

# The RELAY Connection

News, information, updates and more from Maryland Relay.

## Maryland Relay Provides FREE Assistive Telecommunications Equipment

### Now Everyone Can Stay Connected on the Phone

By: Brenda Kelly-Frey, Maryland Accessible Telecommunications Program

The telephone is now a treasured friend to many deaf, DeafBlind, hard-of-hearing, speech and mobility disabled individuals, thanks to Maryland Relay's program which was founded to fund specialized telecommunications equipment. Since its inception, the Maryland Accessible Telecommunications (MAT) program has distributed specialized telephone equipment to more than 800 Marylanders who

previously found the assistive equipment to be too expensive to buy.

Advances in technology have brought about phenomenal equipment

...the MAT program has distributed specialized telephone equipment to more than 800 Marylanders

options including amplified telephones for the hard-of-hearing, hands-free phones for the mobility disabled, text telephones (TTYs) for the deaf and braille TTYs for those who are DeafBlind.

Audrey G, a beneficiary of the MAT Program, has cerebral palsy, which restricts her to using only one



MAT recipient, Dean Ordakowski, calls a friend.

hand. Audrey was using an inexpensive headset that connected to her regular house phone but it kept breaking. Through the MAT program, Audrey selected an oversized phone with large buttons and one-number touch programming for ease in calling friends, family and emergency phone numbers. The cordless phone has a sturdy, permanent headset, which allows Audrey to have complete conversation privacy.

"I learned about the MAT program after spotting an article in a newsletter from my local adult activity center," says Audrey. "After speaking with a customer service representative from the MAT program, my mom took me to a local rehabilitation center so I could determine which phone was best for me. I have had the phone since December and now the only complaints are from my family members who can't

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## DBM Issues New RFP

By the time this newsletter goes to print, the Maryland Department of Budget and Management (DBM), through the TAM program, will have issued a Request For Proposal (RFP) to develop a new contract for provision of Maryland Relay.

The present contract with Sprint, which expires November 30, is in its fifth year, with five renewal options left. However, with the rapid changes we've seen in relay technology, DBM decided to issue the new RFP to ensure that our Telecommunications Relay Service contract includes new technologies and continues to provide Maryland citizens with the best possible relay services. Included in these new technologies are such revolutionary services as IP-Relay (Internet Protocol Relay) and Video Relay Services (VRS). Two years ago, Maryland Relay ran trials testing Video Relay Service and the results indicated that people absolutely loved the service but prefer to make phone calls from their own home, rather than from a public location.

The RFP is scheduled for release in early September with a early October response deadline. By the time the next newsletter comes out in the spring, the Maryland Relay provider for the next several years will be determined. If you would like to see a copy of the RFP, go to either [www.dbm.state.md.us/html.dbmproc.html](http://www.dbm.state.md.us/html.dbmproc.html) or [www.emarylandmarketplace.com.index2.cfm](http://www.emarylandmarketplace.com.index2.cfm).

**POTS & PANS** By Willis Mann

At the recent TDI Conference in Sioux Falls, South Dakota, many topics were covered. There was one presentation by Michael J. Copps, a new Commissioner at the FCC (Federal Communications Commission), in particular, that captured the spirit of the current telecommunications revolution.

Mr. Copps came across as knowledgeable, humble, and very aware of the high public trust of his office. Among other things, he stated his “unswerving belief that we, as Americans, progress together or we progress not at all.” He went on to state that America’s real strength is in its diversity. He emphasized that deaf groups were far ahead of most Americans in understanding this basic truth, and doing something about it, by enacting the ADA, demanding equal access to telecommunications, and working closely with the FCC to assure our interests get their proper due.

However, Mr. Copps also cautioned his audience that the advanced products and services of the digital age will permit us to rocket into cyberspace at the speed of light and communicate in ways that were previously impossible — if we do our jobs right. Doing our jobs right means keeping up with technology and insisting on access to not just POTS (Plain Old Telephone Service) but also the PANS (Pretty Awesome New Stuff.)

There it is, folks. We already have the POTS, now it’s up to us to get the PANS, too. We will need both to level the playing field in the digital age. Go to the FCC Home Page ([www.fcc.gov](http://www.fcc.gov)) and keep abreast of the POTS and PANS decisions that will affect future telecommunications.

