

NENA

TTY Phone Pal Program (PPP)

Operational Information Document
(OID)

An Outreach to the Deaf and Hard of Hearing Community



NENA TTY Phone Pals Program Operational Information Document
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**NENA
TTY PHONE PALS PROGRAM
OPERATIONAL INFORMATION DOCUMENT**

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NENA's Operations Committee has developed this document. Recommendations for change to this document may be submitted to:

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1. Executive Overview

This Operational Information Document (OID) introduces a program that will assist PSAP managers in their efforts to ensure equipment functionality and enhance call taker proficiencies where it concerns utilizing TTYs (also known as TDD – Telecommunications Device for the Deaf). In addition, this document provides the framework and outline format for establishing this type of program.

The term “Phone Pals” was coined in Texas some years ago for their TTY testing program, but, like many brand names, the words have become a generic description of any program where the PSAP works with the Deaf community. So no matter what it is called in your area, or what you want to call it – this paper is addressing the need for the PSAP to reach out to the Deaf and Hard of Hearing community, and assure them that 9-1-1 works for them. And it helps the PSAP to do a better job.

From one agency that implemented the Phone Pals Program (PPP) - “Our staff got extra training in TTYs and our hearing impaired community gained the confidence that both their emergency and non-emergency calls would be answered and handled as any other call.”

Regardless of whether you are a two-position PSAP or are responsible for a bigger 9-1-1 network with multiple PSAPs... this program can work for you!

2. Introduction

2.1 Purpose and Scope of Document

The TTY Phone Pal Program is one method that can be used to meet federal mandates. This OID provides information from getting organized and finding volunteers to training issues and keeping the program going.

The concept is very simple. TTY Phone Pal volunteers make weekly test calls to the PSAP. These calls are made randomly (tones/silent and varying times) to each shift. The calls are kept short so as not to interfere with any emergency calls. The caller always immediately informs the dispatcher that it is a test call, and if the dispatcher cannot take the call at that time (being sure it is a test first), s/he simply hits a canned message or types “BUSY SK”. The TTY user then disconnects, documents, and tries again later. A typical TTY test call should not take more than a couple of minutes.

2.2 Reason to Implement

The U.S. Department of Justice (DOJ) requires PSAPs to consult with and outreach to people with disabilities. Implementing this program may assist communication centers in their efforts towards providing quality services. If for no other reason, having this program in place could mean the difference between life and death for a caller when a true emergency TTY call is received at your PSAP.

2.3 Reason for Reissue

NENA reserves the right to modify this document. Whenever it is reissued, the reason(s) will be provided in this paragraph.

2.4 Recommendation for Standards Development Work

No operational or technical standards development work is needed to implement a TTY Phone Pal Program (PPP), however, such a program may be used to enhance ADA (Americans with Disabilities) compliance efforts.

2.5 Cost Factors

The cost associated with the PPP is variable. At your discretion, you may wish to provide honorariums to the PPP volunteers, or simply say thank you by providing refreshments at meetings. As you read more about the program and how you can tailor it to meet your agency needs, you will then be able to make some assessments related to cost factors.

It should be noted, however, that it is the PSAP responsibility to provide sign language interpreters for tours, meetings and workshops. Therefore, the agency must establish an appropriate budgeted line item for communication access as provided for under the ADA.

2.6 Acronyms/Abbreviations

Some acronyms/abbreviations used in this document have not yet been included in the master glossary. After initial approval of this document, they will be included. Link to the master glossary is located at http://www.nena.org/9-1-1TechStandards/nena_recommended_standards.htm.

The following Acronyms used in this document (are not yet included in the Master Glossary):	
ADA	Americans with Disabilities Act
OID	Operational Information Document
PPP	Phone Pal Program
SK	Stop Keying, abbreviation used when ready to hang up.

3 How To Start Your TTY Phone Pal Program

What comes first...the chicken or the egg? Sometimes that is difficult to define. This document attempts to put the process in a logical order. However, this is NOT set in stone. You should manage your process in a way that works for you!

Once you understand what the Phone Pal Program can do for you, you are ready to tackle the many facets involving in establishing a program. This will require some preliminary work, as well as “real-time” efforts.

3.1 Develop a Strategic Plan

As with any other major undertaking, the development of a local Phone Pal Program should begin with creating a strategic plan for development, implementation, maintenance and evaluation of the local program. Strategic planning provides for a well-defined approach to program implementation and can serve as an effective communications tool for all participants within the program.

