

Kansas Outreach Activities 2011

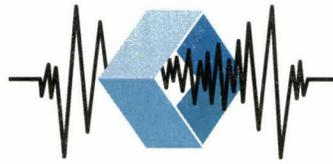
Date:	Activity	# people
3-Jan	El Dorado Senior Center (rescheduled to 2/7/11)	
6-Jan	KU Lawyer Meeting Lawrence, Kansas (Webinar)	1
26-Jan	KHCA Conference (Exhibit) Topeka, Kansas	600
27-Jan	1:1 CapTel Visit Overland Park, Kansas	
27-Jan	1:1 CapTel Visit Lenexa, Kansas	
27-Jan	Meeting with Tonya Everley Olathe, Kansas (HS Scholarship)	
27-Jan	Meeting with KSD Alumni Group Olathe, Kansas	7
27-Jan	Field Visit- Walgreen and Little Caesar (RFB)	
7-Feb	El Dorado Senior Center	6
11-Feb	CapTel Visit. Overland, Park, Ks	2
11-Feb	Field Visits. RFB. Olathe, Ks	
15-Feb	1:1 CapTel Visit. Topeka, Ks	1
21-Feb	1:1 CapTel Visit. Topeka, Ks	1
22-Feb	CapTel Presentation Prescott Country View Nursing Home	4
23-Feb	RFB Presentation. Olathe, Kansas	3
24-Feb	CapTel Presentation. Salina Senior Center	8
24-Feb	1:1 CapTel Visit. Minneapolis, Ks	1
28-Feb	1:1 CapTel Visit. Topeka, Ks	1
2-Mar	Sponsor and Exhibit Deaf/HOH Day at the Capitol	175
7-Mar	One on One Captel Topeka, KS	1
9-Mar	Topeka Area Continuity of Care Health Fair Exhibit	400
15-Mar	Kickapoo Health Fair Exhibit in Horton, KS	350
17-Mar	Meeting with Gail Bragg Department of Justice in Kansas City, KS	1
17-Mar	Meeting with Sandra Kelly Deaf Culture Center in Olathe, KS	1
17-Mar	TRS Presentation at Johnson County Mental Health Center in Olathe, KS	9
17-Mar	One on One Captel Customer Visit Overland Park, KS	2
19-Mar	CapTel Presentation at Hearing Loss of America Association monthly meeting in Kansas City, MO	
29-Mar	CapTel Presentation at Pioneer Ridge in Lawrence, KS	4
30-Mar	CapTel Presentation at Lexington Park Assisted Living Place in Topeka, KS	3
2-Apr	Beloit Health Fair Exhibit. Beloit, KS	250
5-Apr	Meeting with TAP and KCDHH. Topeka, KS	3
7-Apr	Sponsor/Judge at Miss Deaf Teen Kansas Pageant. Olathe, KS	200
8-Apr	Native American Health Fair Exhibit Rossville, KS	30
12-Apr	CapTel Phone Placement at Pioneer Ridge in Lawrence, KS	3
13-18-Apr	Southern Women Convention. National Event in Nashville, TN	40,000
18-Apr	One on One CapTel visit in Overland Park, KS	2
21-Apr	TRS Presentation Allen County Com. College Sign Language Class. Topeka, KS	20
22-Apr	One on One Captel visit, Topeka, KS	2
28-Apr	Event "Meet and Greet" at Fairlawn Height Assisted Living Place. Topeka, KS	25
3-May	Meeting with Independence Inc about sponsorship. Lawrence, KS	8
4-May	El Dorado Spring Fling. El Dorado, KS	500
11-May	Ottawa Health Fair. Ottawa, KS	200
17-May	One on One CapTel visit. Topeka, KS	3
17-May	Field Visit, Topeka, KS	
20-May	One on One CapTel visit. Overland Park, KS	3
21-May	HAAA Picnic. Sponsorship. Presented to BHSM Award	50
23-May	Field Visit. Topeka, KS	
24-May	CapTel Presentation. Andover Elementary School. Andover, KS	20

