

New to Virginia!

Remote Conference Captioning

Never miss a word of an important conference call again!

New to Virginia Relay users, Remote Conference Captioning (RCC) allows people who have difficulty hearing what's said during conference calls to have a clearer understanding of the conversation and participate in the call more effectively. Using Communication Access Realtime Translation (CART) service to convert speech to text as it is spoken, RCC delivers word-for-word captions over the Internet while you listen over the telephone.

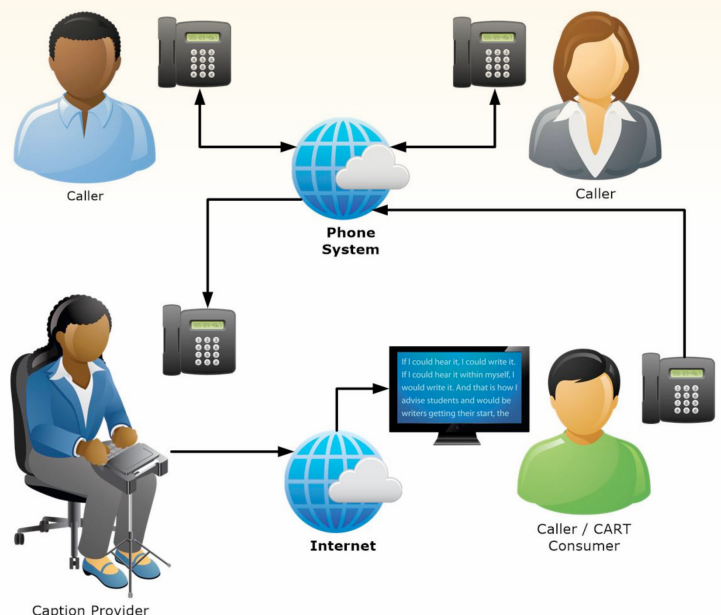
To use RCC, you will need access to a conference bridge to allow the certified captionist to listen to the audio portion of the call. You will also need access to an Internet-connected computer, tablet, or smartphone. There is no software to download, just a link to follow to view captions!

To request RCC services, complete an RCC Scheduling Request Form on the Virginia Relay website, www.varelay.org, or call Virginia RCC Customer Care at 1-877-339-2665 (Voice). Virginia Relay users are guaranteed access to RCC services if scheduled at least 24 hours in advance. RCC services may also be available with a two-hour notice for emergency situations.

Note: RCC is not a substitution for CART and is available only for conference calls.

How Remote Conference Captioning Works:

- All participants and the captionist access the conference call through the conference bridge
- The captionist listens and produces realtime streaming text that is sent over the Internet
- View the text on an Internet-connected computer or mobile device by clicking on the provided link
- The text shows up just seconds after someone has spoken!



To learn more about RCC,
please contact Virginia RCC Customer Care
Call: 1-877-339-2665 (Voice)
Visit: www.varelay.org
Email: varelayrcc@hamiltonrelay.com

 *Virginia Relay* 
DIAL 7-1-1

VIRGINIA RELAY PARTNER GUIDE

Answer the Call from Virginia Relay Customers



Providing Accessible Telecommunications Since 1991

What is Virginia Relay?

Virginia Relay is a free public service that enables people who are deaf, hard of hearing, DeafBlind or have difficulty speaking to communicate with standard telephone users. When a Virginia Relay user makes a call, he or she can use a variety of methods, including Telecommunication Relay Service (TRS), Speech-to-Speech (STS) and Captioned Telephone Service (CTS). Conversations are relayed between the Relay user and the other person by a specially trained Virginia Relay Communication Assistant (CA). There are no worries about information that is shared because, by law, the entire conversation must be kept confidential.

Relay services may be accessed from any phone just by dialing 7-1-1, and are available 24 hours a day, 365 days per year. There is no limit on the number or length of calls a user may make, and there are no set-up fees or charges for calls.

