



Example 20 **Waiting Room for People with Impaired Hearing**

City (country) **Dusseldorf (Germany)**

good practice for people with ...	kind of vehicle	kind of measure/approach
... hearing impairment	local train long-distance train	organisational/operational support financial support measure

Project description

People with hearing impairments often have long distances to cover in order to see their friends. Dusseldorf main station is a hub that many young people with hearing impairments cross on their way to school or to work. Thus, it has always been a convenient meeting place and there have always been young people who extend their wait times at the station in order to see friends.

On the first of September 2007, a special waiting room was opened to host these young people and to give them a comfortable place to communicate. A Dusseldorf-based institution runs the room for disabled people, which is called Educon GmbH. The project is co-financed by the German railway company Deutsche Bahn AG, which declined to charge monthly rent, by “Aktion Mensch” and by the Wohlfahrtspflege and Kämpgen-Stiftung foundations.

Two social workers, each working part time, are stationed in the room as contact people for users of the waiting room. The social workers are also hearing impaired. There are currently plans to include a third employee in the team in due course. The room is open weekdays from 1:30 pm to 7:30 pm and Saturdays from 2 pm to 6 pm and is closed on Sundays. It has been well-used from the beginning, there are always between 15 and 30 young people using the room, and that number is rising. Since all of the young people using the room have hearing impairments, communication there is mainly done by sign language.

The patron of the project is the Prime Minister of the federal state of North Rhine-Westphalia, Dr. Rüttgers.

Sources:

WDR: Warteraum für Gehörlose (de),

http://www.wdr.de/themen/nachrichten/nrw_kompakt/2006/05/060530_warteraum_gehoerlose.jhtml (05/11/2007) and personal information by the station manager and the person responsible for the project (email from 30/10/2007)