**Benchmark Survey Leads to Stronger Advertising Efforts**

A noteworthy one in five Maryland residents claim awareness of Maryland Relay, and of those individuals, most appear to have an accurate understanding of our function and purpose, according to a survey conducted this past spring by Devaney & Associates, the marketing and advertising firm that handles Maryland Relay. The benchmark research study was designed to measure the general public’s awareness and perceptions of our programs and services.

In March 2001, a telephone survey targeting the general public was conducted, and a total of 3,012 people among various households in all counties within the State of Maryland were interviewed. The study targeted the general public, and none of those interviewed were deaf, hard of hearing, DeafBlind, or speech disabled.

Maryland Relay plans on using the survey results to establish new marketing and communications goals.

**The RELAY Connection**  
 The Relay Connection is a biannual publication of the Department of Budget and Management, Telecommunications Access of Maryland (TAM) program and Sprint, the operator of Maryland Relay. The following people contributed to this publication:  
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**Maryland Department of Budget and Management**  
**Telecommunications Access of Maryland**  
 301 West Preston Street, Suite 1008 A  
 Baltimore, Maryland 21201  
 1-800-552-7724 V or TTY  
 410-767-6960 V or TTY  
[www.mdrelay.org](http://www.mdrelay.org)

**Maryland Relay Provides FREE Assistive Telecommunications Equipment**

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use the phone because I am constantly talking with my friends.”

There are a number of devices designed to compensate for different disabilities:

- Hearing Carry-Over (HCO) telephones are ideal for individuals who cannot speak clearly but can hear when using the telephone.
- Braille-TTYs are available for those who cannot hear or speak but can read Braille. The device changes typed messages into refreshable Braille.
- Voice Carry-Over (VCO) telephones are for individuals who cannot hear on the telephone but can speak for themselves.
- TTY and flashing ring signalers are available to individuals who are deaf and cannot hear on a standard telephone.

If you or someone you know is unable to use a standard telephone to keep in touch with family or friends, please tell them about the MAT program. Applications for TTYs and other specialized telephone equipment are available on the Internet at: [www.mdrelay.org](http://www.mdrelay.org) or by writing to:

DBM/TAM  
 Attn.: Brenda Kelly-Frey, MAT Program Manager  
 301 W. Preston Street, Suite 1008A  
 Baltimore, MD 21201

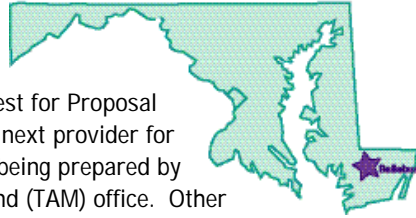
Additionally, you can call Customer Service at 1-800-552-7724.

## GABTR Meets in Salisbury

The Governor's Advisory Board for Telecommunications Relay (GABTR) held its third quarterly meeting of 2001 at the Ramada Inn & Conference Center in Salisbury on August 4, 2001.

Discussions focused on the new Request for Proposal (RFP), which will ultimately determine the next provider for Maryland Relay. The proposal is currently being prepared by the Telecommunications Access of Maryland (TAM) office. Other items of discussion included: IP (Internet Protocol) Relay, conference calling via relay and the FCC Consumer Advisory Committee meetings. It was noted that as the complexity of telecommunications increases, it is urgent that individuals who are deaf, hard of hearing, DeafBlind and speech disabled keep on top of this emerging technology.

The GABTR is an advisory group appointed by the Governor that meets four times a year in various locations around the State. The locale for each meeting changes to ensure that all Maryland residents have the opportunity to attend and voice their concerns and input about Maryland Relay. The next GABTR meeting will be held on Saturday, November 10, 2001, at the Telecommunications Access of Maryland (TAM) office, 301 W. Preston Street, Suite 1008A, in Baltimore, Maryland. Call 1-800-522-7724 for time and directions.



## The Operator's Corner



The operators at Maryland Relay have some tips that will make your calls to the Relay go smoother and faster. Please help the operators to serve you better by following these suggestions. Remember, everyone likes to receive compliments for a job well done, so take the time to let the operator know if you appreciate the way your call has been processed. Thank you for using Maryland Relay.

