

# CALLER

## THE COMMONWEALTH

Virginia Relay: Telecommunications services for the deaf, hard of hearing, DeafBlind and speech disabled

Winter 2015

## Introducing the CapTel 2400i®

The newest addition to the family of CapTel technology, the 2400i captioning telephone, will be available in early 2015 to Virginians with hearing loss. The CapTel 2400i includes new elements along with a variety of enhancements to its popular features, providing another option for enjoying phone conversations with clarity and confidence!

The CapTel service is the same, offering quality captions through the use of voice recognition technology. With its new touch-screen technology, the 2400i allows users to enjoy a large colorful display with the capability to navigate the menu and dial a number by touching images on the screen.



## CapTel 840i and 2400i Now Available at Low or No Cost

Virginia Relay and Hamilton Relay are excited to announce that CapTel 840i and the 2400i are available to Virginia residents at low or no cost!

There are now three ways to obtain a CapTel phone in Virginia:

1. CapTel phones and other assistive telecommunications equipment are available at **no cost** to people who qualify medically and financially through the Technology Assistance Program (TAP). To find out if you qualify, contact the VDDHH outreach office nearest you. For a list of office locations visit <http://www.vddhh.org/orproviders.aspx> or call 1-800-552-7917 (voice/text).
2. People who do not meet TAP's financial requirements, but are able to obtain certification of hearing loss from a qualified independent third-party professional (physician, audiologist, government/veterans program or other hearing health care professional), may request a CapTel 840i or 2400i phone at **no-cost**. For more information, please call 1-800-826-7111 or email Stephanie Ulmer at [stephanie.ulmer@hamiltonrelay.com](mailto:stephanie.ulmer@hamiltonrelay.com).
3. All CapTel phones, including models that do not require internet service, are available to non-qualifying TAP applicants for purchase for the exclusive discounted price of just \$75. To order, please call 800-233-9130 or visit [www.captel.com/availability/VA.php](http://www.captel.com/availability/VA.php).

*"The CapTel 2400i includes new elements along with a variety of enhancements to its popular features, providing another option for enjoying phone conversations with clarity and confidence!"*

### Check out these great features:

- Large, colorful display with easy touch-screen technology
- Easy-to-follow menu system
- Built-in answering machine stores up to 100 unique messages
- Adjustable font sizes and colors
- Amplification and adjustable tone control
- Bright flashing when phone rings
- Phone book allows you to easily store and dial more than 95 names and phone numbers
- Save up to 10 favorite numbers and 4 speed dial numbers
- Menu options and prompts available in English or Spanish

In addition, the 2400i Captions will default ON automatically, due to recent changes with the Federal Communications Commission (FCC). This means that users will not be required to turn the feature on at the beginning of every call.

To learn more about CapTel, call 1-800-552-7917 (voice/TTY) or visit [www.varelay.org](http://www.varelay.org).

CapTel is a registered trademark of Ultratec, Inc.





Virginia School for the Deaf and the Blind



Est. 1839  
Staunton, Virginia

## Hamilton Relay Recognizes Virginia Community Leaders with 2014 Awards

Virginia Relay's captioned telephone service provider, Hamilton Relay, enjoys the opportunity to give back to the communities it serves each year by recognizing leaders within each of the states where it is the contracted relay and/or captioned telephone service provider. In 2014, the following individuals were honored for their contributions to Virginia's Deaf and Hard of Hearing Communities:

### College Scholarship Recipient: Hamid Mahabad



Hamid Mahabad, a graduate of Glen Allen High School from Richmond, was awarded a \$500 scholarship to use towards his higher education. The Hamilton Relay Scholarship is awarded each year to a high school senior who is deaf, hard of hearing, deaf-blind, or who has difficulty speaking. To be chosen for the scholarship, Hamid completed an application and wrote an essay on the topic of communication technology. Hamid's plans include attending Laguna College of Art & Design this fall to study Computer Animation.

