

**LifeLinks Video Interpreting Service**  
“Bridging the Language Gap”  
450 Seventh Avenue  
Suite 502  
New York, NY 10123

Video Interpreter Training



# HEALING COMMUNICATION

“At Healinc, we recognize the diverse communication needs of the deaf, hard of hearing, and late deafened communities and strive to provide a variety of personalized relay services that enable them to connect successfully with the hearing world. Our commitment to technological innovations, ethical practices, and investment in the community provide connections that afford our users full communication access according to individual preferences.”

Autonomy  
Mastery  
Purpose

**Autonomy**

**Mastery**

**Purpose**

# 2017-2018 Community Report

**“Open the VRS Experience  
to the Diverse Needs of  
ALL Deaf and Hard of  
Hearing Individuals”**

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**“Bring the VRS Experience  
as Close to a Real Life  
Experience as Possible”**

## Relay Call Center

**“To Be Knowledgeable and Current on FCC Regulations. To Process Organic VRS Calls. That Every Call be in Line With the FCC Regulations and Their Intent for Relay Calls.”**

## Video Relay Service

- Relay Regulations  
<http://www.fcc.gov/cgb/consumerfacts/trs.html>
- History Docket
- [http://www.fcc.gov/cgb/dro/trs history docket.html#2010](http://www.fcc.gov/cgb/dro/trs_history_docket.html#2010)
- Reporting
- <http://www.fcc.gov/cgb/consumerfacts/videorelay.html>

## New Employee Checklist

- Non-Disclosure Agreement
- Fob and Door Key Form
- LifeLinks.net Email
- Brosix User Name and Password
- APS-50 Agent and Password
- Timesheet

# Desktop

- Recycle Bin
- Brosix (IM Chat)
- APS-50 (VRS Platform)

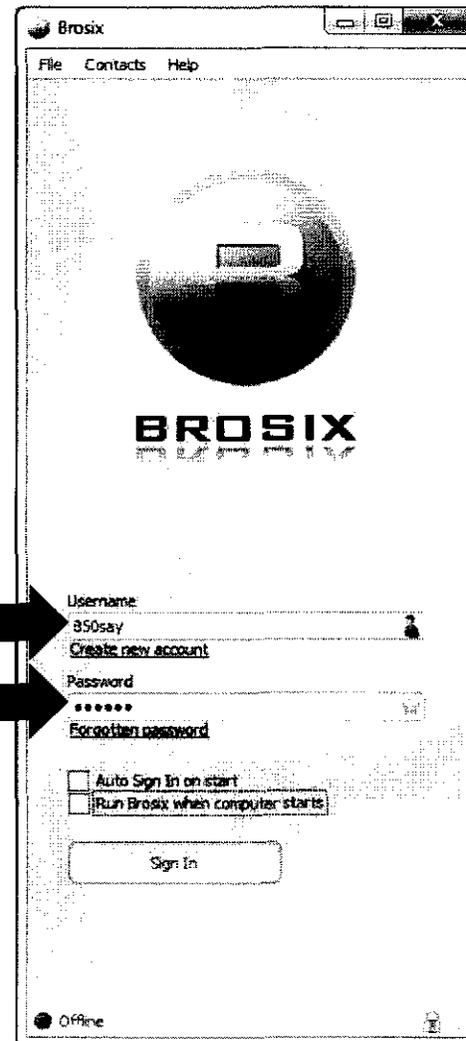




- IM Communication Between Interpreters, Management, and the Life Links MODL and Tech Support

