

# TED Program

TELECOMMUNICATION EQUIPMENT DISTRIBUTION



  
**PROVAIL**

# What is the TED Program?

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TED stands for **T**elecommunication **E**quipment **D**istribution.

**TED is funded by Washington State as part of the Governor's budget. This program provides specialized telecom equipment and training to individuals who are Deaf, Hard of Hearing, live without speech or have speech impairment.**

The TED program in Washington State is run by the Office of the Deaf and Hard of Hearing (ODHH).

Services are typically performed at client's current residence – be it home, SNF, hospital, assisted living, etc...

Interpreter services are available for all evaluations and trainings.

**Telecommunication is defined as “distance communication”**

TED program may change at any time. Contact Kelly Robison for any program specific questions at [robiskd@dshs.wa.gov](mailto:robiskd@dshs.wa.gov).



# Who Qualifies for TED / How much will it cost?

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## 3 QUALIFICATIONS:

1. Four years of age or older
2. Live in Washington
3. Speech/Hearing Qualifiers

**Speech Qualifiers:** Persons who are certified to be unable to speak or are certified to have a speech condition that limits their access to telecommunications. These can include: limited verbal ability, difficulty word finding, soft/diminished speech, stuttering, medical interventions that decrease/inhibit speech, low endurance, etc.

**Hearing Qualifiers:** Persons who are certified to be Deaf, Hard of Hearing, late-deafened, deaf-blind and those persons who are certified to have a hearing condition that limits their access to telecommunications.

## COST:

Training and support are free. Equipment is provided on a sliding scale, however there are waivers that can help reduce/waive any cost incurred. Many applicants receive equipment at no cost.

# Telecommunication = “Distance Communication”

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Telephone

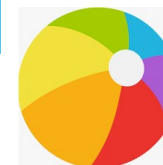
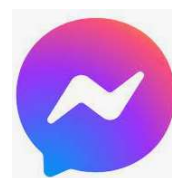
Email

Text/Messaging

Social Media (Facebook, Twitter)

Video calls (FaceTime, Skype, hangouts, Duo, Messenger)

Relay Services – Video, TTY, Caption, Speech-to-Speech, IP Relay



# Clarifications on Services Provided

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TED funding is solely for Distance Communication. **The following are not qualifiers** for TED. No equipment or services will be provided specifically and solely for the following:

In-person communication

Employment/School

Mobility/Cognitive Barriers to Telecommunications without co-existing Speech/Hearing Qualifiers

Let's take time to clarify this.



