



Virginia Relay



Eric Alvillar • Virginia Outreach Coordinator

About Virginia Relay

- Virginia Relay is provided by Hamilton Relay under contract with the Virginia Department for the Deaf and Hard of Hearing
- Hamilton Relay is a division of Hamilton Telecommunications based in Aurora, Nebraska
 - Providing relay since 1991
 - Committed to customers, choice, responsiveness and service

About Relay

- Allows individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking to communicate over the phone.
- History
 - ADA 1990
 - FCC Mandate 1993
- Use of specialized equipment
- Available 24/7

Traditional Relay Services

- TTY
- Voice Carry Over
- **Hearing Carry Over**
- **Speech-to-Speech**
- Deaf-Blind Services
- Spanish
- Captioned Telephone (CapTel®)



Who Can Benefit from STS?

- Individuals who have significant difficulty speaking or being understood
- Individuals who use AAC devices
- Individuals wanting to contact someone who has difficulty speaking and being understood



Communication Assistant (CA)

- Facilitates calls according to FCC and state regulations
- Follows individual user preferences
- Does not engage in personal conversation, even when prompted
- Keeps all information confidential



How STS Works



How It Works: Making the Call

- Dial 711 or the toll-free STS number for Virginia: 866-221-6784
- Call will be answered by a CA
- Provide the phone number to dial and any other special instructions
- The CA will place the call and initiate the conversation



How It Works: During the Call

- The CA will repeat what is said by the person who has difficulty speaking
- Repeat always
- Repeat when not understood
- Stay in background until requested
- The CA will prevent interruptions, reminding all parties to patiently wait their turn while each person is speaking

Tips For Using STS

- Consumers may request a male or female CA – as long as one is available, the request will be honored
- It can be helpful to give the CA as much information as possible about the call before dialing
- If an answering machine is reached, the CA will gather the customer's full message, and then redial to leave the message



Tips For Using STS

- STS users can choose whether their voice is heard by the person on the other side of the call or they may request that the CA mute their voice
- It is helpful if the STS user pauses while the CA repeats what has been said
- There is no time limit to calls and there is no limit to the amount of consecutive calls made

Hearing Carry Over (HCO)

- For those who can hear and either regularly or occasionally are unable to speak over the phone
- Specialized telephone equipment
- HCO user listens directly to the other party
- HCO user types their responses
- CA voices what the HCO user types

Customer Profile

- Setting up a profile allows users to customize their preferences for placing and receiving relay calls
 - Connection Mode
 - Special services used on every relay call
 - Preferred long distance company
 - Speed dial numbers
 - Greetings and messages
 - AAC device information

Virginia Relay Outreach

- Presentation
- Equipment Demonstrations
- Relay Friendly Business Program
- 911 Dispatch Training
- Customer Care



Questions?

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