

Attachment A

Virginia Relay Outreach Materials



Virginia Relay

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Apply for specialized telecommunication equipment for people with difficulty hearing or speaking.



Virginia Technology Assistance Program (TAP)

The Technology Assistance Program provides telecommunication equipment to qualified applicants in Virginia whose disabilities prevent them from using a standard telephone.

VARELAY.ORG

[Learn More](#)



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We hope you're having a safe and fun summer! Talk to your community about interpreters at swimming lessons and make lifeguards aware if your child is Deaf or hard of hearing.



Virginia Relay makes it easy and convenient to communicate by phone.

Plenty of calling options and free, personalized support. It's your call.

A free public service, Virginia Relay enables people who are deaf, hard of hearing, DeafBlind or speech disabled to communicate with standard telephone users. Relay services are available 24 hours a day, 365 days per year, with no limit on the number or length of calls.

To make a Virginia Relay call, just dial 7-1-1.

Virginia Relay Services:

- **Voice Carry-Over (VCO)** – For people with significant hearing loss who can speak clearly.
- **Speech-To-Speech (STS)** – For people with mild to moderate speech disabilities who can hear clearly over the phone.
- **Hearing Carry-Over (HCO)** – For people with significant speech disabilities.
- **CapTel** – For people who have trouble hearing over the phone. Listen to what's being said and read a captioned (text) version of your conversation on your CapTel phone's display screen. Home phone, Web and Mobile CapTel available.
- **No Cost Equipment** – The Technology Assistance Program (TAP) provides CapTel and amplified phones, TTYs, cell phones and more for qualified applicants. Setup and training included. Offered through the Virginia Department for the Deaf and Hard of Hearing.
- **Technology Assistance Program for Veterans** – No-cost equipment for veterans with hearing or speech loss. Must provide proof of honorable discharge.



 *Virginia Relay* 
DIAL 7-1-1

www.varelay.org

Learn how Virginia Relay can help you – to request assistance, go to www.VaRelay.org/outreach.htm to find the Outreach Provider nearest you.

Or contact the Virginia Department for the Deaf and Hard of Hearing (VDDHH), for a referral at 1-800-552-7917 (voice/TTY) or email frontdsk@vddhh.virginia.gov



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Have you noticed that you or a loved one are having trouble hearing over the phone? Ask Virginia Relay about Captioned Telephone Service, which lets you see every word callers say.



Phone Calls Hard to Hear? Captioned Telephone Service Can Help!

A Captioned Telephone is like a standard telephone, except everything your caller says is displayed in text, word-for-word, on the screen of the phone.

HAMILTONRELAY.COM

[Learn More](#)



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Virginia Relay is here to keep you connected. Visit varelay.org to find out how.



Virginia Relay

Virginia Relay is a specialized public service that enables people who are Deaf, hard of hearing, DeafBlind, or have difficulty speaking to communicate with standard telephone users.

VARELAY.ORG

[Learn More](#)

Do you want to communicate easier on the telephone?



Captioned Telephone may be just the solution!

Virginia Relay makes it possible for individuals with hearing loss to listen while reading captions of what is said to them during phone conversations.



Providing Accessible Telecommunications Since 1991

www.varelay.org



Offering Keys to Communication

VDDHH

www.vddhh.org

**For more information call
866-894-4116 (Voice) | 866-246-9300 (TTY)**

STRETCH

your telecommunications possibilities.

Do you have difficulty hearing over the phone?

Discover all the ways Virginia Relay can help you do more.

- CapTel® Phones display every word your callers say as you listen.
- Additional calling options including TTY (text telephone) calling.
- Assistive equipment for qualified residents and veterans available at no cost.



Call or visit us online to see what's **possible**.

866-894-4116 (Voice)

866-246-9300 (TTY)

www.VARelay.org

 Get instant updates at [Facebook.com/VirginiaRelay](https://www.facebook.com/VirginiaRelay)



Providing Accessible Telecommunications Since 1991

*A public service of the Commonwealth of Virginia.
CapTel is a registered trademark of Ultratec, Inc.*



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This year's RAM Wise County clinic is open from 7/21-7/23! While you're there, look for our outreach coordinators to learn more about our services and apply for specialized telecommunication equipment through the Virginia TAP program.



Wise, Virginia

The parking lot at the clinic location will open at 12 a.m. and numbered tickets are distributed on a first come, first served basis at 3 a.m. The clinic doors will open at 6:00 a.m.

