

**(Agency Name) Tennessee Relay Service/LEP
POLICY & PROCEDURES**

Subject: TENNESSEE RELAY SERVICE/ LEP POLICY	References:
Approved By:	Forms & Attachments: (Title IV/Section 504 p&p (ADM-CR-002) and forms, List of Translators/Interpreters)
Effective/Revised Date:	Policy #:

PURPOSE: To assist clients in obtaining necessary interpreter services.

POLICY: (Agency Name) will provide services to individuals, who have the inability to speak, read, write, or understand the English language at a level that permits a client to interact effectively with (Agency Name) staff.

As client needs present, every effort will be made to locate appropriate interpreters. (Agency Name) will also use a list of interpreters supplied by the Department of Mental health.

Access to the Tennessee Relay Service (TN Relay) is available at [Tennessee Relay](#) website for clients with limited English proficiency. Notice of language assistance for LEP clients is posted at all center locations.

DEFINITION: LIMITED ENGLISH PROFICIENCY, “LEP”- Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

- Executive Order 13166 (August 11, 2000) requires all agencies that provide federal financial assistance to issue guidance on how recipients of that assistance can take reasonable steps to provide meaningful access consistent with Title VI and the Title VI regulations.
- Not providing services that are accessible constitutes discrimination based on national origin.

PROCEDURES:

TN Relay Services:

As a service to Tennessee's deaf, deaf-blind, hard-of-hearing, and hearing and speech-impaired community, the Tennessee Relay Service (TNRS) provides free, statewide assisted telephone service to those with speech, hearing, and visual impairments.

Operated under contract by Sprint and regulated by the Tennessee Regulatory Authority, relay service links conversations between people who use text telephones (TTY's) or telebraille (TB) devices and people who use standard telephones.

How Relay Service Works

A person using a TTY or TB device (TTY or TB machines are optional for deaf-blind persons) types his or her conversation. The typed message is relayed by a Relay Center specialist, called a Communications Assistant (CA), who reads the message to the person using a standard telephone. The CA communicates the hearing person's spoken words by typing them back to the TTY user. All calls are confidential.

Confidentiality: Calls made through Tennessee Relay Service are confidential. It is illegal for CAs to disclose information from relayed telephone conversations. No records of relayed conversations are kept.

Using A TTY for a Relay Call

- Dial the Tennessee Relay Service at 1 (800) 848-0298.
- The Relay Center will send this message: "TN RELAY CA 2345F NBR CALLING PLS GA." Which stands for: Tennessee Relay Center. Number calling, please. Go ahead. The gender of the CA is also displayed.
- Type the area code and number along with any additional calling instructions. Then type "GA."
- The CA will type back the number requested which indicated the number is being dialed. Then type the response of the called party. "Ringing #, Hello (F) GA." The letter (F) indicates the gender of the person that answered the phone.
- To make another relay call when finished, do not hang up. The CA will be ready to place your next call.

Using a Voice Telephone for a Relay Call

Follow these steps to communicate with a person who uses a TTY or TB device:

1. Call the Tennessee Relay Service at 1 (800) 848-0299.
2. Listen for the greeting: "Tennessee Relay Service. CA#. "May I have the number you are calling?"
3. Give the CA the number you are calling. (You are now ready to talk).
4. Begin speaking as you would during a regular telephone conversation. The CA will relay your conversation.
5. Each time you finish speaking, say, "Go ahead" to inform the CA that you are ready to receive the TTY user's response.
6. If you want to make another call when you are finished, do not hang up. The CA will be ready to place your call.

Servicio de Relevó en Español

Los clientes hispanoparlantes que deseen una llamada de relevó en español pueden obtener acceso al servicio marcando los siguientes números: 1(866) 503-0263 (Voice, TTY, ASCII). Para información adicional sobre servicio de relevó en español, comuníquese con el servicio al cliente del servicio relevó de MCI.

Billing Options

There are six (6) billing options available to users of relay service:

1. Collect calls
2. Calling card calls
3. Calls billed to a third party
4. Pre-paid phone cards
5. Person-to-person calls
6. Credit card (Discover or MasterCard)

Inform the CA as to the type of call you are making.

Emergency Calls

The Tennessee Relay Center will assist in providing a connection to the emergency service needed. However, Relay Service is not and should not be used as a substitute for 911 emergency services. To ensure that your emergency call is handled as quickly as possible, please call your local emergency service number directly.

If you have questions or comments about Tennessee Relay Service, or experience service problems, please call Tennessee Relay Center Customer Service at 1(866) 503-0262 (TTY, Voice, ASCII, STS). Or for additional information contact the Tennessee Regulatory Authority at 1(888) 276-0677 (TTY) or 1(800) 342-8359.