- Please give the operator the "calling to" number this way:  
EXAMPLE: This is Amy call 410 121 1311
- Be sure to type spaces between the area code, first three numbers and last four numbers when giving any phone number  
EXAMPLE: 410 124 2345
- When calling automatic dialing systems, (example: press 1 for wireless, 2 for long distance, 3 for billing), the time allowed for your choice is very short and the call may disconnect if the responses are not fast enough. When calling these type of systems, give the operator all the information before placing the call.  
EXAMPLE: Please call Maryland Bank at 301 123 4567 my account number is 1234567 and I want my balance GA
- Do not type on your TTY and interrupt the voice party while they are talking. When you do this, the message is garbled and the operator has to interrupt the voice party. The voice party then thinks that the caller is rude. The operator then also has to ask the TTY user to repeat what they have typed and the call takes longer than it has to.
- If you reach an answering machine that gives you another number to call, it is up to the caller to tell the operator to dial that next number. The operator cannot dial that number unless you, the caller, tell them to.  
EXAMPLE: (ANS. MACHINE) This is Greg's auto repair shop. We are sorry we missed your call, but if you need immediate assistance, please hang up and call our emergency number at 410 999 8888

## GABTR Representatives

You can contact a representative of the Governor's Advisory Board for Telecommunications Relay (GABTR) at the numbers and e-mail addresses below. They are on this Board to serve the needs of their community and welcome your input.

**Mitchell D. Travers, Chair**  
301-441-2715 (TTY)  
mitch.travers@mdrelay.org  
*Deaf Representative*

**Isaac O. Agboola**  
202-651-5040 (TTY)  
isaac.agboola@mdrelay.org  
*Deaf Representative*

**Brenda Battat**  
301-657-2248 (V)  
301-657-2249 (TTY)  
brenda.battat@mdrelay.org  
*Senior Citizen Representative*

**Susan Boswell**  
301-317-8912 (V/TTY)  
susan.boswell@mdrelay.org  
*Hard of Hearing Representative*

**Patricia Bowman**  
410-333-6304 (TTY)  
patsy.bowman@mdrelay.org  
*Government Representative*

**Rebecca Ladew**  
410-467-0967 (TTY)  
rebecca.ladew@mdrelay.org  
*Speech Disabled Representative*

**Joy Larson**  
301-588-6545 (TTY)  
joy.larson@mdrelay.org  
*DeafBlind Representative*

**Gary Manifold**  
410-569-4340 (V-via Relay)  
lgmlgm@prodigy.net  
*Mobility Disabled Representative*

**Susan Miller**  
410-767-8036 (V)  
susan.miller@mdrelay.org  
*Government Representative*

**Annette Reichman**  
202-205-8352 (V)  
202-205-9152 (TTY)  
annette.reichman@mdrelay.org  
*Deaf Representative*

**Alfred Sonnenstrahl**  
301-770-7555 (TTY)  
al.sonnenstrahl@mdrelay.org  
*Deaf Representative*

**James A. Stevenson**  
301-759-2047 (V)  
jim.stevenson@mdrelay.org  
*Government Representative*

## Relay Your Relay Know-How



Seven years ago, Silver Spring resident Naomi Frankfort suddenly lost her hearing. By now, nearly one thousand area seniors have heard

her story and look to Frankfort as an inspiration. Joining Maryland Relay as an outreach associate just a few months ago, Frankfort talks with seniors about hearing loss, assistive devices and making calls through Maryland Relay. She also visits elementary schools, teaching children the importance of protecting their hearing and demonstrating how to communicate with those who have a hearing loss. One of Frankfort's foremost and furriest partners on her talking circuit is Shayna Punim (Yiddish for beautiful face), a

fluffy, brown-and-white Shih Tzu. A trained hearing dog, Shayna immediately breaks the ice when Frankfort walks into a classroom.

"As a retired school teacher, I felt compelled to teach others about the tools that help me cope, and the partnership with Maryland Relay was a natural one," says Frankfort. "Maryland Relay allows me to talk to my children and my grandchildren and respond with the appropriate answers to their questions. It is wonderful that they can hear my voice and I can read what they are saying to me. I want to make sure that seniors throughout the State know about the free service so that they too can stay connected."

