



City launches virtual sign language service

12/03/2020 13:15

Residents who are deaf, hard of hearing or speech-impaired can now connect with a sign language interpreter to access real-time interpretation for telephone calls to the City. The City launched this new [video relay service](#) as part of International Day of Persons with Disabilities.

Using [Canada Video Relay Service](#), people with hearing or speech disabilities would connect with a sign language interpreter via video conference before calling the City at 613-580-2400. The interpreter would then connect the caller with the City, relaying conversations between both parties. This new service provides an alternative to TTY calls, but the City will still offer residents both options. The video relay service allows callers to express themselves in their first language, American Sign Language (ASL) or Langue des signes québécoise (LSQ) when communicating with the City. “Video relay service is another way for residents with hearing or speech impairments to contact and engage with the City. We’re pleased to provide this additional communications channel as it offers residents more independence and freedom when communicating with us. It’s another step towards making the City inclusive for all.” – *Mayor Jim Watson*

For more information on City programs and services, visit ottawa.ca or call 3-1-1 (TTY: 613-580-2401). You can also connect with us through [Facebook](#), [Twitter](#) and [Instagram](#).

This email was sent by the City of Ottawa to
because you subscribed to News and
resources for residents

City of Ottawa, 110 Laurier Ave. W., Ottawa, Ontario K1P 1J1,
Canada

© 2001-2020 City of Ottawa

[Unsubscribe from this list](#) | [Privacy statement](#) | [Update your contact info](#)

Visit ottawa.ca for a full list of newsletters
ottawa.ca | 3-1-1

Visit the City's social media
streams

TTY 613-580-2401

