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On a Mac

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CaptionCall & IPCTS

(Internet Protocol Captioned Telephone Service)



An Introduction to CaptionCall by Sorenson



Learner Outcomes

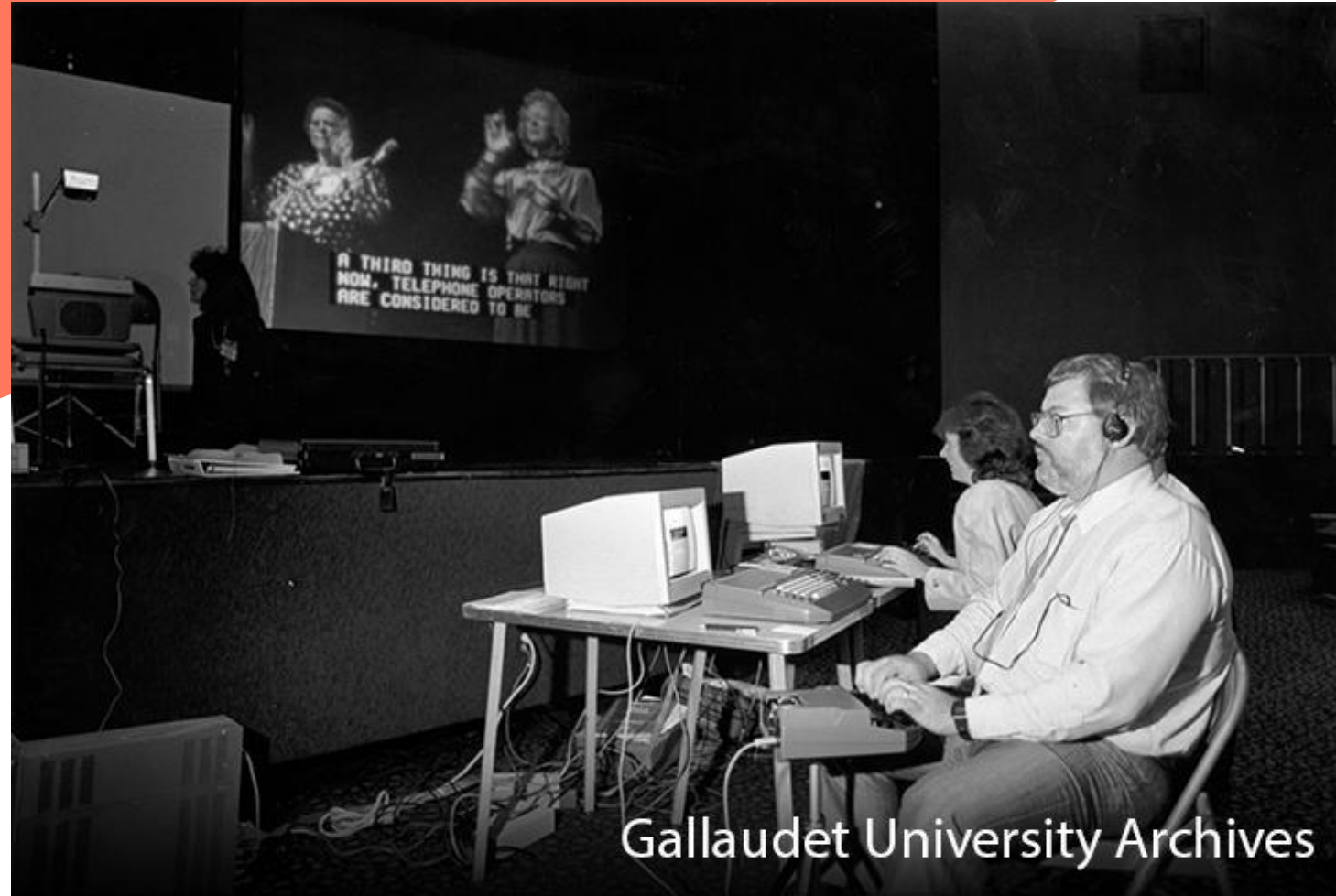
- After this course, participants will be able to explain the role of the Federal Communications Commission in the Internet Protocol Captioned Telephone Services industry.
- After this course, participants will be able to explain the role of the Hearing Care Professional to determine eligibility to receive captioning service.
- After this course, participants will be able to describe the functionality of the CaptionCall service and how to submit professional or self-certification forms.



History of Closed Captioning

- The First Use of Captions on TV: In 1971, during the First National Conference on Television for the Hearing Impaired in Nashville, TN, captioning was first exhibited in the United States — proving that the concept works.

