

MassRelay Service

Telecommunication Relay Services

Individuals who are deaf, hard of hearing, late deafened, or speech disabled may access any of the Department of Mental Health's offices via the Massachusetts Relay Service (MassRelay). MassRelay is open 24 hours a day, 7 days a week, 365 days a year, enabling hearing people or people who do not use a text telephone (TTY) to communicate over regular telephone lines with people who are deaf, hard of hearing, late deafened, or speech disabled.

A Relay Operator (OPR) will complete your call, dialing the party you wish to contact and then stay on the line to relay messages electronically via a TTY or verbally to people who can hear.