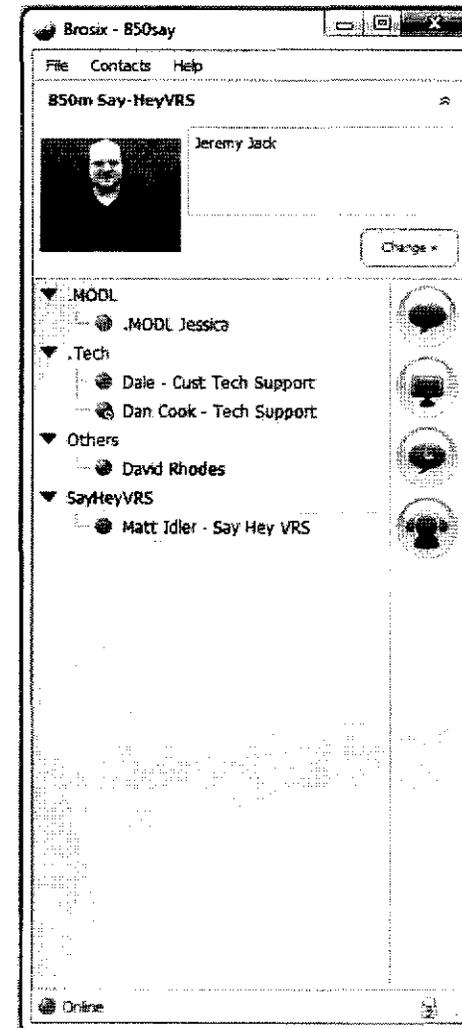
Username is Your Interpreter Number Plus the Word "say"

