

# CALLER

## THE COMMONWEALTH

Virginia Relay: Telecommunications services for the deaf, hard of hearing, DeafBlind and speech disabled

Fall 2011

## Virginia Relay Continues Contract with AT&T

On August 2, 2011, Virginia Relay announced that it has signed a new contract to retain AT&T as its contracted service provider of traditional relay services for the next three years, with options for four one-year extensions beyond 2014. The new contract maintains the current employment level at AT&T's Norton, Virginia Relay Call Center.

The new contract with AT&T preserves Virginia Relay's current level of service quality as it continues to provide the most up-to-date technologies enabling people who are deaf, hard of hearing, deaf-blind and speech disabled to communicate via a standard telephone. In 2011, Virginia Relay is celebrating its 20th anniversary of providing high-quality telecommunications to state residents from the Norton site.

### The new contract includes the following new services:

Under the new contract, Virginia Relay and AT&T are now offering relay users a variety of new features. Here is an overview:

- Delayed repeat dialing
- Priority routing of reverse 911 calls
- Speech-to-Speech (STS) listings
- Asking for STS relay by STS user name
- Dual STS voicing
- Enhanced Deafblind support (DBS) customer profiles
- Enhanced STS user profiles
- Visually assisted STS



## Virginia Relay Selects Hamilton Relay to Provide CapTel® Service

In April 2011, Virginia Relay announced that Hamilton Relay is the new provider of Captioned Telephone (CapTel) service in the Commonwealth of Virginia. Under the new contract, CapTel users in Virginia can look forward to the technological innovations that Hamilton Relay provides in accessing the service.

With CapTel, individuals with hearing loss can listen while reading captions of what is said to them on the display screen of a CapTel phone, much like reading captions on television. As of May 2011, more than 3,000 CapTel phones were in use in Virginia.

### With Hamilton Relay as the new provider, Virginia CapTel users have access to an array of features, including:

- Users may now use their CapTel phones to call N11 code numbers, such as 411, 211, etc.
- CapTel customer service is now available 24 hours a day, 7 days a week
- CapTel users may now adjust the amplification settings on their phones
- Spanish customer service is now available for Spanish-speaking CapTel users

Residents of the Commonwealth of Virginia can purchase a CapTel phone for the reduced price of \$99 through Virginia Relay. Virginia Relay also offers CapTel phones at no cost to those who qualify through its Technology Assistance Program (TAP).

That's what I'm talking about

**HAMILTON**  
relay

## Governor McDonnell Visits RAM Event



**Top:** During RAM, Governor Bob McDonnell visited with the VDDHH and Virginia Relay team. Here the Governor (right) talks with local outreach services coordinator Jack Owens (left) and interpreter Shauna Walsworth (center).

**Bottom:** A group from VDDHH and the Virginia Relay Center were among the volunteers at the Remote Area Medical (RAM) outreach event July 22-23 in Wise County, Virginia.

### Find Us on Facebook!

Virginia Relay now has a Facebook page! Just enter "Virginia Relay" in Facebook's search field and click the "Like" button at the top of our page to get regular status updates of Virginia Relay news, events and more.

Virginia Relay  
20 Years

Offering Keys to Communication  
VDDHH  
Virginia Relay  
CapTel

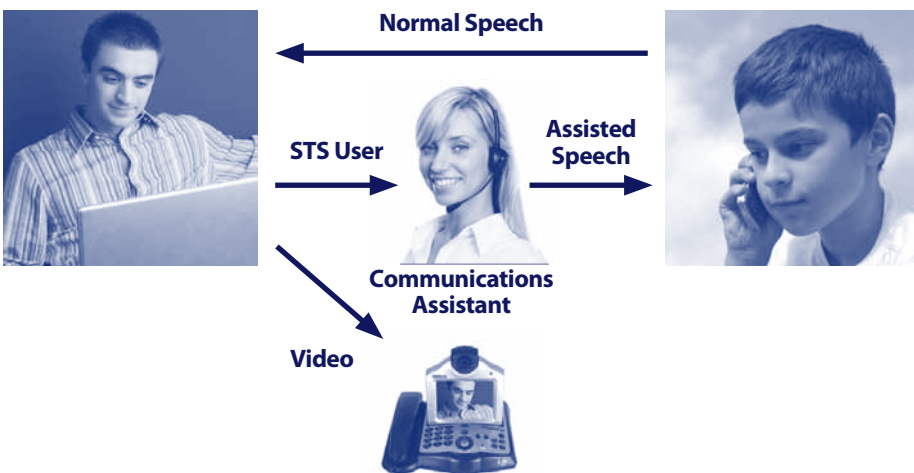
## Virginia Relay to Test Video-Assisted STS

