



# 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

## ADA Award Presented to Arizona Relay Service

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990, and has brought freedom and equality to Americans in many ways.

One of those ways has been the advancement of telecommunications relay services.

Celebrations in Arizona included the 20th Anniversary ADA Justice and Equality Gala where Arizona Relay Service was presented with the “ADA Title IV-Justice and Equality Telecommunications Liberty Award”. Arizona Disability Advocacy Coalition (AzDAC) Officers presented the recognition awards to organizations for outstanding service meeting the Americans with Disabilities Act (ADA) requirements under each Title I, II, III & IV.

The Gala was held July 24th at the Tempe Mission hotel in Tempe, AZ, and was followed by an ADA Justice and Equality conference on Monday, July 26 at the Disability Empowerment Center in Phoenix.

The ADA Title IV award is given to a community member and/or organization that demonstrates full accessibility for Arizonans with disabilities or that has



made a positive, proactive impact in ensuring justice and equality in the area of telecommunications.

Arizona Relay Service (AZRS) is honored to have received the award and believes every telephone call made is an important one.

AZRS is grateful for the opportunity to provide telecommunications relay services to individuals who are deaf, hard of hearing, deaf-blind, or have difficulty speaking and continues to search for ways to improve communication for individuals with disabilities.

*“The Americans with Disabilities Act has fundamentally changed how American businesses interact with their employees and customers. This change is so profound that it’s difficult to remember how many of the resources that we take for granted were very scarce just twenty years ago. From services like relay and captioned telephone, to captioned television and assistive visual displays, to wheelchair ramps and curb breaks, the ADA has changed the lives of all Americans for the better.”*

— John Nelson, president of Hamilton Relay



## Arizona Relay Service 7-1-1

### Fall Event Calendar

**December 9:**

*ASL Inside - 1st Annual Silent Sleigh for Deaf/Hard of Hearing Children, Preschool to 5th Grade Santa's Helper McCormick-Stillman Railroad Park 7301 E. Indian Bend Road Scottsdale, AZ 10:00 am-1:00 pm*

**December 11:**

*10th Anniversary Celebration Sponsor Sequoia School for the Deaf and Hard of Hearing 1460 South Horne Mesa, AZ*

**December 16:**

*West Valley HLAA Chapter "See What They Say" Presentation Sierra Winds, 17300 N. 88th Ave. Peoria, 1:30-3:00 pm*

**January 10:**

*Lovin' Life After 50+ Expo Exhibit Doubletree Tucson, 445 S. Alvernon Way Tucson, 9:00 am-2:00 pm www.lovinlifeafter50.com/expo*

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



# 2010 Deaf Community Leader Award Announced During Deaf Awareness Week

Hamilton Relay has once again recognized an outstanding leader amongst Arizonans who are deaf during Deaf Awareness Week this year. Hamilton Relay is excited to announce that the recipient of the 2010 Deaf Community Leader Award is Robin O'Brien of Tempe, Arizona.

Robin has taught American Sign Language at Arizona State University in Tempe for the past 16 years. She serves as a mentor for interpreters in training and individuals wishing to improve their ASL skills, and has worked with Arizona Total Immersion Sign Language Programs (AZTI) for the last 7 years as staff and program coordinator. She successfully leads a team of dynamic instructors who are deaf from various states to coordinate the nation's leading sign language program.

Robin also makes contributions to individuals who are deaf that struggle with mental illness, substance abuse issues and language dysfluency. She works closely with Arizona Sign Language Interpreting

for the Deaf (ASLID), an interpreting agency which specializes in mental and behavioral health interpreting, as a language consultant. Robin's extensive experience in mental health work has helped resolve communication challenges with clients who are deaf or hard of hearing that possess limited language abilities.

Robin is appreciated and known for her willingness to assure that accurate communication occurs while interpreting in difficult clinical settings. Robin has been instrumental in evaluating countless students attending the Interpreter Preparation program at Phoenix College as well as other sign language programs in her community. Her ability to put her two children first, teach in our state's educational institutions, and support her community all while being a role model is inspirational!

We are pleased to recognize and congratulate Robin for being selected for the 2010 Hamilton Relay Deaf Community Leadership award and extend our thanks for her efforts in making a difference in Arizona!



## Customer Service Corner — We are Here to Serve You

Arizona Relay Service (AZRS) appreciates you, the customer, and strives to ensure that each of your relay calls are processed quickly and smoothly everyday. AZRS Communication Assistants (CA) are dedicated to offering the best service possible and bring their knowledge and expertise to processing each call in a highly satisfactory manner.

All calls are treated with the respect and confidentiality you have come to expect, and Arizona Relay Customer Service is here for you to contact with any issues, concerns, or questions.

Did you know that if you have questions while still connected to a CA, you may simply ask to be transferred to customer service?

Our Customer Service Representatives may request information such as your name, telephone number, details of why you're calling, and the time and date of the call.

