



# The Old Pueblo Relay Informer

A publication of Arizona Relay Service

7-1-1

Statewide service  
www.azrelay.org/711.asp

**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

100 N. 15th Avenue, Suite 104  
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



Arizona Relay Service 7-1-1

## Shaping the Future of ACDHH

The Arizona Commission for the Deaf and the Hard of Hearing (ACDHH) recently hosted three visioning conferences as a way to obtain feedback from the community regarding the role of the ACDHH agency and the programs and services it offers. The visioning conferences provided an opportunity for members of the deaf and hard of hearing community to share their comments and concerns regarding the agency's current outreach and support services. These very successful conferences were held in Prescott, Phoenix, and Tucson.

At each of the three conferences, the programs and services the Commission offers were discussed and attendees were requested to offer suggestions and recommendations for additional programs.

The ACDHH Board of Commissioners has reviewed the results gathered at the conferences and has used the information to establish goals and objectives for the ACDHH for the next several years. ACDHH will share more information about these goals in future issues of *The Old Pueblo Relay Informer* and the ACDHH website.



### About Arizona Commission for the Deaf and the Hard of Hearing

Arizona Commission for the Deaf and the Hard of Hearing (ACDHH) was established in 1977 to improve the quality of life for deaf and hard of hearing residents. ACDHH serves as a statewide information referral center for issues related to people with hearing loss. ACDHH aspires to be a national leader in communication access, support services and community empowerment throughout the state.

The purpose of ACDHH is to ensure, in partnership with the public and private sector, accessibility for the deaf and hard of hearing to improve their quality of life. For more information visit [www.acdhh.org](http://www.acdhh.org).



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### Calendar Events July-September 2011

#### August

**22:** Cascades at Tucson Retirement And Assisted Living  
*"Just can't hear on the phone? With Captioned Telephone, you can see what they say"* presentation at 1 pm  
201 North Jessica Ave., Tucson

**25:** Salt River Pima-Maricopa Indian Community  
*4th Annual SRPMIC Disabilities Conference (FREE)*  
Exhibit with ACDHH at 8 am-4:30 pm  
Talking Stick Resort and Casino  
9700 East Indian Bend Rd., Scottsdale  
rudy.buchanan@srpmic-nsn.gov

#### September

**23-24:** Arizona Association of the Deaf Bi-Annual Conference  
Exhibit at the Arizona Deaf Festival on the 9/24 at 9 am-5 pm  
Hotel Tucson City Center  
475 N Granada Ave., Tucson  
www.azadinc.org

**29:** NACOG AAA  
*20th Annual Elder Issues Conference*  
Exhibit 8 am-4 pm  
High Country Conference Center  
201 West Butler Ave., Flagstaff  
www.nacog.org

For a full calendar of events, visit [www.azrelay.org](http://www.azrelay.org).



## ACDHH Moves to a New Location

The Arizona Commission for the Deaf and the Hard of Hearing (ACDHH) has moved!

Below is their new address. All other contact information remains the same.  
**ACDHH • 100 North 15th Avenue, Suite 104 • Phoenix, AZ 85007**

### Customer Service Corner

## Connect to Your Calls Faster with Profile Settings

Now more than ever, you'll want to be sure to complete a customer profile form or update the profile information we have on file for you. By keeping your profile up to date, AZRS will have your communication preferences readily available so that you experience smoother call processing.

Recent updates have been made to the AZRS profile options. The speed dial list now has the ability to store up to 50 names and numbers instead of 10, allowing you to add more friends, family, or frequently dialed numbers to your list. Having the ability to quickly choose who you want to call can speed up the call processing time. Selecting a PIN number is also a valuable tool that gives the Communication Assistant (CA) access to your profile and is especially helpful if you have multiple relay users within your household or if you access relay remotely. In these instances, your individual PIN number will allow the CA to access your profile so that calls are processed according to your specific call requests, quickly and easily.



Contact Customer Service to request a new profile form or access Arizona Relay's website page at [www.azrelay.org](http://www.azrelay.org) to complete your profile online. Arizona Relay is committed to providing a satisfying relay experience and we continue to look for ways to improve communication through relay.

Please feel free to contact us with questions or share your thoughts by email at [info@azrelay.org](mailto:info@azrelay.org) or by calling AZRS customer service at 1-800-347-1695 (TTY), 1-866-259-1768 (Voice).

# Loretta Butler Selected for Hamilton Relay 2011 Better Hearing and Speech Month Recognition Award for the State of Arizona

Loretta Butler is well known in the Arizona hard of hearing community for her tireless efforts in educating and advocating for those with hearing loss. She is the go-to person for various community related programs and offers her time selflessly in helping individuals who are hard of hearing understand their hearing loss and learn about the technology available to assist them.

