

# 2022

# Reach Deaf Services

## Annual Report

REACH DEAF SERVICES  
DEAF VILLAGE IRELAND  
RATOATH ROAD  
DUBLIN 7  
D07 V4KP

**01-830 0522**

[WWW.REACHDEAFSERVICES](http://WWW.REACHDEAFSERVICES)  
[INFO@REACHDEAFSERVICES](mailto:INFO@REACHDEAFSERVICES)

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*Mary Stringer*

A Chara,

I am delighted to welcome you to our 2022 annual report. 2022 was another year of significant changes for Reach Deaf Services. During the year our Chairperson Geraldine Tallon resigned and was replaced by Nessian Vaughan. Nessian was a member of our governance committee and brings a wealth of experience to the role.

Geraldine had been Chair of the organisation for six years. During that time she led the organisation through significant changes and challenges. As a result of her leadership she left the organisation in a very healthy state to hand over to Nessian.

2022 also saw changes on our Board. After serving their terms, Ger Deering and Andrew Fagan stepped down from the board. Both Ger and Andrew brought vast experience from their areas of expertise and their support to the organisation has been invaluable.

In line with good governance and succession planning, we advertised via a number of channels for renewed board membership. We were delighted to welcome Carmel Grehan. We are extremely grateful to have the continued support of a strong board and committee members.

In 2022 we also said goodbye to our CEO, Tara McBreen who stepped down from her position to spend more quality time with her family. Tara's contribution to the organisation and in particular with the transition to the Supported Living Service was invaluable. We wish Tara all the best and hope that she enjoys her well-deserved down time.

2022 was the first full year of the Supported Living Service being in operation. While it has been largely successful, it has not come without challenges. To help us deal with these challenges and to provide consistency across both our Supported Living Service and our Boarding Service we initiated a policy and clinical review. Actions plans will be created and implemented to

address the findings of these reviews. One of the biggest challenges facing us as an organisation has been recruitment. This is a challenge across the sector. Quality and safety of service is a priority for us as a service and we have been monitoring this closely through our risk management process.

During 2022 we met with a steering committee that was established through the IEC that is focused on the governance of the Chaplaincy Service. The initial meeting was very positive and the process will be followed up in 2023.

Restructuring of the governance model to bring us in line with best practice. This is on a trial basis. Made a commitment to the HSE to review this and expect that this will happen in 2023. As always we are grateful for our continued partnership and support from the HSE and hope to develop this further in 2023.

During 2022 we launched our Community Grants Programme. In 2021, Reach Deaf Services sold land on the DVI site to the Department of Education for the development of the new North Dublin Muslim school. In line with the organisation's charitable purpose, it was agreed at Board that €750k would be ring fenced to be utilised through a grant process for the wider Deaf Community. A separate steering committee was established in 2022 to oversee the grant scheme which includes an external Chairperson and committee members.

At the end of 2022 we undertook a governance review between Reach Deaf Services and its subsidiary, National Deaf Village Sports and Leisure Company. The recommendations from this review will be implemented during 2023.

Setting up of ISL forum to lead on ISL strategy so we are always ensuring that ISL is primary focus of how we are providing services

## ABOUT US

Reach Deaf Services is diverse and with our dedicated staff, we provide services to all ages from school to adult accommodation. Our Services are derived from our mission and goals set out here



## WHO WE ARE

Reach Deaf Services is a non-profit charity enabling the Deaf Community and Deaf people generally to achieve their full potential and to have equality of access and opportunity in all aspects of their lives. We are a diverse organisation and, with dedicated staff, we provide services to all ages from school age to the elderly.

Reach Deaf Services focuses on the areas of education, social care, pastoral and spiritual work  
The first language of our service users is Irish Sign Language (ISL). Our organisation has in-house interpreters and all staff are supported to gain ISL Level 4.

The Catholic Archbishop of Dublin, Archbishop Farrell, is the President of the company and appoints one third of the Board members, including the Chairperson

The Catholic Institute for the Deaf (CID) was established as a charitable institution in 1845. In 1997 CID assumed the role of trusteeship of St Joseph's Residences, St Mary's residence and St Joseph's House for Deaf and Deaf Blind Adults. In 2007, the name changed to the Catholic Institute for Deaf People (CIDP) and in September 2021 we rebranded our trading name as Reach Deaf Services. CIDP remains the overall legal entity of the organisation.

Reach Deaf Services is in receipt of funding from the Health Services Executive for the boarding campus accommodating children and young adults attending the Holy Family School for the Deaf. St. Joseph's Supported Living Services supports Deaf and Deaf Blind adults living with additional support needs in their own homes. Reach Deaf Services directly manages these services and is the trustee of the Holy Family school. St Joseph's Supported Living Services will have fully completed the de-congregation journey from St Joseph's House Residential services, Stillorgan, by the end of October 2021

In 2011, the National Deaf Village and Leisure Company limited was incorporated as a subsidiary of the organisation.

Our Key Services include:

- St. Joseph's and St Mary's Boarding Campus for Deaf Children, Cabra
- St. Joseph's Supported Living Services for Deaf and DeafBlind Adults (formerly St Joseph's House Residential Services)
- The National Chaplaincy for Deaf People
- Trustee of the Holy Family School for the Deaf
- Reach Deaf Services is also associated with:
- Pre-school for Deaf and Hard of Hearing Children

In addition Rach Deaf Services is a sponsor to the DCU bursary support for the B.Ed. ISL pilot programme



## OUR MISSION AND OUR VALUES

### OUR MISSION

To be a leading organisation, combining our experience, skills and expertise, in the provision of quality services through ISL to enable our service users in the Deaf Community to reach their full potential

### VISION

We create an environment where every Deaf Child and Adult is empowered to live the life of their choices and has the best opportunity to be successful and independent through equal access.

### OUR VALUES

#### Accessibility

In partnership with other Deaf organisations, empower and support enablement of appropriate structures to deliver needed services to the Deaf community. Enable our service users and the wider Deaf Community to have access to support through our services.

#### Equality

Empower and support Deaf education services to prepare and equip our students for a life of equal opportunities leading by example while promoting Deaf awareness.

#### Independence

Empower adults we support with the appropriate skills to live self-directed lives.

#### Value

Be innovative in better utilising property resources at our disposal to provide greater support for the Deaf community at key life stages.

#### Professional

Invest appropriately in our staff to support them in the successful delivery of all our services.

## OUR STRUCTURE



**REACH DEAF SERVICES** The central office is based in Deaf Village Ireland. The central team comprises the CEO, Finance Department, Administration, Facilities Management, and the HR Department who support the frontline services of CIDP.

**EDUCATION SERVICES** Reach Deaf Education Services Providing service to children and young adult in Boarding Campus. We are committed to delivering high quality support services through ISL to Boarders. Reach Deaf Education Services operates two separate gender-based children's Boarding Campuses in Cabra for children and young adults who attend the school on campus: St. Mary's Boarding Campus for Deaf Girls, and St. Joseph's Boarding Campus for Deaf Boys. Children live on campus Sunday to Friday during school term-time. We are committed to offering our Boarding services to people with diverse Deaf identities, and of all abilities.

**SUPPORTED LIVING SERVICES** Reach Deaf Supported Living Services offers high quality supports, through ISL, to people living in their own homes. We provide the Deaf Community with access to one-on-one support through ISL for daily activities, social and community participation, allowing service users to learn and develop the skills and confidence to live independent lives.

**DEVELOPMENT SERVICES** Reach Deaf Development Services focuses on service delivery to young adults. We are committed to supporting the future development and education of Deaf/ HoH students through a programme of partnership with DCU and in accommodation services. Currently we are working with DCU by funding the bursary support for the B.Ed. ISL pilot programme with an aim to continue supporting this into a second intake of students in 2023.

**NATIONAL CHAPLAINCY FOR DEAF PEOPLE NCDP's** aim is to serve and work with Deaf People and the Deaf Community and to provide liturgical services and pastoral support across the 32 counties of Ireland.

**INSPIRE FITNESS CENTRE** Based in Deaf Village Ireland, and open since 2013, Inspire is one of Ireland's finest Fitness and Sport Centres. Its ethos is to deliver Health, Fitness, Sport and Recreation to Dublin 7. Inspire Fitness Centre is the trading arm of our subsidiary National Deaf Village Sports and Leisure Company Ltd.

**HOLY FAMILY SCHOOL FOR THE DEAF** Holy Family School for the Deaf opened on 1 September 2016. The amalgamated school provides for Deaf and Hard of Hearing children from age three in the early intervention classes, through Primary and on through Post Primary education. The newly amalgamated school is bi located. Early Intervention and the Primary are based on the Dominican, Marian Campus, Ratoath Road and the Post Primary is located on the St. Joseph's Campus, Navan road.

## OUR 2022 - 2027 STRATEGIC PLAN

The Strategic Plan 2022-2027 was officially launched in September 2021 in line with the new brand and identity. In addition, the new website was launched which aims to be ISL led.

The 2022-27 strategy aims to build on the achievements of the organisation to date and to develop our services to ensure we continue to meet the needs of members of the Deaf Community.

Our assessment of performance in the delivery of our previous strategy and our review of organisational capacity, as well as our experience of working and maintaining services to the greatest extent possible throughout the pandemic, have helped us at Board, Executive and Senior Management levels in defining our new strategic goals and planned actions to deliver them. Our critical consideration across our organisation is to be clear about how best we can live up to our mission, vision and values.

What we have set out below are five strategic goals that not only build on the foundations of the past but take the organisation to a new level in enabling Deaf people through all stages of the life cycle from early childhood to older adulthood to reach their full potential and lead a life of their choice.

These goals are defined in 5 key areas:

1. Education Services
2. Third Level Education Supports
3. Youth & Young Adult Development
4. Older Persons Services
5. National Chaplaincy for the Deaf

The goals in each of these five areas have a focus on the different stages of life, offering support for development, quality of life with independence and wellbeing, and pastoral care for those who wish to avail of it. However, it is critical in the delivery of any strategy that the organisation has the appropriate infrastructure in place to enable this and in the subsequent section of this plan we have set out under the following headings what is needed to enable delivery of our strategic goals in the five areas set out above.

- Ensuring effective Governance and accountability
- Supporting our People and the Organisation
- Expanding the Use of our Assets
- Prudent Financial Management



## LOOKING FORWARD

As we look forward to 2023, we are confident the organisation will continue to build on its strong foundations. Having weathered the pandemic, the priority is to implement all recommendations from various internal and external reviews carried out in 2022, ensure continued full compliance with the Charities Regulator Governance code and strengthen governance. A key focus of 2023 will be on the objectives of the 2022-2027 Strategy.

The key priorities for 2023 are as follows:

- Deliver the annual business plan to ensure achievement of our 2022-27 Strategic plan.
- Continue to recognise ISL as the first language of Deaf people and where possible continue to increase the ratio of Deaf to hearing staff. Reach Deaf Services will work with other Deaf organisations to create appropriate learning opportunities.
- Build on the partnership with Dublin City University to monitor and evaluate the B Ed in ISL and the opportunities for students completing this programme. We will engage with DCU to look at the opportunities for a follow up B Ed programme.
- Enhance the Independent Living Unit for boarders over eighteen to promote independence and develop life skills training.
- Embed the supported living model.
- The staff resourcing model for the amalgamated boarding service will be a key focus for 2023 onwards in line with the requirements of a single service with an emphasis on uniting both staff teams and introduction of a single resource model.
- Support decision making on the future model of the Chaplaincy services to ensure continued delivery of valued pastoral and social supports to the Deaf Community.
- Delivery of an IT solution that meets the future needs of the organisation.
- Continued engagement with NDVSLC, and its trading arm Inspire, through the Board of NDVSLC to support the transfer of control of the subsidiary company from Reach Deaf Services to DVI.



## GOVERNANCE

Good Governance is at the core of everything we do. It is built into our language and thinking and is reflected in all of our work. We believe good governance provides a strong foundation to successfully achieving a positive organisational culture that embraces transparency and openness.



## WHAT GOOD GOVERNANCE MEAN TO US

Reach Deaf Services continues to strengthen its governance in line with best practice. We developed a robust framework to ensure full compliance with the Charity Regulator's Code and made a declaration in October 2022 of full compliance. The Board is confident that the work achieved to date has prepared us well, but we are continuing to actively embrace the additional controls, checks and balances that are required to ensure the highest standard of compliance.

In 2022 we continued with our focused approach on key priorities with our Internal Auditor to strengthen our governance; this service is in its fourth year and continuing to add to the quality of objective oversight and assurance for the Board and executive. This audit oversight extended in 2022 to NDVSLC with a report issued to both Boards. A working group has been established to oversee the implementation of these recommendations to further strengthen the overall governance of the group.

