# Appendix B
# CA Training Outline

Kentucky Relay

This Attachment contains Kentucky Relay Service's Communication Assistants Training class schedule. Such topics as confidentiality, handling of emergency and crisis calls, consequences of non-compliance to policies, and functions and roles of a CA are thoroughly explained. Kentucky Relay Service Spanish Communication Assistants must complete the same training as all traditional Communication Assistants plus pass additional test showing proficiency in the Spanish language.

Communication Assistants conduct themselves in a professional manner at all times while representing the Kentucky Relay Service. Through detailed procedures and a work environment and atmosphere which emphasizes quality and professionalism, Kentucky Relay Service is able to maintain its outstanding reputation for quality relay services.

## Training Plan

Kentucky Relay Service helps each Communication Assistant excel at his or her job as a result of its hiring and training procedures. Before taking the first call, Communication Assistants are prepared to relay calls in such a fashion that exceeds FCC standards.

Time is allocated throughout the initial training process to instruct Communication Assistants on the proper phrasing of typed ASL "gloss", ASL style and grammar, tone of voice, hearing and speech disabled cultures, TTY etiquette, pertinent information about the needs of deaf, hard-of-hearing and speech disabled users, the role of the CA, (including training to relay the contents of a call as accurately as possible without intervening in communication) and operation of relay telecommunications equipment including answering machines and computerized services. This is done through videos, training seminars with staff who are familiar with the deaf and speech disabled communities, observation, participation in both simulated and live calls, and a variety of role play scenarios. Kentucky Relay Service CAs are well trained to effectively meet the specialized needs of hearing and speech disabled individuals as explained below.

Kentucky Relay Service uses a variety of trainers throughout its training period. Kentucky Relay Service has a Training Coordinator who is responsible for the overall program. This person does all the classroom training and leads role-play activities. In addition, Kentucky Relay Service deaf employees and Communication Assistants all play a role in training. Deaf employees teach Deaf culture while Communication Assistants share general knowledge about the relay and assist with role playing activities.

## Disability/Relay/Deaf Culture Training

All relay service staff receive training devoted solely to disability issues, including ASL "gloss" and grammar, Deaf culture, issues relating to hard of hearing, late-deafened and speech-disabled users, dual sensory impaired users, diversity issues, ethics and confidentiality. Kentucky Relay Service has on staff several people who are very familiar with the deaf and speech disabled communities. Their expertise is shared during the training experience and is used on an on-going basis to refresh all Communication Assistants.

## Speech to Speech Training

In order to become a STS CA, an individual must pass the same tests as traditional CAs, meet the strict STS criteria and pass an STS exam by successfully demonstrating the ability to understand

a variety of speech patterns. Prospective STS CAs demonstrate their fluency in English as documented by the primary supervisor during their first 6 months of employment as regular (non STS) CAs. A CA must be recommended by the primary supervisor in order to apply for a STS CA position. Having met this requirement, those wishing to become STS CAs must complete specific testing of English language skills, specifically vocabulary, grammar and syntax as well as speech comprehension.

During the training, STS CAs learn about speech disabilities and are given specific strategies to use in order to facilitate calls between STS users and end users. STS CAs also receive detailed training on STS policies and procedures. As follow-up to the initial training, the STS Program Supervisor continually educates all STS CAs on speech disabilities, their respective implications and etiquette through the use of a STS newsletter, STS Resource Library materials (articles, books, videos, etc.) workshops, and in-service meetings.

# Class Schedule

| Day # 1 | | Day # 2 | | Day # 3 | | Day #4 | | Day # 5 | |
|---|---|---|---|---|---|---|---|---|---|
| Intro to Relay - Terms | 8:30-9:30 | Quiz- Tone of Voice | 8:30-9:00 | Quiz-Hot Keys | 8:30-9:00 | quiz closing calls | 8:30-9:00 | quiz lang. 3 intervs due | 8:30-9:00 |
| Discuss Screen | 9:30-10:00 | TTY to Voice Practice | 9:00-10:30 | Voice-TTY | 9:00-10:30 | TTY-TTY & Practice | 9:00-10:30 | Voice Orig Ans Mach | 9:00-10:30 |
| Practice Logging on | 10:00-10:30 | Break | 10:30-10:45 | Break | 10:30-10:45 | Break | 10:30-10:45 | Break | 10:30-10:45 |
| Break | 10:30-10:45 | cont. TTY-V w/closings | 10:45-12:30 | Cont. Voice-TTY | 10:45-12:30 | **CA Service Role** | 10:45-12:30 | **CA Service Role** | 10:45-12:30 |
| Com. Effectively w/TTY-pg10 | 10:45-11:30 | Lunch | 12:30-1:00 | lunch | 12:30-1:00 | **Telephone Service Skills** | | **Listening Skills** | |
| Decorum | 11:30-12:30 | **CA Service Role (1)** | 1:00-2:45 | **Typing Drills** | 1:00-2:00 | Lunch | 12:30-1:00 | **Practice Activity** | |
| Lunch | 12:30-1:00 | Break | 2:45-3:00 | **Ergo mtg** | 2:00-2:30 | Recap All Calls | 1:00-2:00 | Lunch | 12:30-1:00 |
| Index Book | 1:00-1:15 | Obs sheets, IEC | 3:00-4:00 | Closing call review | 2:30-3:00 | Practice Profiles | 2:00-3:00 | Practice learned calls | 1:00-3:00 |
| **Company's Overview** | 1:15-2:15 | Speed dial, connect | | Break | 3:00-3:15 | Break | 3:00-3:15 | and Profiles | |
| Introduce TTY to Voice | 2:15-3:00 | modes | | **Typing Drills** | 3:15-5:00 | Call/**Typing Drills** | 3:15-5:00 | Break | 3:00-3:15 |
| Break | 3:00-3:15 | **Typing Drills**/Recap | 4:00-5:00 | | | | | **Typing**/Call Practice | 3:15-5:00 |
| **Typing Drills** | 3:15-5:00 | TTY to Voice | | Homework study | | | | Give Final Study Guide | |
| Homework Tone of Voice | | Homework Hot Keys | | closing calls | | Homework Language | | Homework Language | |

