

# CALLER

## THE COMMONWEALTH

Virginia Relay: Telecommunications services for people who are Deaf, Hard of Hearing, Deafblind or have difficulty speaking

Spring 2020



## Dr. Jill Young, Au. D. Recipient of Hamilton Relay 2019 Deaf Community Leader Award

Recently, Outreach Coordinator Eric Alvillar had the pleasure of presenting Dr. Jill Young, Au. D., with the 2019 Hamilton Relay Deaf Community Leader Award for the Commonwealth of Virginia. Dr. Young works every day to improve the lives of her patients who are Deaf or Hard of Hearing and spends much of her free time serving the hearing loss community in her region.

Outside of her audiology practice, Dr. Young advocates for children who experience hearing loss and works with the Virginia Early Hearing Detection and Intervention Advisory Committee. This committee supports the Virginia Department of Health which monitors auditory screening tests, hearing assessments and therapeutic interventions for infants with hearing loss. She has also served as a co-leader in the Northern Virginia Learning Community, helping the organization connect parents with professionals to identify the needs of children who are Deaf or Hard of Hearing and provide them with helpful resources.

In addition, Dr. Young has been recognized for her volunteer work with Virginia Hands & Voices, an organization dedicated to supporting families with children who are Deaf and Hard of Hearing. She has also had great success in increasing participation in the Hearing Loss Association of America's Walk4Hearing event held in Washington, D.C.

## Check out the newest Virginia Relay Partners!

### The Wellington at Lake Manassass

Gainesville, Va  
[rui.net/the-wellington](http://rui.net/the-wellington)

### GPI Geospatial, Inc.

Locust Grove, VA  
[gpinet.com](http://gpinet.com)

### We Care VA, LLC.

Danville, VA  
[wecareva.com](http://wecareva.com)

### Yanica Homes, LLC.

Falls Church, VA  
[yanicahomes.com](http://yanicahomes.com)

### Latinos in Virginia Empowerment Center

Richmond, VA  
[latinosenvirginia.org](http://latinosenvirginia.org)

### Science Museum of Virginia

Richmond, VA  
[smv.org](http://smv.org)

### City of Virginia Beach

Virginia Beach, VA  
[vbgov.com](http://vbgov.com)

### DC Language Solutions

North Potomac, VA

*We commend Dr. Young for her dedication to serving individuals who are Deaf, DeafBlind or Hard of Hearing and are grateful for leaders like her who are making a difference every day.*

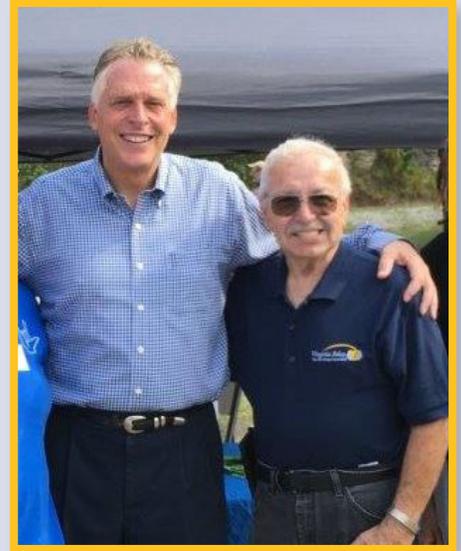
# In Loving Memory of Jack Owens (Facebook/Obituary Source)

**Jack Owens**, age 78, passed away Wednesday, February 12, 2020. Jack had been a part of the Deaf, Hard of Hearing and DeafBlind community across the Southwest Virginia Region and impacted many lives throughout his career. Jack was also an integral part of the Technology Assistance Program and Community Services Program for over 18 years.

Jack worked through the Connie Reasor Deaf Resource Center out of two offices in Abingdon and Norton. Jack was described as having the traits of a true gentleman by being warm and friendly to those he just met or previously knew. Owens'

constant dedication to those around him earned the respect and admiration of individuals at the Virginia Department for the Deaf and Hard of Hearing (VDDHH).

