

Voice Carry-Over Relay

Making your life easier...one call at a time.

There are times when making a telephone call is one of the last things we want to do on a given day—for many reasons. When the reasons include frustration, humiliation, and sadness, making that call (or answering a call) are never at the top of the favorite-things-to-do list.

Frustration, humiliation, and sadness were just a few of the feelings experienced by a woman who lives in Eastern New York State—feelings she experienced until she was introduced to New York Relay’s Voice Carry-Over (VCO) service.

The VCO service allows a deaf or hard-of-hearing person to speak directly to a hearing person. The Relay Operator types exactly what the hearing person says and the deaf or hard-of-hearing person can read it on their TTY or VCO phone. This has proven to be a perfect communication solution for late-deafened adults who have difficulty hearing over the phone.

“The 7-1-1 line and the VCO phone has been a godsend for me,” Eleanor Varden recently stated. “Using 7-1-1 has restored my self-confidence and dignity.”

Mrs. Varden, 91, began experiencing hearing loss when she was in her 50s. Over the years she has used hearing aids and amplifiers to assist her with using the telephone. As her hearing loss became greater, those devices were not working for her and telephone calls had become her nemesis. In March of this year, Sandra Clark, Executive Director for the Association of the Hearing Impaired and New York Relay Ambassador for the Albany area and Eastern New York State, introduced Mrs. Varden to the VCO phone and instructed her on its use. A relationship was born!

Mrs. Varden now uses the VCO phone on a daily basis—speaking with businesses, making appointments, visiting with her son and her friends.

“The tenseness just rolled off my shoulders the first time I completed a VCO call on my own,” Mrs. Varden recalls. “And the 7-1-1 Operators are just wonderful.”

The Voice Carry-Over service may very well be the perfect solution for you or someone you know. In the words of Eleanor Varden, “It has been a lifesaver. I love it!”

“New York Relay-
7-1-1-touches a range
of emotions for me.
...Using 7-1-1 has
restored my
self-confidence...”

Eleanor Varden
91 years of age
New York Relay VCO user



Voice Carry-Over (VCO) Telephone

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Relaying Information, from me to you!

New Yorkers Welcome Captioned Telephone Service

Being deaf, hard-of-hearing, or speech-disabled is a very different experience today as compared to 15 years ago—or even 2 years ago. Technology is changing our world so quickly that it is almost (but not quite!) impossible to keep up.



I have met many people who still do not know all that technology can do for them. In this issue, we are introducing a “*Did You Know?*” column. We want to share information about what we have available to us to make access possible. For example, did you know that Caller ID can make your life much easier? Knowing who is calling you before you answer the phone is a great advantage. I like it because I often get the name and phone number of the person on my Caller ID box, and I don’t have to worry about writing down the phone number. New York Relay provides Caller ID through relay calls, and there is no indication that the call is a relay call. It is functionally equivalent, and this is what we strive for. Contact your local telephone company for more information about Caller ID. Additional charges do apply.

Did you know that any time you see “CC” it means closed captions are provided? If you are not able to hear or understand what is on television, look for the CC button on your remote control. Follow the directions and turn on closed captions.

The advent of *captioned telephone* (see adjacent article) is opening still more doors for better communication. Something important to all of us.

If you have a technology tip you want to share, write and tell us about it.

Until next time, make the most of every day!

Mary Beth Mothersell, LMSW
editor

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The New York State Public Service Commission has recently announced that beginning in January 2007 captioned telephone service will be available to New Yorkers through New York Relay Service.

Captioned telephone service uses a telephone that displays near real-time captions of the telephone conversation. The captions are displayed on a screen imbedded into the telephone base. The service is similar to closed-captioning on television or subtitles on movies.

The newly available captioned telephone service will complement the existing services provided by New York Relay—services that are renowned for making telephone connections for hearing, deaf, hard-of-hearing, deaf-blind, speech-disabled, and late-deafened individuals!



For more information how captioned telephones can be available to you, be sure to visit our website nyrelay.com. More details coming in our next newsletter!

NEW YORK RELAY SERVICE

7-1-1 or 1.800.662.1220	TTY/Hearing Carry-Over (HCO)
7-1-1 or 1.877.826.6977	Voice Carry-Over (VCO)
7-1-1 or 1.800.421.1220	Voice
7-1-1 or 1.877.662.4886	Spanish
7-1-1 or 1.877.662.4234	Speech-to-Speech (STS)

1.800.584.2849	ASCII
1.900.230.6565	Pay-Per-Call (TTY)

1.800.676.3777	Customer Service (Voice/TTY)
1.800.664.6349	Relay Inquiry Line (Voice)
1.800.835.5515	Relay Inquiry Line (TTY)

SprintIP.com	Internet Relay
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nyrelay.com

Did You Know...?

New York Relay Services Never Stop

Customer Database Profile	Speech-to-Speech
Caller ID	Spanish Relay
Doorbell Flashers	ASCII Split Screen
HATIS	Hearing Carry-Over (HCO)
Coin Sent Paid	

...with New York Relay **Customer Database Profile**, you can create a personal greeting that is “all about you”?

