WASHINGTON
RELAY

Telecommunication Relay Service (TRS)

Some specialized telecommunication equipment must be used with Relay. Relay is a free service that connects people who use specialized telephone devices to people who use a standard telephone, and vice versa.

- To use Relay, simply dial 7-1-1
- You will be connected to a Relay Operator (RO)
- The RO will dial the phone number being called and relay the conversation between both people.

TED Demonstration Sites

We have a limited number of TED demonstration sites where you can test equipment to see what telecommunication equipment best meets your needs. Please check our website for current site locations which are housed at various Regional Service Centers.

The TED Program also provides equipment and services to people who have speech disabilities and limited mobility. Contact ODHH for more information.

Regional Service Centers (RSC)

The Office of the Deaf and Hard of Hearing (ODHH) supports centers throughout the State of Washington. RSCs offer programs and services, referrals, and advocacy to people who are Deaf, Hard of Hearing, Late-Deafened, and Deaf-Blind, and to the general community. RSC Staff may help TED applicants identify the best equipment for them, help fill out the application, and sign it for professional certification.

For more information about Regional Service Centers and to find the RSC in your area, contact ODHH.

Locations	
Bellingham	Vancouver
Seattle	Spokane
Tacoma	

ODHH Programs

- Telecommunication Relay Services (TRS)
- Assistive Communication Technology (ACT)
- Social and Human Services (SHS)
- Sign Language Interpreter Management (SLIM)
- Information and Referral (I&R)
- Deaf Blind Services (DBS)

Contact Information

Department of Social
and Health Services (DSHS)

Office of the Deaf
and Hard of Hearing (ODHH)
PO Box 45301
Olympia, WA 98504-5301

(800) 422-7930 Voice/TTY

(360) 902-8000 Voice/TTY

(360) 902-0855 Fax

(360) 339-7382 Videophone

odhh@dshs.wa.gov Email

Visit us online!
http://odhh.dshs.wa.gov

EndHarm
Report Abuse of Children
and Vulnerable Adults
1-866-ENDHARM (866-363-4276)

DSHS 22-051 (Rev. 11/15)

Helpful Information about Services
for people who are
Deaf, Hard of Hearing,
Late-Deafened, and Deaf-Blind

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Telecommunication Equipment Distribution Program
Removing communication barriers in the community

Washington State
Department of Social
& Health Services
Transforming lives

The Telecommunication Equipment Distribution (TED) Program provides telephone equipment to people who are deaf, hard of hearing, late-deafened, and deaf-blind so that they may access and use the telephone independently.

The TED Program distributes many types of equipment, including amplified, braille, text, and captioned telephones. Other devices are available for people with special communication needs.

For Deaf-Blind individuals requesting Deaf-Blind Communicator (DBC), please contact ODHH for a copy of DBC application.

Eligibility

You may qualify for TED services if you are:

- Deaf
- Hard of Hearing
- Late-Deafened
- Deaf-Blind

You must also be:

- A Washington State resident; **and**
- Age four (4) or older.

If you meet eligibility requirements, you may apply for telecommunication equipment.

Application for Telecommunication Equipment

You must submit a completed DSHS Form 14-264 Application for Telecommunication Equipment to get equipment from the TED Program.

The Application packet has all the information you will need to know about the TED Program and the process to get equipment. It also shows equipment types available.

Get an Application

- Contact ODHH and ask us to send you an Application in the mail; **or**
- Print the Application on our website: http://odhh.dshs.wa.gov

About the TED Program

Funding

The TED Program is funded through state funds.

Confidentiality

We value client confidentiality. We follow strict DSHS guidelines to ensure that personal information is protected. All ODHH contractors, including TED Trainers, must also follow these policies.

Legal Authority: Revised Code of Washington (RCW) 43.20A.720
Washington Administrative Code (WAC) 388-188

Equipment Cost

Clients may or may not have to pay for equipment.

Equipment cost is determined by a sliding scale that uses family size and income to calculate the amount you must pay, if any. The TED Program must receive payment before we can issue equipment. If you are required to pay, but cannot afford the cost, you may request a waiver. Contact the TED Program for more information about the waiver process.

Equipment Options

For more equipment options see DSHS Form 14-264 Application for Telecommunication Equipment.

Training

Training is provided at no cost.
TED Trainers will work with you to ensure that you get the best equipment to meet your needs. Trainers will set-up equipment and show you how to use it.

To apply for equipment you must:

1. **Complete the Application for Telecommunication Equipment.**
2. **Have a professional, such as a doctor, audiologist, or Regional Service Center (RSC) staff sign the application.**
   For a complete list of certifying professionals, see DSHS Form 14-264 Application for Telecommunication Equipment.
3. **Mail your completed Application for Telecommunication Equipment to the TED Program.**
   The TED Program will notify you by mail when your application is accepted.