

# Relay North Carolina NEWSLETTER

SUMMER 2013



relaync.com

## Relay NC Speech-to-Speech PSA Launched!

**R**elay NC is proud to be the first state to launch Speech-to-Speech Public Service Announcement (STS PSA). If you live in the Winston Salem/High Point area or Greenville/New Bern area, you have most likely seen the PSA. We will be rolling into different towns yearly for the next four years. It is our hope to spread the message that the STS service is available for those who have speech disabilities and can greatly benefit them. We would love to hear what you think about our STS PSA.



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### *A Message from Relay NC Manager*

**H**ello, North Carolinians!

Spring is now over and summer has finally arrived! I know many of you are pulling out your shorts and your swimsuits! Some of the great ways to spend this summer are to go to the beach, swim at the lake and pool, and go down water slides. It is especially nice to see the sun shining down on us and what a great way to start tanning, if you need it!

What does summer mean for Relay NC? Summer time is one of the busiest times of the year as we promote Relay NC across the state, especially at the picnics. We love seeing people eat grilled hamburgers, grilled hot dogs, potatoes salads, chips, and watermelon. Yummy! It is also nice to see people get together and catch up on all the news in each other's lives. Most attendants have never heard of our service and it is a wonderful experience to open their eyes to the services available to them, their friends, family, and even their co-workers.

Do not forget to sign up for the quarterly email blast and e-newsletter by going to our website and clicking the "E-News sign up" icon on the right. By signing up and reading these publications, you can learn new things!

This wonderful summer season can pass by too quickly, so don't forget to take a few minutes to breathe the fresh air and feel the warmth of the sun. Using our relay service would be a great way to call your friends or family and invite them for some BBQ!

RelayNCly,  
Bola Desalu, Relay NC Manager



### *A Message from CapTel NC Manager*

**D**aylight savings time always helps me put my mind into gear for Summer. It's a great season, filled with warmer temperatures, longer days, flowers blooming and people starting to shed their spring coats for lighter jackets. This is the time when CapTel NC gets into full swing, since festivals play a big part of our outreach. In addition, we will have another PSA running on air which gives us plenty of opportunities to reach out to the community to educate them about the CapTel NC service and phone.

Inside this newsletter is a notice regarding the new FCC rule which requires the CapTel device to manually activate the captions on the screen. For more detailed information about this requirement, turn to page 4.

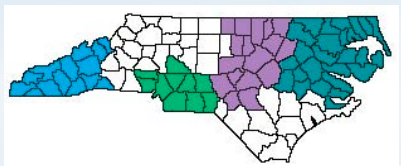
We also have a new CapTel Consultant, Sharon VanDeursen, who will cover the western region of NC. Her story can be read on page 7. Here's to a great Summer for 2013!

Kim Calabretta, CapTel NC Manager



# Timeline History of North Carolina Division of Services for the Deaf and the Hard of Hearing (DSDHH)

Four Community Service Centers created (now called Regional Centers) Wilson, Asheville, Charlotte and Raleigh.



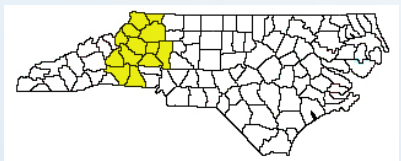
**1977**

The North Carolina Council for the Hearing Impaired (the Council) served as the primary state organization serving Deaf, Hard of Hearing and Deaf-Blind individuals under the leadership of William Peace.



**1978**

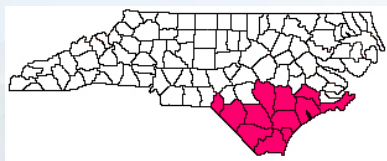
Morganton Regional Center opened.



**1983**

**1985**

Wilmington Regional Center opened.



The Council was restructured and renamed as the Division of Services for the Deaf and the Hard of Hearing with William Peace as Director.



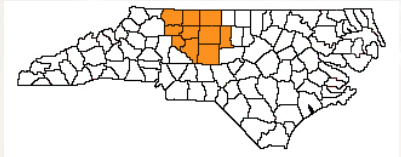
**1989**

**1991**

Frank Turk was hired as the second Director upon William Peace's departure.



Greensboro Regional Center opened.



**1996**

**1997**

Frank Turk, Director of DSDHH, departed after six years at the helm. Craig Greene, Deputy Director, assumed the responsibility as Interim Director.



George McCoy assumed responsibility as Interim Director.

**1999**

**2002**

Linda Harrington became the director of DSDHH.



Jan Withers assumed responsibility as Interim Director.

**2005**

Jan Withers became the Director of DSDHH and continues to serve in this capacity.

**2006**



## New FCC Required Changes

### Important Notice for CapTel 800i/840i Customers

A recent ruling by the FCC requires changes in the way that all IP-based captioned telephones work. Effective March 7, 2013, you will need to press the CAPTIONS button to turn captions on at the start of every call. The captions will no longer come on automatically. When people call you, you will need to turn captions on by pressing the CAPTIONS button in order to see captions of the call.

The CAPTIONS button will turn off again every time you hang up the handset.

**See this message on your Display Screen?** (see right)

To make it go away, press the CAPTIONS button. The message is a reminder that, starting today, people who use CapTel 800i / 840i will need to turn captions on before every call by pressing the CAPTIONS button. This change is a new requirement by the FCC for all Internet-based captioned telephones.

**Why does the FCC require these changes?**

The FCC is working to protect the TRS Fund, which pays for captioning services under the Americans with Disabilities Act, from people accidentally receiving captions on a call even if they are not needed. The FCC is concerned that people who do not need the Captioning Service may accidentally be getting captions during their calls, because the captions have appeared automatically. By asking users turn captions on before each call, the FCC believes it will reduce the chance of people accidentally using the captioning service if they do not need it, thereby protecting the funds for people who really do need captions.

**I use CapTel 800i/840i - How does this affect me?**

If you use CapTel 840i or CapTel 800i, you will need to press the CAPTIONS button before every call in order to receive captions. When people call you, you will need to press the CAPTIONS button as you pick up the handset or at any time during their call in order to see captions.

**I use CapTel 800/840 - How does this affect me?**

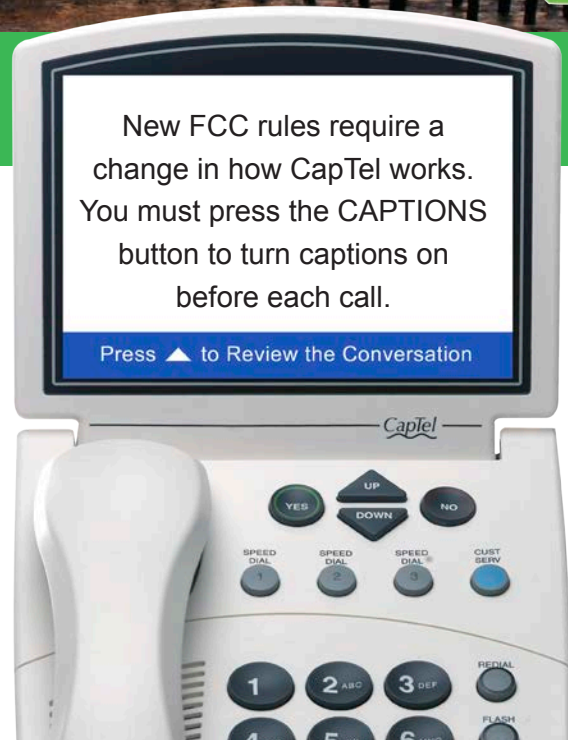
If you use CapTel 800 or CapTel 840, these changes do NOT affect you. Your CapTel 800 / CapTel 840 will continue to work as it always has.

**How will I get captions on my calls?**

At the start of every call, press the CAPTIONS button first to turn captions on. If you begin a conversation and notice the captions are not on, simply press the CAPTIONS button. Your CapTel Phone will connect to the captioning service and you will begin receiving captions of the call. Here are complete step-by-step instructions for making a call with captions and answering a call with captions.

**Will I still get captions on my answering machine messages?**

Your CapTel 840i will still record voice answering machine messages. If you need captions of your answering machine messages, press the Captions button while playing back your messages. Your CapTel 840i phone will connect to the captioning service and you will receive captions of the message. Here are complete step-by-step instructions for getting captions on your answering machine messages.



**Do I have to press the CAPTIONS button at the start of a call?**

You can press the CAPTIONS button at any time during a call to turn the captions on. Captions will begin appearing once you turn the captions feature on. The red light around the CAPTIONS button will glow to let you know when captions are turned on.

**Can I go back to having captions turn on automatically like they always have?**

At this time, the temporary FCC requirements (in effect for 180 days) do not permit going back to having captions come on automatically. However, the FCC is currently considering whether to make this requirement permanent, and is asking for comments from captioned telephone users affected by this change to help inform their decision.

