



The Old Pueblo Relay Informer

A publication of Arizona Relay Service

7-1-1

Statewide service

1-800-367-8939

For TTY users

1-888-842-3372

For ASCII users

1-800-842-9818

For VCO users

1-800-842-4681

For Voice

(Standard Telephone) Users

1-800-842-2088

Espanol (Voz. TTY)

1-800-842-6520

Speech to Speech

402-631-4412

Inbound International Relay

**ARIZONA RELAY
CUSTOMER SERVICE**1400 W Washington, Room 126
Phoenix, AZ 85007**TTY:** 1-800-347-1695**Voice:** 1-866-259-1768**Fax:** 1-866-519-8277**E-mail:** info@azrelay.org**Website:** www.azrelay.org

Outreach Program for Speech-to-Speech Relay

Speech-to-Speech (STS) relay service is one of the least familiar relay options—that's why Hamilton Relay, AZRS's service provider, has partnered with Dr. Robert Segalman, a consultant on STS, to conduct an outreach program to expand the awareness and use of the free service.

Many individuals who could benefit from STS do not know about it—or do not fully understand how it works. STS calls are processed through communication assistants who listen to, comprehend and repeat the words of people with speech disabilities. STS provides individuals with speech disabilities a means of communication that facilitates independent telephone use.

Dr. Segalman and Hamilton Relay are

working to identify people who work with or know individuals who may benefit from STS. After identifying potential STS users, assistance is provided on how to use STS.

“We are identifying allied medical professionals, such as speech language pathologists and occupational therapists who can educate individuals about STS and, in turn, these professionals can assist prospective STS consumers in learning about the free service and making STS calls,” said Dr. Segalman. “We want to increase the number of people who are aware of STS and expand the number of people who use it. Our goal is to support more people to become more independent.”

Dr. Segalman to Lead STS Outreach Efforts

Dr. Segalman, aka Dr. Bob, is known in STS circles for his involvement in developing the first STS program nearly 20 years ago. It was the first time that many individuals with speech difficulties could independently use the telephone without relying on the people in their lives to make calls for them. STS can be a life-changing experience for individuals who have not been able to communicate via the telephone. Using STS allows individuals a private life and the ability to conduct their own business as necessary.

Dr. Bob was motivated to develop STS because he has difficulty being understood on the telephone due to his cerebral palsied speech. Upon the development of STS, he successfully lobbied to add STS as a service of the TTY relay, and has worked tirelessly ever since to promote STS to those who may benefit from the innovative service.

There may be a million people—or more—who have difficulty speaking and could benefit from STS; yet identifying those individuals has been a challenge.

“STS is an amazing and beneficial service for many people, and I'm enjoying the collaboration with Hamilton Relay to spread the word,” Dr. Bob said.

STS is available to anyone who has difficulty speaking and can be accessed by calling the STS toll-free number for AZRS—or by dialing 7-1-1 from any telephone and asking for STS. Once on the line, the operator will connect the caller to an STS-trained Communication Assistant (CA).

Trained CAs are familiar with a variety of speech patterns, including speech patterns resulting from cerebral palsy, stroke complications, voice disorders or other speech difficulties. Like other Hamilton Relay CAs, STS CAs are professional and attentive,

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November/December Event Calendar

November 16:

Assistive Technology for the Deaf and Hard of Hearing AZRS & CTS presentation at 1 pm
Disability Empowerment Center
5025 East Washington
Phoenix, AZ

November 19:

18th Annual Active Adult Expo
Exhibit booth at 8 am
Mesa Convention Center
201 North Center Street
Mesa, AZ

November 20:

West Valley Senior Games
Exhibit booth at 8 am
Avondale Friendship Park
12325 West McDowell Road
Avondale, AZ

December 8:

Native Health
Brown Bag Lunch at 12 pm
4520 North Central Avenue
Suite 620
Phoenix, AZ

December 10:

Sierra Vista Regional Health Center
Presentation at 1 pm
300 El Camino Real
Sierra Vista, AZ

December 19:

Emergency Forum at 9 am
Public Safety Building
14250 West Statler Plaza
Surprise, AZ

Captioned Telephone: Introducing CapTel 800i®



CapTel 800i® Captioned Telephone

- Listen to and read what is being said
- Captions available for every call
- Service is free and available nationwide

We are excited to introduce a new addition to the family of Captioned Telephone products and solutions, the CapTel 800i®. Developed by Ultratec, Inc., the CapTel 800i is as simple to use as a traditional telephone, yet is anything but traditional.

