



YOLO COUNTY
ALCOHOL, DRUG AND MENTAL HEALTH DEPARTMENT
POLICY AND PROCEDURES MANUAL

SUBJECT: Language and Special Communications Needs

POLICY

The Yolo County Alcohol, Drug & Mental Health Department (ADMH) is committed to ensure that all consumers have equal access to information and services. Individuals who require language assistance or who have other special communication needs will be accommodated in an appropriate and effective manner.

Clients have a right to access these language assistance services at no charge. Clients shall be notified of their rights through staff report and ADMH informing materials.

PROCEDURE

A. Language Assistance

1. Communication assistance will be available, at no cost, to all consumers through bilingual staff, client selected interpreters, or the Universal Language Line.
2. ADMH staff may access Language Line services by using any phone or the Language Line dual handset phone (see Attachment PP-501-A).
3. Quality Improvement will provide clinical and support staff with a list of interpreters and bilingual staff. ADMH will use the Language Line when bilingual staff or client-selected interpreters are not available. Language Line interpreters will be used as a last resort.
4. ADMH will not expect family members to provide interpreter services for consumers. Family members may, however, be used as interpreters in the following limited circumstances:
 - a. At point of contact to initiate intake and to request an interpreter
 - b. When it is the consumer choice to use a family member
5. Upon entry to services, and as made known to or recognized by clinical staff, interpreter arrangements will be made. Working with the client at the first point of entry, clinical staff will complete the "Consumer Agreement to Interpreter Services," indicating that the consumer has been offered an ADMH interpreter and has either accepted or has elected to use a non-ADMH interpreter (see Attachment B).
6. If the consumer selects a non-ADMH interpreter, this individual shall sign the ADMH Confidentiality Agreement prior to providing services. The signed Agreement

ATTACHMENT E

will be placed in the consumer's file.

7. If the treating clinician determines that the interpreter selected by the client is not suitable, whether for proficiency or other reasons, either an ADMH interpreter or Language Line services will be used.

8. Quality Improvement will provide information and training, using material provided by Language Line, to train staff in using the service. Instructions for use of the Language Line will also be made available to all staff (see Attachment C).

B. Hearing and/or Speech Impairment

1.. Face-to-Face Contact

Whenever possible, ADMH will use staff trained in American Sign Language (ASL) for face-to-face contact.

a. In urgent situations, staff shall use written communication with the individual rather than coordinating ASL services.

b. In routine situations when ASL-trained staff is unavailable, arrangements for sign language interpretation services will be made through the NorCal Center on Deafness. Due to the demand for communication services, NorCal recommends that requests for services be made at least five (5) days in advance. Staff may schedule an appointment by calling 916-349-7525. All requests for NorCal services will be provided based on staff and subcontractor availability.

2. Telephone Contact

ADMH staff shall use the California Relay Service (CRS) to communicate with individuals who are deaf, hard of hearing or speech-impaired. Staff will both receive and place calls through CRS. The CRS may be reached by dialing 711. For more information on placing and receiving calls through CRS, see Attachment D. Staff is encouraged to place a practice call with CRS prior to using this service with a client for the first time.

C. Visual Impairment

1. ADMH will assure that verbal communication is accessible to individuals who are visually impaired.

2. Whenever an individual requesting services presents as having a visual impairment, ADMH staff will assure that the individual is informed of all basic ADMH written information commonly distributed to consumers who are requesting services. In addition, staff will be available to help consumers complete required written documentation.

3. Intake staff shall offer audio tapes to the individual which have recordings of the written information contained in the following brochures:

- a. Guide to Medi-Cal Mental Health Services
- b. Client Problem Resolution Guide
- c. Notice of Privacy Practices

ATTACHMENT E

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- d. Advance Health Care Directives Brochure
 - e. EPSDT and TBS brochures, as appropriate
4. The individual shall be loaned an audio tape player with headphones to listen to the tapes.