**Are these changes permanent?**

The changes are required under a temporary ruling by the FCC that remains in effect until permanent rules can be issued (in 180 days). The FCC is seeking comment on whether these temporary rules should become permanent. To share your opinion about whether the FCC should make these changes permanent, please COMMENT HERE.

**Where can I find more information about this FCC Ruling?**

<http://www.fcc.gov/document/fcc-takes-steps-protect-ip-based-captioned-telephone-service>

**NOTE TO CAPTEL 800i / 840i USERS**

The FCC has issued required changes to the way that all Internet-based Captioned Telephones work in an effort to protect the funding that pays for captioning services. These changes are in effect for 180 days while the FCC determines whether to make the changes permanent or not. We realize these imposed changes effect the way that you use your phone on a daily basis. We would like to share your thoughts and opinions with the FCC about how these changes impact your use of the phone. If you wish to share your opinion about whether the FCC should make these changes permanent, you can go to [www.captel.com/contact-us-fcc.php](http://www.captel.com/contact-us-fcc.php).

CapTel is committed to working with the FCC to ensure that CapTel users will have the most enjoyable and effective telephone service possible. Your comments are appreciated.



# Hearing Carry-Over Page

## How to make phone calls using Hearing Carry-Over (HCO)

A HCO user type in the conversation through the TTY where the relay operator read and convert to speech to the third party. When the third party respond, HCO user can hear his or her voice.

Here are the tips that make your call smoother and faster.

### 1. ELIMINATING ERRORS.

It's a really good idea to hit the space bar twice. It helps to make your typing clear and reduces the probability of garbled messages for the HCO user and the Agent supporting the call.

### 2. INFO ABOUT THE CALL.

Give the operator as much information about your call prior to making your call:

- a. Asking for a specific person through a switchboard
- b. Calling an automated system  
(Voice Response Unit - Recording with Options)

### 3. ANSWERING A CALL.

When answering a call using the Uniphone device, be sure to hit the TTY ON button, hit the space bar twice, and then type HELLO HCO GA (so that the relay system is able to detect your equipment)

### 4. A CONFUSING SILENT ANSWER.

If the agent is calling an HCO User and the agent doesn't receive any type of answer message, the agent will be confused (this becomes a confusing silent call). To lessen this confusion, it is important to "ANSWER" the call, TTY ON, hit the space bar twice, HELLO HCO GA.

### 5. It is EXTREMELY important to TAKE TURNS.

This means that both the Voice user and the HCO user need to refrain from the normal pace of telephone conversation interruptions and observe the need to wait your turn to communicate after the GA has been voiced or typed.

### 6. BACKGROUND NOISE.

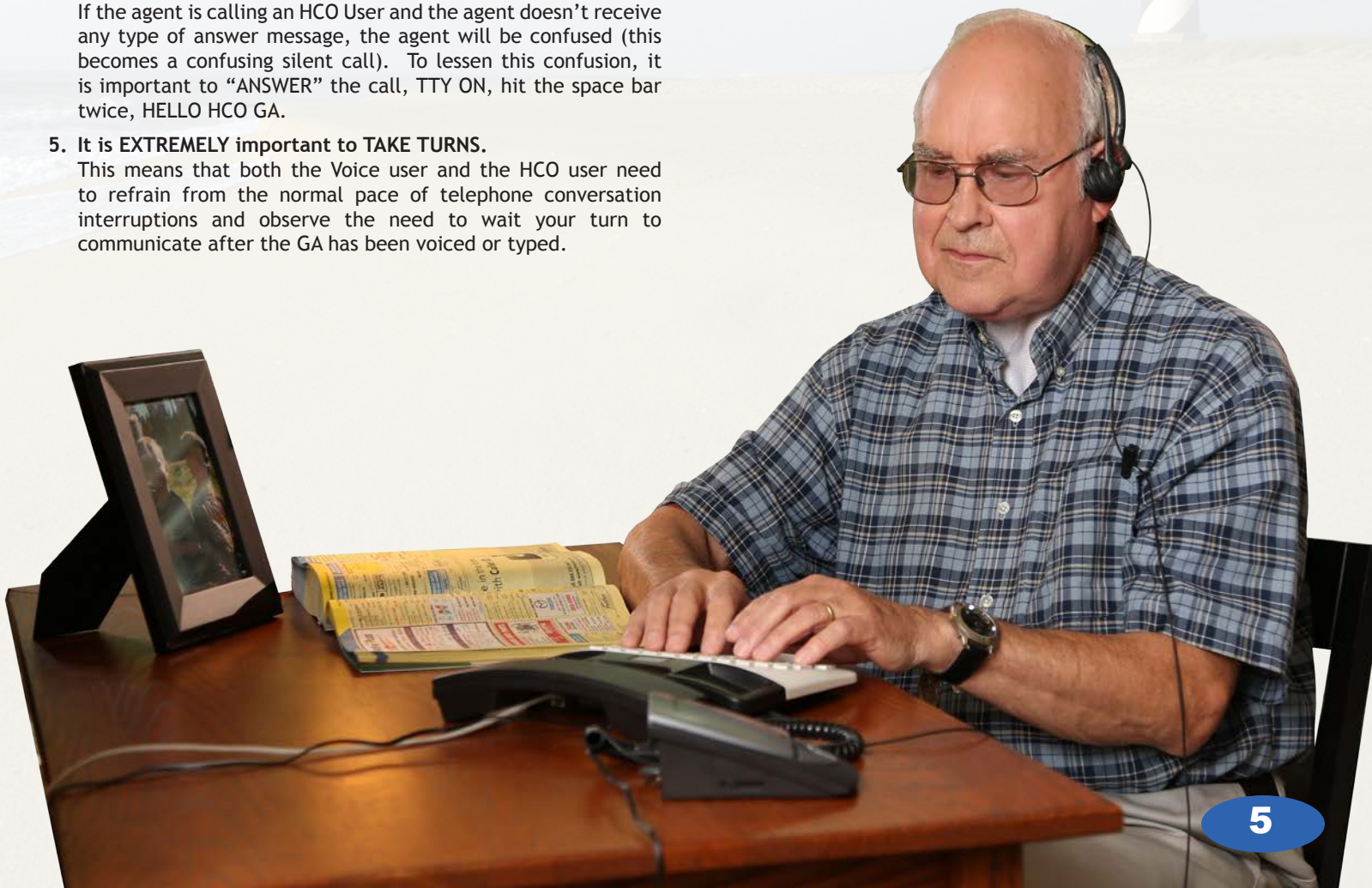
Speaking or typing (at the same time) can cancel one another out (it causes a collision of voice and text).

### 7. VOICE USERS CALL 7-1-1.

If a voice user dials the dedicated HCO phone number, this will confuse the agent as they attempt to greet the inbound voice caller as they are expecting an HCO user and not a voice user. To ensure your friends and family have a successful greeting at the relay service, encourage your friends and family to use 7-1-1 when calling you as a HCO user.

### 8. HCO USERS CALL THE DEDICATED HCO LINE.

The NC dedicated HCO line is 800-735-2962 and it is designed to speed up the call set up for HCO users and lessen any confusion on the call type when placing calls.





# Community Happenings Pictures



**Bola Desalu, Relay NC Manager with David Laxton, Autism Society of North Carolina (ASNC) Conference Chairperson. Charlotte, NC**

**Bola Desalu, Relay NC Manager with a conference participant spinning the wheel to get a prize at the ASNC Conference. Charlotte, NC**



**Belinda Elmore , Speech-to-Speech Outreach Specialist, talking to a conference participant at the Autism Society of North Carolina Annual Conference, Charlotte, NC.**





**Belinda Elmore**  
Speech-to-Speech (STS)  
Outreach Specialist

**B**elinda Elmore was born in Hendersonville, North Carolina and spent much of her young life in various places all over the state. Because she moved around a lot, she grew up seeing all the different types of people, history, and cultures in North Carolina. Her family moved to a new city every three to four years due to her father's job as a minister. While her father worked, her mother raised her and her two siblings, a brother who is 10 years older than her and a sister who is 5 years older than her. As the baby of the family, Belinda often was spoiled. Now, she lives in Mt. Airy and enjoys spending time with her two nieces and two nephews.

Belinda received her AAS degree in News and Advertisement from Chowan College, a 2-year Baptist college. While studying there, she became the college newsletter editor and dreamed of becoming a photojournalist. Before she joined the Relay NC team, she worked for Xerox for 13 years.