Virginia Relay Direct Access Telephone Numbers

1-800-828-1140 (Voice)
1-800-828-1120 (TTY)
1-800-855-8200 (Spanish)
1-877-243-2823 (Captioned Telephone Service)
1-866-221-6784 (Speech-to-Speech)
1-800-855-8220 (Visually Assisted Speech-to-Speech)

Customer Care

1-866-894-4116 (Voice)
1-866-246-9300 (TTY)

History

When someone has difficulty hearing or speaking, using the standard telephone is often a barrier to communication. In 1990, Title IV of the Americans with Disabilities Act required that each state establish a telecommunications relay service to remove this communication barrier. Virginia Relay, a public service administered by the Virginia Department for the Deaf and Hard of Hearing, satisfies this mandate. The Commonwealth of Virginia has contracted with Hamilton Relay to provide Virginia Relay.

Fast Facts!

- Approximately 6% of Virginians ages 16 and older are either deaf or hard of hearing.
- Nationally, 1 in every 22 infants is deaf or hard of hearing.
- Americans ages 65 and older are 8 times more likely to be deaf or hard of hearing than younger adults.
- 8 million people who are deaf or hard of hearing are employed in the United States.

Virginia Relay Partner: An Easy Way to Grow Your Business

Businesses that are unfamiliar with Virginia Relay occasionally hang up on Relay calls when they hear a Virginia Relay Communication Assistant (CA) on the line. That is because the CA is sometimes mistaken for a solicitor or marketer. The calls sound similar, with a short pause, but the CA will quickly speak on behalf of the caller.

Virginia Relay Partner is a free program designed to eliminate hang-ups many Relay users experience by educating businesses on how to identify, receive and place Relay calls. The program is available to all Virginia-based businesses. Other than a telephone, no special equipment is required to participate.

The Business Opportunities

By familiarizing yourself with Relay calls, you can avoid missed connections with Relay users—and open up new opportunities for your business at the same time:

- Connect with thousands of Relay users, including Virginia's booming senior population.
- Increase sales
- Grow customer loyalty among Relay users
- Generate referrals from satisfied Relay users

Plus, Free Marketing Support!

As a Virginia Relay Partner, the thousands of Relay users across the Commonwealth will know that your company welcomes their calls—and their business. Your contact information will be listed online with other current Partners, and available on user search queries. Both online and through community outreach, Virginia Relay users will be encouraged to support your business. Turn to page 9 to learn more about all the marketing and business support benefits we offer.

Not a Virginia Relay Partner? Join Today!

Sign up now and start enjoying the incredible business benefits of connecting with the Virginia Relay user community. Visit www.varelay.org to enroll online. Or contact us at 1-800-552-7917 (voice/TTY) or info@vddhh.virginia.gov for one-on-one assistance.

The Different Types of Relay Calls



TTY (Text Telephone)

People who are deaf, hard of hearing or have difficulty speaking can place and receive calls using a TTY (text telephone). It looks much like a standard telephone, but has a keyboard and text screen. The Relay user types in what he or she would like to say, and a Communication Assistant (CA) reads the message to you. When you speak, the CA types out your message for the Relay user to read.

Voice Carry-Over (VCO)

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, VCO users can speak directly to you. When you speak, the CA types out your message for the Relay user to read.

Hearing Carry-Over (HCO)

Hearing Carry-Over (HCO) allows people who have significant difficulty speaking to call anyone who has a standard telephone—and vice versa. During an HCO call, the Relay user types his or her side of the conversation on a TTY or similar equipment, and the CA voices the typed words to the you. When you speak, the HCO user listens directly to you.

Speech-to-Speech (STS)

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 CA listens to everything the STS user says and repeats it verbatim to you. When you respond, the STS user listens directly to you.



Visually Assisted Speech-to-Speech (VA STS)

People who have difficulty speaking are often better understood when they can be seen. With Visually Assisted STS (VA STS), the CA observes the Relay user as he or she speaks via a Skype™-enabled video connection, and then repeats the user's words to you. When you respond, the STS user listens directly to what is said. To protect CA anonymity, VA STS users are not able to view CAs during calls. Likewise, a CA will not indicate to you that he or she can see the VA STS caller, unless instructed to do so.