ATTACHMENTS

- PP 500-A Language Line Services Instructions
- PP 500-B Consumer Agreement to Interpreter Services
- PP 500-C Language Line Dual Handset Phone Instructions
- PP 500-D Using the California Relay Service (CRS)

APPROVED BY:



ADMH Director

11-3-08

Date

ATTACHMENT E

LANGUAGE LINE SERVICES INSTRUCTIONS

OUTBOUND CALLS:

1. Dial Language Line Services: 1-800-523-1786
2. Tell the Answer Point the language you need and provide:
Client ID#: 901655
Organization Name: Yolo County Alcohol, Drug & Mental Health Department
Personal Code: Yolo County Employee Number
3. Wait for the Answer Point to conference in the Interpreter.
4. Brief the Interpreter on the purpose of the call. Summarize what you want to accomplish and give any special instructions.
5. Put the Interpreter on HOLD by pressing the "Flash" Button once.
6. Dial 3 for an outside line and then dial the client's number. Press the "Flash" Button one more time to initiate a three-way conference call. If you have a WALK-IN, you can either have the consumer go to another phone in the office or you can put the client on the SPEAKER with you and the Interpreter.
7. When finished, inform the Interpreter that you are ending the call.

INBOUND CALLS:

1. Client's call comes in...
2. Put the consumer on HOLD by pressing the "Flash" Button once
3. Dial Language Lines Services: 1-800-523-1786
4. Tell the Answer Point the language you need and provide:
Client ID#: 901655
Organization Name: Yolo County Alcohol, Drug & Mental Health Department
Personal Code: Yolo County Employee Number
5. Wait for the Answer Point to conference in the Interpreter.
6. Brief the Interpreter on the purpose of the call. Summarize what you want to accomplish and give any special instructions (Consumer will still be on hold).
7. Hit "Flash" Button one more time to bring the consumer back and initiate a three-way conference call.
8. When finished inform the Interpreter that you are ending the call.



YOLO COUNTY ALCOHOL, DRUG AND MENTAL HEALTH DEPARTMENT

Consumer Agreement to Interpreter Services

The Yolo County Alcohol, Drug & Mental Health Department (ADMH) provides trained interpreters at no cost to all consumers who need such service. This service is provided to limited-English speakers, non-English speakers and persons with a hearing impairment. All consumers have the right to accept or decline this service. All consumers also have the right to select an interpreter, in which case the consumer will bear any costs associated with using such an interpreter. ADMH prohibits the use of minors as interpreters.

I have been advised of my right to use either a trained Yolo County interpreter, at no cost to me, or to select my own interpreter and bear any costs associated with this selection. This information has been provided to me in my primary language.

My primary language is:

- Cambodian Russian Hmong Mien Spanish Chinese Tagalog Farsi
- Vietnamese Cantonese Mandarin Arabic Armenian Other: _____

Check applicable box:

- I agree to use a Yolo County Interpreter.
- I request and agree to use an interpreter who is not employed by or affiliated with Yolo County, at my own cost. I release Yolo County from any liability for errors or inconsistencies associated with the use of an interpreter who is not employed by or affiliated with Yolo County.

Consumer Signature: _____ Date: _____

Name of Interpreter Selected by Consumer: *(First and Last Name)* _____

For Office Use Only

Name of Yolo County Interpreter who will assist this Consumer: _____

All interpreters who are not employed by or affiliated with Yolo County must sign the Oath of Confidentiality before providing interpreter services. The signed Oath will be placed in the consumer's file.

LANGUAGE LINE DUAL HANDSET PHONE INSTRUCTION SHEET

FOR FACE-TO-FACE CALLS WITH NON-ENGLISH SPEAKER:

Phone Set-up:

Ask Crisis or Support staff for the white Language Line phone. Connect the phone line cord into an analog wall outlet. The analog wall outlet, if not clearly marked, is one where a brown phone may already be plugged in. **(DO NOT PLUG THE DUAL HANDSET PHONE INTO A DIGITAL LINE,** where a multi-line black phone is connected, as this may destroy the language line phone.)