### Better Hearing and Speech Month Recognition Award: Louise Stoneberger



Louise Stoneberger of Stafford is dedicated to improving the lives of seniors and individuals who are deaf or hard of hearing. She volunteers for the disAbility Resource Center (dRC) where she follows up with individuals who have received equipment from dRC and assists with the installation of assistive listening devices when needed.

She also provides information on the variety of apps available for individuals who are deaf or hard of hearing for use on their smartphones. Additionally, as a cochlear implant user herself, she enjoys mentoring and offering her knowledge to individuals considering cochlear implants.

Louise is also a member of the Rappahannock Chapter of the Hearing Loss Association (HLA-Ra) and is instrumental in helping the chapter grow in membership. She also extended her volunteer efforts in the planning of the Cochlear Implant Conference Workshop and the Military Cochlear Implant Workshop in Fredericksburg.

### Deaf Community Leader Award: W. Wayne Frick

W. Wayne Frick of Staunton is the current director and secretary of the Skyline Chapter of the Virginia Association of the Deaf, as well as unofficial IT specialist for the Virginia Association of the Deaf. He is an active volunteer both for the Virginia School for the Deaf and Blind (VSDB) and the Virginia School for the Deaf Alumni Association (VSDAA). He is currently serving as editor of VSDB's history book, which is being updated in honor of the school's 175th anniversary. In addition, he is layout editor of VSDAA's newsletter and has compiled program books for both VSDAA and VAD. In October 2014, VSDAA introduced the W. Wayne Frick Service Award for Non-Alumnus and awarded Wayne with the first honor.

Wayne is also an active member of the National Association of the Deaf, Blue Ridge Chapter of Deaf Seniors Club and the Robert E. Lee Chapter of the Gallaudet University Alumni Association. He is always generous with his time, in addition to serving in the above organizations, he periodically volunteers at the Deaf History Museum and as a driver for senior citizens and individuals who are deaf-blind.

## VSDB Celebrates 175 Years

Congratulations to our friends at the Virginia School for the Deaf and Blind (VSDB), who celebrated the school's 175th anniversary in October. The three-day celebration and reunion included a kick-off reception, a Hall of Fame luncheon hosted by the Virginia School for the Deaf Alumni Association (VSDAA), an annual picnic on VSDB's campus, and a gala. One of the oldest schools in the country and only the second of its kind in the world, the staff at VSDB continue to excel in educating deaf and blind students using the latest and most-advanced audio-visual equipment and computer applications. We wish you many more years of continued success!



# Welcome Virginia's new Captioned Telephone Outreach Coordinator

Congratulations to Marta Cagle, who has worked as Virginia's captioned telephone outreach coordinator since 2011. Marta was recently promoted by Hamilton Relay, Virginia's captioned telephone service provider, to national marketing programs representative, which means she will be leaving her position here in Virginia.

"I couldn't have asked for a more dedicated, supportive, incredible group of people to work with. I have learned so much from everyone at VDDHH and all the outreach specialists across the state," says Marta. "They all approach situations differently and in their own unique way and I will take what I have learned from the individuality of each of them into my new role and life in general. I love them all and I will miss everyone and miss having the privilege of working with them."

**We thank Marta for all of her efforts to promote CapTel in our communities and wish her the best in her new role!**

Marta's promotion means that Virginia has welcomed a new captioned telephone outreach coordinator. Stephanie Ulmer joins Virginia Relay from the District 19 Community Services Board where she worked as administrative associate in Child and



Pictured left to right: Marta Cagle and Stephanie Ulmer.

Adolescent Services. She is highly experienced in business and customer service, and is looking forward to shifting her focus to marketing as she provides outreach and education about CapTel throughout the Commonwealth. A resident of Prince George, Stephanie enjoys making jewelry and spending time outdoors in her spare time.

To request a CapTel presentation for your group or event, please contact Stephanie at [stephanie.ulmer@hamiltonrelay.com](mailto:stephanie.ulmer@hamiltonrelay.com).