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

Captioned Telephone Service (CTS)

Captioned Telephone Service (CTS) is designed for people who are hard of hearing. For you, there will be no difference between a Captioned Telephone call and a standard telephone call; you and the CTS user will speak directly to each other. However, a CA will also be on the line using the latest in voice recognition software to transcribe everything you say into captions that will appear in real time on your caller's Captioned Telephone display screen.

Video Relay Service (VRS)

Video Relay Service (VRS) enables sign language users to converse with you by phone in their native language. Using a videophone, smartphone or webcam-enabled computer, the VRS caller will contact you through a professionally-trained Video Interpreter (VI). The Interpreter translates the VRS user's sign language into spoken language for you. When you respond, the Interpreter translates your spoken words into sign language for the VRS user. (Please note that VRS calls will come from your customer's VRS provider, NOT Virginia Relay.)

Remote Conference Captioning (RCC)

Remote Conference Captioning (RCC) allows people who have difficulty hearing what's said during conference calls to have a clearer understanding of the conversation and participate more effectively. RCC converts speech to text as it is spoken and delivers word-for-word captions over the Internet while the RCC user listens.

Quick Tip!

Before you end a call, be sure to ask your customers which Relay calling option they prefer you use when contacting them. This will make it faster and easier for you to reconnect.



How to Answer and Place Relay Calls

Receiving Calls from Relay Customers

1. A call placed through Virginia Relay will begin with the Communications Assistant (CA) identifying the call and giving his or her CA number – “Hello, Virginia Relay CA 2643.”
2. If you ask “Who?” or “What?,” the CA will explain how Virginia Relay works.
3. If you say “Go ahead,” the call will proceed with the CA voicing everything to you that the Relay user types to the CA. Everything you say will be typed back to the Relay user. The CA will continue relaying the messages back and forth until both you and the Relay user are finished with the conversation.

Placing Calls to Relay Customers

1. Dial 7-1-1 or a Virginia Relay direct access number (see page 1) to reach Virginia Relay.
2. Give the CA the telephone number of the customer you wish to call.
3. Once the CA has connected you, your conversation will proceed.

Placing Calls to Video Relay Service (VRS) Customers

Dial the VRS customer’s area code and phone number, just like a standard phone call. The customer’s number will automatically be routed through the VRS call center. Once connected, a Video Interpreter (VI) will relay your conversation back and forth as detailed above.

Placing and Receiving Calls with Captioned Telephone Service (CTS) Customers

When placing and receiving Captioned Telephone calls, there’s no need to wait for cues from a CA. The customer listens and responds directly to you. However, it is important to ask your customer how best to reach him or her in the event you need to call back. In some cases, the customer may indicate to directly dial his or her phone number, while in other cases, the customer may indicate to first dial the Captioned Telephone Service (1-877-243-2823) and, when prompted, enter his or her phone number.

PBX (Private Branch Exchange) Systems

7-1-1 is not always available through a PBX system. If you encounter this difficulty, contact the telecommunications manager or PBX coordinator from your building. Ask them to re-program the PBX switch software to allow 7-1-1 access. You can also dial 1-800-828-1140 to access Relay service if 7-1-1 is not available.

Confidentiality

Be assured that all Virginia Relay CAs abide by a strict code of ethics. A federal requirement mandates that all calls are kept confidential and information cannot be used for personal gain. CAs must remain impartial and no records of the call are kept whatsoever.

Tips for a Better Relay Call

Don't Hang Up

Relay calls can sound similar to a telemarketing call at first, but a Communication Assistant (CA) will quickly speak on behalf of your Relay caller. When you hear Virginia Relay on the phone, you are connecting with a customer who wants to do business with you.