Virginia Relay and AT&T have agreed to support a limited user-friendly trial for an enhanced Speech-to-Speech (STS) service called, Video-Assisted STS or Vid-STS. This new service allows a STS user with access to a high-speed internet connection and video phone to communicate with a video-equipped and specially trained STS Communication Assistant (CA) through a separate video link connection. The concept for Vid-STS is that the Vid-STS CA will be able to see the STS user's facial expressions and gestures in order to better understand what the STS user is voicing. Specific details for the trial are still being discussed with VDDHH but it is our hope that we will be able to test the service with about five to 10 STS users located in Virginia. A few requirements for Vid-STS trial participants will be:

- access to high speed internet connection
- video phone or web camera
- video conference application such as SKYPE
- a STS user profile
- willingness to provide user experience feedback to AT&T and VDDHH through a survey

Dates for the Vid-STS trial in Virginia have not been finalized but we hope to be ready by October/November 2011.

### Speech-to-Speech User



## Virginia Relay Welcomes Two New Advisory Council Members

The Virginia Relay Advisory Council (VRAC) recently announced the addition of two new advisory council members, Kathi Mestayer and Valerie Luther. The Virginia Relay Advisory Council represents the needs and concerns of Virginia Relay users and consists of members from the Association of Late Deafened Adults, the Virginia Association of the Deaf, the Virginia Association of Deafblind, the Speech and Hearing Association of Virginia, the Central Virginia Center for Independent Living and other associations dedicated to advocating for those with hearing loss.

Kathi is a representative of the Virginia Chapters of the Hearing Loss Association of America (HLAA). HLAA works to eliminate the stigma associated with hearing loss and raises public awareness about the need for prevention and the importance of regular hearing screenings throughout life. HLAA provides assistance and resources for those with hearing loss and their families to learn how to adjust to living with hearing loss.

Valerie represents the CapTel users on the Virginia Relay Advisory Council. CapTel allows people who are hard of hearing to read a captioned version of their conversations on the text screen of their phones and listen to the voice of the person they are calling at the same time.

Congratulations, and welcome Kathi and Valerie!

## Wireless Device Soon Available Through TAP

The VDDHH and Virginia Relay Technology Assistance Program (TAP) will soon offer its first wireless device. The Jitterbug is an easy-to-use cell phone with a loud speaker and earpiece shaped to work with hearing aids. The phone is extremely popular with seniors who do not want the programming and complicated features often associated with today's Smartphones and wireless communication devices.

The Jitterbug will be available through the TAP L2O (Loan-to-Own) program later this fall. Exclusive to the program, qualified applicants will receive a no-cost phone and free activation, a waived five-minute Operator service fee, no contract and no cancellation fees, a free car charger and case, and free LiveNurse application with all rate plans.

While the Jitterbug cell phone will be provided by TAP L2O, recipients will be responsible for the costs of the monthly service plan. Plans will start at \$14.99 for 50 minutes and include nationwide coverage. VDDHH also plans to add a captioning cell phone and smart phone to the TAP L2O equipment program in 2012.

To find out if you qualify for a Jitterbug cell phone, contact the VDDHH outreach office nearest you. For a list of office locations visit [www.vddhh.org/orproviders.aspx](http://www.vddhh.org/orproviders.aspx) or call 1-800-552-7917 (voice/text).



## Project Endeavor

Project Endeavor is a nationwide program that promotes high speed Internet services for America's deaf and hard of hearing people. Administered by the Communication Service for the Deaf (CSD), the program's overall purpose is to address the barriers that prevent deaf and hard-of-hearing people from accessing Internet-based services.

Qualified deaf and hard-of-hearing individuals can connect to the Internet through Project Endeavor's discounted Internet packages, which include discounted service plans and free video communications equipment. Project Endeavor also offers videos that demonstrate the benefits of using the Internet, in both text and American Sign Language (ASL).