...something as simple as **Caller ID** can reduce misunderstanding and provide you with needed information?

...**doorbell and telephone flashers** allow you to “hear with your eyes”?

...a **HATIS** (Hearing Aid Telephone Interconnect Systems®) can make your cell phone reception clearer?

...New York Relay **Coin Sent Paid Plan** allows you to make local calls from any coin telephone and that the call will be completely free?

...**Speech-to-Speech**, a service of New York Relay, serves as the voice of a person with a speech disability through use of state-of-the-art equipment and specially trained Relay Operators?

...*Quiere comunicarse?* (Want to communicate?) Adelante. (Go ahead.) TTY users can type in Spanish and the conversations will be relayed in Spanish (via a Relay Operator) to the called party—**Spanish Relay**.

...**ASCII Split Screen**, another service of New York Relay, allows the caller and the person they are calling to see each others responses on the computer monitor at the same time.

...when using **Hearing Carry-Over (HCO)**—a service which allows users to hear their call placed and have a Relay Operator serve as their voice—the caller may request a female or male operator?

New York Relay Service Has a Visual Presence in NYC

A visit to the New York City Subway System will bring you up close and personal to a 4' x 5' billboard advertisement for New York Relay Services. New York Relay's 205 billboards are visible from the Brooklyn Bridge station, to Rockefeller Center to Prospect Park and 51 other locations in between!

As part of New York Relay's efforts to educate *all* New Yorkers about New York Relay, this eye-catching ad is asking the *hearing community* if *they* have an awareness of New York Relay.

In addition to the subway ads, New York Relay has placed similar print ads in thousands of penny-saver publications throughout the State.

The word is out. Everyone can benefit from New York Relay!



Joanne M. Ebersbach, New York Society for the Deaf and member of the New York Relay Advisory Board, at the West 23rd Street station.

NEW YORK RELAY...making a telephone connection for hearing, deaf, hard-of-hearing,

deaf-blind, speech-disabled, and late-deafened individuals! Just dial 7-1-1

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New York Relay Ambassadors

Reaching Out Across the State

- **Relay Ambassadors** help promote and increase Relay awareness on a local and state level by providing outreach services across New York State—educating *all* New Yorkers about the services available through New York Relay.
- **Relay Ambassadors** meet with clubs and affiliates, businesses and agencies, professional groups, medical organizations, senior organizations, and advocacy groups.
- **Relay Ambassadors** conduct public presentations, workshops, and seminars which include a history of the development of New York Relay. They also provide demonstrations of the services of New York Relay by making live Relay calls. There is no charge or fee for these presentations and demonstrations.

Mary Kay Adams, working with Joshua Finkle, is Ambassador in New York City (Manhattan, Queens, Brooklyn, Bronx, and Staten Island) Long Island, and Westchester County. Mary Kay's contact information is: c/o Deaf & Hard of Hearing Interpreting Services, Inc., 718.433.1092 (voice) 718.392.3372 (TTY) MK.Adams@dhisnyc.com

Christine McCarthy Kovar is Ambassador for the counties of Cayuga, Onondaga, Cortland, Tompkins, Jefferson, St. Lawrence, Madison, Oswego, Tioga, Broome, Chenango, Oneida, Otsego and part of Monroe. Christine's contact information is: Whole ME, Inc. 315.468.3275 (voice/tty) wholemeinc@juno.com

Sandie E. Clark is Ambassador for the Albany area and Eastern New York State including the counties of Warren, Washington, Saratoga, Hamilton, Essex, Schenectady, Albany, and Rensselaer. Her contact information is: Association for the Hearing Impaired, Inc. 518.761.0554 (voice/tty) hearingimpaired@hotmail.com

Lori A. Taylor, working with Susan Demers Postlethwait, serves as Ambassador for the counties of Monroe, Wayne, Livingston, Ontario, Yates, Seneca, Erie, Niagara, Chautauqua, Cattaraugus, Allegany, Orleans, Genesee, Wyoming, Onondaga, Cayuga and Cortland. Lori's contact information is: 585.234.1670 (voice) lori@deafworks.net

Susan Demers Postlethwait coverage is statewide as she focuses on independent living centers for the State of New York. Susan works with Lori Taylor providing Ambassador support for the counties of Monroe, Wayne, Livingston, Ontario, Yates, Seneca, Erie, Niagara, Chautauqua, Cattaraugus, Allegany, Orleans, Genesee, Wyoming, Onondaga, Cayuga and Cortland. Susan's contact information is: 866.410.5787, ext. 26984 (voice) SDPNYRAP@aol.com

Joshua Finkle, along with Mary Kay Adams, is Ambassador in New York City (Manhattan, Queens, Brooklyn, Bronx, and Staten Island) Long Island, and Westchester County. Joshua's contact information is: c/o Deaf & Hard of Hearing Interpreting Services, Inc., 718.433.1092 (voice) 718.392.3372 (TTY) joshua.finkle@dhisnyc.com



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