Speak Directly to Your Customer, Not the CA

The CA is not a part of the conversation and will not acknowledge you if you speak to him or her. Talk directly to the Relay user and pretend that the CA is not there.

The CA Will Type Everything That is Heard

To ensure equal access, CAs type everything they hear, including background noise and voice intonation. Your words will be typed back to the Relay user exactly as you say them.

Speak Slowly and Clearly

Many Relay calls involve the CA typing out what you are saying. By speaking slowly and clearly, you can ensure the CA captures everything you say. It is not necessary to speak loudly.

Use "Go ahead" to Take Turns

If a CA says "Go ahead" to you, that means it's your turn to respond. When you are done speaking, say "Go ahead" or "GA" to indicate it's your caller's turn to respond.

Be Patient

Virginia Relay calls typically take a few minutes longer than usual telephone calls. Keep in mind, your time may be valuable, but so are your customers who use Virginia Relay.

You Have Control of the Call

If you are not satisfied with the CA for any reason, you may ask to speak to another CA or a supervisor. You do not have to offer any explanations for this request. Since CAs are not allowed to reveal their names, it is helpful to write down the CA's number and the date and time at the start of the call. This will enable you to provide us with valuable feedback. It is recommended that you take care of any concerns you have while you are still on the phone with Virginia Relay.



Protecting Your Business From Relay Fraud

Unfortunately, scammers may occasionally pose as Relay callers in order to conceal their identity and order goods and services using stolen or fake credit card numbers and counterfeit cashier's checks. Virginia Relay and the Federal Communications Commission (FCC) are taking steps to prevent the misuse of Relay, but you can keep your business safe with these simple guidelines.

Follow These Rules For All Phone Transactions:

- Always confirm the buyer's full name, address and telephone number.
- Credit Card Payments: Ensure that the credit card is valid and the user is authorized before ending the call if possible.
- Check Payments: Ask for a check drawn at a local bank, or a bank with a local branch, and never accept a check for more than your selling price.
- Wire Transfers: If the buyer insists that you wire back funds, end the transaction immediately.

Be Alert for Callers Who:

- Refuse to identify themselves or their company
- Refuse to provide a phone number
- Order large quantities, possibly "whatever you have in stock"
- Have little knowledge about the product or don't ask common questions
- Have no concern for price
- Want the order shipped immediately through a third party and/or to an overseas location
- Use multiple credit cards, sometimes with numbers that are close together
- Cannot provide the three-digit credit card verification code
- Wish to pay with a certified check (always wait until funds are cleared before shipping)
- Refuse to wire money directly to you
- Pressure you to "act now" on the sale

Report All Crimes and Suspicious Calls

If you feel you have been a victim of Relay fraud, or have received a suspicious Relay call, please document the call and report it immediately to Virginia Relay and the Federal Trade Commission at www.ftc.gov or 1-877-FTC-HELP.

FAQs About Virginia Relay

How did people who are deaf communicate by phone before Relay services were mandated by law?

Before Relay services were established in 1991, people who were unable to use a standard telephone had to rely on neighbors or family members to make phone calls for them. Relay was an important step towards independence and equal access with the phone system.

How do people who are deaf know when the telephone is ringing?

A person who is deaf is alerted to a ringing telephone by a flashing-light signaling system that is installed in his or her home or office.

What is a TTY?

A TTY (or text telephone) is specialized telecommunication equipment that enables people who are deaf or have difficulty speaking to communicate by phone. It looks much like a standard telephone, except it has a text screen and a keyboard. Learn more on page 3.

What is the difference between a TTD, TTY and TT?

TTD, TTY and TT are three different acronyms for the same specialized telecommunication equipment. The commonly preferred acronym for the equipment is TTY.

What is VRS?

VRS stands for Video Relay Service. VRS enables Relay users to communicate over the phone using sign language. The Relay user is connected to a professionally trained interpreter via a videophone, webcam or smartphone, and the interpreter is connected to the voice user via telephone. Learn more on page 4.

My business has a dedicated TTY phone number. Why do I still get Relay calls?