# PROVAIL and TED

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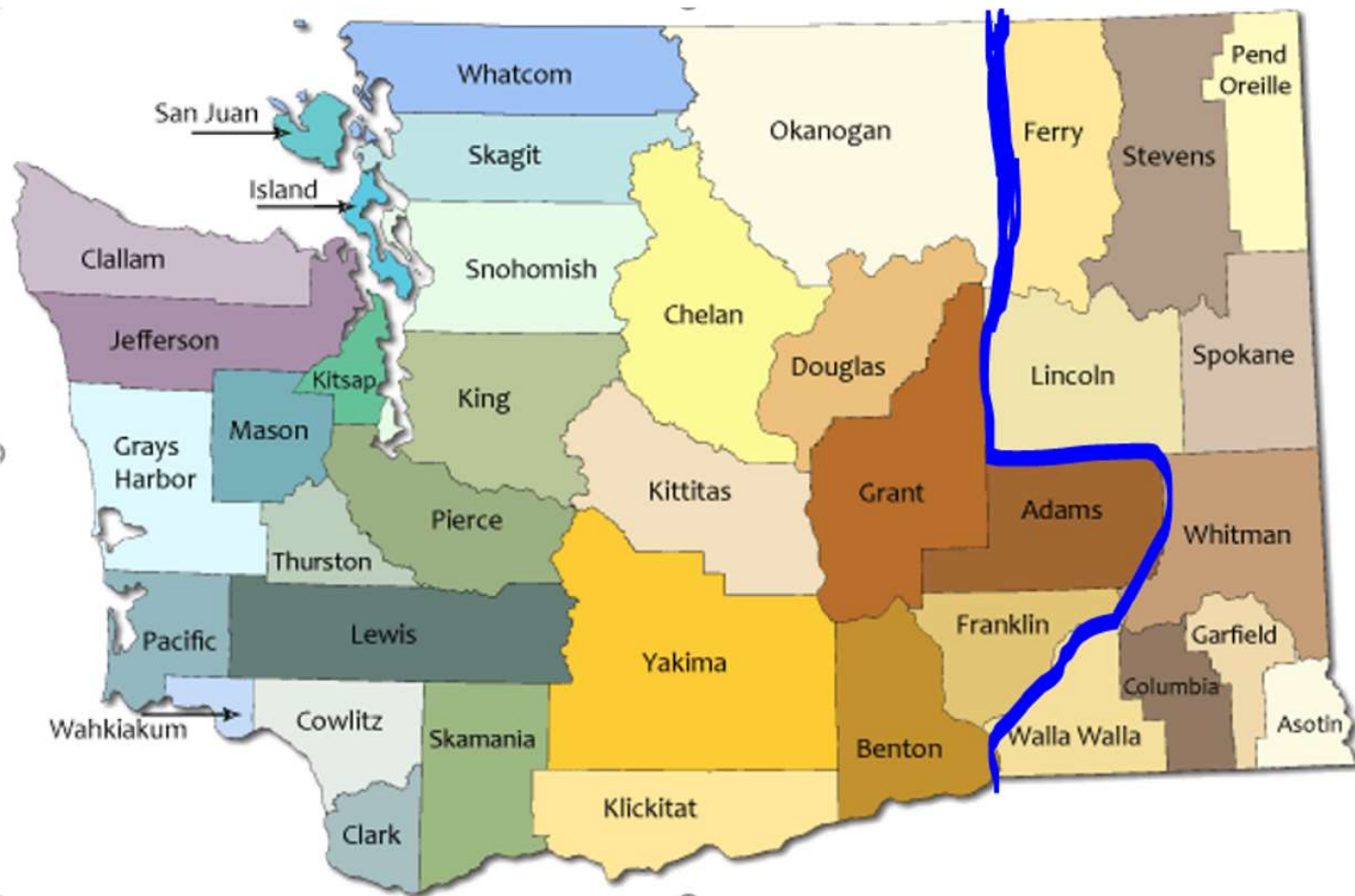


As a contractor for ODHH, PROVAIL serves:

- TED clients with speech qualifier
- TED clients with speech/hearing qualifier with physical/cognitive access needs

PROVAIL will

- Travel to clients homes within boundary lines. **Currently providing Remote Sessions.**
- Evaluate clients for the appropriate telecom/accessory equipment and training needs.
- Provide training and support to client and caregivers.
- Provide technical assistance/support.
- Devise custom solutions for physical/cognitive access needs – switches, mounting, key guards, alternative keyboards, visual learning supports, etc....
- TED provided equipment comes with a 3 year support plan. All repairs/replacements/training support are covered during this time.



# Telecommunications Equipment

- iPads with wifi or cell data
- iPhones
- Photo phone with amplification/speakerphone
- Switch/Remote Phone with amplification
- Infrared Phone via Speech Generating Device
- TeliTalk w/Electrolarynx
- Caption Telephones (CapTel)
- Teletypewriter





# Accessory Equipment



TED provides specialized “accessory” equipment when necessary to access distance communication. All accessory equipment is subject to additional approval by ODHH.

## Examples include:

- Call Signalers / Amplified Ringers
- Voice Amplifiers
- Speech generating units – Step by Steps, Big Mack, Go Talks
- AAC (Speech) Apps
- Microphones/Headphones
- Adapted mouse devices
- Switches – including Sip and Puff
- Mounts
- Tactile stickers/keyboard labels/Alternative onscreen keyboards
- Styluses / Key guards



## Amplified Phone, Photo Phone, Electro-larynx Compatible

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Amplified phones are specifically designed for people with hearing loss.



Photo Phones are standard phones with picture-labeled speed dial buttons and some amplification.

Telitalk is a standard phone combined with an Electrolarynx.







