In this FAQ you can find tips sorted by topics. We’ll mark new or updated tips with a small flag, so you can easily spot additions to this document.

### Topic Shortcuts:
- **Sensitive Issues**
- Breastfeeding and BFPC
- Certification and Eligibility
- Food Benefits Issuance
- Food Prescriptions
- Formula
- Foster Care
- Medical Documentation
- Migration
- Peripherals/Hardware
- Reports
- Scheduling
- Transfers
- WIC Card and Shopping
- Other

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**Sensitive Issues**

<table>
<thead>
<tr>
<th>Miscarriage prompts an Infant tab</th>
</tr>
</thead>
<tbody>
<tr>
<td>When you sub-certify a participant who has experienced a miscarriage, the <strong>Health Information</strong> screen of the Non-BF PP participant will automatically add a tab with the name “Infant” to the <strong>Breastfeeding Information</strong> section. <strong>Please be very careful not to point this out to participants.</strong></td>
</tr>
</tbody>
</table>

What to do with the generic Infant tab?
- You don’t have to fill anything out in this Infant tab, even though it has a star.
- The tab will remain on the record for up to two years. Please continue to ignore it.
- Any additional miscarriages you record will add more generic Infant tabs to the record.

We’ll be requesting a change to Cascades to remove this tab in the future.

For now, please share with all clinic staff who access the **Health Information** screen to discretely ignore this tab when they interact with the participant.
### Cascades Tips

<table>
<thead>
<tr>
<th>Use a Family Alert to share with clinic staff that a participant has experienced a miscarriage</th>
<th>This tip came from Susan at KCR - Pt. Orchard. Thank you Susan!</th>
</tr>
</thead>
<tbody>
<tr>
<td>When a participant in your clinic reports a miscarriage, it is helpful to share this sensitive information with other clinic staff for future interactions. One easy way to share is to use <strong>Family Alerts</strong>.</td>
<td></td>
</tr>
</tbody>
</table>

**Benefits of Adding Miscarriage Information to Family Alerts:**
- Any clinic staff opening the participant’s record will see it right away at the beginning of an appointment.
- You can keep the alert instead of deleting it, so other clinic staff can see the alert in future months to come.

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### Breastfeeding and BFPC

<table>
<thead>
<tr>
<th>Complete a breastfeeding review anytime a participant requests formula</th>
<th>Please remember that anytime a participant requests formula, a staff trained in breastfeeding support needs to complete a breastfeeding review. If participants states they are no longer breastfeeding, then a Breastfeeding Review is not required.</th>
</tr>
</thead>
<tbody>
<tr>
<td>To guide you, use CIMS policy for Breastfeeding Review (pages 12-16) in <a href="#">Policy Volume 1, Chapter 15 - Breastfeeding</a>.</td>
<td></td>
</tr>
</tbody>
</table>

Follow these steps:
1. **Develop rapport and ask open-ended questions** such as, “Tell me more about why your infant needs formula.” **Reflect** and **affirm** the participant’s choice to breastfeed.
2. **Explore** participant’s breastfeeding goals and **offer support**.
3. **If formula is needed:**
   - **Ask**, “How much formula are you giving your infant each day?”
   - **Record how much formula** is needed in the **Breastfeeding Information** container:
     - BFPCs record in the BFPC’s **Care Plan** screen.
     - CPAs record in the infant’s **Health Information** screen.
4. CPA reviews and prescribes the minimum number of formula ounces needed to support ongoing breastfeeding. Use the Review the staff tool: Breastfeeding Infant and Participant; Food Package First Month of Life tool as guidance.
   - 1st month - WIC only allows one can of formula max for breastfeeding pairs.
   - 2nd month and beyond – review the table on page 2 of the above tool.
5. CPA issues the prescribed food benefits.
6. Record the breastfeeding review in the Nutrition Assessment container of the Care Plan Summary quick link.

**Steps:**
1. Title the Nutrition Assessment entry: Breastfeeding Review or BFR.
   - Peer counselors, not working as a CPA, title it BFR-PC or Breastfeeding Review-PC.
2. Include the date the Breastfeeding Review was done in the title of the assessment if it wasn’t done the same day it was entered.
3. Document the problem or concern.
4. Include information about what was discussed, type of help offered, and what referrals were made.
5. Note if formula was or wasn’t issued and why.
6. Include any other important information.
7. Save.