Relay users may choose to call your business any way they wish. It is often reported that when calling a dedicated TTY line, it may be answered by a machine or by a person who doesn't know how to use the equipment. For this reason, TTY users may find that by calling the business's voice line, they get an immediate response.

I forgot to get the phone number of a customer calling my business through Virginia Relay. Can I call the Communication Assistant (CA) back to get that number?

Unfortunately, you cannot call a CA back. To assure confidentiality of all calls, no records are kept. Once the call ends, there is no way to retrieve that information.

Marketing and Business Support

Being a Virginia Relay Partner is something to be proud of! We offer materials to help you share the good news with your customers and make the most of your Relay Partner experience. Materials are provided to your organization after your Relay Partner training is complete.

Relay Partner Logo

The Virginia Relay Partner logo is available to you in a variety of digital file formats. Add the logo to your company's website, brochure and other promotional materials to let customers know you are an official Virginia Relay Partner.

Online Directory

As a Relay Partner, your business's information will be listed in our online directory at www.varelay.org. The directory is promoted to and available to all Relay users and website visitors. Users can search the directory alphabetically or filter it by location and the type of business they need.

Newsletter/Blog Announcement

We have created an article announcing your company's enrollment in Virginia Relay Partner. Simply insert your company's information and add the article to your newsletter and/or blog.

Social Media Posts

We also have created a series of social media posts to make it easy for you to promote your enrollment in Virginia Relay Partner on your social media channels. Simply insert your company's information and post, or use them as a guide to create your own posts.

Poster

The Virginia Relay calling-tips poster can be posted throughout your workplace as a helpful reminder to employees who handle customer and Relay calls.

Employee Handbook Update

As a Virginia Relay Partner, you'll want to make sure your employees understand their important role in handling Relay calls. Our employee handbook update provides clear language you can add to your handbook to establish guidelines for your employees who will be expected to handle Relay calls.

Additional Training and Presentations

Virginia Relay Partners have access to helpful training and educational materials that can be incorporated easily into employee orientation and/or training programs.

Additionally, Virginia Relay representatives are available to conduct additional free, on-site training at your place of business as you grow. To arrange a presentation, please contact us at 1-800-552-7917 or info@vddhh.virginia.gov.

Business Support

If at any time you need additional assistance, information or materials, we are here to help.

Call: 1-800-552-7917

Email: info@vddhh.virginia.gov

Online Inquiries: www.varelay.org (click "Contact Us")

Write: Virginia Relay
c/o VDDHH
1602 Rolling Hills Drive | Suite 203
Henrico, VA 23229-5012

Print Logo

Relay Partner Logos



88x31



110x32



120x60



120x50



180x60



PARTNER

**Proudly Supporting
Those Who Use
Accessible
Telecommunications.**

Poster

Answer the Call from Virginia Relay Customers

Virginia Relay calls are from customers who are deaf, hard of hearing, DeafBlind or have difficulty speaking. The conversation is relayed between you and the customer by a Virginia Relay Communication Assistant. Every Relay call is an opportunity to boost sales and gain new customers!

When Virginia Relay calls, don't hang up

Relay calls can sound similar to a telemarketing call at first, but a Communication Assistant (CA) will quickly speak on behalf your Relay caller.

Speak directly to your customer, not to the CA

The CA is not a part of the conversation and will not acknowledge you if you try to speak to him or her. Talk directly to the Relay caller and pretend the CA is not there.

The CA will type or sign everything that is heard

To ensure equal access, CAs will relay everything that they hear, including background noise and voice intonation. Your words will be typed or signed exactly as you say them.

Speak slowly and clearly

Many Relay calls involve the CA typing out what you are saying. By speaking slowly and clearly, you can ensure the CA captures everything you say. It is not necessary to speak loudly.

Use "Go ahead" to take turns

If a CA says "Go ahead" to you, that means it's your turn to respond. When you are done speaking, say "Go ahead" or "GA" to indicate it's your caller's turn to respond.

