

Section 4.6: Use of the Telephone Device for the Deaf (TDD)

Business Lines:

In some cases, a deaf individual may call over a business line. If this is the case, they will be using the Telephone Device for the Deaf (TDD). The dispatcher will hear a series of quick tones. He/she should do the following:

1. Locate the TDD within dispatch. It should remain in the brown cabinet.
2. Plug the TDD into the nearest outlet. Place the handset securely on the two suction modules on the TDD in the appropriate direction. Turn on the power AND the printer on the TDD.
3. Dispatch the ambulance following normal alarm procedures and, if necessary, give pre-arrival and/or post-dispatch instructions using the TDD.

If the call is not an emergency, the TDD machine can still be used to communicate with the individual. When you finish typing a line of text, type "GA" (*go ahead*), this lets the caller know it is their turn to type. After all communication has ended, type "SKSK" (*stop keying*) to let the caller know you are hanging up.

The TDD has a print feature that records a transcript of the conversation. This should print automatically from the TDD and should be given to the Communications Coordinator whenever a TDD call is taken.

911 Lines:

Refer to *Section 6.10: Teletypewriter (TTY)*.