Use of Phone:

- Lift the handset from the cradle on the RIGHT and press “3” to obtain an outside line.
- Press the red “INTERPRETER” button. (This will dial the Language Line 800 number automatically.)
- After the “Welcome” message, follow the language prompt: “Press 1 for Spanish; press 2 for all other languages.”
 1. If you pressed “1,” you will be taken to the next paragraph (below) by an automated system. If you pressed “2,” a voicemail system will prompt you for the language, and you will state your choice of language. Whether or not the system recognizes your choice of language, an operator will come on the line to ask the questions below.
 2. You will be asked for a 6-digit client ID number. Enter “**101038**” or press the white “CLIENT ID” button to the right of the red interpreter button if you are being prompted by an automated system, or verbally give the “**101038**” ID to the operator if he/she has already come on the line. If asked for our company name, answer “**Yolo County Alcohol Drug and Mental Health.**”
 3. You will be asked for your access code. State or punch in your county **employee number.**
 4. After verifying your choice of language, the operator will link you up with the appropriate interpreter.
 5. When the interpreter comes on the line, brief him/her on the purpose of the call, summarizing what you want to accomplish and provide any special instructions.
 6. Have the non-English speaker pick up the LEFT handset, and proceed with the conversation.

Language Line Customer Service may be reached at 1-800-752-6096 ext 1.

ATTACHMENT E



California Relay Service



TABLE OF CONTENTS

	Page
What is the California Relay Service (CRS)?	2
Who can use CRS?	2
In what languages is CRS available?	2
What about confidentiality and ethics?	2
How is CRS administered?	3
How is CRS funded?	3
How do I use CRS?	
TTY to Non-TTY Call	4
Non-TTY to TTY Call	5
One-line Voice Carry Over (VCO) Call	6-7
Two-line Voice Carry Over (VCO) Call	8-9
Voice Carry Over To Voice Carry Over Call	10
Voice Carry Over to TTY/TTY to Voice Carry Over	11
Computer ASCII Call	12
Internet/Video Calls	13
Hearing Carry Over (HCO) Call	14
Speech to Speech Call	15
Caller Preference	16-17
Carrier of Choice	16
State-to-State and International Calls	16
TTY Operator Services (TOS)	17
Billing	17
Emergency Assistance	17
Calling Tips	18-19
General Calling Tips	18
Automated Telephone Systems	18
Pay Telephones	19
Glossary	20
CRS Telephone Numbers	back cover

What is the California Relay Service (CRS)?

CRS is the California State program which meets Federal mandates for Telecommunication Relay Service (TRS).

The California Relay Service (CRS) enables a person using a TTY* to communicate by phone with a person who does not use a TTY (*Telecommunication device with keyboard and visual display, for people who are deaf, hard of hearing or speech disabled). The service also works in reverse -- allowing a non-TTY user to call a TTY user.

Specially trained relay operators are online to relay your conversation as it takes place. The operator reads the TTY text to non-TTY user, and types the spoken response to the TTY user. CRS is available 24 hours a day, 7 days a week, to assist with your calls. You can make as many calls as you wish and talk as long as you like. There is no extra charge to use the relay service; you pay only the regular charge for the call to the other person. All TTY operator services, including directory assistance, are available through CRS.

Who can use CRS?

Both TTY and voice callers may initiate and/or receive calls through CRS.

In what languages is CRS available?

- English
- English to Spanish
- Spanish to Spanish
- Spanish to English
- ASL (American Sign Language) to English
- Not available in other languages at this time

What about confidentiality and ethics?

Federal regulations specify very strict confidentiality requirements for the operators of all relay services. No part of the conversation that takes place between the callers is revealed or recorded in written, verbal or any other form. CRS operators do not participate in the conversation and acquire no benefit from information relayed.

How is CRS administered?

CRS and the California Telephone Access Program (CTAP)* are mandated by California state laws. Both are administered by the Deaf and Disabled Telecommunications Program (DDTP), established by The California Public Utilities Commission (CPUC).

If you have problems or concerns related to CRS, please contact your CRS provider's Customer Service Center (see telephone numbers on the back of this brochure). If you have filed your complaint with a CRS Customer Service representative but are not satisfied with the results, you may contact the DDTP Consumer Affairs Specialist at 1-800-867-4323 TTY/voice.