RAMUSA.ORG

What is

Virginia Relay

A free public service, Virginia Relay enables people who are deaf, hard of hearing, deaf-blind or have difficulty speaking to communicate with standard telephone users. The conversation is relayed between the two parties by a specially trained Virginia Relay Communication Assistant.

Relay services are available 24 hours a day, 365 days per year, with no limit on the number or length of calls a user may make. By law, every call is handled with the strictest confidentiality. Special features are available for individuals who have speech difficulties, speak Spanish or use sign language.

**Anyone can make a Virginia Relay call,
just by dialing 7-1-1.**



Virginia Relay
You Are Always Connected



Offering Keys to Communication

VDDHH

The Virginia Department for the Deaf and Hard of Hearing (VDDHH) works to reduce the communication barriers between persons who are deaf or hard of hearing and their families, friends and professionals. The foundation of all programs at VDDHH is communication—both as a service (through interpreters, technology and other modes) and as a means of sharing information for public awareness (through training and education).

Our programs include but are not limited to:

- Statewide Outreach Services
- Technology Assistance Program (TAP)
- Virginia Quality Assurance Screening (VQAS)
- Interpreter Services Program (ISP)
- Virginia Relay

To learn more about VDDHH

Call: 804-662-9502 | 800-552-7917 (Voice/TTY)
804-325-1290 (Video Phone)

Visit: www.vddhh.org

Email: frontdsk@vddhh.virginia.gov

To learn more about Virginia Relay

Call: 866-894-4116 (Voice) | 866-246-9300 (TTY)

Visit: www.varelay.org

Email: varelay@hamiltonrelay.com

Write: 1602 Rolling Hills Drive, Suite 203
Henrico, VA 23229-5012

Telecommunication Options for People Who are Deaf, Hard of Hearing, Deaf-Blind or Have Difficulty Speaking



Virginia Relay 
You Are Always Connected

Providing Accessible Telecommunications Since 1991

What is CapTel®?

Designed for people who have trouble hearing over the phone, **CapTel** works like any other phone—with one important difference. Using the latest in voice recognition software, the CapTel phone displays every word the caller says. So you can listen to what is being said and read word-for-word captions of your conversation on the CapTel phone's display screen.

CapTel captioning service is available at no cost, and captions are available in English and Spanish.

You can benefit from CapTel if you are:

- Deaf with understandable speech
- Someone with a cochlear implant
- Hard of hearing
- A Voice Carry-Over (VCO) user
- A late-deafened adult
- Someone who can no longer use an amplified phone

Check out the CapTel calling options:

- Analog CapTel Phone: Works with standard telephone service using one or two lines.
- Internet CapTel Phone: Works with a high-speed Internet connection and any type of phone service.
- Mobile CapTel: Access CapTel on a compatible iPhone or Android smartphone or tablet.
- Web CapTel: Make CapTel calls over the Internet using a PC/Mac computer. No special equipment or software is needed.

Contact Virginia Relay Customer Care at 866-894-4116 (Voice) or 866-246-9300 (TTY) to find out how to obtain a CapTel phone. No-cost and reduced-priced phones are available to those who qualify through the Virginia Technology Assistance Program.

CapTel is a registered trademark of Ultratec, Inc.



VDDHH

TAP Technology Assistance Program

No-cost and reduced-priced telecommunications equipment available

Offered through the Virginia Department for the Deaf and Hard of Hearing (VDDHH), the Technology Assistance Program (TAP) provides no-cost and reduced-priced telecommunications equipment to those who qualify medically and financially. All applicants must be Virginia residents and meet current financial guidelines.



TAP for Veterans

If you are a veteran living with hearing or speech loss, our no-cost Veterans' Program can provide you with all the equipment you need to stay connected over the telephone. To qualify, you must be deaf, hard of hearing, or have difficulty speaking and provide proof of honorable discharge.

For more information on all TAP services, visit www.vddhh.org or call 800-552-7917.

iCanConnect

The National Deaf-Blind Equipment Distribution Program

iCanConnect provides no-cost communications technology to low-income Virginia residents who are deaf-blind. Through this program, participants receive special equipment and training to help them make phone calls, send email, access the Internet, and stay connected in today's world.

For more information, visit www.iCanConnectVirginia.org.

VIDEO RELAY SERVICE

Video Relay Service (VRS) makes it possible for sign language users to converse in their native language with the person they are calling. With this feature, users can express real emotions and feelings (similar to a person-to-person conversation) and benefit from enhanced communication speed.

Once a connection is made, a professionally-trained VRS interpreter begins translating the user's sign language into spoken language or text for the other party. When the other party responds, the interpreter translates his or her words back into sign language for the VRS user.