This information is kept confidential and used only to identify a solution.

You may also contact customer service directly by calling 1-800-347-1695 (TTY) or 1-866-259-1768 (Voice).

# Hamilton Expands Its Suite of CapTel® Services in 2010

## Captioned Telephone

The year 2010 has been a year full of new options for accessing Captioned Telephone (CapTel®) service from AZRS's service provider, Hamilton Relay. Individuals no longer need to miss out on what is being said, wherever they are, with the freedom and convenience of Hamilton CapTel on their iPhone®, BlackBerry® Bold™ (9700) or BlackBerry® Storm 2™ (9550) smartphones.

On June 16, 2010, the Hamilton Mobile CapTel application for the iPhone became available nationwide. This free, easy-to-use App delivers a number of features that meet the demands of people who are hard-of-hearing, including; integrated contacts, free captions in both English and Spanish, the ability to work with an iPhone compatible headset – wired or Bluetooth. Most important, users may now listen to what is said while simultaneously reading captions of what's said right on the screen of their iPhone.

On July 8, 2010, at the 50th Biennial of the National Association of the Deaf (NAD) Conference, Hamilton announced the availability of the Hamilton Mobile CapTel solution for use with the BlackBerry Browser. Attendees were able to visit the

Hamilton booth to view a demonstration of calls placed using Hamilton CapTel on the BlackBerry Bold and Storm 2.

On September 2, 2010, the Hamilton Mobile CapTel App for BlackBerry was launched at ALDACon held in Colorado Springs, and at Kentucky DeaFest held at Horse Cave, KY.

This App also delivers a number of features, including integrated contacts and can be downloaded directly on to a BlackBerry Bold (9700) and Storm2 (9550).

Increasingly, people rely on their mobile phone or smart phone to communicate every day. Fortunately, with deep-seeded roots in the telecommunications industry, Hamilton continues to innovate new ways to deliver captioned telephone. For further instruction on how to download and use Hamilton CapTel on these mobile devices, visit [www.HamiltonCapTel.com](http://www.HamiltonCapTel.com).

*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.*



## College Scholarship Awarded to Arizona High School Senior

Hamilton Relay, telecommunications relay service provider for the state of Arizona, has awarded Jannie Dee Merrell of Safford High School in Thatcher, AZ, a \$500 college scholarship.

Jannie was awarded the \$500 Hamilton Scholarship after completing an application and written essay on the topic of communication technology. Jannie will be attending Eastern Arizona College this fall.

Hamilton Relay recognizes the importance of higher education for all



students and offered the scholarship to 2010 graduating high school seniors who are deaf, hard of hearing or have difficulty speaking.

The scholarship was offered within each of the states where they provide relay service. Hamilton Relay is thrilled to promote education and recognition of outstanding leadership among members of the Deaf and Hard of Hearing Communities across the country. "We are excited that we have the opportunity to contribute to furthering Jannie's education and wish her success in reaching her personal and professional goals," said Lisa Furr, AZRS Outreach Coordinator.

# 2010 Hard of Hearing Leader for the State of Arizona: Lou Touchette

In honor of Better Hearing and Speech Month, Hamilton Relay is pleased to have recognized Lou Touchette as the 2010 Hard of Hearing leader for the State of Arizona.

Lou Touchette is passionate about educating individuals on the use of Assistive Listening Devices. He does a remarkable job of sharing his knowledge of induction loop technology; a looping system which generates a magnetic field that can be picked up by a hearing aid. He became acquainted with the Adult Loss of Hearing Association (ALOHA) and helped acquire a more desirable location to host their monthly meetings where an audio visual system, looping and seating were provided and assembled at no cost.

Lou joined the Board of Directors for ALOHA and through his work with



induction looping—as an advocate, installer and educator, has become affectionately referred to as “Looping Lou”. Through ALOHA, Lou provides instruction (“Looping 101”) which helps hard of hearing individuals

understand how this technology can work for them. Because of his expertise and experience, Lou was assigned to head the “Let’s Loop Tucson” Committee.

Lou has had the opportunity to work with Audiologists at the University of Arizona, and they have worked collectively in leading workshops that educate on hearing loss and demonstrate the importance of cultivating relationships between patients and doctors.

Lou also contributes to an online listserv by offering suggestions regarding Loops and T-coils and serves on the Arizona Hearing Task Force. He is a strong role model and advocate for individuals with hearing loss. Arizona is fortunate to have such an individual and we congratulate him for his efforts and contributions in Arizona.

## News from AzTEDP

The Captioned Telephone (CapTel®) has been a part of the AzTEDP family for nearly five years now. The classic CapTel 200 has been a phenomenal tool for those who need more than a standard phone or one of the many AzTEDP amplified phones. For those who use relay captioning service, Captioned Telephone is truly a gift that can open up the world by allowing the user to listen while reading what they may not hear clearly.

