

ABSTRACT

This diploma thesis focuses on the current situation in interpreter services for deaf in Carlsbad region in the Czech Republic. The theoretical part of diploma thesis aims to inform the reader about the terminology, language, another communication code and the number of deaf people in the Czech Republic. I present the information I have gathered about the deaf community. The goal of the diploma thesis is to create the business plan for interpretation services for the deaf community for the year 2019.

After studying documents from the national organization I describe the current situation in the Carlsbad region with interpreter services for the deaf. The surveys aim is to interview doctors from otorhinolaryngology and foniatory in the Carlsbad region. The interviews focus on the communication needs of people with hearing impairment and the information doctors have about interpretation services in the region.

Based on the data from the research I did, I found out the exact number of interpretation services for deaf in the region. Unfortunately from the documents I was not able to find out the exact number of deaf clients in the Carlsbad region. From the interviews I ascertain, that the doctors are not informed about the communication needs of people with hearing impairment. Doctors learn information about deaf and the deaf community indirectly and they don't do any research for information about the culture of the deaf community.

Based on the ascertained information I suggest a business plan for interpretation services for deaf in Carlsbad region in the year 2019.