During 2022 an internal audit of the Boarding campuses took place with a number of recommendations actioned. In addition, a number of external audits were also carried out across Boarding and Supported Living Services focusing on policy and clinical review. The objective of such reviews is to provide consistency across our services and promote the delivery of high-quality transparent services. Actions plans were developed to implement the findings of these reviews.

We continue to actively work towards strengthening our 2023 submissions for the Good Governance Awards Initiative by focusing on applying good governance across the organisation.

## COMPLIANCE AND CONTINUOUS IMPROVEMENT

We comply fully with the Charities Regulator Governance code and the HSE's compliance requirements. As an organisation serving the Deaf Community, we are committed to continuous improvement and have developed a strong network of expertise to ensure we continue to enhance our governance structure.

Reach Deaf Services continues to build on strengthening its governance in line with best standards. In 2021 we continued to strengthen our governance structure to ensure full compliance with the Charity Regulator's Code which we submitted in October 2021. We are continuing to actively embrace the additional controls, checks and balances that are required to ensure the highest standard of compliance.

AS such our Internal Auditor in 2021 focused on GDPR, and Finances to help us strengthen our governance. This service is in its third year and continuing to add to the quality of objective oversight and assurance for the Board and executive.

We were delighted to be shortlisted for the Good Governance Initiative awards in 2021.

### Openness and Transparency

Reach Deaf Services promote an open approach to our stakeholders both internal and external. We issue a quarterly newsletter, which we distribute to stakeholders and publish on our website. We strive to

deliver communication through ISL as part of our commitment to promoting accessible communication.

We communicate and engage with stakeholders through a variety of channels including where possible face to face meetings, virtual meetings, video calls, emails and by telephone. As an organisation we are committed to maintaining positive relations with all of our stakeholders and to ensure open lines of communication at all times.

### Getting Things Right

Catholic Institute for Deaf People is a company limited by guarantee and governed by our Articles and Memorandum of Association. Catholic Institute for Deaf People is also parent to The National Deaf Village Sports and Leisure Company Limited which operates under its own memorandum and Articles of Association ("M&A"). In October 2021 CIDP rebranded its trading name to Reach Deaf Services.

As Patron, the Archbishop of Dublin appoints up to four members including the Chairperson of the board. The board appoints the remaining board members up to a total of twelve.

The services provided by Reach Deaf Services are managed and overseen by a governance structure that includes an executive team. Reach Deaf Services is supported, directed and guided by a voluntary board of dedicated trustees.

## OUR BOARD OF TRUSTEE AND EXECUTIVE 2022



Nessan Vaughan - Chairperson

**Skill Experience** - Social justice

**Tenure/terms**

**Background** -Nessan worked for over 30 years in the public service at the National Manpower Service, Department of Labour and FÁS

Amanda Casey - Trustee

**Skill Experience** - Quality Improvement methodologies

**Tenure/terms**

**Background** - Head Medical Social Worker, Mater Misericordiae University Hospital

Grainne Meehan - Trustee

**Skill Experience** - Community & Youth Work

**Tenure/terms**

**Background** - Is a graduate of the MA in Community and Youth Work professional programme at Maynooth University

Kevin Lynch - Trustee

**Skill Experience** - Deaf Culture

**Tenure/terms**

**Background** - Held all honorary offices in IDSA and was President of IDSA/DSI. Was the first Chairperson of SignLink (SLIS)

Peter Tolan - Trustee

**Skill Experience** - Friends of the Elderly

**Tenure/terms**

**Background** - Product Manager, AIB

Rosemary Grant - Trustee

**Skill Experience** - Safeguarding Risk

**Tenure/terms**

**Background** - Retired. Previous experience includes Principal Medical Social Worker.

John Cleere - Trustee

**Skill Experience** - Quality Improvement methodologies

**Tenure/terms**

**Background** - Assistant Secretary, Corporate Services, and Accountant of the Courts of Justice.

## OUR BOARD OF TRUSTEE AND EXECUTIVE 2022

### Trustees, secretary, and their interests

The trustees who served during the financial year and up to the date of the signing of the accounts were:

Geraldine Tallon (retired 31 March 2022)  
 Nessian Vaughan (appointed 31 March 2022)  
 Amanda Casey  
 Ger Deering (retired 10 November 2022)  
 Andrew Fagan (retired 31 December 2022)  
 Rosemary Grant  
 Kevin Lynch  
 Grainne Meehan (retired 12 April 2023)  
 Peter Tolan (retired 12 April 2023)  
 John Cleere  
 Carmel Grehan (appointed 19 December 2022)  
 Alan Clarke (appointed 15 May 2023)  
 Pat Clavin (appointed 15 May 2023)

### Company Secretary

Keith Adams (retired 17th May 2023)  
 Alan Clarke (appointed 17th May 2023)

In accordance with Section 329 of the Companies Act 2014, the trustees and secretary did not hold any shares in the parent company and subsidiaries during the financial year ended 31 December 2022.

Every member of the company undertakes to contribute to the assets of the company in the event of it being wound up while s/he is a member or within one year afterwards for payment of the debts and liabilities of the company contracted before s/he ceases to be a member and of the costs charged and expenses of winding up such amount as may be required not exceeding €1.27.

Senior management personnel

The senior management personnel who served at any time during the financial year were:

### Chief Executive Officer

Tara McBreen (resigned June 2022)  
 Mary Stringer (appointed December 2022)

### Financial Controller

Declan Kenny



## BOARD & COMMITTEE ATTENDANCE

### BOARD MEETING

During 2022 the board of trustees met on a regular basis with the schedule of meetings being agreed at the start of the year (7 in total) with key items set for each meeting. The board agenda follows a structured process separating out items for action/decision and items for discussion. The board is also reflective of the Deaf Community with Deaf representation that brings knowledge and expertise relevant to the matters discussed.

The chief executive attended each board meeting by invitation throughout the year. Attendance at board is extremely strong.

In terms of decision making and authority the Executive has responsibility for day-to-day operational matters. However, through the board and committees all decisions that affect the financial or strategic wellbeing of the organisation are agreed through the appropriate channels as set out below under each committee. The chair of the board is clear around the delegated decision-making authority of each committee, and this is set out in the individual Terms of References which themselves are reviewed annually. All decisions at committee are then ratified at board.

The Chair of the Board and the CEO meet weekly to discuss matters of importance and to agree appropriate actions. All operational matters are reported to the board through the CEO's report within which actions are set out. The CEO report is a standing item on the Board agenda.

The Board had three retirements throughout the year: Geraldine Tallon, Ger Deering and Andrew Fagan. There was one appointment in 2022, Chairperson Nessian Vaughan.

NAME	POSITION	ATTENDANCE
Nessian Vaughan	Chairperson	5/5
Geraldine Tallon	Chairperson(retired)	2/2
Peter Tolan	Trustee	6/7
Kevin Lynch	Trustee	7/7
Grainne Meehan	Trustee	4/7
Ger Deering	Trustee(retired)	2/5
Rosemary Grant	Trustee	7/7
Andrew Fagan	Trustee	7/7
John Cleere	Trustee	4/7

### FINANCE, AUDIT & RISK COMMITTEE

The audit committee continues to provide oversight and control on the finances and sustainability of Reach Deaf Services, thereby underpinning good financial governance of the organisation. The contract for Internal Audit service continued with RMIA Outsource Ltd T/A Internal Audit Services. This service continues to bring oversight and assurance of the organisation's governance and financial controls. The internal auditor is ensuring that we are aligned with the Charity Regulator's Financial Control Checklist as well as that our risks are effectively managed, and all appropriate checks and balances are in place.

The Finance, Audit and Risk committee met on 9 occasions during 2022. The meetings were attended by members during the year as set out below.

NAME	POSITION	ATTENDANCE
John Cleere	Committee Chairperson & Trustee	9/9
Geraldine Tallon	Trustee	2/2
Kevin Lynch	Trustee	8/9
Peter Foran	Independent Member	9/9
Nessian Vaughan	Trustee	6/7



## BOARD & COMMITTEE ATTENDANCE

### REMUNERATIONS & APPOINTMENTS COMMITTEE

This committee continues to assist the organization in ensuring consistency and fairness in appointments and remuneration across the organization.

The Remuneration and Appointments committee meets on an as needed basis, and at minimum twice yearly. During 2022 the committee met on 2 separate occasions. The HR and Governance manager prepares and brings all appropriate papers to this committee and ensures standard practices are applied. The CEO also attends these meetings.

The Remuneration and Appointments committee meetings were attended by members during the year as set out below.

NAME	POSITION	ATTENDANCE
Geraldine Tallon	Committee Chairperson & Trustee	1/2
Anne Coogan	Independent Member	2/2
Caroline McGrotty	Independent Member	2/2
Nessan Vaughan	Committee Chairperson & Trustee	1/1

### SAFEGUARDING PROTECTION AND WELFARE COMMITTEE

The Safeguarding, Protection and Welfare Policy Committee met 3 times in 2022 with operational Designated Liaison Person DLP meetings taking place every 6 weeks during school term time.

Policies and procedures were reviewed as part of the annual review process and any amendments were agreed by the committee.

The Safeguarding, Protection and Welfare Policy committee meetings were attended by members during the year as set out below.

NAME	POSITION	ATTENDANCE
Andrew Fagan	Committee Chairperson & Trustee	3/3
Geraldine Tallon	Trustee	1/1
Amanda Casey	Trustee	3/3
Rosemary Grant	Trustee	3/3
Sylvia Nolan	Independent Member	3/3

### GOVERNANCE, STRATEGY & ORGANISATIONAL DEVELOPMENT COMMITTEE

In 2022 this committee met four times during the year.

The focus of the committee's work in 2022 was to oversee a number of key initiatives which included:

- Reach Deaf Service's compliance with the Charity Regulator's governance code and review of each principle of the Code
- Delivery of a new strategic plan for 2022-2027

The committee also ensured that Reach Deaf Services was in a position to sign off on the HSE's annual compliance statement, and following review, recommended this to the board.

The Governance, Strategy and Organisational Development committee meetings were attended by members during the year as set out below.

NAME	POSITION	ATTENDANCE
Peter Tolan	Committee Chairperson & Trustee	4/4
Geraldine Tallon	Trustee	1/1
Ger Deering	Trustee	3/4
Nessan Vaughan	Independent Member	4/4

## OUR IMPACT - IRISH SIGN LANGUAGE

Reach Deaf Services ambition is to be an ISL led organisation. Here is a snapshot from a staff perspective on working across our organisation through ISL



## ISL TEAM

### Irish Sign Language Teacher Eugene Phillip

I've been working as an ISL Teacher with my two colleagues, Wendy Murray and Genevieve McGirr for a year this month (Feb). I studied ISL Teaching for four years with the Centre Deaf Studies in Trinity College (TCD). The ISL Teaching course had a variety of modules. In my final year, I was approached by Reach Deaf Services to see if I would be interested in joining the team on a part time basis. During my probation period I had to juggle work and study at the same time so as soon as I finish with college and got results, I was offered a permanent position much to my delight.

When we first started, we were introduced to all staff in all departments in the organisation. We got an explanation about Reach Services and a guided tour around the buildings so we could get the familiar with the layout of the organisation. We met all the staff and service users in their homes so we could get a good idea of what the job entails. Before teaching, we had work together to focus on different areas of teaching e.g. planning for rosters, curriculum, etc before we started to teach. Myself and Genevieve do 10 hours each per week part-time

Six to Eight months later during probation, we got our results from TCD and we passed and got our BA. Reach Deaf Services then offered us ongoing employment and we have our office in Unit 7 in St. Mary's so we do our preparation there before we go on to tuitions. I'm commuting to Dublin twice weekly from New Ross via Waterford train to Dublin.

Our role is to provide ISL Tuition to staff (Community, Boarding and Management), face to face in their workplace, to enable them to communicate with Deaf employees particularly with service users. Three of us are in different days so we are busy trying to accommodate everyone for ISL by going to various locations including Deaf Village Ireland (DVI) We teach approx. 15- 20 staff per week. It can be challenging at time to coordinate the classes.

We facilitate the 'ISL Café' in the Hub on the first Friday of the month for everyone to meet up and chat in ISL, with tea/coffee and snacks. At the moment, we are changing to a different week e.g Last Thursday of the month to accommodate boarding staff.

I'm now qualified ISL teacher and happy to be on board and working together with others as a team to focus on different areas of teaching and looking forward to it and our hope is that our services will bring benefits to the staff and organisation.

