# Appendix B
# Promotional Items

# Now it's your call… anytime, anywhere with Relay Iowa Service.

Relay Iowa Service makes telephone conversations possible for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking on the phone.

RelayIowa.com

***Relay Iowa Service is *free, and is available 24-hours a day, every day – making it possible for individuals who are deaf, hard of hearing, deaf-blind, or have difficulty speaking to communicate over the telephone.***

Several relay service options are available to accommodate the needs of various users. Primarily, calls are conducted through the use of an assistive communications device such as a TTY, deaf-blind communicator, or other specialized equipment. Details regarding the available relay services in Iowa can be found in this pamphlet or online at **www.relayiowa.com.**

When you connect with Relay Iowa Service, a Communication Assistant (CA) will facilitate your call - promptly, professionally and accurately. Whether you're connecting with family, friends, or businessess, all relay calls are confidential and there are no records kept of relay conversations.

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- Equipment Distribution Program
- Access and Charges
- Pay Phones
- Emergency Calls
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** Although the relay service is free, standard long distance charges may apply.*

# Maximizing Your Relay Experience

**7-1-1: Easy, nationwide access to Relay.**
7-1-1 is the national three-digit number for relay access (similar to 4-1-1 for information or 9-1-1 for emergencies). Simply dial 7-1-1 from wherever you are to be connected with Relay.

To ensure your calls are placed through your state's relay service, you may also dial the direct toll-free numbers found on the back page.

**Spanish Relay**
All relay connection options are available in Spanish. Bilingual CAs are available to process Spanish-to-Spanish relay calls. Relay calls can be translated between Spanish and English if you and the person you are calling are both within the state. Additional information about services in Spanish can be found at www.hamiltonrelay.com/espanol/index.html

**Customer Profile**
Individuals may establish a variety of calling preferences that are automatically displayed for the Communication Assistant (CA). This can save on call-time and make relay calls smoother and easier.

To create your profile, please see the *Customer Profile* instructions on the back of this pamphlet.

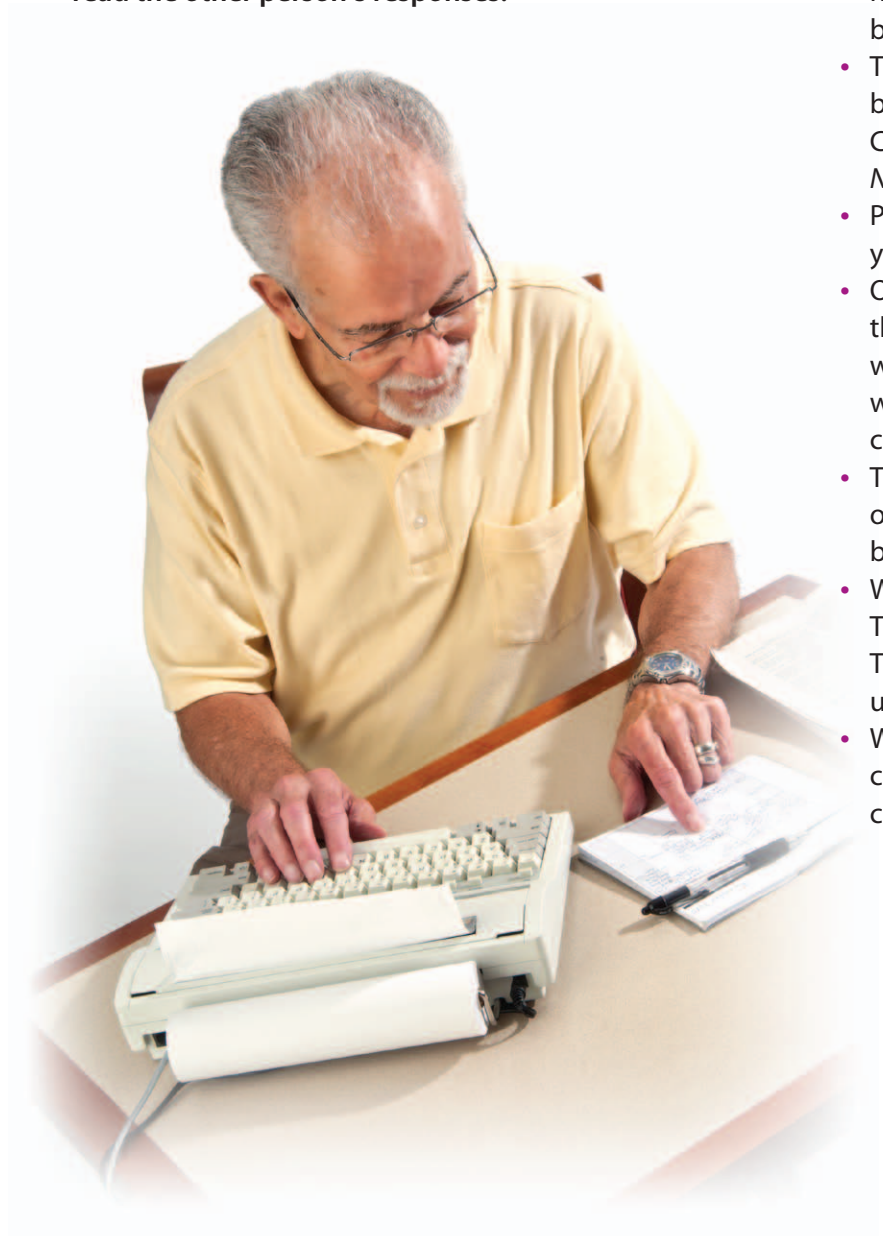
**The Role of the CA**
All relay calls are kept confidential. The CA's sole function is to facilitate your call. Do not attempt to engage the CA in conversation; rather, address your comments directly to the person you are calling. The CA reads aloud everything typed and types everything heard, including background noises or side comments. The CA may also indicate sounds heard on the calls that are not conveyed through the conversation, such as: chuckling, crying, yawning, etc.

**The use of *GA* and *SK*:**
*GA* or *Go Ahead* is a term used in relay calls for turn-taking purposes. When a person hears or sees *GA,* they know it is their turn to respond.

*SK* or *Stop Keying* is a term used in relay calls to indicate that the conversation is over and it is time to hang up.

# TTY (Text Telephone)

**TTY (Text Telephone) is the most common way to connect to Relay – allowing a person who is deaf or hard of hearing to type their messages and read the other person's responses.**



## Making a TTY Call

**Using a TTY**

- Using your TTY, dial 7-1-1 or the toll free number for your state. (Please see the inside back cover for details)
- The Communication Assistant (CA) will answer by identifying the relay and providing his/her CA number and gender. The CA will then type *NUMBER TO CALL PLS Q GA.*
- Provide the area code and telephone number you want to call and any additional instructions.
- Once the call is connected, the CA will ask the person you are calling if he/she is familiar with the relay. If the person is not, the CA will explain how the relay works before the conversation begins.
- The CA will type everything said by the other party, word for word, along with any background noises.
- When you see *GA,* it is your turn to respond. Type *GA* when you are ready for a response. The conversation will proceed in this manner until the call is complete.
- When you have completed your side of the conversation, type *GA to SK* and the CA will close your call.

# VCO (Voice Carry Over)

**Voice Carry Over (VCO) is an effective service for people who have hearing loss and use their voice on the phone. VCO users speak directly to the person being called and, through specialized equipment, read what is spoken by the other party.**

**Required Equipment** To make and receive calls using VCO, you will need either a TTY or a specific VCO device such as the Ameriphone or Uniphone. This equipment will allow you to read telephone conversations on a screen and respond using your own voice.

## Making a VCO Call

**Using a TTY**

- Using your TTY, dial 7-1-1 or the toll free number for your state. (Please see the inside back cover for details)
- After the Communication Assistant (CA) answers and identifies relay, type: *VCO PLS GA.*
- Wait for the CA to type, *VCO ON GA* indicating that Voice Carry Over has been activated.
- Pick up the handset and speak to the CA providing the number of the person you wish to call, and any additional instructions. Say *GA* or *Go Ahead* and immediately place the handset back onto the TTY.
- The CA will ask the person you are calling if he/she is familiar with Voice Carry Over. If the person is not, the CA will explain how VCO works before the conversation begins.
- The CA types the response of the other person for you to read on your TTY screen. When you see *GA,* it is your turn to respond by picking up the handset and speaking to the other person.
- When you are ready for the other person to respond, say *GA* and place the handset back on the TTY. Turn-taking continues in this manner until the call is complete.

**Using a VCO Device**

- Connect to relay by dialing 7-1-1 or the toll free number for your state. (Please see the inside back cover for details)
- When the Communication Assistant (CA) answers, simply press the *RLY MSG* button that sends a recorded VCO prompt.
- After the CA answers with *VCO ON GA,* provide the number you wish to call and then say *GA*.
- If necessary, the CA will explain how VCO works to the person you are calling.
- When the conversation is ready to begin, speak directly to the person you are calling and say *GA* when you are ready for a response. The CA types the response of the other person for you to read on your screen, and when you see *GA*, it is your turn to respond. Turn-taking continues in this manner until the call is complete.

