

Danish Deaf Association's view upon the current crisis management for deaf people in Denmark

1st EUNAD International Workshop: Psychosocial Crisis Management – Assisting people with visual/hearing impairment

Prague, Czech Republic



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Deaf people in Denmark and the Danish Deaf Association

- Denmark has approx 5,000 deaf people using sign language
- The majority of deaf people describe themselves more as part of a linguistic minority than as disabled
- Sign language is crucial to deaf people
- The Danish Deaf Association is the non-governmental organization for deaf people in Denmark
- Sign language is central in our political work



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Actual crisis management to deaf people in Denmark

- Deaf people can contact emergency services via SMS
- Deaf people can call for help via SMS from the emergency telephones along highways
- Deaf people can get siren warning information via SMS on mobile phone
- Deaf can get in contact with the emergency phone central in the Capital Region via SMS
- Deaf people can get psychological therapy with free sign language interpreter
- Deaf people can get psychiatric treatment in sign language
- Deaf people can summon a sign language interpreter in acute need



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Our views on crisis management to deaf people in Denmark



We find the actual situation regarding crisis management for deaf people in Denmark has good intentions, but it is not user friendly, especially regarding additional sign language based initiatives.



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What is still lacking in the actual service?

- Not possible to call for help in sign language
- Written communication is harder and slower compared to sign language
- Very difficult to sign up for the SMS system in the siren warning system
- No sign language based psychiatric treatment in Western Denmark
- Not easy to order sign language interpreter in acute situations because of payment issues
- Casualty wards and hospitals decide if the deaf person can get a sign language interpreter - not the other way round!



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WE WANT BETTER SERVICES WITH FOCUS ON SIGN LANGUAGE

- All services related to counseling must be fully accessible in sign language
- There must be a selection of different services from which the deaf person can choose. Each person has different needs – including deaf people
- Deaf people should be able to decide for themselves if it is necessary for them to have a sign language interpreter or not
- Professionals need extra knowledge about deaf people and sign language



Thank you for your attention!

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