Note: Training coming soon for WIC Staff and BFPC to document BF review in the BFPC-Care plan and Family Nutrition Assessment in Cascades.

**Certification and Eligibility**

| Date of birth for all adults | Staff must enter a date of birth for all adults listed in Cascades – includes Parent Guardian 1 and 2, and Caretakers. You don’t need to enter ID for adults who aren’t WIC participants. |
Document income for participants who are income eligible based on adjunct program participation

Staff are required to enter the family’s income from past 30 days into the Self-Declared Income field. We’re not using the Self Declared Income Range dropdown because the ranges are so broad it doesn’t give us good data. Instead, use the Self Declared Income field.

How to complete a certification for a Presume Eligible (PE) Participant

Update: Select the link to the Cascades Steps sheet for Complete Assessment for a Presumed Eligible (PE) Participant on our website.

Ineligible letters

1. Cascades has Ineligible letters for participants who are in an applicant status and found ineligible at an initial certification or a subsequent certification.
   - If the person isn’t income eligible, print the Ineligible letter from the Income Information screen.
   - The button to print appears in the lower right hand corner of the screen when the person isn’t income eligible.
2. When staff select “Apply” on the Subsequent Certification Quick Link, Cascades considers the person an applicant. There isn’t a way to print Ineligible letters for participants who are currently certified.
   - In these situations, complete a pre-printed Ineligible letter in the appropriate language, scan into the participant’s file, and give the original to the participant.
   - You can print the letters from the WIC website.
### Notes:
- Ineligible letters aren’t printing correctly, we’re working on this. Please use pre-printed letters until it’s fixed.
- The Cascades version of the Ineligible Letters are coming soon to the Fulfillment Center and the WIC website. Please continue to use the Client Services version for now. It is called the “Not Eligible” termination letter on the website and Fulfillment Center.

### Subsequent Certification
You have to go down to the **Subsequent Certification** Quick Link (in the menu tree on the left side of the screen) and then select “Apply” for anyone needing a subsequent certification.

Only then will you see the required screen stars for the certification.

### Terminating participants
Cascades ends all current and future benefits when participants are terminated. Staff need to consider each situation to determine when to terminate the participant.

See these examples:
1. Child is 4 years, 9 months old and staff issue the last 3 months of food benefits prior to the child turning 5 years old.
   - a. Issue a WIC Card if the family hasn’t received one yet.
   - b. Issue 3 months of food benefits for the child
   - c. Provide a pre-printed Ineligible Letter and select the reason “Your child is five years old. WIC rules only allow us to serve children up to age 5.”
   - d. Scan Ineligible Letter into Cascades on **Income Information** screen.
   - e. **Don’t terminate child’s file, leave in Active status.**
   - f. The child’s file will automatically expire in Cascades on the child’s fifth birthday.
   See [Cascades Staff Tool: Issuing Benefits in the Month of the 1st and 5th Birthday](#) for more guidance.

2. Caregiver has two children on WIC. When she comes for a nutrition education appointment, she reports she just got a new job. Staff re-assess household income with added income from the new job and determine the family is over income, even after income averaging.
   - a. Issue one month of food benefits for each child.
   - b. Provide a pre-printed Ineligible Letter and select “Your income is more than the amount allowed by Federal rules.”
   - c. Scan Ineligible Letter into Cascades from **Income Information** screen.
d. Don’t terminate files, leave in Active status.
e. Document on the Income Information screen sticky note: Not terminated so family can use benefits.

Track the participants’ names and ID numbers; terminate on the last day of the following month and document the appropriate reason.

## Food Benefits Issuance

**Signing for a participant**

When you need to sign for food benefits for a participant, please follow these steps:

1. Review “Issue Food Benefits without Physical Presence” policy, *Volume 1, Chapter 22*.
3. On the Food Benefits Issuance Signature Confirmation popup, select the bottom radio button for the Staff signature and sign.
4. Select Save. The Save button enables when there’s a signature to save.

**NOTE:**

If you see the Save Fake button, something is wrong with the connection. It means Cascades doesn’t recognize the signature pad/card reader.