How is CRS funded?

CRS is funded by a surcharge on all California telephone bills.

The line item states "California Relay Service & Communications Devices Fund."

* For more information about California Telephone Access Program, call the CTAP Call Center at: Voice 1-800-806-1191 or TTY 1-800-806-4474

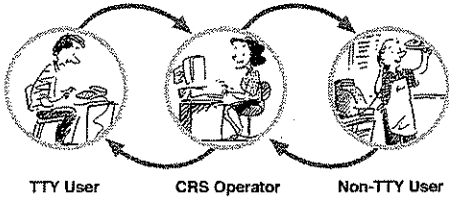
Taxes & Surcharges	
Description	Amount
Charges for Network Access for Interstate Calling Imposed by Federal Communications Commission	
CA High Cost Fund Surcharge - A	
California Teleconnect Fund Surcharge	
Universal Lifeline Telephone Service Surcharge	
Rate Surcharge	
CA Relay Service and Communications Devices Fund	
9. Tax	Fed: .02 911: .12 Local:
Total Taxes & Surcharges	

How do I use CRS?

TTY to Non-TTY (Voice or Hearing) User

1. TTY users dial your CRS provider's TTY number. (See telephone numbers on the back page of this brochure.)
2. The CRS operator will answer by stating ID number and gender (F/M) in text.
EXAMPLE:
CRS operator: "CRS 0001F GA"
3. Give the operator the area code and telephone number you wish to call.
EXAMPLE:
TTY Caller: "HELLO PLEASE CALL 916-555-5555, GA"
4. When the person you are calling answers, the operator will start relaying the call by typing what the person says.
5. When you are finished with your call, type "BYE SK." You may either instruct the operator to make another call or hang up your telephone/TTY.

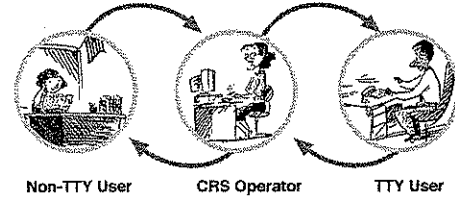
* See Glossary on page 20



How do I use CRS?

Non-TTY to TTY User

1. Non-TTY (voice or hearing) users dial your CRS provider's voice number. (See telephone numbers on the back of this brochure.)
2. The CRS operator will answer by the voice and state ID number.
EXAMPLE:
CRS operator: "CALIFORNIA RELAY OPERATOR 0001 GO AHEAD"
3. Give the operator the area code and number you wish to call.
EXAMPLE:
Non-TTY User: "PLEASE CALL 916-555-5555, GO AHEAD"
4. When the person with the TTY answers, the CRS operator will begin relaying the call by speaking what the TTY user types.
5. When you are finished with your call, say "BYE SK". You may either instruct the operator to make another call or hang up your telephone.



How do I use CRS?

One-Line Voice Carry Over (VCO) Call

- If you use a TTY, and prefer to use your own voice rather than type, VCO allows you to speak, but still receive responses in text on your TTY display.
- VCO calls require use of a TTY and telephone or VCO telephone.
1. VCO users dial your CRS provider's TTY number or VCO number. (See telephone numbers on the back of this brochure.)
 2. The CRS operator will answer by stating the ID number and gender (F/M) in text
EXAMPLE:
CRS operator: "CRS 0001F GA"
 3. Type to the operator that you will be using VCO.
EXAMPLE:
VCO user types: "VCO PLEASE, GA"
(This step is not necessary if you use the VCO number.)

Tell the CRS operator the number you wish to call; the operator will dial the number.

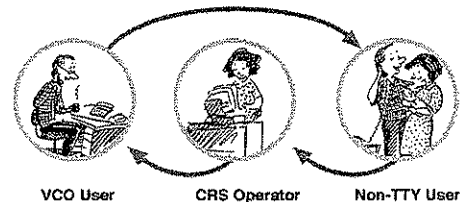
When the other party is connected, the person's greeting will appear on your display followed by "GA".