Courtesy of [Gallaudet University](#)



Gallaudet University Archives



History of Closed Captioning

- The following year, Julia Child's cooking show *The French Chef* was the first TV show to implement captions.



The
French Chef
with Julia Child 



History of Closed Captioning

- In the 1960s, scientist Robert Weitbrecht invented the teletypewriter (TTY) to make phone calls more accessible to people who are Deaf or hard of hearing.
- The modern evolution of TTY uses a relay service and scrolling captions to help people with hearing loss use telephones just like everyone else, and for people with hearing loss who want to speak on the phone, Internet Protocol (IP) captioned telephones are the latest development



CaptionCall by Sorenson: Overview Video



How to Stay Connected



The diagram consists of three overlapping circles. The left circle is white with a thin orange border and contains the FCC logo. The middle circle is solid orange and contains the text 'No-cost Government Program' and 'Keeping America Connected'. The right circle is white with a thin orange border and contains the text 'ADA' and 'Americans with Disabilities Act'. The bottom of the image features a teal wavy background.

FCC

No-cost Government
Program
Keeping America
Connected

ADA
Americans with
Disabilities Act



The ADA and Captioned Telephones

- **The Americans with Disabilities Act**, led to the development of relay and captioned telephone services for the deaf and hard of hearing.
- ADA required assistive services for qualified users **in any state, at any time**, and at **a cost no greater than what a person with normal hearing would pay for telephone services**.
- To be eligible for captioned telephone services users must have hearing loss and need captions to use a phone effectively



Role of the FCC



- IPCTS is regulated by the Federal Government through the **Federal Communications Commission (FCC)**
- Funding for IPCTS comes from **telecommunications companies** (required by the ADA) to make their networks accessible to hard of hearing and/or deaf
- Telecommunications companies usually generate funds through charges passed on to their customers
- CaptionCall by Sorenson is a **paid per minute rate for the captions delivered** to customers and **must meet all FCC standards** for delivering the service



Internet Protocol Captioned Telephone Service

Internet Protocol Captioned Telephone Service (IPCTS): uses the internet to provide Captioned Telephone Service to hard of hearing individuals

Captioned Telephone Service: Eligibility requires that the individual have hearing loss that necessitates the use of captioning services in order to effectively communicate on the telephone.



The Captioning Process

1. Phone User - Makes or Receives call from Caller.
2. Captioning Agent (CA) or Automatic Speech Recognition (ASR) is automatically connected to the call (Caller's voice)
3. Technology and Human involvement for accuracy
4. We provide Privacy and Confidentiality Standards



