

**THE DEAF HEALTH
CHARITY
SIGNHEALTH**

Making trainings accessible for Deaf people

Paul Scott, Learning and Development
Trainer, SignHealth.

Who do we work with?

- SignHealth is a Deaf Health Charity, covering all over England. .
- We are bicultural and multilingual organisation.
- We have Deaf and hearing people working with us in the organisation.



- Our trainings are fully accessible for hearing and Deaf people.
- We make sure our e modules and face to face trainings are accessible

Today I am here to share with you the good practice we use.....

Visual and Written Content

- **Subtitles and captions**

Provide real-time captions for video and audio content. Platforms like YouTube, Zoom, and many others offer auto-captioning services, but it's important to have human-edited captions for accuracy. **Make sure the subtitles are easy to read for those with low vision**

- **Transcript**

Provide written transcripts of all audio and video materials

- **Slides and visual aids**

Ensure that all keys points are also presented visually using

- Charts,
- Slides,
- Written summaries
- Images
- Videos
- Short and snappy



Sign Language interpretation

When organising trainings, face to face or online, it is important to remember to ask the BSL/Deaf learners what their communication needs are:

- **Face to face interpreters**

Book qualified British Sign Language interpreters, however it is possible to book different sign language interpreters.

Using Deaf relay interpreters are also available.

Make sure you book the right interpreter that is fluent in the language that used by the learners e.g. ASL, BSL, ArSL....

- **On screen interpreters**

Same as booking interpreters as explained, but with online, make sure you allow online link to be send to the interpreters in advance, and make sure to allow pin so the BSL/Deaf learners can pin the interpreters to prevent from speech highlight.



Providing preparation for interpreters are essential, so they can deliver high quality work. All qualified registered interpreters have code of conduct and confidentiality.

Assistive technology

- **Hearing loops**

Helps to amplify sounds to those who wear hearing aid or cochlear implant.

- **Speech to text**

Using apps that convert spoken words into text in real time, such as Google Live transcribe. Bearing in mind this is usually one way not 2 way conversation unless the person has good spoken ability.

- **Electronic notetaker**

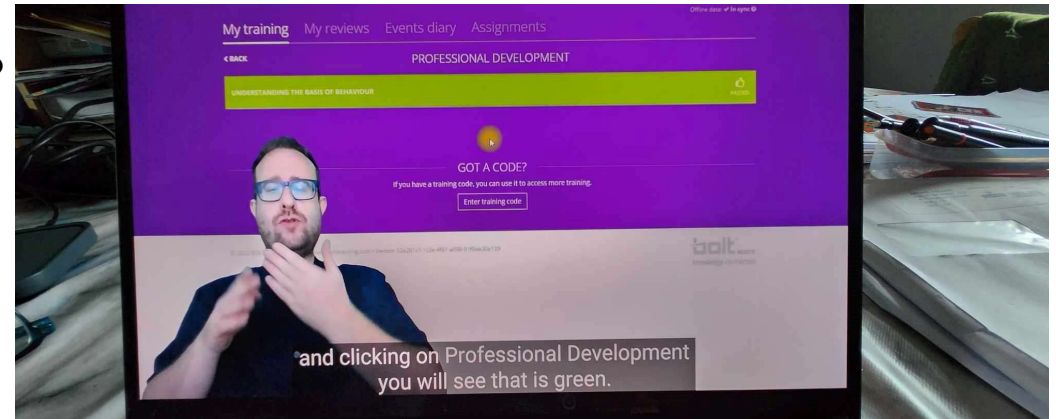
Booking a real live person to listen and write up everything that is said in the training, means the person can read the text on screen, and later can read up on the notes.

Interactive and inclusive design

- **Accessible platform (Learning management system/webinar platforms)**

Points to remember and to consider when developing LMS or buying a platform.

- Is it accessible?
- Is it compatible with assistive technologies?
- Is it adaptable and flexible?
- Can it capture and support accessibility?



- **Feedback mechanisms**

There are various of feedback mechanisms to use from written form to digital feedback, as feedbacks are essential for our profession to grow and improve as part of learning culture.

- Using videos to capture feedback of Deaf participants in BSL
- Using visual charts to range feedbacks
- Plain English
- Short and no narratives.

Training materials

- **Sign Language videos –**

Creating e – modules, training videos that has and includes qualified sign language interpreters or translators, appropriate subtitles format. Or a training video or e-module that is specifically designed in sign language. Consider the environmental factors

- Background
- Content
- Accessibility for everyone.



- **Customised workbooks**

Provide written and visual materials that can be used independently or alongside the training sessions

Environmental consideration

For Face to face training.....

- Clear view and visual line to see the trainer and the interpreters.
- Making sure you ask the deaf person what they prefer that is best for them.
- Plenty breaks to prevent '*Concertation Fatigue*'
- Good lighting to be able to see interpreters or to read lips for some.
- If those using technology to hear, minimize background noises will support them to be able to hear and focus.
- Give materials that will be used in the session to those with low vision, as they may struggle to read on the wall.



And lastly.....



It is worth to consider the following

- **Training for staff and trainers**
 - Awareness training – to learn about Deaf awareness, and the needs of Deaf individuals and think about effective communication strategies
 - Cultural Competency – To understand and respect cultural aspects of Deaf community which can vary significantly.
- **Feedback and continuous improvement**
 - Continuous improvement – gathering feedback from deaf people to ensure we continue to improve on the delivery of the training and accessibility methods
 - Adaption – be prepared to adapt and tailor approaches to meet the specific needs of individual participants.

By implementing these simple accessibility strategies into our training development designs can become more inclusive and accessible, which in turn will ensure that Deaf learners receives the full benefit of the training provided and grow opportunities and skills

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Thank you and any questions?

www.signhealth.org.uk