Password is sh1234  
DO NOT CHANGE



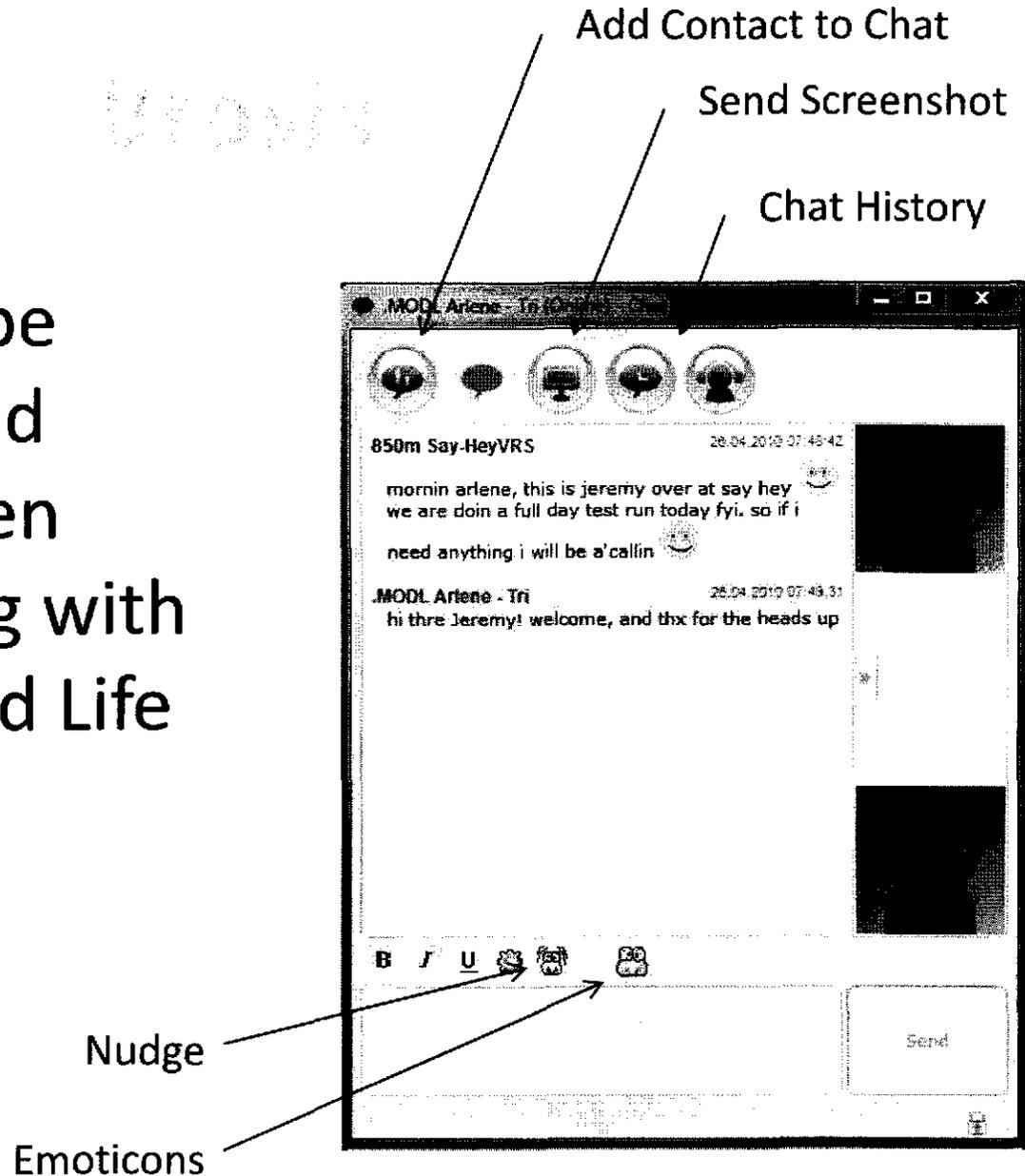


- The Contact List Includes 4 Groups
- The MODL is Always on Top and is Your Go To Person for Any Platform Related Issues/Aid, Including Transfers
- Features and Settings



Use Only

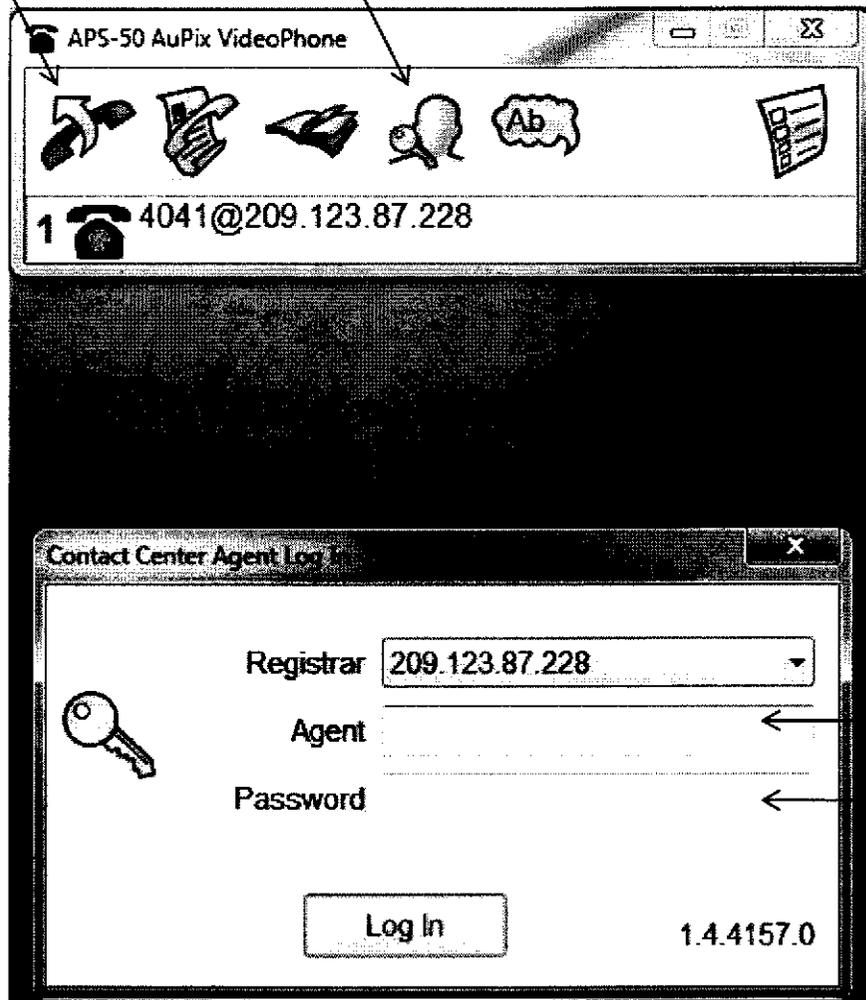
- Remember to be Professional and Courteous When Communicating with the Say-Hey and Life Links Teams
- Features



Direct Call  
(Use Offline)

Log In

LOG IN



Agent Number

Password 1234  
(DON'T CHANGE)

Direct Call

Call History

Log Out

Settings

Platform Icons

ALS-50 Audio VideoPhone

Conference Queues Agents DTMF Note Pad

Add Call

Transfer

Pause (Break)

