

## **SignVideo Case Study**

Name: Jorg Striesow  
Age: 29  
Family: Married  
Job: Premises officer at Myatt Garden Primary School, Brockley  
Home: Dartford  
Languages: German (written and signed), written English and BSL

### **(1) How did you hear about SignVideo?**

A deaf friend told me about it and thought it was a great idea. When I was interviewed for my job I was asked about communications problems I'd have at work but I explained this was the solution.

I think if I was doing something like delivering pizzas, I wouldn't need it. But my job involves a lot of phone calls – like organising maintenance or some plumbing – so it's essential for me to communicate.

### **(2) How do you use the service?**

It's a fantastic service, with no limits how it can be used. It's incredibly useful as otherwise I'd be relying on written notes.

I mainly use it to make phone calls or if there's a meeting I'm involved in. Quite often it's the only option as it's difficult to get interpreters at short notice.

It's hard for a deaf person to live and operate effectively in a hearing world. I'm lucky working at the school because the staff have good level of deaf awareness. Professionally I get to use SignVideo but outside of work, I often have to use written communication.

### **(3) What would life be like without SignVideo?**

It'd be really hard. I've gotten used to it and it's the fastest and easiest way of being understood. It's more reliable, quicker and efficient than using an interpreter. Outside of writing things down, it's the only way to communicate immediate and last minute things.

Without it, I think I'd feel trapped. I'd have to find an alternative strategy to communicate with hearing people, but inevitably it would involve more expensive, face to face services.

Where I've known of meetings two or three weeks in advance, I've used interpreters without many problems. But it's in last minute meetings and conversations where SignVideo comes into its own. Sending texts is another way, but it's hard for me, as written English is my third language.

### **(4) Why should SignVideo be subsidised?**

I think you need to be deaf to experience the frustration of not being able to communicate effectively. The government should help make SignVideo more available. It would be great to be able to use it at home as well as work.

It would be tough if they stopped subsidising the service. Everyone would be forced to use interpreters a lot more and that's more expensive than using SignVideo.