

VIDEO RELAY SERVICE

Video Relay Service (VRS) makes it possible for American Sign Language (ASL) users to converse in their native language with the person they are calling. With this feature, users can express real emotions and feelings (similar to a person-to-person conversation) and benefit from enhanced communication speed.

Once a connection is made, a professionally-trained video interpreter begins translating the user's sign language into spoken language or text for the other party. When the other party responds, the interpreter translates his or her words back into sign language for the VRS user.

Disclaimer: Video Relay Service is not administered or funded by the Virginia Department for the Deaf and Hard of Hearing. The Federal Communication Commission provides oversight and funding.

VRS (Video Relay Service)



VRS
(Video Relay Service)



Benefits of VRS:

- Conversation flows instantaneously between callers
- Professionally certified interpreters
- No charge for local or long-distance calls
- Captures callers' gestures, emotions and feelings
- Unique ten-digit number for incoming calls to VRS users

Note: Video Relay Services require a high-speed internet connection and a videophone or downloadable software.

To learn more about VRS or Virginia Relay...

Call: 800-552-7917 (Voice)

Visit: www.varelay.org

Email: info@vddhh.virginia.gov

Write: Virginia Relay
1602 Rolling Hills Drive, Suite 203
Henrico, VA 23229-5012



TECHNOLOGY ASSISTANCE PROGRAM

Offered by the Virginia Department for the Deaf and Hard of Hearing (VDDHH), **the Technology Assistance Program (TAP)**, provides specialized telecommunication equipment to qualified applicants whose disabilities prevent them from using a standard telephone.

To qualify for the program, you must be Deaf, Hard of Hearing, DeafBlind or have difficulty speaking. You must also be a Virginia resident and meet income eligibility requirements that are based on household income and family size. While there are no age restrictions, all applications from minors must be co-signed by a parent or legal guardian.





Virginia Department for the
Deaf and Hard of Hearing

How the Program Works

Specialized equipment is provided to qualified individuals on a Loan-to-Own (L2O) basis. This gives qualified recipients up to 30 days to decide whether to keep, exchange or return the equipment. If, following the 30-day period, the recipient feels the device enables him or her to successfully communicate over the phone, he or she retains ownership of the device.

Assistive devices available through TAP L2O include:

- TTYs (text telephones)
- Amplified telephones
- Voice Carry-Over (VCO) phones
- Captioned telephones
- Outgoing speech amplifier phones
- Signalers for the phone and door
- Hearing Carry-Over (HCO) phones
- Other devices available by special request

Note: All devices through TAP carry a one-year manufacturer's warranty, and training on use of the equipment is available.

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VCO, HCO & STS

Voice Carry-Over (VCO) is for people who can speak clearly, yet have hearing loss significant enough to keep them from understanding what is being said over a standard telephone. Using a VCO phone or TTY (text telephone), VCO users can speak directly to the person they are calling. When the other party responds, the Virginia Relay Communication Assistant (CA) types what is said for the VCO user to read on the screen of the VCO phone or TTY.

Hearing Carry-Over (HCO) allows people with significant difficulty speaking to call anyone who has a standard telephone—and vice versa. During an HCO call, the person who has difficulty speaking types his or her side of the conversation on a TTY or similar device and the Virginia Relay CA voices the typed words to the other person. When the other person speaks, the HCO user listens directly to what is being said.

Speech-To-Speech (STS) is for people with mild to moderate difficulty speaking who can hear clearly over the phone. During an STS call, a specially trained Virginia Relay CA listens to everything the STS user says and re-voices it verbatim to the other party, as needed. When the other person responds, the STS user listens directly to what is said. Visually Assisted STS is also available with a Skype™ account.

Skype™ is a trademark of Skype. Virginia Relay and Hamilton Relay are not affiliated, sponsored, authorized or otherwise associated with the Skype group of companies.



STS (Speech-To-Speech)

Speech-To-Speech (STS) Options

Since CAs are skilled at listening to a variety of speech disorders, STS users can communicate with their own voice, voice synthesizer, voice enhancer or other assistive voice device. Users can also choose to have their voice muted to the other party (STS with Privacy) or request that the CA assist only when needed. No typing or special equipment is required. STS for Spanish speakers is also available.

Benefits of VCO, HCO and STS:

- Simple to use—just dial 7-1-1 or
Speech-to-Speech: 866-221-6784
Visually Assisted Speech-to-Speech: 800-855-8220
- Call any standard phone user
- Available 24/7 (including holidays)
- Automatic caller preferences
- Confidential and secure

STS is ideal for people with speech limitations due to:

- | | |
|-----------------------|--------------------------|
| ■ Cerebral palsy | ■ Stroke |
| ■ Multiple sclerosis | ■ Stuttering |
| ■ Muscular dystrophy | ■ Traumatic brain injury |
| ■ Parkinson's disease | ■ Laryngectomy |

To learn more about VCO, HCO or STS...