The Importance of Captioned Telephone Service

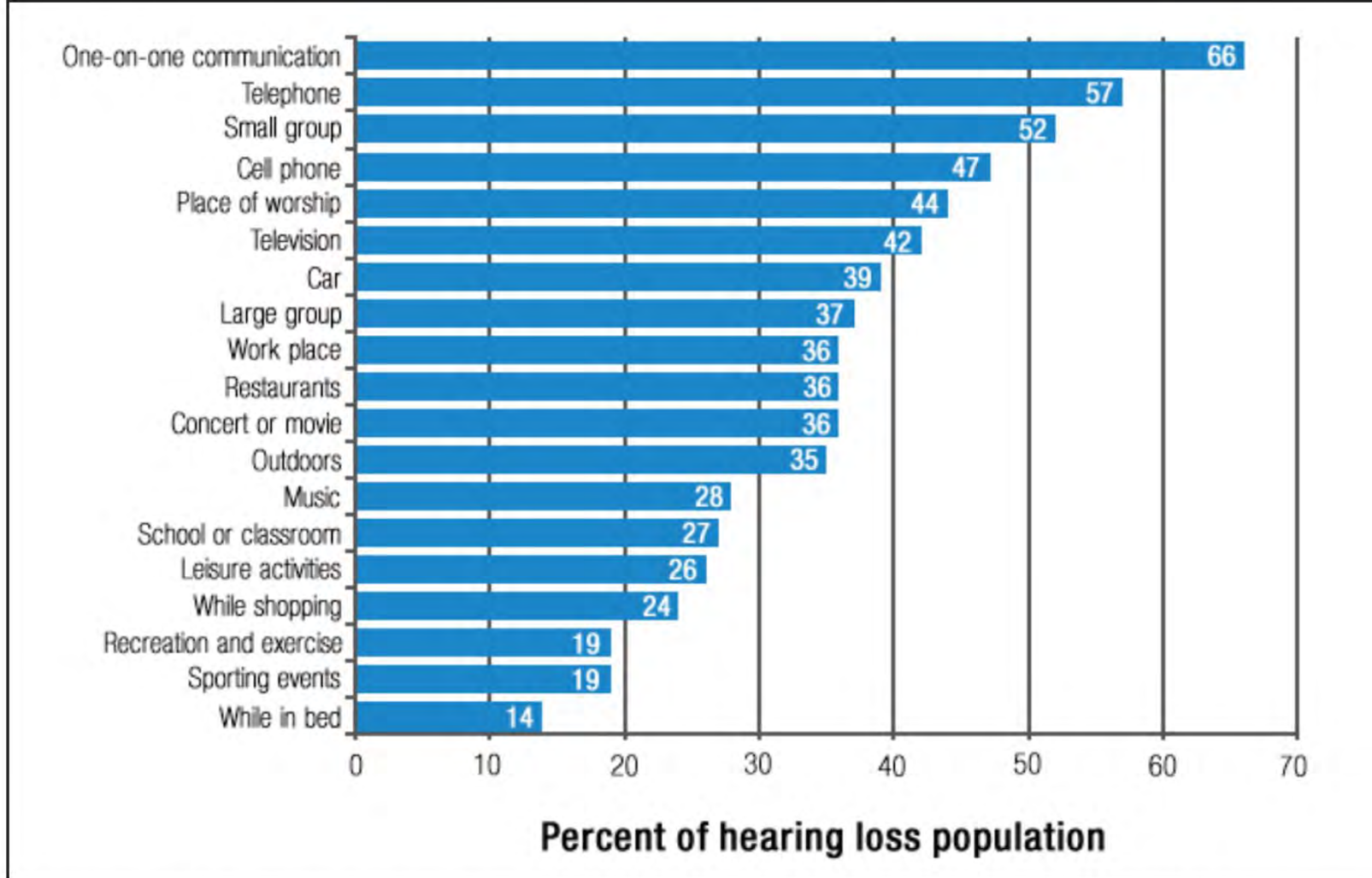
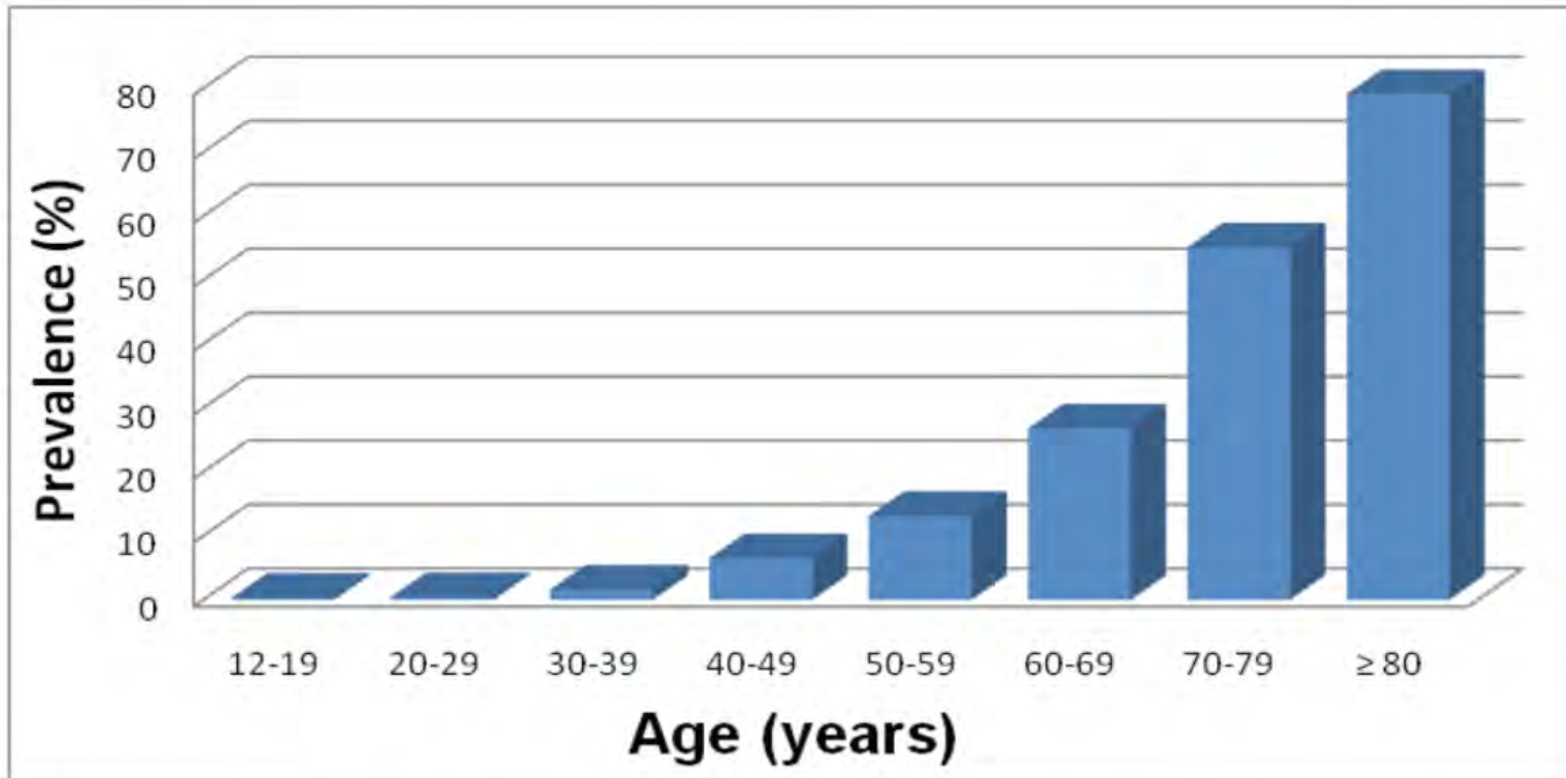


