



## IN THIS ISSUE:

Think Before You Text

Speech-to-Speech  
It's Your Call: Understanding  
Speech-to-Speech Relay

Understanding Deaf Culture

Misuse of IP Captioned  
Telephone Services

## WE WANT TO HEAR FROM YOU!

Let us know how we are doing by taking  
this short survey.

## THINK BEFORE YOU TEXT

**RACHEL BROCKWAY**

We all do it. We get behind the wheel, start driving, our phone dings and without even thinking we pick up our phone and see what it is... and more often than not we will even respond. But everyone should think twice before answering that "very important" text or email.

According to the **National Safety Council** using a cell phone, either handheld or hands-free, while driving makes it FOUR times more likely that you'll crash, and those who read and send text messages while driving are 23 times more likely to be in a crash. **Continued on Page 3**

## SPEECH-TO-SPEECH IT'S YOUR CALL: UNDERSTANDING SPEECH-TO-SPEECH RELAY

**CONNIE SHORT**

Aside from medical intervention and hearing aids, there are many devices and services available to help improve and support communication in daily life for someone who is hard of hearing. This support includes telecommunications relay services (TRS) such as voice-carry-over (VCO) or Captioned Telephone Service. Another type of telecommunications relay service that is very helpful is Speech-to-Speech relay.

**Continued on Page 2**

## Upcoming Events

**Fountain of the Sun Wellness Clinic**  
December 6, 10 a.m. – 12 p.m.  
Fountain of the Sun Retirement  
Community  
540 S. 80th Street  
Mesa, AZ 85208

**2013 VRATE**  
December 13, 9 a.m. – 4 p.m.  
Phoenix Convention Center;  
100 North 3rd Street  
Phoenix, AZ 85004

**Lovin Life After 50 Expo Tucson**  
January 13, 9 a.m. – 2 p.m.  
Doubletree Hotel;  
445 South Alvernon Way  
Tucson, AZ 85711

**Arizona Senior Expo**  
January 15, 9 a.m. – 2 p.m.  
Mesa Convention Center;  
201 N. Center St  
Mesa, AZ 85201

**Lovin Life After 50 Expo Sun City**  
January 21, 9 a.m. – 2 p.m.  
Sundial Recreation Center;  
14801 N 103rd Ave  
Sun City, AZ 85351

**Lovin Life After 50 Expo Mesa**  
January 29, 9 a.m. – 2 p.m.  
Mesa Convention Center;  
201 N. Center St  
Mesa, AZ 85201

## SPEECH-TO-SPEECH

### IT'S YOUR CALL: UNDERSTANDING SPEECH-TO-SPEECH RELAY CONTINUED FROM COVER

#### WHAT IS SPEECH-TO-SPEECH RELAY?

Speech-to-speech (STS) relay service enables people whose speech may be difficult for others to understand to communicate by telephone. STS is useful for people who have difficulty speaking or being understood on the telephone and involves specially trained communication assistants (CA). The CAs are familiar with the speech patterns of a wide variety of individuals who have difficulty being understood, particularly those individuals who have had a stroke, who stutter or may have had their speech impacted by illness.

#### HOW IT WORKS

When you make a call using speech-to-speech relay, a communication assistant (CA) will be on the line with you to assist you during your call. The CA will revoice what is being said to the other person in a manner that is more easily understood. The CA can revoice everything that is said or only those parts of the conversation not understood.

To place a call, follow these helpful tips:

1. Dial 1-800-842-6520, the Arizona Relay Service Speech-to-Speech relay number.
2. A specially trained STS CA will dial and help connect you to the telephone number you are calling.
3. The CA will ask if you want everything revoiced or only as needed.

#### WHAT ELSE STS USERS SHOULD KNOW

- \* The STS service is available 7 days a week, 24 hours a day.
- \* There is no special equipment or special type of telephone required to use the service.
- \* If you wish, you may request that your voice be muted so that it is not heard at all by the other person. This is also called, "STS with Privacy".
- \* People can also make a call to you through the STS Service, e.g., family members, friends, medical professionals or businesses.
- \* You may request a male or female CA—and as long as one is available, your request will be honored.
- \* There is no additional cost to the customer for using this service. STS calls are billed as if dialed directly without the STS relay service.

For more information visit: [http://www.azrelay.org/services/speech\\_to\\_speech](http://www.azrelay.org/services/speech_to_speech).

---

## UNDERSTANDING DEAF CULTURE

LEE SAMS

As many of you are aware, being Deaf means a lot more than not being able to hear. It is about being a part of another culture, one that many hearing individuals don't realize. Quite often many people don't understand that the Deaf Community has its own language, American Sign Language or ASL. We are also part of a community that, at times, has different social norms.

To create awareness around Deaf culture and some of the major myths and facts surrounding the Deaf Community, Arizona Relay Service has created a YouTube Video called Understanding Deaf Culture.

Check out the video at <http://www.youtube.com/watch?v=rHT8jyDh7qs>. Please share with anyone that might be interested!



## THINK BEFORE YOU TEXT CONTINUED FROM COVER

“When looking at the statistics, the numbers are staggering” said Lee Sams, outreach manager for Arizona Relay Service. “Would you put yourself at that much risk with anything else that you do?”

Some startling statistics according to [TextingnDriving.com](http://TextingnDriving.com):

- \* Five seconds is the average time a driver's eyes are off the road while texting. *When traveling 55 mph that is enough time to cover the length of a football field.*
- \* In 2011, at least 23 percent of auto collisions involved a person using a cell phone, equaling 1.3 million crashes.
- \* Using a cell phone while driving, whether it is handheld or hands-free, delays a driver's reactions as much as having a blood alcohol concentration at the legal limit of .08 percent.