## Receiving a Call as a VCO User

People calling you can dial 7-1-1 or the toll free number listed on the back page of this pamphlet. If you have not established a Customer Profile, answer incoming calls in one of the following two ways.

**Answering Voice First**

- Answer the call and say *VCO PLEASE GA*. Immediately connect your TTY or VCO device.
- The CA will send his/her CA number and gender, followed by *VCO ON GA*. You may then speak directly to the caller using *GA* to take turns.

**Answering TTY or VCO Device First**

- Connect your TTY and type *VCO PLS GA*.
- If you are using a VCO device, simply press the *RLY MSG* button that sends a recorded VCO prompt.
- The CA will send his/her CA number and gender, followed by *VCO ON GA*. You may then speak directly to the caller using *GA* to take turns.

## Tips for VCO Users

- When connecting with the CA, do not press any other keys. Doing so will send TTY tones to the CA and may cause confusion about which call method you want to use (TTY or VCO).
- While the other party is speaking, be aware that the CA will not be able to hear you until the *GA* is given and it's your turn to speak.
- You may make as many consecutive calls as you wish. If you wish to make another call, simply inform the CA and provide the phone number.

## 2-Line VCO

This enhanced relay feature allows for a more interactive conversation by eliminating the use of *Go Ahead*. The CA does not identify relay and is present only to type what's said by the other party. 2-Line VCO requires the use of two telephone lines, one of which must have 3-way conferencing capabilities.

# HCO (Hearing Carry Over)

**HCO (Hearing Carry Over) is especially useful for people who can hear, but who regularly or occasionally have difficulty speaking over the phone. HCO users listen directly to the person called and, through specialized equipment, type their responses to the other party.**

## Making an HCO Call

- Using your TTY, dial 7-1-1 or the toll free TTY number for your state. (Please see the inside back cover for details)
- When the Communication Assistant (CA) answers, type *HCO PLS GA*.
- Wait for the CA to both type and say *HCO ON GA,* which indicates that Hearing Carry Over has been activated.
- Type the telephone number for the person you wish to call and provide any additional instructions, followed by GA.
- Once the call is connected, everyone on the call will be able to hear each other. Be ready to listen for the voice of the person you are calling.
- The CA will ask the person you are calling if he/she is familiar with Hearing Carry Over. If the person is not, the CA will explain how HCO works before the conversation begins.
- When you hear the person say *Go Ahead,* type your response. The CA will read aloud your response to the other person. Turn-taking continues in this manner until the call is complete.
- To end your call, type *GA to SK* or simply type *Goodbye.*

## Receiving a Call as an HCO User

- People calling you may dial 7-1-1 or the toll free Voice number for your state. (Please see the inside back cover for details)
- If a customer profile has been established, the calls you receive will automatically connect in HCO mode.
- If a customer profile has not been established, answer incoming calls by connecting your TTY and typing *HCO PLS GA*. The CA will then activate Hearing Carry Over and both type and say *HCO ON GA.*

## 2-Line HCO

This enhanced relay feature allows for a more interactive conversation by eliminating the use of *Go Ahead*. The CA does not identify Relay and is present only to read aloud what's typed by the HCO User. 2-Line HCO requires the use of two telephone lines, one of which must have 3-way conferencing capabilities.

# DBS (Deaf-Blind Service)

**DBS (Deaf-Blind Service) allows people with combined hearing and vision loss to place and receive telephone calls. DBS users type their messages and read the other person's responses, typed by the CA, on a braille display.**

## Required Equipment

Specialized telecommunications equipment is required, such as a TeleBraille or DeafBlind Communicator.

## Making a DBS Call

- Using your specialized equipment, dial 7-1-1 or the toll free number for your state. (Please see the inside back cover for details)
- The CA will answer by identifying Relay and typing *NUMBER TO CALL PLS Q GA.*
- Provide the area code and telephone number you want to call, as well as any additional instructions.
- Once the call is connected, the CA will type everything said by the other party word for word, along with any background noises.
- When you read *GA,* it is your turn to respond. Type your message and add *GA* when you are ready for a response. The conversation will proceed in this manner until the call is complete.
- When you have completed your side of the conversation, type *GA to SK* to close your call.

**Slow Type Buffer:** A feature used in DBS which allows the CA to type at a normal pace, while sending text to your device at a speed dictated by you (see note below). CAs have the ability to turn this feature on or off on a per call basis.

***Note:*** *The Slow Type Buffer is a common feature used in DBS. You can establish the pace of which text is sent to you by completing a Customer Profile form, or by indicating your preference to the CA before your call. In addition, the CA is able to adjust the speed for you at any time throughout your call.*

# STS (Speech-to-Speech)

**STS (Speech-to-Speech) is especially useful for people who have difficulty speaking or being understood on the telephone. STS Relay involves specially trained Communication Assistants (CA) who are familiar with the speech patterns of a wide variety of individuals who have difficulty being understood.**

## Required Equipment

Special telephone equipment is not needed for Speech-to-Speech calls since STS users may use their own voice or an assistive speaking device to communicate.

## Making a Call

- Dial 7-1-1 or the toll free STS number for your state. (Please see the inside back cover for details)
- Provide the STS CA the number you wish to call, plus any special instructions.
- The CA will ask the person you are calling if he/she is familiar with STS. If the person is not, the CA will explain how STS works before the conversation begins.
- The CA will repeat your part of the conversation, in short phrases, unless you request otherwise. The CA will work closely with you to ensure your entire conversation is understood and will clarify anything that is not clear before repeating.
- Say *Go Ahead* or *GA* each time you are finished speaking and are ready for a response. The conversation will proceed in this manner until the call is complete.
- To end your call, say *GA to SK* or simply say *Goodbye*.

## Tips for STS Users

- Establish a Customer Profile to store helpful information about your calls. This will allow the CA to process your calls more efficiently. (See back panel)
- Give the CA as much information as possible about your call prior to the CA dialing. For example, if you know you are calling an automated system that requires you to select from a number of options, let the CA know which options you want before the call is placed.
- If you reach an answering machine, the CA will request and verify your full message and then call back to leave that message.
- It is helpful if you pause while the CA repeats your part of the conversation.
- You or the person you are calling may request that the CA remain in the background. If you need the CA to assist at any time during the call, you must request the CA to do so. This is especially helpful when calling family, friends or others who are familiar with your speech.
- There is no time limit and you may make as many consecutive calls as you want. You should not be concerned with the length of time a call may take.
- You may request a male or female CA and as long as one is available, your request will be honored.

Additional STS offerings may be available in your state. Please contact Customer Service to learn more.

# CapTel® (Captioned Telephone)

## What is Captioned Telephone?

Captioned Telephone (CapTel) is a *free service that allows users to listen to their phone conversations while reading word-for-word captions of what's said to them. Through the use of a uniquely designed CapTel phone, users speak directly to the other party and listen and read the other party's response. Captions appear on the bright, built-in display screen of the CapTel phone, just moments after the other party has spoken.

**This state-of-the-art technology:**

- Eliminates the struggle of using the phone due to difficulty hearing
- Allows for natural conversations
- Provides a truly interactive calling experience

* Although the captioning service is free, standard long distance charges may apply.

## Who benefits from Captioned Telephone?

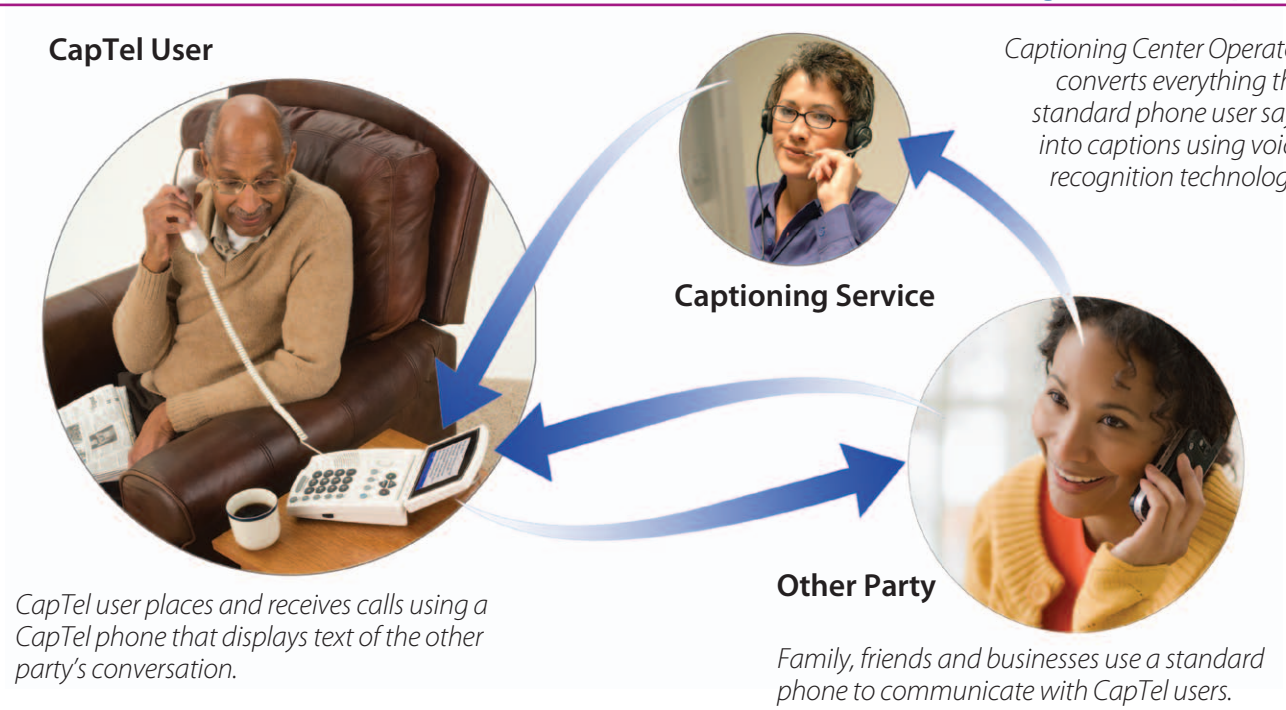
- People who experience hearing loss and have understandable speech
- People who communicate with individuals who experience difficulty hearing over the phone

