Can you believe that Relay NC is celebrating its 25th anniversary soon? Where has the time gone?

The celebration will be a major event, with the theme of Hollywood glamour. A dinner buffet and wonderfully fun entertainment will be provided.

For more updates, please continue to check our website: relaync.com/25anniversary
A Message from Relay NC Manager

It is hard to believe that fall has arrived, along with falling temperatures. The leaves are already on the ground, and I know many of us are already tired of raking them. The fall is always a great time to gather family and friends together and reconnect through gratitude. Do take five minutes to call your friends, family, or someone you know who is alone, and chat with them using Relay NC. They will certainly be appreciative of your time and gratitude — it’s never too early or too late to reach out to someone.

The Relay NC team has been very busy promoting Speech-to-Speech NC and Relay NC at events around the state, meeting new and long-time friends and supporters. More is in this issue.

As always, we are here to help ensure smooth and effective relay services for your calling needs.

RelayNCY, Bola Desalu, Relay NC Manager

A Message from CapTel NC Manager

Winter is coming! Get out your coats and boots, and have some fun in the snow!

Speaking of fun, CapTel NC/Relay NC will be at a few of the Division of Services for the Deaf and the Hard of Hearing holiday parties and at holiday fairs, to let people know they can call their loved ones during the holidays! It’s always rewarding to meet CapTel users who share how much they love their CapTel phones. I received a letter from a woman who said she could not live without her CapTel phone. Comments like that make me realize how fortunate we are to have technology to keep us connected, especially this time of the year.

Thank you to all who have made 2015 such a memorable year. Have very happy holidays, and a joyous new year!

Best Regards, Kim Calabretta, CapTel NC Manager

If you have a wonderful story about the TTY, Relay NC or other services, we need you! We’re looking for testimonials and people to share their experiences. This is for a video project for the Relay NC’s 25th Anniversary event.

If you are willing to share your story, please contact Bola Desalu, Relay NC Manager:
- bola.desalu@sprint.com
- 919-324-3792 Videophone/Voice
- 866-338-0078 Fax
Getting to Know Speech-to-Speech (STS) Outreach Specialists

Terra Parker

Tell me about yourself.
I was born and raised in Rocky Mount NC. I graduated from Northern Nash High School. And now I am attending Edgecombe Community College for an Associates Degree in Business. My hobbies are reading a good book and I love to run.

What was your first experience being exposed to deaf or speech disabled people and how did you connect with them?
My first experience with someone deaf was when I was about 10 and I didn’t know anything about sign language so we just wrote everything down. And she and I are still friends to this day.

Why are you interested to be the Outreach Specialist?
To help people, tell them about the wonderful service STS has to offer.

What is your favorite touching moment as STS Outreach Specialist?
When a man came up to my booth with his teenage son, his father said when he is away on business trips it was okay to text him but sometimes he just want to talk to his son. I told him all about STS.

Why do you believe STS is the best service for speech disabled people to use?
I believe that everybody deserves to be heard and STS helps people do that.

What is your favorite quote?
“Choosing to be positive and having a grateful attitude is going to determine how you’re going to live your life.” – Joel Osteen

Stephanie Lane

Tell me about yourself.
I was born in Washington DC, I grew up as a child in Northwest but when my father retired from the military we moved to Goldsboro NC. I graduated from Goldsboro High School in 1988 and went to Shaw University.

What was your first experience being exposed to deaf or speech disabled people and how did you connect with them?
My first exposure to deaf/speech disabled was in 1997 at Eastern NC School for the Deaf. I was interested in ASL and I joined the Residential Program for experience.

Why are you interested to be the Speech-to-Speech (STS) Outreach Specialist?
I enjoy helping and networking to learn new things, and being an Outreach Specialist gives me that experience.

What is your favorite touching moment as STS Outreach Specialist?
I met a lady that stated that she had no contact with her parents. They both had speech disabilities and they felt they had no use for verbal contact until she was aware of the services.

Why do you believe STS is the best service for speech disabled people to use?
I believe STS is the best services for speech disabled to utilize because the individual keeps their independence and freedom to be comfortable with the confidentiality of their conversation.

What is your favorite quote?
“Life is 10% what happens to you and 90% how you react to it.” – Charles R. Swindoll

“Life has its challenges and we all handle them differently, but when you take the negative and learn from it in turns in to positivity.”
Visit the NEW CapTel NC Website!
www.captelnc.com

Come and visit the newly updated CapTel NC website! With a new look, the CapTel NC website now has more videos, resources and details about the CapTel service and phone. The CapTel program is a viable option for people who have a hearing loss and qualify for a CapTel unit. Learn more about the wonderful things CapTel can do for you, or schedule an installation, a presentation or an exhibition by visiting www.captelnc.com.

You Have the Power in CapTel Calls!

With CapTel, you have the power! During a CapTel call, you, as the caller, have complete control, just as you would on any other telephone. There is no interaction with the Captioning Assistant (CA) who provides the captions appearing on the CapTel display. This is different than a traditional relay call, during which the relay operator might ask for the spelling of a name or ask you to repeat yourself for clarity.

