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CONNECT WITH US!



UTILIZING YOUR PERSONAL AND BUSINESS RESOURCES

In addition to the extensive [resources](#) Arizona Relay Service offers to you for your home, we are also there to support you in your work life as well. Whether you're running a business and need to be able to actively participate in conference calls, are a business that serves the deaf community, or you're an individual trying to communicate with a business, our services are available to you.

RELAY CONFERENCE CAPTIONING

Have you ever been listening in on a conference call, unable to understand what the person on the other line is saying? Using Relay Conference Captioning (RCC), you'll never have to feel uneasy about not being able to hear an important business conversation. You'll be able to actively participate in conferences, phone calls or video chats via RCC. As long as you have a high-speed internet connection, your conference calls and video chats will have access to a live-stream captioning of the conversation.

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Upcoming Events

FEBRUARY

5th Annual African-American Conference on Disabilities
February 12, 11 a.m. – 1 p.m.
Ability 360 Center
5025 E. Washington Street
Phoenix, AZ 85034

Relay Conference Captioning Business Lunch and Learn
February 18, 11 a.m. – 1 p.m.
Arizona Industries for the Blind
515 N 51st Ave.
Phoenix, AZ 85043

All Things Senior Expo
February 24, 9 a.m. – 1 p.m.
Scottsdale Center for Performing Arts
7380 E. 2nd St.
Scottsdale, AZ 85251

APRIL

The 7th Annual Ability 360 Center Health and Wellness Fair
April 29, noon-3 p.m.
Ability 360 Center
5025 E. Washington Street
Phoenix, AZ 85034

UTILIZING YOUR PERSONAL AND BUSINESS RESOURCES Continued

RELAY FRIENDLY BUSINESSES

We have partners all across the state that are able and ready to serve your needs as a hard of hearing or deaf individual. Each of these businesses has been trained to assist businesses with receiving and placing relay calls.

Relay friendly businesses fall into the following categories:

- * [Bank](#)
- * [Caregiver](#)
- * [Finance](#)
- * [Insurance](#)
- * [Lodging](#)
- * [Organization](#)
- * [Recreation](#)
- * [Restaurant](#)
- * [Transportation](#)

When businesses are trained to use relay services, it reduces or eliminates hangups on relay users. Using our list of relay partners, you can easily find businesses in your area that can properly communicate with you using relay services.

If you're ready to become a Relay Friendly Partner, simply contact AZRS at info@azrelay.org.

Utilize Relay Conference Captioning and Relay Friendly Businesses to enhance your participation in all aspects of life.



RELAY CONFERENCE CAPTIONING LUNCH & LEARN

Join us for our February Lunch & Learn on Thursday, Feb. 18 from 11 a.m. – 1 p.m. Arizona Relay Service, along with the Arizona Commission for the Deaf and the Hard of Hearing and the Department of Economic Security, is sponsoring this lunch to provide you with more information on how to utilize Relay Conference Captioning and become a relay friendly business.

Lunch is provided to those who RSVP. Please RSVP to Danielle Smith at d.smith@acdhh.az.gov

LOCATION:

Arizona Industries for the Blind
515 N 51st Ave., 2nd Floor Training Rooms
Phoenix, AZ 85043



LOVE YOUR HEARING

Doesn't February just scream LOVE! Have you ever considered what it would be like to not be able to hear the ones you love?

This Valentine's Day, think less about extravagant cards and gifts for your loved ones, and more about how you can love them by protecting your hearing. If you love and nurture your hearing, you can continue to communicate with your loved ones.

What does it mean to protect my hearing?

As soon as you start noticing a hearing loss, it is vital to see a hearing specialist. The specialist will be able to point you in the right direction on your plan of action, to either fix your hearing issue, or help prevent the loss from worsening. Untreated hearing loss can lead to depression as well as memory loss.

If you treat your hearing loss as soon as you notice a difference, you will be preserving valuable time with your loved ones while still being able to communicate clearly. Without properly treating your hearing loss as soon as possible, you lose control over the speed and severity of the loss.

How do I communicate more clearly with my loved ones?

- * **Take time to communicate-** When you are trying to communicate with the ones you love, time is of the essence. Take time to clearly communicate what you are trying to say. If either party is rushing to communicate, it is highly likely that something will get lost in translation.

- * **Figure out how they best communicate-**

Before you start a conversation, ask the other party how they best receive information. They may have a preferred method of communication that can help each individual receive information in the most efficient and effective way.

- * **Choose your words carefully-** Depending on the way words are phrased and expressed, an entire conversation can easily be misinterpreted. Consider your word choice and how you convey those words carefully before communicating. This will protect your relationships from misunderstanding.

Using Your Resources to Call Home

No matter your relationship status, sometimes you just need to pick up the phone and remind those you love how much you care about them. How can you do this if you are experiencing a hearing loss and are unable to communicate via the telephone? Utilize the resources available through Arizona Relay Service to enhance your communication options.

- * **Voice Calls/TTY-** If you have a family member or friend who is deaf or hard of hearing, you can use Voice Calls to communicate with them via a communications assistant. Your side of the conversation is typed by the communications assistant to the other party using TTY (or text telephone). Then, the other participant types or signs a response, which is voiced to you by the communications assistant.
- * **VCO/Captioned Telephone-** For those that have no issue speaking, but need assistance hearing over the phone, Voice Carry Over (VCO) and Caption Telephone are perfect for you. This technology allows you to use your own voice, while the other person's responses are typed back to you.