## Outreach at Work

Virginia's Statewide Interagency Team (SIT) exhibited at the 26th annual international conference of the Association of Late Deafened Adults, better known as ALDAcon. Held October 8-12 at the Norfolk Waterside Marriott, ALDAcon featured educational workshops, exhibits and networking opportunities for late-deafened adults who visited from around the world. SIT is a workgroup of four state agencies providing services to Virginians who are deaf, hard of hearing, late deafened, and deaf-blind. These agencies are: The Virginia Department for the Deaf and Hard of Hearing (VDDHH), The Department for Aging and Rehabilitative Services (DARS), Valley Community Services Board (VCSB), and the Department for the Blind and Vision Impaired (DBVI).

Top photo, from left to right: Kathy Baker (VCSB), Samantha Ruhland (AT&T), Mary Nunnally (DARS), Ron Lanier (VDDHH).



## Thank you, Samantha!

The team at VDDHH would like to extend our gratitude and best wishes to Samantha Ruhland. Samantha recently left her position as AT&T Channel Manager for Virginia Relay to join Purple Communications in the Washington, DC area.

"I consider myself fortunate that I have had the chance to meet you all," says Samantha of her time with Virginia Relay. "I am grateful that I had the opportunity to learn so much from each and every one of you. I have no doubt that this experience helped immensely in my career growth."

Please join us in thanking Samantha for her work to promote VDDHH and Virginia Relay. We wish her the best of luck in her new position!

# In an emergency, it's still best to call 911

*Text-to-911 technology is coming, but it's not here yet*

You may have read that the Federal Communications Commission (FCC) recently issued an order that aims to make text-to-911 more widely available. Under the order, all wireless carriers and other text message providers must be able to support text-to-911 by the end of 2014, and must deliver text-to-911 to any call centers that request it by June 30, 2015.

However, it is important to know that this order does not mean that you are able to text 911, or that text-to-911 will be available in your area anytime soon. When 911 service was established in the United States in 1968, it was designed specifically for voice usage. That means that in order to make text-to-911 a reality, it is up to every 911 call center to implement it on a system that was not designed to accommodate text messages. This is a huge undertaking that may not be a priority for some centers.

*"In order to make text-to-911 a reality, it is up to every 911 call center to figure out how to implement it on a system that was not designed to accommodate text messages."*

**That's why, in an emergency, you should still continue calling 911 by placing a voice, TTY, or Relay call.**

To encourage more 911 call centers to implement text-to-911, please visit your local 911 call center. Explain to the staff that text-to-911 should be a priority because it will make 911 more accessible to people who have difficulty hearing and/or speaking over the telephone.

Also consider providing feedback to the Virginia Information Technologies Agency (VITA) Wireless E-911 Board. This board needs input from citizens, including members of the deaf and hard-of-hearing community. Please consider attending a meeting and offering your comments. The next scheduled meeting is on January 8, 2015. For more information, please visit [www.vita.virginia.gov/isp](http://www.vita.virginia.gov/isp).

Text-to-911 may be on its way, but it is not here yet. To read the latest FCC updates about text-to-911, please visit [www.fcc.gov/text-to-911](http://www.fcc.gov/text-to-911). And remember, if you need to reach 911 now, always call via voice, TTY, or Relay.



## Our Newest Relay Partners

### Apartment Complexes/Rental

**McGurk House**—Lynchburg  
[www.mcgurkhouse.org](http://www.mcgurkhouse.org)  
434-846-2425

**Park Properties Management Company LLC**—Charlottesville  
[www.goparkproperties.com/](http://www.goparkproperties.com/)  
434-979-2900

**Stone Creek, LP**—Charlottesville  
[www.stonecreekvillageapts.com](http://www.stonecreekvillageapts.com)  
434-872-9000

### Banks, Loans & Mortgage Services

**One Main Financial**—Staunton  
[Onemainfinancial.com](http://Onemainfinancial.com)  
540-886-0738

### Education

**Old Dominion University- Office of Educational Accessibility**—Norfolk  
[www.odu.edu/educationalaccessibility](http://www.odu.edu/educationalaccessibility)  
757-683-4655