You may speak directly into the telephone, as the other person will be listening to your voice. Remember to say "GO AHEAD" or "GA" when it is the other person's turn to speak.

4. Everything spoken by the other person will be typed to you by the CRS operator and will appear on your display.

5. When you are finished, say "BYE SK". You may either instruct the operator to make another call or hang up your phone and turn off your TTY.

* See Glossary on page 20



How do I use CRS?

Two-Line Voice Carry Over (VCO) Call

If you have residual hearing, you may find Two-Line VCO an option. While using Two-Line VCO, you may be able to hear at least part of what the hearing party is saying while you are watching the TTY text.

In order to use Two-Line VCO, you must have two separate telephone lines and subscribe to 3-Way Calling with your local telephone service provider. One telephone line is dedicated to a TTY or VCO telephone and the second line is dedicated to a (standard) voice telephone.

How it works:

VCO users dial your CRS provider's TTY number or VCO number from your TTY telephone and type to the operator that you will be making a Two-Line VCO call. (See the telephone numbers on the back page of this brochure.) Tell the operator to dial the number of your voice telephone line.

EXAMPLE

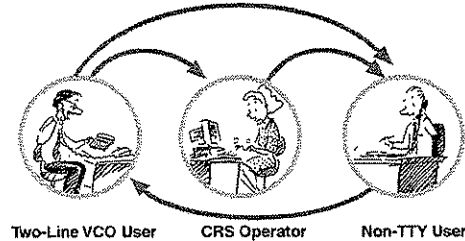
VCO user: "TWO-LINE VCO, PLEASE CALL 916-555-5555, GA"

1. Answer the voice phone and tell the operator to type only what the third party says.
2. While the operator is still on the line, make the 3-way call from the voice phone to the other party.
 - a. Press and release the hangup button or the "FLASH" button to put operator on hold.
 - b. Wait for approximately 2-3 seconds.
 - c. Dial the number of the other party and wait for an answer. When the hearing party answers, you need to explain the call procedure or have the operator announce the call.

- d. To bring the operator who is on hold back into the conversation, press the hangup button or the "FLASH" button for one second and all three of you should be connected.

3. During the telephone call, speak directly to the other person; the other person responds directly to you. The operator listens in on the conversation and types what the other person is saying.

* See Glossary on page 20



8

9

How do I use CRS?

Voice Carry Over to Voice Carry Over Call (VCO to VCO)

- * If you use VCO, you may call someone who also uses VCO.

VCO calls require use of a TTY and telephone or VCO telephone.

1. VCO users dial your CRS provider's TTY number or VCO number. (See telephone numbers on the back page of this brochure.)
2. The CRS operator will answer by stating ID number and gender (F/M) in text.

EXAMPLE:
CRS operator: "CRS 0001F GA"
3. Tell the operator that you will be calling VCO to VCO.

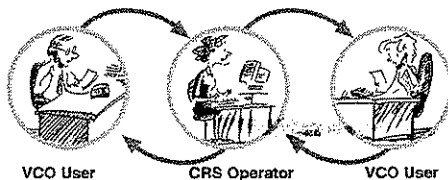
EXAMPLE:
VCO user: "VCO TO VCO PLEASE, GA"

Tell the CRS operator the number you wish to call. When the other party is connected, that person's greeting will appear on your display followed by "GA". You may speak directly into the phone. Remember to say "GO AHEAD" or "GA" when it is the other person's turn to speak.

4. Everything spoken by the other person will be typed to you by the CRS operator and will appear on your display.

When you are finished, say "BYE SK". You may either instruct the operator to make another call or hang up your phone and turn off your TTY.

* See Glossary on page 20



10

How do I use CRS?

Voice Carry Over (VCO) to TTY/TTY to Voice Carry Over (VCO)

- * If you use VCO, you may call someone who uses a TTY.
- * If you use a TTY, you may call someone who uses VCO.

VCO calls require use of a TTY and telephone or VCO telephone.

