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In my position as Information and Referral Manager, it is my responsibility to help people with disabilities to obtain FULL ACCESS to information. I have been involved with people with disabilities for over 30 years professionally and personally.

- Operators need to stay on the call long enough to get used to the way the PERSON with a speech disability talks. Sometimes talking to someone with a speech difficulty is like learning a new language. It really takes time.
- Operators should tell callers that everything is confidential. Would you want to tell personal things, like medical information or your feelings to a stranger? Who know what that person might do with that information?
- People with a speech disability need an easy way to reach Speech-To-Speech. Along with a speech difficulty, there may be physical or cognitive reasons to make this as easy as possible. Tremors or visual difficulties make reaching for and pressing keys difficult, frustrating, and dangerous -if help can not be summoned when needed.
- The FCC must stop people in jails from abusing STS.
- More people with speech disabilities need to be taught to use STS. More outreach programs and encouragement as well as practice sessions help get over initial fear of a new system
- All these statements also apply to people who use STS on the computer. More power to them for trying to use this system. Let's give them all the assistance they need also
- There should be competition, as that makes STS work better.
- The operators need to be paid enough so that they do a good job, and they need good training.
This is a skilled position that takes certain skills such as patience, sincerity, honesty, and understanding.