VRS (Video Relay Service)

VRS
(Video Relay Service)



Benefits of VRS:

- Conversation flows instantaneously between callers
- Professionally certified interpreters
- No charge for local or long-distance calls
- Captures callers' gestures, emotions and feelings
- Unique ten-digit number for incoming calls to VRS users

Note: Video Relay Services require a high-speed Internet connection and a special video phone or downloadable software.

To learn more about VRS or Virginia Relay...

Call: 800-552-7917 (Voice/TTY)

Visit: www.varelay.org

Email: frontdsk@vddhh.virginia.gov

Write: Virginia Relay

1602 Rolling Hills Drive, Suite 203

Henrico, VA 23229-5012



TECHNOLOGY ASSISTANCE PROGRAM

Offered by the Virginia Department for the Deaf and Hard of Hearing (VDDHH), **the Technology Assistance Program (TAP)**, provides telecommunication equipment to qualified applicants whose disabilities prevent them from using a standard telephone.

To qualify for the program, you must be deaf, hard of hearing, deaf-blind or have difficulty speaking. You must also be a Virginia resident and meet income eligibility requirements that are based on household income and family size. While there are no age restrictions, all applications from minors must be co-signed by a parent or legal guardian.





Offering Keys to Communication

VDDHH

How the Program Works

The equipment is provided to qualified individuals on a Loan-to-Own (L2O) basis. This gives qualified recipients up to 30 days to decide whether to keep, exchange or return the equipment. If, following the 30-day period, the recipient feels the device enables him or her to successfully communicate over the phone, he or she retains ownership of the device.

Assistive devices available through TAP L2O include:

- TTYs (text telephones)
- Amplified telephones
- Voice Carry-Over (VCO) phones
- CapTel® captioned telephones
- Outgoing speech amplifier phones
- Signalers for the phone and door
- Hearing Carry-Over (HCO) phones
- Other devices available by special request

Note: All devices through TAP carry a one-year manufacturer's warranty, and training on use of the equipment is available.

To learn more about TAP, VDDHH or Virginia Relay...

Call: 800-552-7917 (Voice/TTY)
Visit: www.varelay.org
Email: frontdsk@vddhh.virginia.gov
Write: Virginia Relay
1602 Rolling Hills Drive, Suite 203
Henrico, VA 23229-5012




VCO, HCO & STS

Voice Carry-Over (VCO) is for people who can speak clearly, yet have hearing loss significant enough to keep them from understanding what is being said over a standard telephone. Using a VCO phone or TTY (text telephone), VCO users can speak directly to the person they are calling. The VCO user speaks directly to the other party, and when the other party responds, the Virginia Relay Communication Assistant (CA) types what is said for the VCO user to read on the screen of a VCO phone or TTY.

Hearing Carry-Over (HCO) allows people with significant difficulty speaking to call anyone who has a standard telephone—and vice versa. During an HCO call, the person who has difficulty speaking types his or her side of the conversation on a TTY or similar device and the Virginia Relay CA voices the typed words to the other person. When the other person speaks, the HCO user listens directly to what is being said.

Speech-To-Speech (STS) is for people with mild to moderate difficulty speaking who can hear clearly over the phone. During an STS call, a specially trained Virginia Relay CA listens to everything the STS user says and re-voices it verbatim to the other party, as needed. When the other person responds, the STS user listens directly to what is said. Visually Assisted STS is also available with a Skype™ account.

Skype™ is a trademark of Skype. Virginia Relay and Hamilton Relay are not affiliated, sponsored, authorized or otherwise associated with the Skype group of companies.



STS (Speech-To-Speech)

Speech-To-Speech (STS) Options

Since CAs are skilled at listening to a variety of speech disorders, STS users can communicate with their own voice, voice synthesizer, voice enhancer or other assistive voice device. Users can also choose to have their voice muted to the other party (STS with Privacy) or request that the CA assist only when needed. No typing or special equipment is required. STS for Spanish speakers is also available.

Benefits of VCO, HCO and STS:

- Simple to use—just dial 7-1-1 or
Speech-to-Speech: 866-221-6784
Visually Assisted Speech-to-Speech: 800-855-8220
- Call any standard phone user
- Available 24/7 (including holidays)
- Automatic caller preferences
- Confidential and secure

STS is ideal for people with speech limitations due to:

- | | |
|-----------------------|--------------------------|
| ■ Cerebral palsy | ■ Stroke |
| ■ Multiple sclerosis | ■ Stuttering |
| ■ Muscular dystrophy | ■ Traumatic brain injury |
| ■ Parkinson's disease | ■ Laryngectomy |

To learn more about VCO, HCO, STS or Virginia Relay...