**To Solve:**

a. Check the signature pad connection to the computer:
   - Unplugging and re-plugging the signature pad usually fixes the problem.
   - Have the participant sign for food benefits.

b. If re-plugging the signature pad doesn’t work:
   - Select the Sign Later button.
   - Select any other screen in the Quick Links column.
   - Return to the Issue Food Instruments screen. If the Sign button is now enabled, have the participant sign.

c. If you still don’t have the Sign button, contact Cascades Support. Once the connection is fixed, staff will need to sign for the benefits for the participant:
- Under the **Family Services** menu, select **Delayed Signatures for FI Issuance**.
- Select the participant, then sign for benefits following Steps 3 – 4 above.

Food benefits **aren’t available to the participant until a signature is captured** (either the participant’s or staff’s).

## Food Prescriptions

<table>
<thead>
<tr>
<th>Error messages can happen in present and future benefit issuance months</th>
<th>Staff have to look at present and future food prescriptions in the Food Carousel to find the error.</th>
</tr>
</thead>
</table>

### Milk substitution

- When total cheese, yogurt, and tofu substitution exceeds 1 gallon of milk a validation error will pop up.
- Federal regulations allow only 1 gallon of milk to be substituted for a combination of cheese, tofu, and yogurt.
- States have the option to allow the maximum amount of tofu.
- WA allows clients to substitute all their milk for tofu.

If tofu issuance is causing the error - dismiss this error and continue with issuance. See [Cascades Steps: Tofu and Medical Documentation](#) for more guidance.

### Breastfeeding – Fully Formula Fed

If the breastfeeding participant wants the full amount of formula, provide a breastfeeding participant a Fully Formula Fed food prescription.

See [Cascades Steps: How to Determine Food Benefits for Breastfeeding Fully Formula (BF-FF) Participants](#).

### Prescribing Soy-based Beverage for 1-year Old Toddlers

In the **Prescribe Food** screen, the subcategory item **Soy-based beverage** is listed only under the **Milk – Fat Reduced** category, not the **Milk – Whole** category.

In Cascades the food prescription for a 1-year old toddler will default to listing the category **Milk - Whole**, which doesn’t contain the sub-category of **Soy-based beverage**. If a 1-year old toddler needs to receive soy-based beverage in place of milk, follow these steps:
### Cascades Tips

1. **In Add Item to Food Prescription** container:
   a. Add Category **Milk – Fat Reduced**.
   b. Add Subcategory **Soy-based beverage**.
   c. Enter desired quantity up to max.
   d. Select **Add Item**. A pop-up notice will let you know that you have prescribed more milk than allowed.

2. **In Food Prescription Items** container:
   a. Find the Category **Milk – Whole**.
   b. Reduce quantity to desired amount within the max amount.
   c. Select **Save**.

### Formula

**Don’t issue Enfamil EnfaCare. Issue Enfamil NeuroPro EnfaCare instead**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Create a new food prescription for today.</td>
</tr>
<tr>
<td>2</td>
<td>Select Enfamil NeuroPro EnfaCare from the formula subcategory list.</td>
</tr>
</tbody>
</table>
| 3    | Cascades will prompt you to enter a Medical Documentation Form (MDF).  
  a. If there is a current MDF, modify it to include Enfamil NeuroPro EnfaCare instead of Enfamil EnfaCare. Save. |
| 4    | Enter the amount of Enfamil NeuroPro EnfaCare needed. |
| 5    | Then, enter “0” for Enfamil EnfaCare. |
| 6    | **Repeat** steps 4 and 5 for future food prescriptions. |
|      | • Issue benefits. |

**How Cascades calculates Formula and PediaSure issuance**

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Let your families who receive formula or PediaSure know:</td>
</tr>
<tr>
<td>• Food prescriptions are based on the number of ounces of formula or PediaSure needed per month. Cascades averages this amount over 6 months.</td>
</tr>
<tr>
<td>• The number of cans of formula or 6 packs of PediaSure change slightly from month to month. This ensures that at the end of 6 months the participant receives the appropriate amount of formula for this whole time period.</td>
</tr>
</tbody>
</table>
Cascades Tips

- We can’t change how the formula is divided between the months.
- Some months Cascades issues more than required for daily use. This isn’t really extra for the month. Encourage participants to save the formula or PediaSure for future months when Cascades issues less than needed.
- The amount issued per month is reflected on the shopping list.

