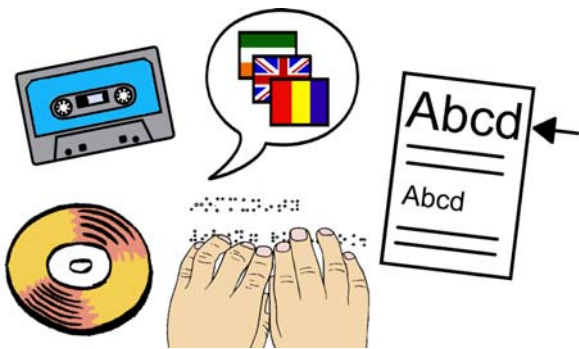




## Accessible information



We want to make sure you can easily get information that you can understand.



We can give you information in different ways and languages.



This leaflet has been approved by our **Clear Info** residents' group.

## How you can get information



You can call us at any time on **0800 5870211**. This is a freephone number.



We can talk to each other using typetalk.



You are very welcome to visit us at The Garth in New Earswick, York.

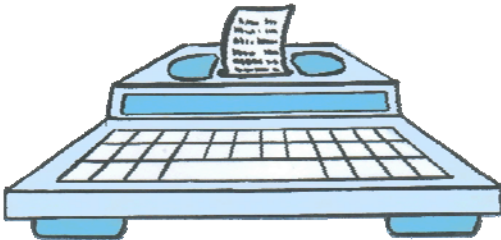


An induction loop is available at The Garth.



You can write to us at:  
The Garth, White Rose  
Avenue, New Earswick, York,  
YO32 4TZ

Or



Tanners Yard, Huntington  
Road, Huntington, York,  
YO32 9PX.

You can send a fax to The  
Garth on 01904 735001.



Email [information@jrht.org.uk](mailto:information@jrht.org.uk)  
or visit our website at  
[www.jrht.org.uk](http://www.jrht.org.uk)

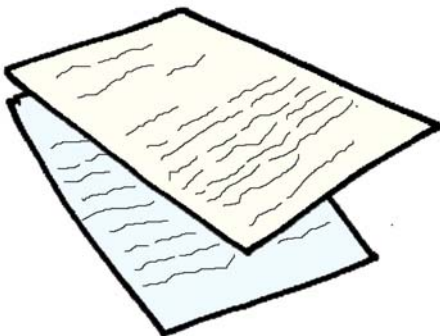
## Other languages



We can use a telephone translation service if you want to talk to us in a language other than English.



If you have an appointment to talk to us about something we can arrange for an interpreter to come.



We can translate written information into other languages. This takes about 1 week.

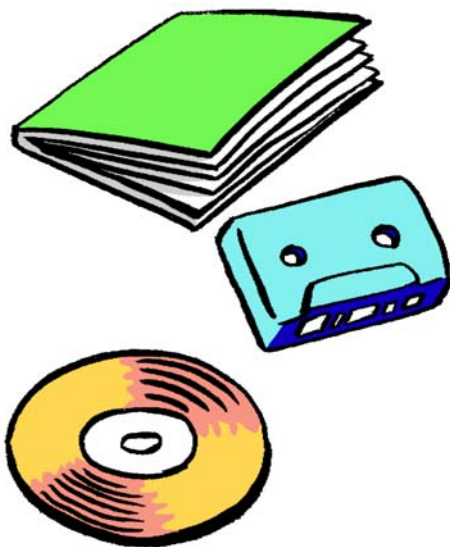
## Other formats



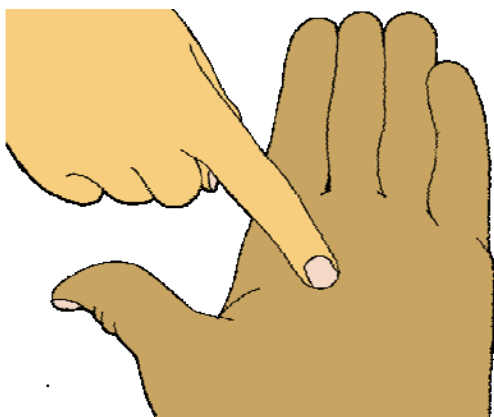
We can print information for you in a larger print size.



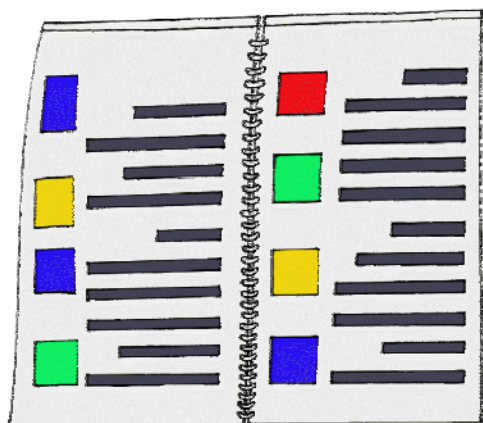
We can provide information in Braille. This takes about 2 weeks.



We can also provide spoken information for you to listen to. This also takes us about 2 weeks.



We can arrange for a signer to come to an appointment if you let us know in advance.



We can provide information in other accessible formats, such as Easy Read (like this leaflet) or using symbols.

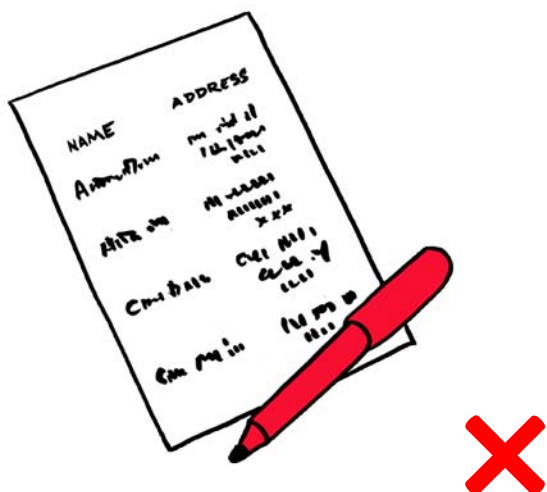


If you have any questions or suggestions about information please call the service improvement officer on freephone 0800 5870211 or email [information@jrht.org.uk](mailto:information@jrht.org.uk)

## Information about you



If you would like to see the information we have about you, please contact the head of neighbourhood services on freephone 0800 5870211 or at [information@jrht.org.uk](mailto:information@jrht.org.uk)



You will not be able to see any documents that include information about other people unless they give their permission.