A strategic plan for the development of a Phone Pal Program may include the following objectives:

Program Development

1. Identify/appoint a Phone Pal Program Coordinator and establish an implementation timeline.
2. Identify and develop Phone Pal Program goals and budget requirements.
3. Identify participating agencies in the Phone Pal Program.
4. Establish a written job description for program volunteers.
5. Schedule/attend a community meeting with citizens who are deaf and/or hard of hearing to solicit their input concerning your Phone Pal Program.
6. Identify participating volunteers for the Phone Pal Program.
7. Develop a test call volunteer agreement.
8. Develop standardized test call policy and/or procedures.
9. Develop reporting forms, test call logs and submission guidelines required of program volunteers.
10. Develop quality assurance guidelines for the Phone Pal Program to include problem reporting, problem resolution and program status reports.

Training

1. Develop training program for participating volunteers.
2. Identify training delivery methods of participating volunteer training.
3. Develop training program for communications personnel.
4. Identify training delivery methods for communications personnel.

Implementation

1. Establish a program implementation date.
2. Evaluate the success of the initial test calls and the effectiveness of test call procedures and reporting guidelines.
3. Modify program to address any identified problems/deficiencies.
4. Communicate to all participants any necessary changes to the program.
5. Monitor and report monthly progress of the Phone Pal Program.
6. Identify additional/new volunteers as necessary.
7. Train all new communications personnel as hired.

3.2 Program Development

3.2.1 Program Coordinator

Any agency considering the establishment of a Phone Pal Program should identify and appoint one staff person to serve as a program coordinator. The program coordinator should have a thorough knowledge of the emergency telephone system, TTY equipment, call handling procedures, disability awareness and interaction etiquette. The requisite skills required of a program coordinator should include clear verbal and written communications skills, organizational skills, time management and leadership. When choosing a program coordinator, agencies should also consider the significant amount of time, which must be dedicated to the development, training, and implementation of the Phone Pal Program. Once the program is successfully established, the amount of monthly-dedicated time is likely to be reduced but not completely diminished.

3.2.2 Implementation Timeline

Once a program coordinator has been appointed, the agency should establish a timeline for program implementation. The amount of time for program implementation will vary from agency to agency and will be influenced by the size of the agency, the number of people to be trained and the other job duties for which the program coordinator may be responsible. Ideally, any agency should be able to fully implement the program in one year.

3.2.3 Program Goals

Each agency should establish their own goals related to their Phone Pal Program. However, as a guideline, the following universal goals are being provided:

1. To establish an outreach program to inform our deaf and hard of hearing citizens of the procedures used by emergency telephone service agencies to handle calls via a TTY during emergency situations.
2. To garner participation and support for our organization's mission from our citizens who are deaf and hard of hearing.
3. To build trust in our organization's commitment and ability to provide direct and equal access to our emergency services to people who use TTY's to communicate.

4. To provide our communications personnel the opportunity to train and prepare themselves for handling TTY emergency calls and be better informed about the needs of our citizens who are deaf and hard of hearing.
5. To ensure maintenance of our TTY equipment for emergency call handling and the effectiveness of our emergency call taking procedures.

3.2.4 Budget

The fiscal impact of establishing a Phone Pal Program will vary depending on the agency size, available resources, and number of volunteers. However, agencies should be prepared for initial expenditures related to hosting meetings, printing, refreshments, postage for mailings and interpreter services. Continuing costs will be necessary for printing reporting forms/logs and postage. Ideally, there should be no out-of-pocket costs to your program volunteers.

3.2.5 Participating Agencies

It is preferable that all primary and secondary public safety answering points within specified jurisdictions participate in an established Phone Pal Program either individually or collectively. The key to the effectiveness of the program is participation from our citizens with our communications personnel, rather than testing only being accomplished internally among communications personnel. Other agencies may be considered for participation in this program such as local agencies and advocacy organizations that serve people who are deaf and hard of hearing.

3.2.6 Program Job Description

The volunteers should be provided with a detailed explanation as to what is expected of them in terms of participation and program reporting. Test call procedures should be clearly defined in easy-to-understand, step-by-step procedures. A training class and/or final meeting should be provided to allow volunteers to have any questions answered by the program coordinator. Additionally, the volunteers should be provided direct non-emergency contact information for both the program coordinator and/or communications shift supervisors so that they may have any subsequent questions readily addressed.