Tech Report

850m SayHeyVRS (2168)	
Current Session	
Total Session	
Logged In	18 s

# ASAs Queues

ASA

- 24 is the Say-Hey Queue  
(Includes Life Links Interpreters but Say-Hey Interpreters Will Always Receive Calls First)
- 26 is the 911 Queue  
(All Interpreters are in this Queue)

Conference	Queues	Agents	DTMF	Note Pad
Queue	Waiting	Hold time	Abandoned	Agents
24	0	3	0	7
26	0	0	0	13

# APS-50 Agents

- All Agents Logged In

Pause (Break)

Available

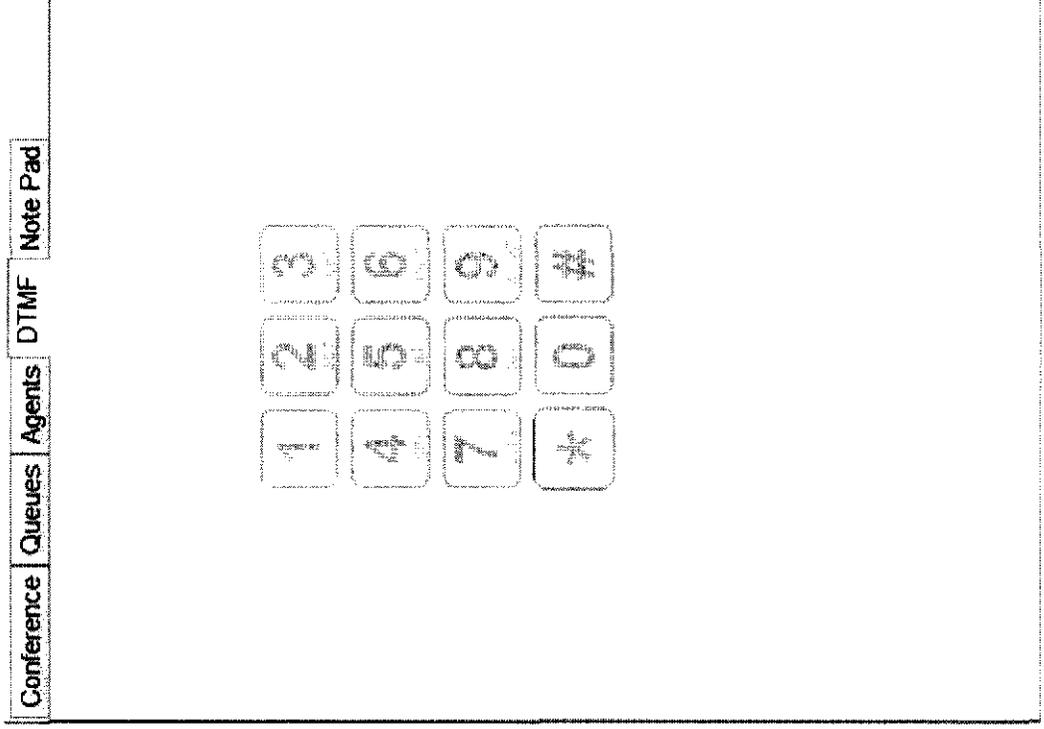
On Call

Conference	Queues	Agents	DTMF	Note Pad
	Agent	Ext.	Name	
	2006	4064	751f ACEVRS Traci Caswell	
	2015	4190	116f Aviva Ben Shitrit	
	2043	4059	108m Myron Yoder	
	2055	4016	703f TRUVRS	
	2058	4035	651f SKYVRS	
	2066	4056	766m AceVRS Ryan Strege	
	2076	1045	406f Amy Egan	
	2102	1062	Fernando Velazquez	
	2144	4008	LifeLinks CSR Jose	
	2162	4106	221M Lionell Gonzalez Aps-50	
	2168	4041	850m SayHeyVRS	
	2180	1046	601f CODAVRS Carol Halley	
	2190	4153	605f CODAVRS	
	2215	4147	418f Cinderella Branch APS-50	
	2222	1029	LifeLinksTech 1 Dale	
	2224	4156	428f Amira Griffith APS-50	
	2227	4160	129m Dan Cook Tech Support APS-50	
	2234	4116	VRI - MODL	
	2283	4239	959f DSBVRS	
	2286	4237	712f TRUVRS	