By using existing phone service (whether analog or digital) along with a high-speed Internet connection, the CapTel 800i automatically provides captions on both incoming and outgoing calls, similar to 2 Line CapTel service. With captioned telephone service, everything the other party says is captioned on the display screen of the CapTel phone. The bright, fully adjustable five-inch screen on the CapTel 800i allows users to adjust the font size and background to suit their reading preferences.

“The independence it has given me is amazing!” says Marie Drew, user of the new CapTel 800i. “The CapTel 800i is the best of all worlds. The great thing about CapTel is, because I can listen as well as read captions, I usually know when the other party is speaking,

and when the ‘sound’ stops, I know it is okay for me to speak.” Marie loves the CapTel 800i telephone because friends, family and businesses can call her directly and callers don’t even realize she has a hearing loss. “I also can now talk to my grandchildren without confusion.”

The CapTel 800i, available nationwide, joins Hamilton’s other captioned telephone solutions which include traditional CapTel service using the CapTel model 200, Hamilton Web CapTel® using a computer or laptop with high-speed Internet and any phone, and Hamilton Mobile CapTel® using an iPhone® or mobile device along with a 3G wireless network capable of transmitting voice and data simultaneously.

With multiple options available to receive captions, CapTel users never have to miss what is said during conversations. All parties involved will benefit from clear, fast communication and now there’s a CapTel solution wherever an individual is located. For more information on how to receive a CapTel 800i phone, please contact Vicki Thompson, AZTEDP Planner at 602.542.3365 (V/TTY) or v.thompson@acdhh.az.gov.

CapTel, Web CapTel and CapTel 800i are registered trademarks of Ultratec, Inc. iPhone is a trademark of Apple Inc.



10-Digit Numbering for Internet Relay

If you use Internet-based relay service, you now must have a 10-digit number in order to make and receive calls. Following is important information to help address questions that relay users may have regarding the new Federal Communications Commission (FCC) requirement that went into effect on November 12, 2009.

WHO must register?

Relay users who currently use or intend to use Internet-based relay services must obtain a separate 10-digit number FOR EVERY INTERNET-BASED RELAY SERVICE USED. In other words, if you use Internet Relay as well as Video Relay, you must register to receive a 10-digit number for each service. If you want to be able to place or receive relay calls using a wireless/mobile device, YOU MUST obtain a 10-digit number for use with relay. EVEN THOUGH your mobile device comes with a phone number assigned to it, you still need to obtain a separate 10-digit number for relay use on your mobile device as 10-digit relay numbers are separate from your 10-digit cellular number.

WHAT is a 10-digit number?

10-digit numbers have been the standard numbering system used for voice telephone service in North America for years. The FCC's intent in implementing the 10-digit numbering requirement is to make telephone communication and 911 access using Internet-based relay services more efficient for people who are deaf, hard of hearing and/or speech disabled.

Note: Internet Relay may be used to make 911 calls, but may not function the same as traditional 911 services. For more information about the benefits and limitations of Internet Relay and Emergency 911 callings, visit www.hamiltonrelay.com.

WHY obtain a 10-digit number?

Obtaining a 10-digit number serves two purposes: 1) it allows friends, family members and businesses to call you directly, and 2) in the case of an emergency, when calling 911, your call can be routed to the nearest emergency call center. When you register, you will be required to provide the physical address of your location, so that should you dial 911, your call will automatically route to a nearby 911 call center and emergency personnel will automatically obtain your address.

WHEN to obtain your number? If you have not registered to receive your 10-digit number(s), you must now do so in order to make and receive Internet Relay calls.

HOW do you receive a 10-digit number?

It's simple! Register with your preferred provider. Hamilton Internet Relay users, including Hamilton Instant Relay™ (using AIM® or Google Talk™) and Hamilton Web Relay™, can simply logon to www.hamiltonrelay.com, click on Internet Relay, then click on the "HomeTown Number Register Here" icon in the upper right-hand corner of the web page. If you have questions or would like assistance with the registration process, contact Hamilton Relay Customer Service at 877-445-4563 (V/TTY) or send an e-mail to info@hamiltonrelay.com.



Customer Service Corner

"Hello Operator, could you please call mom at 999-555-1234"... or, "I would like to order a pizza, their number is 555-999-4321"... or, "Hold on let me find the number." Do instructions like these seem familiar to you?