## Required Equipment

In order to make a Captioned Telephone call, a CapTel phone, telephone service, and standard electrical power are needed.

For more information on how to obtain a CapTel phone, please refer to the back page.

## Connecting with CapTel



## How it Works

Captioned Telephone service works through the use of a CapTel phone, which functions like a traditional phone with an essential difference: it displays every word the other party says throughout the conversation.

Behind the scene, a specially trained operator uses voice recognition technology to generate captions by repeating what the standard *phone user says. Captions appear on the bright, easy-to-read display screen of the CapTel phone.

So if you just can't hear on the phone, now you can read as well as listen to what's said for increased clarity on every call.

## Placing and Receiving CapTel Calls

It's easy to place and receive calls using CapTel.

### Placing Calls with Captions

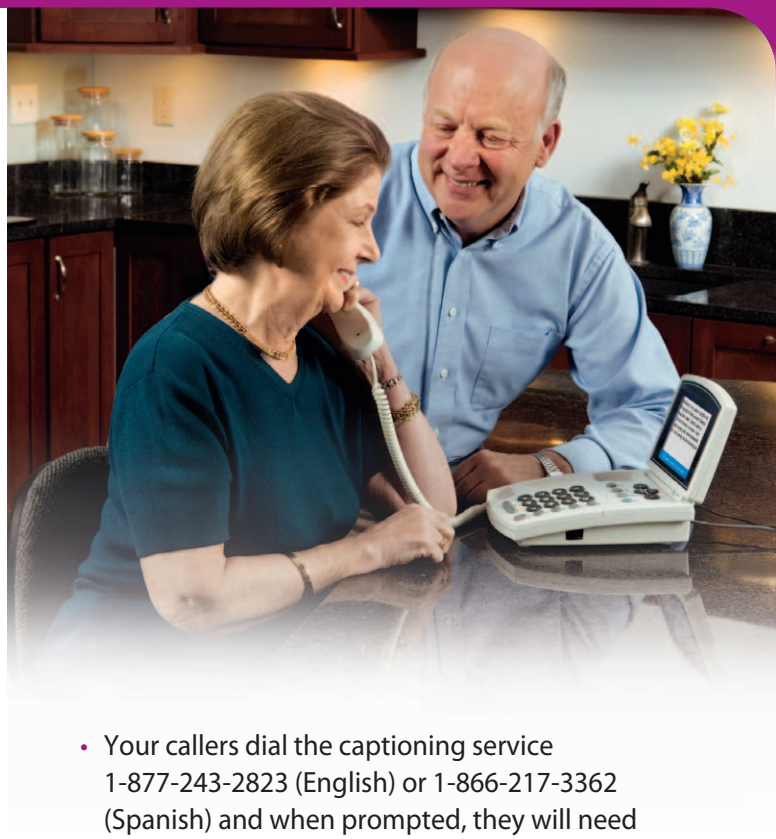
All outgoing calls you make are automatically captioned. Just dial the number of the person you are calling and make sure the red light around the CAPTIONS button on your CapTel phone is on.

### Receiving Calls with Captions

For incoming calls you may choose to receive captions in either 1-line or 2-line mode.

### 1-line CapTel Mode (one telephone line connected to your CapTel phone)

- In order for you to receive captions, callers must first dial the toll-free captioning service and then enter your phone number



- Your callers dial the captioning service 1-877-243-2823 (English) or 1-866-217-3362 (Spanish) and when prompted, they will need to enter your telephone number
- When your CapTel phone rings, with the Captions Button turned on, simply answer the phone and the captions will appear shortly thereafter

### 2-line CapTel Mode (two telephone lines connected to your CapTel phone)

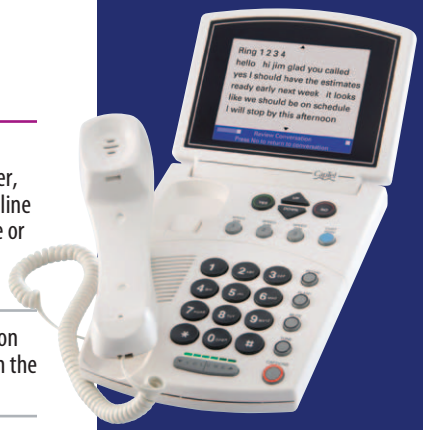
- Calls received are automatically captioned
- Callers simply dial your phone number directly
- When your CapTel phone rings, with the Captions Button turned on, simply answer the phone and the captions will appear shortly thereafter

** All calls are strictly confidential and no records of any conversations are maintained.*

For more information on 1-line and 2-line CapTel, please refer to the chart provided in this pamphlet.

# 1-Line CapTel vs. 2-Line CapTel

| | 1-Line CapTel | 2-Line CapTel |
|---|---|---|
| **Number of Lines**<br>*For those with only digital phone service, additional options are available. For more information call 888-514-7933 or visit www.hamiltoncaptel.com.* | Requires one standard (analog) telephone line or DSL with an analog filter. | The first telephone line can be analog or DSL with an analog filter, Digital Cable or VoIP. The second line must be an analog telephone line or DSL with an analog filter. |
| **How Calls are Managed** | Spoken conversations and captions provided through one telephone line. | Spoken conversation is provided on one line; captions are provided on the second line. |
| **Captioning** | Captions must be turned on prior to using the phone. A red light indicates that captions are "on". | Captions can be turned on or off at any point in the conversation. |
| **Outgoing Calls** | Outgoing calls are automatically routed through the CapTel Captioning Center. | Both incoming and outgoing calls are automatically routed through the CapTel Captioning Center. |
| **Calling a CapTel User** | People calling the CapTel user must first dial the toll free number for CapTel; then dial the CapTel user's phone number when prompted. | People calling the CapTel user dial that person's number directly. |
| **Calling Features** | Call-waiting and automatic call back (*69) are not available. | Call-waiting and automatic call back (*69) can be used. |
| **Three-Digit Dialing** | CapTel users are able to dial three digit numbers such as 2-1-1 and 4-1-1 directly from the CapTel phone. Three-digit dialing codes are available in most states nationwide and allow quick and convenient access to important services. | Three-digit dialing functions the same in 1 Line or 2 Line mode. |
| **911 Calls**<br>*Note that CapTel Captioning Centers are not 911 centers and do not assume responsibility for calls placed through 911* | Calls placed to 911 connect directly to Emergency 911 Services and are not routed through the CapTel Captioning Center. Calls are processed as *VCO calls whereby the 911 call-taker can hear everything you say, and then types his/her response which appears on the CapTel display screen. You speak directly into the handset, as you would with any other CapTel call.<br><br>** VCO stands for "Voice Carry Over", a service that allows callers to speak for themselves and read typed responses.* | Calls placed to 911 are captioned through the CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the second line. |




Captioned Telephone (CapTel®) allows individuals who have difficulty hearing on the phone to listen while reading captions of what's said to them.

# Voice

**Voice Relay allows standard phone users to communicate with individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking and who may use a TTY, TeleBraille, or other assistive telecommunications device. A Communication Assistant (CA) facilitates the call confidentially by relaying messages between the individuals, according to their communication needs.**

## Making a Call

- Dial 7-1-1 or the toll free number for your state. (Please see the inside back cover for details)
- The CA will answer with his/her identification number and ask for the number you wish to call.
- Provide the area code and telephone number you wish to call, along with any special instructions.
- All messages are relayed word for word. The person you are calling may also be made aware of any audible background noises or conversations occurring near you.
- The CA will facilitate the conversation through a turn taking process. When it is your turn, speak directly and clearly to the person you are calling and say *GA* or *Go Ahead* when you are ready for a response. The other party will begin their message and when you hear the words *GA* or *Go Ahead,* it is your turn to speak again.
- To end your call, say *GA to SK* or simply say *Goodbye.*

## Receiving a Relay Call

- When you pick up the phone and hear *This is the Relay Service,* someone who may be deaf, deaf-blind, hard of hearing or have difficulty speaking is on the line.
- The CA will give his/her identification number and ask if you have received a relay call before. If necessary, the CA will explain the process before connecting the call.
- The conversation will proceed in the same manner as when making a relay call; say *Go Ahead* or *GA* to indicate you are done speaking and say *GA to SK* to end the conversation.