3.2.7 Community Input

The core mission of the Phone Pal Program is to outreach to the deaf and hard of hearing community. It is essential that agencies planning to implement a Phone Pal Program meet with representatives of the deaf and hard of hearing community to explain what the agency is trying to accomplish and to garner input and support for the program. This meeting would also be an excellent opportunity to educate citizens about the emergency telephone system.

Remember, agencies will be responsible for providing interpreters and need to be prepared to provide any printed material in alternative formats such as audiotape, large print and Braille.

3.2.8 Recruiting Volunteers

The key to recruitment will be to find the "gatekeepers" of the community. This will be a person or people who are considered leaders within the community and have attained respect from those they work and socialize with.

You will need to explain WHAT you are trying to accomplish before asking whom they would recommend. You may need to allow your first contact to help you recruit. In other words, you may not be given direct contact information immediately. So be prepared to leave the information and wait for someone to contact you. Where to start may be a challenge. Consider the following agencies and organizations for a kick-start:

- State Agencies that have services for the Deaf and Hard-of-Hearing and Deaf-Blind
- Organizations of the Deaf
- Deaf Clubs
- Associations of the Deaf
- Interpreting Services Agencies
- Independent Living Centers (sometimes referred to as Centers for Independent Living)
- Churches providing services for the Deaf
- Schools and Universities that serve the Deaf

Another approach would be to ask permission to be put on a meeting agenda, where you could explain about 9-1-1 services and the Phone Pal Program before soliciting volunteers.

Always be prepared to provide for Interpreting Services although some organizations may provide interpreters for you. Depending on the location and length of the presentation, you may be required to contract 1-2 interpreters. Check with your local interpreter providers for policies and cost so that you can budget accordingly.

The community meeting, in addition to opening the lines of communications between public safety and citizens, provides an opportunity to begin recruiting volunteers for the Phone Pal Program. When planning the community meeting, agencies should have the appropriate volunteer agreement forms and volunteer job descriptions available for potential volunteers to take with them and use as a resource in deciding if they want to volunteer. Agencies should provide information on how and where to return the forms.

3.2.9 Test Call Volunteer Agreement

For any agency creating a Phone Pal Program, consideration must be given to how formal the test call volunteer agreement should be. Some agencies prefer a very complex legal document while others have a less formal agreement. It is important for all parties to have a clear understanding of the program guidelines and a written agreement is the most appropriate format to accomplish this. A sample formal volunteer agreement is attached in Appendix C.

3.2.10 Standardized Test Call Policy and Procedures

The Phone Pal Program needs to establish standardized policies and procedures for how all test calls will be conducted. These procedures should address how test calls will be terminated during busy or high call volume times as well as how the test call will proceed under normal circumstances.

Below is a sample of how the test call procedure may read:

1. You may make test calls by dialing 9-1-1 or xxx-xxxx (the administrative line).
2. Test calls can be made any time during the day or night, although we suggest that no test calls be made between 4:30 and 5:30 p.m. (or your time specific busy hour).
3. Once 9-1-1 has been dialed, you can tap a key on the TTY keyboard several times and wait for the PSAP to answer with a canned message, such as 911 WHAT IS YOUR EMERGENCY Q GA.
4. You should immediately identify yourself and tell them "THIS IS A TEST CALL". This will work the same way if the test call is being made on the administrative phone line.
5. Remember, communications personnel will type "BUSY SK" if they are taking too many emergency calls to participate in the test call or, if in the middle of the test call, they become too busy with emergency calls.
6. Make a test call last only a few minutes. We want the dispatchers to become familiar with using the TTY, but it is also important to understand that they have other job duties as well.
7. Following an agreed upon time frame, where you are tapping a key to notify the call taker it is a TTY call, begin random "silent calls." This is where you dial 9-1-1 and do NOT tap a key. Call takers are required to check a "silent call" with their TTYs. At this point you will document if you tapped a key or it was a "silent call."

3.2.11 Reporting Procedures

As part of the program, volunteers will be asked to complete test call logs and other reporting forms. These forms should be provided to the volunteers by the agency.

3.2.11.1 Reporting Form

Each agency implementing a Phone Pal Program should create reporting forms that meet the needs of their program. Some agencies will only want to capture the information found on the sample test call log. However, consideration may be given to development of more detailed forms for reporting problems that occur during test calls. Some problems may be procedural and while others may be

equipment related. Agencies should establish procedures for problems to be reported more immediately than the monthly submission of the test call logs, when appropriate, and agencies should address the problems and document their solutions.