### Irish Sign Language Teacher Genevieve McGirr

Last year 2022, I began working as an ISL teacher with Reach Deaf Services on a parttime basis. I graduated from Trinity College, Dublin on the same year with an Hons Degree in Deaf Studies. I am a deaf person fluent in English and ISL. English is my first language but given my work and living situation I mostly converse in ISL these days. When I began working as an ISL teacher I was very excited as this is what I studied hard for and is my job of choice.

On commencing my role as an ISL teacher I was still a student in my fourth year at college, so in the beginning it was challenging trying to fit everything in. Now that college is finished it is much better as I only have to focus on my job and no longer the pressure of assignments from college too. In my role as an ISL teacher for Reach I am responsible to prepare teaching class material in advance. Arrive on time to each location, engage the class with material based at their level of learning for example, working with the Community Support Manager and the Boarding Staff and Management. In this role I teach face to face in different centres. I purchased an electric scooter to get around as the bus service is unreliable.

Currently I work for Reach 10 hours per week, of these 10 hours I spend 10 hours actually teaching ISL. At the moment, I teach approx. 15-20 number of staff per week on and average week. The biggest challenge I face in teaching is helping learners to remember what they have learned so far, although to date all learners work hard in this area. We ISL teachers meet for office meetings when possible. This may change going forward as we have a new ISL lead.

In the future I am hoping Reach will set up a QQ1 so I can teach all learners in class and with assignments, paper work, and practice work for the learners to do at home on video. This will help learners better remember what they learned in each class and help build their confidence in using ISL.

## OUR IMPACT - EDUCATION SERVICE

Our education services provide the building blocks for a brighter future, giving young people confidence and life skills in moving into the adult world.



# Claire Bowe

## Head of Boarding Care



Reach Deaf Education Services operates two separate gender-based children's Boarding Campuses for children and young adults (Boarders) with diverse Deaf identities, and of all abilities. Boarding Services operate every Sunday to Friday during school term-time are provided to children and young adults enrolled in The Holy Family School for the Deaf, Cabra. In 2022, 39 people availed of the Boarding Service and the age range was 8-19 years.

Boarders spend a significant portion of their childhood, teenage and young adult years on campus. With this in mind, our aim is to provide a happy and safe 'home away from home' experience. This involves each child having an allocated keyworker, a responsive and caring relationship with the staff, lasting friendships with other children, maintaining contact and relationships with their family and developing positive identities in both the Deaf and their local communities. It also involves staff creating opportunities for children to enjoy and try a wide range of activities, to learn the skills needed to live an independent life, and to gain confidence. We envision children transitioning from Boarding life to adult life as prepared and fulfilled, and with a life-long network of support from the Deaf Community. This links to overarching mission of Reach Deaf Services which is to be a "leading organisation, combining our experience, skills and expertise, in the provision of quality services through ISL to enable our service users in the Deaf Community to reach their full potential"

It has been a dynamic and interesting year from a Boarding perspective. It is hard to describe the year without the continued influence of national recruitment difficulties and COVID-19. Despite best efforts in terms of recruitment, we are still in the process of trying to backfill some staff vacancies. The staff vacancies meant that in the last quarter of 2022, some Boarders who could travel to and from school resided at home instead of attending the Boarding Service during that time. That measure meant that non-Dublin based Boarders who fully rely on Boarding to attend school were able to attend, in line with the staffing resources at that time.

In terms of COVID-19, however, the Boarding Campus did not have to close at any point due to COVID-19 and there were no COVID-19 outbreaks in the service. In addition, staff were able to re-instate a programme of activities for the Boarders as well as some exciting events throughout the year including a Family Day and a trip to Farmaphobia. Management were able to deliver an important Staff Appreciation Day.

In more good news, we opened the 'Independent House' which four Boarders availed of from May- June 2022, and which two Boarders availed of for part of Q4, 2022. A good deal of preparation work was carried out with the borders before they became tenants by their keyworkers. There was also great work done by the maintenance

team including the provision of a Silent Alarm system. The Independent unit named as "The Hideout" by the Boarders is a great opportunity for Boarders to flourish. For those over 18 who are not in The Hideout there are also opportunities afforded them in Boarding to learn and exercise their independent skills.

During 2022, 6 young people graduated from School and ended their Boarding Journey. Next year, we hope to welcome new admissions to the service once staffing levels increase and allow for same. We also wished farewell to some staff members including a Deaf Counsellor, and welcomed new ones including new Social Care Workers, new Support Workers, and a second temporary Care Manager.

At the time of writing our 2021 Annual Report, we mentioned how we were in the process of using a grant to purchase a 9-seater minibus which seemed perfect for the children. That purchase happened last year and the bus has allowed for some essential trips to take place. Over the next few pages, we hope you enjoy reading more about what happened in our service during 2022- what it is like to receive a service here, to work here, and about our vision and plans for 2023.

## BOARDING CAMPUS

### QUESTIONS & ANSWER

**Natlie Skopova**

**Where do you live?**

Waterford. My Mam and Dad is from Czech Republic.

**When did you arrive in boarding?**

My first time in boarding was 2018 when I was 8 with my sister. I am 13 years old now. My birthday was last month.

**What do you like about boarding?**

I see my friends every day and going out on trips and fun chatting to friends and staff.

**What was something you were proud of in 2022?**

I was involved with Bohemian FC Youth football and attended their trainings some evenings during the weeks. Staff supported me at every training. I enjoyed it and had fun playing football with them. Good experience. I did not believe staff that Bohemian FC was a famous club in Ireland, I was shocked when I realised they were telling the truth because I was on TV before, I was a ball girl for Bohemian Ladies club who had a match.



**Tina**

**Where are you from?**

Lithuania, now I live in Cork. I moved to Ireland in June 2021

**When did you arrive boarding?**

About October 2021

**How did you feel when you came to boarding first time?**

I felt so quiet, I didn't know how to sign because of different language as I had Lithuanian sign language with little Irish Sign Language (ISL).

**How do you feel now?**

I feel comfortable now because I know ISL now. I have friends in boarding and see them every day, great fun and laugh too. Staff did support me by welcoming me here.

**What did you enjoy most in boarding in 2022?**

I went to Dublin mountains to see Hell Fire Club with friends and staff, it was great fun to see the old building as there was a story about it being haunted. It was funny and I love ghost stories. I was learning to travel to Blanchardstown shopping centre with friends without staff by staff teaching me and I am confident now. I learned a new language ISL by boarding.

**Is there any message you would like to say to new future boarders to help them settle here?**

Don't worry about being quiet and afraid. Be brave and learn ISL. Try to join in games and activities with friends and staff. Staff will be here to help you and you will not be alone.



## BOARDING CAMPUS

### PERSONAL STORIES FROM BOARDERS

#### Liam's Parents Story

It is nerve racking for a child entering their teenage years to be away from their home and it is equally difficult for their parents to let them go and trust in others to be their "family" for the week. Parents usually do this when a child is leaving to go to college and are entering adulthood-it is entirely different when they are still children. Our heads know it is the right decision both in terms of education, independence and in making friendships and hopefully lifelong connections for their wellbeing. Our hearts don't want to let them go and worry that Liam is missing out and of course we miss him too. However, Liam's Boarding experience has so far been positive. We have found Boarding staff to listen, are caring and always do their best in looking after our son and he is settled and happy. We are confident that Liam will grow and develop into a mature man in the years ahead and we are very proud of him.

#### AOL's Story

I would like to talk about my experience playing with Ireland Deaf Futsal team for European Deaf Futsal Championship, in Italy. I had a great time being a part of the team in Italy. I did a lot of training throughout the summer, attending the training in Dublin from Offaly every weekend.

When I got selected for Ireland, I felt so proud of myself and I made my family and friends proud. I met so many deaf people from different countries and they sign in different sign languages. We were able to communicate with each other through International Signs. My team was very supportive of me as it was my first time playing for Ireland. We looked after each other and we made sure we had fun too!

My role models are Laura Clarke, Rebekah Grant and Catherine Grier. They played brilliantly! I found playing against Spain and Poland very tough as Poland won European Deaf Futsal Championship four years ago. We may not have won the championship, but we have been qualified for the World Cup in Brazil next year and this is the first time we have been qualified for the World Cup!

I will have to train harder as I hope I will get picked for the World Cup. Wish me luck!



## BOARDING CAMPUS

### PERSONAL STORIES - STAFF

#### Elaine O'Donnell

I am Elaine O'Donnell and I have worked in St. Mary's Boarding for over 24 years as a Social Care Worker. I changed from day staff to a night staff 4 years ago so I have experience being on both days and nights. I have seen some changes all over the years that I have worked here; I have seen many girls coming and going, also many staff and management. I have seen little girls as young as 4 years old coming to Board in St Mary's and not leaving until they turned into young ladies at 18/19 years old in which we had an end of an era with some girls as they had been here for such a long time. That is usually a sad and emotional year as they had been here for all their childhood and you form a bond with them. We do even stay in contact with some of them even after years of leaving St Mary's.

#### Redmond O'Shea, Social Care Worker

I am a member of the Night Staff team for the past nine years in St. Joseph's Boarding. It is an essential and important service that provides high quality of care to our Boarders. There are two night staff on duty with the support of a third person on call if required.

We commence work at 10pm starting off with a handover from the day staff which is vital as there needs to be continuity, consistency and a follow-up in our work. We assist the Boarders with whatever they need for example, company, reassurance or a refreshment and we provide general care. Health and safety is of paramount importance in our work. We give a handover to the morning staff at 8am. At St. Joseph's, Night Staff act as key workers to two/three Boarders. We work over two days the following week. We facilitate the development of Boarders life skills, education and personal goals.

Self-Care is necessary for all of us. I am conscious of this given the nature of working on nights. Reflective practice is an integral part of our work and we have regular supervision meetings with our managers. I enjoy working on nights coupled with the fact I am a keyworker to two Boarders. It is a role which offers satisfaction and fulfilment.

#### Jacinta Curry

I started working for St. Mary's Boarding for Deaf girls nearly 30 years ago in the old building when I was covering a maternity leave and sick leave for other employees, I then went onto taking a full time position on the day shift where I worked in Marion and Rosary House. 7 years ago I was offered a chance to work night shifts which is where I am now currently. Of course, over the years of been a staff member I have experienced many changes some good and of course some difficult ones at first but I got there in the end.

I have seen many staff and management changes throughout the years, but I have also made many friends. I have observed many children come through the doors of St. Mary's and remember every single one of them, of course there has been a few that will always hold a special place in my heart, and I still talk about up to this day because they had such an impact on me. It has been a privilege to see children leave and come back to St. Mary's as staff, it brings a sense of pride that I looked after these children and watch them grow and are now back to be staff.

While working in St. Mary's I have the pleasure of extensive training over the years which include some of the following CPR, fire safety, Therapeutic Crisis Intervention, Children First and of course ISL. There are many more some of these course over the years I have found very interesting and I brought many learning aspects of my training into everyday life. I can say that St. Mary's has a very high standard of training and for this, I am very grateful.

Over the 30 years of course there has been many memories mostly good but of course some sad ones also. Just a few of my favourite memories are all the parties we had over the years, Valentine's, Halloween, Easter and of course Christmas where a special guest Santa would come and visit. The parties create a great excitement throughout the building and a huge sense of happiness.





## BOARDING CAMPUS

### INDEPENDENT HOUSE

The concept of the Independent house was a natural progression from our Life Skills Programme which Boarders follow while staying with us in Boarding. The programme was developed to ensure and track the assistance a Boarder needs in developing the practical skills for life that everyone should know and have.

It was felt the Independent house would be a positive step to refine the skills that were learned from the life skills programme such as cooking, planning, budgeting, cleaning, and basic safety/hygiene skills. An added aim was to further develop all the soft skills needed for sharing a life space including cooperation, negotiation, compromise, sharing and developing roles and responsibilities. The independent house is an opportunity for keyworkers to see if there are further areas that a Boarder would need support with.

The Independent house is a great way to encourage and foster self confidence in a young deaf adult. With this sense of self-reliance it is envisaged this would extend into other areas of their life, giving them the best foundation possible for adulthood.

Prior to the setting up of the unit, a lot of preparation was carried out with research and visits to different independent visits. We also looked at what models of care they had for their independent units.

Boarders that were identified as suitable had to reach certain criteria. Parents were consulted and their agreements sought and a questions and answers session held. A unit on St Josephs campus was selected and renovated to a very high standard by our maintenance team. The tenants chose the name The Hideout for the unit. An official opening was held in the Second quarter of 2022 and live streamed to parents who could not attend.