Belinda became involved with Relay NC at the International Association of Laryngectomee annual conference at Durham where she met two STS Outreach Specialists at the Relay NC booth. She had heard of Relay NC but did not know much about its services. After she learned about different types of relay services, she became very involved because she realized how many people could benefit. She regularly passes out flyers and brochures describing relay services to anyone who may find them beneficial. She is driven to make a difference in other people's lives by helping them communicate with people through the relay service. She even offers them personal demonstrations of how she communicates through the phone. As she began to realize how much she loved educating others about Relay NC, she decided to apply to work for them as well.

Belinda admitted although she was passionate and knowledgeable about Relay NC services, she was very nervous for her first assignment at a conference in Asheville last year. The two other STS Outreach Specialists she was working with calmed her down by telling her they knew she would be fine just by being herself! These two specialists taught her all the tools she needed to approach to people and get them interested in Relay NC. After the encouragement and support of the specialists at this conference, she soared. Now, everyone loves talking to her and having her assist them with learning how to place and receive relay service calls.

Belinda recalled a story that was deeply touching to her. One time she had to work at a walk-a-thon in Fletcher where she saw a little 4-year-old girl with her grandmother. After listening to Belinda explaining to her grandmother about Relay NC's services, the little girl's eyes became wide with excitement and she exclaimed, "Grandma, this means that we can talk over the phone! How exciting is that!" The little girl was beaming with happiness and kept asking her grandmother how soon she would be able to call her.

Belinda also recalled another touching story from the time she worked in Charlotte. There was a 60-year-old man who walked past her Relay NC booth table. He realized that he recognized a strange voice coming from Belinda so he turned around and came over to her. The man was surprised to learn that Belinda is a Laryngectomee just like him. The man was questioning Belinda about the STS service and asked her if he can use it even with his electrolarynx. When Belinda told him he could, the man was so thrilled and looked forward to using this service. Belinda says, "How often do I come across a person just like me? It is a rare opportunity and that made me happy to make a difference in his life, which is just like mine".

Belinda's mantra is, "Do not give up! Life is too short! Enjoy life to the fullest!" She wants to spread the message that just because you may be frustrated with your special needs doesn't mean you should to give up because there is a solution for everyone. She believes that anyone can enjoy life and utilize the relay service to make each day count.



**Sharon VanDeursen**  
CapTel NC Consultant

**S**haron VanDeursen grew up just outside of Asheville, in Candler, North Carolina before moving to the Asheville as an adult. Recently, she moved to Leicester, which is a small community just north of Asheville. In addition to working for CapTel NC, Sharon also works as a marketing representative for Title Insurance Company covering 13 counties in Western North Carolina. In her spare time, she loves to cook and do 'simple' gardening. She is a member of the Leicester Community Garden Club as well as the Hearing Loss Association of America (HLAA) and is active in the Brevard Chapter of the NC HLAA.

It wasn't until Sharon was about 5 years old that her parents realized she had a hearing problem. At that time, there were not many tests available beyond the 'hearing booth' test. The doctors diagnosed her with nerve deafness and subsequently gave her her first hearing aid. As time progressed, so did her hearing loss. By the time Sharon was in college, she started requiring 2 hearing aids and even then, her hearing continued to deteriorate. In 2002 she got her hearing tested and discovered that she had 10% hearing left in both ears. Once her hearing loss became so severe, she, "stopped using phones, depended on closed caption to watch television, depended on lip reading, and group conversations became too difficult." She could no longer hear crickets, birds or whispers and began to feel more isolated. Sharon explained, she "decided it was time to start looking into cochlear implants and find out if it was something that (she) would benefit from." She qualified to get a cochlear implant after being tested at Wake Forest Baptist Hospital and was scheduled to receive the surgery the day after Thanksgiving in 2002. There are a couple of things Sharon was told that she would not be able to do once she had the implant, one of which was skydiving. Sharon decided to do it before it was too late. She explained, "I had wanted to do that for some time, so 2 weeks before surgery, I did my one and only skydive in Chester, SC. One of the most exhilarating experiences I have ever had. Loved it!!" In January of 2003 her CI was activated and she started the process of learning to hear again. She noted that everything sounded so different, almost like it was "computer generated". As time went on, sounds became 'normal' again and she started hearing things she had not heard in so many years. For Sharon, this has been a wonderful journey.

Talking on the phone was another major learning experience of its own. This new step came later in the process of learning to hear again after the cochlear implant. With the help and patience of many friends and family, Sharon began to use the phone often and with more clarity than before. She feels that CapTel is a handy tool that she enjoys using because it helps her catch some things she may have missed.

Sharon discovered the enormous benefits of the CapTel at an HLA meeting where she saw someone do a demonstration. Once she tried it, she thought it was the greatest thing and knew how much it could help her and those like her. As a CapTel consultant, her own experiences learning about CapTel allow her to better understand her audience. As Sharon puts it, "I realized there had to be lots of folks out there that just didn't know about CapTel or understood the benefits of having one, especially those who still have a great hearing loss and may not be able to have a cochlear implant or just feel they could do better with a caption phone. Those are the people I want to help and give them the opportunity to see the phones first hand and decide if it's something they would benefit from." Welcome aboard Sharon!





## Fun Questions

- 1) Do you need to speak on the phone when using Hearing Carry-Over?
- 2) When did new FCC law start for using a caption button every time you use your CapTel phone?
- 3) Who is Belinda Elmore?
- 4) Can you save a transcript after using the RCC?
- 5) What deaf school did new TRS Administrator's parents attend?

- ANSWERS:
- 1) No
  - 2) March 7
  - 3) A new STS Outreach Specialist
  - 4) Yes if request in advance.
  - 5) North Carolina School for the Deaf

Relay NC Service is provided by:



mailing label here

Dial **7-1-1** or  
use these toll-free relay numbers:

800-735-2962	TTY to Voice
877-735-8200	Voice to TTY
888-762-2724	ASCII
877-735-8260	Voice Carry-Over
877-735-2962	Hearing Carry-Over
877-735-8261	Speech-to-Speech
877-825-2448	Spanish Relay
877-243-2823	Voice to CapTel

### RelayNC Customer Service

800-676-3777 (Voice/TTY)

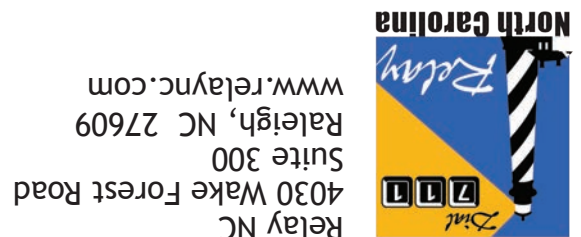
800-676-4290 (Español - Voz/TTY)

877-787-1989 (Speech disabled only)

### CapTel Customer Service

888-269-7477 (Voice/TTY)

Website: [www.relaync.com](http://www.relaync.com)





# Relay North Carolina NEWSLETTER

FALL 2014



## NEW!!!! WEBINAR is now available to teach you about STS and RCC services

### What is a webinar?

It is a live educational online presentation or workshop, which participants can watch from their computer. It allows interactive learning so you can ask questions and receive answers online.

### How can I sign up?

You can register through our website – [relaync.webex.com](http://relaync.webex.com) – and pick the dates that are best for you.

### How does it work?

Once you register for the webinar, you will receive an email with a link. When the webinar begins, just click on the link. Make sure you have internet and a webcam ready. It's easy!

We look forward to seeing you all at a webinar! Happy webinaring!

### 2014 Webinar Schedule:

Nov. 12<sup>th</sup> 11am – 12pm RCC

Nov. 12<sup>th</sup> 3pm – 4pm STS

Dec. 10<sup>th</sup> 11am – 12pm RCC

Dec. 10<sup>th</sup> 3pm – 4pm STS

## NEW!! Webinar is Now Available!

**Webinar** (noun) /we-bi-när/: a live online educational presentation during which participating viewers can submit questions and comments.

Monthly webinars are now available for people with a hearing loss or speech disability, agencies working with people who have disabilities, or advocates interested in learning about Relay NC services.

**LEARN ABOUT RELAY SERVICES!** Topics will include telephone relay services for people who are speech-disabled (STS)\*, conference calls for people with hearing loss (RCC)\*\*; features, tips, solutions, trainings and chats.

**IT'S EASY!** It's easy to sign up using WebEx. Sign up, and you will receive an email with details. See back of postcard for more information.

**IT'S FREE!** North Carolina residents and professionals can participate at no charge!

\* **STS (Speech-to-Speech)** allows a caller who has a speech disability to voice their conversation. A specially trained operator repeats the words of the person with a speech disability or synthesizer output to the other person.

\*\* **RCC (Relay Conference Captioning)** is a free service that allows an individual with a hearing loss to participate in multi-party conference calls. A remote captioner listens to the call, captions the dialogue, and speaks on behalf of the deaf/hard of hearing participant.