25-May	KSD Award Ceremony. Presented the HS Scholarship	300
25-May	Meeting at YMCA (RFB and Spanish)	2
3-4 June	Exhibit/Sponsor, Kansas Association for the Deaf Conference, Salina	40
10-Jun	1:1 CapTel Visit, Overland Park	2
10-Jun	1:1 CapTel Visit, Overland Park	2
15-Jun	2:1 CapTel Visit, Topeka	2
15-Jun	2:1 CapTel Visit, Topeka	2
21-Jun	1:1 CapTel Visit, El Dorado	1
21-Jun	Field Visit, Emporia Area of Aging	2
7-Jul	CapTel Visit, Overland Park, KS	2
7-Jul	CapTel Visit, Overland park, KS	2
12-Jul	CapTel Presentation, Topeka, KS (rescheduled)	
23-Jul	KRSI Advisory Council Board Meeting, Wichita, KS	20
26-Jul	Sponsorship Luncheon, 21st Anniversary for ADA, Independence, IA	100
16-Aug	Presentation, Drury Place, Topeka, KS	7
20-Aug	Sponsor/Booth/Presentation, Topeka Associatin for the Deaf Annual Picnic	120
23-Aug	CapTel Visit, Kansas City, KS	2
24-Aug	911 Dispatch Presentation, Neosho County Sheriff Dept	15
31-Aug	CapTel Presentation, First Apt, Topeka, KS	17
1-Sep	CapTel/Relay Presentation, Butler Co. Aging Network Meeting, El Dorado, KS	15
8-9-Sep	Booth at Assisted Technology of Kansas Expo, Topeka, KS	250
15-16-Sep	Booth at Kansas Speech Language and Hearing Conference, Overland Park	300
22-Sep	Sponsored and Presentation, Hamilton Community Leadership Award, Olathe	300
22-24-Sept	Booth at Kansas School for the Deaf 150th Celebration, Olathe, KS	800
28-Sep	1:1 CapTel visit, Topeka, KS	2
29-Sep	1:1 CapTel visit, Leavenworth, KS	1
3-Oct	1:1 CapTel visit, Leavenworth, KS	2
5-Oct	110th Luncheon, Topeka, KS	42
7-Oct	1:1 CapTel Visit, Salina, KS	2
10-Oct	CapTel Presentation, Pratt Public Library	
11-Oct	CapTel Presentation Dodge City Senior Center	
11-Oct	Dispatch Training, Ford County Communication Center	5
11-Oct	CapTel Presentation Garden City Senior Center	12
12-Oct	CapTel Presentation, NW Kansas Educational Service Center, Oakley, KS	10
13-Oct	CapTel Presentation, Hays Public Library	9
15-16-Oct	CapTel Event. Walk 4 Hearing, Boston, MA	400
20-Oct	1:1 Visit, Topeka, KS	2
26-Oct	Emporia Senior Health Fair	300
27-Oct	1:1 CapTel visit, Topeka, KS	1
28-Oct	1:1 CapTel visit, Kansas City, KS	1
28-Oct	1:1 CapTel Visit, Leawood, KS	1
29-Oct	Booth at Disability Fair, Olathe, KS	200
31-Oct	1:1 CapTel visit, Topeka, KS	1
3-Nov	CapTel Presentation, Country Club Tower, Augusta, KS	17
3-Nov	CapTel/TRS Presentation, Wichita Association for the Deaf, Wichita, KS	23
4-Nov	Networking, TACC Fair, Fairlawn Plaza Mall, Topeka KS	50
5-Nov	Meeting, KRSI, Topeka, KS	12
6-Nov	Outreach Summit in Aurora, NE	
15-Nov	2:1 CapTel Visit, Topeka, KS	2
23-Nov	2:1 CapTel Visit, Topeka, KS	2
28-Nov	2:1 CapTel Visit, Topeka, KS	2
1-Dec	1:1 CapTel Visit, Leawood, KS	2

8-Dec	1:1 CapTel Visit, Topeka, KS	2
21-Dec	1:1 CapTel Visit, Topeka, KS	2
23-Dec	1:1 CapTel Visit, Topeka, KS	1
28-Dec	1:1 CapTel visit, Topeka, KS	1
30-Dec	Meeting, Leawood, KS	2

Kansas Outreach Activities 2012

Date:	Activity	# people
6-Feb	Meeting, American Stroke Foundation, Mission, KS	13
9-Feb	Washburn Health Fair, Topeka, KS	200
9-Feb	1:1 CapTel Visit, Vassar, KS	
14-Feb	1:1 CapTel Visit, Topeka, KS	
20-Feb	1:1 CapTel visit, Topeka, KS	
24-Feb	1:1 CapTel Visit, Topeka, KS	
28-Feb	1:1 CapTel Visit, Wichita, KS	
6-Mar	Presentation at KU, Lawrence, KS	23
9-Mar	1:1 CapTel Visit, Topeka, KS	
14-Mar	Networking at TACC Health Fair, Topeka, KS	180
17-Mar	Ransom Memorial Hospital Health Fair, Ottawa, KS	250
19-Mar	Field Visit, OCCK, Salina, KS	
20-Mar	Field Visit, Oakley, KS	
20-Mar	TTY Training/Relay, Goodland, KS	1
28-Mar	STS Presentation at American Stroke Foundation, Mission, KS	16
29-30 Mar	Brain Injury Conference, Overland Park, KS	175
30-Mar	1:1 Meeting, Kansas School for the Deaf	
9-Apr	1:1 Visit CapTel, Topeka, KS	
20-Apr	Rossville Health Fair, Rossville, KS	20
24-Apr	RFB Meeting, Oklahoma Joe's	1
26-Apr	3:1 Visit CapTel, Topeka, KS	
2-May	Booth, Butler County Health Fair, El Dorado, KS	500
3-May	CapTel Home Visit	4
4-May	HLAA Event, Booth, Overland Park, KS	30
7-May	Presentation, Hamilton Relay Scholarship, Topeka, KS	30
24-May	CapTel Presentation at Regent Vibrant Retirement Living, Wichita, KS	6
30-May	Field Visit, Disability Right Center, Topeka, KS	
2-Jun	Sponsorship, HLAA Annual Picnic, Shawnee, KS	125
19-Jun	Sponsorship, Sertoma Sports Camp, Lenexa, KS	30
22-Jun	CapTel Presentation, Glenwood Senior Center, Hutchinson, KS	120
22-Jun	Home Visit for CapTel, Elbing, KS	3
26-Jun	Office Visit for STS, Topeka, KS	1
6-Jul	1:1 STS Training, Topeka, KS	
10-Jul	CapTel Presentation, Vernon Multi-Purpose Center	10
11-Jul	1:1 HCO Training, Topeka, KS	
11-Jul	RFB Meeting, Red Cross, Topeka, KS	1
21-Jul	KRSI Meeting, Manhattan, KS	15
30-Jul	CapTel set up, Elk City, KS	3
30-Jul	CapTel set up, Elbing, KS	2



