



Kern County Sheriff's Office – Communications Section
Policies and Procedures

TITLE: TDD CALLS		NO: E-300	
APPROVED: Commander John Carpenter			
EFFECTIVE: May 1, 1995	REVIEWED: July 23, 2024	REVISED: July 23, 2024	UPDATED: July 23, 2024

POLICY

If a call for service involving a TDD device is received, the call taker will indicate in the text that the reporting party is hearing impaired. The dispatcher will advise the responding deputy that the reporting party is hearing impaired.

TDD (Telecommunication Device for the Deaf) procedures

TDD calls can come into the communications center through a relay service, or directly dialed from the hearing impaired through a TDD device.

When a call is received from a relay service, the dispatcher will:

- Remain on the line and determine the situation and enter a call for service if needed or refer the caller to the correct agency to assist them.

When the call is received directly from the caller through a TDD device, the dispatcher will:

- Observe the TTY window activation in the phone system.
- Click on the boxes to ask questions or manually key in questions.
 - If keying in questions, you will need to access the phone system keyboard and you must end each question with “ga” indicating to the caller to “go ahead”. If ending the phone call, key in “sk” indicating to the caller to “stop keying”.
- Determine the situation and enter a call for service if needed, or refer the caller to the correct agency to assist them.