Ask your customers for their preferred callback method

Relay users have many different calling options, including Captioned Telephone Service (CTS) and Video Relay Service (VRS). Knowing your customer's preference will make it fast and easy for you to call them back.

Be patient

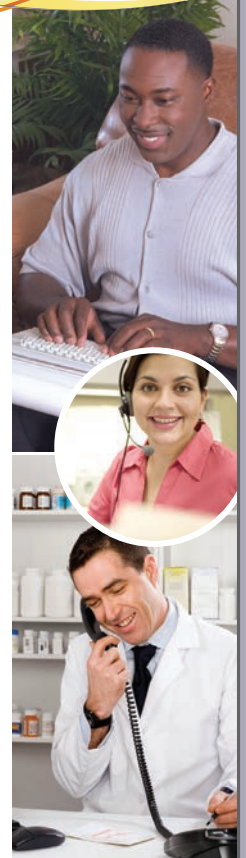
Virginia Relay calls typically take a few minutes longer than usual telephone calls. Keep in mind, your time may be valuable, but so are your customers who use Virginia Relay.



Providing Accessible Telecommunications Since 1991



Virginia Department for the
Deaf and Hard of Hearing



Virginia Relay is a public service of the Commonwealth of Virginia and is administered by the Virginia Department for the Deaf and Hard of Hearing. Learn more at www.varelay.org.



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

www.varelay.org | info@vddhh.virginia.gov

1-800-552-7917 (voice/TTY)

Virginia Relay Speech-to-Speech (STS)

Speech-to-Speech is especially useful for people who have difficulty speaking or being understood on the phone.

STS uses a specially-trained Communication Assistant (CA) who is familiar with the speech patterns of various individuals who have difficulty speaking.

The CA repeats the STS user's side of the conversation as needed, to ensure that the entire conversation is understood.

Speech-to-Speech is ideal for people with speech limitations resulting from:

- Muscular dystrophy
- Stuttering
- Parkinson's disease
- Traumatic brain injury
- Stroke
- Laryngectomy

To connect to STS, call 866-221-6784.

User Training

The STS and VA STS user training is a resource for groups and individuals in Virginia to familiarize themselves with the proper etiquette and standard procedures of using STS and VA STS. Individuals who are residents of Virginia and/or intend to use the STS or VA STS service with a Virginia resident are eligible to receive user training.

STS and VA STS user training is available 24 hours a day, 7 days a week, and can be reached by contacting Customer Care at:

Voice: 866-894-4116

TTY: 866-246-9300



Offering Keys to Communication

VDDHH

Virginia Relay
You Are Always Connected



Providing Accessible Telecommunications Since 1991

Visit us at www.varelay.org

Virginia Relay

Visually Assisted Speech-to-Speech (VA STS)

Individuals who have difficulty speaking are best understood when they can be seen. VA STS allows the use of both speech and visual cues when interacting with the Communication Assistant (CA) during Speech-to-Speech calls.

Visually Assisted Speech-to-Speech involves the use of a live video connection between the CA and the VA STS user. Using a webcam and computer with Skype™, the CA can see the VA STS user's mouth movements, facial expressions and gestures as they speak. The CA uses these visual cues to better understand the VA STS user's side of the conversation.



How It Works

1. The VA STS user dials 800-855-8220 to connect with a CA.
2. Using Skype, the CA establishes a video connection with the VA STS user.
3. The VA STS user gives the CA the number they wish to dial, and any specific instructions.
4. The CA dials the requested number and facilitates the conversation.

What's Required

- A telephone with a service plan
- A computer and webcam
- High-speed Internet connection (512 kbps recommended)
- Skype* user account

**If you do not already have a Skype user account, visit Skype.com and click on "Download Skype." Follow the directions to download and register.*

User Training

STS and VA STS user training is available 24 hours a day, 7 days a week, and can be reached by contacting Customer Care at:

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Offering Keys to Communication

VDDHH

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

Virginia Relay 
You Are Always Connected

Providing Accessible Telecommunications Since 1991

Visit us at www.varelay.org

If you have trouble using the phone, we hear you.

