

## Teletypewriter (TTY) Service

Currently Cancer Care Ontario (CCO) is using a free TTY Service through "Bell Relay Service" (BRS).

### How BRS works for a TTY user:

Persons who are hearing impaired or have a speech disability use a TTY to type their conversations to a Bell Relay operator. The operator then reads the typed conversation to the other party. The Bell Relay operator then types the other party's spoken words back to the TTY user.

### How BRS works for voice users:

You can easily initiate home or mobile phone calls to TTY users using the BRS. A Bell Relay operator will type your spoken words to TTY users and read back their replies.

## How to use TTY Service

TTY to Voice:

If you need to call CCO and require TTY service, please do the following using your TTY machine:

- *Dial 711*, the Bell Relay operator will answer with *"Bell Canada Relay service, (operator's name) speaking,"* followed by *"GA"* (for go ahead).
- Type in *416-971-9800* and then type *"GA."* Type in the name of the person you are trying to reach, doing so helps the agent connect to the person you are calling. The Bell Relay operator will let you know as soon as someone answers the call, i.e. *"John is on the line, GA"* (if you provided a name).

General tips for TTY users:

- When calling CCO, be sure to give the operator the name of the person (or extension) you are trying to reach. This way, the call will progress much more quickly, and the operator won't have to keep repeating the procedures for using the BRS system.
- If you type the wrong word or message, either backspace or type *XXX* after the mistake.
- When you finish your turn, remember to type *GA* to signal the other person to respond.
- If the person you are trying to reach is already familiar with the BRS, tell this to the operator at the beginning of the call.
- You can leave messages on answering machines or voicemail systems with the BRS. When you do so, you should mention that you have called using the relay service, and leave the BRS phone number (**1-800-855-0511**) **as well as your area code and phone number.**
- When the conversation is finished, type "*GA*" or "*SK*" (stop keying). Complete your call by placing the handset back on the phone and turn the TTY power switch off.
- Always wait for the Bell Relay operator's "*GA*" before typing.