Important Information Regarding Virginia Relay

Virginia Relay
You Are Always Connected
Providing Accessible Telecommunications Since 1991

Virginia Relay is offered through the Virginia Department for the Deaf and Hard of Hearing. This is a public service that guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, DeafBlind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), or Spanish and Captioned Telephone Service (CTS). This helps ensure the ability to connect with family, friends or businesses with ease.

How Virginia Relay Works:

Dial 711 to connect with Virginia Relay. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call before beginning to relay the conversation. Generally, the CA will voice the typed message from the text telephone (TTY) user to the person on the other end. The CA then relays any spoken response by typing them back to the TTY user.

Specialized Services:

Virginia Relay offers specialized services for individuals who have difficulty speaking, including any Spanish-speaking residents. Translation is provided for any Spanish or English callers. Specially trained CAs are on hand to assist in these types of calls. Since Virginia Relay offers a variety of services please refer to the website listed to the right or contact Virginia Relay Customer Care for more detailed instruction on how a particular call is processed.

Captioned Telephone Service (CTS):

Captioned Telephone Service is ideal for any individual that has experienced loss of hearing but is still able to speak for themselves. A captioned telephone works like any other telephone with one essential difference: it allows users to listen to their phone conversations while reading captions of what is being said to them.

Access to Services:

711 provides toll-free access to relay services. If you are experiencing trouble dialing 711 in an attempt to reach Virginia Relay, please contact Virginia Relay Customer Care instead.

All Virginia Relay Services are available 24 hours a day, seven days a week. Spanish Captioned Telephone Service is available daily from 8:00 a.m. to 12:00 a.m. EST. Consumers may place relay calls to English-speaking and Spanish-speaking people within Virginia, across the United States and even internationally. By law, each conversation is handled with strict confidentiality.

Dial 711 to access Virginia Relay

Customer Care Information:
1006 12th Street
Aurora, NE 68818

VARelay@HamiltonRelay.com
VARelay.org

Captioned Telephone Service

Customer Service: 888-269-7477
To call a Captioned Telephone user, dial:
711 or 877-243-2823

Special points of interest:

Equipment Distribution Program
The Technology Assistance Program (TAP), which is offered through the Virginia Department for the Deaf and Hard of Hearing (VDDHH) provides specialized telecommunications equipment to those who are eligible and qualify. Virginia Veterans with a hearing or speech loss may also qualify for TAP equipment at no cost (with documentation of their Honorable Discharge, form DD-214 or NGD-22).

For more information on TAP, visit www.vddhh.org, email info@vddhh.virginia.gov or call 800-552-7917 (Voice).

Emergency Calls
Please note that 711 can only be used to reach Virginia Relay. In an EMERGENCY you should continue to use 911. For emergencies, call 911 or your local emergency service TTY number directly. The Americans with Disabilities Act (ADA) requires that all 911 centers have a TTY and are prepared to handle emergency calls placed in this manner. Virginia Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.