# Remote Control Speakerphones- limited availability

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These phones come with a single button wireless remote to turn on, dial, answer and hang up. If required for access, the TED program will provide an alternative switch to operate the phone.



**\*For all adapted/specialized phones, participants must have analog phone service connected. Some phones work better on an analog vs cable phone line.**



Image from [www.orin.com](http://www.orin.com)



or Windows tablet.





# TTY – CapTel – Relay Equipment

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## SPECIALIZED EQUIPMENT



CapTel Telephones: displays captions of the speaker on the other line

- Outbound calls are dialed as normal; Captioned Telephone Service (CTS) is automatically connected.
- Inbound calls. Caller must first call CapTel Relay service, then enter phone number.
- If user has two phone lines, they can activate the CapTel relay service so callers can call them directly.



Teletypewriters: send and receive typed messages

- Requires use of Relay service unless both callers use TTY machines.
- TTY (text telephone) and Standard (voice telephone) users can **dial 7-1-1** to connect to relay, then provide number.



iPads / iPhones: utilize various types of relay using direct calling or IP relay apps

- Speech to Speech
- Video Relay (sign language interpreters relay signed to spoken communication and vice versa). Video is of Relay not other caller.
- Uses IP Relay – no charges for calls (no international calls allowed).

# Washington Relay Services

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Telecommunication Relay Services is also known as Washington Relay. It is a free service provided by ODHH to ensure equal communication access to telephone service for people who are deaf, deaf-blind, hard of hearing and speech disabled.

This service allows hearing/speaking callers to communicate with deaf, hard of hearing, deaf-blind and speech disabled relay users and vice versa through specially trained relay operators.

Calls can be made to anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, length, or type of calls. All calls are confidential; no recordings are kept.

**DON'T HANG UP!**

Many people receiving a relay call are unfamiliar and often disconnect thinking it's a telemarketer.

Washington Relay Website: <https://www.dshs.wa.gov/altsa/odhh/telecommunication-relay-services>



# Types of Relay Services

**Voice:** standard voice user utilizes relay to communicate with text telephone users. The relay operator voices the written message of the text telephone user and types the spoken message of the voice telephone user. Dial 711 or 1-800-833-6384.

**Captioned Telephone (CTS):** displays captions of the speaker on the other line. CapTel telephone required. Both callers can hear the other person speaking, but the CapTel telephone user will see captions on their phone's display. Dial 877-243-2823.

**Text Teletype (TTY):** text telephone users utilize a relay operator to speak their written message to the other caller. The operator then types back everything the voice caller says which is displayed on the TTY phone. TTY telephone required. Dial 7-1-1 or 1-800-833-6388.

**Hearing Carry Over (HCO):** a hearing individual with speech condition impairing ability to speak over phone can use a TTY device to type their message which the Relay operator will speak to the standard (voice) caller. The standard (voice) telephone user speaks their response which is heard by the TTY user. Dial 711 or 1-800-833-6388.

**Speech-to-Speech (STS):** A caller with low verbal intelligibility utilizes specially trained relay operators to repeat their spoken words. The operator acts as their voice. The standard (voice) caller's speech is heard over the line with no involvement from the operator. No special equipment required. Dial 1-877-833-6341.

**Voice Carry Over (VCO):** Hard of Hearing users with speech ability can speak their words and relay will type responses. Dial 1-800-833-6386.

**Video Relay (VRS):** utilizes video relay operator to relay ASL to and from caller. Operator speaks message to standard (voice) caller. Can be performed on computer or mobile device. Video is of Relay operator vs other caller. The subscriber to the service is provided a telephone number their contacts can use to reach them.



# iPads and iPhones

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TED provides iPhones, iPads and iPad Minis preloaded with multiple apps for voice calling, texting, video calling, and relay services. With additional approval, AAC “speech” apps can also be provided.