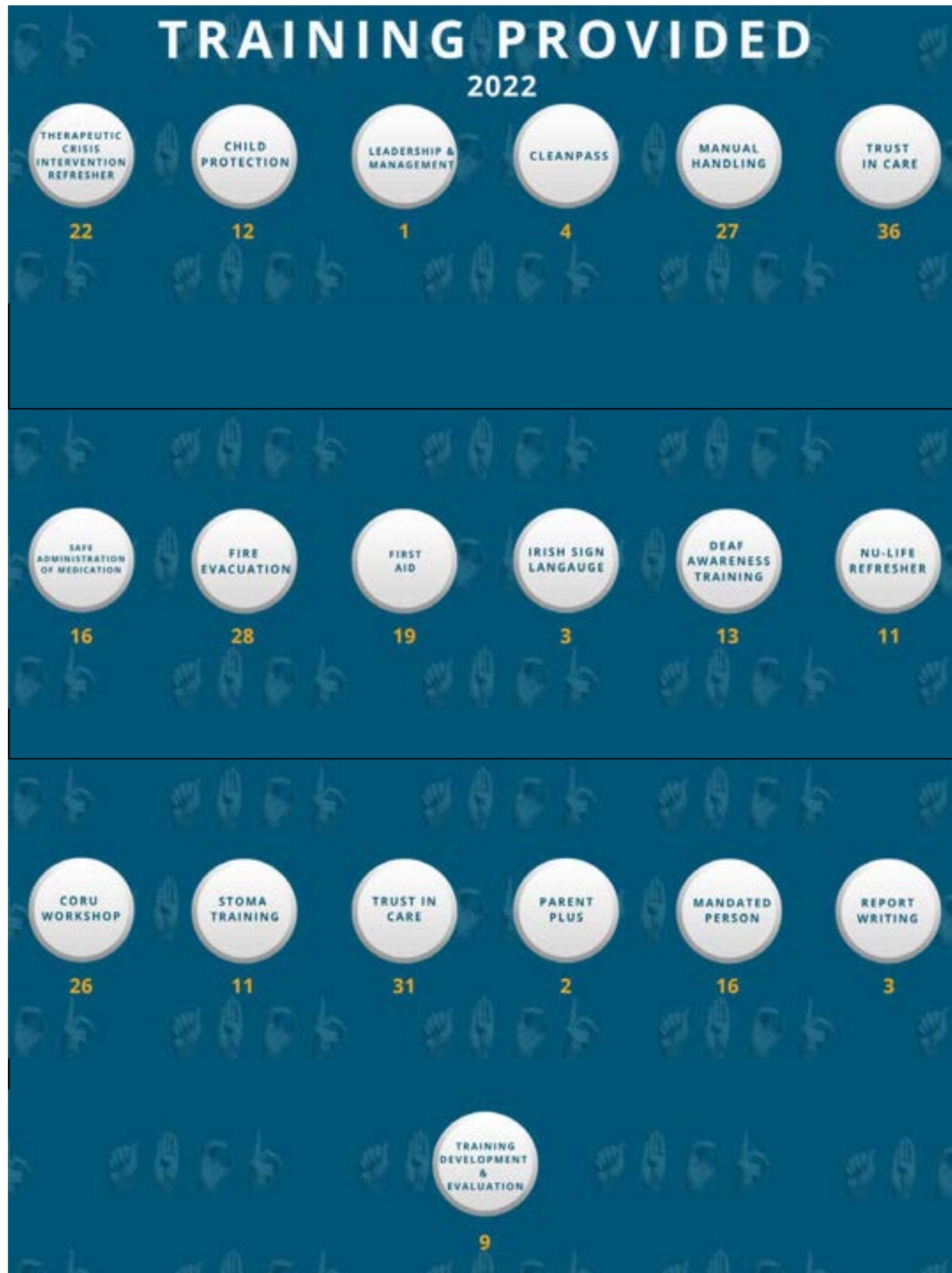
The tenants of the new unit were responsible for planning meals and cleaning rotas, all overseen by their keyworkers. A WhatsApp group was set up to open the lines of communication. There were four tenants and they got on very well within the house. Different roles emerged within the group naturally. They did well in their studies and managed to balance their freedom with responsibilities. The Tenants grew in confidence and independence. After their stay, feedback was positive; they mentioned how they gained a lot from the experience. The groundwork was set for the second group of tenants who entered in the last quarter of 2022. Two girls moved into The Hideout and made it their own. This involved moving to a different campus and they did this with the excellent support and guidance from staff.

### DEBS

Debs 2022 went off with a bang! This was the first time since the lockdown that we could invite a small number of parents into boarding so we celebrated in style. The staff team decorated the house with balloons and decorations, and our chef Anne provided a nice spread for all.

We even had our own barber station, as one of the boarders' brother cut all the boys hair on the morning of the debs, thank you for this, it meant a lot to the boys! There was last minute preparations from corsages for the girls, to shoes for the boarders, last minute haircuts, but it all came together in the end, and our lads looked very handsome and dapper. The one advice that we gave them was to enjoy the night, as it is nights like this that make special memories for them.

**Jackie O'Brien**



## HOLY FAMILY SCHOOL FOR THE DEAF

### Maggie Owens - School Teacher

#### Golf Classic

On the 22nd of April experienced and amateurs golfers played at the awesome 18-hole championship golf course in St Margaret's Golf & Country Club at the Holy Family School for the Deaf Golf Classic. We were delighted to see great support from both the deaf and hearing community. We are also delighted to say that we have raised a substantial total of €15,056!

This money will go towards a new 18 seater bus for Holy Family School for the Deaf. We would like to say a special thanks to Geoffrey McCormack for leading this fundraiser and to the team Maggie Owens, Lorraine Creed, Linda Rankin, Jason Maguire, Aileen McCabe and Siobhan Corcoran for their hard work in organising this event.

It was a chilly and windy day but the sun was shining. Thank you so much to all our golfers and supporters for coming to support our Golf Classic. To all our sponsors for sponsoring our Tee Boxes, Golf prizes, and hampers and especially thanks to Mary McCormack for generous donation of €10,000.

It is very much appreciated. Principal Eimear O'Rourke congratulated all the player and winners and commented how great it was to see so many past pupils of HFSD in the room.



### Literacy Week 2022 & World Book Day

On Monday, students took part in a Calligram competition. This cross-curricular activity combined their artistic skills with their vocabulary.

On Tuesday, students took part in a school count down the competition. In groups, they had to record the vowels and consonants and make the best words they could think of collectively.

On Wednesday, students played a game of Kahoot. All years groups took part. A student in third year won the competition.

On Thursday, it was World Book Day. Lots of students and teachers dressed up as their favourite characters from their chosen books. Students took part in a poetry hunt around the school. Students organised themselves into groups and then read the poem "Stopping by the woods on a snowy evening" by Robert Frost.

Students then were given clues in order to go to certain classrooms to get pieces of the poem. Students had to work out what room they needed to go to, go to the room, and then answer the question asked by the teacher in order to secure the poetry piece. After students gathered all 7 clues, they came back to the hall to try and assemble the poem correctly.

On Friday, students found out the results from the activities during the week.

## HOLY FAMILY SCHOOL FOR THE DEAF

### Beach Clean up

The bad weather didn't stop our Green School ambassadors today from doing the Beach Clean Up on Sandymount Beach. They found plastics, glass, and other rubbish littered around the beach. Well Done to all! You did us proud. Thank you to Ms. Rankin and Ms. Kavanagh for leading Green School.



### Irish Sign Language Awareness Week

Students wearing blue for ISL Awareness day in Holy Family School for the Deaf. We had great fun posing for an aerial photo of all the students standing making the shape of the letters in ISL. Thank you to Sean Power for taking this aerial photo.

### Welcoming Olympic Champion Kellie Harrington

Kellie Harrington during a visit to Holy Family School for the Deaf in Cabra, Dublin, as part of the Dare to Believe Olympic Schools Programme.



## DCU

### Elizabeth Matthews

#### Thank you for Reach Deaf Services' Life-changing Support

Since 2019, Reach Deaf Services' support for DCU's Bachelor of Education in Irish Sign Language, has helped four DCU students to fulfil their potential in life.

We are extremely grateful for your ongoing support that enables us to share the possibilities of a higher education with all young people who have the ambition and ability to attend university, no matter who they are.

We have prepared this report to convey the impact your generosity has had on these young lives. Below, we invite you to hear from three of these students who are now in their final year of the B.Ed in Irish Sign Language.

### THIRD LEVEL EDUCATION UPDATE

#### Bachelor of Education in Irish Sign Language

In the deaf education system in Ireland, deaf children are almost exclusively taught by hearing teachers, who often start their teaching position without any knowledge of Irish Sign Language (ISL).

Through the undergraduate degree launched by DCU in 2019, the B.Ed in Irish Sign Language, ISL users can now study to become primary school teachers through ISL. This degree provides deaf children with access to deaf teachers who use ISL, which not only enables their language and education to flourish, but also increases the opportunities for deaf people to lead fulfilling careers in positions of authority. Since over 90% of deaf children have hearing parents, access to these positive role models who are deaf within the school system is critical.

Since the programme launch in September 2019, the four students enrolled in this course have enjoyed their lectures and teaching placement with deaf primary school students. However, due to Covid-19 restrictions, all learning was moved online in March 2020. The course team worked closely with the DCU Teaching Enhancement Unit, the Disability Supports Office, note takers and ISL interpreters to ensure online lectures were accessible to students through interpretation and English notes. Due to this increased work necessary for interpretation in the online environment, we brought in extra staff to support the existing team.

During this time the Pathway Lead, Dr Elizabeth Matthews, met with students online for weekly ISL lectures so that they had regular contact with their peers.

**Aisling O Halloran is now in her fourth year at DCU studying the Bachelor of Education in Irish Sign Language. In this piece, she gives an update on her third year of study and shares what she looks forward to as she begins her final year before becoming a fully qualified teacher.**

My third year studying Irish Sign Language was my most enjoyable and most memorable year yet. I had the opportunity to participate in three different school placements during semester one, which was a fantastic experience. I completed my school placements in two Deaf schools and one mainstream school. This, I found very rewarding. Having the chance to experience the difference between mainstream and Deaf schools was a great education for me. During my work experience, I gained crucial knowledge, got to know a lot of different children, and learned a lot about being a teacher. It helped to improve my teaching skills as well as really building my confidence in the classroom.

After Covid-19, I was delighted to return to in person lectures on campus, in semester two. Being able to make new friends and more social connections was great. Getting to interact with others face to face was a positive experience for me, since first year was cut too short. It was enjoyable for me to learn alongside my classmates in lecturers and seminars, all while expanding my knowledge and teaching skillset. Overall, I'm enjoying getting started in my final year of study.



**“I am very grateful for the support which allows me to carry out my studies. I’m very much looking forward to becoming a fully qualified teacher and I am excited to start sharing what I have learned with students in the classroom.” Aimee Ennis McLoughlin has just started her fourth and final year at DCU studying the Bachelor of Education in Irish Sign Language.**

**Aimee Ennis McLoughlin has just started her fourth and final year at DCU studying the Bachelor of Education in Irish Sign Language.**

This September, I have begun my final year of primary teaching through Irish Sign Language. After the most challenging but rewarding year of my life, as a student and a mother, I am so glad to know that I am one step closer to achieving a dream of mine. In third year, I had to undertake three placements, two in a deaf school and one in a mainstream setting. They have been, by far, the best placements I have completed. I especially loved being able to teach in a mainstream class. While it was tough, I have learned so much about myself as a teacher.

“I believe I have learned such valuable things from all the children and staff, which I will bring to my future classroom.”

At first, I was out of my comfort zone as my previous placement took place in a deaf school. However, I had two interpreters, which helped a lot and although apprehensive, I loved having the opportunity to teach the children how to use Irish Sign Language and they equally loved doing it.

The time has flown by and I am so grateful for the opportunity to be able to teach deaf children, as they deserve to learn from a deaf teacher. I have faced some challenges throughout third year, which have shaped me as an individual today. I decided to take part in the STEM Teacher Internship Programme with DCU, and I was very lucky to be given the chance to broaden my skills within the STEM area.

I completed the internship over the summer of 2022 with Vodafone and really enjoyed it. I can now take what I have learned all summer and bring it to my classroom, as it is so important to encourage children to explore different careers in the area of STEM. Now, I am looking forward to getting stuck into my final year and giving it my all. My dream would not be possible without Dr Elizabeth Mathews, Reach Deaf Services, and DCU, and I will always be eternally grateful.