Loretta is the Office Director at the Adult Loss of Hearing Association (ALOHA) in Tucson. She works diligently to distribute information about new products and services available to hard of hearing consumers and is excellent in facilitating peer support groups that gather weekly at ALOHA. She has spearheaded ALOHA efforts in the captioning of local TV programs and has been instrumental in promoting the “Let’s Loop Tucson” initiative. This initiative, led by ALOHA, was successful in supporting increased functionality of hearing aids with a legislative bill, signed by the governor, requiring hearing care professionals to inform their patients about telecoils when purchasing hearing aids.

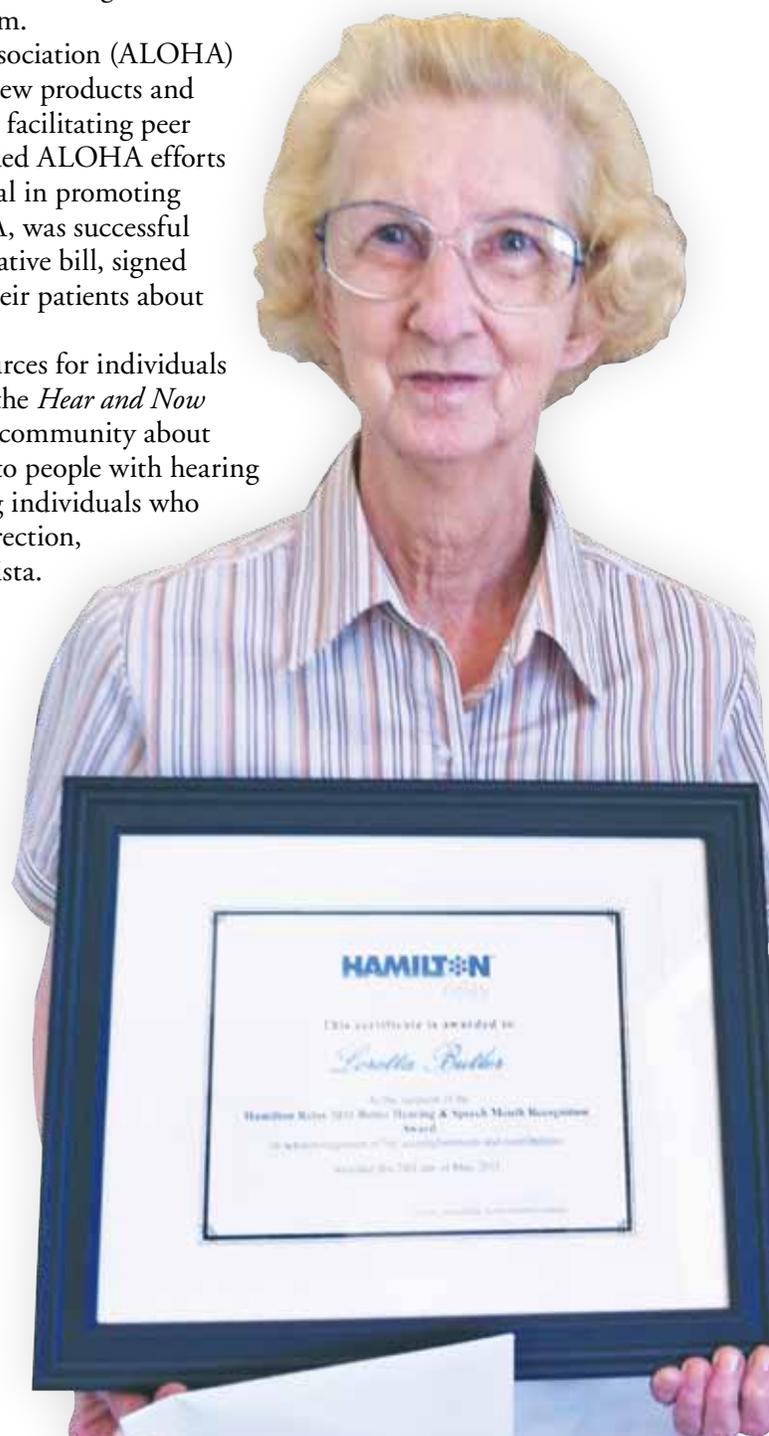
Along with facilitating meetings, educating on available resources for individuals with hearing loss, and leading other various efforts, Loretta writes the *Hear and Now* newsletter for ALOHA. This newsletter informs members of the community about upcoming events and other important information that pertains to people with hearing loss. She also writes articles that recognize deaf or hard of hearing individuals who have been role models within the community. Under Loretta’s direction, ALOHA has expanded its activities to Green Valley and Sierra Vista.

