

TTY Machines

Clark County departments will no longer be using TTY machines to communicate with individuals that have hearing disabilities. Advances in technology, legal requirements to provide free telephonic relay services, and employee uncertainty on how to use TTY machines are all issues which lead to this decision. Therefore, the Risk Management Office has asked all departments that currently have TTY machines to turn the devices in to the ADA Compliance Office. The machines are being donated to Disability Resources of Southwest Washington for distribution to citizens who may need a TTY.

Speech-to-Speech Relay Services, which must be provided by telephone companies at no charge, will be utilized by the County. The service is very easy to use and should help reduce employee uncertainty on how to communicate with individuals using this service.

The number for Speech-to-Speech Relay is (800) 833-6384. To call an individual that utilizes a TTY simply call the service and give them the number you wish to call. The operator will type your verbal message to the TTY user and read the return message to you.

The Clark County ADA web page has been updated to reflect this change. To learn more about Speech-to-Speech Relay Services and our responsibilities regarding the Americans with Disabilities Act please watch the ADA online presentation in the Learning Management System.

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