For example:
A participant is prescribed 248 oz of PediaSure per month (1 can/day). This is a total of 1488 oz in 6 months. Monthly benefits may look something like this:

- Month 1: 5x 6-packs (240 oz)
- Month 2: 6x 6-packs (288 oz)
- Month 3: 6x 6-packs (288 oz)
- Month 4: 5x 6-packs (240 oz)
- Month 5: 5x 6-packs (240 oz)
- Month 6: 4x 6-packs (192 oz)

PediaSure unit of measure (UOM)

- Educate participant that 1 can = 1 six pack of 8 oz. containers.
- UOM on shopping list and food benefit issuance screen is incorrect – it says cans, should be 6-packs.
- Prescribed food screen UOM is correct.

Verify what’s in the EBT account before you use the Exchange/Increase Formula feature

Updated: Please see [Cascades Steps: Exchange Formula](#) Benefits for guidance.

Amount of formula provided using the Exchange/Increase Formula feature

- USDA allows two ways to issue formula, the “Full Nutrition Benefit” and the “Round Up Method.”
- Washington uses the “Full Nutrition Benefit” in CIMS.
- Both methods provide participants similar amounts of formula over the infant’s first year; it’s just done differently.

We recently realized Cascades is using both methods:
- the “Round Up Method” when using the Exchange/Increase Formula feature and
- the “Full Nutrition Benefit” when prescribing formula.

As a result, when you use the feature, the system may over issue formula, depending on can size.

We are aware of this—and there is nothing you need to adjust when using this feature.
Our plan is to transition to the “Round Up Method” after rollout.
## Foster Care

**Multiple foster children in a family**
- When issuing benefits to a Foster child – write the child’s first name or initials on the card.
- Use the Journal of Transactions to see the food benefits issued to the participant (not aggregated).

**Shopping with multiple foster children’s WIC Cards.**
- Let your foster parents with multiple foster children know:
  - When foster parents are checking out at the grocery store, each foster child’s WIC benefits must be a separate transaction.
  - They will get a receipt for each separate transaction with the remaining balance.

## Medical Documentation

**Migrated medical documentation**

**Medical documentation migrated from Client Services:**
- Be sure to check the food prescription for all participants with the “Client has Medical Documentation” alert.
- The correct end date is migrating over from Client Services.
- Cascades isn’t stopping the issuance of the prescribed foods when categories change (for example from 1 year old to 2 years old or a pregnant to breastfeeding participant.)

**Entering a new medical documentation form in Cascades:**
- When entering new medical documentation, update the end date or it will default to 30 days.
- See Cascades Steps: Enter Medical Documentation for the First Time for more guidance.

## Migration

**“Alternate” in CIMS migrates to Cascades as a “Caretaker”**
- In CIMS, staff enter a second person who can shop for WIC foods as an “Alternate.” This person’s name migrates into the “Caretaker” field in Cascades.
Be sure to assess who this person is and put their name in the correct field.

For example:
1. If the person is the father of a child, put the name in Parent/Guardian 2.
2. If the person is the grandmother, put the name in Caretaker.

**NOTE:** See the Cascades policy [Chapter 18 – Certification](#) for definitions of Parent/Guardian, Caretaker and Proxy and what they’re allowed to do.

### “Converted” proofs
- We migrated many proof selections from CIMS to Cascades as “converted”.
- These are valid proofs until the next certification.

Staff don’t need to change these.

### Migrated Food Packages
- If benefits haven’t been issued: Create a new food prescription.
- If benefits have been issued: Void and re-issue food instruments. See [Cascades Steps: Void and Reissue Benefits](#) for more guidance.

Always verify the food prescription is correct before issuing benefits.

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## Peripherals/Hardware

**Every time you view or print a growth chart in the Printer Friendly view, close the pop-up window before opening a new growth chart.**

**Note:** The following tip is for staff who choose to view or print growth charts using the Printer Friendly view. You don’t have to use the Printer Friendly view to see the charts.

Some staff report getting systems errors when using the Printer Friendly view for growth charts.

