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WHEN LANDLINES BECOME EXTINCT

Look around. It's no secret that the way we communicate has changed over the years. From landline telephones to cell phones and video technology—what once was a staple in the home or office has gone by the wayside as wireless and Internet-based services have become the new platform for communicating.

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35TH ANNUAL CELEBRATION FOR ACDHH A SUCCESS

The Arizona Commission for the Deaf and the Hard of Hearing (ACDHH) is celebrating 35 years of serving Arizona. An anniversary celebration took place on Friday, March 22, at the ACDHH offices in downtown Phoenix, recognizing ACDHH's accomplishments on behalf of the deaf, hard of hearing and deaf-blind community in our state to provide better resources and improve the quality of life for thousands of individuals and their families. [Continued on Page 5](#)

Upcoming Events

Independent Living Fair at Apache ASL Trails

May 14, 9 a.m. - 4 p.m.
Apache ASL Trails Apartments
2428 E. Apache Blvd
Tempe, AZ 85281

Arizona ALFA 16th Anniversary Conference & Expo, "The Times They are a Changing"

May 14-15, 9 a.m. - 4:30 p.m.
Radisson Fort McDowell Resort
10438 N. Fort McDowell Rd
Scottsdale, AZ 85264

Institute for Human Development - AzUCD's EBP 2013 Conference

June 10-11, 8 a.m. - 4:30 p.m.
High Country Conference Center
201 W. Butler Ave
Flagstaff, AZ 86001

15th Annual Assistive Technology Summer Institute: Catch the Wave

July 8-9, 8 a.m. - 4 p.m.
8000 S. Arizona Grand Pkwy
Phoenix, AZ 85044

[More Events on Page 8](#)

PERSONALIZE YOUR RELAY CALLS

Are you a frequent user of the Arizona Relay Service (AZRS)? Did you know that you can personalize the way your relay calls are processed?

AZRS has an optional feature called “Relay Choice Profile,” or RCP, that allows relay users the opportunity to personalize and even speed-up the manner in which their relay calls are handled. RCPs have many options you can choose from to include in your personal profile. Here are a couple of examples to show just how beneficial an RCP can be for you.

711 DIALING

As you know, the 7-1-1 abbreviated dialing code is the most common way for AZRS users to reach the relay service. Since this number supports all of the different communication modes (Voice, Baudot-TTY, Turbo Code® , ASCII TTY), the relay platform goes through a series of steps to determine how you connect to the service. Relay users who have a completed RCP automatically connect in the communication mode they have specified. This allows the relay platform to send the call to the Communications Assistant (CA) quickly and in the right mode for you.

Another example of how the RCP can help you is to create a list of frequently called numbers, similar to a speed dial list. This is very convenient and “speeds” your call along, too. You can create a unique label for each number such as “Mom,” “Work,” “Doctor,” “BFF,” etc. When you want to make a call to someone on your speed dial list, you simply tell the CA to “Dial Mom” or “Call Doctor.” The CA will then connect to the number you have entered for that label.

ADDITIONAL OPTIONS AND PREFERENCES

The AZRS RCP has many other options including:

- * Being able to specify a relay explanation phrase you want the CA to use
- * Determining whether the CA informs you of background noises heard during your call
- * Requesting a specific CA gender
- * Blocking Outbound International Calls
- * Specifying what will display on Caller IDs
- * Allowing the Redial of Last Number you called

There are also special RCP options available for individuals who use Speech-to-Speech!

Let AZRS know your Relay Choice Preferences to speed up your calls and make your life easier. For more information about the Relay Choice Profile please contact Arizona Relay Customer Service at **1-800-347-1695 (TTY)** or **1-800-259-1768 (Voice)** or you can create your RCP by visiting the Arizona Relay website at www.azrelay.org and clicking on Customer Profile. Our Customer Service representatives can also provide more information about Arizona Relay Speech-to-Speech Service.

Upcoming Events CONTINUED FROM COVER

MATA-SLM Expo

Sept. 28, 9 a.m. - 5 p.m.
Phoenix Convention Center- Hall 2
100 N. 3rd St
Phoenix, AZ 85004

myHealth and Wellness Expo

Sept. 28-29, 10 a.m. - 5 p.m.
Hotel Tucson City Center Inn Suites
475 N. Granada Ave
Tucson, AZ 85701

Arizona Ultimate Women’s Expo

Oct. 19-20, 10 a.m. - 5 p.m.
Phoenix Convention Center
100 N. 3rd St
Phoenix, AZ 85004

Scottsdale Health & Fitness Expo 2013

Nov. 2-3, 10 a.m. - 5 p.m.
West World of Scottsdale
16601 N. Pima Rd
Scottsdale, AZ 85260



WHEN LANDLINES BECOME EXTINCT CONTINUED FROM COVER

With communication technology improving so rapidly, what are the chances that devices like TTY (text telephone) will become outdated? Will tablets, IP-based services and VRS (Video Relay Service) become a necessity?

GOODBYE LANDLINES

Over the past decade customers have cut the cord on landlines and began to shift service to wireless or Internet-based options. For the deaf and the hard of hearing community, this means making calls even more convenient through different relay service options.

So, what can those who are hard of hearing expect?

To start with, more Video Relay Services (VRS) options. Video relay is accessed by contacting relay service via a videophone or a webcam on a personal computer, laptop, smartphone or tablet together with videophone software or apps. With this service, those with a hearing loss can communicate virtually anywhere there is a Wi-Fi connection.

