

Unit 4



Students -to- Students

Lesson Plan #4

Correlation to Sunshine State Standards, Florida Comprehensive Assessment Test (FCAT) and English as a Second Language (ESOL).

Foreign Languages - Comparisons		
Standard 2: The student recognizes that cultures have different patterns of interaction and applies this knowledge to his or her own culture (FL.D.2.2).		
Benchmarks	Addressed in Unit(s)	FCAT Benchmark?
FL.D.2.2.1 Distinguished the similarities and differences between the patterns of behavior of the target culture related to recreation, holidays, celebrations, and the patterns of behavior of the local culture.	2A; 2B; 2C; 2D; 4-1	No
FL.D.2.2.3 Recognizes some cultural aspects, viewpoints, and attitudes of people in both his or her own culture and the target culture relating to family, school, work, and play.	2A; 2B; 2C; 2D; 4-1	No

Language Arts - Writing		
Standard 2: The student writes to communicate ideas and information effectively (LA.B.2.2).		
Benchmarks	Addressed in Unit(s)	FCAT Benchmark?
LA.B.2.2.1 Writes notes, comments, and observations that reflect comprehension of content and experiences from a variety of media.	2A; 2B; 2C; 3E; 3F; 4-1; 4-5	No
LA.B.2.2.3 Writes for a variety of occasions, audiences, and purposes.	2C; 3E; 3F; 4-1	No

**Students
+0-
Students**



Students-to-Students Program

The Students-to-Students Program was developed in 1995 by James A. Stevenson, a member of the State of Maryland Governor's Advisory Board for Telecommunications Relay and former librarian of Bealle Elementary School in Frostburg, Maryland. The goals of the program are to remove communication barriers between hearing students and students who are deaf, hard of hearing, Deaf/Blind or speech impaired and to increase awareness of relay among the hearing population.

Participating schools should follow the steps outlined below to introduce and implement the program:

- Each school should assign a classroom and teacher representative to participate in the program.
- Florida Relay representatives may meet with teachers to introduce the program. They may also be available to visit classrooms to reinforce the goals of the program, demonstrate proper TTY usage and provide ongoing support. For instructions on how to make a Florida Relay Call, see Handouts #1 and 2.
- Once a group of hearing students is selected by the teacher representative to participate in the Students-to-Students Program, the school should send each student's parents a "permission to participate" letter.
- When parental permission is obtained, participating students will be assigned a deaf or hard-of-hearing partner from another school or from their own school, if possible. Possible topics of discussion can be drawn from the Student Survey of Interests (Handout #1).
- Throughout the program, students should keep a journal of their calls (Handout #5).
- Remember...this is a living program and we appreciate your participation. A Program Evaluation (Handout #6) will help us make improvements and adjustments for future participants. If you have any questions or concerns, please contact Florida Telecommunications Relay, Inc. Customer Service at 1-800-222-3448.

Students
-to-
Students



Name:

Date:

School:

Phone:

1. What are some of the fun or interesting things you like to do when you are not in school?

2. Do you have any pets? If so, what kind? In not, would you like one?

3. Do you have any brothers or sisters?

4. What is your favorite food?



Placing a Call Through Florida Relay Using a Standard Telephone

1. Dial 7-1-1 or 1-800-955-8770.
2. When you hear, "Florida Relay operator xxxx, may I have the number you are calling?," tell the operator the phone number you wish to call, including the area code.
Example: "Please call 406-123-5678"
3. While the operator is dialing the number, you will not hear anything. When the person you have called answers their text telephone (TTY) you will hear the operator say "Hello, **GA**." "**GA**" means "**Go Ahead**." It is now your turn to speak.
4. Speak slowly, clearly, and directly to the person you are calling, not to the operator.
5. Remember to say "**Go Ahead**" or "**GA**" each time you finish your part of the conversation so the other person knows it is his or her turn to speak.
6. Don't hang up until the operator tells you that the other person has hung up.