Since 1991, Virginia Relay has been committed to helping those who are deaf, hard of hearing, DeafBlind, or have difficulty speaking stay connected by phone. You are not alone: reach out today and discover all the ways we can help you.



Multiple calling options including TTY (text telephone), Voice Carry-Over, and more.



CapTel® phones display every word callers say as you listen.



No-cost assistive equipment for qualified residents, including veterans.



Providing Accessible Telecommunications Since 1991

1-866-894-4116 (Voice) | 1-866-246-9300 (TTY) | www.VARelay.org

CapTel is a registered trademark of Ultratec, Inc.

CALLER

THE COMMONWEALTH

Virginia Relay: Telecommunications services for people who are deaf, hard of hearing, DeafBlind or have difficulty speaking

Spring 2017



Thank You Arva Priola!

When Arva Priola, Deaf and Hard of Hearing Coordinator of the disAbility Resource Center, lost her hearing in 1989, she retired from teaching and began researching ways to help herself through this difficult time. She discovered the Hearing Loss Association of America (HLAA) and within a month she had started a local chapter, the Hearing Loss Association of Rappahannock. It was here that she met Faith Smith, who offered her a job at the disAbility Resource Center doing outreach for Virginia Relay's Technology Assistance Program (TAP), helping people obtain specialized telecommunication equipment throughout Virginia. Just when she thought her life was over, she realized it had just begun.

Arva, who retired at the end of 2016, has accomplished much in her 20-year career, receiving multiple awards and honors for her work and advocacy, including a commendation from the Virginia General Assembly. But of all her achievements, three stand out. First is the Visor Alert Program, which helps people with hearing loss during traffic stops by enabling communication with law enforcement. Virginia adopted the program statewide after running a pilot program in 2002. Second are the guidelines for communications access in hospitals, which were established by House Bill 1956 and passed by the General Assembly and signed by the governor in 2015. Third is establishing the Virginia Relay Advisory Council alongside Cheryl Heppner.

"Virginia Relay and TAP keep us connected to the world and prevent us from becoming isolated," says Arva. "And I am honored to have had the opportunity to work with them to help touch so many lives."

And while it was a difficult decision to retire, she knows that this is not the end but rather another new beginning. So how does she plan to spend her retirement? First on her list is visiting her new grandson, Landon, in Washington, and secondly to breed her French bulldogs whom she loves very much.

We at Virginia Relay would like to wish Arva all the best and let her know that she always has a home here.



"Virginia Relay and TAP keep us connected to the world and prevent us from becoming isolated. And I am honored to have had the opportunity to work with them to help touch so many lives."



While Text-to-911 Has Made Strides, It's Still Best to Call

Text-to-911 technology is becoming more prevalent in Virginia and beyond, but it's not everywhere yet. As of August of last year, 27 of Virginia's 95 counties (or 28 percent) had deployed some form of text-to-911.

The Federal Communications Commission (FCC) released an order in 2015 that aimed to make text-to-911 more available, but progress has been slow.

Because 911 was originally designed for voice usage, making text-to-911 available nationwide involves each individual 911 call center implementing its own system to accommodate texting.

If you live in an area that has not yet adopted text-to-911, we encourage you to contact your local 911 call center. Text-to-911 may be here soon, but it's not here yet.

To learn more about text-to-911, visit www.fcc.gov/consumers/guides/text-911-quick-facts-faqs or www.vita.virginia.gov/isp/default.aspx?id=6442473870

Catching Up with Our Outreach Coordinators

At Virginia Relay, we have two outreach coordinators—Frazelle Hampton and Paul Stuessy.

Frazelle oversees all Captioned Telephone Service (CTS) outreach and Paul is in charge of all Telecommunications Relay Service (TRS) outreach.

In these roles, they are responsible for educating the public and potential Relay users and referral sources on the wide array of services available through Virginia Relay, and installing communication equipment in individual homes.