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## *A Message from Relay NC Manager*



**G**reetings! Here comes the fall! Leaves are changing; flowers will soon be hiding in the soil, and we will start to smell pumpkins in the cool air. It won't be too long until the brown, orange and yellow colors of fall will be popping up everywhere. Fall is the second busiest time of the year for us promoting our relay service to new customers. You can find me everywhere from Deaf Awareness Month events to conferences to walkathon events and homecoming events. I am truly excited about launching our new webinars about RCC and STS. Be sure to inform your friends, families, or coworkers that they can benefit from attending these webinars and gaining knowledge about how these kinds of relay services help you to succeed. I hope I will get a chance to meet you during my business trips and be sure to contact me if you have any questions. Enjoy the fall!

RelayNCly,  
Bola Desalu, Relay NC Manager



## *A Message from CapTel NC Manager*



**I**t's FALL AGAIN! I always say it's my favorite time of the year – and our busiest for CapTel NC. We are ahead of the game, with 43 exhibits throughout the state. Lots of activities and outreach to new people! We also hired a new installer, Gregg Little, for our Asheville region. At the moment we are currently looking for an installer in the Charlotte region. If you are interested in learning more about the position, you can contact me at [kim.m.calabretta@sprint.com](mailto:kim.m.calabretta@sprint.com).

CapTel NC is also actively involved with presentations. Our primary goal is to install the CapTel phones. Once a consumer gets the phone, we will send someone out to hook it up, and then we will train the consumer how to use it in depth. It's FREE and available to those who have CapTel from our program.

Look for us at the upcoming events such as MUMFEST, Oktoberfest and Womens Expo! Have a wonderful season filled with pumpkins, hot chocolate and cozy blankets by the fire.

Best Regards,  
Kim Calabretta, NC CapTel Manager







## Understanding Medical Terminologies

**O**ur Speech-to-Speech (STS) service is a wonderful telecommunication relay service for those who have speech disabilities or have a difficult time communicating via speech. I am often approached by people who use STS and are so happy they found an effective way to communicate over the phone. This population is so diverse that it is impossible for me to list all the reasons STS may be a good fit for someone, but here are some common ones:

**Laryngectomy** is the removal of the larynx and separation of the airway from the mouth, nose and esophagus. In a total laryngectomy is a surgical procedure to remove your larynx (or voice box). Your larynx houses your vocal cords, which are vital to producing speech. But there are several ways to learn to speak again but it will take time and effort, and their voice will not sound the same. Methods and/or devices can be used to obtain the most understandable speech. An otolaryngologist or speech pathologist will train people how to use their “new voice.”

**Cerebral palsy (CP)** is caused by damage to the motor control centers of the developing brain and can occur during pregnancy, during childbirth, or after birth up to about age three. There may also be problems with sensation, depth perception, and communication ability. Cerebral palsy is not an infectious disease and is not contagious.

**Multiple sclerosis (MS)** is a chronic, typically progressive disease involving damage to the sheaths of nerve cells in the brain and spinal cord. Symptoms may include numbness, impairment of speech and of muscular coordination, blurred vision, and severe fatigue.

**Amyotrophic lateral sclerosis (ALS)** is a nervous system (neurological) disease that causes muscle weakness and impacts physical function. ALS, known as Lou Gehrig’s disease, is a type of motor neuron disease that causes nerve cells to gradually break down and die. Early symptoms of ALS often include increasing muscle weakness, especially involving the arms and legs, speech, swallowing or breathing. When muscles no longer receive the messages from the motor neurons that they require to function, the muscles begin to atrophy (become smaller). Limbs begin to look “thinner” as muscle tissue atrophies.

**Stroke** occurs when blood flow is interrupted to part of the brain. Without blood to supply oxygen and nutrients and to remove waste products, brain cells quickly begin to die. Depending on the region of the brain affected, a stroke may cause paralysis, speech impairment, loss of memory and reasoning ability, coma, or death. A stroke also is sometimes called a brain attack or a cerebrovascular accident (CVA).

**Stuttering** affects the fluency of speech. It begins during childhood and, in some cases, lasts throughout life. The disorder is characterized by disruptions in the production of speech sounds, also called “disfluencies.” Most people produce brief disfluencies from time to time. For instance, some words are repeated, and others are preceded by “um” or “uh.” Disfluencies are not necessarily a problem; however, they can impede communication when a person produces too many of them.

**Traumatic Brain Injury (TBI)** usually results from a violent blow or jolt to the head or body that caused brain dysfunction. An object penetrating the skull, such as a bullet or shattered piece of skull, also can cause traumatic brain injury. A person’s speech may be slow, slurred, and difficult or impossible to understand if the areas of the brain that control the muscles of the speech mechanism are damaged.

**Down Syndrome**, known as trisomy 21, is a genetic disorder caused by the presence of all or part of a third copy of chromosome 21. It is typically associated with physical growth delays, characteristic facial features including short stature and a broad facile profile, and mild to moderate intellectual and speech disability.

**Aphasia** is caused by dysfunction in the brain. This class of language disorder ranges from having difficulty remembering words to losing the ability to speak, read, or write. This also affects visual language such as sign language. Aphasia is usually caused by brain damage, most commonly caused by stroke. Brain damage linked to aphasia can also be caused by other brain diseases, including cancer, epilepsy and Alzheimer’s disease.





## HOW TO CLEAN YOUR CAPTEL PHONE

1. Take a soft cloth or paper towel and dampen slightly with water. Cloth should be damp but not dripping. You can also use a specially formulated electronics cleaner (found in the household cleaners section of your local department store).
2. Using the damp cloth, gently clean around the keys of the keypad to remove excess dirt or dust.
3. Using the damp cloth, wipe down the hand set to remove excess dirt or dust.
4. Using a lint free cloth or lens wipe, wipe down the screen of your CapTel to remove dirt, dust, and fingerprints.



## Braille CapTel Service Product Preview: Braille Captions of Your Telephone Conversations

CapTel looks and acts just like any other telephone, with one important difference: it provides text captions of everything a caller says. If you cannot hear what the caller says, you can read the captions on a built-in display and on a dynamic Braille display.

### Benefits:

- Braille readers who have difficulty hearing over the phone can read word-for-word captions.
- Captions are provided on a dynamic Braille display.
- Users can read captions at their own speed.
- Scroll through captions using the buttons on the Braille device.
- Works with a headset, neck loop, or T-coil for hands free use.

### NOTE:

Braille CapTel Service will launch later this year. CapTel is currently looking for beta testers and input from the community. If you're interested in providing input or in becoming a beta tester, please contact us at

[Braille@CapTel.com](mailto:Braille@CapTel.com).





# Hearing Loss Association of America's Walk4Hearing

Every year during the spring and fall the Hearing Loss Association of America runs a Walk4Hearing. This 5K walk-a-thon helps raise funds for programs and services for people with hearing loss, as well as overall auditory impairment awareness.

Right now there are more than 48 million Americans who are currently experiencing some variation of hearing loss, while 2 to 3 children born out of every 1,000 are also affected by this. By walking a mere 3.1 miles, you are helping these people get the support, resources and education necessary to not only benefit themselves, but to broaden their communities as well.

Since its inception in 2006, Walk4Hearing has raised more than \$7.7 million dollars for programs and services dedicated to improving conditions for those with hearing loss. All of the funds raised go toward establishing a number of outreach organizations for those with auditory damage, including:

- Peer support for returning veterans.
- Free resources and information for people living with hearing loss.
- Scholarships for college students with auditory impairment.
- Advocacy for hearing loss-related issues.
- Installing hearing assistive technology in public locations.



There are more than 20 different cities throughout the nation that are holding participating Walk4Hearing races this year, so there has never been a better time to get involved and make a difference in someone's life. Supporters walk for a number of reasons that range from supporting a loved one or friend who is auditory impaired or even wants to spread awareness about their own hearing loss. The easiest part about signing up for Walk4Hearing is that there is no registration fee and it is completely free for walkers.

The 2014 NC Walk4Hearing is scheduled to be at the WakeMed Soccer Park in Cary on Sunday, October 19, 2014. Register to start a team, join a team, or as an individual.

CapTel is a sponsor for the walk and CapTel NC will be hosting a booth at the event – come and join us!!