DTMF

DTMF

- In Call Number Entry
- Number Pad Can be Used
- # = Shift 3
- \* = Shift 8

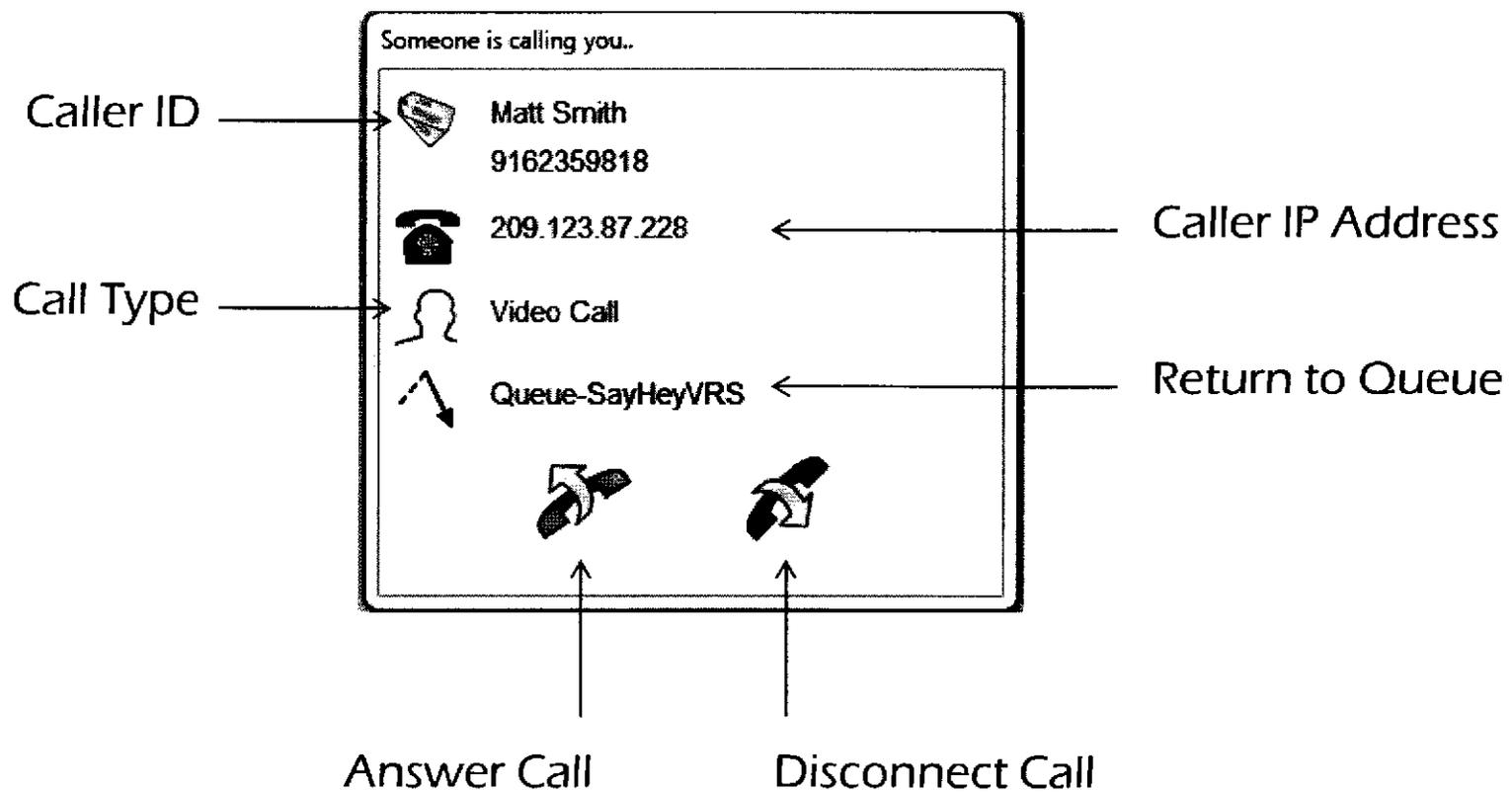


# Notes Note Pad

- Notes Needed During a Call
- Notes Will Automatically Delete at the End of Call