AT&T, the state's provider of relay service, has a great “It Can Wait” campaign that is quickly catching the attention of millions. They have some great tips for drivers of all ages.

- \* **Be smart.** Don't text and drive. No text message is worth being distracted while you drive.
- \* **Be in control.** Remember it's your phone. You decide if and when to send and read texts so take control. Consider turning your phone off, setting it to silent or even storing it in the glove box before hitting the road.
- \* **Be caring.** Never send a text message to a friend who is driving to meet you, or to anyone you know is likely behind the wheel. Wait for them to call or text you once they have arrived safely at their destination.
- \* **Be a BFF.** Friends don't let each other text and drive. Visit [www.facebook.com/att](http://www.facebook.com/att) to take a pledge not to text and drive, and encourage your friends to do the same.
- \* **Be a resource.** Share information about the risks of texting while driving.
- \* **Be an example.** Don't send the wrong message by texting while you drive. Your children and others will follow your example.

“The message from AT&T is simple but important, when it comes to texting and driving, it can wait,” said Sams.

“In the instance that you find that you can't resist the temptation and you think you will still be tempted to text and drive, put your phone somewhere you can't reach it, like the back seat of your car,” suggests Sherri Collins, executive director of the Arizona Commission for the Deaf and the Hard of Hearing.

If you still can't resist the urge check your phone when it dings, AAA of Colorado has some extreme tips to help. The first thing they recommend is that you turn off your cell phone. But if you can't turn the phone off, let voicemail capture your voice and text messages and if you must call or text while driving, pull off the road safely and stop.

For more information on AT&T's campaign visit: [www.att.com/txtngcanwait](http://www.att.com/txtngcanwait). And, if you're on Facebook, visit [www.facebook.com/att](http://www.facebook.com/att) to take the pledge online and encourage your friends (and family) to do the same.

# MISUSE OF IP CAPTIONED TELEPHONE SERVICE

BY GAIL SANCHEZ

The Federal Communications Commission (FCC) released on August 26, 2013 a Report and Order that sets forth new mandatory requirements for the provision of Internet-based Captioned Telephone Service (IP CTS).

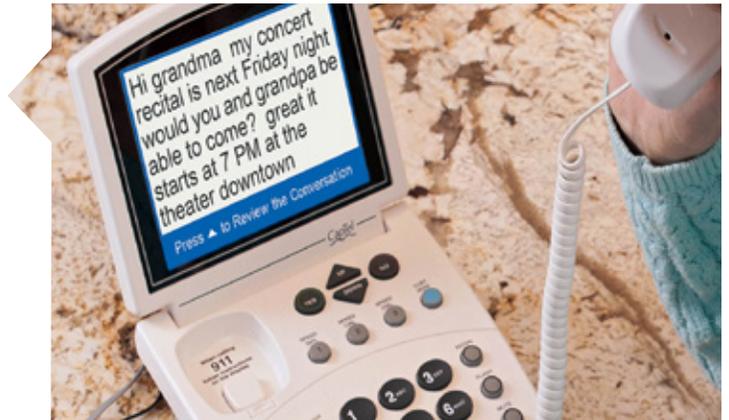
IP CTS is a form of telecommunications relay service (TRS) that permits people who can speak, but have a hearing loss and have difficulty hearing over the telephone, to speak directly to the other person on a telephone call while using an Internet-enabled device to simultaneously listen to the other person and read captions of what the other person is saying. There are currently several different providers who offer and provide IP CTS. Many of these IP CTS providers distribute specialized telephone equipment that allows the captions to be displayed on a screen on the telephone. Additionally, some IP CTS providers provide software that permits the captions to be displayed on a person's own computer or wireless device.

The Arizona Commission for the Deaf and the Hard of Hearing has provided the following short summary of the new requirements for the provision of IP CTaS. Please note that the new requirements may have different effective dates.

## HIGHLIGHTS OF REQUIREMENTS:

### \* Prohibition on referrals for rewards

- . Prohibits IP CTS providers from:
  - . Offering or providing to any person or entity any form of direct or indirect incentive, financial or otherwise, to register for or use IP CTS.
  - . Offering or providing to a third party hearing health professional, any direct or indirect incentive, financial or otherwise, that is tied to a consumer's decision to register for or use IP CTS.



### \* Registration & Certification Requirements

- . Requires all IP CTS providers to register all NEW IP CTS users. The registration process will require providers to obtain from each consumer:
  - . A self-certification regarding the need to use IP CTS
  - . Understanding from the consumer that captioning services are provided by a live communication assistant (CA) and that these services are supported by a federal fund.

### \* Requires all IP CTS providers to register all EXISTING IP CTS users

All existing users will also need to meet all the new registration and certification requirements listed above.

### \* Captions Off as default setting

All captioned telephone devices now must have captions defaulted to "off" and will require the user to turn the captions "on" for each call unless the user has a "hardship" certification on file.

### \* Distribution of IP CST equipment

Prohibits the distribution of equipment at no charge or for less than \$75 unless the equipment is provided as part of a state or local equipment distribution program.

### \* Notification Label

Requires a printed label to be adhered in a conspicuous location on each IP CTS device that reads, "FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING THID DEVICE WITH THE CAPTIONS ON."

For more information or to read the full report and order please visit: [http://hraunfoss.fcc.gov/edocs\\_public/attachmatch/FCC-13-118A1.doc](http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-13-118A1.doc).