Receiving Calls from Relay Users

1. When answering your telephone at work or at home, you may receive a call placed through Florida Relay. You will hear an operator say, "Hello, a person is calling you through Florida Relay. I'm operator xxxx, have you received a relay call before?"
2. If you answer "No," the operator will explain how Florida Relay works.
3. If you say "Yes," the call will proceed and the operator will voice everything to you that the person who is deaf, hard of hearing, Deaf/Blind or speech impaired types into his or her TTY. Everything that you say in response will be typed back to the TTY user. The operator will continue relaying the messages back and forth until the conversation has ended.
4. Remember to say "Go Ahead" or "GA" after each thought. When the operator says, "Go Ahead," back to you, it is your turn to speak.



Placing a Call Through Florida Relay Using a TTY (Text Telephone)

1. Dial 1-800-955-8770 or 7-1-1.
2. Florida Relay will send the message: "NBR CALLING PLS GA." This message is sent by the computer; a live operator will not come on the line until after you enter the phone number you are calling.
3. Type the area code and telephone number you are calling, along with any calling instructions or information. Then type "GA."
4. Your call will be transferred to an operator whose identification number and gender ("M" for male or "F" for female) will appear on your TTY display screen.
5. While the operator is dialing the number, you will see, "Dialing number, ringing 1...2...3...." (or the number is busy).
6. When the person you are calling answers the telephone, the operator will type what they say.

Example: "Hello," or "Thanks for calling Pizza Palace."

The operator may first need to explain what a relay call is to the person you are calling, and then he or she will type "**GA**."

7. When you see "**GA**" on your TTY screen, you may begin typing your part of the conversation.
8. Remember to type "**GA**" each time you finish typing your thought so that the other person knows it is his or her turn to speak.
9. When you are ready to hang up, type "**GA to SK**." That lets the other person know you are ready to hang up. When they say goodbye, you can type "**SKSK**" and hang up.



Handout #4 Tips for Using Florida Relay

✓ **When you receive a Florida Relay call, don't hang up.**

The person calling you is deaf, hard of hearing, Deaf/Blind or speech impaired and is using Florida Relay to reach you.

✓ **Say "Go Ahead" or "GA" after each thought.**

Remember that the operator must type everything you say, so try to speak clearly and slowly. It is not necessary to speak loud. When the operator says, "Go Ahead" to you, it's your turn to speak.

✓ **Speak directly to the other person, not to the operator.**

The operator is not a part of the conversation and will not acknowledge you if you speak to him or her. Continue your conversation as if the operator is not present.

✓ **The operator will type everything that is heard.**

This allows TTY users to have a more natural calling experience. The operator must type your words exactly as you say them.

✓ **Be patient.**

Florida Relay calls take a few minutes longer than standard telephone calls, so please be patient.

✓ **Florida Relay Customer Service is here to help.**

If you have questions about Florida Relay, please call Florida Telecommunications Relay, Inc., Customer Service at 1-800-222-3448.

**Students
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Students**



Name of Caller:

Date:

Person Called:

What did you discuss during the phone call?

What are your comments about the call?

Is there anything you need to remember for your next call?