## Tips for Voice Relay Users

- Provide the CA with as much information as possible before your call begins, such as the name of the person you are calling, so that the CA may ask for him/her when the call is answered.
- You may request a male or female CA – and depending on availability, your request will be honored.
- Once you are connected to the person you are calling, speak slower than usual and wait a few moments for a response as there may be a slight delay.
- If you have a series of questions, it is helpful to ask them one at a time, allowing the person you are calling to respond to each question individually. This will reduce any confusion or misunderstandings.
- There is no time limit on calls, and you may make as many consecutive calls as you wish.

# Contact Information

## How to Connect with Relay Iowa

To place a call through Relay Iowa, simply dial 7-1-1. Or call one of the toll free numbers below:

- TTY: 800-735-2942
- Voice: 800-735-2943
- Voice Carry Over (VCO): 800-735-4313
- Speech-to-Speech (STS): 877-735-1007
- Spanish: 800-264-7190
  (Includes Spanish-to-Spanish. Translation between English and Spanish is available if both parties are within the State of Iowa)
- To call a 1-Line CapTel user, dial 877-243-2823 (English) or 866-217-3362 (Spanish).
  To call a 2-Line CapTel user, dial their phone number directly.

If you are traveling out of state, or you are in a state that is not served by Hamilton Relay, you can place interstate calls with Hamilton by calling:

- TTY: 800-833-5833 (toll-free)
- Voice: 800-833-7833 (toll-free)

### Access and Charges

Access relay by dialing 7-1-1 or the associated toll free number. Relay services are available 24 hours a day, seven days a week – with no restrictions on the length or number of calls made. It is free to access and use relay services. Long distance charges apply for long distance calls.

*Additional contact information behind this panel.*

# Contact Information (cont.)

## Customer Service

If you have suggestions, comments or concerns, please contact:

**Relay Iowa Customer Service**
P.O. Box 285
Aurora, NE 68818
Voice/TTY: 888-516-4692
Fax: 402-694-5110
E-mail: iarelay@hamiltonrelay.com

If your expressed concern is not resolved to your satisfaction, you may contact:

Iowa Utilities Board
1375 E. Court Ave., Rm. 69
Des Moines, IA 50319-0069
Voice: 877-565-4450
Fax: 515-725-7398
E-mail: customer@iub.iowa.gov

Póngase en contacto con el Departamento de Servicio al Cliente del servicio de retransmisión de Iowa para obtener más información sobre el servicio de retransmisión en español.

- Voz/TTY: 866-744-7471
- Fax: 402-694-5110
- Correo Electrónico: spanish@hamiltonrelay.com

**Captioned Telephone Customer Service**
English: 888-269-7477
Spanish: 866-670-9134
E-mail: info@hamiltoncaptel.com

In addition, the Federal Communications Commission is available to serve you regarding relay issues. Visit: www.fcc.gov/cgb/complaints.html.

**Equipment Distribution Program**
The Iowa Equipment Distribution Program called Telecommunications Access Iowa (TAI) helps pay for specialized equipment for Iowa residents who are deaf, deaf-blind, hard of hearing or have difficulty speaking. Qualified individuals can receive a voucher for approximately 95% of the average cost of specialized telephone equipment.

To apply for specialized equipment online, visit www.relayiowa.com/tai or contact:
**Telecommunications Access Iowa**
6925 Hickman Road
Des Moines, IA 50322

TTY: 515-282-5130
Voice: 515-282-5099
Voice/TTY: 800-606-5099
Fax: 515-237-3917
E-mail: teleiowa@aol.com

**Pay Phones**
The Federal Communications Commission has ordered that all local relay calls made from a pay phone are free. Callers may simply dial 7-1-1 or the toll free number for relay. When placing a long distance relay call from a pay phone, the CA must be provided with a way to bill the call (a calling card, for example). Coins cannot be used to pay for a long distance relay call from a pay phone.

**Emergency Calls**
In the event of an emergency, call 911 or your local emergency services TTY number directly. Relay Iowa will make every effort to assist in emergencies. Note that relay centers are not 911 centers and do not assume responsibility for the call.

**Customer Profile**

Individual call handling preferences can be stored on file. These preferences include customized greetings, preferred connection option, speed dial numbers, slow type buffer, and more. User preferences are then automatically displayed on the CA's screen every time you make or receive a call. This can save on call processing time – connecting you with family, friends, and businesses in a more efficient and effective manner.

To create a customer profile online, visit www.relayiowa.com and select *Customer Profile* to complete and submit your form. You may also contact Relay Iowa Customer Service.

*Relay Iowa and Telecommunications Access Iowa are programs of the Iowa Utilities Board. Relay Iowa Service is powered through Hamilton Relay of Aurora, Nebraska – a national leader in providing high quality relay services for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking. Hamilton Relay has been offering relay services since 1991 and has built a reputation for outstanding customer service, reliable technology, essential relay education and professional Communication Assistants.*

IOWA UTILITIES BOARD

That's what I'm talking about

HAMILTON relay

RelayIowa.com

# Connect with Relay Iowa and CapTel® Service

**For information regarding CapTel equipment available through the Iowa Equipment Distribution Program, contact:**

Telecommunications Access Iowa
6925 Hickman Road
Des Moines, IA 50322

**Voice/TTY:** 800-606-5099
**Voice:** 515-282-5099
**TTY:** 515-282-5130
**Fax:** 515-237-3917
**E-mail:** teleiowa@aol.com
**Visit:** relayiowa.com/tai

**Customer Service - Available 24/7**
If you have suggestions, comments or concerns, please contact:
Relay Iowa Customer Service
P.O. Box 285
Aurora, NE 68818

**English:** 888-269-7477
**Spanish:** 866-670-9134
**Fax:** 402-694-5110
**E-mail:** iarelay@hamiltonrelay.com

In addition, the Federal Communications Commission is available to serve you regarding relay issues.
**Visit:** www.fcc.gov/cgb/complaints.html

You can also contact the Iowa Utilities Board.
**E-mail:** customer@iub.iowa.gov

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## See what they say® with Captioned Telephone

Captioned Telephone (CapTel®) allows individuals who have difficulty hearing on the phone to listen while reading captions of what's said to them.

See What They Say is a registered trademark, used under license by Hamilton Relay, Inc.

## What is Captioned Telephone?

Captioned Telephone (CapTel) is a *free service that allows users to listen to their phone conversations while reading word-for-word captions of what's said to them. Through the use of a uniquely designed CapTel phone, users speak directly to the other party and listen and read the other party's response. Captions appear on the bright, built-in display screen of the CapTel phone, just moments after the other party has spoken.

**This state-of-the-art technology:**

- Eliminates the struggle of using the phone due to difficulty hearing
- Allows for natural conversations
- Provides a truly interactive calling experience

* Although the captioning service is free, standard long distance charges apply.

## Who benefits from Captioned Telephone?

- People who experience significant hearing loss and have understandable speech
- People who communicate with individuals who experience difficulty hearing over the phone

## Required Equipment

In order to make a Captioned Telephone call, a CapTel phone, telephone service, and standard electrical power are needed.

For more information on how to obtain a CapTel phone, please refer to the back page.

# Connecting with CapTel

*Captioning Center Operator converts everything the standard phone user says into captions using voice recognition technology.*

*CapTel user places and receives calls using a CapTel phone that displays text of the other party's conversation.*

*Family, friends and businesses use a standard phone to communicate with CapTel users.*

## How it Works

Captioned Telephone service works through the use of a CapTel phone which functions like a traditional phone, with an essential difference: it displays every word the other party says throughout the conversation.

Behind the scene, a specially trained operator uses voice recognition technology to generate captions by repeating what the standard phone user says. Captions appear on the bright, easy-to-read display screen of the CapTel phone.

So if you just can't hear on the phone, now you can read as well as listen to what's said for increased clarity on every call.

## Placing and Receiving CapTel Calls

It's easy to place and receive calls using CapTel.

### Placing Calls with Captions

All outgoing calls you make are automatically captioned. Just dial the number of the person you are calling and make sure the red light around the CAPTIONS button on your CapTel phone is on.

### Receiving Calls with Captions

For incoming calls you may choose to receive captions in either 1-line or 2-line mode.

