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I am a speech language pathologist and work closely with children and adults who have speech difficulties. Sometimes they must muster great effort to be understood. But it is always worth the effort. Communication is our way of reaching out to each other in our community and access to the telephone is an important part of this socialization process. We all know that sometimes just talking on the phone to a friend makes the whole day go better!

-Operators need to stay on the call long enough to get used to the way the PERSON with a speech disability talks. This is a lot easier than it seems at first. I have my graduate students practice listening to tapes and live voices of persons with speech challenges and they learn quickly to focus on the message. Children can even do it with great confidence. It just takes a little time at the beginning~ like it does with anything worth while.