### Medical Care

**Blue Ridge PACE**—Charlottesville  
434-529-1300

**Centra PACE**—Lynchburg  
[www.centrahealth.com/pace-program](http://www.centrahealth.com/pace-program)  
434-200-6516

**Clevengers Corner Veterinary Care**  
Amissville  
[www.ClevengersCorner.com](http://www.ClevengersCorner.com)  
540-428-1000

**ODU Monarch Physical Therapy**—Norfolk  
757-683-7041

### Miscellaneous

**Clinch River Farms**—Pounding Mill  
[www.ClinchRiverFarms.com](http://www.ClinchRiverFarms.com)  
276-971-4518

### Nonprofit

**Housing Opportunities Made Equal of Virginia, Inc.**—Richmond  
[www.HOMEofVA.org](http://www.HOMEofVA.org)  
804-354-0641

**Mountain Kids Incorporated**—North Tazewell  
[www.mtkids.org](http://www.mtkids.org)  
276-202-5437

### Real Estate

**Avery-Hess, REALTORS**—Dunn Loring  
[www.gr8homes.net](http://www.gr8homes.net)  
703-577-7921

### Retail

**Little Fish Comics and Collectibles**  
Fredericksburg  
[littlefishcomics@comcast.net](mailto:littlefishcomics@comcast.net)  
540-710-6170

**Marketplace**—Abingdon  
276-628-6203

### Transportation

**Hampton Roads Transit**—Norfolk  
[www.gohrt.com](http://www.gohrt.com)  
757-222-6100

**Williamsburg Area Transit Authority**  
Williamsburg  
[www.goWATA.org](http://www.goWATA.org)  
757-220-5493





## Virginia Relay Advisory Council (VRAC)

### Consumer Members:

**Carl Amos, Ed.D.**

Representing Hearing Relay Users

**Robbin Blankenship, VRAC Vice-Chair, 2015-2017**

Representing Speech-to-Speech (STS) Relay Users

**William Hess**

Representing Voice Carry-Over Users

**Betti Thompson, VRAC Chair, 2015-2017**

Representing Internet (IP) Relay Users

**Ann Ollif**

Representing Virginia Association of the DeafBlind (VADB)

**Arva Priola**

Representing Centers for Independent Living (CILs)

**Helen Justice**

Representing Virginia Association of the Deaf (VAD)

**Valerie Luther**

Representing Captioned Telephone Relay Users

**Mani Aguilar, Au.D**

Representing Association of Late Deafened Adults (ALDA)

**Linda Wallace**

Representing Hearing Loss Association of America (HLAA) Virginia Chapters

**Barclay Shepard**

Representing Hearing Relay Users

**Lisa Harbour**

Representing Speech and Hearing Association of Virginia (SHAV)

**John Slone**

Representing Video Relay Users

### Non-Voting Members:

**Gary W. Talley, VDDHH Outreach Manager**

VDDHH Outreach Programs

**Teresa Feeney, AT&T**

Virginia Relay Center Manager

**Brenda Neely, AT&T**

Virginia Relay Center

**Lauren Cramer, Hamilton Relay**

Hamilton Relay Accounts Manager

**Stephanie Ulmer, Hamilton Relay**

Virginia CapTel Outreach Coordinator

## Thank you to VRAC members

The November 6 meeting of the Virginia Relay Advisory Council (VRAC) was the last meeting for several of our members whose terms on the council have ended. We would like to say a special thank you to Abra Jacobs (representing Virginia Centers for Independent Living), Eileen McCartin (representing the Association of Late Deafened Adults), Traci Branch (representing Voice Carry-Over Relay Users), pictured above with VDDHH Director Ron Lanier, and Kathi Mestayer (representing the Virginia Chapters of the Hearing Loss Association of America). VRAC members serve an important role by ensuring that we are meeting the needs and addressing the concerns of all Virginia Relay members.