Figure 4. Relative importance of hearing in 19 listening situations; importance rated as "very important." Total hearing loss population (n=7,260)

Hearing Loss and Healthy Aging

Figure 2 Prevalence of hearing loss in the United States 2001-2008. Hearing loss defined as the better-ear pure tone average of 0.5-4 kHz tones > 25dB. Data from Arch Intern Med. 2011 Nov 14;171(20):1851-2. doi: 10.1001/archinternmed.2011.50



What is CaptionCall by Sorenson?

CaptionCall by Sorenson is a revolutionary service for individuals with hearing loss who need captions to use the phone effectively



- Connects people with friends and family, important services
- MD & healthcare providers and 911, emergency services
- Provides Independence and helps people feel less isolated
- Effective communication over the phone is important to an individual's emotional and physical well-being.
- For some individuals, assistive technologies (e.g., hearing aids, amplified phones) may not be enough



Why CaptionCall by Sorenson?

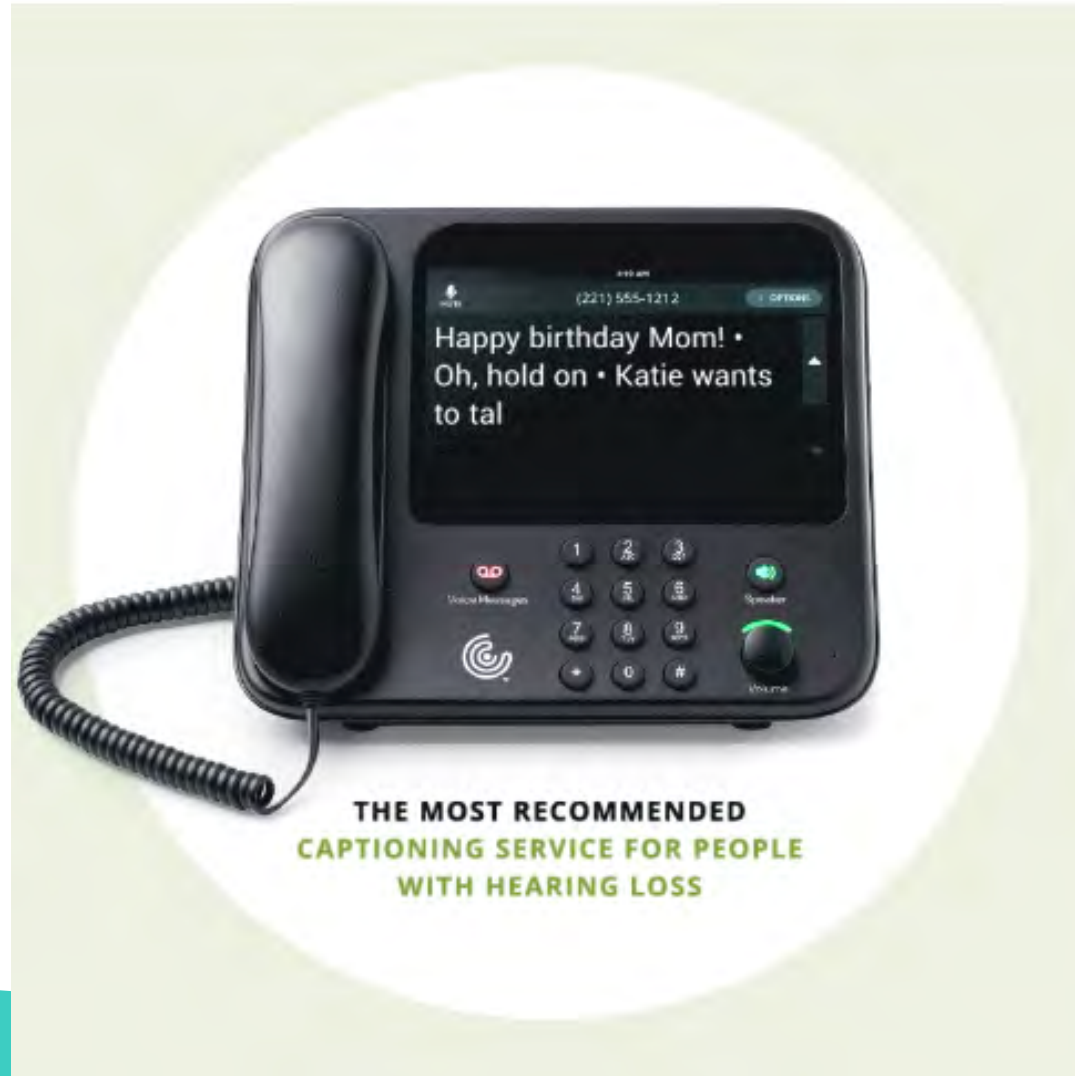
- Consider whether your patients **hearing loss necessitates** the use of captions to use the phone effectively:
 - ❑ **Difficulty understanding what they hear.**
 - ❑ **Asking people on the phone to repeat themselves.**
 - ❑ **Complaints from others that they're not understanding.**
 - ❑ **Avoiding calls because of their hearing loss.**
- **Amplification may not be enough.** Captioning provides a combination of audio and visual and can make understanding phone calls easier
- **Phone and captioning service available at no cost** to your patient
- **Complimentary phone delivery, installation, training, and support**
- **Ability to turn captions on and off**, so captions are only used when needed