Some agencies may also prefer to keep an internal log of TTY test calls in addition to those completed and submitted by the volunteers. This will help identify call takers or positions that may not be participating in the random test calls.

3.2.11.2 Test Call Logs

Test call logs are appropriate for all test calls. Agencies may choose what information they would like the volunteers to capture but it is recommended that the following minimum information be logged:

- Name of the Volunteer
- Date of the Test Call
- Time of the Test Call
- Name/Position of the Call Taker
- Comments

Some agencies may also want to collect the following details in addition to the above-mentioned information:

- Time call was answered
- Time call was connected via TTY
- How the TTY call was identified (silent or tones)
- TTY protocol used

3.2.11.3 Submission Procedures

It is recommended that test call logs be submitted to the Program Coordinator on a monthly basis unless problems are noted. Agencies should establish a submission date and provide all volunteers with the necessary reporting forms, envelopes and postage to participate in this program.

3.2.12 Quality Assurance Guidelines

As with any program, quality assurance is an essential part of qualifying and documenting program success. In addition to documenting the test calls, an agency should initiate quality assurance procedures, which include the following areas:

3.2.12.1 Problem Reporting

When problems are encountered during test calls, volunteers should be given procedures and contact numbers for immediately notifying either the Program Coordinator or the on-duty shift supervisor.

3.2.12.2 Problem Resolution

Agencies should document the identified problems and their subsequent solutions. If the problem is technical, efforts must be undertaken immediately to repair the problem or to provide back-up access at that position. If the problem is procedural error on the part of the communications personnel taking the call, shift supervisors should immediately counsel the call taker on the errors and how to properly handle TTY calls.

3.2.12.3 Program Status Reports

As with any program, volunteers may lose their motivation to participate if they do not receive feedback as to the importance of what they are doing. It is advisable for agencies that implement a Phone Pal Program to compile the monthly reports from all volunteers and provide program status reports to the volunteers and any other interested parties. The program status report should communicate the successes of the test calls, any problems identified and their solutions. Consideration may also be given to include information on real TTY calls. Ideally, this feedback would be provided on a quarterly, semi-annual or annual basis.

3.3 Training

Essential to program success is well-trained volunteers and communications personnel who understand the program's goals and procedures. Through training, an agency can foster trust and support for the program.

3.3.1 Volunteer Training

Training for your program volunteers should include a basic level of understanding about 9-1-1 and how it works. Topics may include:

- 9-1-1 Terms (Glossary for reference)
- History of 9-1-1
- 9-1-1 Automatic Number Identification (ANI) & Automatic Location Identification (ALI)
- 9-1-1 Call Taking Procedures
- TTY equipment used by the agency
- 9-1-1 TTY Program Description
- 9-1-1 TTY Test Call Procedures
- Test Call Log

- Info on Emergency Procedures used by the Relay service

The following methods of training delivery have been successfully accomplished in Texas and other states.

On Individual Basis

This would be where the organizer of the Phone Pal program conducts one-on-one training for someone who joins the group late or needs a refresher course.

Committee Workshops

Training provided in this format is comprehensive. This provides not only opportunity to update on issues and refresh memories, but it gives the committee members a chance to interact and learn from each other as to what is working in the respective areas. It is suggested to be structured over 1-2-days and be conducted once a year.

In some areas, grants were obtained to cover the entire cost of bringing in all committee members to a central location.

Regional and Statewide Training (Deaf Community AND 9-1-1 Personnel)

This training is important for both the committee and 9-1-1 personnel to be able to interact face-to-face. Each group learns more about each other and therefore, improves relations and the success of the program. It could be held in conjunction with a state APCO or NENA conference.

3.3.2 Communications Personnel

The ADA mandates that public entities provide emergency telephone services to persons with disabilities, which is direct and equal to services provided to others. To accomplish this, the following information has been gleaned from industry training standards:

Each agency must provide initial comprehensive training to those personnel who may have contact with individuals from the public who are deaf, hard of hearing, or who have speech impairment. It is desirable that personnel do not take calls from the public alone prior to the successful completion of TTY training in accordance with this standard.