Loretta Butler is well known in the Arizona hard of hearing community for her tireless efforts in educating and advocating for those with hearing loss.

Outside of ALOHA, Loretta is a volunteer member of the Hard of Hearing Task Force, an umbrella group of the Arizona Commission for the Deaf and the Hard of Hearing (ACDHH), where she applies her experience and advises the commission on issues of importance to the hard of hearing community. She is also a member of “Tucson Citizens for Better Captions” which advocates for people with hearing loss. In September 2002, ACDHH presented the Hard of Hearing Person of the Year award to Loretta, recognizing her for the commitment she has given to the hard of hearing community.

Arizona is fortunate to have such a compassionate person who has supported and advocated for hundreds, if not thousands, of people with hearing loss. Loretta is truly a valuable resource and leader within the Arizona community.

*Congratulations, Loretta!*



# Hamilton Relay Signs Contract to Provide Captioning Services

Hamilton Relay recently announced that they have signed a contract with Captioned Telephone, Inc. to provide Captioning Services. As a result of the new contract, Hamilton has added new positions at its headquarters in Aurora, Nebraska and has begun providing captioning services as of April 18, 2011.

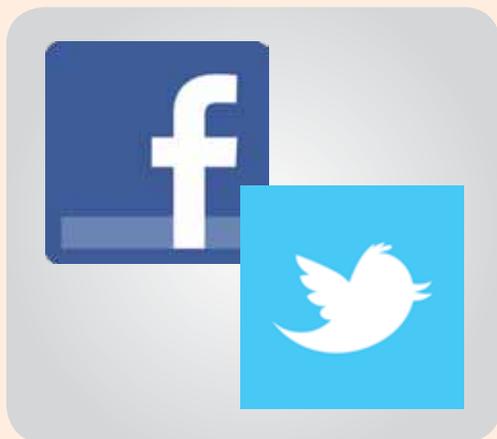
Hamilton has been a Captioned Telephone (CapTel®) service provider for eight years. Similar to reading captions on television, Captioned Telephone service allows individuals with hearing loss to listen and read captions of what is said to them on the display screen of a CapTel phone or compatible mobile phone. With the contract to provide captioning services, Hamilton employees will be performing the service of generating the captions that appear on the CapTel phone. “Hamilton is proud to provide this service using the latest developments in telecommunications and technology with our own Hamilton workforce. This is an exciting opportunity for Hamilton, its employees, and the individuals who use Captioned Telephone service,” commented Dixie Ziegler, Vice President of Hamilton Relay. “The goal is to begin small, then expand over time.”

Hamilton has also developed a variety of platforms for CapTel services, including Hamilton Web and Mobile CapTel. With Hamilton Web CapTel, a user with a high speed Internet connection and a standard Web browser can see every word a caller says on a computer screen while using a standard or mobile telephone. In addition, Hamilton has developed Mobile CapTel solutions for iPhone®, BlackBerry®, and Android™ smartphones.



*CapTel is a registered trademark of Ultratec, Inc. The BlackBerry and RIM families of related marks, images and symbols are the exclusive properties and trademarks of Research In Motion Limited. iPhone is a registered trademark of Apple Inc. Android is a trademark of Google, Inc.*

## Keeping You Up To Date Through Social Media



Arizona Relay has an active presence on Facebook and Twitter to keep fans and followers up to date on activities, products, services, upcoming events, and more.

**On social media sites AZRS regularly provides information including:**

- Information about outreach activities, events, and presentations
- Updates about new products and services
- Special announcements, including leadership and scholarship awards
- Links to current news, press releases, and published articles
- General information of interest to relay users

**If you haven't already – be sure to “like” us on Facebook at [facebook.com/azrelay](https://www.facebook.com/azrelay) and “follow” us on Twitter at [twitter.com/azrelay](https://twitter.com/azrelay).**

## College Scholarship Awarded to Arizona High School Senior by Telecommunications Relay Service provider Hamilton Relay



Hamilton Relay, Arizona Relay’s service provider, has awarded a \$500 college scholarship to Daniel Hildreth, a graduate of Mountain View High School from Chandler, Arizona.

The Hamilton Relay Scholarship opportunity is offered to high school seniors who are deaf, hard of hearing, deaf-blind, or have difficulty speaking and is one of several ways the company gives back to the communities they serve. A recipient is selected within each of the states where Hamilton is the contracted relay service provider.