If there are phone numbers that you dial frequently, you can save time by adding them on your SPEED DIAL list! With speed dial, there are no phone numbers to remember or extra keys to push. Simply dial relay as you normally would and say, "call Mom", or dial "Mike's Pizza", or call the "pharmacy".

Setting up Speed Dial also can reduce the number of misdialled numbers and allows your calls to be processed quickly. Want to add or change your list? No problem, you are welcome to change, add or remove numbers any time you would like. You can set up speed dial for ten frequently dialed numbers.

Speed dial helps us help you, so what are you waiting for? Call Customer Service today to set up your frequently dialed numbers. We are committed to providing you with the best quality service possible and are available to answer your questions and share other helpful tips as well!

Dr. Segalman to Lead STS Outreach Efforts *(continued from page 1)*

and can assist both the caller and receiver with questions about STS and how it works.

If you know someone who may benefit from STS, or have questions, please contact Hamilton Relay by phone at 800-618-4781 V/TTY, or by sending an email to info@hamiltonrelay.com. More information and background on STS is also available from Dr. Bob's website, www.speechtospeech.org.

2009 Deaf and Hard of Hearing Leader for the State of Arizona: Michelle Lewis

In honor of National Deaf Awareness Week, Hamilton Relay is pleased to recognize Michelle Lewis as the 2009 Deaf/Hard of Hearing leader for the State of Arizona.

Michelle Lewis is a founding member of Arizona's Association of Late-Deafened Adults group, ALDA-Sonora, established in 2008. She has been active in many capacities for ALDA-Sonora, including setting up the new group, planning and advertising activities, promoting membership, and finding locations and funding for CART, a service which provides verbatim translation of spoken words and sounds for meetings. This year she was elected as one of nine ALDA, Inc. national board members, taking the position of Region IV Director. This region covers all of the western United States. Her duties include answering emails from the public through the National ALDA Inc website regarding membership, questions concerning chapter locations, and resource information on topics such as obtaining hearing aids, working with Vocational Rehabilitation, finding Social Security information, and advocating for people with hearing loss. Since she has held this office, Michelle has acted as liaison for and has overseen the addition of the first ALDA group outside of the United States, an online group called ALDA-Asia Pacific. Due, in part, to her involvement and contributions, Arizonans have begun to gain national recognition as active ALDA members.

With the help of a non-profit organization called Handi-dogs, Michelle was awarded certification in and approval for self-training an assistive hearing dog. As such, she sets an example for and is a resource to other people with hearing loss who are interested in working with service animals.

After receiving Commission approval in mid 2006 for a four-year term position,

Michelle is the only person with hearing loss to be appointed Commissioner on the City of Surprise Disability Advisory Commission (DAC). The DAC has an annual budget to apply towards ADA enhancements that go beyond federal requirements. One of the enhancements the Commission approved and paid for last year, was "looping" the new city hall in order to include more citizens with hearing loss. Since being appointed to the DAC, Michelle has recommended and received CART for each monthly meeting, which also benefits the general public. The City also now ensures American Sign Language interpreters at DAC meetings upon request.

In 2008, Michelle helped write and was a co-presenter in a televised and web broadcast "Deaf Awareness" class that was presented to City employees. The class can still be viewed on the City of Surprise website under the link, "Disability Awareness Series." It is also being used as an educational tool for businesses and residents who wish to learn more about deafness.

Additionally, Michelle has been an advocate for the provision of captioned movies at the one movie theatre in Surprise and helped reach out to those in the community who experience post-lingual hearing loss. Recently, she was recognized by the Deaf Community of Surprise for her efforts.

Michelle serves as an excellent role model and has accomplished much in her local and state regions, as well as expanding her horizons to represent Arizona in a national organization for people with hearing loss. She responds enthusiastically

to requests for action, is circumspect in her actions and compassionate toward others; always striving to support and include people with hearing loss in organizations and activities that will contribute to their well-being.

Michelle has been involved in teaching Special Education and currently has a job working out of her home. She is a dedicated wife and is the proud mother of 3 year old son, Patrick. She is full of energy and selflessness and is passionate about empowering those who experience hearing loss.

This leadership recognition has been brought to you by Hamilton Relay.

About Hamilton Relay

Hamilton Relay offers a variety of services including Traditional Relay Services, Captioned Telephone (CapTel®), and Internet Relay. Hamilton provides traditional relay and/or CapTel services to 16 states, the District of Columbia, the Island of Saipan and the Virgin Islands. All services are available at www.hamiltonrelay.com.



