

Lifeline service now available through InterpreterNow mobile app

Lifeline in partnership with the Health and Social Care Board and InterpreterNow is increasing its visibility and accessibility to the Deaf community.

If you are in distress or despair, you can contact Lifeline using the HSCNI Remote Interpreting Service for people who use British Sign Language (BSL) and Irish Sign Language (ISL). InterpreterNow enables Deaf and hearing people to communicate instantly via telephone or web-based video link.

How to contact Lifeline, using InterpreterNow:

- The Deaf person contacts the BSL/ISL Interpreter via the InterpreterNow app. They can see and sign to one another via the app's video link.
- The Deaf person requests to be connected with a Lifeline counsellor for support.
- The Interpreter telephones the Lifeline counsellor. The counsellor answers the phone as normal.
- The Interpreter then relays the conversation between the Deaf person (who they can still see on the video link) and the counsellor (who is on the other end of the telephone call). The conversation continues as though the Deaf person is speaking directly to the counsellor.
- The Lifeline counsellor provides support to the Deaf person through the Interpreter, in response to what is being communicated.
- The Interpreter remains visible and present with the Deaf person until the call ends.
- After the call, the Lifeline counsellor provides further support in line with individual needs.

All calls to Lifeline are answered by qualified counsellors.

The Lifeline service is commissioned by the Public Health Agency and managed by Belfast Health and Social Care Trust.

Download the InterpreterNow app for free on Google Play and Apple Store