| Day # 6 | | Day # 7 | | Day # 8 | | Day # 9 | | Day # 10 | |
|---|---|---|---|---|---|---|---|---|---|
| Quiz Language | 8:30-9:00 | quiz (based on need) | 8:30-9:00 | VCO-Voice | 8:30-10:30 | Call test Ans Mach | 8:30-10:30 | Review Recordings | 8:30-10:30 |
| Voice orig ans mach recap | 9:00-10:00 | TTY-Voice test (1) | 9:00-11:30 | VCO Ans Mach | | Break | 10:30-10:45 | Break | 10:30-10:45 |
| TTY Orig ans mach intro | 10:00-10:30 | Typing/Shadowing/ | | Break | 10:30-10:45 | Voice-VCO (prof & no pr) | 10:45-12:15 | Remote Profile | 10:45-11:15 |
| Break | 10:30-10:45 | Interviews (incl break) | | Cont w/VCO | 10:45-12:30 | 711 | 12:15-12:30 | Lormar Logic | 11:15-12:00 |
| TTY Orig Ans Mach | 10:45-12:30 | Game | 11:30-12:30 | Lunch | 12:30-1:00 | Lunch | 12:30-1:00 | Pager Calls | 12:00-12:30 |
| Lunch | 12:30-1:00 | Lunch | 12:30-1:00 | Q & A for Final | 1:00-2:00 | Dir Assist | 1:00-2:00 | Lunch | 12:30-1:00 |
| **CA Service Role** | 1:00-3:00 | Recording/Turbo Intrpt | 1:00-3:00 | **Deaf Culture/ASL** | 2:00-4:00 | Internet Calls | 2:00-3:00 | Game | 1:00-1:30 |
| **Difficult Calls/Summary** | | Break | 3:00-3:15 | Break | 4:00-4:15 | Break | 3:00-3:15 | Live Calls(incl. break) | 1:30-4:30 |
| Break | 3:00-3:15 | Quality/Monitoring mtg | 3:15-4:15 | **Typing Drills** | 4:15-5:00 | Take live calls (pair) | 3:15-5:00 | Discuss Calls | 4:30-5:00 |
| 911 | 3:15-4:15 | **Typing**/call practice | 4:15-5:00 | | | | | | |
| **Typing**/Practice calls | 4:15-5:00 | | | | | | | 3 interviews due | |

| Day # 11 | | Day # 12 | | Day # 13 | | Day # 14 | | Day # 15 | |
|---|---|---|---|---|---|---|---|---|---|
| HCO-Voice/Voice-HCO | 8:30-10:30 | VCO Call Tests | 8:30-10:30 | 2 Line VCO | 8:30-12:30 | **Final /Index Book Due** | 8:30-10:00 | **Typing Drills** | 3 hrs |
| HCO-TTY/TTY-HCO | | Break | 10:30-10:45 | VCO-TTY | | Remaining Interview Due | | On Relay Floor | |
| Break | 10:30-10:45 | Captel/NY/OSD | 10:45-12:00 | TTY-VCO | | Technical Session | 10:00-10:30 | | |
| Long Distance | 10:45-11:45 | Lunch | 12:00-12:30 | Lunch | 12:30-1:00 | Relay Floor | 10:30-12:30 | Graduation | |
| Discuss Miscellaneous info | 11:45-12:30 | **Typing Drills**/Relay | 12:30-5:00 | **Typing Drills**/Relay | 1:00-5:00 | Lunch | 12:30-1:00 | Relay Floor Etiquette | |
| Lunch | 12:30-1:00 | Floor | | floor | | VCO-VCO | 1:00-3:00 | HR topics | |
| Oni Box | 1:00-1:30 | | | | | VCO-HCO/HCO-VCO | | | |
| Slam | 1:30-2:30 | | | | | Break | 3:00-3:15 | | |
| Relay Floor (incl break) | 2:30-5:00 | | | | | Typing Drills/Relay Floor | 3:15-5:00 | | |

Company Overview-
Attendance -
Decorum-
Ergonomics-
Quality/Monitoring-
Technical Session-
Relay Floor Etiquette-
HR Topics -
Interviews - Trainees use this time to meet and get to know the sups and leads

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