**Here, Kevin Dudley, a fourth year student of Education in Irish Sign Language, reflects upon his experience gained to date and what he hoped to achieve in his fourth and final year of study.**

I have just recently begun my fourth year of the Bachelor of Education Primary ISL Pathway degree. I am feeling very optimistic about my final year after a challenging and rewarding third year of study. While the third year was challenging, it was also enjoyable due to the fact I received my education directly from Saint Patricks College instead of learning online. I was also fortunate enough to be able to finish three school placements, for which I am really grateful, given my first-year placement was cut short due to the pandemic. Consequently, I lacked teaching experience. Thankfully, this year allowed me to enhance my teaching skills and prepared me for future teaching.

Now I have just one more year of the course left before entering the real world of education and teaching, which I am really enthusiastic about. I anticipate this year will be both inspiring and exciting, as I will continue to undertake school placements, which I look forward to because it is always rewarding to teach children and provide them with the best education possible.

I am forever in debt to Reach Deaf Services for their unconditional support in funding my scholarship, as a result of which I have grown significantly as a student teacher and, more importantly, as a person.

Reach Deaf Services are to credit for allowing me to receive my education at Dublin City University, which I consider to be the most successful and amazing university. As a result, I consider myself to be a very lucky person. I am enjoying getting set up in my final year and I look forward to continuing my personal and pre professional teacher development.



## OUR IMPACT - LIVING SERVICES

The level of support we provide is unique to each individual and we are actively working towards enhancing lives of the people we support and supporting them to become active members of their community.





# Linda Tiernay

## Head of Adult Service



We started 2022 as a fully transitioned Supported Living Service, ready to embrace and create our new service model. It was a tough start to the year as we were faced with the fourth wave of COVID-19. I am proud to say all our service users remained safe and well during the fourth wave and staff were committed in maintaining high standards of supports.

The implementation of our Practice Team has been very beneficial and they have enabled us to provide a coaching schedule which supports staff in new practices to ensure consistency and staff competency. We are continuing to review the needs of our new model to ensure we are providing the best service possible to the people we support. Our Practice Team got selected for the Enhanced Quality Training programme run by the HSE to support individuals following transition and this has had such a positive impact on the lives of the people we support.

We continued to upskill and enhance staff's professional development by having our SRV Practitioner Kathleen Morris provide Individual personalised sessions for staff to enhance the lives of the individuals we support and to explore options in the community that gives them better opportunities to access the good things in life. The Reach Senior Management Team also participated in an SRV Session so that as a service we are fully embracing the theory of practice and will continue to explore how, as a service we can embed this practice to provide a quality service.

We have also worked with specialised trainers in the area of Complex needs and Autism. These additional training sessions have provided us with more insight into the needs of the people we support and while change and progress can be slow at times, we are seeing a steady change in how we support people to live a good life. Our ISL teaching team set up monthly ISL coffee mornings which have been a great meeting point and focus on the importance of ISL and Deaf Culture.

Over the course of the year Health & Safety, Medication Management, Audits, Personal Plans, and other indicators have been monitored to ensure the best outcomes for the people we support. Ongoing training has ensured that staff are fully aware of the roles and responsibilities and we also engaged with external consultants. We had an external consultant audit our services and provide recommendations for improvement in areas of Policy and Procedures and Clinical Supports. We are dedicated to implement these recommendations and continue to explore areas for development.

The staffing crisis continued throughout the year and we made several recruitment initiatives to attract new staff. Our staff team have remained dedicated and committed to providing supports despite the pressures they faced. While we still had several positions to fill in our support team, we seen a steady rise in applicants and are committed to ensuring our staff team are supported to provide good supports to the people in our service. We were delighted to work with Safeguarding Ireland in relation to Making a Will and appointing an enduring Power of Attorney. This session provided the individual's we support with the information they need to make informed decisions about future life planning. We actively participated in all sessions relating to the Assisted Decision-Making Act and are fully committed to ensure all the individuals we support are informed and empowered to make informed decisions in all aspects of their lives. We also hosted coffee mornings to demonstrate we have a zero tolerance for abuse and promote the rights of people in our service to be safeguarded from abuse.

We were delighted to finally mark the closing of St Joseph's House and to celebrate our transition to supported living in the community. We hosted the event in Castleknock Hotel and it was a lovely night to get everyone back together and really celebrate the journey. We have come along way on our Transition journey but really it is just the beginning of our new service and we have a lot to achieve in 2023.

## SUPPORT LIVING SERVICE

### Staffs Report

The Practice Team consists of a Practice, Culture & Development Manager and two Practice Leads; Sharon Murphy, Donna O'Halloran and Kim Goos. This team was set up as part of the new structure for our Supported Living Service. The team was set up in February 2022 with Donna and Kim joining the team in March and May 2022 respectively.

The role of the Practice Team is to promote a culture of learning and development within the organisation whilst continuously promoting that the service user is put at the centre of the service delivery, thinking, planning and decision-making.

To enhance the qualifications of the Practice Team to provide this service we applied for, and was successful in being accepted to a new course run by the HSE called Enhanced Quality in Transition.

The Enhancing Quality in Transition Programme is based on the belief that individuals, with appropriate support, are able to increase access to the 'good things of life' to a similar extent to other people in society. In pursuit of this overall goal this course focuses on training practitioners in a well-recognised theory of practice and a validated approach to engaging in person-centred processes and implementation for transition to community models of support.

The training will take place over 6 months and will involve 20 (3hr) online teaching sessions divided between three modules. It is expected that participants will be working with individuals (Learning Partners) on implementing EQT approaches in real time over the course of this training.

The training has been customised to account for the specific circumstances associated with de-congregation transition work and scaling issues faced by staff from the participating organisations. The focus will be on 'What is a home?', and the exciting work of discovery following a move from a traditional setting to a typical home in community (home, relationships, occupation) and the reconfiguring of paid supports to enable discovery work to thrive, a vision to be created and good life outcomes to develop over time.

We're approaching the last module on this course for this year and will apply for further training for our Social Care Workers as it enhanced the Practice's Team knowledge and skills in Social Role Valorisation (SRV) and person-centred support for the three Learning Partners who participated.

### Training on Complex needs and Autism Angela Carberry

Our team attended training in April with Jeanette Delahunty from Training solutions Kilkenny. This training has been a huge benefit for the team and most importantly the individual we support.

We had the chance to learn about Autism and how people with Autism respond in different ways to supports provided. We were able to relate autism to the individual's behaviours and routines. Our eyes were opened to understanding the individual and how they express their feelings around their likes and dislikes. We had the opportunity to discuss our ideas on how we support the individual and whether it has a negative or positive result. We received feedback from the trainer on our current approaches and how to tailor these to best suit the individual.

Having open discussion really gave staff the opportunity to express concerns and helped the team work together to promote a better life for the individual.

We received documentation on how to analyse behaviours which helped the team be proactive and avoid unnecessary repeat of behaviours of concern. I highly recommend this course as we have seen a huge change in staff approach and a really positive step forward towards supporting the individual have more access to the good things in life.



Jeanette Delahunty from  
Training solutions Kilkenny



### How Wrong I Was

The title will explain itself as I tell my story.

In the 90's my mother heard about St. Joseph's House for adult Deaf and decided to put my sister's name down believing that in time it would provide her with a good home. My sister became a resident in 2004, was happy living there where she was looked after by the wonderful staff. But in 2018 the management of St. Joseph's announced that the residents were to be moved from the congregated setting of St. Joseph's to independent living in houses within the community and that St. Joseph's was to be sold. This move was entirely in keeping with the view that people with a disability who are capable of living independently in their own home with support can lead a more fulfilled life than if they live in a congregated setting such as St. Joseph's.

The families of the residents, including my own family, were not receptive to this idea, indeed it would be true to say that we were not receptive to change of any kind as we were very happy with St. Joseph's as it then was. We also felt that our family members who resided in St. Joseph's were happy there and were well looked after. The families formed a group to lobby against the proposed closure of St. Joseph's and for the retention of the status quo. The group held a number of meetings in St. Joseph's at which management and staff explained the purpose of the change in the living arrangements for the residents. Despite our objections the move went ahead, the residents were moved to houses in the community and St. Joseph's was sold.

My sister moved into a lovely house which she now shares with a companion, also Deaf, from St. Joseph's. There is a support team from Reach Deaf Services who work with them both teaching them how to manage their own lives, to budget, cook etc. On a visit to her home, I asked my sister how she felt about the move to her new home and both she and her companion said that not only were they very happy with the move but that they preferred it to living in St. Joseph's.

So much has become clearer to me since my sister has commenced this new phase of her life. My sister now has a more fulfilled life living independently in her own home with support, she has her own place in the community and enjoys a better quality of life than when she lived in a congregated setting. Today she is a very happy person, accepted in society, leading and enjoying a full life.

I am very happy that all this has come to pass despite my objections, and I am very grateful to Reach Deaf Services for all that they have accomplished.

Finally an anecdote from the very last meeting of the group lobbying to save St. Joseph's. One of the residents present at that meeting was a man who was both deaf and blind signed through his companion and I quote "I have been 50 years living here and I would like a change". I marvelled at his saying such a thing when I was arguing against change, but now I know that he could see what I couldn't. To quote Shakespeare, "All's well that ends well"

## NATIONAL CHAPLAINCY FOR THE DEAF

With the online mass made available for the wider audience, many Deaf people can tune in from different parts of Ireland, North South East and West.



## Fr Paddy Boyle Chaplin Co-Ordinator



### John Patrick Doherty

My duty as Chaplain from 2021 to present was to facilitate a wide range of supports and activities that include:

Participation of local Deaf Communities in local parishes  
Organizing local priests to celebrate Mass in various dioceses.

Across Munster signing Masses, Easter Holy week, Masses for the isolated Deaf in care homes, hospitals and hospices.

Provision of pastoral and guidance services to schools in Limerick, Cork, Kerry

Collaborates with the Bishops to celebrant Masses at Christmas times 2022

Providing support for Deaf pupils and their parents in mainstream schools across Munster, I provide guidance and pastoral support to enhance the Deaf and Hard of Hearing children education.

I provide pastoral and spirituality guidance for the Deaf sick in hospices.

In my role as Munster Chaplain I support staff in teaching religious education and providing spiritual guidance in Deaf Schools and Deaf Units, at Primary and Post Primary levels in Kerry, Limerick and Cork. My work as chaplain also involves preparing children for First Holy Communion and Confirmation across Munster.

NCDP and myself was involved with Lourde's pilgrimage last September, I have took notes with plan for next year pilgrimages.

I have took down notes from the Deaf community where would they like to attend for their pilgrimages, Holy Land and Rome.

My integral part of my work is in hospitals, nursing homes and home visits with a particular emphasis on those Deaf people who are living in isolation.

Support for students who are attending Third Level Colleges, for whom I act as guidance and pastoral and spirituality support as well as encouraging their education. In collaboration with tutors we work to provide future teachers with a comprehensive understanding of how best to teach Deaf students.

I work with Deaf vulnerable children and adults via online to cater for both the spiritual and advocacy needs of those in Mental Health Institutions, Hospitals and Special Schools. Additionally, I provide guidance to staff to help them understand how best to communicate in different situations, especially with those who are non-verbal who can get quite frustrated.

Providing interpretation support for Deaf people in preparation for the Sacraments of Mass as well as providing through ISL liturgic and biblical insight to help the Deaf community to understand in more depth God, the Trinity and prayers.

Weekly prayers rosaries for the Deaf.

Delivery of pastoral services via outreach through visiting people in their homes, nursing homes, hospitals and prisons. I focus on those who are isolated from communication across the Munster area. This is particularly important over the Christmas period, which can be a vulnerable time for those with no access to communication while living in isolation.

I also provide bereavement and Spiritual support for the Deaf, especially for the young Deaf children at schools. I worked with the family, friends for the requiem and funeral Masses.

## CHAPLAINCY

I am continuing with my prison visits and offer support, reminding those who were not aware of the challenges that prisoners can face once released and the particular difficulty those in the Deaf community might have.

I provide literacy and pastoral support for the Deaf in the traveller community via online with spiritual and advocacy needs. My role was to meet with the young Deaf traveller and to provide guidance support to their life goals. I also contact various organisations that might assist them in achieving these goals going forward.

I also provide pastoral support for a Deaf client dealing with a drug and alcoholic addiction. I assist them in finding shelters and accommodation while advocating to support their needs.

I have worked with Deaf clients that have mental health, where I visit at their homes and hospitals, via pastoral and guidance support.