**1-line CapTel Mode (one telephone line connected to your CapTel phone)**

- In order for you to receive captions, callers must first dial the toll-free captioning service and then enter your phone number

- Your callers dial the captioning service 1-877-243-2823 (English) or 1-866-217-3362 (Spanish) and when prompted, they will need to enter your telephone number
- When your CapTel phone rings, with the Captions Button turned on, simply answer the phone and the captions will appear shortly thereafter

**2-line CapTel Mode (two telephone lines connected to your CapTel phone)**

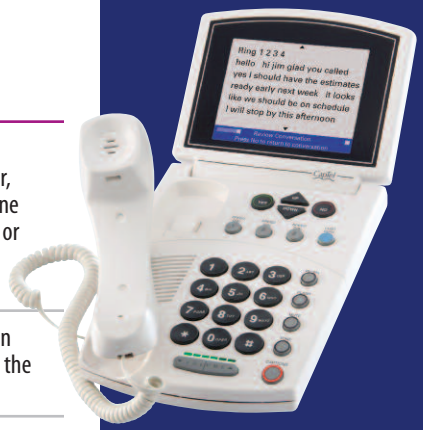
- Calls received are automatically captioned
- Callers simply dial your phone number directly
- When your CapTel phone rings, with the Captions Button turned on, simply answer the phone and the captions will appear shortly thereafter

* *All calls are strictly confidential and no records of any conversations are maintained.*

For more information on 1-line and 2-line CapTel, please refer to the chart provided in this brochure.

## 1-Line CapTel vs. 2-Line CapTel

| | 1-Line CapTel | 2-Line CapTel |
|---|---|---|
| **Number of Lines**<br>*For those with only digital phone service, additional options are available. For more information call 888-514-7933 or visit www.hamiltoncaptel.com.* | Requires one standard (analog) telephone line or DSL with an analog filter. | The first telephone line can be analog or DSL with an analog filter, Digital Cable or VoIP. The second line must be an analog telephone line or DSL with an analog filter. |
| **How Calls are Managed** | Spoken converstions and captions provided through one telephone line. | Spoken conversation is provided on one line; captions are provided on the second line. |
| **Captioning** | Captions must be turned on prior to dialing the number to call. A red light indicates that captions are "on". | Captions can be turned on or off at any point in the conversation. |
| **Outgoing Calls** | Outgoing calls are automatically routed through the CapTel Captioning Center. | Both incoming and outgoing calls are automatically routed through the CapTel Captioning Center. |
| **Calling a CapTel User** | People calling the CapTel user must first dial the toll free number for CapTel; then dial the CapTel user's phone number when prompted. | People calling the CapTel user dial that person's number directly. |
| **Calling Features** | Call-waiting and automatic call back (*69) are not available. | Call-waiting and automatic call back (*69) can be used. |
| **Three-Digit Dialing** | CapTel users are able to dial three digit numbers such as 2-1-1 and 4-1-1 directly from the CapTel phone. Three-digit dialing codes are available in most states nationwide and allow quick and convenient access to important services. | Three-digit dialing functions the same in 1 Line or 2 Line mode. |
| **911 Calls**<br>*Note that CapTel Captioning Centers are not 911 centers and do not assume responsibility for calls placed through 911* | Calls placed to 911 connect directly to Emergency 911 Services and are not routed through the CapTel Captioning Center. Calls are processed as *VCO calls whereby the 911 call-taker can hear everything you say, and then types his/her response which appears on the CapTel display screen. You speak directly into the handset, as you would with any other CapTel call.<br><br>** VCO stands for "Voice Carry Over", a service that allows callers to speak for themselves and read typed responses.* | Calls placed to 911 are captioned through the CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the second line. |




Relay Iowa is a program of the Iowa Utilities Board and is powered through Hamilton Relay of Aurora, Nebraska – a national leader in providing high quality relay services for people who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

That's what I'm talking about

HAMILTON relay

# Important Information Regarding Relay Iowa

**Relay Iowa** is a specialized service that guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish-to-Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

**Here's how Relay Iowa works:**

Dial 7-1-1 or the appropriate toll-free number provided to connect with Relay Iowa. A specially trained operator, called a Communication Assistant (CA) will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the text telephone (TTY) user to the hearing person on the other end. The CA then relays the hearing person's spoken words by typing them back to the TTY user. All calls are held strictly confidential.

**Specialized Services:**

Relay Iowa offers specialized services for individuals who have difficulty speaking and for Spanish speaking residents. Specially trained CA's are on hand to assist in these types of calls and may be reached by dialing the associated number provided at the top of this page. Since Relay Iowa offers a variety of services, please refer to the website listed or call Relay Iowa Customer Service for more detailed instruction on how a particular call is processed.

**Captioned Telephone** is also available and ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with an essential difference: it allows you to listen as well as read every word the other party says throughout the conversation on the display window.

**Access to Services:**

Both 7-1-1 and the 800 numbers are toll free calls and provide access to the same relay services. If you are experiencing trouble dialing 7-1-1 to reach Relay Iowa, please call Relay Iowa Customer Service.

All services are available 24 hours a day, seven days a week. Consumers may place relay calls to English and Spanish speaking persons within Iowa, across the United States and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access Relay Iowa, although standard long distance charges apply.

Relay Iowa and the Iowa Equipment Distribution Program are both programs of the Iowa Utilities Board.

**To place a call using Relay Iowa, dial 7-1-1**

or dial one of the toll free numbers below:

**TTY:** 1-800-735-2942
**Voice:** 1-800-735-2943
**Spanish:** 1-800-264-7190
**Voice Carry Over (VCO):** 1-800-735-4313
**Speech-to-Speech:** 1-877-735-1007

**Customer Service Information:**

1-888-516-4692 Voice/TTY
P.O. Box 285
Aurora, NE 68818

Email: iarelay@hamiltonrelay.com
Web: www.hamiltonrelay.com
www.relayiowa.com

**Captioned Telephone Customer Service:**

1-888-269-7477

**To call a Captioned Telephone user, dial:**

1-877-243-2823

## Special points of interest:

- **Iowa Equipment Distribution Program**
  The Iowa Equipment Distribution Program, called Telecommunication Access Iowa (TAI), helps pay for specialized equipment for residents of Iowa who are deaf, deaf-blind, hard of hearing or have difficulty speaking. Qualified individuals can receive a voucher for approximately 95% of the average cost of specialized telephone equipment. To apply online, go to: www.relayiowa.com/tai/ or call 1-800-606-5099 Voice/TTY.
- **Emergency Calls**
  **Please note that 7-1-1 is only to be used to reach Relay Iowa.**

  **In an EMERGENCY you should continue to use 9-1-1** For emergencies, call 9-1-1 or your local emergency service TTY number directly. The Americans with Disabilities Act (ADA) requires that all 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. Relay Iowa will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.

# Relay Iowa - A Program of the Iowa Utilities Board

**Relay Iowa makes it possible for individuals who can hear, are deaf, deaf-blind, hard of hearing, or have difficulty speaking to communicate with each other using the telephone.**

## HOW DO I CONNECT WITH RELAY IOWA?

To place a call using Relay Iowa, dial 711 or dial the appropriate toll free number below.

**Voice/TTY/ASCII: Dial 7-1-1**
**OR**
**TTY:** 1-800-735-2942
**Voice:** 1-800-735-2943
**Spanish:** 1-800-264-7190
**Speech-to-Speech:** 1-877-735-1007
**Hearing Carry Over:** 1-800-735-2942
**Voice Carry Over Direct:** 1-800-735-4313
**Captioned Telephone:** 1-877-243-2823

**Relay Iowa Customer Service:**
1-888-516-4692 (Voice/TTY/ASCII/Spanish)
1-888-269-7477 (Captioned Telephone)

## What is Relay Service?

The telecommunications relay service is a valuable communications tool which allows hearing individuals and businesses to use their telephones to call and communicate with individuals who are deaf, deaf/blind, hard of hearing, or have difficulty speaking through their telephones. Relay service also provides full telephone accessibility to individuals who are deaf, deaf-blind, hard of hearing, or have difficulty speaking so that they also have the opportunity to make personal and business calls like any other telephone user. Specially trained operators confidentially complete relay calls and stay on the line to relay conversations electronically over a text telephone (TTY) or verbally between the callers.

The Iowa Utilities Board has a contract with Hamilton Relay to provide telephone relay service in Iowa. This service, known as Relay Iowa, is available 24 hours a day, 365 days a year, with no restriction on the number of calls placed or on their length. Both TTY and voice users may initiate calls through Relay Iowa. If you place a call and hear a series of high pitched sounds, it may be a TTY. You can call Relay Iowa and give the operator the phone number to complete your call. There is no additional charge to users for using relay service, although long distance charges apply for long distance calls.

## Confidentiality

By law, each call that is made using Relay Iowa is handled with strict confidentiality. Calls will be kept private and no records of any conversation will be kept. Operators will not share information regarding the contents of any relay call.

## Iowa Equipment Distribution Program

The equipment distribution program is a program which assists qualified individuals who are deaf, deaf-blind, hard of hearing, or have difficulty speaking in purchasing specialized telecommunications equipment. Telecommunications Access Iowa (TAI) administers this program on behalf of the Iowa Utilities Board. Call TAI toll free at 1-800-606-5099 (Voice/TTY), or 1-866-954-4107 (Videophone), or at 1-515-282-5099 (Voice) for more information. To fill out an application online, you may visit: www.relayiowa.com/tai/.