The project operates with an emphasis towards deaf and hard-of-hearing job seekers and high school students transitioning from "school to work" programs.

People who qualify for discounted Internet packages can:

- Search the Internet
- Use remote interpreter or captioning services
- Look for a job
- Connect with other
- Watch videos
- Learn new skills

Visit [www.projectendeavor.org](http://www.projectendeavor.org) for more information on Project Endeavor.

## Meet Virginia Relay CapTel® Specialist, Marta Cagle

Virginia Relay would like to welcome Marta Cagle as Virginia's new CapTel Outreach Specialist on behalf of the Virginia Department for Deaf and Hard of Hearing (VDDHH). Originally from Christiansburg, Va., Marta provides outreach support and education services for the entire Commonwealth of Virginia.



As CapTel Outreach Specialist, Marta hopes that she will be able to reach sectors of the community that don't know about the services offered. "I hope I can change people's lives by educating caregivers and medical professionals because they see people that may not have ties or access to resources to learn about CapTel services," said Marta.

Marta began her current position with Hamilton Relay in June and has over 10 years experience working in the healthcare field with medical equipment and high-end rehab devices for over 10 years. The most rewarding part of the new position for Marta is "helping someone keep or regain their independence with our services, and also explaining that this service is here to help and is free of charge."

Marta attended Radford University and is currently working on her business degree in human resources management. In her spare time, Marta enjoys hanging out with family and friends, reading, and visiting the beach. She is also a board member for the Virginia SIDS Alliance.

Marta is available to give free CapTel presentations to interested organizations, businesses, resource centers and healthcare facilities. After a presentation, Marta will leave a CapTel phone so potential users can test out the phone and see the advantages of using CapTel equipment and services free for 30 days. To schedule a presentation, contact Marta at 804-726-6615 or [Marta.Cagle@hamiltonrelay.com](mailto:Marta.Cagle@hamiltonrelay.com).

## CapTel Customer Service Now Available 24 Hours

With support from Hamilton Relay and CTI, Virginia Relay is now offering CapTel Customer Service 24 hours a day, including weekends. Virginia Relay is committed to providing the very best care and ensuring that customers have continuous access to support.

### To contact CapTel Customer Service:

**Tollfree:** 1-888-269-7477  
(Voice/CapTel/TTY)

**Spanish support:** 1-866-670-9134

**Fax:** 402-694-5110

**Email:** [Virginia@HamiltonRelay.com](mailto:Virginia@HamiltonRelay.com)

### Standard Mail:

Virginia CapTel Customer Service  
P.O. Box 285, Aurora, NE 68818



## Fond Goodbyes & Thank Yous

Virginia Relay and the Virginia Relay Advisory Council would like to give a fond goodbye and thank you to three recently retired members: Rosemarie Savage (formerly Rosemarie Riggs), Betti Thompson and Cheryl Deavers.

Rosemarie retired in May after working as the AT&T Relay Center Manager representing the AT&T Virginia Relay Center in Norton. Rosemarie recently got married and moved to Tennessee with her family. She worked with Virginia Relay for 20 years.

Betti and Cheryl are retiring from the Virginia Relay Advisory Council. Betti represented video relay users while Cheryl represented CapTel users.

We would like to thank these wonderful professional women for their hard work and dedication to Virginia Relay and the Virginia Relay Advisory Council.

## Mobile CapTel® Continues to Grow

Now enjoy the convenience of CapTel wherever you happen to be. Mobile CapTel allows you to read captions of what's being said during phone conversations while listening and talking with people on mobile devices.

### What do I need?

- A compatible smartphone. Find out which smartphones and wireless networks are compatible with Mobile CapTel by using the SmartPhone Selector online at [www.hamiltoncaptel.com/mobile\\_captel/smartphone\\_selector](http://www.hamiltoncaptel.com/mobile_captel/smartphone_selector)

### Compatible phones and networks include:

- A hands-free headset or speaker phone that works with hearing aids/cochlear implants

- An account with Hamilton Web CapTel. A simple one-time registration is required (it's free!). Once registered, you can place and receive calls from your mobile device, anytime, anywhere. To register for a Hamilton Web CapTel account visit [www.hamiltoncaptel.com/web\\_captel](http://www.hamiltoncaptel.com/web_captel) and click on the orange "Register Now" box at the upper right hand corner of the page.