Conference	Queues	Agents	DTMF	Note Pad
Social Security #				
Address				
Phone Number				

# APSA Incoming Call



Hang Up Session

Caller View

Self View

Mute/Volume

Call in Session

The screenshot shows a video conferencing window titled "PS-50 AuPix VideoPhone". The interface includes a top toolbar with icons for mute, video on/off, and chat. Below this is a menu with "Conference", "Queues", "Agents", "DTMF", and "Note Pad". A list of call legs is shown on the left, with an arrow pointing to it from the text "Call Legs (Up to 4)". The main area displays a "Caller View" of a person's silhouette and a "Self View" of a person's face. On the right side, there are icons for mute, volume, and a person icon. At the bottom, there are icons for "Add Call" and a status bar. The status bar contains the following information:

<b>Queue-SayHeyVRS</b>	
From 9162359818 (Matt Smith) VRSID-1272295276.1600	
<b>850m SayHeyVRS (2168)</b>	
Current Session	29 s
Total Session	2 m, 6 s
Logged In	21 m, 50 s

Call Legs (Up to 4)

Add Call

Meeting

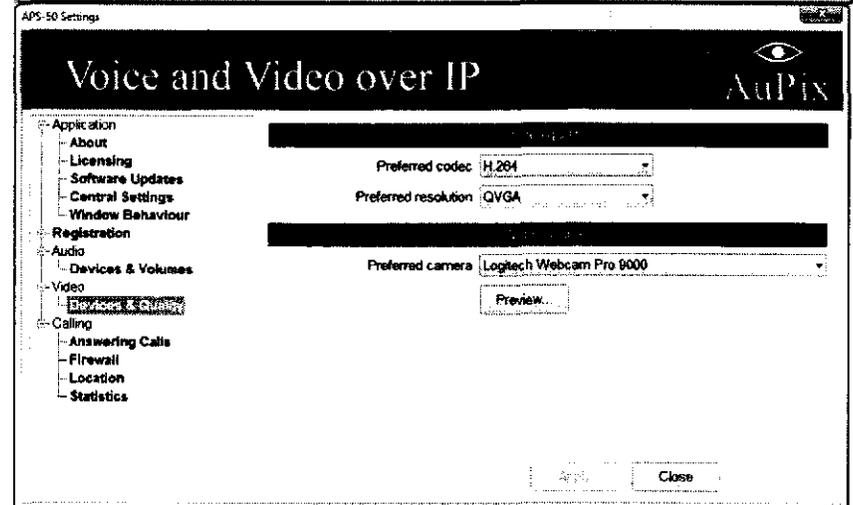
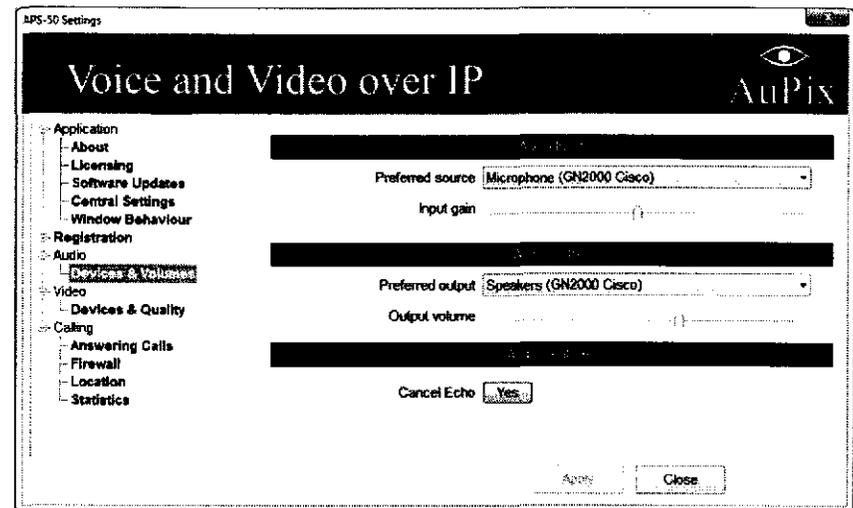
Calling

- Calls, VCO, and Three Way Calls All Done From Here! Just Put In a Number and Click the One You Want.