### Frankie Berry

We continue to be looking out and caring for one another in these challenging times as we enter into the start of 2022. As restrictions have eased it has been relief to see that this certainly had made a difference in people's lives. We are now working with the new normal of living, working, and socializing with heightened awareness of staying safe and COVID free.

With that said little did we know that more traumatic times were ahead of us with the war in the Ukraine, The world watched in horror, with millions of people being forced to flee from their homelands. Many European countries have responded with such generosity in providing medical / clothing/ food/ shelter. Likewise, herein Ireland we responded with ongoing support with money and opened doors to welcome these Ukrainians into our country.

The chaplaincy has been part of the response to supporting Deaf people from the Ukraine. Pope Francis has asked and is encouraging all people of God to be part of this new universal Synodal pathway. We are part of this communion, and this is a good opportunity for the baptized faithful to participate through time of reflection and prayer by making our contribution either by paper or video.

All of this is to make changes happen, to improve for the better and for the Church to survive.

## PROPERTY AND MANAGEMENT

Managing the private rented sector and facilities management operations



# Paul Ryder

## Property and Facilities Manager



Experienced Property & Facilities Manager with a demonstrated history of working in the facilities commercial property. Paul is managing the private rented sector and facilities management operations involving lease administration, contract review, environment, office maintenance, facilities renovation and construction activities to include design, planning, cost estimating, budgeting, documentation, and negotiation contracts as well as construction and maintenance monitoring and supervising work internal and external moves.

### Killala House

In February, we carried out a minor renovation of accommodation for a service user. We provide one-on-one support through Irish Sign Language for daily activities, social and community participation, allowing service users to learn and develop the skills and confidence to live independent lives.

### Yore House

We refurbished this house, which included bringing it up to fire safety standards, upgrading the kitchen, bathroom, bedrooms, and painting etc. in March 2022. The aim is to provide our Boarders with an independent living space in their final year of school. They will learn new skills like cooking, managing personal budgets, and crucial soft skills such as being more organised, negotiating and sharing household tasks under less staff supervision.

### Esther Foy House & Boarding

In the Summer, with a small maintenance team, we successfully carried out the huge task of painting & decorating in three large residential buildings. This will help focus, assist in concentration and relaxation, and improve overall mood to the Boarders & students.

### Door Access Control

We have upgraded the access control of the two main front doors in St. Joseph's Boarding and one door that links to St. Mary's Boarding to improve the security & safeguard of the Boarders and staff.

### Thermostatic Mixing Valve

We installed 32 no. of the Thermostatic Mixing Valve on the wash hand basins in St. Mary's Boarding. These valves are ideal for reducing temperatures in any situation where normal hot water at 60°C, under the HSE requirements.

### Fire alarm and Emergency Lighting

The works were undertaken upgrading of the Fire alarm and Emergency Lighting in St. Mary's Boarding, which to bring up the current fire regulation standard. The project was completed in March and funded by the HSE.

### Mothel Hall (Old Sport Hall)

In September, the Deaf Village Ireland handed the community hall back to the Reach Deaf Services, which we will manage for the Deaf Community. The hall is currently used for the Holy Family School for the Deaf, Deaf Sports Ireland, Deaf Scout, and external groups such as Taekwondo. We replaced a damaged boiler to ensure they have heating in the hall and there will be further works such as upgrading of the toilets, the CCTV etc., in 2023.

### New clean storage room

Due to a lack of cleaning storage available in the boys Boarding, we have undertaken the work of installing a new clean storage room on the first floor. Not just to have a safe place to store the cleaning items but for the wellbeing for the staff.

## Fire Evacuation Refresher Training

## Portable Appliance Testing Training

# 48

# 2

## ESTER FOY ACCOMODATION 2022

JANUARY - MAY



6 from Deaf Community

JUNE - AUGUST



1 from Deaf Community

SEPTEMBER - DECEMBER



7 from Deaf Community

## FITNESS

Inspire offers state of the art fitness and leisure facilities for both the Deaf community as well as the wider community in Cabra.



## INSPIRE FITNESS CENTRE

National Deaf Village Sports and Leisure Co. Ltd (NDVSLC) is a wholly-owned subsidiary of Reach Deaf Services. We operate under the trading name 'Inspire Fitness Centre'. Mr. John Cradden is the Chairperson of the Board of NDVSLC. The Board is run voluntarily.

Following two and a half years of difficult trading due to Covid-19 closures and disruption, 2023 is gearing up to be a promising year for Inspire Fitness Centre and its members.

In addition to producing and implementing a new 3-year strategic plan.

We will be commencing a capital expenditure program to introduce some new equipment and begin upgrading some aging equipment in the gym. The upgrade will involve changing out some treadmills, cross trainers, bikes, and elliptical machines for newer high-specification models.

We have recently introduced Ski erg and Air bikes on the Gym floor for high-intensity conditioning training. They are proving very popular with people looking for a quick, intense workout.

- Facilities/Activities
- 25-metre swimming pool, separate kids pool, sauna, and steam room. + Extensive Gym facility, with Technogym cardiovascular and resistance equipment and free weights area.
- We offer a personalised training program for all members and have highly qualified staff who are always at hand to help clients achieve their goals.
- We have over 40 classes per week to cater to all the fitness needs of our members. Ranging from Aqua classes to Zumba Dance classes, with Spinning, Kettlebells, Pilates, Circuits, BoxFit classes, and suspension training for good measure. Yoga classes have become very popular.
- We also have a large sports hall, 4 floodlit Astro pitches, and use of two full-size grass pitches.
- As well as providing extensive services to our paying members and several schools in the area, we also have the pleasure of hosting service users to the pool. We also provide free access to the Holy Family School for both pool and sports hall-based activity during school hours, and some access for the Boarders to pitches and pool after school.
- We have a good mix of hearing and Deaf members-based activities as well as Deaf specific classes and swim times.
- We offer special rates to members of the Deaf Community and a special corporate rate for Reach Deaf Services staff and Children of Deaf adults (CODA). Fitness assessment and Gym program.
- Swimming lessons for all abilities from 5 years up.



## HUMAN RESOURCE

Reach Deaf Services HR Department delivers on every aspect of HR from Recruitment to Retirement as well as providing support to management and staff and ensuring all policies and procedures are in line with best practice.



# Kristina Harris

## HR Generalist



### 2022 Report - Recap Kristina Harris

2022 brought with it, the start of recovery from the widely experienced Covid-19 pandemic. With government guideline changes, we found previously paused processes could now recommence with the health and wellbeing of our employees, service users and Boarders still being at the forefront.

While the world is slowly moving on from processes introduced because of Covid-19, Reach Deaf Services seen the benefits in remote based connections across our services and throughout 2022 we continue to keep remote options available for things such as Team Meetings on ZOOM which continues to enable managers to conduct meetings on a more regular bases. Our long-term remote working policy also remains available for those who can be facilitated to work at home.

Through 2022, our team of dedicated support workers, social care staff and management continued to deliver a high standard of care and support for service users and Boarders and our Chaplaincy team have also continued to provide essential services to those who are living in isolation

### Recruitment

In the First Quarter of 2022 we resumed Recruitment for our Community Supported living Service for frontline staff in social care and support workers. Between staff resignations and an ongoing recruitment process we had a total of 70 staff at year end in 2022. Of this 48 were female and 22 were male. The number of Deaf staff employed is 22.

In the Second Quarter of 2022 we commenced Recruitment for our Boarding Services for Social Care Staff. We had a total of 32 staff at year end in 2022. Of this 24 were female and 8 were male. The number of Deaf staff employed is 11.

the 2022 percentage of the workforce from the Deaf Community is 39% of the overall staffing numbers.



Deaf Staff

### Staffing

In 2022, we successfully filled a number of roles internally, these included a Temporary Care Manager position in which Ruth Kelly was appointed and Temporary Team Leader position in St. Mary's Boarding Campus which Seeta Manjeshwar was appointed. We also Successfully filled a position externally for an IT Manager and Gerry Philpott was appointed. Towards the end of 2022, Mary Stringer was appointed as Chef Executive Officer for Reach Deaf Services.

Reach Deaf Services acknowledged the increasing need for Irish Sign Language learning and development for staff in our services so in early 2022, we received approval to recruit ISL teachers that would provide this valuable support across the services. As a result, we recruited 2 ISL teachers, Eugene Phillips and Genevieve McGirr for 10 hours per week each and we also seconded an internal member of staff Wendy Murray for ISL teaching for a total of 20 hours per week.

Due to the recognized need for medical support and guidance in our Community service, in early 2022 we began recruitment for a community nursing team and after a successful recruitment drive, we appointed Temitope Ogunniran and Irina Banghianov as full time Community Staff Nurses and for a Community Nurse Manager, Internal staff member Andrea Eble was appointed.

## Training

2022 was a busy year for training in Reach Deaf Services with our full training schedule resuming across all of our services. Such trainings included, Manual and People Moving and Handling, as well as some training that is externally sourced such as First Aid, Medication Management and HACCP food safety training. Reach Deaf Services continues to utilize the benefits of online training which is facilitated by the HSEland online training portal, some courses completed include Child/Adult Safeguarding awareness, Infection control and Prevention, and in 2022 a newly included module in HSE Consent policy Training.

In 2022, Our Practice Lead Team in Community services partook in external training for 'Enhancing Quality for Transition Practitioner Programme' which took place over the course of 6 months. This training was introduced to equip staff with the tools to focus on supporting our service users with the exciting work of discovery following a move from a traditional care setting to a typical home in the community and the reconfiguring of supports to enable discovery work to thrive, a vision to be created and good life outcomes to develop over time. In 2022 we also recommenced our Community training in Social Role Valorization (SRV) for all staff.

Our team of ISL teachers continued to provide ISL learning and development support to staff across all of our services by hosting 1 to 1 ISL classes with both current and new staff throughout 2022 on a weekly basis for up to 25 staff. The ISL team also hosted ISL catch up mornings on a monthly basis which provided all Staff and Service Users with an opportunity to get together, use and improve their ISL skills and enjoy good company and conversation over some food and refreshments.

Throughout our busy Training Schedule in 2022, our team of ISL Interpreters remained robust on their supports to provide interpreting to many of the training courses held throughout the year both in-person and also remotely via ZOOM.

## Achievements and Celebrations

Reach Deaf Services staff Emily Matassa, Mary Duggan, Sally Byrne, Wendy Murray, Sabrina Hanley, Joanne Chester, Lianne Quigley and Susan Whelan undertook a year long programme with Trinity College Dublin's Centre for Deaf Studies course in 2022 in where all received a qualification as Deaf Interpreters.

This was the first formal training for Deaf Interpreters to be held in Ireland and this qualification means that they can register with the Register of Irish Sign Language Interpreters (RISLI) which was set up after the passing of the Irish Sign Language Act in 2017.

What is a Deaf Interpreter? They are Deaf people who are fluent in Irish Sign Language having grown up in the Deaf community and able to adapt to a variety of signing styles such as men/women signs, regional signs, Deafblind signs and working with older and younger people. The aim of the Deaf interpreter is to work with our hearing interpreters to ensure that a Deaf person has full access in their primary language.





## Personal Stories - Staff Kristina Harris

My name is Kristina Harris and I am the HR Generalist for Reach Deaf Services.

In 2017 I Commenced a full-time administrator role within St. Josephs Residential in Stillorgan. Some of my duties at this time included providing administrative support to the service management team, supporting the IT systems and processing within the service and assisting the Duty Manager with Employee documentation and Payroll processing.

Due to the HSE implementing the 'time to move on' policy, St. Josephs Residential had to commence the process of de congregation which involved moving the service structure to become community-based. As one can imagine, this was a very busy but yet crucial time for the team and service users while embarking on this new adventure of change. During this time, I was seconded as part of a focus-built Discovery Team to provide administrative support to the Discovery team coordinators and service management.

In 2020, as we were nearing the closure of St. Josephs Residence, the HR department identified the need to open a Recruitment drive and at this time, I found myself offering to assist the HR department with processing recruitment paperwork and staff files and also to assist with the induction of new staff to the service. This sparked a new interest for me and I found a passion growing for working within the HR practices. In late 2020 I completed training with the Carmichael Centre in 'Employing staff and Managing Human Recourses in Non-Profit organisations' which enhanced my skills within HR but also Employment Law within Ireland.

When we reached the end of October 2021, it was time for us to move from St. Josephs Residence. I relocated to our new community offices in Cabra and for the next year, I continued to work alongside our now Community Support Service. During this time I continued to work closely with the HR department providing start to finish recruitment support and induction for new staff as well as maintenance of HR documentation, I also continued to provide support to our Community service in preparing and scheduling the annual training requirements and assisting with the monthly payroll processing.

