



A QUICK GUIDE TO BRITISH SIGN LANGUAGE

**THIS LEAFLET PROVIDES GUIDANCE ON HOW
TO ASSIST PERSONS WHO USE BRITISH SIGN
LANGUAGE (BSL)**

Inclusivity

Hearing loss can affect people at different levels; people with mild hearing issues may be able to communicate with other people by speaking and listening, but may require the assistance of hearing aids.

People with more profound hearing loss may find it more difficult or impossible to hear and may require the use British Sign Language (BSL) as a means of communication. BSL is recognised as a language in its own right in Gibraltar under the British Sign Language Act 2022.

In order to become a more inclusive community and provide equal opportunities to all, it is very important that we are able to communicate with all individuals and are able to assist people who use BSL and require BSL interpretation services. BSL interpretation services should therefore be provided.

It is imperative that the availability of BSL is advertised so that persons can avail themselves of it.

Additionally, alternative channels of communication should be made available e.g email, WhatsApp, Messenger or any other social media platform.

**For further information or advice please email:
info@ghita.gi or sendoffice@gibraltar.gov.gi**

Assisting people who use BSL to communicate

When someone requests BSL interpretation for a meeting or appointment, the services of a BSL interpreter will need to be engaged.



What happens if a BSL interpreter cannot be engaged?

Although an on-site BSL interpreter is always the preferred option, there may be occasions where an interpreter is not available. In this situation, the use of a BSL online interpreting video service can be employed. The service allows the user to access a BSL interpreter online which can provide the service.

What is BSL online video service?

BSL online video service is an on-demand service, no prior appointment needed. A computer with internet, webcam, microphone & speakers are required to access this. Please log into: <https://signvideo.co.uk> to access the service. If you require additional support you can contact **The Supported Needs & Disability Office** on: tel - **20046253** or email: **sendoffice@gibraltar.gov.gi**.

Protocol for meetings with BSL users and interpreters

It is important that turns are taken when communicating and there are more than two parties, so that the interpreter can translate as accurately as possible. Always speak English and direct your questions to the BSL user, not the interpreter! Wait for the person to finish speaking and the interpreter to finish translating before continuing with the conversation. Please ensure that you speak clearly and at a reasonable pace so that the BSL interpreter can follow what you are saying.