See what they say



AT&T	Sprint	T-Mobile	U.S. Cellular	Verizon
<b>Android:</b> Android OS 2.1 or higher	<b>Android:</b> Android OS 2.1 or higher	<b>Android:</b> Android OS 2.1 or higher	<b>Android:</b> Android OS 2.1 or higher	<b>Android:</b> Android OS 2.1 or higher
<b>Blackberry:</b> Bold 9700 Torch 9800	<b>Blackberry:</b> Bold 9650 Curve 8350i Curve 8530	<b>Blackberry:</b> Bold 9700	<b>Blackberry:</b> Bold 9650	<b>Blackberry:</b> Bold 9650 Curve 8530 Storm2 9550
<b>iPhone:</b> iPhone 3G    iPod Touch iPhone 3GS    iPad iPhone 4				<b>iPhone:</b> iPhone 4 iPod Touch iPad

\* Visit [www.hamiltoncaptel.com](http://www.hamiltoncaptel.com) for updates to available networks and compatible mobile devices that may become available in the future.

# Upcoming Events

## Deaf and Hearing Awareness Festival

September 30 – October 1, 2011

Danville Community College  
Danville, VA

## Deaf and Hard of Hearing Community Day - Ferry Farm

October 2, 2011

2-5 pm

Fredericksburg, VA

To celebrate Virginia Archaeology Month, The George Washington Foundation presents Deaf and Hard of Hearing Community Day at George Washington's Boyhood Home - Ferry Farm.

Regular Admission:

Adults: \$8 / Ages 6-17: \$4 / Under 6: free

Please visit [www.ferryfarm.org](http://www.ferryfarm.org) for more information.

## 2011 Collaborations Conference

October 2 – 4, 2011

Wyndham Virginia Beach Oceanfront  
Virginia Beach, VA

The Virginia Association of Community Rehabilitation Programs *Db a vaACCSES*, is an active statewide association of organizations providing quality employment, residential, day support, training, and support services for persons with disabilities.

## 7th Annual Williamsburg Deaf Pig Roast

October 8, 2011

Williamsburg, VA

For more information, visit [www.deafpigroast.com](http://www.deafpigroast.com).

## CapTel Forum

October 13, 2011

10AM-12PM

Independence Center

6300 East Virginia Beach Blvd

Norfolk, VA 23502

Learn about the 800 and 800i CapTel telephone and enjoy telephone conversations again.

Please RSVP to Brenda Estes at 461-8007 or

351-1582 or [bestes@independence.org](mailto:bestes@independence.org).

## Tidewater Outreach Event

October 13, 2011

10 a.m.- 12 p.m.

Norfolk, VA

Come out to learn about Virginia Relay's capabilities.

## 2011 Board Meeting/ Annual Meeting

October 15, 2011

Virginia Association of the DeafBlind

Richmond, VA

For more information, visit [www.deafhh.net](http://www.deafhh.net).

## Halloween Party

October 15, 2011

Southwest Virginia Club of the Deaf

Norton, VA

For more information, visit [www.deafhh.net](http://www.deafhh.net).

## Hamilton's 110th Anniversary & Customer Appreciation Fall Family Fun Picnic

October 23, 2011

1PM-4PM

Bryan Park, Shelter 1

4308 Hermitage Road

Richmond, VA 23227

Join us for an afternoon of food and fun for the whole family.

- Delicious BBQ
- Kids crafts
- Prize drawings
- Playground
- Fishing pond
- Frisbee golf course

(must have fishing license)

Please RSVP to [marta.cagle@hamiltonrelay.com](mailto:marta.cagle@hamiltonrelay.com)

or 804.869.7419 by Wednesday, October 19th.

## ALDAcon 2011: Racing Ahead in Indy

October 26 – 30, 2011

Association of Late-Deafened Adults

Indianapolis, IN

For more information, visit [www.alda.org](http://www.alda.org).

## HLACVA Meeting

November 2, 2011

Hearing Loss Association of Central VA

Charlottesville, VA

Presentation/Topic: Dr. Larry Kesser, Associate Professor, UVA Dept of Otolaryngology and Head and Neck Surgery.