Michelle Lewis (left) is presented with 2009 Deaf/Hard of Hearing Leader Award by AZRS Outreach Coordinator, Lisa Furr (right).

A New Arizona Relay Website Has Launched!

Arizona Relay Service (AZRS) has launched a new website! Along with a new look, the site includes additional options and features that make it easy to locate information about AZRS's services.

When you visit www.azrelay.org, a new set of tabs are positioned at the top of the website page. With a simple click, you will see subheadings with further information and instructions on relay services and available features. News feeds and information about events to keep you informed of the latest happenings may be found on the right-hand side of the page.

The new site also provides information about the AZRS "Relay Friendly Partners" program. This program incorporates a list of agencies, businesses, and organizations that have become familiar with using AZRS to communicate with consumers who are deaf, hard of hearing or speech disabled. Lisa Furr, AZRS Outreach Coordinator, is available to provide free educational training to organizations including valuable insight into the benefits of transacting business with relay users, how relay works, and most importantly emphasizes to businesses not to hang up when they receive a relay call! So, be sure to visit the Relay Friendly Partners tab of the new website frequently to see the latest list of partners. The program offers a "win-win" situation as when businesses become a partner, they have the potential to gain new customers and revenue, while at the same time, relay users feel more confident that their requests for products and services will be fulfilled. If you know of a business or organization that would benefit from becoming a Relay Friendly Partner, please contact AZRS at info@azrelay.org for more information.

Site visitors can now easily subscribe to



The Old Pueblo Relay Informer newsletter by clicking on the main tab titled, "Newsletter Signup". Distributed two times a year, the newsletter is sent at no cost and is a great way to receive communication tips, information about the latest telecommunications relay technology and more!

An additional way of submitting information to AZRS has been added to the site making it easy to share comments and feedback with us. Simply click on the tab for "Complaint/Compliment/Feedback" and click submit. Your comments are important to us, so please feel free to contact us at any time.

At the bottom of the main AZRS web page, convenient links to the Arizona Commission for the Deaf and the Hard of Hearing (ACDHH) and the Arizona Telecommunications Equipment Distribution Program (AzTEDP) can be found. The ACDHH site offers a host of additional information for individuals

who are deaf and hard of hearing, while the AzTEDP page allows relay users to apply on-line to obtain free telecommunications equipment.

Along with a new look, the site also includes additional options and features that make it easy to locate information about AZRS's services.

We hope you find the additional information, interactivity and new design to be helpful and user-friendly. We would love to receive any comments you may have about the new site, so please feel free to share your remarks with us!

AZRS would like to extend a special thank you to the Hamilton Relay marketing team and Riester Advertising agency for their hard work in producing the new AZRS website.



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Don't Miss Any Issues of the AZRS Newsletter!

If you are moving and wish to continue to receive this newsletter, or if you know someone that would benefit from receiving this newsletter, please let us know by filling out this subscription form and returning it by mail or email. Thank you.

Name: _____

Company Name: _____

Address: _____

City: _____

State, Zip: _____

Phone #: _____

E-mail: _____

I would like your newsletter:

- Hard Copy by Mail
- Electronically by E-mail
- I prefer a large print version
- I am interested in receiving a newsletter specifically for CapTel®

Please Mail to:

Attn: Arizona Outreach Coordinator
Arizona Relay Customer Service
1400 W. Washington, Room 126
Phoenix, AZ 85007

Or E-mail to: info@azrelay.org

AzTEDP affected by Arizona Budget Reduction Plan

The Arizona Telecommunications Equipment Distribution Program (AzTEDP) has been providing assistive telephone equipment since 1986. Beginning with TTYs (Teletypewriters) for consumers who are Deaf, and later expanding telephone equipment choices to serve people who are Deaf-blind, Hard of Hearing and Speech Disabled, the AzZTEDP program assists individuals in obtaining the appropriate equipment to communicate via the public telephone system.

With the Arizona budget reduction plan, however, AzTEDP will be unable to purchase any new equipment until approximately April 2010. We encourage interested citizens to continue to apply for the telephone program, and if your application is approved, you will be placed on a waiting list.

As part of the application process, individuals are now required to supply proof of lawful presence in the United States. This new requirement applies to renewal applications as well. When the program resumes, the waiting list will determine the order in which equipment will be purchased and distributed.

Application packets are available by calling (602) 264-6876 V/TTY, or may be accessed online at <http://www.acdhh.org/teleprogram>.