In addition, earlier this year VRAC said goodbye to Feta Fernsler, who represented Internet Relay users. After seven years of serving customers through the Deaf and Hard of Hearing Services Center of Southwest and Western Virginia (DHHSC) as an outreach specialist, Feta and his family have moved to Delaware to pursue new career opportunities. We wish Feta and his family all of the best!

## Meet Staunton's new Outreach Specialist

Please join us in welcoming the newest outreach specialist at the Deaf and Hard of Hearing Services Center of Southwest and Western Virginia, Jennifer McDonald! Jennifer coordinates outreach initiatives for people in and around Staunton, Charlottesville and Winchester.

As an outreach specialist, Jennifer sponsors workshops, demonstrations and training sessions to help educate the local community about hearing loss as well as how to use Virginia Relay. She also helps people obtain no-cost telecommunications equipment through Virginia's Technology Assistance Program.

Previously, Jennifer worked as an American Sign Language (ASL) interpreter in Northern Virginia's education system. She also spent 15 years working with seniors at a senior living community.

"I am looking forward to making a difference in the community by connecting people with the local resources and services Virginia offers to communicate with people who are deaf and hard of hearing," said Jennifer. "I grew up in Southwest Virginia, and I'm also excited to be returning to the area."

In her spare time, Jennifer enjoys watching movies, shopping and traveling. Individuals living in her area wanting to learn more about Virginia Relay and other communications resources for people who are deaf or hard of hearing may contact her at 540-885-0822 (V/TTY) or dhhscc.jennifer@gmail.com.





1602 Rolling Hills Drive, Suite 203  
Richmond, Virginia 23229-5012

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



## CapTel Repairs Made Easier!

Effective immediately, if you received your CapTel phone after October 2011, CapTel repairs and replacements will be easy as 1, 2, 3:

1. Contact your local VDDHH Outreach Specialist 1-800-552-7917 or Weitbrecht Communications (WCI) at 1-800-233-9130 and ask for assistance with repair or replacement of your CapTel phone.
2. Provide the ESN Number located on the bottom of the CapTel.
3. Confirm the address where the CapTel is located.

WCI will send a replacement phone to you directly and include a shipping label to return the old telephone. There is no charge for the return. If the CapTel telephone was received through TAP/L20, WCI will forward the ESN of the replacement phone to VDDHH, and we will update your records.

No more cumbersome paperwork or lengthy delays. Just faster, easier customer service for you, thanks to WCI and Hamilton Relay CapTel!

## Upcoming Events

### **Future of 9-1-1 and Citizens' Interactions with Law Enforcement**

**January 31, 2015**

Fredericksburg City Police  
Fredericksburg

### **Challenge Discovery Project Bowl-A-Thon**

**February 28, 2015**

AMF Hanover Lanes  
Mechanicsville

### **Virginia Disabled American Veterans Spring Conference**

**March 5-7, 2015**

Marriott Hotel & Conference Center  
Chesapeake

### **Speech-Language-Hearing Association of Virginia (SHAV) Annual Conference**

**March 25-28, 2015**

DoubleTree Richmond  
Richmond

### **Deaf and Hard of Hearing Seniors Safety Day**

**April 23, 2015**

John F. Frick III Conference Center  
Fredericksburg

### **The Danville Regional Health Fair**

**May 16, 2015**

Ballou Park

### **Annual Aging in Mind, Body & Spirit Conference**

**June 2, 2015**

Beard Center on Aging  
Lynchburg

### **Virginia Disabled American Veterans Department Conference**

**June 11-13, 2015**

Holiday Inn Tanglewood  
Roanoke

### **Virginia Association of the Deaf Conference**

**June 25 - 27, 2015**

Roanoke



### Find Us on Facebook!

Virginia Relay now has a Facebook page! Just enter "Virginia Relay" in Facebook's search field and click the "Like" button at the top of our page to get regular status updates of Virginia Relay news, events and more.