Initial Comprehensive Training

Comprehensive training includes, but is not limited to include the following:

Legislation/Regulations

- Americans with Disabilities Act
 - Title II – Public Services
 - Department of Justice Requirements
 -
 - Self Evaluation (Title II, § 35.105 Self-evaluation)
 - ADA Coordinator/Updated Procedures/Future Technologies
- Section 504 of Rehabilitation Act
- Local/State Regulations
- Liability and Penalties for Non-Compliance
- References

Communications Issues

- Deaf/HOH/Deaf Blind/Speech Impaired
- ASL v. English
- Assistive Devices
- Public Education & Outreach/Advocacy
- References

Equipment

- PSAP Equipment
 - Stand alone
 - Integrated
 - Detection Equipment
 - Database Records
 - Testing/Documentation
 - Troubleshooting
- Consumer Equipment
 - Stand alone
 - Cellular compatible
 - Portable/Compact Units
 - References

Call Handling

- Call Recognition
- Protocol
- Abbreviations
- Language Examples
- Answering the Call
- Making the Call
- Third party Calls/Telephone Relay Services

- VCO/HCO
- Call transfers/monitoring
- Troubleshooting
- Documentation
- References

Practical Instruction & Testing

- Scenario Based
- Quality Assurance
- Documentation
- References (TTY Call Handling Proficiency and Quality Assurance Standard)

Refresher Training

Each agency must provide refresher training at least as often as they require or offer training for voice calls, but at a minimum, *every six months*. Note the [U.S. Department of Justice Technical Assistance \(TA\) for 9-1-1 Document](#). This standard may be accomplished in a variety of methods, to include but not limited to:

- Role Call Briefings
- Memorandums
- Test Call Programs
- Refresher Training Courses
- Comprehensive Training Courses

Each agency must conduct an annual review of training materials in order to keep abreast of changes that may impact the provision of accessible services.

3.4 Program Implementation

After the program is developed and the training has been completed, an agency will be ready to implement the Phone Pal Program. It is recommended that implementation be completed in phases.

Implementation Date

The agency should establish an implementation date, which is provided to all volunteers and communications personnel. This is the date that the test calls will begin.

Evaluate Initial Test Calls

The agency should plan to immediately evaluate how the test calls, test call procedures and reporting guidelines worked after the initial test calls are completed.

Program Modifications

Once the test calls are completed, any necessary modifications should be made to the program procedures and guidelines. ALL changes must be communicated to all volunteers and all communications personnel.

Monthly Program Status

The Program Coordinator should be responsible for compiling and monitoring the status of the test call program on a monthly basis. Any identified problems should be addressed and rectified immediately.

Continuous Recruitment and Training

The Program Coordinator should be responsible for continuous recruitment efforts to identify additional volunteers to replace those who may end their participation in the program. Arrangements will need to be made to provide new volunteers and new communications personnel with training about the program as previously described.

3.5 Ready...Set...Go? More Things to Think About!

3.5.1 Contingency Plans

Although every effort has been made to ensure all aspects have been addressed, inevitably you will encounter something that is an anomaly or that is unique to your jurisdiction. It may require program modification “on the fly,” and following, documentation of such will better prepare the coordinator when a review of the program is conducted.

3.5.2 Official ID

Consider providing volunteers with official department identification that shows their participation as a Phone Pal. Efficiencies within dispatch occasionally produce officers at the door of a volunteer during a test call process or immediately following. It has proven beneficial to have this in-hand, particularly as communication barriers may exist.

3.5.3 Assumption is not ‘Divine’

Phone Pal volunteers are subject to true emergencies just as the general population, and personnel should not become complacent when recognizing the ANI/ALI as a Phone Pal volunteer. Until the caller announces the “test call,” treat as an emergency call.

3.5.4 “Feeding of the Volunteers”

In any organization made up of volunteers, who in many cases are unpaid and without any substantial budget, it is important to provide motivation. Although this program provides a win-win for PSAPs and the community, thanking them may not be enough. We must look for ways to keep them motivated and to stay active on the committee. Some ideas that have been successfully practiced are:

- Always have food during committee meetings (pizza, donuts, etc.)
- Provide 9-1-1 related give-aways to volunteers
- Create a Phone Pal T-Shirt and give to each volunteer
- Provide a ‘scholarship’ to 9-1-1 conferences for further training
- You may need to provide a TTY for the purpose of mobile testing

3.5.5 Access is the Word

Make sure the facility where you hold meetings are ADA accessible and conducive to visual communications (i.e. position of speaker not backed to a window without drapes or blinds, etc.)

3.5.6 Patience is a Virtue!

As many will tell you, this is not a quick process, but the value it adds to your agency is without question. Once implemented, you will be addressing the needs of your community with a quality level of service.

