

## What to do in an emergency

- Contact your doctor or the emergency services
- If you are able, go straight to your nearest hospital Accident and Emergency department
- For an ambulance dial 999 from a standard phone, or text 112 from a mobile phone
- Let them know that you need an interpreter or lipspeaker.
- If you need to, show the special card ***“I am Deaf I need an Interpreter /lipspeaker”***, or, ask your family/friends to do this for you.

**As well as Sign Language Interpreters and Lipspeakers INTRAN also provides interpreters in 150 foreign languages**

## Satisfied with the service?

We want to know if the Service is working well. If you have had any problems or are not happy with the service please let us know

**Write to :**

**INTRAN**

**15 Hooper Lane,  
Norwich NR3 4ED**

**Tell us :**

- Name of the organisation:
- Place
- Date and Time:
- Your Name and contact details
- What happened.

**We will then contact you to make a time to see you so we can discuss what happened.**

**This will be confidential**

**BSL/Lipspeaking**

**What to do if you need a Sign Language Interpreter or Lipspeaker**



08/08

**Interpretation and Translation Agency**

## **Where can you use INTRAN**

- ◆ **Doctors' surgeries**
- ◆ **Housing offices**
- ◆ **Council reception desks**
- ◆ **Schools**
- ◆ **Libraries**
- ◆ **Homelessness departments in Housing Services**
- ◆ **Environmental Health offices**
- ◆ **Social Services offices**
- ◆ **Hospitals**
- ◆ **Dentists**
- ◆ **Opticians**
- ◆ **Pharmacists**
- ◆ **The Police**
- ◆ **Probation**
- ◆ **Or in cases of emergency**

**The Service is free to you.**

## **The Interpreter and Lipspeaker**

- **Their job is to help deaf and hearing people to communicate with each other**
- **They do not give advice**
- **They will treat everything said as confidential**
- **They are not responsible for what is said at a meeting. If you do not understand something ask the hearing person to explain that they mean.**

## **How to book a Sign Language Interpreter or Lipspeaker**

- **If an appointment needs to be made for you, staff will book a face to face interpreter or lipspeaker and send you the time and date and where you need to go for this appointment.**

**Or**

- **Let the member of staff know you need an interpreter or lipspeaker and they will call the appropriate INTRAN agency and book one for you**
- **You will be sent confirmation of the date, time and place and where you will meet the interpreter or lipspeaker.**