# Explanation of Services Available Through Relay Iowa

## Standard Telephone (Voice) Users:

If you would like to place a call using Relay Iowa, dial **711** or **1-800-735-2943**. A specially trained operator, called a Communications Assistant (CA), will answer the call and announce their ID number. The CA will then ask you for the area code and number of the person you would like to call. If you dial 711 and hear TTY tones, stay on the line and a CA will answer momentarily. Once you have given the CA the number to call and any further instructions, your call will begin. The CA will voice exactly what the TTY user is typing and will type exactly what you say back to the TTY user. Be sure to talk directly to the person you are calling and avoid saying "tell him" or "tell her." Each party will need to say "Go Ahead" at the end of each response to indicate that their message is complete and that it is time for the other party to respond. When you receive a call from Relay Iowa, you will be asked by the CA if you are familiar with the service. If not, a brief explanation of the relay service will be given. The call will then proceed as a direct conversation between you and the other party. Speak directly to the party you are calling as if the CA were not there.

## TTY users:

Dial **711** or **1-800-735-2942** to connect with Relay Iowa. A CA will answer and give their personal ID number, indicate "F" or "M" (for CA gender) and will type "NBR PLS GA." Type in the area code and telephone number you wish to call and then type "GA" ("Go Ahead"). The operator will dial the number and begin relaying the conversation. Remember to type "GA" at the end of each message to indicate that it is time for the other party to respond. When you have completed your side of the conversation, type "GA to SK" ("SK" means "stop keying; the conversation is over") and the CA will end your call.

## Voice Carry Over (VCO) Users:

VCO is an effective service for individuals who have a hearing loss and who use their own voice to speak directly to the person they are calling and, through specialized equipment, can read what is being spoken by the other party. To connect with a CA, dial **1-800-735-4313.** If you call 711 or the regular Relay Iowa 800 numbers, inform the CA you want to use VCO by typing "VCO PLS GA."

## Hearing Carry Over (HCO) Users:

HCO is a service for people who have difficulty speaking and who are able to hear on the phone. HCO users listen directly to the other party and, through specialized equipment, type their responses to a Communication Assistant who voices those responses to the other party. To connect with a CA, dial **1-800-735-2942.**

## Speech-to-Speech (STS) Users:

STS is a service for people who have a difficult time speaking or being understood on the phone. Specially trained CAs who are familiar with a wide variety of speech patterns revoice the STS user's side of the conversation as needed. To reach a STS CA directly, dial **1-877-735-1007.**

## Captioned Telephone:

Captioned Telephone is ideal for people with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with an essential difference: it allows you to listen as well as read every word the other party says throughout the conversation on the display window. To call a Captioned Telephone user, dial: 1-877-243-2823.

## Emergency/Directory Assistance:

In case of emergency, TTY users should call 911 directly. All 911 centers in Iowa are required to have a TTY and are prepared to handle emergency calls placed in this manner. Relay Iowa will place calls between a TTY user and a directory assistance operator. Once the CA has connected with directory assistance and the phone number has been obtained, the TTY user may choose to place the call through Relay Iowa or dial it directly (TTY to TTY).

## Other Services Available Through Relay Iowa:

Relay Iowa Customer Service is available to you. Representatives will answer your questions regarding relay, other available services through Relay Iowa, such as "Relay Friendly Business," and will accept customer suggestions, comments or complaints. Customer Service will also provide brochures and other literature regarding Relay Iowa upon request. For more information about Relay Iowa contact:

**Relay Iowa Customer Service:**

**1-888-516-4692 TTY/Voice**

**1-888-269-7477 Captioned Telephone**

**Email: iarelay@hamiltonrelay.com**

**Website: www.relayiowa.com**

# Relay Iowa

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**How does relay work?**
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**How do I apply for specialized equipment?**
The Iowa Equipment Distribution Program, called Telecommunication Access Iowa (TAI), helps pay for specialized equipment for residents of Iowa who are deaf, deaf-blind, hard of hearing or have difficulty speaking. Qualified individuals can receive a voucher for approximately 95% of the average cost of specialized telephone equipment. To apply online, go to:

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**VCO:** 1-800-735-4313
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**Iowa Outreach Activities 2011**

| Date: | Activity | # people |
|---|---|---|
| 7-Jan | Sioux City Sertoma Club TRS/CapTel Presentation | 29 |
| 19-Jan | Polk County Sr Services CapTel Presentation Des Moines, IA | 22 |
| 20-Jan | Stockport Senior Center CapTel Presentation Stockport, IA | 11 |
| 20-Jan | Sunnybrook Ashford Park Asisted Living CapTel Demo | 9 |
| 22-Jan | Hearing Loss Asso of Central IA Meeting Des Moines, IA | 10 |
| 23-Jan | First Congressional Church CapTel PresentationWaterloo, IA | 22 |
| 25-Jan | Robey Memorial Library CapTel Demo (rescheduled) | |
| 26-Jan | 1:1 CapTel Customer Service Templeton, IA | 2 |
| 2-Feb | Presentation**,** Johnston, IA 911 Dispatch TrainingTRS/CapTel | 14 |
| 3-Feb | CapTel Demo**,** Waukon, IA Southcrest Manor Assisted Living | 17 |
| 3-Feb | CapTel Presentation Robey Memorial Public LibraryWaukon, IA | 4 |
| 3-Feb | CapTel Customer Service 1:1 Parkersburg, IA | |
| 17-Feb | CapTel Demo Grand Haven Assisted Living Eldridge, IA | |
| 17-Feb | Workshop/Presentation Don White Parker Audiology Davenport, IA | 8 |
| 17-Feb | 1:1 CapTel Customer Service , Davenport, IA | 1 |
| 17-Feb | Generations Agency on Aging CapTel Demo | 3 |
| 17-Feb | Presentation Davenport Police Department Relay Friendly Business | 2 |
| 19-Feb | Presentation Sioux City Association of the Deaf | 31 |
| 24-Feb | Presentation Riverside Senior Living CapTel Demo | 6 |
| 24-Feb | Presentation CapTel community Workshop Robey Memorial Library | 2 |
| 24-Feb | 1:1 CapTel Customer Service Waukon, IA | 1 |
| 2-Mar | Meeting Dual Party Relay Council in Des Moines, IA | 20 |
| 4-Mar | Presentation Sunnybrook Assisted Living Captel Demo in Burlington, IA | 11 |
| 4-Mar | Field Visit Sunnybrook Management Community Relations Meeting in Fairfield, IA | 1 |
| 4-Mar | Presentation Planned Parenthood of SE IA Relay Friendly Business in Burlington | 20 |
| 4-Mar | Field Visit The Rosebush Assisted Living Captel Outreach Meeting in Burlington | 1 |
| 7-Mar | Exhibit Booth Deaf Education Day Iowa State Capitol in Des Moines | 100 |
| 9-Mar | Presentation Iowa Law Enforcement Academy 911 Dispatch Training in Johnston | 21 |
| 10-11-Mar | Exhibit Booth Iowa Brain Injury Association Conference in Des Moines | 300 |
| 12-Mar | Presentation Council Bluffs Silent Club Town Hall Meeting in Council Bluffs | 19 |
| 16-Mar | Presentation Iowa Western Community College Modalities in Communication Class | 14 |
| 29-Mar | CapTel Presentation Area XIV Agency on Aging in Creston, IA | |
| 29-Mar | Field Visit Country Haven Corp TRS/Captel Meeting in Corning, IA | 1 |
| 29-Mar | Field Visit Midwest Opportunities TRS/Captel in Creston, IA | 1 |
| 29-Mar | Field Visit Regency Park Housing TRS/Captel | 1 |
| 31-Mar | Exhibit Booth Cass County Memorial Hospital Community Health Fair in Atlantic, IA | |
| 7-Apr | CapTel Presentation at DeWitt Lion's Club | 63 |
| 7-Apr | Field Visit at Amber Ridge Assisted Living in DeWitt, IA | 2 |
| 7-Apr | One on One CapTel Customer Service Buffalo, IA | 2 |
| 9-Apr | Exhibit Booth in Bettendorf, IA at Quad Cities Caregiver's Conferences | 300 |
| 11-Apr | One on One CapTel Customer Service Sac City, IA | 2 |
| 11-Apr | Presentation at Silver Ridge Assisted Living in Denison | 7 |
| 13-Apr | Exhibit Booth National Association of Housing and Redevelopment Officials Iowa Conference | |
| 13-Apr | One on One CapTel Customer Service in Des Moines, IA | 2 |
| 20-21-Apr | Education Managelment and Leadership for First Time Supervisors, 2 day Seminar in Omaha, NE | |
| 3-May | CapTel Presentation at Leon Senior Center in Leon, IA | 29 |
| 4-May | CapTel Promotion Radio Interview- KQWC in Webster City, IA | |
| 4-May | CapTel Presentation at Windsor Manor Assisted Living, Webster City, IA | 14 |