To accomplish this, they spend about 75 percent of their time on the road attending trade shows and other events, and making house calls.

Both Paul and Frazelle have been in their current positions for about two years.

"There's nothing like helping someone who hasn't been able to use the phone for years talk to their granddaughter again," says Frazelle.

Paul agrees. "The work I do is a labor of love," he says. "I wake up in the morning wondering who I am going to help make life better for that day."

We cannot thank them enough for all their hard work!

If you or someone you know is interested in learning about Virginia Relay, feel free to contact them at the numbers below.

Paul: 804-616-4876 (VP)

Frazelle: 804-726-6615 (Voice)



Virginia Relay outreach coordinators, Frazelle Hampton and Paul Stuessy, snap a quick selfie at the Richmond Women's Health & Fitness Expo on February 4. The expo was hosted by WTVR-6, a local news station in Richmond.



Frazelle puts up her dukes at the 9Round kickboxing booth at the Richmond Women's Health & Fitness Expo.

Contact VDDHH Outreach Specialists

If you or someone you know has difficulty using a telephone, your local Virginia Department for the Deaf and Hard of Hearing (VDDHH) outreach specialist can be a valuable resource. Through a personalized evaluation, your outreach specialist can determine which assistive technology services and equipment are best suited for your needs, and if you qualify to receive equipment through the Technology Assistance Program (TAP).

In addition, VDDHH outreach specialists can also demonstrate proper equipment use, highlight key features of various devices, and identify available vendor options and discounts.

To speak to your VDDHH outreach specialist, contact your local outreach office:

Eastern Shore Center for Independent Living
Belle Haven | 757-414-0100

Virginia Department for the Deaf and Hard of Hearing
Henrico | 804-726-6615

Deaf and Hard of Hearing Services Center
Roanoke | 540-342-0031
Winchester | 540-662-4452

Northern Virginia Resource Center for
Deaf and Hard of Hearing Persons
Fairfax | 703-352-9055

disAbility Resource Center
Fredericksburg | 540-373-5890 or 540-373-2559

Department for the Blind and Vision Impaired
Richmond | 804-371-3140

Don't Miss Celebrate Communication 2017!

On Saturday, April 22 from 10 a.m. to 2 p.m. at Northern Virginia Community College, the Northern Virginia community will turn out to attend the 2017 Celebrate Communication information fair.

With over 40 vendors, attendees will receive free information on a wide variety of resources, including state and local government programs, cutting-edge technology for people who are deaf or hard of hearing, ASL and Cued Speech, hearing dogs, and much more.

Virginia Relay is proud to again be a sponsor of this event. Please be sure to visit our booth to learn more about the many services we offer.

Thank you to the Northern Virginia Resource Center for Deaf and Hard of Hearing Persons for organizing the event and Northern Virginia Community College for hosting it. This is always such a fun event and we can't wait to attend!

Your Lifeline to Savings

For those who don't already know, the Federal Communications Commission (FCC) has a program in place to help make communications services more affordable for low-income consumers.

This program, called Lifeline, is available to qualified Technology Assistance Program (TAP) applicants. You may be eligible to receive monthly discounts on your landline, wireless, and broadband services.

You can learn more about the FCC's Lifeline program here: www.fcc.gov/consumers/guides/lifeline-support-affordable-communications

If you aren't sure if you qualify for a Lifeline discount, or need assistance applying, please contact your local TAP outreach specialist.



Celebrate Communication



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Upcoming Events

Celebrate Communication

April 22 | 10 a.m. – 2 p.m.

Northern Virginia Community College
8333 Little River Turnpike, Annandale

VDDHH Hearing Aids Focus Group

April 29 | 9 a.m. – 12 p.m.

Café 1602
1602 Rolling Hills Drive, Henrico

Independent Living Expo

May 13 | 10 a.m. – 4 p.m.

Fredericksburg Expo & Conference Center
Fredericksburg



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