4 References

E.A.S.E. (Emergency Access Self-Evaluation), TDI (formerly known as Telecommunications for the Deaf, Inc.) copyright 1995, developed under a Department of Justice grant (93-CR-CX-0015).

Toni D. Dunne, ENP; former Chair of the Texas Association of the Deaf 9-1-1 Committee that worked with the East Texas 9-1-1 District, first Phone Pal Program.

5 Exhibits

This section includes sample documents that can be used in a Phone Pal Program.

EXHIBIT A	TTY “PHONE PALS” TEST CALL LOG SAMPLE
EXHIBIT B	SAMPLE TEST CALL/PSAP OBSERVATION CHECKLIST
EXHIBIT C	SAMPLE VOLUNTEER AGREEMENT
EXHIBIT D	TESTIMONIALS

Exhibit A
TTY “Phone Pals” Test Call Log Sample

Test call logs can be as simple as this sample, or as complex as you deem necessary, to obtain the necessary information for ensuring quality services.

PHONE PAL NAME:		PSAP:
DATE:	DISPATCHER/POS.	COMMENTS

- PPP volunteers should make at least one call per week, and do so at different times, according to the program agreement.
- The Communications Center operates 24 hours a day; therefore the shift schedules should be attached.
- PPP volunteers will mail this form to the PSAP at the end of each month.
- For convenience, the PSAP may provide a self-addressed stamped envelopes.
- The Communications Center should provide a non-emergency number for inquiries and/or if problems are discovered.

PSAP Observation Checklist Legend

The following items represent the columns on the PSAP Observation Checklist (above), and provide further information on what should be documented within each category:

- 1.) **Time call answered**: Document time of the first ring.

- 2.) **Time call connected to TTY**: Document the time the TC connected to the TTY and established communications.

- 3.) **Time result**: Subtract column 3 from 4. This information will reflect how long it took the TC to recognize the call as TTY and establish TTY contact.

- 4.) **How TTY identified**: 1) silent, open line; 2) Baudot tones; 3) recorded announcement

- 5.) **Call Handled**: Was it handled in-house, with another agency, transferred to another agency, etc.

- 6.) **TTY protocol used**: TC consistently and properly used GA, SK, etc. Answer Yes, No or Some.

- 7.) **Keeps caller informed**: This refers to letting the caller know what is happening. Answer Yes, No or Some.

- 8.) **Comments**: Use this section to report any problems discovered and note action taken to remedy.

- 9.) **Supervisor signature**: With this, the form can be kept as a record to indicate efforts made to achieve compliance with the ADA.

Exhibit C
Sample Volunteer Agreement

When establishing your Phone Pal Program, and because making ‘false’ calls to 9-1-1 is illegal, you will want to have the structure and guidelines written out for both the PSAP and the Volunteer.

This can be something very basic or something as complex as the legal agreement that is found below. The agreement below was required as a result of previous legal actions taken against the PSAP and they determined this to be prudent for their situation.

You must use your judgment as to whether your agency really needs to have a legal document. However, reading it WILL help you develop your program structure and what needs to be discussed with your volunteers by reviewing the Agreement below.

Volunteer Agreement

THIS AGREEMENT is made at (city), (state), as of _____ and between CITY OF _____ (“ENTITY”), AND _____, an individual (“VOLUNTEER”).

I. Recitals

WHEREAS, VOLUNTEER wishes to participate, without compensation, in Phone Pals, a program using deaf volunteers to provide ENTITY’S Public Safety Answering Point staff with more experience communication with deaf and hard of hearing in the use of the TTY machine; and

WHEREAS, ENTITY wishes to have VOLUNTEER make test phone calls, with the use of a TTY machine, to its Communication Center to assist ENTITY’S Public Safety Answering Point staff to maintain their proficiency in the use of a TTY machine.

Now, therefore, it is agreed between the parties as follows:

II. Definitions

Public Safety Answering Point (PSAP): An answering location for 9-1-1 service calls originating in a given area. A PSAP may be designated as primary or secondary which refers to the order in which calls are directed to answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis and generally serve as an answering location for a particular type of emergency call (i.e. fire or EMS). PSAPs are staffed by employees of a common bureau serving a group of entities.

TTY Machine: A telecommunication device for deaf and hard of hearing people. It is designed for the deaf and hard of hearing to communicate over telephone lines.