1. VCO and TTY users dial your CRS provider's TTY number or VCO number for VCO users. (See telephone numbers on the back page of this brochure.)
2. The CRS operator will answer by stating ID number and gender (F/M) in text.

EXAMPLE:
CRS operator: "CRS 0001F GA"

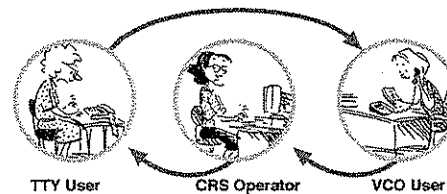
3. Tell the operator that you will be calling VCO to TTY (or TTY to VCO).

EXAMPLE:
VCO user: "VCO TO TTY PLEASE, GA"
(TTY user types: "TTY TO VCO PLEASE, GA") Tell the CRS operator the number you wish to call. When the other party is connected, that person's greeting will appear on your display followed by "GA". The VCO user may speak directly on the telephone. Remember to say "GO AHEAD" or "GA" when it is the other person's turn to speak.

4. Everything typed by the other person will appear on your display.

When you are finished, say "BYE SK". You may either instruct the operator to make another call or hang up your phone and turn off your TTY.

* See Glossary on page 20



11

How do I use CRS?

Computer ASCII Call

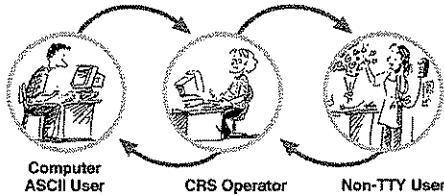
1. When making calls using ASCII, the phone receiver cannot be picked up or the connection will break. If your telephone service has the "call waiting" feature, it must be temporarily turned off prior to making your call through ASCII. (Check with your local telephone service provider for "call waiting" instructions.)

Computer users dial your CRS provider's ASCII number using your telecommunications software with the prescribed settings. (See telephone numbers on the back page of this brochure.)

For Computer settings, see the back page of this brochure.
2. The operator will answer by stating ID number and gender (F/M) in text.
EXAMPLE:
CRS operator: "CRS 0001F GA"
3. Give the operator the area code and telephone number you wish to call.
EXAMPLE:
ASCII caller: "PLEASE CALL 916-555-5555, GA"
4. When the person you are calling answers, the operator will start relaying the call by typing what the person says.
5. When you are finished with your call, type "BYE SK". You may either instruct the operator to make another call or hang up.

After dialing the CRS provider, wait at least 100 seconds for the computer to connect before the operator answers.

* See Glossary on page 20



12

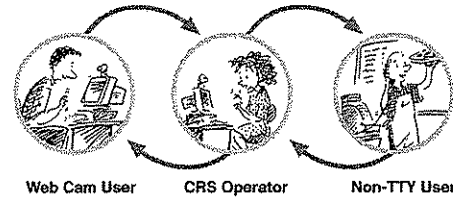
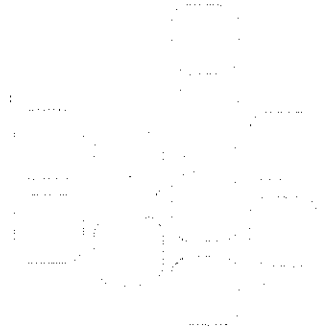
How do I use CRS?

Internet/Video calls

Another option for customers making relay calls is to use the Internet. Customers go to a web address and place their relay calls from there. For more information, go to:

MCI: www.ip-relay.com
Sprint: www.sprintrelayonline.com

Customers can also make relay calls using a web cam (video) through their computers. Customers contact a web address and place their relay calls by communicating with a sign language fluent operator through their web cam on the computer monitor. For more information, go to www.crsrsvs.com.



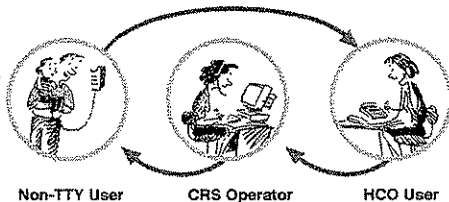
13

How do I use CRS?