*In the words of Director Eric Raff — "We choose to remember his smiles, and on behalf of VDDHH, we express our condolences to his family, friends and the communities around him."*



Former Governor McAuliffe with his arm around Jack's shoulder, pictured outside in front of a VDDHH exhibit table.

## Technology Assistance Program (TAP) Available Throughout Virginia

TAP is offered by the Virginia Department for the Deaf and Hard of Hearing (VDDHH) to provide telecommunication equipment to qualified individuals who may have difficulty using a standard telephone.

This equipment is offered to the qualified individual(s) on a Loan-to-Own (L2O) agreement. This method allows the resident 30 days to ensure that the equipment benefits them and allows successful communication over the phone. If the equipment fails to meet expectations, then the individual may choose to exchange or return the equipment. Otherwise, the individual will retain ownership of the device at the end of the 30 days.

This program is available to Virginia residents that are Deaf, Hard of Hearing, DeafBlind, or have difficulty speaking. Individuals must also meet income eligibility requirements to properly qualify for the program.

In recent events, VDDHH has gained a multitude of new contracts to help expand their reach throughout Virginia. Below is a regional map highlighting different areas where Deaf and Hard of Hearing Specialists are located. A list of these Specialists can be downloaded at [www.vadsa.org/apps/DocumentRepositoryViewer/fileview/2261](http://www.vadsa.org/apps/DocumentRepositoryViewer/fileview/2261). These specialists are qualified to assist qualified

individuals with the technology assistance program.

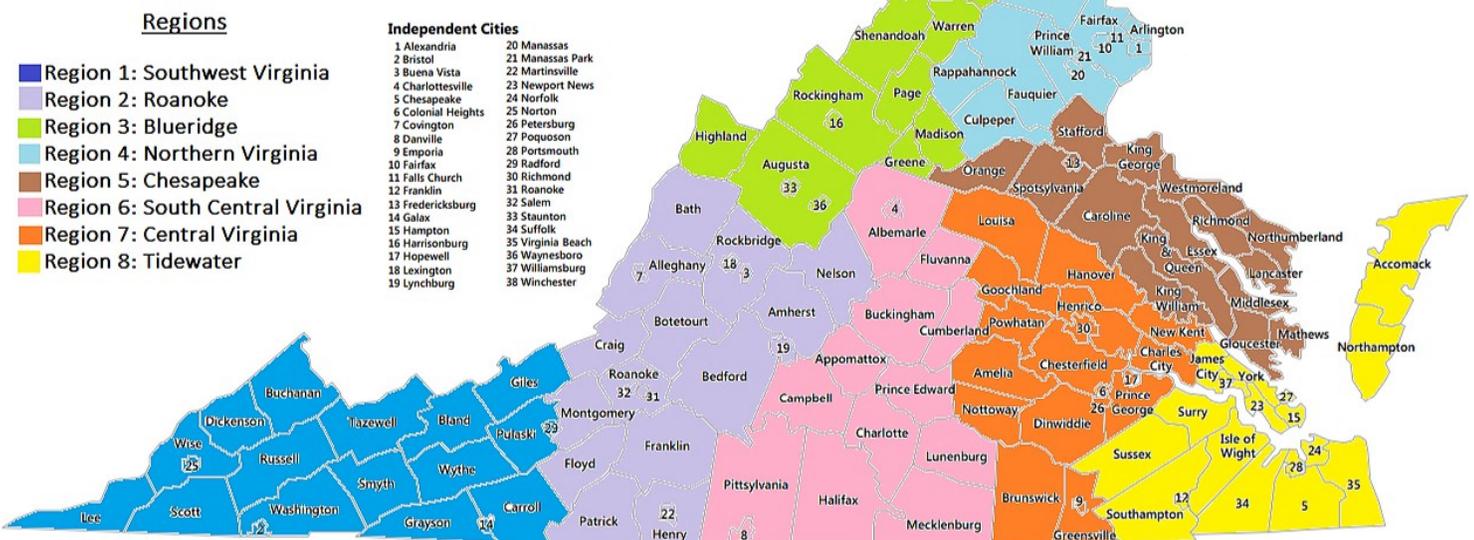
### Assistive devices available through TAP L2O include:

- TTY's (text telephones)
- Amplified telephones
- Voice Carry-Over (VCO) phones
- CapTel®, captioning telephones
- Outgoing speech amplifier phones
- Signalers for the phone and door
- Hearing Carry-Over (HCO) phones
- Other devices available by special request

## Deaf and Hard of Hearing Specialists Virginia Regional Map



Virginia Department for the Deaf and Hard of Hearing



# Never miss a word of an important conference call again!

**Remote Conference Captioning (RCC)** allows people who have difficulty hearing what's said during conference calls to have a clearer understanding of the conversation and participate in the call more effectively. Using Communication Access Realtime Translation (CART) service to convert speech to text as it is spoken, RCC delivers word-for-word captions over the Internet while you listen over the telephone.

To use RCC, you will need access to a conference bridge to allow the

certified captionist to listen to the audio portion of the call. You will also need access to an Internet-connected computer, tablet, or smartphone. There is no software to download, just a link to follow to view captions!

To request RCC services, complete an RCC Scheduling Request Form on the Virginia Relay website, [www.hamiltonrelay.com/rcc/index.html?state=VA](http://www.hamiltonrelay.com/rcc/index.html?state=VA), or call Virginia RCC Customer Care at 1-877-339-2665 (Voice). Virginia Relay users are

guaranteed access to RCC services if scheduled at least 24 hours in advance. RCC services may also be available with a two-hour notice for emergency situations.

**Note:** *RCC is not a substitution for CART. It is available only for conference calls and only for residents of Virginia.*

## Open Captioned Movies at Theaters in Virginia

Virginia aims to be the second state in America to have an open captioning bill. The HB747 bill would be similar to Hawaii's current open captioning law that was passed in 2018 and provides access to motion pictures for individuals who are Deaf or Hard of Hearing.

If passed, this bill would require that all Virginia movie theaters open to the general public and that have four or more screens, provide open captioning at least two times a week on any film that is regularly shown.

The bill would also require that at least one open captioning film be scheduled and made known to the general public during popular attendance hours.

Delegate Vivian Watts (D) and Senator George Baker (D) were both contacted by the Vice President of the Northern Virginia Association of the Deaf (NVAD), Jamie Berke in an effort to begin the bill writing process. The process involved a disability rights lawyer and making edits to the bill

language before having introduced them to both chambers.

The bill was officially introduced back in January and is currently being held in committee. The last action concerning the bill involved a voice vote where it was agreed to have the bill continue onward into 2021 in Health, Welfare and Institutions.

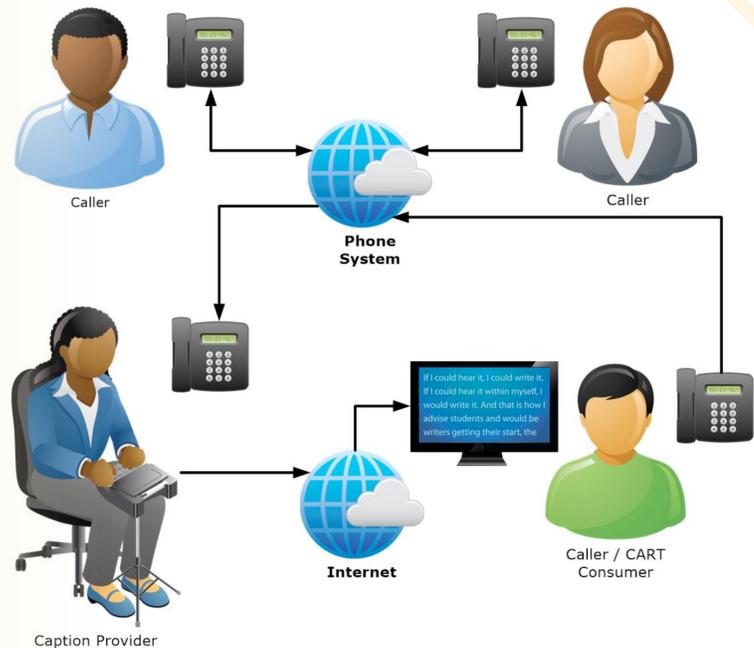
To keep up-to-date on the progress of this bill, visit the following URL: <https://lis.virginia.gov/cgi-bin/legp604.exe?201+cab+HC10114HB0747+BREF>

*Captioning Coming Soon?*



### How Remote Conference Captioning Works:

- All participants and the captionist access the conference call through the conference bridge.
- The captionist listens and produces realtime streaming text that is sent over the internet.
- View the text on an internet-connected computer or mobile device by clicking on the provided link.
- The text shows up just seconds after someone has spoken!