To develop my skills and experience further in HR practices, I enrolled with the National College of Ireland and in 2022 I received a Diploma in 'Human Recourse Management' and received an internationally recognised CIPD accreditation. Towards the end of 2022 I made my full-time move to the HR department and commenced my new role as the HR Generalist for Reach Deaf Services. On a day to day bases I now provide HR support and guidance to all of our service's management teams as well as providing HR supports to our front-line teams for any employment related queries or conflicts. I also now provide supports in relation to Employment legislation and ensuring that all of our service policies are in line with current compliance and I continue to strive to deliver excellent HR support and services moving forward.



## GDPR & IT

One part of role as the DPO is to provide advice and support to our team in relation to data protection matters with the goal of assisting us with being compliant



# Darren Byrne

## Data Protection Officer



Hello, my name is Darren Byrne and I am the Data Protection Officer (DPO) at Reach Deaf Services. I first joined the team in 2018 as one of the ISL interpreters, before becoming Data Protection Officer in 2019.

One part of role as the DPO is to provide advice and support to the team in relation to data protection matters with the goal of maintaining compliance. This can include advice on handling personal data, reviewing policies or investigating and advising around data protection incidents. Investigations into data protection incidents are addressed in terms of ensuring that personal data and rights of data subjects are protected. Any data protection incident allows for recommendations to be made with regards to any lessons that can be learned. The DPO also carries out notifications to the Data Protection Commission (DPC), (our Supervisory Authority here in Ireland), should this be necessary. If an incident happens that can represent a sufficient risk to the rights of the data subject, then the DPO makes a notification to the DPC, though even if an incident is not notifiable, it is logged and controls to prevent a reoccurrence. The timeline for breach notification is 72 hours, and there is an obligation on Reach Deaf Services to submit any required notifications within that time frame. In order to support our appropriate use of personal data, Reach Deaf Services carry out Data Protection Impact Assessments (DPIAs) that allows for the consideration of the impact of any proposed changes. The changes could be the introduction of a new process or system, or a proposed alteration in our current practices; this process allows us to put adequate controls in place in advance of any changes.

The DPO also carries out audits in relation to personal data to ensure that our use is compliant with our obligations. As Reach Deaf Services does not process personal data any more than necessary and does not retain personal data for any longer than it should, the audits examine content and the retention times of various documents and files.

The DPO also oversees completion of Data Subject Access Requests (DSAR), where Reach Deaf Services provides an individual with access to the appropriate personal data that we process in relation to them. These form one part of the requests that we receive. We also receive requests from An Garda Síochána where personal data is requested to assist in the detection, prevention or prosecution of crime.

The DPO also participates in an informal network of DPOs that work within the not-for-profit sector. This represents an excellent resource and support alongside other learning opportunities such as formal webinars.

Again, I would like to take the opportunity to acknowledge the continued efforts by all to ensure that we remain compliant with our data protection obligations, including the protection the personal data of data subjects; here at Reach Deaf Services that means services users, their families, our staff, trustees and other individuals. Thank you.

As always, please do not hesitate to contact [dpo@reachdeafservices.ie](mailto:dpo@reachdeafservices.ie) if you have any queries, comments or concerns.

## 2022 Report – Recap

### Data Subject Access Requests (DSARs):

In 2022, we completed two Data Subject Access Requests (DSAR). These DSARs provided those data subjects access to the personal data related to them that is processed by Reach Deaf Services. In addition, we completed three requests from An Garda Síochána under Section 41(b) of the Data Protection Act 2018 for access to records.

### Data Protection Incidents:

During 2022, there was one notifiable incident and 11 non-notifiable incidents. The Governance Review in relation to NDVSLC led to additional concerns (please see below). The notifiable incident is a complex case, and relates to historic data that was created prior to the introduction of the GDPR or the appointment of a DPO at Reach Deaf Services. A notification was filed with the Data Protection Commission. As of writing we continue to engage with the DPC, and continue to implement any required actions. As with all incidents, Reach Deaf Services carries out a review to identify any lessons learned and adjust practice as required.

### NDVSLC/Inspire:

The Governance Review was completed by our Internal Auditors towards the end of 2022. The review identified areas that require action to ensure compliance. Aspects of the review will require further action in 2023, include gaining further legal clarity around the structures and interactions of the entities, and developing a path to resolve any issues that are identified, including a review of data protection by Reach Deaf Services and by NDVSLC.

### Training:

With the support of the ISL Interpreting Team, we adopted the HSE's "Fundamentals of GDPR" as a training module for use within the organization. Though the module focusses on the HSE, a supporting quick reference guide was also developed to further assist Reach Deaf Services employees.

### Archiving Project:

The Archivist post was not filled in 2022, and as a result of the restructuring it was to review archiving within the organization again. The physical archive will be maintained as before, and a later review of storage or digitization will take place.



# Gerry Philpott

## IT Manager

An IT Manager was appointed in August 2022 to review IT services and to propose a new IT environment that would modernise how Reach Deaf Services engages with technology to improve day to day operations and dealings with all the people who use our services. A critical element of defining this environment is ensuring it aligns with and fully supports the 5-year business plan launched in 2022.

A full review was completed, and a high-level IT strategy paper was produced to outline critical areas for improvement and where new IT applications could be implemented to help with daily operations. The IT strategy will see the organisation moving its IT infrastructure to the cloud with a series of applications introduced in the coming years to include a new integrated HR system, a new Finance system, a Compliance platform, a Care platform, a standardised Medication Management platform and a Property Management platform. The use of Microsoft applications, particularly Microsoft Teams will be rolled out to improve collaboration across the organisation and other opportunities to enhance IT services will be reviewed to ensure Reach Deaf Services is using appropriate technologies that are fully secure to reduce the risk of cyber-attack and are also cost effective.

### FINANCIALS

Good financial management is essential to what we do and in the subsequent pages you can see the full detail of our 2022 statutory accounts.



## 5 YEARS BUSINESS PLAN NEW

- INTEGRATED HR SYSTEM
- FINANCE SYSTEM
- COMPLIANCE PLATFORM
- CARE PLATFORM
- MEDICATION MANAGEMENT PLATFORM
- PROPERTY MANAGEMENT PLATFORM

# Declan Kenny

## Financial Controller



### Reserves policy

In the past Reach Deaf Services held minimal reserves as any funds raised from the sale of assets or rental of properties went directly to supporting delivery of core services. In 2021 the sale of land to the Department of Education for the development of the new North Dublin Muslim school which had been ongoing since 2016 was completed. Reach Deaf Services received £1,486,944.25 for the sale. In line with the organisation's charitable purpose, it was agreed at Board that €750k would be ring fenced to be utilised through a grant process for the wider Deaf Community. A separate steering committee was established in 2022 to oversee the grant scheme which includes an external Chairperson and committee members. To date nine organisations have been successful in their application for funding from the grant process. The remaining monies will be utilised to deliver the 2022-2027 Strategic plan for the organisation.

A reserves policy was finalised in 2022 for the organisation. Circa 90%+ of income comes from the HSE on a monthly/quarterly basis and the organisation is dependent on this as a core element of its ability to operate and deliver services. Outside of these core grants the organisation attempts to hold sufficient unrestricted reserves at a level which would allow one month's costs to be covered in the event of no/delayed funding from the HSE and also to ensure protection from fluctuations in income, and to allow immediate and efficient response to urgent needs which may arise subject to the group's objectives.

Restricted funds represent grant income and donations received which are subject to conditions imposed by the donors or grant making institutions. They are not available for the general purposes of the group.

The overall level of reserves on 31 December 2022 are as follows,

Unrestricted Reserves: €17,447,296 (2021: €18,012,993)

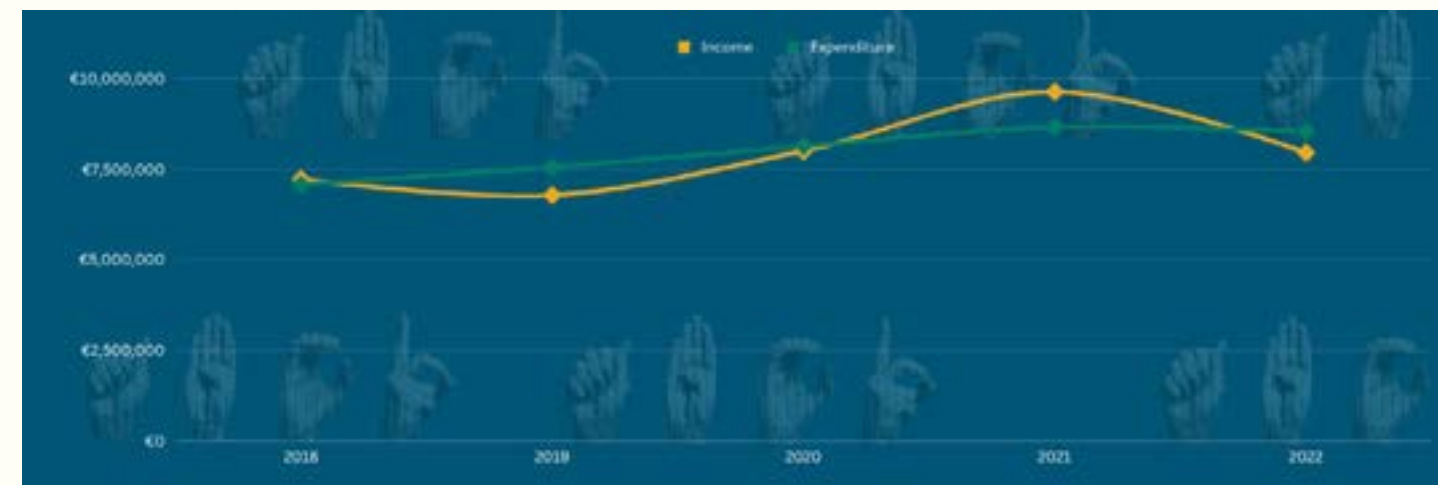
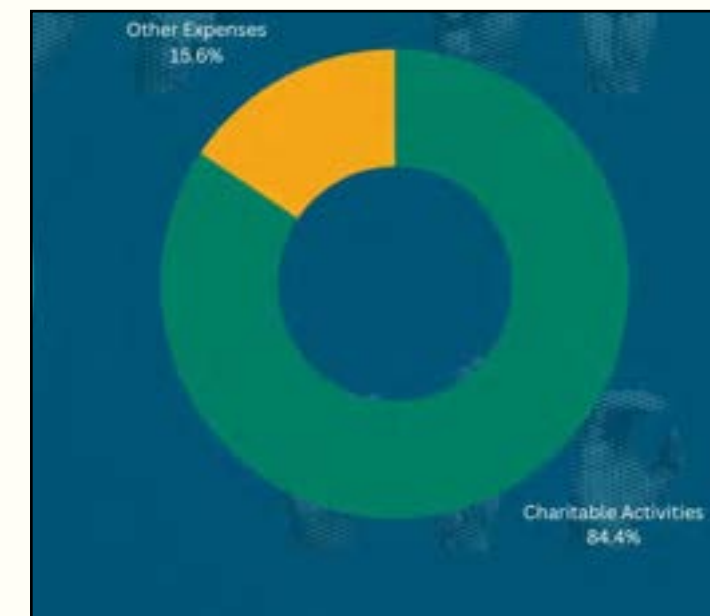
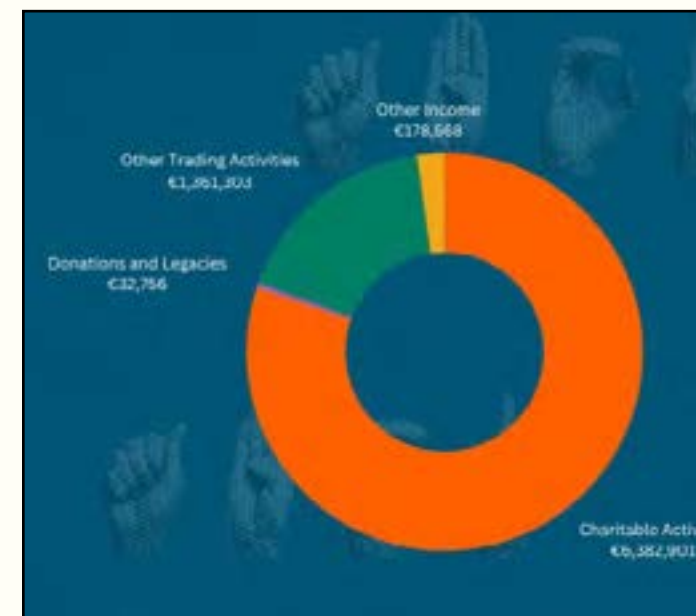
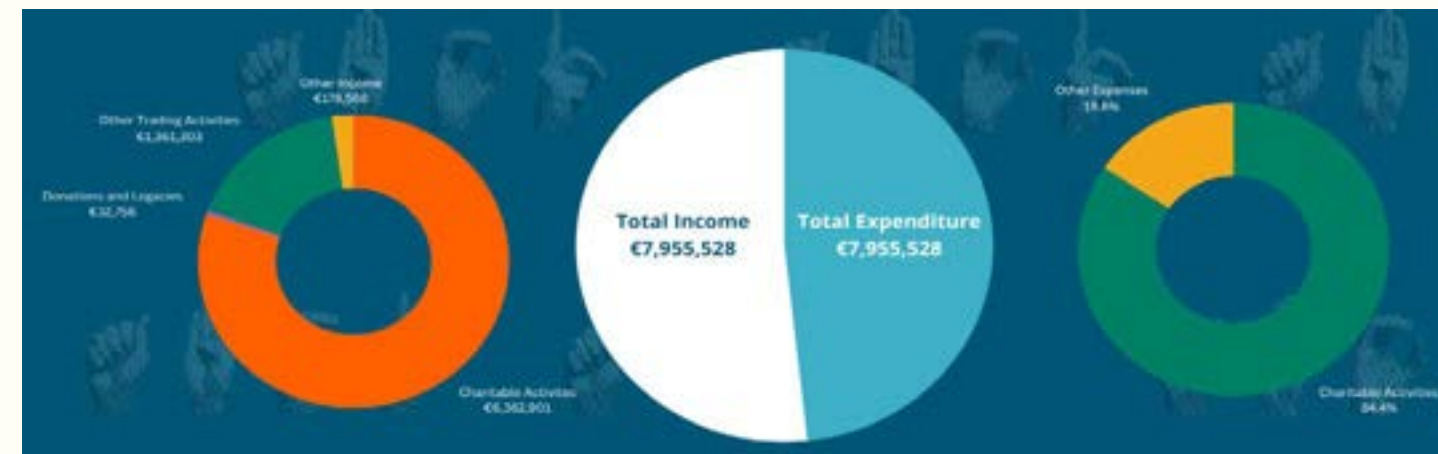
Restricted Reserves: €135,771 (2021: £150,069)