Handout #6

Students-to-Students Teacher Program Evaluation

1. Please list the benefits you have experienced as a participant in the Students-to-Students Program.

2. Do you have any suggestions or comments that would help improve the program in future years?

3. Would you be willing to participate in this program again?

**Students
to
Students**



GLOSSARY of New Terms

- **American Sign Language** – a visual language based on facial expression, body posture and movement and hand shape.
- **CapTel™ (Captioned Telephone)** – For people who are hard of hearing and prefer to speak for themselves during phone conversations. This specialized technology enables users to read a captioned version of their conversation on the text screen of their CapTel phone and listen to the voice of the person they are calling at the same time.
- **Communication** – A method used to convey information or ideas using a set of symbols or words.
- **Deaf** – The proper word to use when you are referring to a person with profound hearing loss.
- **Deaf culture** – The similar beliefs, customs, and language shared by a group of people who are deaf.
- **Fingerspelling** – The representation of letters of the alphabet on the hands; also called manual alphabet.
- **FM System** – An assistive listening system consisting of a transmitter microphone worn by the speaker and a FM receiver worn by the student with hearing loss. The system can help reduce distractions caused by background noises and help the listener hear the speaker more clearly.
- **Hard of hearing** – refers to a person who has lost some hearing ability.
- **Hearing Carry-Over (HCO)** – A feature for people who have difficulty speaking clearly over the telephone and prefer to listen for themselves while typing their side of the conversation during relay calls.
- **Internet Protocol Relay (IP Relay)** – A new technology to access relay through the Internet, using a computer. A consumer who is deaf, hard of hearing, Deaf/Blind or speech impaired can call a standard telephone user, anywhere, anytime, simply by clicking on www.ftri.org.
- **Interpreter** – A trained professional bound by a code of ethics that includes strict confidentiality rules. The interpreter is present to facilitate communication only and can neither add nor delete any information at any time. An interpreter also is trained in transliteration (translating messages from sign language to English).
- **Lip reading** – A technique of communicating that involves watching a person form words with his or her lips; also called speech-reading.
- **Florida Relay** – A public service offered through the State of Florida that enables people who are deaf, hard of hearing, Deaf/Blind or speech impaired to communicate by telephone with any standard telephone user.
- **Florida Relay operator** – The specially trained person who connects people who are deaf, hard of hearing, Deaf/Blind or speech impaired to standard phone users and relays their conversations back and forth, verbatim.
- **Signer** – A person who is able to communicate using sign language but is not recognized as a professional interpreter.
- **Speech-to-Speech (STS)** – A system for people with a mild-to-moderate speech disabilities who have difficulty being understood clearly over the telephone. STS users speak for themselves during Florida Relay calls and a specially trained operator revoices their conversation to the other party.
- **TTY (text telephone)** – A TTY looks very similar to a typewriter keypad with a text screen. It allows people who are deaf, hard of hearing, Deaf/Blind or speech impaired to read telephone conversations on a lighted screen or paper printout.
- **Voice Carry-Over (VCO)** – A system for people who have difficulty hearing clearly over the telephone and prefer to speak for themselves during Florida Relay calls.
- **Video Relay Services (VRS)** – A technology that makes it possible for sign language users to communicate in their native language with the person they are calling, via a computer with a desktop Web camera and the Internet. A nationally certified interpreter relays the conversation between both parties.

Appendix I General Overview of FLORIDA RELAY

Background Information

For individuals with a hearing or speech disability, the standard telephone can often function as barrier to communication. In 1990, Title IV of the Americans With Disabilities Act required that there be a Telecommunications Relay Service put into place in each state to remove this barrier. Florida Relay, a public service administered by the State of Florida Public Service Commission, satisfies this mandate. The State of Florida has contracted with Sprint to provide Florida Relay to its citizens. Florida Relay allows telephone communication between standard phone users and TTY (text telephone) users. TTY users may be deaf, hard of hearing, Deaf/Blind or speech impaired. Florida Relay may be accessed from any phone, anywhere and at anytime, and there are no setup fees or costs for local calls. Florida Relay also can be used to make international calls.

Florida Relay allows anyone to speak to people who may have stopped using the telephone due to progressive hearing loss. Either party may initiate calls, and receiving a call is as simple as answering your telephone.

Who Uses Florida Relay?

Florida Relay is traditionally thought of as a phone system for the deaf, but that is not completely true. There are many reasons people cannot use a standard telephone, and Florida Relay has features in place to make telephone communication accessible to all individuals, regardless of one's communication needs. Florida Relay allows businesses, government agencies, organizations and private citizens to have telephone contact with anyone, anytime.