Test Call: A TTY initiated phone call by a volunteer to a PSAP to enable PSAP staff to maintain proficiency in the uses of the TTY machine.

Test Call Log: Written documentation of test calls made by a volunteer to a PSAP. (*see samples*)

III. Agreement

A. Responsibilities of ENTITY

- Provide VOLUNTEER access to ENTITY'S Public Safety Answering Point staff.
- Provide VOLUNTEER with necessary information to conduct the Phone Pal training of Public Safety Answering Point staff.
- Provide VOLUNTEER with necessary documents to record Phone Pal phone calls.
- Provide VOLUNTEER with self addressed, stamped envelope for the purpose of submitting the "Test Call Log" data to ENTITY.
- ENTITY will designate a Phone Pals Coordinator as the main contact for VOLUNTEER.
- ENTITY will meet with VOLUNTEER on a quarterly basis.

B. Responsibility of VOLUNTEER

VOLUNTEER shall receive no compensation, nor be entitled to any benefits, from ENTITY for providing the services described below. VOLUNTEER shall personally perform their obligations under this Agreement. It is understood and agreed that VOLUNTEER is an independent contractor and that no relationship of employer-employee exists between the parties hereto for any purpose whatsoever.

- VOLUNTEER will make a minimum of one (1) completed test call per shift per week for the term of the Agreement.
- VOLUNTEER will make test calls according to the following procedures:
- VOLUNTEER will initiate a call on a TTY machine.
- ENTITY'S Public Safety Answering Point staff will answer the call and type "GA" in response;
- VOLUNTEER will identify himself or herself by typing in his or her full name;
- VOLUNTEER will indicate that the call is a test by typing "THIS IS A TEST CALL";
- If the Public Safety Answering Point staff cannot take the call at that time, they will type "BUSY SK" and the call will be terminated.
- If the call is terminated with "BUSY SK" then VOLUNTEER will need to try again;
- If during a test call it must be terminated to respond to an emergency call, then the Public Safety Answering Point staff will type "BUSY SK" and VOLUNTEER will need to call back; and

- All information obtained by VOLUNTEER with regard to the test call shall be recorded in the Test Call Log.
- A completed test call will be comprised of the following components:
- The call-taker recognizes that the caller was using a TTY.
- The call was transferred successfully to the Secondary PSAP (when appropriate).
- The conversation included at least 4 questions/statements between the call-taker and the Phone Pal.
- The conversation lasted at least 45 seconds.
- VOLUNTEER will record all calls on the “Test Call Log” sheet and agrees that the “Test Call Log” is ENTITY’S property and shall be treated as confidential information pursuant to Article IV, Paragraph 8.
- VOLUNTEER shall mail, by the fifth of each month, the “Test Call Log” sheets to ENTITY at the following address:
- VOLUNTEER’S concerns, complaints, problems, questions or other comments regarding the training and or any aspect of the Phone Pals Program shall be immediately brought to the attention of ENTITY’S Phone Pal Coordinator. The Phone Pal Coordinator may be contacted at:

TTY: _____

VOICE/TTY: _____

VOICE: _____

IV. General Provisions

- **VOLUNTEER Not Agent.** Except as ENTITY may specify in writing, VOLUNTEER shall have no authority, express or implied, to act on behalf of ENTITY in any capacity whatsoever as an agent.
- **Assignment and Subcontracting Prohibited.** No party to this Agreement may assign or transfer any right, or obligation or responsibility pursuant to this Agreement. Any attempt or purported assigned of any right, obligation, or responsibility pursuant to this Agreement shall be void and of no effect. VOLUNTEER shall not subcontract the performance of any of VOLUNTEER’S obligations or responsibilities pursuant to this Agreement.
- **Term and Termination.** The term of this Agreement shall be from _____, 20__ to _____, 20___. The agreement may be extended with agreement of the parties. VOLUNTEER shall be terminated if he/she does not make the required number of test calls, fails to comply with the test call procedures outline above or violates any provision of this Agreement. Either party may terminate this Agreement for its convenience upon giving written notice, at the addresses stated below, to the other party. Upon termination

