

## What are Macmillan Cancer Support's British Sign Language (BSL) services?

### Video transcript

0:00 hello we want to let you know that Macmillan Cancer Support is here for everyone living with or affected by cancer so if you use British Sign Language BSL there are several ways that we can help you access information and support.

0:20 We have a range of cancer information videos available in BSL these cover topics like cancer information and support, treatments and side effects and cancer types. You can click on any of the links on our BSL web page to watch the videos.

0:41 You can also watch our BSL videos on YouTube just search for Macmillan Cancer Support BSL playlist on the YouTube homepage. We are keen to give you more BSL content and we add BSL signing to all new cancer information videos. If you have ideas for new BSL videos or how we can improve them, please let us know. We would love to hear more about how we can support you. We will tell you about the different ways to contact us at the end of this video.

1:15 Call our support line with a BSL interpreter. If you would like to speak to us, you can use a BSL interpreter to contact our telephone support line. This offers confidential support to people living with cancer and their loved ones. You can talk to us about welfare rights and financial guidance, energy advice, work support and clinical and emotional issues.

1:40 To book a BSL supported call you just need to contact us by email or webchat you can find details for how to do this in the video description it can take up to three working days. To arrange your call, you will need to have access to a laptop or PC a good internet connection and a webcam or you could use a smartphone if you prefer a hearing family member or friend can call the Macmillan support line with you and talk to us on your behalf. We will not share any personal details without consent.

2:21 Relay calls you can also contact the support line via a free text relay call you can connect with us by dialling 1 180001 followed by 088 880000. The relay UK app is available to download on Google Play or App Store take a look at our BSL web page for other ways you can get support.