Florida Relay Features

A. Standard Relay

A person with a TTY who chooses to type and read his or her conversation and may be deaf, hard of hearing, Deaf/Blind or speech impaired.

B. VCO (Voice Carry-Over)

A person with a hearing loss and understandable speech who chooses to speak for themselves using a specially designed telephone with a lighted display screen. The voice you hear will be that of the other party, and the operator will type your side of the conversation to him or her.

C. CapTel™ (Captioned Telephone)

For people who are hard of hearing and prefer to speak for themselves during phone conversations. This specialized technology enables users to read a captioned version of their conversation on the text screen of their CapTel phone and listen to the voice of the person they are calling at the same time.

D. HCO (Hearing Carry-Over)

A person with a speech disability who can hear your responses types his or her side of the conversation, and the operator voices that person's words to you.

E. Speech-To-Speech Service (STS)

Using a standard telephone, a speech-impaired individual calls a specially designated number, 1-877-955-5334, and uses his or her own voice while the operator listens carefully and repeats what is said to the other party. The other party will hear your responses.

F. Internet Protocol Relay (IP Relay)

A new technology to access Florida Relay through the Internet, using a computer. With this feature, a person who is deaf, hard of hearing, Deaf/Blind, or speech impaired can call any standard telephone user, anywhere, anytime by clicking on www.ftri.org. Visit www.ftri.org for more information.

G. Video Relay Services (VRS)

A technology that makes it possible for sign language users to communicate in their native language with the person they are calling, via a computer with a desktop Web camera and the Internet. A nationally certified interpreter relays the conversation between both parties.

H. Businesses, Families and Friends

Anyone who wants to contact an individual who is deaf, hard of hearing, Deaf/Blind or speech impaired may reach Florida Relay from their standard telephone. No extra equipment is needed.



General Overview of **FLORIDA RELAY**

Control of the Call

As a Florida Relay user, you have control of a Relay call. This means that if you are not satisfied with a operator for any reason, you may request another operator or ask to speak to a supervisor. You do not have to offer an explanation for either request. Whenever you place or receive a Relay call, it is helpful to write down the operator's number as well as the date and time of the call. The operator handling your call should give his or her identification number to you at the beginning and end of each call. In order to maintain confidentiality and transparency, operators will never divulge their names. By recording the operator's number, you will be able to provide valuable feedback, if necessary. We recommend that you address any concerns you have while you are still on the phone with Florida Relay.

PBX (Private Branch Exchange) Systems and 7-1-1*

When calling Florida Relay through a PBX system (i.e. systems that require dialing "9" or "8" before the phone number), you may hear a series of two different high-pitched tones, and then the operator will answer your call. To avoid hearing these tones, be sure to use 7-1-1 or 1-800-955-8770 to call Florida Relay from anywhere inside the State. Occasionally, 7-1-1 is not available through a PBX system. If you encounter this difficulty, contact the telecommunications manager or PBX coordinator of your building. Ask them to re-program the PBX switch software to allow 7-1-1 access.

Long-Distance Charges

Long-distance calls placed through Florida Relay can be billed to your carrier of choice, simply by giving the operator your long-distance information when placing a Relay call. If you do not provide a specific company, the call will be billed through Florida Relay's current provider at a reduced rate.

More Information

Florida Relay offers free training materials for businesses and their employees. To schedule a training session or for more information, call Florida Telecommunications Relay, Inc., Customer Service at 1-800-222-3448 or visit our Web site at www.ftri.org.

Appendix II Making and Receiving FLORIDA RELAY Calls

Receiving calls from Relay users

1. When answering your telephone, you may receive a Florida Relay call. You will hear an operator say, "This is Florida Relay operator 1234 with a call."
2. The call will proceed as the operator voices everything to you that the person who is deaf, hard of hearing, Deaf/Blind or speech impaired types into his or her TTY. Everything that you say will be typed back to the TTY user. The operator will continue relaying the conversation back and forth until both you and the other party end the call.
3. Remember to say "Go Ahead" or "GA" after each thought. When the operator says, "Go Ahead," back to you, it is your turn to speak.
4. Read the "Tips" section below to ensure smooth, efficient Relay call handling.