CaptionCall by Sorenson Telephone



CaptionCall by Sorenson Telephone Captions



CaptionCall by Sorenson Mobile Applications

Understand every word of every call, everywhere. Captions on-the-go!



Phone Call Captioning

Caption phone service allows users to hear and read what the other person is saying, so they can better understand the conversation

Caption Telephone

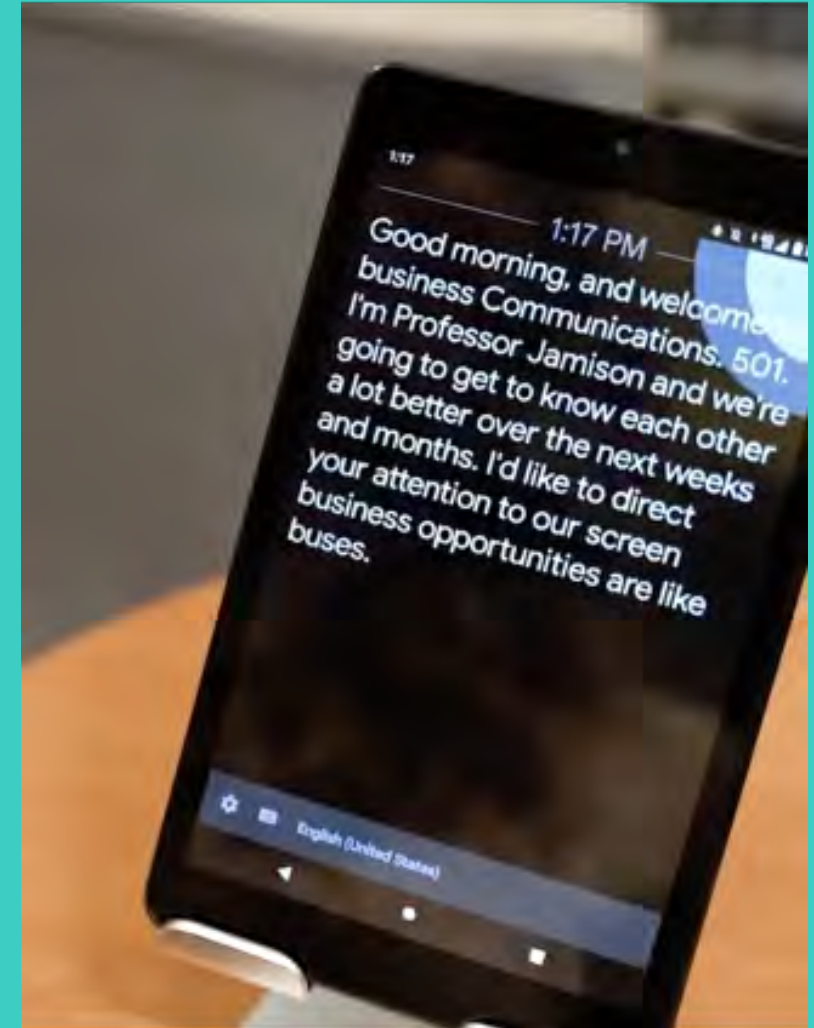
- Including delivery, installation, and hands-on training at no cost to users

