

Eligibility Criteria for the Outreach Service

Signal's outreach service is currently available to anyone whose hearing loss significantly affects their ability to communicate or to take part in daily activities that hearing people would take for granted.

We want our service to be as useful as possible - therefore we use our outreach service where her skills are most effective.

Some examples of appropriate work with profoundly deaf BSL users:

- Visiting a Deaf person in a hospital, care home or warden aided setting.
- Enabling/supporting a Deaf person to access appropriate services.
- Accompanying a Deaf Person to health appointments, faith or community settings, or to make vital or large-scale purchases *
- Acting as an advocate for a deaf person.

**Jo is not a trained interpreter. She cannot be used to replace a trained professional interpreter.*

Some examples of appropriate work with the hard of hearing:

- Visiting people isolated by hearing loss.
- Giving information and advice on local services.
- Helping people thinking about having a cochlear implant.
- Accompanying a vulnerable person to a doctor's appointment.

Jo can only take referrals with the client's consent. She will visit the client and at an initial meeting will discuss what she can do for them. This gives both the opportunity to decide if the service is appropriate or if the client should be signposted to an alternative service.

Jo is profoundly deaf and has a cochlear implant; she has fluent lip-reading and communication skills. At her initial visits she will be accompanied by a sign language interpreter to ensure that communication is relaxed and comfortable. If necessary the interpreter will continue to accompany Jo, but it is usually the case that Jo and her clients find that they do not require an interpreter at future visits.

Paying for the service

Pricing Structure

For all referrals there will be an initial meeting between the client and the outreach worker. This meeting will be free and will ensure that the service is relevant for the client.

For clients in receipt of personal budgets the service will be charged at:

1 hour £17

2 Hours for £30

Mileage is charged at 65p per mile

For clients without a personal budget the service is currently free although this is under review.

Payments

Signal will invoice clients directly for the service unless advised to direct invoices to a third party such as a carer. The invoice will contain details on acceptable methods of payment and the outreach worker will explain these options during the visit.

Donations

Signal operates this service as a charitable activity and receives no statutory funding of any kind. We therefore kindly request that service users make any donation that they are able to afford. The outreach worker carries simple donation forms and can guide the client to complete the form.

Signal: 9 College Hill, Shrewsbury, Shropshire SY1 1LZ, United Kingdom

Tel: 01743 358 356 E-mail: info@signal.org.uk Web: www.signal.org.uk

