THE CORPORATION OF THE CITY OF WINDSOR

MEDIA RELEASE

For Immediate Release
April 27, 2006

Windsor Provides Landmark Access for Deaf, Deafened and Hard of Hearing Citizens

The City of Windsor, Ontario has become the first municipality in Canada to launch a TEXTNET access system for the deaf, deafened and hard of hearing. The City partnered with The Canadian Hearing Society (CHS) to bring this service to the citizens of Windsor.

"Wonderful news for the Deaf/Deafened/Hard of Hearing community!" says David Kerr, Regional Director of the Canadian Hearing Society Windsor Region, "We are happy to be a part of this groundbreaking project."

Now, using one phone number, 1-877-4TTY311, callers can bypass the Bell Relay System and connect directly to Windsor's 311 call centre. In addition, citizens who do not have access to a TTY machine will be able communicate with 311 online, via a TEXTNET link on the City of Windsor's website. TEXTNET software will allow the City of Windsor to communicate with TTY users without having to purchase and maintain TTY machines of their own.

"We are very proud to be the first city in Canada to use this cutting-edge technology," says Manager of Customer Service for The City of Windsor, Tom Malanfant, "this simplifies communication significantly and brings us closer to our goal of complete accessibility."

To help ensure the best service possible, CHS has provided City operators with technical training as well as sensitivity training related to disabilities. Providing this service to deaf, deafened or hard of hearing citizens has allowed The City of Windsor to fulfill key objectives of both its *Accessibility Plan* and its *Corporate Customer Service Strategy* in a user-friendly and cost-effective manner.

-30-

For more information, call:
Tom Malanfant
Manager of Customer Service
(519) 255-2888 ext. 831#
Cell: (519) 566-9770