Mobile App

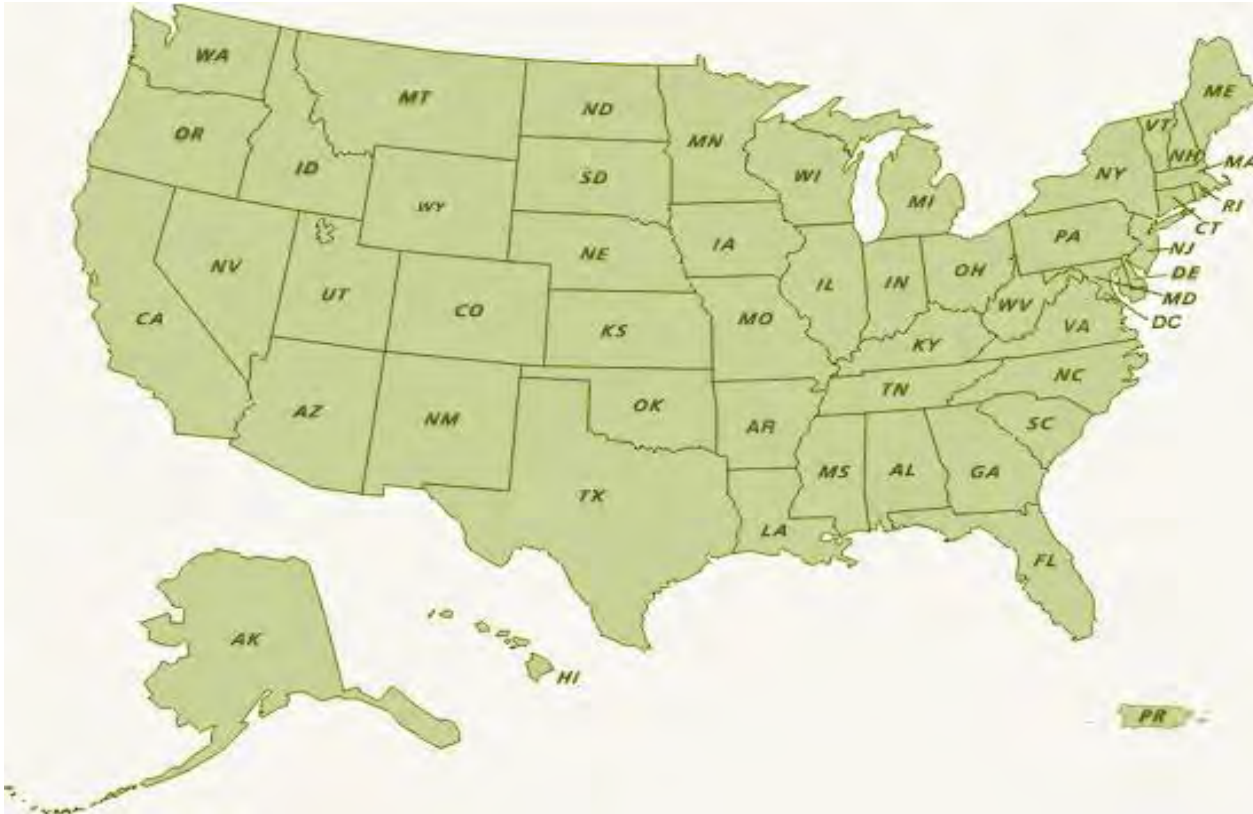
- ss captions for phone calls on-the-go

Financial Accessibility

- The service is available at no cost to people with hearing loss that need captions to use the phone



Available throughout the United States



- **CaptionCall by Sorenson is available throughout the United States and Puerto Rico.**
- **Captions and services are available in English and Spanish.**



How is CaptionCall by Sorenson Different?