For more information, visit [www.deafhh.net](http://www.deafhh.net).

## Walk4Hearing

November 6, 2011

Washington, DC

The Walk4Hearing, produced by the Hearing Loss Association of America (HLAA), is the largest walk of its kind in the country that raises awareness and helps to eradicate the stigma associated with hearing loss.

For more information, visit

<http://hlagreaterrichmond.com>.

## Thanksgiving Dinner

November 12, 2011

Southwest Virginia Club of the Deaf

Norton, VA

For more information, visit [www.deafhh.net](http://www.deafhh.net).

## HANDS 25th Annual Holiday Banquet

December 10, 2011

Roanoke, VA

For more information, visit [www.deafhh.net](http://www.deafhh.net).

## Christmas Party

December 10, 2011

Southwest Virginia Club of the Deaf

Norton, VA

For more information, visit [www.deafhh.net](http://www.deafhh.net).

# Virginia Relay Advisory Council (VRAC)

## Voting Members:

**Eileen McCartin, Ph.D., VRAC Chair**

Representing Association of Late Deafened Adults (ALDA)

E-mail: [eileen.mccartin@Loudoun.K12.va.us](mailto:eileen.mccartin@Loudoun.K12.va.us)

**Carl Amos, Ed.D.**

Representing Hearing Relay Users

E-mail: [camos@dcc.vccs.edu](mailto:camos@dcc.vccs.edu)

**Robbin Blankenship**

Representing Speech-to-Speech (STS) Relay users.

E-mail: [robbinblankenship@gmail.com](mailto:robbinblankenship@gmail.com)

**Traci Branch**

Representing Voice Carry-Over Users

E-mail: [Traci.Branch@drs.virginia.gov](mailto:Traci.Branch@drs.virginia.gov)

**Ann Cutshall**

Representing Virginia Association of the Deaf-Blind (VADB)

E-mail: [ann\\_adventures@verizon.net](mailto:ann_adventures@verizon.net)

**Feta Fernsler**

Representing Internet (IP) Relay Users

E-mail: [dhsc.feta@gmail.com](mailto:dhsc.feta@gmail.com)

**Abra Jacobs**

Representing Centers for Independent Living (CILs)

E-mail: [jacaw2003@yahoo.com](mailto:jacaw2003@yahoo.com)

**Helen Justice**

Representing Virginia Association of the Deaf (VAD)

E-mail: [Justice1118@comcast.net](mailto:Justice1118@comcast.net)

**Valerie Luther**

Representing CapTel Users

E-mail: [valuther@vcu.edu](mailto:valuther@vcu.edu)

**Mary C. Nunnally**

Representing Hearing Relay User

E-mail: [mary.nunnally@drs.virginia.gov](mailto:mary.nunnally@drs.virginia.gov)

**Kathi Mestayer**

Representing Virginia Chapter of the

Hearing Loss Association of America (HLAA).

E-mail: [kwren@widomaker.com](mailto:kwren@widomaker.com)

**Brenda Seal, Ph.D.**

Representing the Speech and Hearing

Association of Virginia (SHAV)

E-mail: [sealbc@CISAT.JMU.edu](mailto:sealbc@CISAT.JMU.edu)

## Non-Voting Members:

**Marta Cagle**

Hamilton Relay Outreach Coordinator for Virginia

E-mail: [marta.cagle@hamiltonrelay.com](mailto:marta.cagle@hamiltonrelay.com)

**Christa Cervantes**

Hamilton Relay Accounts Manager

E-mail: [Christa.cervantes@hamiltonrelay.com](mailto:Christa.cervantes@hamiltonrelay.com)

**Matt Myrick**

AT&T Channel Manager

Virginia Relay, VRAC Liaison

E-mail: [mm9628@att.com](mailto:mm9628@att.com)

**Brenda Neely**

Center Manager, AT&T Norton Center

E-mail: [bn1545@att.com](mailto:bn1545@att.com)

**Gary Talley**

VDDHH Outreach Manager

Representing VDDHH Outreach Programs

E-mail: [gary.talley@vddhh.virginia.gov](mailto:gary.talley@vddhh.virginia.gov)



1602 Rolling Hills Drive, Suite 203  
Richmond, Virginia 23229-5012

Visit us at [VaRelay.org](http://VaRelay.org)