For more information, check out

- [www.walk4hearing.org](http://www.walk4hearing.org)
- [www.nchearingloss.org](http://www.nchearingloss.org)





# COMMUNITY EVENTS



CapTel NC Consultant  
Ron Kolodziej with  
consumer at Veterans  
Service Dog Event



Relay NC Manager, Bola Desalu  
at STS presentation at Disability  
Resource Center, Wilmington, NC



CapTel NC Consultant  
Debbie Canupp-Johnson  
with a participant at  
Blueberry Festival



Relay NC Outreach Specialist,  
Jimmy Miller, with attendee at  
Fun Day Picnic, Troutman, NC



CapTel NC Consultant  
Debbie Canupp-Johnson  
with a participant at Pender  
County Spring Festival



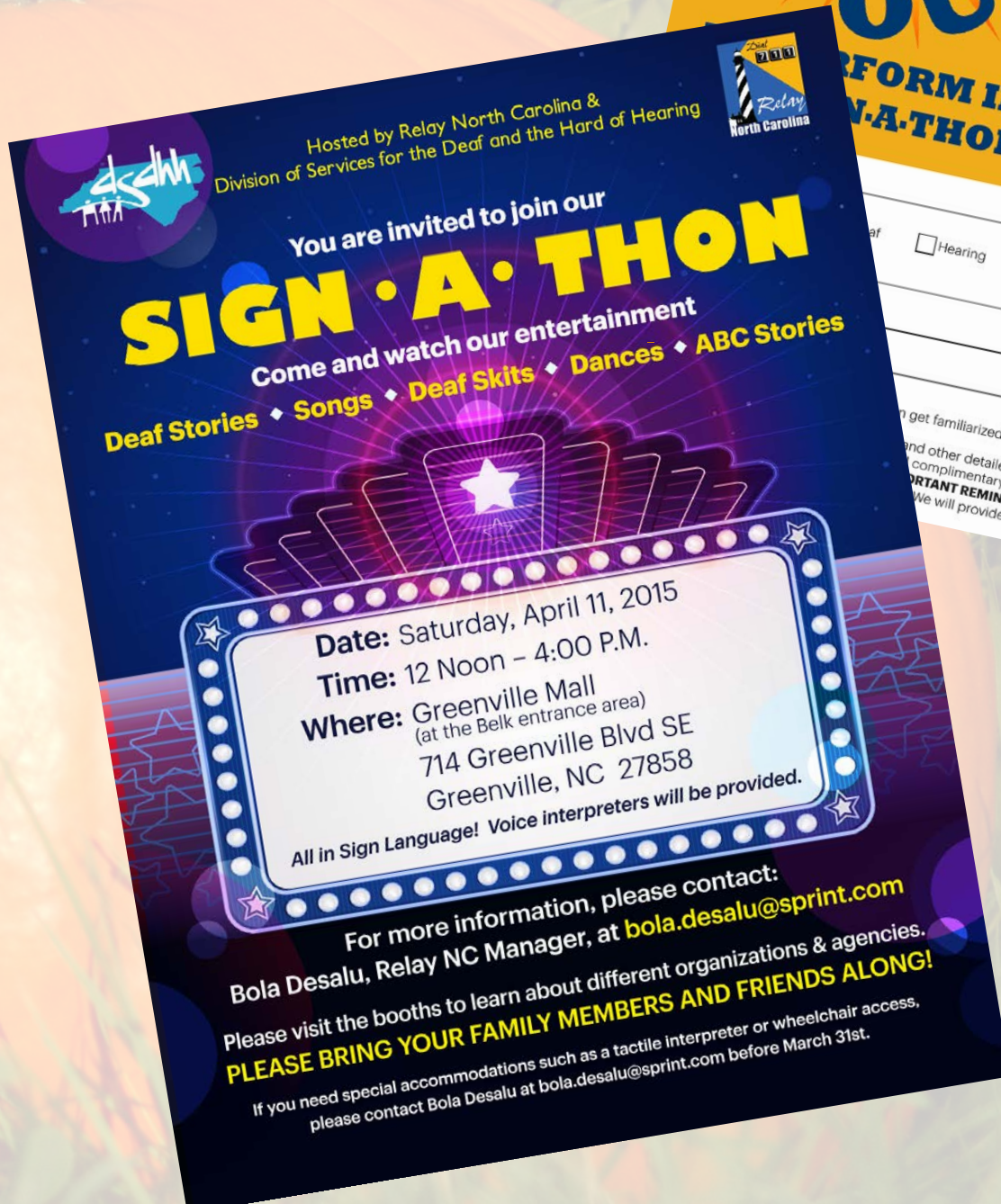
Relay NC Outreach Specialist,  
Jimmy Miller, with attendee at  
Fun Day Picnic, Troutman, NC



# SIGN-A-THON INFORMATION

I am excited to announce that we will have two Sign-a-thon events, one in Greenville (East) on April 11, 2015 and the other (West) that will be announced shortly. We are currently seeking local performers to have at these events. If you or anyone you know would be interested in signing the ABCs, songs, sharing deaf jokes, or anything else please send me an email ([bola.desalu@sprint.com](mailto:bola.desalu@sprint.com)), and I will send you the form to sign up. Or you may download the flyer and form at [www.relaync.com/signathon](http://www.relaync.com/signathon)

We look forward to seeing you all soon!



Hosted by Relay North Carolina & Division of Services for the Deaf and the Hard of Hearing

You are invited to join our

# SIGN • A • THON

Come and watch our entertainment

Deaf Stories ♦ Songs ♦ Deaf Skits ♦ Dances ♦ ABC Stories

**Date:** Saturday, April 11, 2015  
**Time:** 12 Noon – 4:00 P.M.  
**Where:** Greenville Mall  
(at the Belk entrance area)  
714 Greenville Blvd SE  
Greenville, NC 27858

All in Sign Language! Voice interpreters will be provided.

For more information, please contact:  
Bola Desalu, Relay NC Manager, at [bola.desalu@sprint.com](mailto:bola.desalu@sprint.com)

Please visit the booths to learn about different organizations & agencies.

**PLEASE BRING YOUR FAMILY MEMBERS AND FRIENDS ALONG!**

If you need special accommodations such as a tactile interpreter or wheelchair access, please contact Bola Desalu at [bola.desalu@sprint.com](mailto:bola.desalu@sprint.com) before March 31st.



**GOT TALENTS?**  
Songs ♦ ABC Stories ♦ Deaf Jokes ♦ Dances

**WE WANT YOU TO PERFORM IN SIGN-A-THON!**

**Saturday, April 11, 2015**  
12 Noon – 4:00 P.M.  
Greenville Mall  
(near the Belk entrance)  
714 Greenville Blvd SE  
Greenville, NC 27858

Please fill out information below to reserve a spot for our entertainment program and send to us:

- 866-338-0078 (Fax)  
- [bola.desalu@sprint.com](mailto:bola.desalu@sprint.com)

**The deadline is January 31, 2015.**

☐ Hearing ☐ Deaf-Blind

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

How many minutes: \_\_\_\_\_

get familiarized with your talent? ☐ Yes ☐ No

and other detailed information at a later date. We will provide a complimentary gift at the end of the event for our performers.

**IMPORTANT REMINDER:** If you plan to sign a song on stage, we will provide a docking station for audio.





# Trivia Questions

1. Which title of the ADA focuses on telecommunication?
2. How many Sign-a-thons have we hosted so far?
3. What is the name of the CapTel with a large screen?
4. When will be Relay NC's first webinar?
5. What does SGD stand for?

Relay NC Service is provided by:



ANSWERS:  
1) Title 4  
2) Seven  
3) 880i  
4) November 12, 2014  
5) Speech-generating device

Dial **7-1-1** or  
use these toll-free relay numbers:

800-735-2962	<b>TTY to Voice</b>
877-735-8200	<b>Voice to TTY</b>
888-762-2724	<b>ASCII</b>
877-735-8260	<b>Voice Carry-Over</b>
877-735-2962	<b>Hearing Carry-Over</b>
877-735-8261	<b>Speech-to-Speech</b>
877-825-2448	<b>Spanish Relay</b>
877-243-2823	<b>Voice to CapTel</b>

## Relay NC Customer Service

800-676-3777 (Voice/TTY)  
800-676-4290 (Español - Voz/TTY)  
877-787-1989 (Speech-disabled only)

## CapTel Customer Service

1-888-269-7477 (Voice/TTY)

**Website:** [www.relaync.com](http://www.relaync.com)

mailing label here







relaync.com

# Relay North Carolina NEWSLETTER

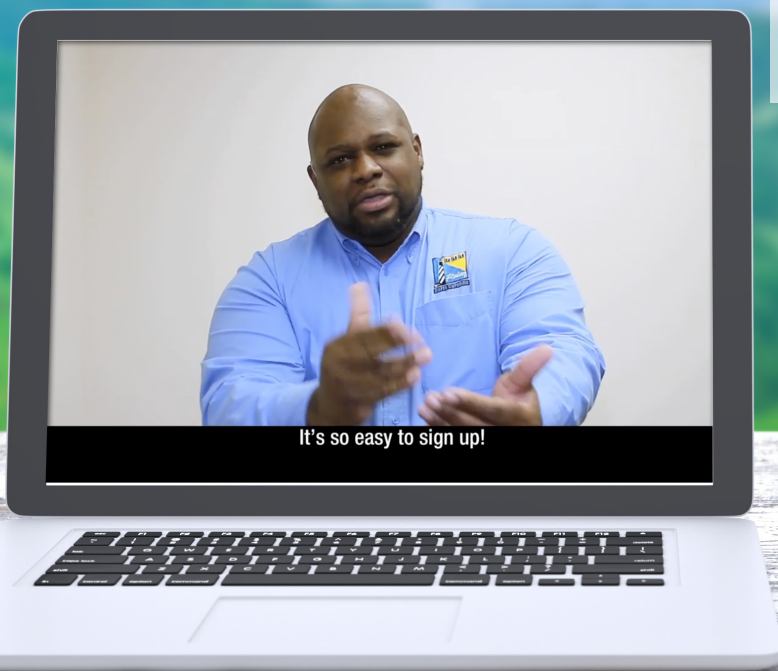
SPRING/SUMMER 2015



## RELAY NC VLOGS LAUNCHED

Vlogs are very popular in the deaf community nowadays. A vlog is similar to a blog, where information is shared via video (and usually in American Sign Language). This has become widespread because now deaf people can express themselves in sign language, which is a natural language for many of them, and communicate easily with a mass audience.