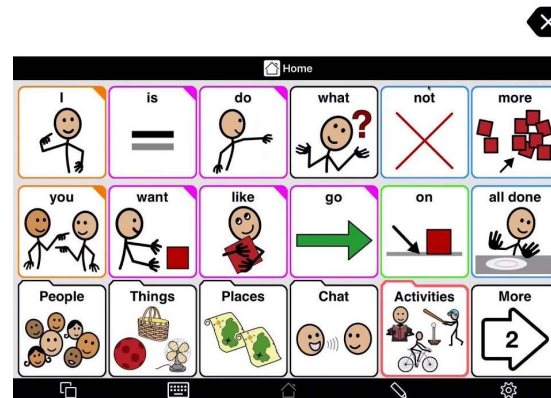
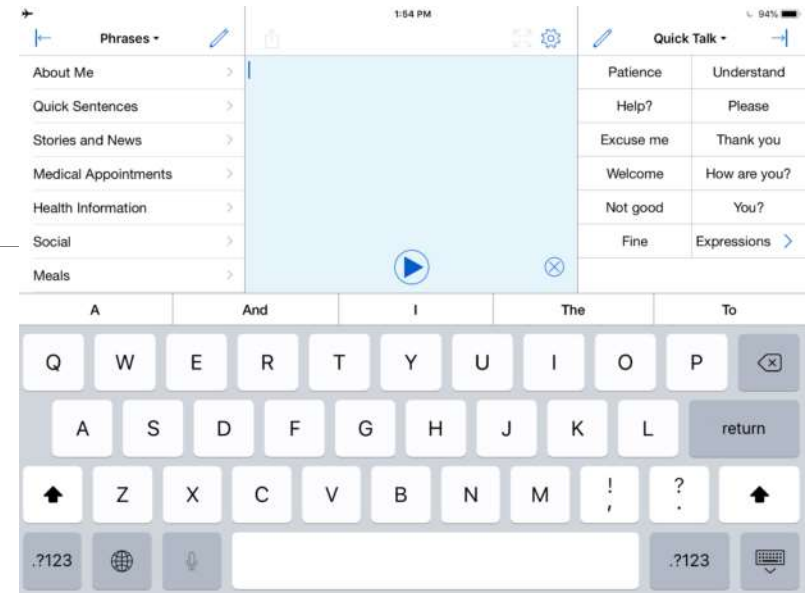
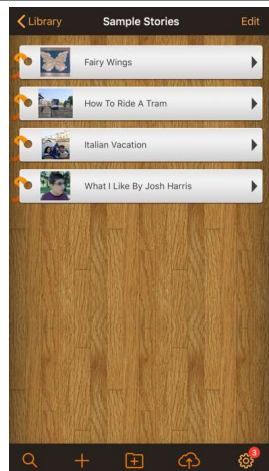
**Clients are responsible for providing their own internet or cellular data service. These are required when receiving a TED iPad/iPhone. TED iPads are Wifi Only, however a cellular data iPad can be requested if it is necessary to provide distance communication.**