In addition, Internet Protocol (IP) Relay Service options will be used more often. Through the use of the Internet, IP Relay Services would allow individuals to make calls from their computers instead of using their devices. An Internet relay service can be accessed via a relay service website or instant messaging.

Because many IP Relay Services now support various methods of communications, those with a hearing loss will have greater accessibility with IP Relay Services to communicate through web browsers, mobile phone apps, text messaging, instant messaging, and real-time text methods.

OUT WITH THE OLD AND IN WITH THE NEW!

With communication platforms and options for relay services changing, it may be time to upgrade to a device and service that will support advancing technology.

Devices to consider:

- * Smartphone with text messaging and video chat capabilities
- * iPad or tablet
- * Internet access and a desktop or laptop computer
- * Webcam
- * Wi-Fi
- * Mobile apps like Facetime and Skype
- * Relay Service provider

This new technology has opened many doors for the deaf and the hard of hearing community by connecting individuals and communities across a broad range of spectrums and improving the ways in which they share information.

CONNECTING TO FUTURE TECHNOLOGY

The Arizona Commission for the Deaf and the Hard of Hearing recognizes the ever-changing field of technology and wants to help keep deaf, hard of hearing and deaf-blind individuals equipped with the most advanced technological services available. Please complete a quick eight question survey on technology by [clicking here](#).

If you would prefer to print out the survey and mail it in please [click here](#) to download a PDF. The survey can be mailed to:

Technology Survey
C/O of ACDHH
100 N. 15th Avenue, Suite 104,
Phoenix, AZ 85007.



HOW DO YOU KNOW IF YOU HAVE A HEARING LOSS?

BY CONNIE SHORT, CHANNEL MANAGER



Connie Short

We go through a lot of changes as we age. We eat right to keep our cholesterol down, get glasses when our eyesight starts to go and exercise regularly to lower blood pressure. Whether there are small changes happening that we can notice ourselves or something your doctor regularly monitors, we learn to take better care of our bodies as we age.

So it may be surprising to learn that millions of people are living with hearing loss and may not be doing anything about it. In fact, thousands are living with deteriorating hearing and don't even know it.

Hearing loss can be tricky to identify because not all sounds register the same way in the ear. Some sounds may be perfectly clear while others distorted. Some major indicators that you may be losing your hearing include:

- * Frequently ask people to repeat themselves;
- * Often turn your ear toward a sound to hear it better;
- * Lose your place in group conversations;
- * Keep the volume on your radio or TV at a level that others say is too loud;
- * Have pain or ringing in your ears; or
- * Notice that some sounds remain clear (often low-pitched sounds such as the bass line in music) while others may seem fuzzy (frequently women's and children's high-pitched voices).

If you are experiencing any of these symptoms, it's probably time to ask your doctor for a hearing test.

While it may seem that a person can live with a degree of hearing loss that may be acceptable to them personally, if left undiagnosed, it may cause other issues such as anxiety, isolation, paranoia, decreased self-esteem or depression.

If it is determined that you are indeed experiencing hearing loss, there are some simple actions you can take that may help decrease any future deterioration. Have your hearing evaluated by a licensed audiologist or hearing specialist. Discuss possible treatment options which can include hearing aids, personal listening systems and certain ear protection if working in a loud environment.

If you are having trouble using the phone, Arizona Relay Service offers a variety of different devices that are alternative to the traditional voice-to-voice telephone. Video phones, captioned telephones and Teletypewriter (TTY) devices help ensure hearing loss doesn't prevent a person from being connected and at a volume comfortable for everyone.

For more information please visit www.azrelay.org.



Commissioner Chris Shneck, award winner Rose Daly-Rooney, ACDHH executive director Sherri Collins



35TH ANNUAL CELEBRATION FOR THE ARIZONA COMMISSION FOR THE DEAF AND THE HARD OF HEARING A SUCCESS CONTINUED FROM COVER



The afternoon event featured a dessert reception, awards ceremony and a short program. Missy Keast, a highly respected American Sign Language (ASL) interpreter, served as emcee. The keynote speaker for the event was Dr. Harvey Goodstein, the vice chair on the board of trustees for Galludet University, who has worked tirelessly for the deaf and the hard of hearing community throughout the United States. In addition, four Arizonans were presented the 2013 ACDHH Advocate Award, for their advocacy and involvement for the deaf and the hard of hearing community.

THE HONOREES WERE:

- 1. Jeanne Hollabaugh**, a founding member of Arizona Hands & Voices, which is a parent-driven organization dedicated to providing unbiased support to families with children who are deaf or hard of hearing. A Tucson resident and mother, she is on the board of ACDHH and serves on its Deaf Education Task Force.
- 2. Donna Leff**, a Phoenix Deaf Woman Organization volunteer and Arizona State University American Sign Language lecturer/advisor, who has helped coordinate

several large-scale educational events on campus and served on a number of hearing loss-related organizations statewide.

- 3. Rose Daly-Rooney**, an attorney currently serving as Unit Chief Counsel for the Civil Rights Division of Attorney General's Office, which is focused on prosecuting disability discrimination, as well as an attorney of the Arizona Center for Disability Law, a public interest law firm handling employment discrimination cases under the Americans with Disabilities Act.
- 4. Michael Traylor**, the director of the Arizona Department of Housing, who has been an advocate on behalf of the residents of Apache ASL Trails to ensure deaf and hard of hearing seniors have accessible housing.

ACDHH continues to advocate for the deaf, hard of hearing and deaf-blind community by providing resources for individuals and families and through community collaborations with similar organizations. For more information about ACDHH, visit www.acdhh.org.