LOVE YOUR HEARING Continued

- * **HCO-** HCO uses a TTY to type your side of the conversation, which is then relayed by the communications assistant to the person you are speaking with. You will hear their side of the conversation directly, while utilizing TTY to communicate your part.
- * **Telebraille-** Telebraille is used by those who have trouble hearing and seeing. Using telebraille, you will type whatever you want to communicate, and then the communications assistant will read it to the other party. Then, the communications assistant will type the other person's response back to you.

Speech to Speech- For those with a hard time being understood, Speech to Speech utilizes a communications assistant to facilitate the communication between two parties. The communications assistants have been trained to understand a variety of speech disorders, and can keep the flow of the conversation.

Take time to remind your friends and family of how much you love them. And don't forget to love yourself in the process by protecting your hearing.

For more information on the Arizona Commission for the Deaf and the Hard of Hearing visit www.acdhh.org or Arizona Relay Service visit www.azrelay.org.

ARIZONA RELAY SERVICE CONTINUES NEW AD CAMPAIGN

Arizona Relay Service has launched a new ad campaign and we would love to know if you have seen it. Please post on our Facebook page at www.facebook.com/azrelay to let us know!

“Your aunt Dot is tossed!”



Skip the misunderstandings, not the moment.

With a captioned phone, you can hear and read your phone calls on a bright, easy-to-read screen. No asking to repeat. No “can you speak up?” Just the simple joy of conversation.



LEARN MORE ABOUT FREE CAPTIONED
PHONE SERVICES AT AZRELAY.ORG

PHOTO RECAP

Ken Arcia and Howard Rosenblum, CEO of the National Association of the Deaf at the Arizona Assoc. of the Deaf conference. ▼



Ken Arcia provides Relay Friendly Business training at Scottsdale Training and Rehabilitation Services (STARS). ▼



A full workshop at the Arizona Association of the Deaf conference. ▼



Relay Conference Captioning Lunch and Learn Educational Event for Local Businesses



Thursday, Feb. 18
11a.m. - 1p.m.

ARIZONA INDUSTRIES FOR THE BLIND
515 N 51st Ave, 2nd Floor Training Rooms,
Phoenix, AZ 85043

- Relay Conference Captioning, Ken Arcia, Arizona Relay Service
- Sue Kay Kneifel, Department of Economic Security
- Veterans Administration representative... plus more

What is Relay Conference Captioning?

Relay Conference Captioning allows deaf and hard of hearing residents of Arizona to actively participate in meetings, phone calls, video conferences and multi-party teleconference calls without delays and then receive transcripts of the meeting after the call is completed.

Why should employers attend?

To learn about accommodations for employees who are deaf or hard of hearing.

Free lunch will be provided **ONLY** for those who RSVP.

RSVP to Danielle Smith at d.smith@acdhh.az.gov



RELAY FRIENDLY BUSINESSES

The following "Relay Friendly" businesses and organizations have been certified "Relay Friendly" by Arizona Relay Service and understand how relay works — and more importantly, how to use relay.

H&R BLOCK

845 East Grant Road
Tucson, AZ 85719
Phone: (520) 623-0552
Website: www.hrblock.com

H&R BLOCK

3225 North Swan Road, Suite 107
Tucson, AZ 85712
Phone: (520) 577-8140
Website: www.hrblock.com

ZIEGLER WEALTH MANAGEMENT GROUP

8501 North Scottsdale Road, Suite 250
Scottsdale, AZ 85253
Phone: (480) 483-5989
Email: jfoltz@ziegler.com
Website: www.ziegler.com

CITY OF PHOENIX- CITY AUDITOR

Historic City Hall
17 S. Second Ave., Suite 200
Phoenix, AZ 85003
602-262-6641

CITY OF PHOENIX- CITY CLERK

Phoenix City Hall
200 W. Washington St., 15th floor
Phoenix, AZ 85003-1611
602-262-6811

CITY OF PHOENIX- CITY MANAGER'S OFFICE

Phoenix City Hall
200 W. Washington St., 12th floor
Phoenix, AZ 85003
602-262-6941

CITY OF PHOENIX- FINANCE

Calvin C. Goode Building
251 W. Washington St., 3rd, 5th, 8th and 9th floors
Phoenix, AZ 85003
602-262-7166

CITY OF PHOENIX- PHOENIX MUNICIPAL COURT

300 W. Washington St.
Phoenix, AZ 85003
602-262-6421

THE RELAY FRIENDLY PARTNERS PROGRAM IS A FREE PROGRAM THAT:

- * Offers FREE training to assist your business with receiving and placing Arizona Relay Service calls
- * Reduces or eliminates hang-ups on relay users
- * Allows customers to know you are certified as a Arizona Relay Service Relay Friendly Partner
- * Offers you a free listing on the Arizona Relay Service website
- * Provides a Relay Friendly Partner logo to post on your business' website
- * Provides a Arizona Relay Service Relay Friendly Partner decal for your door or window

To view the entire list of relay friendly businesses or for additional information on becoming a relay friendly business please visit our website at www.azrelay.org/home/relay_friendly_business