

# How to Call Deaf People who Have a TTY

The DeafHope hotline can only be accessed with a TTY (telephone device for the Deaf). This device works in a similar way to Instant Messaging - Deaf callers type back and forth to each other and the messages are printed on a small screen. If you do not have a TTY, you can use the California Relay Service for the Deaf. This is a service offered free of charge to relay between you and the Deaf person with the TTY.

To use the relay service:

- Dial 711 (just like calling 411 or 911)
- An operator will come on the line and ask for the TTY number you are calling
- Give them the DeafHope hotline number: 866.332.3467
- The operator will then ask you to wait and dial the number
- The operator will act as a "relay" between you and the TTY, reading to you what is on the TTY and typing back whatever you have to say
- Leave a message on our TTY hotline with your name and number, and an advocate will call you back shortly using the California Relay Service
- If you have any questions about how to use the relay service, the operator can guide you through the process



DeafHope is a nonprofit organization providing domestic and sexual violence services for Deaf survivors. Please visit our website [www.deaf-hope.org](http://www.deaf-hope.org) for more information.