

## **Public Benefit**

### **Communication Policy for the members and non-members of people entering the premises of Deaf Village Ireland.**

This policy has been developed to provide members and non-members of people entering the premises of Deaf Village Ireland. This information is required to give an awareness of the expectation which respect our ethos and culture of Deaf Village Ireland (DVI).

### **About Deaf Village Ireland:**

Deaf Village Ireland is an inclusive state of the art social, administration, religious, community, sports, heritage and educational complex providing a range of facilities for both Deaf and hearing people. DVI is Deaf led with a unique integrated communication ethos where both Irish Sign Language (ISL) and spoken English are used. The DVI is a collaborative organisation represented by all Deaf organisations in Dublin.

### **Vision:**

Deaf Village Ireland's vision is to create an inclusive place showing community life celebrating Deaf culture.

### **Mission Statement:**

Deaf Village Ireland will embody the Vision and Mission statements by adopting the following values in their everyday operations within the DVI.

- Recognise and encourage the use of Irish Sign Language.
- Respect the different ethos and abilities in the community.
- Maintain the spirit of co-operation with all organisations.
- Empower, Educate and show living example of Deaf Awareness.
- Share knowledge and skills to empower Deaf and Hearing people.
- Create and maintain a warm welcoming place for all.
- To work in a sustainable manner.
- Respect all people in accordance to the Equality Status Act

### **To develop and promote:**

- A working model promoting cross organisational co-operation building trust and respect;
- A welcoming meeting place/environment for Deaf and Hard of Hearing people, their families to participate, learn and share experiences;
- A social hub for the Deaf community providing a range of social activities to enable Deaf people to feel a sense of belonging;
- An inclusive sports centre providing a range of sport facilities involving Deaf and Hearing communities;

- Provision of social, advisory, information and pastoral care services delivered by several organisations in the Centre;
- A positive learning environment for Hearing people to develop awareness, understand Deaf culture and sign language skills;
- A Deaf Heritage centre promoting Deaf culture and history;
- A Lifelong learning educational centre enabling Deaf people to fulfil their potential;
- A participation programme for Deaf children enabling them to fulfil their own potential;
- A centre of Deaf education in partnership with Deaf Hear, Irish Deaf Society, Schools for the Deaf, Trinity College and Catholic Institute for Deaf People.

### **Value Statement:**

Deaf Village Ireland will embody the Vision and Mission Statement by adopting the following values in their everyday operations within the DVI.

- Recognize and encourage the use of Irish Sign Language.
- Respect the different ethos and abilities in the community.
- Maintain the spirit of cooperation with all organisations.

### **Language Policy**

#### **Policy**

This policy details the use of language in DVI. As an organisation, DVI recognises and respects ISL as a language and places great importance on ensuring that it always facilitates effective communication with those using our services. It is the expectation that all staff will promote an ISL and Deaf aware environment. An ability to use ISL competently is an essential requirement when entering into DVI.

#### **Definitions**

- *ISL*: Irish Sign Language is the sign language of Ireland, used primarily in the Republic of Ireland.
- *Deaf and Hard of Hearing*: for the purpose of this policy, Deaf and Hard of Hearing refers to those whose first and preferred language is ISL , who are partially Deaf or unable to hear.

#### **The purpose of this policy is to:**

- Describe how Irish Sign Language will be used as the primary mode of communication with all staff members in communicating with colleagues and service users, customers.
- Reinforce that it is the responsibility of staff members to be or become efficient in the use of ISL

- Ensure we create and maintain an inclusive, safe and effective environment for service users, customers and staff
- Create clear expectations for those working in the organisation.

### **Procedure**

- The DVI staff will be expected to be proficient in signing and the use of ISL will be regularly monitored in practice through observations, formal supervision, performance management objectives and internal audits.
- The use of and understanding ISL is an essential requirement to work in DVI.
- Staff will be expected to use ISL on arrival to the workplace and throughout the working day
- DVI are committed to the provision of QQI accredited ISL, Linguistic and Deaf awareness courses for all employee's as relevant to their role and to enable them to fulfil their responsibilities.
- Where new employees are not proficient at the time of their start date, they will be expected to successfully complete QQI Level 3 and 4 in ISL over an agreed amount of time i.e. within the first two years of employment. The level of proficiency and expectations required is specified in all job descriptions for all roles.
- Support will be provided to staff if required to bring them up to the necessary standard through all means available.
- Where staff are not achieving ISL requirements, additional supports will be put in place
- Provision of interpreters will be made where necessary so that meetings, training and other events can take place.
- Where there is no interpreter present staff are expected to communicate through ISL in an inclusive manner for all and the team should work together to support this communication.

### **Employment Policy & Procedures**

#### **Policy Statement**

In DVI we see our employees as the most important asset that we have. You play a key and important role in ensuring DVI delivers a quality service to all our tenant organisations as well as visitors to the village. The board recognises the importance of valuing staff and ensuring appropriate training and development is put in place to allow each employee to do their job to the best of their ability.

We also work in partnership with the Department of Social Protection (DSP) to ensure we create opportunities for staff employed through this scheme to have every opportunity to develop in their role and build a knowledge base and skill set that will assist them in the

future. At all times we will adhere to the guiding principles set by the DSP for the Community Employment (CE) Scheme.

DVI provides appropriate processes around support, supervision and appraisal mechanisms to allow staff to develop and realise their potential in the workplace. In addition, where things do go wrong, DVI also has procedures in place to act quickly in solving problems as smoothly as possible.

All visitors are welcome into Deaf Village Ireland respecting the ethos and culture of DVI.