Relay NC is super excited to have created numerous vlogs. Go to [www.relaync.com](http://www.relaync.com) and click the **vlogs** icon, found on the right side of the website. Enjoy viewing them, and let us know what you think. If you'd like us to make vlogs on other topics, be sure to let us know about that, too.



### What's Inside?

Page 2 Messages from Relay NC and CapTel NC Managers  
Page 3 Parkinson Diseases and Speech-to-Speech  
Page 4 Relay NC Event Happenings

Page 6 CapTel NC: Hearing Loss Expos  
Page 7 North Carolina Walk4Hearing  
Page 8 Using Your Your CapTel & Fun Questions





## A Message from **Relay NC Manager**

Summer is here! Dictionary.com defines summer as the warmest season of the year in the northern hemisphere, from June to August (in the southern hemisphere, this is from December to February!). Summer has always been my favorite season because of the hot temperatures; I grew up near the equator where the average temperature is 90 degrees. I love going to the beach and feeling the warmth from the sun, smelling the ocean, and feeling the sand run through my toes.

The past few months have been busier than usual, with coordinating two Signathons and two veteran road tours. Each event was a major success; keep your eyes open for more details in a special edition of this newsletter soon.

Relay NC is thrilled to have two new speech-to-speech (STS) outreach specialists, Stephanie Lane and Terra Parker. They are enthusiastic about meeting new people who can benefit from STS services; they will be at several community events, including support groups and conferences. Relay NC has also brought in a new Relay Conference Captioning Outreach Specialist, Ricky Alewine, who will attend job fairs and present at job centers. Welcome to the team!

Even with all these exciting happenings, the most important highlight of this summer is the 25th anniversary celebration of the Americans with Disabilities Act (ADA). Without the ADA, relay services would not be where they are today. The ADA helped pave the way for 24-hour access to relay services. More information will be in the next issue.

Enjoy your summer, and contact me if you have questions, comments or ideas. I always love hearing from Relay NC customers.

RelayNCly, Bola Desalu, Relay NC Manager



## A Message from **CapTel NC Manager**

Summer is on, and CapTel NC is in full blast!

We had a wonderful but incredibly busy spring, providing outreach at 42 events to over 3,000 people about CapTel NC. Among the biggest events were the CapTel NC-sponsored hearing loss expos held in Fletcher and one in Cary. With tremendous demand from consumers and vendors asking for this to become an annual event, we will have another expo in the spring.

Another bit of news is that the state program has incorporated CapTel back into its program, so consumers can now apply again with the Equipment

Distribution Service (EDS) program. More information is at [www.ncdhhs.gov/dsdhh](http://www.ncdhhs.gov/dsdhh).

Things are slowing down a bit for the summer, a great opportunity to enjoy the warmer temperatures as we prepare for the fall. As always, we welcome feedback and questions at [kim.m.calabretta@sprint.com](mailto:kim.m.calabretta@sprint.com) or (919) 719-2705. I look forward to hearing from you!

Best Regards, Kim Calabretta, NC CapTel Manager



# Relay NC Speech-to-Speech Corner

## Parkinson's Diseases & Speech-to-Speech

What do Michael J. Fox, Muhammad Ali and Janet Reno have in common? Parkinson's disease, a neurological disorder that affects the nervous system, causing tremors and other effects. Speech impairment is another common effect in later stages of the disease. World Parkinson's Disease Day was established on April 11, 1997, honoring Dr. James Parkinson's birthday; he was the author of a book about "shaking palsy." April is also National Parkinson's Awareness Month and uses red tulips as the international symbol for Parkinson's Disease.

There are hundreds of support groups nationwide for people who have Parkinson's Disease. Relay NC presented about Speech-to-Speech (STS) at the Raleigh Parkinson's Disease support group, and the participants were very appreciative of learning about STS. More STS presentations are planned for other chapters in the state. Relay NC knows that this service can help so many people; a touching email was recently received from a person who lost her father to the disease, yet he was not able to communicate on the phone in his last year of life. This only further supports the value of STS: so that people can stay connected no matter what.

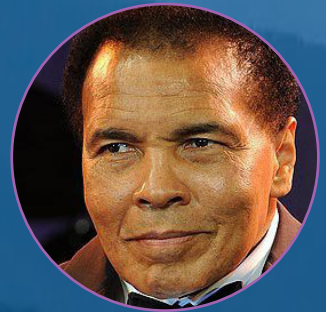
To arrange an STS presentation in your area, contact:

**Stephanie Lane**  
(252) 314-8705  
[stephanie.lane@sprint.com](mailto:stephanie.lane@sprint.com)

**Terra Parker**  
(252) 907-1685  
[terra.parker@sprint.com](mailto:terra.parker@sprint.com)



Michael J. Fox



Muhammad Ali



Janet Reno



Dr. James Parkinson  
1755 - 1824



Bola Desalu, Relay NC Manager (center) with participants at Parkinson's Support Group



# RELAY NC EVENT HAPPENINGS...



CapTel NC Consultant Libby Caviness at the Cary Senior Health Fair



Relay NC Outreach Specialist Ron Kolodziej at Winston Salem's Veteran Coffee Event with a veteran and two war ladies imposters promoting Veteran Road Tour West



CapTel NC Consultant Kimberly Parker hosting a CapTel NC exhibit at a church function with the new CapTel NC display



RNC Outreach Specialist Jimmy Miller with an attendee named DJ Svoboda at the ASNC (Autism Society of NC) Conference in Charlotte





Relay NC Outreach Specialist Ron Kolodziej with a student, Lori, at Lenoir-Rhyne University's Health Fair



CapTel NC Consultant Kimberly Parker with City of Raleigh Councilman Russ Stephenson- learning about CapTel NC at the Church Festival event



CapTel NC Consultant Marcel Bellamy at the Sign a Thon - hosting a CapTel NC booth



CapTel NC Consultant Nancy Gordon at HFC Health Fair with a consumer explaining CapTel service



Alana Beal, Deaf Women United Southeastern Regional Conference Chairperson and Bola Desalu, Relay NC Manager



CapTel NC Consultant Marcel Bellamy at the Blue Ribbon Festival





## HEARING LOSS EXPOS

CapTel NC hosted two successful Hearing Loss Expos last spring. The first one was held on April 28 in Cary and had 15 vendors exhibiting their products, programs and/or services. Presentations were provided about technology accessibility, and the participants enjoyed a luncheon.

The second was held in Fletcher on May 7. Vendors and participants alike enjoyed the presentations, which included a demonstration with hearing dogs. More expositions will be held in 2016.



DSDHH Director Jan Withers providing opening remarks



Kim Reed, Hard of Hearing Specialist, giving a presentation



Kim Calabretta, CapTel NC Manager, discussing about CapTel services



CapTel NC Consultants showing off their brand new display



Bola Desalu, Relay NC Manager, promoting relay services including Relay Conference Captioning (RCC)



Participants talking with several vendors to learn about their services



# NORTH CAROLINA WALK4HEARING

## PLEASE JOIN US ON OCTOBER 18!

The Hearing Loss Association of America (HLAA) Walk4Hearing is the largest walk of its kind taking place in multiple cities across the country. Every spring and fall thousands of walkers - children and their families, young adults, young at heart and everyone in between - form teams and walk in their communities to increase public awareness about hearing loss, help eradicate the stigma associated with it and raise funds for programs and services.