**\*NO 911 on iPADS**



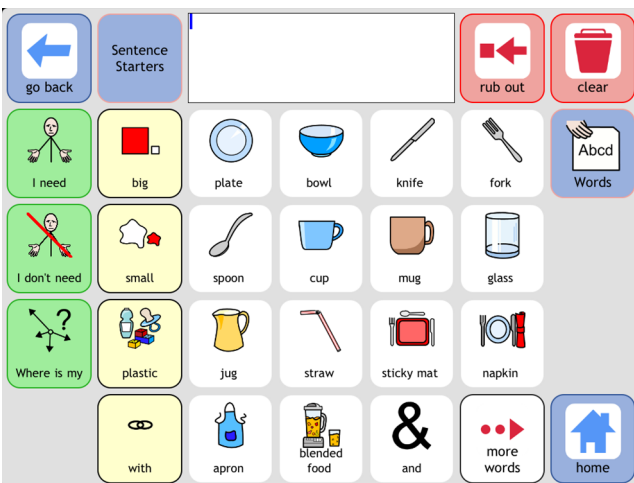
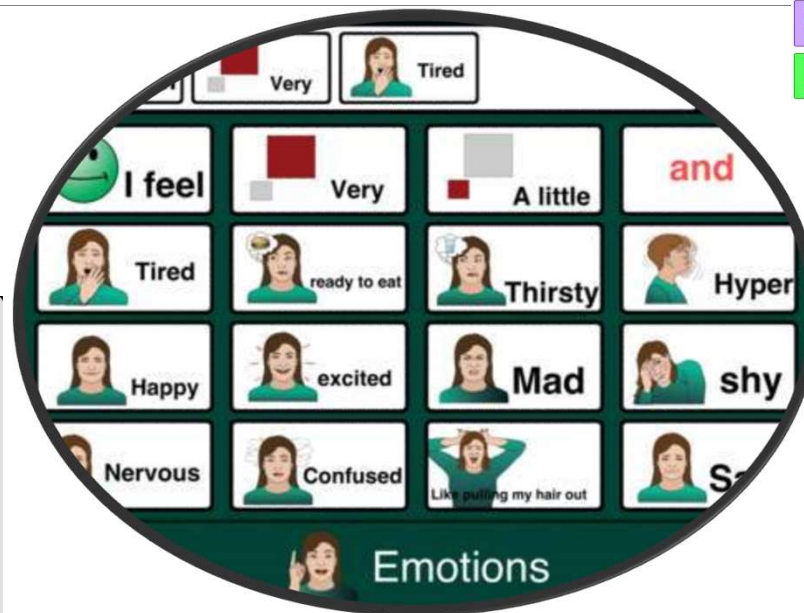
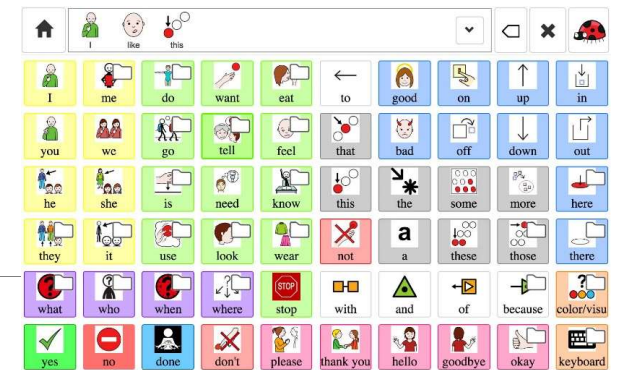
# Speech Apps

- Pictello
- Proloquo2Go
- Proloquo4Text



# Speech Apps (Cont.)

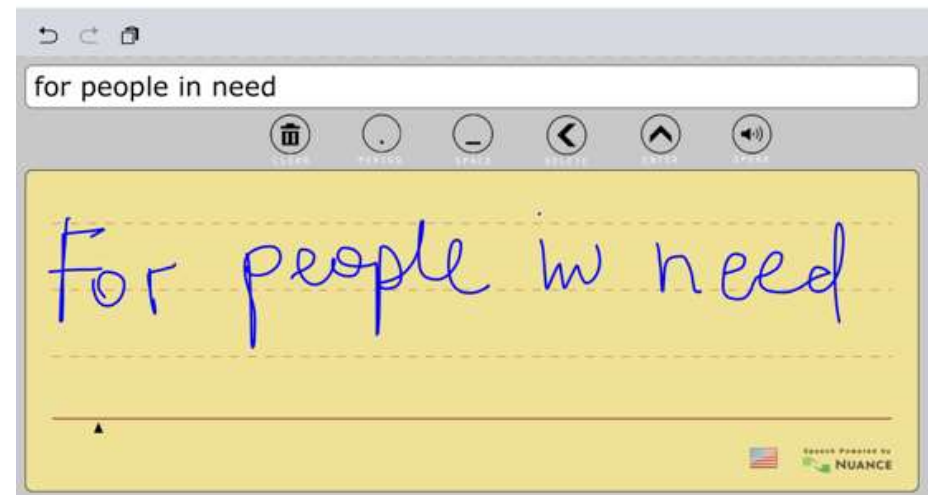
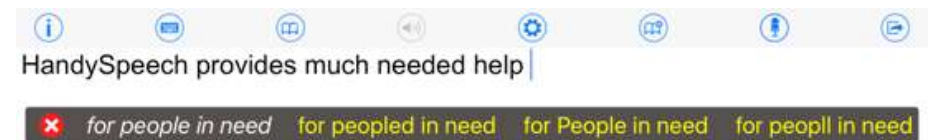
- Grid
- CoughDrop
- GoTalkNow





# Speech Apps Available (Cont.)

- LAMP
- HandySpeech





# Speech Access— Not Speech Therapy

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TED can provide mid-tech speech devices such as a speech generating switch OR Speech Apps.

