



**STATE OF WASHINGTON**  
**DEPARTMENT OF SOCIAL AND HEALTH SERVICES**  
*Aging and Long-Term Support Administration*  
*PO Box 45600, Olympia, WA 98504-5600*

July 14, 2016

**AL TSA: NH #2016-020**

**SERVICES TO ENABLE ACCESSIBLE COMMUNICATION WITH PEOPLE WHO ARE DEAF, DEAF-BLIND, HARD OF HEARING OR SPEECH DISABLED**

Dear Nursing Facility/Home Administrator:

Residential Care Services is partnering with the Office of the Deaf and Hard of Hearing (ODHH) to get the word out about telecommunication services available through ODHH that would be extremely beneficial in promoting resident rights and improved quality of life.

**Telecommunication Equipment Distribution (TED) Program**

TED is a program sponsored by ODHH that provides access to specialized equipment to make telecommunication accessible to people who are Deaf, have a hearing loss, or have a speech disability.

There are several options to choose from, including:

- Amplified phones for people with mild to severe hearing loss;
- Captioned telephones (analog based) for people who have severe to profound hearing loss;
- Teletypewriters (TTY) for people who have no hearing or are unable to speak for themselves;
- iPads for people who need WiFi enabled access to video communication by sign language, or captioned telecommunication applications.
- Deaf Blind Communicator (DBC) for clients who are Deaf-Blind and have the ability to read Braille; and
- Ring signaling devices with adjustable volume, tone and ring patterns, flashing lamp and vibrating ring to alert to incoming calls.

To learn more, please visit the TED Program web page at <https://www.dshs.wa.gov/altsa/odhh/telecommunications-equipment-distribution>.

**Telecommunication Relay Services**

This service allows hearing callers to communicate with deaf, hard of hearing, deaf-blind and speech disabled relay users and vice versa through specially trained relay operators. Learn more here: <https://www.dshs.wa.gov/altsa/odhh/telecommunication-relay-services>

**Digital/Internet Based Captioning Telephones**

If you'd like to learn more about the digital/internet based captioning telephones, the three websites below are informative and show the various options.

<http://captel.com/>

<https://www.captioncall.com/>

<http://www.clearcaptions.com/>

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**Program Application & Resources**

Here is a link to the TED Program application

[https://www.dshs.wa.gov/fsa/forms?field\\_number\\_value=14-264&title](https://www.dshs.wa.gov/fsa/forms?field_number_value=14-264&title)

ODHH also has contracted service providers throughout the state who are available to come out and provide an outreach presentation to tell you more about the TED Program. If you have questions or require additional information, please contact Kelly Robison at 1-800-422-7930 or by email at [Kelly.robison@dshs.wa.gov](mailto:Kelly.robison@dshs.wa.gov)

Thank you for taking this opportunity to ensure resident/client communication needs are met.

Sincerely,



Candace Goehring, Director  
Residential Care Services

*"Transforming Lives"*