Kim Calabretta, CapTel NC (middle), at the last year Walk4Hearing with Walk4Hearing team leaders Rosemary Tutie and Kathy Borzell, Brevard chapter

### WHO WALKS?

People with a passion for hearing loss issues get involved because either they have a hearing loss themselves or they want to show support for someone they know with hearing loss.

Parents of children with hearing loss walk as families and meet other parents along the way and share experiences.

Company teams walk to build workplace camaraderie.

Alliance groups such as schools for children with hearing loss, hospitals, universities and other nonprofit hearing loss-related organizations join the Walk4Hearing to raise money for their own projects.

Hearing health care professionals walk because they support our cause.

### WHY WE WALK?

We walk because hearing loss is a public health issue in the United States.

- 48 million (20%) Americans have some form of hearing loss
- 26 million have noise-induced hearing loss that could be prevented
- 2 to 3 out of every 1,000 children are born deaf or with a hearing loss
- 60% of the people with hearing loss are either in the work force or in educational settings

**Join the walk for North Carolina!**

### WHEN

Sunday, October 18, 2015 – 12:00 – 2:00 p.m.

### WHERE

WakeMed Soccer Park  
940 East Chatham Street, Cary, NC 27511

### SCHEDULE

11:00 a.m. - Registration/Check-in  
12:00 p.m. - Walk begins Distance: 5K (3.1 miles)

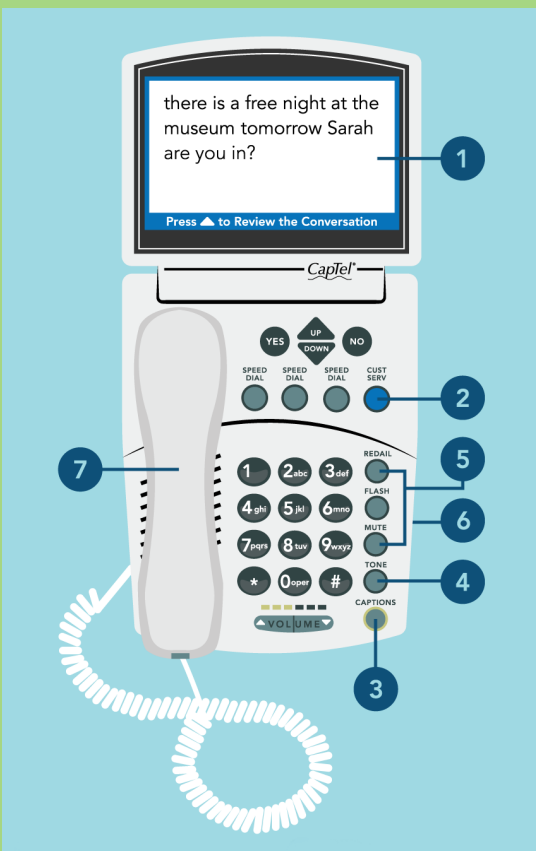
### WEBSITE

North Carolina Walk4Hearing ([click here](#))



# USING YOUR CAPTEL PHONE (From CapTel News 2015, CapTel.com)

Your CapTel phone is designed to make talking on the phone as enjoyable and simple as possible. Now that your phone conversations will be captured on the phone's display screen, you can be sure you won't miss a thing. You can talk to anybody – friends, family or otherwise – confident you'll catch every word. Your new captioned telephone has many features all designed with ease of use in mind. Here's what you need to know:



## 1. Display screen

The display screen shows the conversation in captions, so if you miss something, all you have to do is look at the screen to find out what it was. The display screen is also the place where you'll find phone book entries, answering machine messages, caller ID information and more.

## 2. Customer service button

The customer service button is your direct line to the CapTel help line. This help line is available 24 hours a day, seven days a week, so you'll never be without help if you need it.

## 3. Captions button

If you don't need the captions, simply turn them off with the captions button. When the light around the button is lit up, captions will appear on the screen. Press the captions button to turn them off.

## 4. Tone button

If a high pitched voice is a little hard to hear over the phone, you can adjust the frequency levels to make it easier to hear. The same goes for people with very low-pitched voices.

## 5. Redial and mute buttons

Need to call someone back? The redial button lets you dial the most recently called number by just pushing one button. The mute button will silence all sound from your end of the telephone. If the mute button is lit up, the people on the other end of the line won't be able to hear you, but you will be able to hear them and receive captions of what they say.

## 6. Audio jacks

On the side of the phone are audio jacks for a phone headset or an assistive listening device. These jacks allow for convenient, hands-free phone conversations.

## 7. Amplification

If you need things to be a little louder, the volume of the conversation can be amplified on the handset for a volume gain of up to 40 decibels.

# FUN Questions

1. How many years is the Americans with Disabilities Act (ADA) celebrating?
2. What is the website of the Parkinson's Disease Foundation?
3. Who are the stars in the Relay NC vlogs?
4. Which model is the newest CapTel phone?
5. Captions on the CapTel phone are available in how many languages?

Relay NC Service is provided by:



ANSWERS:  
1) 25  
2) www.pdff.org  
3) Wilmy, Bobby, Fred and Bola  
4) CapTel 2400!  
5) Two (English & Spanish)

**Dial 7-1-1 or**  
**use these toll-free relay numbers:**

800-735-2962	<b>TTY to Voice</b>
877-735-8200	<b>Voice to TTY</b>
888-762-2724	<b>ASCII</b>
877-735-8260	<b>Voice Carry-Over</b>
877-735-2962	<b>Hearing Carry-Over</b>
877-735-8261	<b>Speech-to-Speech</b>
877-825-2448	<b>Spanish Relay</b>
877-243-2823	<b>Voice to CapTel</b>

## Relay NC Customer Service

800-676-3777 (Voice/TTY)  
800-676-4290 (Español - Voz/TTY)  
877-787-1989 (Speech-disabled only)

## CapTel Customer Service

1-888-269-7477 (Voice/TTY)

**Website:** [www.relaync.com](http://www.relaync.com)





# Relay North Carolina NEWSLETTER

A night of Hollywood glamour in honor of the  
**25 YEAR ANNIVERSARY**  
of Relay North Carolina Services

# 25

SATURDAY, JUNE 4, 2016

5 – 10 p.m.

Marriott at Research Triangle Park  
4700 Guardian Drive - Durham, NC 27703

BANQUET  
STYLE  
DINNER

ENTERTAINMENT

OSCAR-STYLE  
PHOTO  
SHOOTS

SLIDE  
AND VIDEO  
SHOWS

Relay NC is celebrating 25 years of relay service! Come join us on June 4 for the celebration. To be part of the celebration, please RSVP; seating is limited. Go to [www.relaync.com/25anniversary](http://www.relaync.com/25anniversary). See you there!





**WE  
NEED  
YOU**

If you have a wonderful story about the TTY, Relay NC or other services, we need you! We're looking for testimonials and people to share their experiences. **This is for a video project for the Relay NC's 25th Anniversary event.**

If you are willing to share your story, please contact Bola Desalu, Relay NC Manager:

- bola.desalu@sprint.com
- 919-324-3792 Videophone/Voice
- 866-338-0078 Fax



## A Message from **Relay NC Manager**

It is hard to believe that it is now spring — where did the time go? I love spring because it is a great time to do some spring cleaning, and have a fresh start to everything in your life. It's also a great time to reconnect with your loved ones by calling them using our relay services. Give them a call today and say a quick hello.

I am super-excited about our 25th Anniversary event on June 4! It's a great opportunity to dress up and celebrate 25 years of relay services. We're very grateful for all the advocates and representatives who helped pass legislation in North Carolina for telecommunication relay services.

To help celebrate our anniversary, I will travel the state videotaping people sharing their stories about how they used the TTY, VCO, HCO, or STS for the very first time. The videos will then be shared at the anniversary celebration. If you have a story you'd like to share, let me know. The more people we can feature, the merrier!

Have a springy time! Cheers.

RelayNCly, Bola Desalu, Relay NC Manager



## A Message from **CapTel NC Manager**

CapTel NC is getting ready to host exhibits again! We will have booths at Southern Women's Show in Raleigh, Senior Games in Hickory, Live Well Expo in Fletcher, and Senior Health Fair in Cary, among many others. We are also hosting the second annual Hearing Loss Expo in Cary on May 17. Do visit our booth to learn more about how technology improves the lives for people with hearing loss.

Relay NC and CapTel NC are celebrating its 25th anniversary! See the front page for more information on how you can be part of this wonderful celebration! I look forward to seeing you this spring.

Happy Spring!

Kim Calabretta, CapTel NC Manager



# SPEECH-TO-SPEECH CORNER

## TIPS for STS Users

**Attention Speech to Speech users!** Do you experience problems when using STS services? Do you want to learn tips for more efficient STS services? Check out the following tips for a positive and effective phone conversation using STS.