Call: 866-894-4116 (Voice) or 866-246-9300 (TTY)
Visit: www.varelay.org
Email: varelay@hamiltonrelay.com
Write: Virginia Relay
1602 Rolling Hills Drive, Suite 203
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VIRGINIA RELAY PARTNER

Virginia Relay Partner is a free program designed to eliminate hang-ups many Relay users experience by educating businesses on how to identify, receive and place Relay calls. The program is open to all Virginia-based businesses. Other than a telephone, no special equipment is required to participate.

The business advantages:

- Connect with thousands of Relay users (including many in Virginia's booming senior population)
- Increase sales
- Grow customer loyalty amount Relay users
- Generate referrals from satisfied Relay users
- Get FREE marketing support from Virginia Relay

It's FREE to join! Turn over to see what's included.





Get FREE marketing and business support from Virginia Relay when you join.

As a Virginia Relay Partner, the thousands of Relay users across the Commonwealth will know that your company welcomes their calls—and their business. Once enrolled, you'll receive:

- Training materials and onsite presentations for you and your staff
- A business listing in our online directory, which is promoted to all Virginia Relay users on our website and through community outreach
- Virginia Relay Partner logo to add to your marketing materials
- Newsletter, blog post and social media post templates to promote your efforts
- And more!

To learn more or enroll in Virginia Relay Partner...

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CAPTIONED TELEPHONE SERVICE (CTS)

Designed for people who have difficulty hearing over the telephone, a captioned telephone works like any other phone—with one important difference. Using the latest in voice recognition software, the captioned telephone displays every word the other person says. So you can listen to what is being said and read captions of your conversation on the captioned telephone's display screen.

Captioned Telephone Service (CTS) is available at no cost, and captions are available in English and Spanish.

You can benefit from CTS if you are:

- Deaf with understandable speech
- Someone with a cochlear implant
- Hard of Hearing
- A Voice Carry-Over (VCO) user
- A late-deafened adult
- Someone who can no longer use an amplified phone

Captioned Telephone Service



Check out the CTS calling options:

- Analog CTS: Works with standard telephone service using one or two lines.
- Internet CTS: Works with a high-speed Internet connection and any type of phone service.
- Mobile CTS: Access CTS on a compatible iPhone or Android smartphone or tablet.
- Web CTS: Make CTS calls over the internet using your PC/Mac computer. No special equipment or software is needed.

Contact VDDHH at 800-552-7917 (Voice/TTY) to find out how to obtain a captioned telephone. Specialized telecommunication equipment is also available to those who qualify through the Virginia Technology Assistance Program.

To learn more about CTS...

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Captioned Telephone Service



FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP Captioned Telephone Service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, paid from a federally administered fund. To learn more, visit fcc.gov. CapTel is a registered trademark of Ultratec, Inc. CapTel may be used to make 911 calls, but may not function the same as traditional 911 services. For more information about the benefits and limitations of CapTel and Emergency 911 calling, visit HamiltonCapTel.com/911. Third party trademarks mentioned are the property of their respective owners.

VIRGINIA RELAY



TTY (Text Telephone)

A free public service, **Virginia Relay** enables people who are Deaf, Hard of Hearing, DeafBlind or have difficulty speaking to communicate with standard telephone users. The conversation is relayed between the two parties by a specially trained Virginia Relay Communication Assistant (CA).

Relay services are available 24 hours a day, 365 days per year, with no limit on the number or length of calls a user may make. By law, every call is handled with the strictest confidentiality.

Anyone can initiate a Virginia Relay call, simply by dialing 7-1-1.

Advanced features for Relay users:

Virginia Relay offers state-of-the-art features designed with the users' needs in mind.

- **TTY (text telephone)** – For people who are Deaf or Hard of Hearing.
- **Voice Carry-Over (VCO)** – For people who can speak clearly, yet have hearing loss significant enough to keep them from understanding what is being said over a standard telephone.
- **Hearing Carry-Over (HCO)** – For people with significant difficulty speaking who can hear clearly over the phone.
- **Speech-to-Speech (STS)** – For people with mild to moderate difficulty speaking who can hear clearly over the phone.
- **Voice Users** – Hearing individuals can place and receive calls through Virginia Relay.
- **Directory Assistance and Answering Machine Retrieval**
- **Spanish-To-Spanish and Spanish-To-English Translation** (in-state calls only)

Save time with a Relay Choice Profile

Virginia Relay users can establish a personal profile that automatically lets the CA know their communication preferences, such as TTY, Speech-to-Speech, frequently dialed numbers and long-distance billing information. All Relay Choice Profile information is kept confidential, and Multi-User Relay Choice Profiles are available for several users calling from the same business or residence.

To establish your Relay Choice Profile, visit www.varelay.org.

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