- by either party or the natural expiration of the term, VOLUNTEER shall immediately cease rendering Services pursuant to this Agreement and shall immediately deliver to ENTITY all materials, Entity Information and any other property or information provided to VOLUNTEER by ENTITY.
- Entire Agreement. This document contains the entire agreement between the parties and supersedes whatever oral or written understanding they may have had prior to the execution of this Agreement. Any and all modifications or amendments to this Agreement shall be in writing and executed by both parties.
 - Severability. If any portion of this Agreement or the application thereof to any person or circumstance shall be held invalid or unenforceable, the remainder of this Agreement shall not be affected thereby and shall be enforced to the greatest extent permitted by law.
 - Waiver. Waiver by either party of any default, breach or condition precedent shall not be construed as a waiver of any other default, breach or condition precedent or any other right hereunder.
 - Enforcement of Agreement. This Agreement shall be governed, construed and enforced in accordance with the laws of the State of _____. Litigation arising out of or connected with this Agreement shall be instituted and maintained in the courts of _____ County in the State of _____, and the parties consent to jurisdiction over their persons and over the subject matter of any such litigation in such courts, and consent to service of process issued by such courts.
 - Confidentiality of ENTITY Information. Volunteer agrees that he/she will not, either during or after the term of this Agreement, make public or disclose to any third party any information regarding the work, operations, or procedures of ENTITY or any other agencies which comprise ENTITY'S Public Safety Answering Point. All such information shall hereinafter collectively be referred to as "Entity Information". Entity Information includes, but is not limited to, Test Call Logs; all notes used to compile Test Call Logs or to document Public Safety Answering Point staff responses to Test Calls; all evaluations of Test Calls; written procedures or policies of ENTITY; training or operational practices and manuals of ENTITY; and all other information relating to the work, operations, or procedures of ENTITY or any other agencies which comprise ENTITY'S Public Safety Answering Point. VOLUNTEER acknowledges and agrees that all Entity Information is a valuable, special and unique asset of ENTITY and that Entity Information is strictly confidential. VOLUNTEER agrees that he/she will not at any time duplicate the Test Call Log or any other Entity Information, or either directly or indirectly, divulge, disclose or communicate orally or in writing any Entity Information to any third party without the prior written consent of ENTITY. VOLUNTEER may comply with an order issued by a court of competent jurisdiction to submit Entity Information for the court's review or to release Entity Information to a third party. VOLUNTEER'S unauthorized release of Entity Information shall be deemed a material violation of this Agreement and will justify ENTITY'S entitlement to legal and/or equitable relief.

- Release. In consideration of being permitted to participate in ENTITY'S Phone Pal Program, VOLUNTEER hereby agrees to release, waive, discharge and covenants not to sue, under state or federal law, ENTITY for any loss, damage or injury to property of VOLUNTEER, whether known, unknown or unanticipated at the time of this release or in the future, due to the negligence and/or omissions of ENTITY, its officers, agents, employees and volunteers which arise from, are in consequence of or are related to VOLUNTEER'S participation in the Phone Pal program, whether suffered off of or while on or about ENTITY premises and/or facilities or while using ENTITY'S equipment. VOLUNTEER hereby expressly waives all rights or benefits, which they may not have or in the future may have under the provisions of Section _____ of the State of _____.
- VOLUNTEER further expressly agrees that the foregoing release is intended to be as broad and inclusive as is permitted by the laws of the State of _____.

VOLUNTEER has read/understands and voluntarily signs this Agreement.

Executed as of the day and year first stated above.

CITY OF _____

VOLUNTEER

BY: _____

Signature

Signature

Title

Print Name

Address:

Address:

This agreement was communicated in the communication mode of volunteer's choice.

Document translation provided by: _____

Signature

APPROVED AS TO FORM:

Deputy City Attorney

ATTEST:

City Clerk

Exhibit D

Testimonials

“We worked with both our hearing impaired community and our state agency. We set up a meeting and training session for an afternoon in our training room. The state agency brought along a simulator as well as several TTY’s for our stag to practice with. We sat down across from a member of the group and exchanged TTY messages and learned the proper way to answer, ask questions and other slang which they may use. After this training, we took all but the state representative into the 911 center, we then had the state representative place a 911 call on the TTY. Our staff handled the call just as if it was an actual call and the members were able to see 1) what we receive when the call comes in, 2) able to see what our 911 system is capable of, and 3) gain the confidence that our staff understands this system and will handle calls efficiently. We also have a stand alone unit which we tested and demonstrated as well.”

“The meeting [with volunteers] went well and everyone learned something that day. We also left an open invitation to anyone who may move into the community and has questions to visit our center.”

“Our staff got extra training in TTYs and our hearing impaired community gained the confidence that both their emergency and non-emergency calls would be answered and handled as any other call.”