Relay Service Phone Numbers

Tennessee Relay Services can be reached by simply dialing one of the following telephone numbers:

Statewide Access	711
TTY/PC Users	800-848-0298
Voice Users	800-848-0299
Espanol	866-503-0263
Speech-to-Speech	866-503-0264
900 Access	900-476-2727 (TTY)
Customer Service	866-503-0262 (Voice, TTY, ASCII, STS)

Sprint is the statewide provider of Relay service.

Directory assistance

Sprint can assist callers with directory assistance. Simply inform the CA that you would like directory assistance and they will provide the help.

What is Caller Profile?

Set up your caller profile and you will not have to say how you want your call handled every time you call the relay center. The Tennessee Relay can handle your future relay calls just the way you like it and know how you want your calls to be handled. Below are the options available.

- Answer Protocol - Whether you choose VCO or HCO, your call will be answered in the protocol you request.
- Do Not Announce - The CA will not announce the call as a relay call or give instructions on how to use relay service.
- No Background Noises- The CA will eliminate the background noises during the relayed conversation. Abbreviate Auto-Messages- Instead of relaying a recorded message verbatim, you can save time by asking the CA to abbreviate the messages from automated or voice response systems.
- Slow Typing- The CA will type slower than required.

- ASL Translation- The CA will type in written format similar to American Sign Language and translate the typed message into conversational English.
- Speed Dial List- A list of 30 of your most frequently called telephone numbers. Just give list name or telephone number of the person you want to call that is on your list and the CA will dial the number.
- Personal Pass Code- Protect your speed dial list with an established personal pass code. When you are away from your normal.

Using A Payphone

You can access the Tennessee Relay Center from any payphone. No coins are needed. Local calls are free. Long-distance calls can be made using any of the six (6) billing options.

Interpretation services

For clients with limited English proficiency, (Agency Name) contracts with (Name of Interpretation Service) for interpretation and translation services.

If you need an interpreter, then please follow the following steps:

1. Dial 1.800.CALL.CLI (1-800-225-5254)
2. When the operator answers, tell them:
 - a. Your customer code is 94642
 - b. You are with (Agency Name)
 - c. The language that you need
 - d. Your name, phone number, and location
 - e. Please let the operator know if you would like to connect to multiple parties (call a patient/client at home for example).
3. The operator will connect you with an interpreter promptly.

Recommendations for Effectively Using the Services of an Over-the-Phone Interpreter:

For outbound calls:

- If you need to call a Limited English Proficient (LEP) party at home or need a third-party dial-out to include an additional party, please ***first*** inform the CLI Customer Service Representative (CSR) ***before*** the interpreter is connected.
- Once the interpreter is connected, you may tell the interpreter who to ask for (the LEP's name).
- At this time, you may also tell the interpreter how to proceed if the call goes to an answering machine and what message to leave if desired.

For Inbound calls:

- Explain to the LEP that all information is confidential, and encourage questions.
- Speak clearly.
- Smile and be kind; this helps the LEP feel more comfortable.
- If face-to-face and multiple people are in the room, speak one at a time.
- Short sentences are easiest to interpret.
- Speak freely; all CLI interpreters are sworn to confidentiality and the Interpreter's Code of Ethics
- Encourage the interpreter to clarify terms with you if necessary.

List of Additional Translators/Interpreters

Certified Languages is used for ALL language interpretation unless special arrangements made on an individual basis for program services.

For Sign Language (In-Person): (Insert the appropriate agency below)

Hearing Bridges (Nashville) - covers Murfreesboro, Smyrna, Franklin, Gallatin, Lebanon- 615/248-8828

Partnership for Families- covers Chattanooga, Cleveland, Madisonville, Athens, Rhea, Jasper- 423/697-3842

Dial 7-1-1. It's a breeze to communicate with anyone and say "Hello!"



Dialing **7-1-1** will connect you to Tennessee Relay, a free service which allows effortless communication for people who are deaf, deafblind, hard-of-hearing, speech-disabled, and hearing.

It is very simple to make phone calls. Just:

- 1) Dial **7-1-1*** or use the toll-free numbers listed below.
- 2) Give the relay operator the number of the person you are calling.
- 3) Easily communicate - an operator will relay the messages between you and the other person.



TTY User



TTY to Voice
800-848-0298

Voice User



Voice to TTY
800-848-0299

Voice Carry-Over User



Voice Carry-Over
866-931-9027

People with Speech Disabilities



Speech-to-Speech
866-503-0264
Hearing Carry-Over
800-848-0298

Spanish User



Spanish Relay
866-503-0263

Customer Service



TTY or Voice 866-503-0262
Español 800-676-4290
CapTel 888-269-7477
Speech-to-Speech 877-787-1989

■ www.tennrelay.com ■

Tennessee Relay and Sprint Relay partner to provide this free accessible service for all citizens and visitors of Tennessee.