<b>Add person to this session</b>			
<input type="button" value="Cancel"/>	<input type="button" value="Call"/>	<input type="button" value="VCO"/>	<input type="button" value="3Way"/>

# APS-50 Troubleshooting

- Restart APS-50
- Restart the Computer
- Check the Audio and Video Settings in “Voice and Video Over IP”
- Contact MODL



# Policy and Procedure

- Maintain Code of Professional Conduct
- Healthy Interpreting
- Personal Disclosure
- Confidentiality
- IM Chatting During Call
- Interpret at All Times
- No Privacy Screen
- 10 Minute FCC Ruling
- Video Relay Service Interpreting Program

## 911 Calls

- If caller has a 10 digit number, dial 911 and call (process as normal VRS call)
- If no 10 digit number ask for the callers address. Google full address comma police (e.g. 3333 North Ave, Carmichael, CA, 95608, police) and call the local police station that comes up.
- Notify MODL that you are on a 911 call.

## Track and Sample Calls

- Notify MODL and transfer the call to them.
- Interpreters can reject such calls.

# LifeLinks SPEC Program

- Standards Professionalism Excellence Consistency Program
- LifeLinks will monitor and check in with interpreters from time to time to ensure the best of service offered to our customers!

**Exhibit 5**  
**Evidence of Company Status as a Common Carrier**  
**(Attached)**

**STATE OF NEW YORK DEPARTMENT OF PUBLIC SERVICE  
THREE EMPIRE STATE PLAZA, ALBANY, NY 12223-1350**

Internet Address: <http://www.dps.state.ny.us>

**PUBLIC SERVICE COMMISSION**

**WILLIAM M. FLYNN**  
*Chairman*  
**THOMAS J. DUNLEAVY**  
**LEONARD A. WEISS**  
**NEAL N. GALVIN**



**DAWN JABLONSKI RYMAN**  
*General Counsel*

**JACLYN A. BRILLING**  
*Secretary*

January 10, 2005

Mr. Stanley Schoenbach  
President  
Healinc Telecom LLC  
3333 Henry Hudson Parkway, Suite 1A  
Riverdale, NY 10463

Re: Case No. 04-C-1451

Dear Mr. Schoenbach:

The application by Healinc Telecom LLC on November 15, 2004, for a Certificate of Public Convenience and Necessity to operate in New York State as a reseller of telephone service, with authority to provide local exchange service, is hereby approved. This approval is based upon the accuracy of the information provided in the company's application and may be revoked if the application is found to contain false or misleading information, for failure to file or maintain current tariffs, or for violation of Commission rules and regulations.

The company must file an original tariff within 60 days of the date of this letter and may not provide telephone service to the public until the tariff is approved. Model tariffs and filing instructions are provided on the Commission's website at <http://www.dps.state.ny.us/cpcn.htm#tariffs>.

The company is not authorized to use its own operators to handle 0- (emergency or non-emergency) calls. Such calls must be routed to another telephone company or operator services provider authorized to handle such calls, until such time as an amended Certificate of Public Convenience and Necessity is obtained pursuant to Part 649.6 of the Commission's rules.

The company must comply with applicable federal laws, New York State Public Service Law and related statutes, and the Commission's rules and regulations.

Healinc Telecom LLC  
January 10, 2005

The company is also required to file a Telecommunications Competition Monitoring Report and a Statement of Gross Intrastate Operating Revenues by March 31 each year. It will be notified in writing each year of the required content and format of these reports.

Finally, please forward the following information to Maria Le Boeuf of our staff within 30 days of receipt of this letter:

- The name and telephone number of a company person responsible for coordinating local service migration issues with other carriers and Department Staff.
- Responses to the enclosed, two-page questionnaire. This information will be added to the directory of telephone companies posted at our website, in order to help consumers search for companies available to meet their telecommunications needs. Any updates or changes should be promptly forwarded as well.

If you have any questions, please contact Maria Le Boeuf at (518) 474-1362.

By direction and delegation  
of the Commission,

/s/ Robert H. Mayer

Robert H. Mayer  
Director  
Office of Telecommunications

Enclosure

cc: Maria LeBoeuf  
Greg Pattenaude  
Judy Sylvester  
Michelle Hacker  
Case File (14<sup>th</sup> Fl.)