Hearing Carry Over (HCO) Call

- If you can hear on your telephone, but need to type on a TTY instead of speaking, you may wish to use HCO.
- HCO calls require use of a TTY and a telephone.
1. HCO users dial your CRS provider's TTY number. (See telephone numbers in back of this brochure.)
 2. The CRS operator will answer by stating ID number and gender (F/M) in text.
EXAMPLE:
CRS operator: "CRS 0001F GA"
 3. Type to the operator that you are using HCO.
EXAMPLE:
HCO user types: "PLEASE CALL 916-555-5555 HCO, GA"
 4. The CRS operator will verbally acknowledge that HCO is being used.
EXAMPLE:
CRS operator: "HCO ON, GO AHEAD"
- The CRS operator will voice to the other person what you type. When you are finished typing, you may listen on the phone. The other party will be speaking directly to you on the phone. The CRS operator will voice all of your responses to the other party.
5. When you are finished, type "BYE SK". You may either instruct the operator to make another call or hang up your phone.

* See Glossary on page 20



14

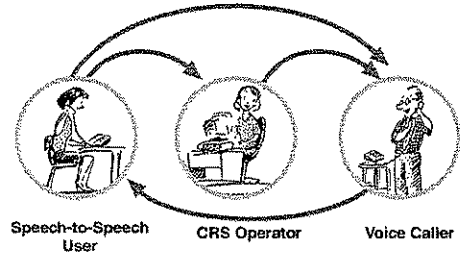
How do I use CRS?

Speech to Speech Call

This service is provided for individuals with speech disabilities and/or those who have difficulty being understood on the telephone. The CRS operator is trained to listen carefully and voice what is spoken to the other party. Calls may be initiated by either the Speech to Speech user or the Voice Caller.

1. Speech to Speech callers dial 1-800-854-7784.
2. The CRS operator answers by stating ID number
EXAMPLE:
CRS operator: "CALIFORNIA SPEECH TO SPEECH OPERATOR 0001"
3. Give the operator the area code and number you wish to call.

EXAMPLE:
Speech to Speech user: "PLEASE CALL 916-555-5555"
4. The CRS operator will voice what you say to the other person. The other person will be speaking directly to you.
Note: You may instruct the operator to voice only the parts of the call the other party does not understand.
5. When you are finished with your call, you may either instruct the operator to make another call or hang up your phone.



15

Caller Preference

You can let CRS know exactly how you want your calls handled. CRS will link your preferences to your telephone number. In doing so, all calls to CRS from your telephone number will be handled according to preference(s) automatically. This is called a "Customer Profile."

Check with your relay provider to set up a Customer Profile including one or more of the following preferred options:

- Request that the call not be announced as a relay call or change how the call is announced.
- Set up your calls for VCO or HCO.
- Set up for Two-Line VCO.
- Ask that your local and long distance calls be billed to your carrier of choice (see description on this page).
- Pre-specify other preferences in how your conversations are conveyed (for example, requesting the operator to describe background noises or type at a different speed).

- Request a male or female operator.
- Check with your CRS provider for any additional Customer Profile options not listed here.

Carrier of Choice

Choose your preferred telephone service provider or "carrier of choice." You must inform the CRS operator of your carrier of choice prior to placing your call. Your call will be billed by the provider you select.

State-to-State and International Calls

Using the California Relay Service you can place and receive calls from anywhere in the United States or worldwide, to and from California. For more information about international relay calls, contact your relay provider and request Customer Service. See the back page of this brochure for a complete listing of telephone numbers.

TTY Operator Service (TOS)

CRS provides the following operator services:

- Directory Assistance (telephone and address information).
- TTY operator assisted calls (i.e. person to person, collect calls, billing to third party or calling card).

Billing

There is no additional charge for using the California Relay Service. You may be charged standard rates for Directory Assistance calls or operator assisted calls.

Long distance, operator assisted, and toll calls will be billed to your carrier of choice upon request.

If you do not select your carrier of choice, your calls will be billed by the relay service provider. You must inform the relay operator of your carrier of choice before the calls are made.