**To solve:**
1. Select the **Printer Friendly** button to view the printable growth chart in a pop-up window.
2. **If you don’t want to print:** Close the pop-up window by selecting the X in the upper right corner of the pop-up window. Only then choose the next growth chart you want to view.
3. **If you want to print:** Select **Print** to print the growth chart. The pop-up window will disappear from view after you printed.
   a. Check your open application icons at the bottom of your computer screen. If the Printer Friendly pop-up window with the growth chart is open, close it. Only then choose the next growth chart.
   b. The icon for the pop-up window looks like this: 

4. Repeat these steps for every chart you open.

Closing an open Printer Friendly pop-up window before viewing or printing the next growth chart helps prevent system errors.

### Troubleshooting tips when using the scanner

If the scanner shows an error message, try these troubleshooting tips:

1. Restart the scanner:
   - On the back of the scanner, set **Auto Start** to **Off**.
   - Turn the scanner on by pressing the **silver button** on the top
   - Open the scanner in the front. Place the paper to be scanned **face down**.
2. If you’re still getting an error, exit out of Cascades and **log back in**.
3. **Unplug and plug** the scanner back in.
4. Try plugging the USB cord into a **different USB port** on your computer.

If none of these tips resolve the issue, please call the DOH IT Service Desk at 1-888-457-2467.

### Reports

<table>
<thead>
<tr>
<th>Detail and Summary Report of High Risk Participants</th>
<th>As we are looking more at this report, we are seeing that it isn’t working as expected.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Please don’t use this report until you hear more from us.</td>
</tr>
</tbody>
</table>
### Scheduling

<table>
<thead>
<tr>
<th>Family ID not needed for search in Management Appointments</th>
<th>When using the Manage Appointments screen while making appointments, you don’t have to enter the family ID in the search field! Many of us thought you had to… but this is not true. Instead, to search for a family, do this: 1. In the Manage Appointment screen, select the magnifying glass icon or place your cursor into the search window. 2. Press <strong>Enter</strong> on your keyboard. 3. You’ll be taken to the Search Criteria pop-up screen, where you can search for the family name, as usual.</th>
</tr>
</thead>
</table>

| Text Notifications are brief | When you ask participants about their preferred method of communication, please let participants know that all text notifications are brief. They only serve as a reminder and don’t include details about their appointment beyond date and time. |
## Transfers

| If a record at the clinic of origin is expired, it can’t be transferred. | When you are transferring a participant from one clinic to another, you may sometimes find that the participant status has expired at the clinic of origin. To Transfer an Expired Participant:  
1. Don’t re-activate the participant’s status at the clinic of origin.  
2. Instead, at the receiving clinic location, start a NEW record for this participant.  
3. Contact Cascades Support to have them link the two records. Support staff will need:  
   - The clinic names of the clinic of origin and receiving clinic  
   - The participant IDs for both records  
   - Which record is to be marked “Primary”  
   
For more guidance see [Staff Tool: Understanding Foster and Non-Foster Transfers](#). |
| Out of State Transfers, including transferring participants between Client Services (CIMS) and Cascades | Follow these steps when:  
- A participant transfers from a Cascades clinic to a CIMS clinic.  
- A participant transfers out of state.  

To transfer a participant out of your clinic:  
1. **Search** for the family. Click the pencil to open the family’s file.  
2. Select **Family Services** on the menu bar.  
3. Select **Transfer**, then select **Out of State**.  
4. On the **Out of State Transfer** screen, select each family member to transfer.  
5. **Don’t** select the **Transfer** button.  
6. Instead, select the **Print VOC** button.  
7. Add optional comments or instructions.  
8. Select the **Print** button (bottom right on screen).  
9. Select the **Cancel** button. When pop-up message displays asking if you want to save, select **No**. |
Option: Add a Family Alert about the transfer to help you manage caseload. This way you don’t call participants who have transferred out.

Don’t select the Transfer button: If you select the Transfer button it terminates the participant and their food benefits.

Leave the participant’s file as Active. Let the system expire the certification. You don’t have to track participants who need to be terminated at this time.

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**WIC Card and Shopping**

**Family Search Using EBT Card Number Field**

**Time Saver Tip:** Complete a family search quickly by swiping the participant’s WIC Card in the card reader.

**Steps:**
1. In Family Services choose Family Search.
2. Click your cursor in the EBT Card Number field. The cursor will change the color of the field.
3. Have participant swipe their WIC Card in the card reader/signature pad unit.