TED trainers will work with you to determine an appropriate Speech App.

Considerations: literacy level, cognition, visual acuity/processing, telecom tasks

**Training:** Provail Trainers will provide instruction on customizing and editing these apps.

**Therapy:** TED is not a substitute for Speech Therapy. While trainers can instruct on the programming and provide access to the speech apps, we cannot help the client improve their communication skills.

**All items provided MUST be necessary for Distance Communication tasks.**



# iOS – Accessibility Features

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Visual Modifications/Features for sight impaired or cognitive needs.

Hearing Aid Compatibility/Notifications

Word Prediction/Auto Correct/Word Completion

Modifications to physical interaction with the device - Assistive Touch / Touch Accommodations

Switch Control / Voice Control / Mouse Control

Speak Selection/Speak Screen for literacy needs/sight impairment.



**Provail Trainers will evaluate, set-up and train client and involved parties on these features.**

# PROVAIL helps provide solutions

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Want to use your speech app while talking on the phone or making a video call?

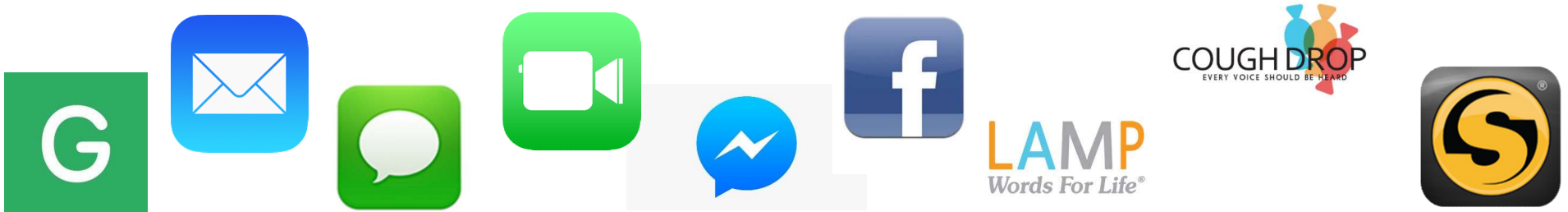
Do you need to call Android devices/landlines?

Are you more interested in video calling, texting, emailing, or do you want to do it all?

Are you a text-based or symbol-based communicator?

Do you need an adapted mouse/stylus, voice control, or switch control, Accessibility Features?

Regardless of your needs and abilities, your TED trainer can help you identify which apps will suit your distance communication needs. They will also focus on equipment required for access.



# Interpreting Services are Provided

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In-person

Remote

Phone calls/Appointment scheduling

Contact the ODHH for applications in Braille, Large Print or other languages – [odhh@dshs.wa.gov](mailto:odhh@dshs.wa.gov) ; 800-422-7930 V/TTY

<https://www.dshs.wa.gov/altsa/odhh/telecommunication-equipment-distribution>



# How to Apply

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Applications are straightforward and short.

1. Email or Fax to the contacts listed on the application.
2. You will receive an acceptance letter with any costs.
  - (at this time, you can complete a waiver letter, you may request help from PROVAIL to complete letter).
3. Once you accept the terms (if any), you will be contacted for an Evaluation.
4. Once Evaluated, Equipment is recommended/approved and ordered.
5. Equipment is distributed and training begins!

Download from website: <https://www.dshs.wa.gov/altsa/odhh/telecommunication-equipment-distribution>



# Contact Information

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<https://www.dshs.wa.gov/altsa/odhh/telecommunication-equipment-distribution>

\*Please contact Kelly Robison, listed above, with any program specific questions.

# Get ConnectED to your World Today



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Questions on:  
General program information



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Questions on:  
Specific needs/equipment



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Questions on: Presentations and  
Exhibit Booths

<https://www.dshs.wa.gov/altsa/odhh/telecommunication-equipment-distribution>



# Let's Get Specific

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Would you like to hear about some custom solutions we've made recently?

OR

Tell me about someone you think would benefit from TED.