| | | |
|---|---|---|
| 4-May | Presentation 911 Dispatch Training- IA Law Enforcement Academy, Johnston, IA | 27 |
| 11-May | Presentation- East Sac High School Hamilton Scholarship Award, Sac City, IA | 200 |
| 12-May | CapTel Presentation- Generations Agency on Aging in Davenport, IA | 29 |
| 12-May | One on One- CapTel Customer Service, Davenport, IA | 1 |
| 12-May | Field Visit- CapTel Meeting, Davenport Public Library Eastern Location | 2 |
| 13-May | CapTel Presentation Mississippi Bend Area Agency on Aging, Bettendorf, IA | 16 |
| 17-May | CapTel Presentation Orient Senior Center, Orient | 24 |
| 18-May | Exhibit Booth with TAI at Polk County Senior Fest, Des Moines, IA | 1,700 |
| 19-May | TRS/CapTel Presentation Denison Optimist Club | 8 |
| 20-May | Meeting, National Dept for Blind Equipment Distribution Program, Des Moines, IA | 6 |
| 23-May | Hamilton Better Speech and Hearing Month Award Event, Office of Deaf Services | 1 |
| 25-May | Exhibit Booth, The Fountain Senior Living Community Health and Fitness Day in Davenport, IA | 65 |
| 26-May | IL/IA Center for Independent Living Senior and Low Vision Expo Exhibit Booth | 350 |
| 26-May | Relay Friendly Business Presentation, U of Iowa Community Medical Services in Iowa City, IA | 18 |
| 31-May | CapTel Presentation at Greenfield Public Library in Greenfield, IA | 5 |
| 31-May | One on One CapTel customer training I Creston, IA | 1 |
| 31-May | CapTel Presentation at Adair Senior Center in Adair, IA | 15 |
| 13-Jun | Presentation, Mason City, IA, Homestead Assisted Living | 12 |
| 13-Jun | Presentation, Charles City, IA, Charles City Public Health RFB | 9 |
| 14-Jun | Presentation, Bettendorf, IA, The Fountains Assisted Living | 11 |
| 14-Jun | Presentation, Davenport, IA, The Friendly House | 2 |
| 21-Jun | Presentation, Fort Dodge, IA, Elderbridge Agency on Aging Council Meeting | 28 |
| 21-Jun | Field Visit, Fort Dodge, IA, Bickford Assisted Living | 2 |
| 22-Jun | Presentation, Greenfield, IA, Greenfield Senior Center | 39 |
| 22-Jun | Field Visit, Fontanelle, IA, Good Samaritan Nursing Home | 2 |
| 24-Jun | Presentation, Denison, IA, Retired Teacher's Association | 23 |
| 28-Jun | Presentation, Stuart, IA, Elderbridge Meeting | 29 |
| 6-Jul | Presentation: Relay Friendly Business Trng, YMCA, Ankeny, IA | 9 |
| 12-Jul | Presentation: TRS/CapTel, Guthrie Center Chamber of Commerce, Guthrie Center, IA | 11 |
| 13-Jul | Presentation: CapTel; Clearfield Senior Mealsite, Clearfield, IA | 28 |
| 14-Jul | Meeting, Dual Party Relay Council, Des Moines, IA | 13 |
| 21-Jul | One on One, CapTel Customer Service, Des Moines, IA | 2 |
| 22-Jul | One on One, CapTel Customer Service, Creston, IA | 1 |
| 22-Jul | Presentation, CapTel Demo Placement, Greenfield Manor Assisted Living, Greenfield, IA | 20 |
| 22-Jul | Presentation: CapTel, Greenfield Senior Living, Greenfield, IA | 4 |
| 27-Jul | Sponsorship, 2011 Conference, Iowa Association for the Deaf, Council Bluffs, IA | 4 |
| 8-Aug | Presentation, CapTel Demo, Golden Meadows Assisted Living, Manson, IA | 8 |
| 8-Aug | One on One, CapTel Customer Service, Blairsburg, IA | 2 |
| 10-Aug | Presentation, CapTel Demo, Bickford Assisted Living, Fort Dodge, IA | 2 |
| 10-Aug | Interview, CapTel Radio Interview and PSA Recording, KWMT, Fort Dodge, IA | |
| 10-Aug | Presentation, Community Lunch, Westview Care Center, Britt, IA | 26 |
| 11-Aug | Presentation, CapTel, Springvale Independent Living Center, Humbolt, IA | 8 |
| 11-Aug | Presentation, Relay Friendly Business, Civic Center of Greater Des Moines | 6 |
| 15-Aug | Presentation, CapTel, Iowa Department for the Blind, Des Moines. IA | 6 |
| 15-Aug | Meeting, Web and Mobile CapTel, Telecommunications Access Iowa | 2 |
| 20-Aug | Presentation, Sac County Congregate Meals, Wall Lake, IA | 24 |
| 23-Aug | Presentation, Manilla Ladies Club, Manilla, IA | 21 |

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| 24-Aug | Presentation, Iowa Brain Injury Association, Urbandale, IA | 31 |
| 25-Aug | Presentation, Exira Congregate Meals, Exira, IA | 13 |
| 29-Aug | Exhibit Booth, Iowa Caregivers Association, West Des Moines, IA | 280 |
| 30-Aug | Presentation, Crawford County Senior Center, Denison, IA | 31 |
| 1-Sep | Exhibit Booth, Iowa Assisted Living Asso. Des Moines, IA | 8 |
| 21-25-Sep | CapTel Booth, AARP Conference, Los Angeles, CA | 20,000 |
| 26-Sep | Relay Friendly Business Presentation, League of IA Human and Civil Rights Agency | 7 |
| 28-Sep | Presentation, 911 Dispatch Training, IA Law Enforcement Academy, Johnston, IA | 21 |
| 30-Sep | CapTel Services Training, Telecommunications Access Iowa | 1 |
| 30-Sep | Exhibit Booth and Presentation, Iowa Hearing Asso., Des Moines, IA | 80 |
| 3-Oct | Meeting, Wright County SALT Meeting, Eagle Grove, IA | 24 |
| 3-Oct | Presentation, Bellehaven Assisted Living CapTel Demo, Belmond, IA | 8 |
| 5-Oct | One on One, CapTel Customer Service, Creston, IA | 1 |
| 5-Oct | One on One, CapTel Customer Service, Red Oak, IA | 1 |
| 7-Oct | Exhibit Booth, Iowa Speech language Hearing Association, W Des Moines, IA | 240 |
| 9-Oct | Event, Hamilton Relay Picnic & Deaf Community Leader Award Presentation, Windsow Heights, IA | 41 |
| 12-13 Oct | Exhibit Booth, Iowa Library Association, Council Bluffs, IA | 300 |
| 17-Oct | Field Visit, Fod Dodge Public Library, Fort Dodge, IA | 1 |
| 17-Oct | Field Visit, Eagle Grove Public Library, Eagle Grove, IA | 1 |
| 17-Oct | CapTel Presentation, Belmond Lunch & Learn, Belmond, IA | 13 |
| 25-Oct | CapTel Presentation, The Clark House, Muscatine, IA | 18 |
| 25-Oct | Presentation, Rape Victim Advocacy Program, RFB, Iowa City, IA | 7 |
| 25-Oct | One on One, CapTel Customer Service, Ely, IA | 2 |
| 25-Oct | One on One, VCO Customer Service, Cedar Rapids, IA | 1 |
| 27-Oct | Exhibit Booth and Presentation, Mason City Elderbridge SALT Event | 210 |
| 4-Nov | Presentation, Friendship Haven, Fort Dodge, IA | 13 |
| 7-11-Nov | Summit in Aurora, NE | 25 |
| 15-Nov | Presentation, University of Northern Iowa ASL Club, Cedar Falls, IA | 22 |
| 16-Nov | Meeting, Relay friendly business training project, Ankeny, IA | 1 |
| 16-Nov | Meeting, Office of Deaf Services, Johnston, IA | 3 |
| 18-Nov | Presentation at Carroll Public Library in Carroll, IA | 3 |
| 28-Nov | One on One CapTel Customer Service in Manning, IA | 2 |
| 30-Nov | Presentation, IWCC Modalities of Communication Class, Council Bluffs, IA | 22 |
| 30-Nov | One on One CapTel Demonstration, Mondamin, IA | 2 |
| 6-Dec | Presentation, Iowa State University ASL Class, Ames, IA | 25 |
| 6-Dec | Field Visit, Keystone Apartments/Stonehaven Assisted Living CapTel mtg, Ames, IA | 1 |
| 9-Dec | Presentation, 911 Dispatch Training, TRS/CapTel Presentation, Johnston, IA | 20 |
| 9-Dec | Field Visit, Home Instead Senior Care CapTel meeting, Waukee, IA | 1 |
| 13-Dec | Meeting, Iowa Utilities Board Relay Outreach Plan 2012, Des Moines | 2 |
| 13-Dec | Meeting, Office of Deaf Services, Heartland Planned Parenthood, Des Moines, IA | 2 |