## TIPS for using Zoom with Relay

Many people are currently using Zoom, an application for video conference calls, to connect with family, friends and colleagues while social distancing. Try these tips to connect to Zoom while using Relay or Captioned Telephone.

### With Traditional Relay Service:

- Click the link provided in the Zoom invite to connect to the video portion of the meeting. This will open an internet browser window that connects to Zoom for video.
- When prompted about audio, you MUST choose "phone" audio.
- For the audio component, using your phone or TTY, dial 711 and provide the Communication Assistant (CA) the phone number provided in the Zoom invite.
- Provide the CA with the Meeting ID and Participant ID (if any), which the CA will enter for you.

### Using a CapTel phone:

- Click the link provided in the Zoom invite to connect to the video portion of the meeting. This will open an internet browser window that connects to Zoom for video.
- When prompted about audio, you MUST choose "phone" audio.
- To receive audio with captions, from your CapTel phone, dial the phone number provided in the Zoom meeting invite.
- Watch the Signal Meter on the display screen of your CapTel phone to determine when the call is connected.

- Once connected, enter the Meeting ID and press #. Then, enter the Participant ID (if any) and press #.

### Using Hamilton® CapTel® for PC/Mac:

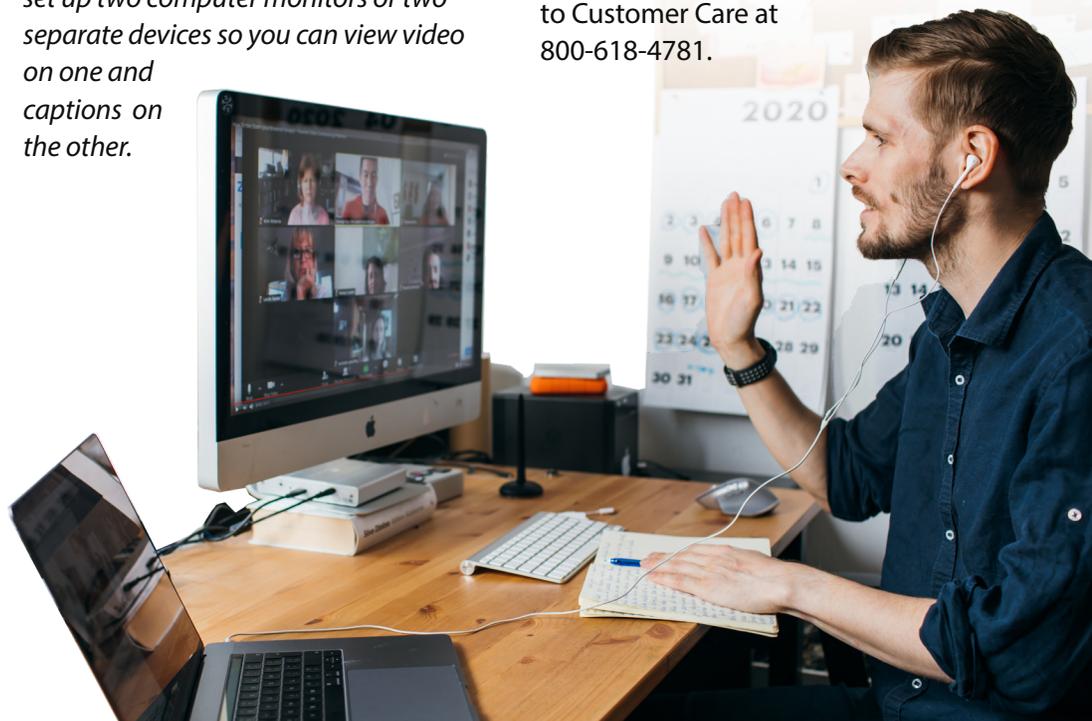
- Click the link provided in the Zoom invite to connect to the video portion of the meeting. This will open an internet browser window that connects to Zoom for video.
- When prompted about audio you MUST choose "phone" audio.
- To receive audio with captions, open another browser window and connect to Hamilton CapTel for PC/Mac and place a call to the phone number provided in the Zoom invite.
- Once connected, enter the Meeting ID and Participant ID (if any).