Making Relay calls to friends and family with hearing loss

1. Dial 7-1-1 or 1-800-955-8770.
2. Provide the operator with the area code and telephone number you wish to call. An operator will be right with you to connect your call.
4. While the operator is dialing the number, you will not hear anything. Remember to speak directly to the person you are calling, not the operator. The operator will relay your conversation word-for-word.
5. Once the person you are calling answers, proceed with the call as you would during a regular phone call.
6. Remember to say "Go Ahead" or "GA" after each thought. When the operator says, "Go Ahead," back to you, it is your turn to speak.
7. See the following "Tips" section to ensure smooth, efficient Relay call handling.

* See section on PBXs and 7-1-1.

Tips

- ✓ **When you receive a Florida Relay call, don't hang up.**
The person calling you is deaf, hard of hearing, Deaf/Blind or speech impaired and is using Florida Relay to reach you.
- ✓ **Say "Go Ahead" or "GA" after each thought.**
Remember that the operator must type everything you say, so try to speak clearly and slowly. It is not necessary to speak loud. When the operator says, "Go Ahead" to you, it's your turn to speak.
- ✓ **Speak directly to the other person, not to the operator.**
The operator is not part of the conversation and will not acknowledge you if you speak to him or her. Pretend that the operator is not present.
- ✓ **The operator will type everything that is heard.**
This allows TTY users to have a more natural calling experience. The operator is obligated to type your words exactly as you say them.
- ✓ **Be patient.**
Florida Relay calls take a few minutes longer than regular calls, so please be patient.
- ✓ **Florida Relay Customer Service is here to help.**
If you have any questions about Florida Relay, please call Florida Telecommunications Relay, Inc., Customer Service at 1-800-222-3448.



Appendix III Frequently Asked Questions About Deafness and **FLORIDA RELAY**

1. How did deaf people communicate with standard telephone users before Relay services were mandated by law?

Before Relay services were established in 1991, people who were deaf or hard of hearing were unable to use a standard telephone and had to rely on neighbors, family members or friends to make phone calls for them. Relay services represent an important step toward telecommunications independence and equality.

2. How does a person who is deaf or hard of hearing know when a telephone is ringing?

A person who is deaf is alerted to a ringing telephone by a light flashing system that is installed in their home or office.

3. What is the difference between a TDD, TTY, and TT?

TTY, TDD and TT are three different acronyms for the same device. While the correct name for the device is TTY, "TDD" is also widely used and accepted.

4. What is a TTY?

Looking very similar to a typewriter keypad with a text screen, a TTY allows a person who is deaf, hard of hearing, Deaf/Blind or speech impaired to make a telephone call. The conversation is read on a lighted display screen or paper printout.

5. My school has a dedicated TTY phone number. Why do I still receive Relay calls?

Some locations do have dedicated TTY phone lines, but may find that they still receive Relay calls. The TTY user may choose to call any way they wish. Some individuals report that when calling a dedicated TTY line, they reach a recording. For this reason, a TTY user may find that by calling voice line, they receive an immediate response, rather than waiting for a return call. Also, the caller may not be aware that the school or business has a dedicated TTY line. That's why it's important to publicize this information and include it on all mailings and correspondence.

6. I forgot to get the phone number of a person who called me through Florida Relay. Can I call the operator back to get the number?

No. To assure confidentiality of all calls, no records are kept. Once the call has ended, there is no way to retrieve this type of information.

4. How can I learn more about Florida Relay?

Call Florida Telecommunications Relay, Inc., Customer Service at 1-800-222-3448. Or, you can visit us on the Web at www.ftri.org.

Appendix IV Standard TTY Abbreviations

Here are some suggested abbreviations you and your callers can use in TTY conversations. Try them because it saves time and money on long-distance calls.