**Iowa Outreach Activities 2012**

| **Date:** | **Activity** | **# people** |
|---|---|---|
| 11-Jan | RFB Presentation, Seeds of Hope, Waterloo, IA | 9 |
| 11-Jan | Field Visit, Northeast Iowa center for Independent Living, Waterloo, IA | 1 |
| 11-Jan | Field Visit, RSVP, Retired Senior Volunteer Program, Waterloo, IA | 1 |
| 18-Jan | CapTel Presentation, Seniors in Story, Ames, IA | 23 |
| 19-Jan | CapTel Demo Placement/Presentation, Apple Valley Assisted Living, Clear Lake, IA | 16 |
| 19-Jan | Field Visit, Clear Lake Public Library, CapTel Demo, Clear Lake, IA | 2 |

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| 19-Jan | CapTel Presentation, field visit, Clear Lake Senior Center, Clear Lake, IA | 3 |
| 30-Jan | CapTel Presentation, Crest Ridge Estates, Creston, IA | 35 |
| 9-Feb | Presentation, Storm Lake Senior Center, Storm Lake, IA | 17 |
| 9-Feb | Presentation, Sac City Public Library, Sac City, IA | 5 |
| 9-Feb | One on One, CapTel Customer Service, Sac City, IA | 1 |
| 10-Feb | One on One, CapTel Customer Service, Arcadia, IA | 1 |
| 15-Feb | Meeting, Iowa Assisted Living Association, Des Moines, IA | 3 |
| 15-Feb | Presentation, Iowa Law Enforcement Academy, Des Moines, IA | 17 |
| 16-Feb | Meeting, Iowa Utilities Board Members, Des Moines, IA | 5 |
| 16-Feb | Event, Department of Human Rights Open House, Des Moines, IA | 30 |
| 20-Feb | Presentation, Holiday Inn Des Moines Airport, Des Moines, IA | 4 |
| 21-Feb | Presentation, Keystone Apartments, Ames, IA | 7 |
| 21-Feb | Presentation, Heartland Senior Services, Ames, IA | 15 |
| 1-Mar | Meeting and Mobile CapTel demonstration, Dual Party Relay Council, Des Moines, IA | 15 |
| 2-Mar | CapTel Presentation, Apple Valley Assisted Living, Osage, IA | 9 |
| 2-Mar | CapTel Demonstration and meeting, Osage Municipal Utilities, Osage, IA | 2 |
| 6-Mar | Exhibit Booth, Deaf Education Day, Des Moines, IA | 150 |
| 7-Mar | TRS/CapTel Presentation, 6th Judicial District Training, Cedar Rapids, IA | 2 |
| 7-Mar | Field Visit, Vocational Rehabilitation Services, Cedar Rapids, IA | 2 |
| 7-Mar | Field Visit, Kieystone Cedars Assisted Living, Cedar Rapids, IA | 1 |
| 9-Mar | Exhibit Booth, Brain Injury Association Conference, West Des Moines, IA | 200 |
| 9-Mar | Presentation, Brain Injury Association Conference, West Des Moines, IA | 12 |
| 9-Mar | 1:1, CapTel customer, West Des Moines, IA | 1 |
| 9-Mar | 911 Dispatch Planning discussion and meeting, Office of Deaf Services, Des Moines, IA | 1 |
| 13-Mar | Planning Meeting, Wellness Council of Iowa, Des Moines, IA | 3 |
| 13-Mar | Large Business Marketing Meeting, TAI/Relay Iowa, Des Moines, IA | 2 |
| 13-Mar | 1:1 Speech to Speech Relay Customer, Ames, IA | 1 |
| 13-Mar | 1:1 CapTel Customer, Ames, IA | 1 |
| 22-Mar | Presentation, Iowa School for the Deaf ASL Class, ICN Broadcast statewide, Council Bluffs, IA | 250 |
| 29-Mar | 1:1 Speech to Speech Relay Customer, Ames, IA | 1 |
| 29-Mar | Presentation, Pioneer Hybrid, Johnston, IA | 22 |
| 4-Apr | Presentation, Calhoun County Public Health RFB, Rockwell City, IA | 10 |
| 4-Apr | Presentation, Lion's Club, Jesup, IA | 22 |
| 7-Apr | Sponsorship, Iowa School for the Deaf Silent Supper, Council Bluffs, IA | 88 |
| 12-Apr | Workshop, Esstential Coaching & Mentoring Skills Training, Des Moines IA | 20 |
| 13-Apr | Presentation, Health Literacy Iowa & New Readers of Iowa Conference, Des Moines, IA | 78 |
| 16-Apr | 1:1, CapTel customer, Sioux City, IA | 2 |
| 16-Apr | Presentation, Sioux City Noon Lion's Club, Sioux City, IA | 32 |
| 16-Apr | CapTel Presentation, Countryside Senior Living, Sioux City, IA | 24 |
| 18-Apr | Presentation, Venture Senior Center, Ventura, IA | 14 |
| 18-Apr | Field Visit, Homestead Assisted Living, Mason City, IA | 2 |
| 19-Apr | 1:1 CapTel Workshop, Clear Lake Public Library, Clear Lake, IA | 1 |
| 19-Apr | Presentation, Clear Lake Senior Center, Clear Lake, IA | 28 |
| 19-Apr | Presentation, Mason City Senior Center, Mason City, IA | 27 |
| 20-Apr | Presentation, Edgewater Reitrement Community, West Des Moines, IA | 7 |
| 20-Apr | Exhibit Booth, Iowa Hearing Association, West Des Moines, IA | 200 |
| 30-Apr | Presentation, Well-Life at Spirit lake, Spirit Lake, IA | 13 |
| 30-Apr | Field Visit, BuenaVista Medical Center Administrator, Storm Lake, IA | 1 |

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| 1-May | Presentation, Northwest Aging Association, Spencer, IA | 11 |
| 7-May | Field Visit, SE Iowa Area Agency on Aging, Burlington, IA | 1 |
| 7-May | Presentation, Great River Health System, West Burlington, IA | 33 |
| 7-May | Presentation, Great River Medical Center, West Burlington, IA | 21 |
| 7-May | Presentation, Sunnybrook Assisted Living, Burlington, IA | 4 |
| 9-May | Presentation, Vocational Rehabilitation, Decorah, IA | 3 |
| 9-May | Presentation, Bartels Lutheran Retirement Community, Waverly, IA | 1 |
| 9-May | Field Visit, Helping Services for NE Iowa, Decorah, IA | 2 |
| 9-May | Presentation, Northland Aging Agency, Decorah, IA | 16 |
| 9-May | Presentation, Arlin Falck Assisted Living, Decorah, IA | 11 |
| 10-May | Presentation, Woodlands Creek Senior Living, Clive, IA | 6 |
| 10-May | Presentation, Vocational Rehabilitation, Winterset, IA | 23 |
| 15-May | Exhibit Booth, Seniors in Story, Ames, IA | 250 |
| 16-May | Presentation, Grandview Park Baptist School, Hamilton Scholarship Presentation, Des Moines | 75 |
| 16-May | Exhibit Booth, Polk County Senior Expo, Des Moines, IA | 2000 |
| 16-May | Presentation, 911 Dispatch Training, Johnston, IA | 32 |
| 17-May | Presentation, Floyd Valley Hospital Home Health Agency, Le Mars, IA | 14 |
| 30-May | Presentation, BHSM Award, Mary Greeley Medical Center,Ames, IA | 35 |
| 11-Jun | Exhibit Booth, 2012 Statewide Special Education Conference, Des Moines, IA | 1200 |
| 15-Jun | Exhibit Booth, Iowa Parkinson's Disease Conference, West Des Moines, IA | 500 |
| 19-Jun | Presentation, Madrid Homes Assisted living, Madrid, IA | 10 |
| 19-Jun | Presentation, Ames Lion's Club, Ames, IA | 22 |
| 19-Jun | 1:1, The Friendship Home, Audobon, IA | 2 |
| 21-Jun | Meeting, Dual Party Relay Council, Des Moines, IA | 14 |
| 26-Jun | Presentation, Western Home Communities, Cedar Falls, IA | 4 |
| 26-Jun | Field Visit, Greater Cedar Valley Alliance & Chamber, RFB, Cedar Falls, IA | 1 |
| 27-Jun | Presentation, AmericInn Hotel RFB, Iowa Falls, IA (cancelled) | |
| 27-Jun | Presentation, Iowa Falls Senior Center, Iowa Falls, IA | 12 |
| 27-Jun | Presentation, Ashbrook Assisted living, Iowa Falls, IA | 9 |
| 30-Jun | Sponsorship, Iowa School for the Deaf, Council Bluffs, IA | |
| 16-Jun | Presentation, The Village Independent and Assisted Living, Indianola, IA | 9 |
| 18-Jul | Exhibit booth, Southern Iowa Fair, Oskaloosa, IA | 50 |
| 19-Jul | Presentation, Burlington Public Library, Burlington, IA | 10 |
| 19-Jul | 1:1, Captel customer training, Burlington, IA | 1 |
| 19-Jul | Presentation, Sunnybrook Ashford Park Assisted Living, Mt. Pleasant, IA | 25 |
| 26-Jul | Presentation, Norelius Community Library, Denison, IA | 2 |
| 26-Jul | Presentation, Senior citizen Center, Carroll, IA | 16 |