Kansas Relay Center

Powered by Hamilton Relay

Now it's your call...
anytime, anywhere
with Kansas Relay.



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

www.KansasRelay.com

Table of Contents

Kansas Relay 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 Kansas can be found in this pamphlet or online at www.KansasRelay.com.

When you connect with Kansas Relay, 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.



Maximizing Your Relay Experience

Relay Connection Options

- 4 TTY (Text Telephone)
- 6 VCO (Voice Carry Over)
- 10 HCO (Hearing Carry Over)
- 12 DBS (Deaf-Blind Service)
- 14 STS (Speech-to-Speech)
- 16 CapTel (Captioned Telephone)
- 22 Voice

Relay Service Information (inside back cover)

- How to Connect
- Customer Service
- Equipment Distribution
- Access and Charges
- Pay Phones
- Emergency Calls
- Customer Profile Instructions (back cover)

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 Kansas Relay, 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:

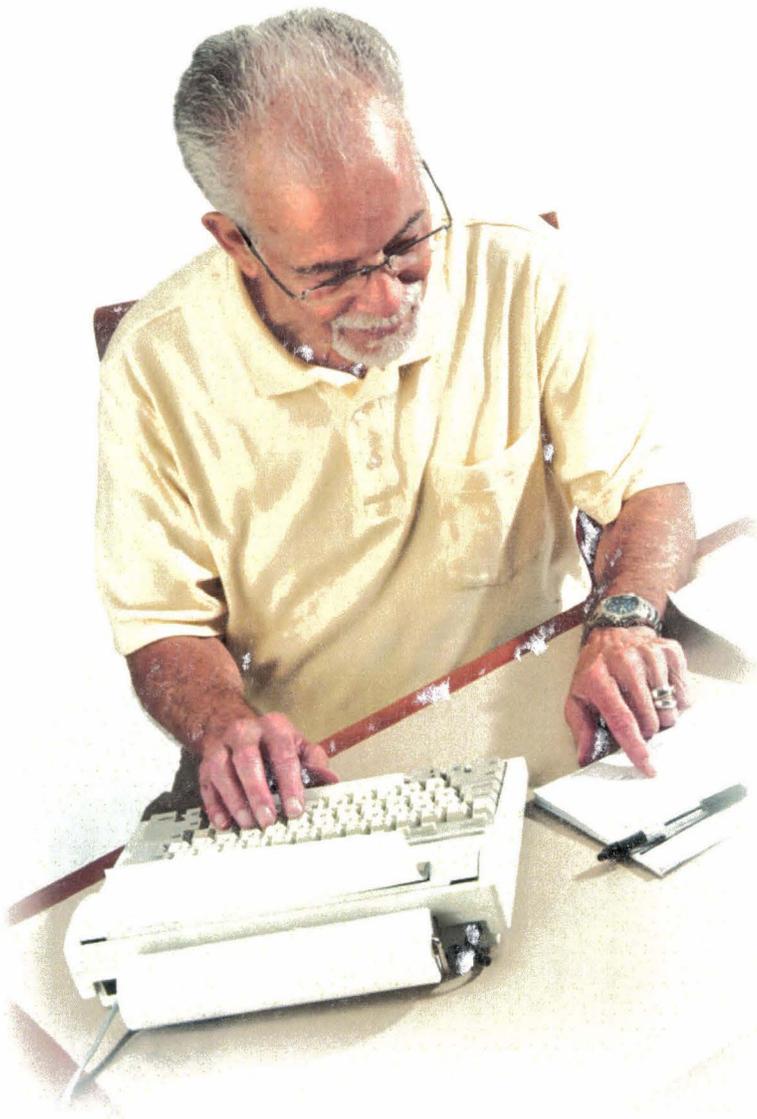
GA or *Go Ahead* is a term used in relay calls for turn-taking purposes. When a person hears or sees *GA*, they know it is their turn to respond.

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) allows 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 Kansas Relay. (Please see the inside back cover for details)
- The Communication Assistant (CA) will answer by identifying Kansas 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 Kansas Relay. (Please see the inside back cover for details)
- After the Communication Assistant (CA) answers and identifies Kansas 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 Kansas Relay. (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.