“Hamilton takes pride in promoting education and outstanding leadership across the country,” said Arizona Relay Service Outreach Coordinator, Lisa Furr. “We are excited to have the opportunity to contribute to furthering Daniel’s education and wish him success in reaching his personal and professional goals.”

Daniel Hildreth was awarded the \$500 scholarship after completing an application and writing an essay under the topic of communication technology. Daniel plans to attend Mesa Community College to study structural manufacturing, welding, and woodworking.

## Arizona Relay Recipe

As a new feature in *The Old Pueblo Relay Informer*, we will be sharing some of our favorite recipes. In addition to connecting via the phone, food is another way of bringing people together. We hope you enjoy the following favorite recipe shared by Lisa Furr, Arizona Relay Outreach Coordinator.



Lisa Furr,  
Arizona Relay  
Outreach Coordinator

### Sour Cream Enchiladas

#### INGREDIENTS

##### Filling:

- 3 cups chicken (chopped and cooked)
- 1/2 cup onions (chopped and cooked)
- 1/2 cup sour cream
- 1/2 cup grated cheddar cheese

##### Topping:

- 1 can cream of chicken soup
- 1 small can diced green chilies (use 1/2 or all)
- 1/2 tsp white pepper
- 1/4 tsp salt
- 1/2 cup sour cream

#### DIRECTIONS:

1. Preheat oven to 350 degrees.
2. Roll 12 flour tortillas with enchilada filling and place in pan.
3. Mix topping ingredients in a bowl. Pour mixed topping over the rolled enchiladas.
4. Add 1/2 cup grated cheddar cheese over the topping.
5. Cover with heavy-duty foil, then bake for 35 to 40 minutes.



## Arizona Relay Service 7-1-1

### Go Green with AZRS!

The Old Pueblo Relay Informer is continuing to “go green” by distributing our newsletter via email. We trust that this will help in saving you clutter and will provide more immediate access to news regarding AZRS.

We do understand that you may not have convenient access to the Internet, so AZRS will continue to provide a printed version of our Newsletter to those who request it. Please fill out the following form accordingly to let us know how you prefer to receive your newsletters. Requests may also be submitted online at: [www.azrelay.org](http://www.azrelay.org), or via email to [info@azrelay.org](mailto:info@azrelay.org).

Yes, please email me the Newsletter at (email address): \_\_\_\_\_

Please continue to send a printed version of the Newsletter to the following address:

**Name:** \_\_\_\_\_

**Company Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_

**State, Zip:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

I prefer a large print version of the Newsletter.

I prefer a Braille version of the Newsletter.

I am interested in receiving a newsletter specifically for CapTel®

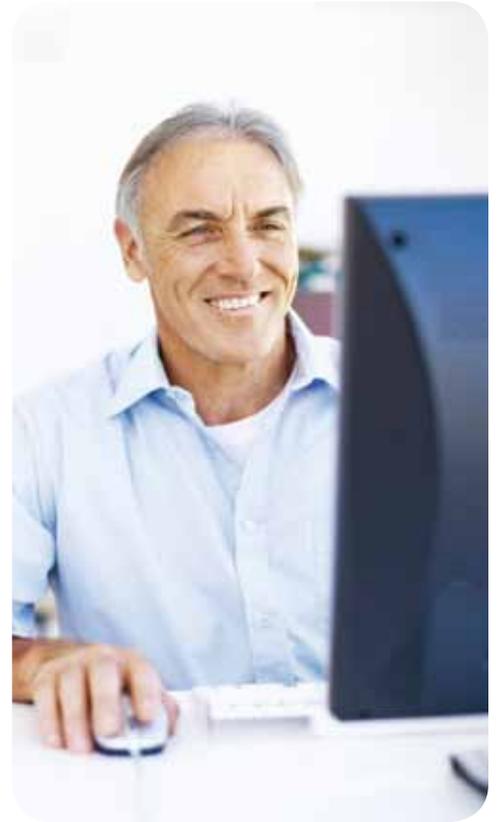
*If you know someone who would benefit from receiving this Newsletter, they are also welcome to submit their request via this form, our website, or email. Mail completed forms to:*

*Attn: Arizona Outreach Coordinator*

*Arizona Relay Customer Service*

*100 North 15th Avenue, Suite 104*

*Phoenix, AZ 85007*



If you no longer wish to receive news and information from AZRS, please contact us at 1-800-347-1695 (TTY), 1-866-259-1768 (Voice) or email to [info@azrelay.org](mailto:info@azrelay.org).

