tell us your diagnosis, simply tell us what works for you.

Some examples of how we can help:

People who are visually impaired may need letters or documents in large print, on yellow paper or in Braille.

People with hearing impairments using hearing aids may find it helpful if meetings are held in a room with an induction loop. Some might need all communications in writing. In complex meetings access to a British Sign Language (BSL) interpreter may be required.

People with Asperger Syndrome may need to speak to someone in a quiet room without visual or auditory distractions. They may need verbal communication to be routinely backed up by written information and they may require some extra time to process information.

People with learning disabilities may need documents with few words, but many pictures or symbols.

People with dementia may benefit from regular reminders and visual prompts.

We know there are lots of other conditions, both temporary and permanent, which may affect communication. Some organisations, such as the National Autistic Society, produce ID style cards, which can be discreetly passed to someone to explain you need assistance (or you could make your own).

Your communication difficulties will be unique to you; please don't be shy about telling any member of Council staff if their method of communication is causing you problems. Refer them to this section of the Council's website if need be.

Contacts

Should you require assistance for visual or hearing impairments please contact the Duty Occupational Therapist on 01595 74 4319

Should you require assistance for Learning Disabilities or Asperger Syndrome please contact the Duty Social Worker on 01595 74 4421.

Should you or someone you care for require assistance for Dementia please contact the Duty Social Worker on 01595 74 4421.

Useful Websites

Some useful web pages include:

General info

www.dlf.org.uk/factsheets/pdf/Disability_awareness.pdf

Visual impairment

www.rnib.org.uk/xpedio/groups/public/documents/publicWebsite/public_seetri_ghh.hcsp

Hearing impairment

www.rnid.org.uk/information_resources/factsheets/communication/factsheets_leaflets/

Asperger Syndrome

www.nas.org.uk/nas/jsp/polopoly.jsp?d=212

Learning Disabilities

www.bild.org.uk/docs/05faqs/communication.doc

Dementia

www.alzscot.org/pages/info/whatis.htm