Eighty years young, Frankfort makes monthly speeches in the Greater Washington area as a paid representative for Maryland Relay. At the beginning of her presentation, Frankfort asks the group how many audience members think they need hearing aids. Usually, only a few hands

go up. She then asks how many in the audience believe their spouses or friends need hearing devices and hands shoot up everywhere. "Once I know that, I explain how the Relay system helps me and I make a call on a demo TTY," says Frankfort.



With the deaf and hard-of-hearing population at an estimated half a million in Maryland alone, the Relay would love to rely on more Relay users to help spread the word. If you have experience speaking before a group, use Maryland Relay frequently and are interested in becoming a presenter for Maryland Relay, please contact Public Relations Coordinator, Nancy Seidman at 410.767.6962 (V/TTY) or via email at: [seidma@dbm.state.md.us](mailto:seidma@dbm.state.md.us).

### Do you have young ghost and goblin fans?

On Saturday, October 27 at 1:00 p.m., join storyteller Lori Maynard as she delights with spooky Halloween stories in American Sign Language at the Arbutus Branch of the Baltimore County Public Library.

Stories will also be voice interpreted for hearing audience members. For free tickets and directions, call 410.887.1451.

TTY users — call through MD Relay.

## 7-1-1 Service to Stretch Across the United States

On October 1, 2001, 7-1-1 will make its debut as a national phone number for all relay services. Across the country, all phone carriers, wireless providers, pay-phone vendors and Private Business Exchange (PBX) vendors will be required to provide 7-1-1 dialing access to relay services.

In an effort to provide easy access to Telecommunications Relay Service (TRS) nationwide, the FCC is mandating the nationwide number. The three-digit dialing will enable those who want to communicate between standard phones and TTYs (text telephone) to quickly connect to the local TRS center from any state in the United States, eliminating the need to search for the local TRS number as you travel.

"As the first state in the continental United States to offer 7-1-1 service, we commend the FCC for mandating this convenience on a national level," says Gilbert Becker, director of Maryland Relay. This is a major milestone that will greatly simplify calling for all relay users.

"Since 7-1-1 was introduced in the State of Maryland, we have consistently experienced an annual increase in voice-initiated calls," adds Becker. "This indicates that with the easier dialing method, more standard phone users are contacting their customers, friends, and family who use a TTY (text telephone)."

So mark your calendars. Come this fall, whether you are soaking up the sun in Florida, taking in the foliage in New Hampshire, or surfing the waves on the California coast, 7-1-1 will be at your service in October.

## Relay Partner Update

The Relay Partner program continues to grow through word of mouth. Designed to increase awareness of the Relay among businesses across Maryland and to cut down on the number of hang-ups relay users face, the Relay Partner program has educated many businesses about Maryland Relay's services. The businesses that are introduced to this program are excited and see participation as a win-win situation. Since the publication of this newsletter in Spring 2001, we have signed on 18 new Relay Partners as marked by a \*. Businesses are learning the value of educating their employees on the use of the Relay and are welcoming a new population of patrons. Please give a warm welcome to our new Relay Partners, and call or visit these Relay Partners when you are in need of their goods or services. Some of our Partners will be offering discount coupons at the MDAD convention in September. Look for them in the Maryland Relay Hospitality Area.



