

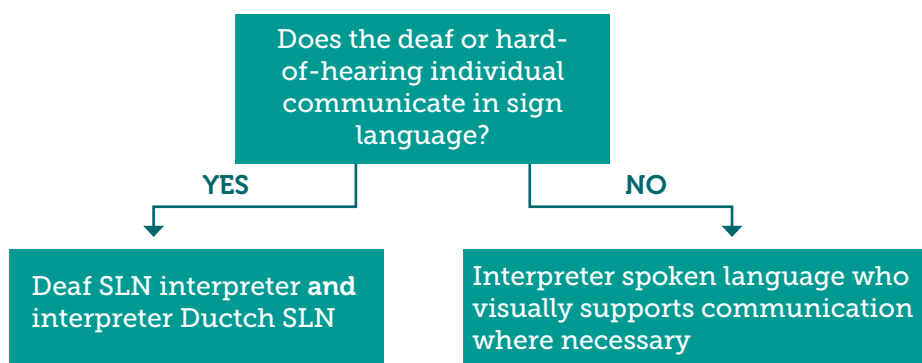
## How to...

# Best practices for accommodating Deaf and hard-of-hearing newcomers

Because of the war in Ukraine, there is a new influx of refugees. Fortunately, these people can be accommodated in the Netherlands. This new group also includes Deaf and hard-of-hearing refugees. How can we make them feel welcome?

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Be aware of the importance of **accessible communication**. Provide a team of **sign language interpreters** (a Deaf SLN interpreter and an interpreter SLN) or a spoken language interpreter who visually supports communication where necessary.



A **Deaf SLN interpreter** is a deaf or hard-of-hearing individual who masters the Sign Language of the Netherlands at native level proficiency and interprets between two sign languages. The Deaf SLN interpreter can be used together with a **hearing interpreter Dutch-SLN**.

## How do you request an interpreter?

Tolkcontact (Interpreter contact) is an agency that connects individuals using interpretation services with interpreters ([www.tolkcontact.nl](http://www.tolkcontact.nl)). They can look for a suitable interpreter or an interpreting team. Do you prefer a specific interpreter? It is also possible to find interpreters in the Register Tolken Gebarentaal en Schrijftolken ("Register Interpreters Sign Language and Speech-to-Text Interpreters"; [www.stichtingrtgs.nl/](http://www.stichtingrtgs.nl/)). Contact details of the interpreter can be found under "BEDRIJFSGEGEVENS" ("COMPANY DETAILS"). For Deaf SLN interpreters, search the register or look at 'Kandidaat Dove Tolk NGT' ('Candidate Deaf Interpreter NGT') under 'Tolkgroepen' ('Interpreter groups'). Not all Deaf interpreters are registered. Advocacy organizations or welfare foundations can help you find other Deaf people who are experienced interpreters.

## Who pays for the interpreters?

For more information: [www.tolkcontact.nl/ik-zoek-een-tolk/fee-and-rates/](http://www.tolkcontact.nl/ik-zoek-een-tolk/fee-and-rates/). Health insurance RMA reimburses the interpreting hours for deaf asylum seekers (view the conditions on [www.rmasielzoekers.nl](http://www.rmasielzoekers.nl), under "Regeling Medische zorg Asielzoekers" ("Regulations Medical Care Asylum Seekers")). If a migrant or refugee has a BSN (citizen service number) or is registered in the Basisregistratie Personen (Personal Records Database), they can request interpretation services through the UWV (Institute for Employee Insurance). For specific information about interpreters, you can send an email to [supportukraine@dovenschap.nl](mailto:supportukraine@dovenschap.nl).

- 2** Approach the nearest dovenclubhuis (Deaf clubhouse) or welfare foundation. They have the knowledge and network to help and support migrants. An overview of welfare foundations and organizations can be found here: <https://www.dovenschap.nl/lid-organisations/>. If you would like more information or if you are looking for specific information, please email [supportukraine@dovenschap.nl](mailto:supportukraine@dovenschap.nl).
- 3** For questions regarding care, Deaf and hard-of-hearing refugees or migrants can contact GGMD ([www.ggmd.nl](http://www.ggmd.nl)) or Kentalis ([www.kentalis.nl](http://www.kentalis.nl)). these organizations offer treatment and guidance for the Deaf, hard of hearing, and their network.

In Deelkracht, subsidized by ZonMw, organizations in sensory disability care work together to develop expertise in the field of auditory and communicative disabilities. Would you like to know more about care and education for Deaf or hard-of-hearing newcomers? Deelkracht is developing a knowledge module (see [www.deelkracht.nl/projecten/werkgroep-kenniskoffer/](http://www.deelkracht.nl/projecten/werkgroep-kenniskoffer/)).