



Ministry of Health  
**NORTH-EAST REGIONAL HEALTH AUTHORITY (NERHA)**

# **PRESS RELEASE**

**NERHA- Trains Staff to Communicate with the Hearing Impaired.**

**October 27, 2014**

***For Immediate Release***

The North-East Regional Health Authority as a part of their thrust to improve the standard of care provided to the public, trained a total of fifteen(15) members of Staff in Jamaican sign language (level 1) focusing on language Competency and Deaf Culture Sensitization to the tune of one hundred and fifty thousand dollars. The course was facilitated by the Jamaica Association for the Deaf(JAD). A wide cross section of health care professional were trained ranging from Medical Officer to Administrative personnel.

Jamaican Sign Language is the natural language of the Deaf Community in Jamaica and it is used in all settings. Conceptual, it was thought that if health care professionals could communicated with the hearing impaired the standard of care offered to that community would be improved.

The Language course is in a series of ongoing training conducted by the North-East Regional Health Authority to improve their Standard of health care delivery and also as a direct response to the Board Of Management's mandate to improve customer service throughout the Region.

The Facilitators of the training have had personal feedback from participants who expressed that the exposure opened new windows for them ,thus helping them to achieve exceptional customer experiences.

Participants received a training manual filled with customized language aids and assessment tools.

-30-

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