

Is Using Your Phone Difficult?

There are hundreds of organizations that claim to provide products and services that will improve the quality of your daily life. But the California Telephone Access Program (CTAP) actually fulfills this promise. CTAP is a state-funded program that provides free specialized equipment to California residents who have difficulty using a standard telephone because of permanent or temporary hearing or vision loss or speech, mobility or cognitive disabilities.

To qualify, you must be a California resident, have existing phone service in your home, and have a doctor or other qualified professional certify that you have a disability or impairment that makes using a standard telephone difficult.

To obtain an application for this program, call CTAP at 1-800-806-1191 (Voice) or 1-800-806-4474 (TTY). After your application has been approved, you may call to select a phone and have it shipped directly to your home or you may visit one of 7 Service Centers located throughout the state to try out your phone before you bring it home.

Another program for people in need of assistance is the California Relay Service (CRS). This service uses a Relay Operator to convey conversation between a Deaf person using a TTY (text telephone) and a hearing person using a regular telephone. Also offered is Speech-to-Speech (STS) service for people who have difficulty being understood on the telephone because of a speech disability. STS operators “re-voice” what the person with the speech disability says to the other party. Both these service are provided free of charge 24 hours a day, 365 days a year.

For more information about these programs or to arrange a presentation for your organization, please contact Paul Stuessy via TTY at (909) 276-8989. Voice users can call through CRS by dialing 711 or 1-888-877-5379 and giving the operator Mr. Stuessy’s TTY number. You may also e-mail him at paul@ddtp.org. Using your phone just got easier!

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