RED CARPET SERVICE

- No Cost Delivery, Installation, Personalized Hands-On Training and Support
- On-going customer support
- CDC Guidelines: We have implemented procedures to ensure personal protective equipment is used by all trainers during in-home installations as requested
- Option of requesting a self-guided installation process with our customer service team over the phone
- 100% Satisfaction Guarantee



Positive Impact of CaptionCall by Sorenson

- Captioning and Captioned Calls are an Important part of the **complete hearing health care solution**, whether they are a hearing aid wearer or not.
- Offering CaptionCall by Sorenson service can increase patient satisfaction and contribute to long-term health and well-being.
- Internet Protocol Captioned Telephone Service (IPCTS) is available for your patients that have a hearing loss that necessitates use of captioned telephone service



United States-Based Customer Support

- Hundreds of CaptionCall by Sorenson representatives, employees across the country provide **in-home** service as needed.
- Customer support team is available by:
 - ✓ **Phone** [833-691-1600](tel:833-691-1600)
 - ✓ **Email** support@captioncall.com
 - ✓ **Chat via Website** [Sorenson.com](https://www.sorenson.com)
 - ✓ **Social Media**



Business

What are you looking for?



CaptionCall is Most Recommended by Professionals

- **Most widely used** captioning telephone service in the United States.
- **Most recommended** captioned telephone service by hearing care professionals nationwide.



As a Hearing Care Provider, Helping an Eligible Patient Get CaptionCall by Sorenson service is Easy

Any referral method can be used:

- Submit online at Sorenson.com
- Submit pre-printed & addressed paper form via US Mail, FAX, or scan/email
- HCP submit via OMS software or Noah Module
- CaptionCall by Sorenson takes the ball, we will contact your patient directly and arrange for delivery, installation, and in-home training

Refer a Patient Online

CaptionCall's service is available only to individuals who have a hearing loss and need telephone captioning to communicate effectively on the telephone.

** Indicates required fields

Patient information

Patient name *
First: Last:

Patient email Patient phone *

Patient address *
Street Address
Address Line 2

City State / Province / Region
ZIP / Postal Code Country

Patient's primary language * Patient's desired products *

Additional Contact Information (optional)

Additional Contact's Name
First: Last:

Additional Contact's Phone Additional Contact's Email

Referred By

Provider Name *
First: Last:

Title Email Address

Business Name (if applicable) Phone Number

Account number/promo code

Address *
Street Address
Address Line 2

City State / Province / Region
ZIP / Postal Code Country

Notes

This form is not required by the Federal Communications Commission or any other government entity.

Submit

Get started with CaptionCall by Sorenson

As an individual with hearing loss, if you need captions to use the phone because of your hearing loss, fill out the form to get our service and phone at no cost, you can also reach us at [833-691-1600](tel:833-691-1600)

Home Phone Service

- Our latest and greatest captioning telephone allows you to read your conversations in big, clear text.
- We've also included several features to make your phone calls more convenient, but whether you choose to use all or none of them, you can count on instant, accurate captions so you don't miss a word.
- CaptionCall by Sorenson service and telephone make conversations clear again for people who have hearing loss and need captions to use the phone effectively.

Get started with CaptionCall by Sorenson

you need captions to use the phone because of your hearing loss, fill out the form to get our CaptionCall service and phone at no cost, you can also us at [833-691-1600](tel:833-691-1600)

Order Now!

First Name*	Last Name*	
Installation Address*		
Start typing an address...		
City*	State*	Zip Code*
Home Phone Number*	Mobile Phone Number	Secondary Contact Phone
E-mail		
What is your preferred contact method?		
What is your preferred language?*		
How did you hear about us?		
If you were assisted by a Sorenson employee		
First name, Last name initial		
If you were referred by an employee or a healthcare provider please enter the code in the appropriate box.		Referral Number