**NOTE:** To maximize your experience, set up two computer monitors or two separate devices so you can view video on one and captions on the other.

### Setting up your own Zoom meeting:

If you are hosting a Zoom meeting, there are several features available for call setup. For example, you can determine which audio feature to enable to best fit your audio needs and set preferences around how participants can join your meeting. You may want to establish some "rules" at the beginning of your calls so that you can facilitate the conversation in a way that best meets your needs.

Most of all, be patient and expect to go through a little trial and error. Zoom has a great FAQ section on their website with step-by-step instructions and video to walk you through different features. And as always, feel free to reach out to Customer Care at 800-618-4781.



# TIPS on How to Communicate With Medical Professionals During the COVID-19 Pandemic

Typically, medical care facilities are prepared to provide services that may accommodate individuals who are Deaf, Hard of Hearing, DeafBlind or have difficulty speaking.

However, with the current pandemic concerning COVID-19, hospitals are experiencing an increase of patients that has their resources spread thin. Many facilities can no longer provide the same level of accommodation that they normally would. Considering the nature of the virus, the number of in-person interpreters, family members, or visitors are being limited within hospital walls.

Here are a few tips to help you during your hospital visit:

- **Use available resources.** Keep this panel of our newsletter to use to communicate with healthcare providers more easily. There are accessible resources available at [www.vddhh.org/COVID19DHHResources.htm](http://www.vddhh.org/COVID19DHHResources.htm)
- **Plan ahead.** Prepare a tote of materials you may use to communicate. Fill it with writing materials, tablets, emergency information, chargers or back-up batteries for any assistive hearing device. Make sure to properly label your bag and keep it close.
- **Utilize technology.** Smartphones are useful in the sense that you can type out your messages or download a communication app. Make sure to test the app before your visit to ensure that it is beneficial and works properly.
- **Make a statement.** Feel free to wear a sticker or pin that announces whether you are Deaf, Hard of Hearing or DeafBlind. This will help personnel understand that special communication methods may be required in order to help you.

Here are some graphics to help communicate with your healthcare provider:

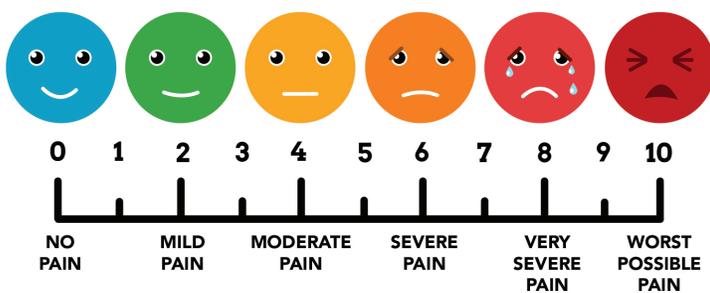
## PREFERRED METHOD OF COMMUNICATION



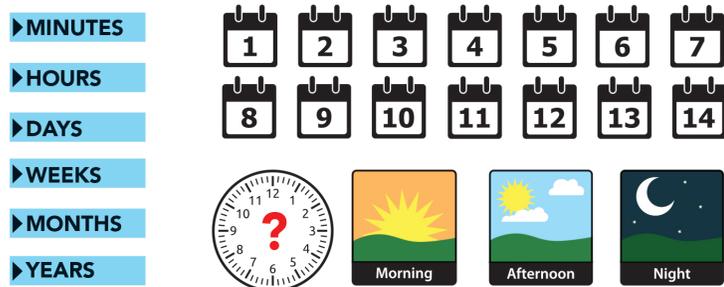
## QUICK COMMUNICATION



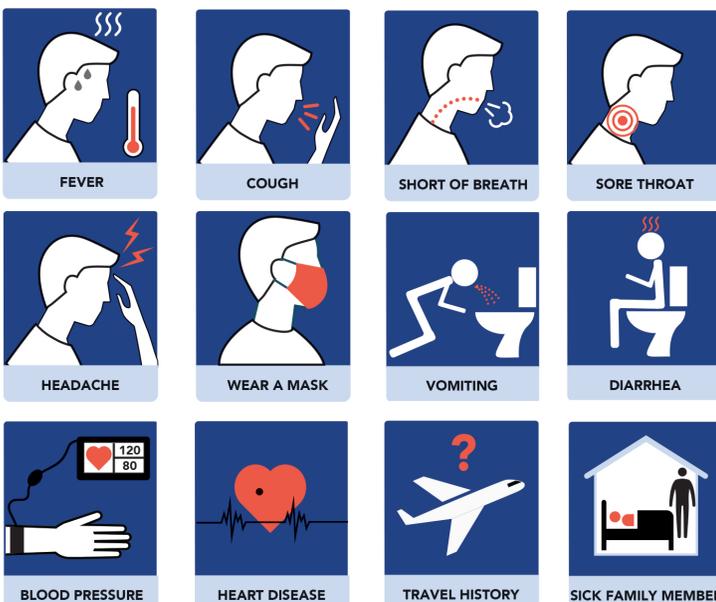
## HOW DO YOU FEEL?



## HOW LONG HAVE YOU HAD SYMPTOMS?



## SITUATION, HISTORY & SYMPTOMS



## TREATMENT & CARE





Providing Accessible Telecommunications Since 1991

Virginia Department for the Deaf and Hard of Hearing  
1602 Rolling Hills Drive, Suite 203  
Henrico, Virginia 23229-5012

Visit us at [www.varelay.org](http://www.varelay.org)



### Find Us on Facebook!

Virginia Relay and VDDHH both have Facebook pages! Just type "Virginia Relay" or "VDDHH" in Facebook's search field and click the "Like" button at the top of the page to get regular updates on Virginia news, events and more.

## Relay Partner Webinars

Virginia Relay's mission has always focused on keeping people connected, especially during difficult times. Virginia Relay is a free public service that enables people who are Deaf, Hard of Hearing, DeafBlind or having difficulty speaking to communicate over the telephone.

Given widespread recommendation of social distancing, the ability to communicate over the telephone is critical. In order to help bring teams together and teach others how they can communicate with individuals who have difficulty hearing or speaking over the phone, Virginia Relay is offering available booking for a Relay Partner webinar.

This webinar offers free training to assist organizations on the proper way to place and receive calls through Relay, while also increasing employee awareness of serving customers who have difficulty hearing or speaking. This webinar is a perfect opportunity for team members to join an online educational training session from any location!

To schedule a free Relay webinar or to learn more about Virginia Relay services visit [varelay.org](http://varelay.org).



## Virginia Relay Advisory Council (VRAC)

### Consumer Members:

**Paige Berry**

Representing Hearing Relay Users

**Kerry Byrne**

Representing Virginia Centers for Independent Living

**Alissa Conover**

Representing Virginia Association of the Deaf (VAD)

**Karen Darner**

Representing Speech-Language-Hearing Association of Virginia (SHAV)

**Lisa Harbour**

Representing Association of Late-Deafened Adults (ALDA)

**William Hess**

Representing Voice Carry-Over Users

**Rebecca Ladew**

Representing Speech-to-Speech Users

**Doral Jackson**

Representing Hearing Relay Users

**Jenny McKenzie**

Representing Virginia Association of the DeafBlind (VADB)

**Teresa Ritzert**

Representing Captioned Telephone Service Users

**Christine Ross**

Representing Video Relay Service Users

**Linda Wallace**

Representing Hearing Loss Association of America (HLAA) Virginia Chapters

### Non-Voting Members:

**Eric Alvillar**

Hamilton Relay

**Christa Cervantes**

Hamilton Relay

**Mary Nunnally**

Department for Aging and Rehabilitative Services

**Eric Raff**

VDDHH Director