



Sláinte Ghnéis & Clár Thoirchis Ghéarchéime,  
Urlár 4, 89 – 94 Sráid Chéipil,  
Baile Átha Cliath 1,  
T:01 7959130 Email: [info@crisispregnancy.ie](mailto:info@crisispregnancy.ie)  
[www.sexualwellbeing.ie](http://www.sexualwellbeing.ie)

Sexual Health & Crisis Pregnancy Programme,  
4<sup>th</sup> Floor, 89 – 94 Capel Street,  
Dublin 1.

Deputy Carol Nolan  
Dail Eireann  
Leinster House  
Kildare Street  
Dublin 2

16<sup>th</sup> November 2021

**PQ ref: 53769/21**

**To ask the Minister for Health the number of requests for information and support that have been made to the My Options freephone line or webchat option that required an interpretation service, including Irish Sign Language for the period 1 January 2019 to date by language in tabular form; and if he will make a statement on the matter.**

Deputy Nolan

Thank you for your question to the Minister for Health, which was forwarded to my office to respond to you directly.

Please find an accompanying document with the breakdown by language of service users to the MyOptions service utilising translation services since 1<sup>st</sup> January 2019, tabulated by year.

In relation to Irish sign language, over the same period, MyOptions reports that six callers have informed the MyOptions team that they were using ITRS (Irish Text Relay Service) for the deaf community when they contacted the service.

No one has reported to the MyOptions service that they were using IRIS, (Irish Sign Interpreting Service), referred to on the MyOptions website.

It should be noted that neither ITRS nor IRIS have direct reporting relationships with MyOptions and that service user data is not collected by or reported to MyOptions by either service. Service users seeking these services are requested to make arrangements directly with the ITRS and IRIS. Therefore the information above is based on the number of service users that have informed MyOptions that they are using these services when contacting the service.

Yours Sincerely

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**Maeve O'Brien**  
Interim Programme Lead  
Sexual Health & Crisis Pregnancy Programme