### SAY A FEW SENTENCES AT A TIME

Saying a few sentences at a time can help make the conversation smoother, and help the other person know what topic you are discussing. Using run-on sentences can cause confusion for third-party listeners, and can become difficult for them to respond to.

### USE A SLOW RATE OF SPEECH

Speaking slowly will help the third party understand the conversation better, and help separate the words from each other. This can also help you relax, rather than rushing to say all the words.

### IMAGINE YOU ARE THE LISTENER

Imagine you are the listener, and determine if your message is clear to the other party. Consider his or her position and what information is available.

### USE DIFFERENT WORDS TO DESCRIBE THINGS

Think of other ways to say things, or use different words to describe something, rather than simply repeating yourself.

### SPEAK DIRECTLY INTO THE PHONE

It may help if you speak directly into the phone, rather than from too far away. That way, the sounds won't be too distorted. However, don't speak too close to the phone; that can also distort sounds.

### FILL OUT YOUR SPEECH-TO-SPEECH PROFILE

Be sure to fill out the Speech-to-Speech profile on the Relay NC website at [relaync.com/pdf/STS\\_MyProfile\\_NC.pdf](https://relaync.com/pdf/STS_MyProfile_NC.pdf). This four-page profile allows you to share details to help the relay operator know of your communication preferences and needs.

If you'd like to learn more about Speech-to-Speech, visit [relaync.com/sts](https://relaync.com/sts).







## NEW FEATURE: CapTel NC Facebook!

CapTel NC has a Facebook page! Click "like" on the page to enjoy updates about CapTel NC and its services!

[www.facebook.com/CapTelNC](http://www.facebook.com/CapTelNC)



## We're Looking for CapTel NC Models and Testimonials!

If anyone has a CapTel, loves the CapTel phone, and is interested in providing either a testimonial and/or being a model, contact Kim Calabretta at:

**[kim.m.calabretta@sprint.com](mailto:kim.m.calabretta@sprint.com)**  
**(919) 719-2705**

## Need a Refresher Course on Your CapTel Phone?

If you have a CapTel phone and would like more training, please go to:

**[captelnc.com/request](http://captelnc.com/request)**

and request training! Training is provided at no cost.

## TIDBIT: HLAA NC

Hearing Loss Association of America NC has chapters throughout the state that host meetings for people with hearing loss. The meetings are a great opportunity to meet others with similar communication needs as well as to learn how to meet those needs in an informal setting.

To find a chapter near you, go to

**[www.nchearingloss.org/](http://www.nchearingloss.org/)**



## UPCOMING EVENT: Second Annual Hearing Loss Expo

Come to the second annual Hearing Loss Expo in Cary on May 17, and learn about the newest technology for people with hearing loss! We will have vendors and presentations for consumers and professionals interested in discovering ways to improve communication at work, at home, or in recreational environments. Register online at [captelnc.com/expo](http://captelnc.com/expo).

# 2nd ANNUAL HEARING LOSS AND ACCESSIBILITY EXPO

HOSTED BY



### WHO CAN JOIN?

Anyone who is interested in learning more about accommodations for people with a hearing loss.

### WHAT IS IT ABOUT?

This event will allow participants to learn about the latest in technology and resources to assist with accessibility at home, work or recreation. There will be presentations as well as vendors available to answer questions about their newest services or products.

### EXPO ADMISSIONS

**No admission fee!**

Free lunch will be provided for participants. RSVP to secure your ticket at our event by registering online at [captelnc.com/expo](http://captelnc.com/expo).

### EVENT INFORMATION

**WHEN:** Tuesday, May 17, 2016

**WHERE:** One Eleven Place  
111 Realtors Way  
Cary, NC 27513

**TIME:** 10:00 AM – 2:00 PM

**R.S.V.P.** by May 15, 2016  
Register at  
[captelnc.com/expo](http://captelnc.com/expo)

### CONTACT:

Kim Calabretta, CapTel NC Manager  
(919) 415 1461 or (919) 324-3791  
[kim.m.calabretta@sprint.com](mailto:kim.m.calabretta@sprint.com) (Email)



Services for the Deaf  
and the Hard of Hearing  
HEALTH AND HUMAN SERVICES



# AROUND THE STATE



Ronald Kolodziej, Relay NC Outreach Specialist at 30th Annual AHEC Respiratory Conference at Boone



Attendees gathered information from STS booth at North Carolina Augmentative Communication Association at Winston-Salem



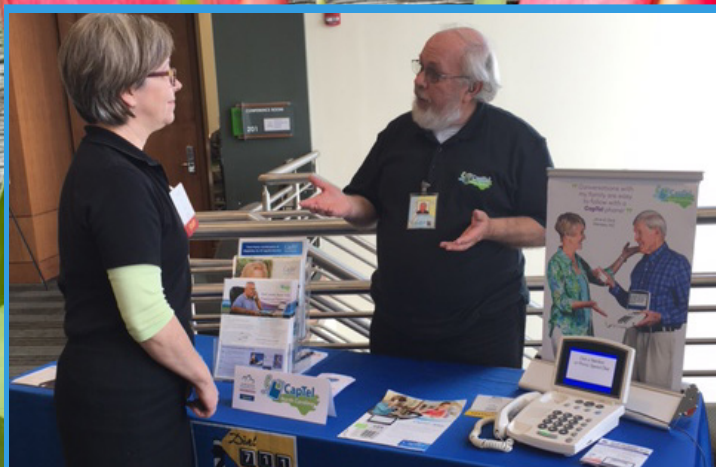
Attendees at North Carolina Community Council of Program Conference at Pinehurst



Terra Parker, STS Outreach Specialist, at Autism Society of NC conference



Attendee at North Carolina Community Council of Program Conference at Pinehurst



Ronald Kolodziej, CapTel NC Outreach Consultant, at Neuroscience Stroke Care Conference at Winston-Salem

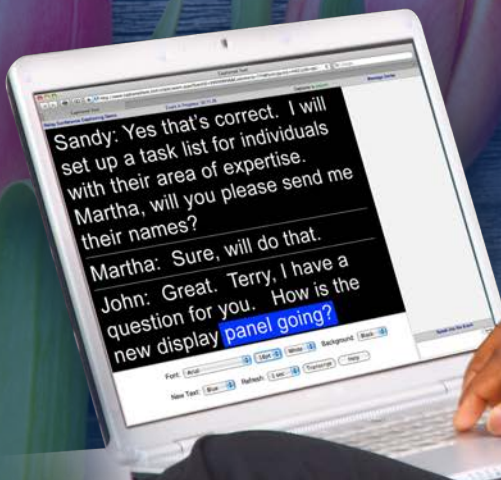


# RELAY CONFERENCE CAPTIONING (RCC) CORNER

## DO YOU KNOW?

Relay Conference Captioning (RCC) is available on the computer, laptop, tablets and smartphones. But did you know we also have Embedded RCC? This is a neat feature allowing you to access live captions on five popular webinar apps: **WebEx, Adobe Connect, Microsoft Live Meeting or YouTube Live.**

Embedded RCC is a great tool for when you want to watch webinars with captions on the same screen. For more information on how to arrange for RCC, go to **[ncrelaycc.com](http://ncrelaycc.com)**, and click “Web Conferencing” in the left sidebar. To arrange a demonstration or training, contact **[bola.desalu@sprint.com](mailto:bola.desalu@sprint.com)**.





# NEW MOBILE-FRIENDLY NC CAPTEL WEBSITE

[www.captelnc.com](http://www.captelnc.com)



## FUN Questions

1. What new feature was recently added to the CapTel 2400i model?
2. What is the profile form for STS Users called?
3. Where will the 25th anniversary event be held?
4. How many webinar apps can embedded RCC be used with?
5. How many years has CapTel NC been available in this state?

Dial **7-1-1** or  
use these toll-free relay numbers:

800-735-2962	<b>TTY to Voice</b>
877-735-8200	<b>Voice to TTY</b>
888-762-2724	<b>ASCII</b>
877-735-8260	<b>Voice Carry-Over</b>
877-735-2962	<b>Hearing Carry-Over</b>
877-735-8261	<b>Speech-to-Speech</b>
877-825-2448	<b>Spanish Relay</b>
877-243-2823	<b>Voice to CapTel</b>

### Relay NC Customer Service

800-676-3777 (Voice/TTY)  
800-676-4290 (Español - Voz/TTY)  
877-787-1989 (Speech-disabled only)

### CapTel Customer Service

1-888-269-7477 (Voice/TTY)  
**Website:** [www.relaync.com](http://www.relaync.com)  
[www.captelnc.com](http://www.captelnc.com)

Relay NC Service is provided by:



**ANSWERS:**  
1) Speaker phone capabilities  
2) My STS Profile  
3) Durham  
4) 5  
5) 12