The number will automatically fill in the EBT Card Number field.

**Help reduce confusion between WIC food benefit and SNAP benefit availability**

SNAP benefit and WIC food benefit monthly start dates differ.
- **SNAP benefits:** Available on the last day of the month.
- **WIC food benefits:** Available on the first day of the Family Issuance date.

WIC participants who receive SNAP benefits may be used to next month’s benefits becoming available on the last day of the month.

**To avoid confusion for participants, please share with all WIC participants:**
- The date for the First Day to Spend (FDTS)
- The date for the Last Day to Spend (LDTS)
  Include dates for all upcoming issuances (for example, June 12, July 12, and August 12).
### Tips to increase participant understanding:

- Add the Family Issuance Day to the inside of the **WIC ID and Card folder** as a handy reference for participants to know when to expect new food benefits to begin.
- Provide the **Washington WIC Shopping Tips** handout (DOH 961-1160, available in 11 languages). For example, it includes a section on how to find the LDTS in the **Cascades Shopping List**:

<table>
<thead>
<tr>
<th>Issue the WIC card before issuing benefits</th>
<th>Issue the WIC card before issuing benefits. This helps prevent system errors.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Money Saving Tip!</strong></td>
<td>WIC foods are taken out of the Electronic Benefit Account (EBA) in the order they’re scanned at the checkout stand.</td>
</tr>
</tbody>
</table>
| Place more expensive food items ahead of less expensive items at the check stand | If a participant buys more than WIC covers for a certain food category:  
  - Let the participant know they can place more expensive food items ahead of less expensive items at the checkout stand.  
  - **WIC** will pay for the more expensive items when they are scanned first.  
  
  **Example:**  
  1. A pregnant participant has 16 oz. of whole grain choices in her EBA.  
  2. She plans to buy a package of whole grain pasta ($1.48) and a loaf of whole wheat bread ($3.29). Both items are WIC approved, but her WIC benefits will only cover one of the items.  

She can place the bread ahead of the pasta at the checkout stand and WIC will pay for the bread. |
| Setting the PIN for the card              | • Select the “cardholder.”  
  • This person’s date of birth is needed when setting the PIN, and the zip code entered in Cascades.  
  • If there is a mailing address documented in Cascades – the person uses the mailing address zip code to set the PIN.  
  The person sets the PIN on their own (although staff can let the person use the phone in the clinic to set the PIN). |
Two tools for educating participants about WIC Cards and shopping

Use these two tools to help educate participants about WIC Cards and WIC shopping.

1. **Staff Tool: WIC Card Education for Participants**
   Use this to share important steps for setting up and using the WIC Card with participants. You can order it from MyPrint on card stock, or it’s available to print yourself from the Cascades website:
   - **English**
   - **Spanish**

2. **Washington WIC Shopping Tips for Participants** is a participant handout about purchasing WIC foods using the WIC Card. Includes:
   - Important shopping tips
   - Reading store receipts
   - WICShopper app information

You can order it from MyPrint in 11 languages, or print it yourself from the Washington WIC Cascades page.

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### Other

**Helpful Features in Cascades**

- **Question Mark Icon:**
  - Every container on every screen includes the Question Mark icon on the upper right side of a container.
  - Select the Question Mark icon for step-by-step directions, clarifications, and helpful technical tips.
  - Once you have selected the Question Mark, the Help pop-up page opens.

- **Help Tab:**

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Once the Help pop-up page opens, select the **Show** link on the upper left hand corner. This will open a column with Quick Links to helpful information on different topics:

- Introduction
- Family Services
- Scheduling
- Vendor
- Operations
- Finance
- Administration
- User Manuals
- Training Videos
- Appendices

**NOTE:** Occasionally, Washington WIC policy will differ from information given in the **Help** pop-up page. If unsure, check the WIC Cascades policy webpage.

This institution is an equal opportunity provider.

**Washington State WIC Nutrition Program does not discriminate.**

For persons with disabilities, this document is available on request in other formats.

To submit a request, please call 1-800-525-0127 (TDD/TTY call 711)

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