If you speak with someone who speaks very quickly, is in a noisy environment, or has a heavy accent, you may sometimes see “(Unclear)” on your CapTel display. This indicates that the CA could not hear clearly enough to determine what was said. If you see this, ask the other party to repeat, since the CA cannot ask for clarification. It may also help if you reread the last few words. For instance, if the display reads, “I think I’ll go to (unclear) at about 1:30 p.m.,” you could say, “You think you’ll go where at 1:30?” If the display shows “(unclear)” several times, please note the call date and time, and use the “Review Captions” feature to retrieve the CA’s number. Next, contact CapTel Customer Service right away, and we will follow up to make sure that every CapTel call is clear!
We’re Looking for CapTel NC Models and Testimonials!

If anyone has a CapTel, loves the CapTel phone, and is interested in providing either a testimonial and/or being a model, contact Kim Calabretta at:

kim.m.calabretta@sprint.com
(919) 719-2705

Need a Refresher Course on Your CapTel Phone?

If you have a CapTel phone and would like more training, please go to:
captnccom/request
and request training! Training is provided at no cost.

Where Have We Been?

CapTel NC Consultant, Marcel Bellamy, at the MUM Festival

CapTel NC Consultant, Wayne Giese, at the Blackberry Festival

CapTel NC Consultant, Kimberly Parker, at the Senior Games

CapTel NC Consultant, Greg Little, with consumers at the Spruce Pine Bluegrass Festival
AROUND THE STATE

Chris Wagner, President of NAD, Jimmy Miller, Relay NC Outreach Specialist, Howard Rosenblum, NAD CEO, Bola Desalu, Relay NC Manager at Deaf Senior Conference in Asheville

Curious consumers at Buddy Walk in Greensboro

STS Outreach Specialist, Terra Parker, at NC Rehabilitation Association/NC Assistive Technology Program Annual Conference at Raleigh

STS Outreach Specialist, Terra Parker, at Buddy Walk in Greensboro

STS Outreach Specialist, Stephanie Lane, at Buddy Walk in Wilmington

STS Outreach Specialist, Terra Parker, with consumers at Buddy Walk in Greensboro
Do you know what these symbols mean?

**Access (Other Than Print or Braille) for Individuals Who Are Blind or Have Low Vision**

This symbol indicates access for people who are blind or have low vision, and is best used in places such as guided tours, paths to a nature trail or a scented garden in a park, a tactile tour, or a museum exhibition that may be touched.

**Symbol for Wheelchair Accessibility**

This symbol indicates access for individuals with limited mobility, including wheelchair users. Remember that a ramped entrance is not completely accessible if there are no curb cuts, and an elevator is not accessible if it can only be reached via steps.

**Audio Description**

This symbol indicates the provision of audio descriptions. Blind or low vision people may enjoy performing arts, visual arts, television, video, and film that offers live commentary or narration (via headphones and a small transmitter) provided by a trained audio describer.

An adapter for non-stereo televisions is available through the American Foundation for the Blind at (800) 829-0500.

**Assistive Listening Systems**

This symbol indicates systems that transmit amplified sound via hearing aids, headsets or other devices.

**Sign Language Interpretation**

This symbol indicates that sign language interpretation is available.

**Accessible Print (18 point or larger)**

“Large Print” indicates that something is available 18-point or larger text, such as books, pamphlets, museum guides, program books and forms.

**The Information Symbol**

The information symbol indicates the location for specific information or materials regarding access, such as large-print materials, audio cassette recordings of materials, or sign language interpreting services.

**Closed Captioning (CC)**

This symbol, indicates that closed captioning is available. Closed captioning, commonly known as subtitles, provides a transcript of the audio portions of a video, film, exhibition or other presentations. As the video plays, captions transcribe speech and other sounds.

**Opened Captioning (OC)**

This symbol indicates that captions, which translate dialogue and other sounds in print, are displayed openly without the need for special equipment on a video, film, television program, or exhibition audio.

**Telephone Typewriter (TTY)**

This symbol indicates that a teletypewriter, or telecommunications device for the Deaf (TTY or TDD) is available. A TTY is used with a regular telephone for communication with and between deaf, hard of hearing, speech impaired and/or hearing persons.

**Volume Control Telephone**

This symbol indicates the presence of telephones that have amplified sound and/or adjustable volume controls.

**Braille Symbol**

This symbol indicates that printed material is available in Braille.
1. When will Relay NC’s 25th anniversary celebration be held?
2. What is another known abbreviation for TTY/TDD?
3. Who are Relay NC’s new STS Outreach Specialists?
4. What is the new website address for CapTel NC?
5. What does this symbol mean?

Dial 7-1-1 or use these toll-free relay numbers:
800-735-2962 TTY to Voice
877-735-8200 Voice to TTY
888-762-2724 ASCII
877-735-8260 Voice Carry-Over
877-735-2962 Hearing Carry-Over
877-825-2448 Speech-to-Speech
877-243-2823 Spanish Relay
877-243-2823 Voice to CapTel

Relay NC Customer Service
800-676-3777 (Voice/TTY)
800-676-4290 (Español - Voz/TTY)
877-787-1989 (Speech-disabled only)

CapTel Customer Service
1-888-269-7477 (Voice/TTY)

Website: www.relaync.com
www.captelnc.com