Emergency Assistance

DO NOT CALL 911 THROUGH CRS.

1. In an emergency, TTY users must dial 911 directly.
2. Tap the space bar several times to show that it is a TTY call.
3. Remember, calls made directly and immediately to 911 can save valuable time in emergency situations. CRS is available to dial 911.

16

17

Calling Tips

General Calling Tips

1. Have telephone area code and number(s) ready when you call CRS.
2. Do not add side comments to the CRS operator during conversation because these comments will be relayed to the other person. This can cause confusion to the CRS operator and/or the other person.
3. Answering Machines/Voice Mail systems:
 - a. You may leave messages on answering machines or voice mail systems through CRS.
 - b. When you leave a message, you may want to mention that you have called through CRS, and leave the CRS telephone number along with your own area code and telephone number.
 - c. If you think you might get an answering machine when you call and don't want the greeting relayed word for word, ask the CRS operator to either summarize the message or ignore it, so you may simply leave your message. You may also give your message to the CRS operator before she/he makes the call.

Automated Telephone Systems

Many business organizations now use automated systems to answer and route calls to the correct person or department.

EXAMPLE: "Press #1 for customer service, #2 for sales department," or "Please press the extension number you wish to call."

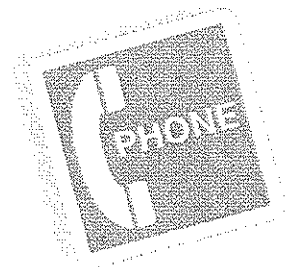
To make calling easier, if you know the option or extension number you wish to reach, you may tell the CRS operator before she/he makes the call.

Pay Telephones

1. When making a pay telephone call within a local calling area, there is no charge for your call.

Note: Pay telephone calling areas vary in price throughout the state.

2. If your call is outside the local calling area, you will be required to use one of the following billing options:
 - a. Pre-paid calling card
 - b. Telephone calling card (check with your telephone service provider)
 - c. Collect call (bill to the person you are calling)
 - d. Bill to another telephone number (e.g. home or office)



18

19

Glossary of Abbreviations and Commonly Used Terms

GA	"Go Ahead" it is your turn to type
SK	"Stop Keying" (end of conversation)
GA or SK	Completing all messages and getting ready to hang up
Q or QQ	Question mark in lieu of question symbol (?)
SKSK	Hanging up
TTY	Term for text telephone, teletype
TDD	Telecommunication device for the deaf
XXX	Erasing a typing error
VCO	Voice Carry Over (see page 6)
HCO	Hearing Carry Over (see page 14)
RO	Relay Operator
CA	Communication Assistant
BKGD	Background noise description (e.g. baby crying, dog barking, TV noise)

MCI California Relay Service

(800) 735-2929 TTY
 (800) 735-2922 Voice
 (800) 735-0091 ASCII
 (8 bit, 0 parity, 1 stop bit, half duplex)
 (800) 855-3000 Spanish Voz y TTY
 (teléfono de texto)
 (800) 854-7784 Speech to Speech
 (209) 863-0162 International calls from
 outside the U.S.
 (800) 735-0193 Customer Service/TTY
 (800) 735-0373 Customer Service/Voice

Sprint California Relay Service

(877) 735-2929 TTY
 (888) 877-5379 Voice
 (888) 877-5380 ASCII
 (8 bit, 0 parity, 1 stop bit, half duplex for
 110-300 baud or full duplex for 1200-2400
 baud)
 (888) 877-5381 Spanish Voz y TTY
 (teléfono de texto)
 (605) 224-1837 International calls from
 outside the U.S.
 (800) 876-3777 Customer Service/TTY and
 Voice
 (877) 877-8859 Dedicated VCO

* Speech to Speech relay provides
 live operators to voice for people
 who have difficulty being understood
 on the telephone.



MCI California Relay Service
 can be reached by dialing
 7-1-1. Speech to Speech
 callers can also use 7-1-1 and
 will be transferred to a Speech
 to Speech operator.

All TTY operator services, including directory assistance, are available through CRS.