Call: 866-894-4116 (Voice) or 866-246-9300 (TTY)

Visit: www.varelay.org

Email: varelay@hamiltonrelay.com

Write: Virginia Relay
1602 Rolling Hills Drive, Suite 203
Henrico, VA 23229-5012



PROGRAMS FROM VIRGINIA RELAY

Virginia Relay Partner

A free, educational program for Virginia businesses, **Virginia Relay Partner** helps reduce the number of hang ups Relay users sometimes experience when making business calls.

- Businesses learn how to make and receive Relay calls
- All Virginia-based businesses (large or small) are eligible
- Training materials and free onsite presentations included
- Virginia Relay Partners are promoted to all Virginia Relay users online and in print publications

Visit www.varelay.org to sign up or view our partner list.





Kids Keeping in Touch through Virginia Relay is a fun, educational hearing-loss awareness program for children in grades three through five. The curriculum complies with the Virginia Department of Education's Standards of Learning and is available at no charge to teachers, parents and support personnel in Virginia.



By teaching students about hearing loss and Virginia Relay, Kids Keeping in Touch helps students develop a greater awareness of and sensitivity to the communication differences between hearing people and people who are deaf, hard of hearing, deaf-blind or have difficulty speaking. Students also learn just how easy it is to make and receive a Virginia Relay call.

To learn more about these programs or Virginia Relay...

Call: 800-552-7917 (Voice/TTY)

Visit: www.varelay.org

Email: frontdsk@vddhh.virginia.gov

Write: Virginia Relay

1602 Rolling Hills Drive, Suite 203

Henrico, VA 23229-5012



VIRGINIA RELAY



TTY (Text Telephone)

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Relay services are available 24 hours a day, 365 days per year, with no limit on the number or length of calls a user may make. By law, every call is handled with the strictest confidentiality.

Anyone can initiate a Virginia Relay call, simply by dialing 7-1-1.

Advanced features for Relay users:

Virginia Relay offers state-of-the-art features designed with the users' needs in mind.

- **TTY (text telephone)** – For people who are deaf or hard of hearing.
- **Voice Carry-Over (VCO)** – For people who can speak clearly, yet have hearing loss significant enough to keep them from understanding what is being said over a standard telephone.
- **Hearing Carry-Over (HCO)** – For people with significant difficulty speaking who can hear clearly over the phone.
- **Speech-To-Speech (STS)** – For people with mild to moderate difficulty speaking who can hear clearly over the phone.
- **Voice Users** – Hearing individuals can place and receive calls through Virginia Relay.
- **Directory Assistance and Answering Machine Retrieval**
- **ASL Translation**
- **Call Forwarding**
- **Spanish-To-Spanish and Spanish-To-English Translation** (in-state calls only)

Save time with a Relay Choice Profile

Virginia Relay users can establish a personal profile that automatically lets the CA know their communication preferences, such as TTY, Speech-To-Speech, frequently dialed numbers and long distance billing information. All Relay Choice Profile information is kept confidential, and Multi-User Relay Choice Profiles are available for several users calling from the same business or residence.

To establish your Relay Choice Profile, visit www.varelay.org.

To learn more about Virginia Relay...

Call: 866-894-4116 (Voice) or 866-246-9300 (TTY)

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You can benefit from CapTel if you are:

- Deaf with understandable speech
- Someone with a cochlear implant
- Hard of hearing
- A Voice Carry-Over (VCO) user
- A late-deafened adult
- Someone who can no longer use an amplified phone

CapTel is a registered trademark of Ultratec, Inc.

CapTel
(Captioned Telephone)



Check out the CapTel calling options:

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- Internet CapTel Phone: Works with a high-speed Internet connection and any type of phone service.
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*CapTel
(Captioned Telephone)*





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Do you or loved have difficulty hearing over the phone?
You may qualify for a Captioned Telephone through the Virginia Technology Assistance Program.



Apply for Captioned Telephones through TAP

Offered through the Virginia Department for the Deaf and Hard of Hearing (VDDHH), the Technology Assistance Program (TAP) provides specialized telecommunication equipment to those who qualify medically and financially.

VARELAY.ORG

[Learn More](#)



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Providing telecommunication access since 1991. Like us to learn more.



Virginia Relay

Local Business

2875 people like this

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