:).....smile	NXTnext
:(.....sad or regrets	OFC.....office
2.....two or to	OIC.....oh, I see!
2Ttoday	OK.....alright
4.....for	PLS.....please
ABTabout	PROprofessional
ANS.....answer	Q.....question mark
ASAPas soon as possible	R.....are
ASST.....assistant	RDYready
BIZ or BUZ.....business	REC.....receive
BTW.....by the way	SERV or SVCservice
BCUZ or CUZbecause	SD or SHD.....should
CD, CLD or CUD.....could	SK.....stop key (end call)
CUL.....see you later	SKSK.....hanging up
EDUC.....education	TDDtelecommunications device for the deaf
FIGS.....figures	THKS, TKS or THXthanks
GA.....go ahead (your turn to type)	THRU.....through
GA SKabout to hang up	TMR or TMW.....tomorrow
HD or HLD.....hold	TTY.....text telephone
ILY.....I love you	Uyou
IMPT.....important	URS.....yours
MIN PLSone moment, please	WUDwould
MSG or MSGE.....message	XX or XXXerases an error
MTGmeeting	
NBRnumber	

RESOURCE GUIDE

SERVICES AND PROGRAMS OFFERED BY FLORIDA RELAY

www.ftri.org
1-800-222-3448

- **Free** presentations regarding equipment distribution and Florida Relay are provided by Florida Telecommunications Relay, Inc., (FTRI).
- Additional information and support regarding the Students-to-Students Program (see Unit 4).
- **Free** in-service training for organizations about using Florida Relay.
- **Free** assistive telephones for Florida residents who meet hearing loss or speech impairment qualifications.

To schedule a presentation or for general information about *Kids Keeping in Touch*, contact Florida Telecommunications Relay, Inc., Customer Service at 1-800-222-3448.

For more information:

COMMUNICATIONS DISABILITIES

- ASHA – American Speech-Language-Hearing Association – www.asha.org
1-800-498-2071

DEAFNESS AND HEARING LOSS

For links to information about hearing loss and related subjects:

- Florida Relay – www.ftri.org
- FSDB – Florida School for the Deaf and Blind – www.fsdb.k12.fl.us
904-827-2200 (voice)
- FCCDHH – Florida Coordinating Council for the Deaf and Hard of Hearing – www.fccdhh.org
1-866-602-3275 (voice)
1-866-602-3276 (TTY)
- NAD – National Association of the Deaf – www.nad.org
301-587-1788 (voice)
301-587-1789 (TTY)
- FAD – Florida Association of the Deaf – www.fadcentral.org
941-758-2539 (voice/TTY)
- ASDC – American Society for Deaf Children – www.deafchildren.org
1-866-895-4206 (voice/TTY)
- ALDA – Association of Late Deafened Adults – www.alda.org
1-866-402-2532 (voice/TTY)
- AGB – Alexander Graham Bell Association for the Deaf and Hard of Hearing – www.agbell.org
202-337-5220 (voice)
202-337-5221 (TTY)
- Dangerous Decibels – www.dangerousdecibels.org
503-494-0670 (voice)
- HLAA – Hearing Loss Association of America – www.hearingloss.org
301-657-2248 (voice/TTY)

RESOURCE GUIDE (cont'd)

INTERPRETERS

- RID – Registry of Interpreters for the Deaf – www.rid.org
703-838-0030 (voice)
703-838-0459 (TTY)
- FRID – Florida Registry of Interpreters for the Deaf – www.fridcentral.com
813-996-9644 voice

AMERICAN SIGN LANGUAGE (Information and Materials)

- ASTLA – American Sign Language Teachers Association – www.aslta.org

CUED SPEECH

- National Cued Speech Association – www.cuedspeech.org
800-459-3529 (voice/TTY)

DEAF/BLIND

- AADB – American Association of the Deaf/Blind – www.aadb.org
301-495-4403 (voice)
301-495-4402 (TTY)