Submit

☐ OTHER (Describe): _____	
☐ FULL VACCINATION (Dates, lot numbers, Date of location): _____	
☐ LIST OF ACTIVE MEDICATIONS: _____	
☐ RADIOLOGY REPORTS (Name & Date): _____	
☐ DATE RANGE: _____	
☐ SPECIFIC TESTS (Name & Date): _____	
☐ LAB RESULTS: _____	
☐ OBSERVATIVE/CLINICAL PROCEDURES (Name & Date): _____	
☐ DATE RANGE: _____	
☐ SPECIFIC PROVIDERS (Name & Date Range): _____	
☐ SPECIFIC CLINICS (Name & Date Range): _____	
☐ PROGRESS NOTES: _____	
☐ PATIENT DISCHARGE SUMMARY (Date): _____	
☐ HEALTH SUMMARY (Prior 3 Years): _____	
INFORMATION REQUESTED: Check appropriate box(es) and state the extent or nature of information to be provided:	
☐ TREATMENT ☐ BENEFITS ☐ LEGAL ☐ EMPLOYMENT ☐ OTHER (Specify) _____	
PURPOSE(S) OR NEED: Information is to be used by the requester for: _____	
NAME AND ADDRESS OF ORGANIZATION, INDIVIDUAL, OR TITLE OF INDIVIDUAL TO WHOM INFORMATION IS TO BE RELEASED _____	
PATIENT'S MAILING ADDRESS (including City, State and Zip Code) _____	
LAST NAME- FIRST NAME- MIDDLE NAME _____	
DATE OF BIRTH (mm/dd/yyyy) _____	
TO: DEPARTMENT OF VETERANS AFFAIRS (Name and Address of VA Health Care Facility) _____	
including VA facilities and persons claiming or receiving VA benefits and their records; and for other purposes authorized or required by law. 08/10/02 "Employee Medical File System Records (Title 38)-VA," and in accordance with the Notice of Privacy Practices: VA may use the information to "conduct the" disclosure of the information as outlined in the Privacy Act system of records notices identified as 34VA10A3 "Medical Records - VA," including medical information for other purposes as required. VA may disclose the information that you put on the form as permitted by law. VA may make a disclosure for purposes on the release of an authorization, except for consent-related treatment where an authorization for the use or disclosure of individually-identifiable information is required. The VA's Health Administration may not condition the disclosure of personal information contained in the VA Health Care Program" or otherwise on this form is required. However, if information needed to locate records for release is not immediately identifiable and accessible, VA will be unable to identify and accordingly, per 42 CFR Parts 160 and 164: 2 (f) (2) (C) 222a; and 28 (f) (2) (C) 2201 and 2222 that you specify. Your disclosure of the information. The information requested on this form is subject to the 38 (f) (2) (C). The form authorizes release of information in accordance with the Health Insurance port authority. The release of information from this specifically described below: will require 5 minutes. This includes the time it will take to read the instructions, gather the necessary data and fill out this form. The execution of this form does not require a collection of information unless it is clearly a valid OMB number. We anticipate that the time expended by all individuals who must complete this form information collection is in accordance with the release requirements of section 2201 of the Act. We will not conduct an opinion; and you are not required to provide. ACT AND OTHER WORK REDUCTION ACT INFORMATION: The Paperwork Reduction Act of 1995 requires us to notify you that this	
 Department of Veterans Affairs RELEASE HEALTH INFORMATION REQUEST FOR AND AUTHORIZATION TO	

Self-Certification for CaptionCall Phone and Service

Instructions: Form must be filled out completely for this certification to be recognized by CaptionCall® and the FCC. Fax the completed form to 1-888-778-5838 or email to certification@captioncall.com or mail to CaptionCall Certification, 4215 S. Riverboat Rd., Salt Lake City, UT 84123.

Name (person with hearing loss): _____

Street Address: _____

City: _____

State: _____

Zip: _____

Phone: _____

Email: _____

Self-Certification

Please check the circles below to verify you have read and understand the conditions of self-certification.

Under penalty of perjury:

- ☐ I certify that I have a hearing loss that necessitates use of Captioned Telephone Service.
- ☐ I understand that captions on Captioned Telephone Service are provided by a live Captioning Agent who listens to the other party on the line and provides the text on the captioned phone.
- ☐ I understand that the cost of captioning each Internet protocol captioned telephone call is funded through a federal program.
- ☐ I will not permit, to the best of my ability, persons who have not been registered to use Internet Protocol Captioned Telephone Service (IP CTS) to make captioned telephone calls on the consumer's registered IP CTS or device.

Applicant's Signature: _____

Date: _____

For Internal Use Only

Employee ID: _____

Notes:



Steve DeMari, MS, AAA, ASHA IHS, ILAA
Director of Business Development & Education



Thank you! We Appreciate Your Support!

Customer Care

Have questions about your phone?
Need help troubleshooting? We're
here to help.

Call us:

1-877-557-2227

Email us:

support@captioncall.com

Monday – Friday: 7am – 8pm MT

Saturday – Sunday: 8am – 5pm
MT

Holidays: 8am – 5pm MT

Audiologists & Hearing Care Professionals
Toll-Free dedicated line 877-385-0936

CaptionCall and olelo by Sorenson are available in the United States ONLY. 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. No costs are passed along to individuals who qualify for the service. The CaptionCall phone and olelo app remain the property of Sorenson in order to provide ongoing support, service, and upgrades. ©2022 Sorenson, LLC. All rights reserved.