The CapTel 800 is now available on a limited basis. At this time, AzTEDP screens for those applicants who truly need the larger screen due to vision issues. The CapTel 800 has several adjustable features. The font size, color and contrast are now variable. The biggest change is the size of the screen and its ability to tilt, often alleviating glare. In addition, the

800 model includes a phone book feature, Caller ID capability and a lighted keypad. All other features such as captioning external answering machine and voice mail messages remain, although the menu access has changed. It is still important that CapTel user’s register their LONG DISTANCE provider.

The CapTel phone and Captioned Telephone Service is a valuable state public benefit that is available to Arizonians through loaned equipment from AzTEDP. An application is required and can be obtained by emailing [V.Thompson@acdhh.az.gov](mailto:V.Thompson@acdhh.az.gov) or calling 1-866-223-3412 or 602-264-6876. The AzTEDP staff is always open by appointment

to individuals who would like more information to determine if an amplified or captioned device is best.

*CapTel is a registered trademark of Ultratec, Inc.*



# Speech-to-Speech Relay Service Extends Confidence and Independence

Increasingly, many people who have difficulty speaking due to cerebral palsy, stroke complications, voice disorders or other speech disabilities look to assistive communication technology to support them while using the telephone.

Over the years, Speech-to-Speech (STS) service has proven to be an effective service to those who may feel anxious or nervous that the person on the other end of their conversations will not be able to understand their speech.

Having these kinds of feelings can sometimes deter individuals from making important phone calls.

When it comes to STS, AZRS's service provider, Hamilton Relay, trains its operators to understand the importance of efficiently facilitating STS calls. They are specially trained to recognize a variety of speech patterns and they offer an abundance of patience and flexibility. Each STS call is tailored to fit the unique needs of the user so that they may use the phone effectively and with confidence.

Imagine your body tensing up every time you go to make a simple phone call — this often happens



to David Bauer of Washington, DC, who learned about Speech-to-Speech service while attending a conference for Adults with Cerebral Palsy (CP) in October of 2009.

"CP is a funny thing," said David, "When I get nervous, I tense up - which means that my muscles (including vocal cords) tighten up and my speech, which is not too good under normal circumstances, becomes even harder to understand."



The ability to trust and rely on specially trained STS operators, particularly when trying to call someone who isn't familiar with your speech, can allow for a more relaxing, flowing conversation.

"Very often, I depend on the operator during the first 2-3 minutes of the conversation," David said, "but then I relax and sometimes can finish the conversation without assistance."

David has been using Hamilton STS for approximately one year and states that it has made his life easier and he feels more independent.

"The most important thing is, that I feel better about myself," he said. "Not being able to make a phone call is depressing, or at least, I let it depress me."

David finds himself making more calls through the use of STS service; specifically, he now feels comfortable when conducting business calls.

"My family and friends are used to

*Each STS call is tailored to fit the unique needs of the user so that they may use the phone effectively and with confidence.*

my speech and we are able to stumble through conversations. But business people sometimes don't take the time or trouble to understand me, and these are the times when STS is invaluable."

STS is a free service available to anyone by dialing 711 or in Arizona, the specific state toll-free STS number is 1-800-842-6520. STS calls are processed in both English and Spanish 24 hours a day, 7 days a week. If you or someone you know may benefit from STS, or have questions, please contact AZRS Customer Service at: TTY: 1-800-347-1695, Voice: 1-866-259-1768, or by sending an email to [info@azrelay.org](mailto:info@azrelay.org).



## Arizona Relay Service 7-1-1

### AZRS is “Going Green”

With the growing number of subscribers to *The Old Pueblo Relay Informer*, we have decided to “go green” and distribute the newsletter via email. By going green, we trust this will save precious resources, reduce paper clutter and offer 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 take a moment to complete this 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 e-mail to [info@azrelay.org](mailto:info@azrelay.org).

Yes, please e-mail me the Newsletter at (e-mail 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

## Stay Up-To-Date with AZRS on Facebook and Twitter

The increasing popularity of social media is revolutionizing the way individuals and businesses communicate using the Internet. We’re pleased to share that AZRS has recently joined the ring by creating a presence on Facebook and Twitter! Ensuring that our customers stay up to date with AZRS events and activities is a high priority and this is just another way we are making that happen.

To connect with AZRS on Facebook, visit us at [www.facebook.com/azrelay](http://www.facebook.com/azrelay), or type “AzRelay” into the search bar. Once you are on the AzRelay page, click on “like” and you will begin to see AZRS updates in your news feed. To follow AZRS on Twitter, visit [www.twitter.com/AzRelay](http://www.twitter.com/AzRelay) and click “Follow.”



*If you have ideas or suggestions for our sites, please feel free to share them with us at Arizona Relay Customer Service at [info@azrelay.org](mailto:info@azrelay.org). We look forward to seeing you online!*