QUESTIONNAIRE

Company Name:

Case Number:

Preparer's Name:

Telephone Number:

E-mail Address:

- Consumer contact information (for use by consumers wishing to contact the company for information)

Telephone Number:

Mailing Address:

E-Mail Address:

Website Address:

- Services Offered

Indicate the telecommunications services offered by your company:

	<u>Resale</u>	<u>Facilities-Based</u>
Local Exchange Telephone Service	<input type="checkbox"/>	<input type="checkbox"/>
Lifeline	<input type="checkbox"/>	<input type="checkbox"/>
Long Distance		
IntraLATA	<input type="checkbox"/>	<input type="checkbox"/>
InterLATA Intrastate	<input type="checkbox"/>	<input type="checkbox"/>
InterLATA Interstate	<input type="checkbox"/>	<input type="checkbox"/>
Private/Leased Line	<input type="checkbox"/>	<input type="checkbox"/>
Operator Services	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

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QUESTIONNAIRE - Continued

• Service Area

Indicate if the company offers service statewide, or identify the counties where service is offered.

Statewide

- |   |                                       |
|---|---------------------------------------|
| <input type="checkbox"/> Bronx                    | <input type="checkbox"/> Montgomery   |
| <input type="checkbox"/> Kings (Brooklyn)         | <input type="checkbox"/> Nassau       |
| <input type="checkbox"/> New York (Manhattan)     | <input type="checkbox"/> Niagara      |
| <input type="checkbox"/> Queens                   | <input type="checkbox"/> Oneida       |
| <input type="checkbox"/> Richmond (Staten Island) | <input type="checkbox"/> Onondaga     |
| <input type="checkbox"/> Albany                   | <input type="checkbox"/> Ontario      |
| <input type="checkbox"/> Allegany                 | <input type="checkbox"/> Orange       |
| <input type="checkbox"/> Broome                   | <input type="checkbox"/> Orleans      |
| <input type="checkbox"/> Cattaraugus              | <input type="checkbox"/> Oswego       |
| <input type="checkbox"/> Cayuga                   | <input type="checkbox"/> Otsego       |
| <input type="checkbox"/> Chautauqua               | <input type="checkbox"/> Putnam       |
| <input type="checkbox"/> Chemung                  | <input type="checkbox"/> Rensselaer   |
| <input type="checkbox"/> Chenango                 | <input type="checkbox"/> Rockland     |
| <input type="checkbox"/> Clinton                  | <input type="checkbox"/> St. Lawrence |
| <input type="checkbox"/> Columbia                 | <input type="checkbox"/> Saratoga     |
| <input type="checkbox"/> Cortland                 | <input type="checkbox"/> Schenectady  |
| <input type="checkbox"/> Delaware                 | <input type="checkbox"/> Schoharie    |
| <input type="checkbox"/> Dutchess                 | <input type="checkbox"/> Schuyler     |
| <input type="checkbox"/> Erie                     | <input type="checkbox"/> Seneca       |
| <input type="checkbox"/> Essex                    | <input type="checkbox"/> Steuben      |
| <input type="checkbox"/> Franklin                 | <input type="checkbox"/> Suffolk      |
| <input type="checkbox"/> Fulton                   | <input type="checkbox"/> Sullivan     |
| <input type="checkbox"/> Genesee                  | <input type="checkbox"/> Tioga        |
| <input type="checkbox"/> Greene                   | <input type="checkbox"/> Tompkins     |
| <input type="checkbox"/> Hamilton                 | <input type="checkbox"/> Ulster       |
| <input type="checkbox"/> Herkimer                 | <input type="checkbox"/> Warren       |
| <input type="checkbox"/> Jefferson                | <input type="checkbox"/> Washington   |
| <input type="checkbox"/> Lewis                    | <input type="checkbox"/> Wayne        |
| <input type="checkbox"/> Livingston               | <input type="checkbox"/> Westchester  |
| <input type="checkbox"/> Madison                  | <input type="checkbox"/> Wyoming      |
| <input type="checkbox"/> Monroe                   | <input type="checkbox"/> Yates        |

If different services are offered in different areas, please attach a schedule.