

## **Services for the Deaf Community and people that are hard of hearing.**

### **Loop Systems**

Dublin City Council has fixed and portable loop systems at our public counters to aid our customers that are hard of hearing. If you enter a Dublin City Council building and you find that the loop system is not switched on, or you would like to conduct your business at a booth that has a loop system in place, please notify a member of staff, and they will arrange this for you.

Public counters which did not have loop systems have been recently installed with them, these include:

- **Ballyfermot Area Office, Ballyfermot Civic Centre**
- **Ballymun Motor Taxation Office, Ballymun Civic Centre**
- **Nutgrove Motor Tax Office-counter and reception**
- **Clondalkin Motor Tax Office**
- **Civic Offices, Wood Quay includes:**
  - Rent & Tenant Purchase
  - Housing Allocations
  - Affordable Housing
  - Customer Services
  - Planning Desk
  - Culture Recreation & Amenity Reception
  - Christchurch Entrance Reception
  - Human Resources Reception Desk

### **Sign Language Interpreters**

If you require a sign language interpreter to communicate with the City Council, please contact the Access Unit prior to your visit and they will organise this for you.

There is a list of staff in Dublin City Council that are trained in Irish Sign Language, up to level 5.

We are currently reviewing this list to be updated. We will notify you here, when this list is updated.

Please note, that when available, the interpreters on this list will only be able to assist you in an informal manner. For formal appointments, the Access Unit will arrange an external sign language interpreter for you. Please note that this may take longer to organise, depending on the availability of external interpreters.

To arrange a sign language interpreter please contact:

The Access Unit

Dublin City Council

3 Palace Street

Barnardo Square / off Dame Street

Dublin 2

Telephone: 01 222 2194 / 01 222 3468

E-mail: [audit@accessdublin.ie](mailto:audit@accessdublin.ie)

Fax: 01 7071486

### **Speed Texter**

If you require a speed texter, please contact the Access Unit in advance and they will try and cater for your needs.

### **SMS Text**

Dublin City Council does not currently have SMS text in place for customer queries or to conduct business. However, this is something that we are trying to put in place and will keep you updated here on any progress with this service.