The unrestricted reserves of €17,447,296 (2021: €18,012,993) show a decrease of €565,697 during 2022. The closing unrestricted reserves balance remains in excess of the level targeted at the last review in 2022.

In line with this policy in 2022, the group released €44,727 to its grant funding.

### Investment Policy

As an organisation, Reach Deaf Services has no significant funds that would determine the need for an investment policy. However, the Finance Audit and Risk committee have committed to the development of a financial management policy around any surplus funds arising from sale of assets etc and these should be used to fund the Strategy and development of services within the Deaf Community.



**Independent auditor’s report to the members of The Catholic Institute for Deaf People (trading as Reach Deaf Services)**

**Opinion**

We have audited the financial statements of The Catholic Institute for Deaf People (trading as Reach Deaf Services) and its subsidiary, The National Deaf Village Sports and Leisure Company Limited, (“the Group”), for the year ended 31 December 2022, which comprise the Consolidated Statement of Financial Activities, the Consolidated Statement of Financial Position, the Company Statement of Financial Position, the Consolidated Statement of Cash Flows and notes to the financial statements, including the summary of significant accounting policies set out in note 2. The financial reporting framework that has been applied in their preparation is Irish law and FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland issued in the United Kingdom by the Financial Reporting Council (FRS 102).

In our opinion, the accompanying financial statements:

give a true and fair view of the assets, liabilities and financial position of the Group as at 31 December 2022, and of its result for the year then ended;

have been properly prepared in accordance with FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland; and

have been properly prepared in accordance with the requirements of the Companies Act 2014.

**Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAs (Ireland)) and applicable law. Our responsibilities under those standards are further described in the Auditor’s Responsibilities for the Audit of the Financial Statements section of our report.

We are independent of the Group in accordance with the ethical requirements that are relevant to our audit of financial statements in Ireland, including the Ethical Standard for Auditors (Ireland) issued by the Irish Auditing and Accounting Supervisory Authority (IAASA), and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion

**Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees’ use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Group’s ability to continue as a going concern for a period of at least twelve months from the date when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

**Other information**

The trustees are responsible for the other information. The other information comprises the information included in the trustees’ annual report other than the financial statements and our auditor’s report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

**Independent auditor’s report to the members of The Catholic Institute for Deaf People (trading as Reach Deaf Services)(Continued)**

**Opinions on other matters prescribed by the Companies Act 2014**

In our opinion, based on the work undertaken in the course of the audit, we report that:

- the information given in the trustees’ annual report for the financial year for which the financial statements are prepared is consistent with the financial statements;
- the trustees’ annual report has been prepared in accordance with applicable legal requirements;
- the accounting records of the Group were sufficient to permit the financial statements to be readily and properly audited; and
- the financial statements are in agreement with the accounting records.

We have obtained all the information and explanations which, to the best of our knowledge and belief, are necessary for the purposes of our audit.

Matters on which we are required to report by exception

Based on the knowledge and understanding of the Group and its environment obtained in the course of the audit, we have not identified any material misstatements in the trustees’ annual report.

The Companies Act 2014 requires us to report to you if, in our opinion, the requirements of any of Sections 305 to 312 of the Act, which relate to disclosures of directors’ remuneration and transactions are not complied with by the Group. We have nothing to report in this regard .

Respective responsibilities

Responsibilities of trustees for the financial statements

As explained more fully in the trustees’ responsibilities statement set out on page 19, the trustees are responsible for the preparation of the financial statements in accordance with the applicable financial reporting framework that give a true and fair view, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Group’s ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Group or to cease operations, or has no realistic alternative but to do so.

Auditor’s responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor’s report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (Ireland) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Irish Auditing and Accounting Supervisory Authority’s website at: [http://www.iaasa.ie/getmedia/b2389013-1cf6-458b-9b8f-a98202dc9c3a/Description\\_of\\_auditors\\_responsibilities\\_for\\_audit.pdf](http://www.iaasa.ie/getmedia/b2389013-1cf6-458b-9b8f-a98202dc9c3a/Description_of_auditors_responsibilities_for_audit.pdf) . This description forms part of our auditor’s report.

The purpose of our audit work and to whom we owe our responsibilities

Our report is made solely to the Group’s members, as a body, in accordance with Section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the Group’s members those matters we are required to state to them in an auditor’s report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Group and the Group’s members, as a body, for our audit work, for this report, or for the opinions we have formed.

Aedfn Morkan  
for and on behalf of Mazars  
Chartered Accountants & Statutory Audit Firm Harcourt  
Centre, Block 3  
Harcourt Road  
Dublin 2

Consolidated Statement of Financial Activities,  
incorporating the income & expenditure account  
for the financial year ended 31 December 2022

	Notes	2022 Unrestricted Funds €	2022 Rrestricted Funds €	2022 Total Funds €	2021 Total Funds €
<b>Income:</b>					
Charitable activities	5	-	6,382,901	6,382,901	7,195,741
Donations and legacies	6	-	32,756	32,756	6,606
Other trading activities	7	1,361,303	-	1,361,303	750,599
Other income	8	64,487	114,081	178,568	1,686,317
Total income		<b>1,425,790</b>	<b>6,529,738</b>	<b>7,955,528</b>	9,639,263
<b>Expenditure:</b>					
Charitable activities	9	628,324	6,577,335	7,205,659	7,512,163
Other expenses	10	1,316,782	13,082	1,329,864	1,132,830
Total expenditure		<b>1,945,106</b>	<b>6,590,417</b>	<b>8,535,523</b>	8,644,993
<b>Net (expenditure) / surplus</b>	11	<b>(519,316)</b>	<b>(60,679)</b>	<b>(579,995)</b>	994,270
<b>Gains on the revaluation of Fixed assets</b>	15	-	-	-	3,931,782
		<b>(519,316)</b>	<b>(60,679)</b>	<b>(579,995)</b>	4,926,052
<b>Reconciliation of funds</b>					
Total funds brought forward		18,012,993	150,069	18,163,062	13,237,010
(Deficit) / surplus for the year		(519,316)	(60,679)	(579,995)	994,270
Gain on revaluation		-	-	-	3,931,782
Transfer between funds		(46,381)	46,381	-	-
Total funds carried forward		<b>17,447,296</b>	<b>135,771</b>	<b>17,586,067</b>	18,163,062

All amounts relate to continuing operations. There were no other gains or losses in the current or prior year other than those presented above.

Consolidated Statement of Financial Position  
for the financial year ended 31 December 2022

	Notes	2022 €	2022 €	2022 €	2021 €
<b>Fixed Assets</b>					
Tangible assets	14		14,624,575		14,894,912
<b>Current Assets</b>					
Debtors: Amounts falling due within one year	16	674,557		1,917,327	
Cash and cash equivalents	17	4,125,516		3,151,145	
		<b>4,800,073</b>		<b>5,068,472</b>	
<b>Current liabilities</b>					
Creditors: amounts falling due within one year	18	(1,841,581)		(1,800,322)	
<b>Net current assets</b>			<b>2,958,492</b>		3,268,150
<b>Net assets</b>			<b>17,583,067</b>		18,163,062
<b>Funds</b>					
Unrestricted funds	21	12,983,037			13,457,626
Restricted funds	21	135,771			150,069
Revaluation reserves	21	4,464,259			4,555,367
<b>Total funds</b>		<b>17,583,067</b>			18,163,062

The financial statement were approved and authorised for issue by the board

Company Statement of Financial Position  
for the financial year ended 31 December 2022

	Notes	2022	2022	2022	2021
		€	€	€	€
<b>Fixed Assets</b>					
Tangible assets	14		7,772,725		7,894,334
Financials assets	15		100		100
			<u>7,772,825</u>		<u>7,894,434</u>
<b>Current Assets</b>					
Debtors: Amounts falling due					
within one year	16	8,242,246		9,346,142	
Cash and cash equivalents	17	3,557,754		2,622,677	
		<u>11,800,000</u>		<u>11,968,819</u>	
<b>Current liabilities</b>					
Creditors: amounts falling due					
within one year	18	(1,674,838)		(1,655,466)	
			<u>10,125,162</u>		<u>10,313,353</u>
<b>Net current assets</b>					
			<u>10,125,162</u>		<u>10,313,353</u>
<b>Net assets</b>			<u>17,897,987</u>		<u>18,207,787</u>
<b>Funds</b>					
Unrestricted funds	21	14,253,496		14,477,391	
Restricted funds	21	135,771		150,069	
Revaluaion reserves	21	3,508,720		3,580,327	
		<u>17,897,987</u>		<u>18,207,787</u>	

The financial statement were approved and authorised for issue by the board

Consolidated Statement of Cash Flows  
for the financial year ended 31 December 2022

	Notes	2022	2021
		€	€
<b>Cash Flows from operating activities</b>			
Net (deficit)/surplus		(579,995)	994,270
Loss/(gain) on sale of tangible assets		(1,000)	(950,000)
Depreciation	14	324,402	338,433
Loss on retirement of tangible assets		-	46,638
Decrease/(increase) in debtors		1,245,770	(600,553)
Increase/(decrease) in creditors		41,259	(70,746)
		<u>1,030,436</u>	<u>(241,958)</u>
<b>Net cash generated from/ (used in) operating activities</b>			
<b>Cash flows from investing activities</b>			
Proceeds from sale of tangible assets		-	1,500,000
Acquisition of tangible assets	14	(56,065)	(42,160)
		<u>(56,065)</u>	<u>1,457,840</u>
<b>Net cash (used in)/generated from investing activities</b>			
		<u>974,371</u>	<u>1,215,882</u>
<b>Net increase in cash and cash equivalents</b>			
<b>Cash and cash equivalents at beginning of financial year</b>			
		<u>3,151,145</u>	<u>1,935,263</u>
<b>Cash and cash equivalents at end of financial year</b>			
		<u>4,125,516</u>	<u>3,151,145</u>
<b>Cash and cash equivalents end of financial year comprises:</b>			
Cash at bank and in hand	17	4,125,516	3,141,145
		<u>4,125,516</u>	<u>3,141,14</u>
<b>Cash and cash equivalents at end of financial year</b>			
		<u>4,125,516</u>	<u>3,141,14</u>

The company has not presented an analysis of net debt as the company had no debt instruments in the current or prior year.