## Current Relay Partners

### Apartment Complexes

**Equity Management, Inc.**  
Laurel, MD  
301-953-2366

### Attorneys

\***Baltimore County Bar Association**  
Towson, MD  
410-337-9103

**Berman, Sobin, and Gross, LLP**  
Gaithersburg, MD  
301-670-7030

**Kelby N. Brick, Esq.**  
Laurel, MD  
301-483-4020 (TTY)

**Law Offices of Steven D. Campen**  
Frederick, MD  
301-975-0008

**Dennis J. Sysko, Esq.**  
Glen Burnie, MD  
410-768-9300

### Automotive Services

**ACI (Auto Collision Inc.)**  
Jessup, MD  
410-799-5680

\***All Tune & Lube**  
Glen Burnie, MD  
410-768-8992

**Bay Area Tire & Service Center - Goodyear**  
Pasadena, MD  
410-437-4404

**Beltway Amoco**  
Silver Spring, MD  
301-587-3525

**Brakes Plus Automotive Center**  
Germantown, MD  
301-540-5600

**Bunky's Trimline Body Shop**  
Dundalk, MD  
410-288-4467

**Dan's Automotive Inc.**  
White Marsh, MD  
410-335-5599

**Eberle Automotive Citgo**  
Severn, MD  
410-551-6878

**Firestone Tire & Service**  
Baltimore, MD  
410-358-7500

**J & R Auto Services, Inc.**  
Gaithersburg, MD  
301-258-8888

**Mr. Tire**  
Waldorf, MD  
301-645-3430

**Tolson Automotive, Inc.**  
Rockville, MD  
301-424-3833

**Ritchie Automotive**  
Glen Burnie, MD  
410-761-4600

### Banks, Loans & Mortgage Services

\***Arundel Federal Savings Bank**  
Baltimore, MD  
410-355-9300

**Baltimore County Savings Bank**  
All Locations  
410-256-5000

**The Bank of Glen Burnie**  
410-766-3300

**Capital Mortgage Finance Corp.**  
Columbia, MD  
410-381-2626 x30 or x44

**Carrollton Bank**  
Baltimore, MD  
410-536-7338

**Chesapeake Mortgage Consultants, Inc.**  
Steve Gibson  
Laurel, MD  
410-792-0719  
301-470-3868

**Citifinancial**  
Baltimore, MD  
1-800-995-CASH

**Colombo Bank**  
Bethesda, MD  
301-652-2265

**First Mariner Bank**  
All Maryland Locations

**First Mariner Mortgage Corporation**  
All Maryland Locations  
410-342-2600

**Integrity Home Funding, LLC**  
Owings Mills, MD  
410-356-5353

**Premier Financial**  
Irvin Kowitz  
Beltsville, MD  
800-555-6789

**Unity Mortgage Corporation**  
Columbia, MD  
410-730-7302

### Carpet Cleaning Services

**Moonlight Carpet Cleaning Service**  
Silver Spring, MD  
301-431-2844

### Computer and Internet Services

\***eDigital Group**  
Edgewood, MD  
410-671-7104

**FirmSearch.net**  
Baltimore, MD  
410-659-1897

\***Fairchild Entertainment, Inc.**  
Bowie, MD  
301-352-7808

**G3 Technology Group**  
Linthicum, MD  
410-789-7007

**Management Systems Services**  
Rockville, MD  
301-468-1484

\***Shopstarter.com - Build Your Own Web Site**  
Linthicum, MD  
410-789-7007

**Time Warp Computers**  
Bel Air, MD  
410-569-5001

### Contractors and Home Improvement

**A/C Electric**  
Rockville, MD  
301-590-7300

**Columbia Home Contractors**  
Reisterstown, MD  
410-833-5525

**James J. Doyle, Inc.**  
Clarksville, MD  
301-854-9930

**Eastridge Contracting, Inc.**  
Frederick, MD  
301-694-4916  
1-888-200-7891

\***Lang's Septic Service, Inc.**  
Joppa, MD  
410-679-2662

**Whitaker Enterprises - Air Purifying Systems**  
Germantown, MD  
301-948-3309

\* indicates new Relay Partners

## RELAY PARTNERS

### Educational Institutions

**Montgomery Co. Public Schools-Parent Infant Training Center**  
301-657-4969

**Montgomery Co. Public Schools-Physical Disabilities Program**  
301-657-4959

**Montgomery College**  
301-279-5058

**\*University of Maryland - College of AGR**  
College Park, MD  
301-405-1176

### Fitness Centers

**Gold's Gym**  
Ocean City, MD  
410-723-1010

### Grocery & Pharmacy

**Giant Food & Pharmacy**  
All Maryland Locations

**Voshell's Pharmacy**  
Baltimore, MD  
410-644-8400

### Home Builders

**Fountainhead Builders**  
Ijamsville, MD  
301-865-4444

### Houses of Worship

**St. Rose of Lima Church**  
Gaithersburg, MD  
301-948-7545

### Insurance and Financial Planning

**ABS Insurance Brokers**  
Glen Burnie, MD  
410-553-0222

**Allstate Insurance**  
Germantown, MD  
301-916-9600

Columbia, MD  
410-884-1000

Glen Burnie, MD  
410-439-4200

Towson, MD  
410-823-3515

**\*AXA Advisors**  
Baltimore, MD  
410-347-1018

**Interstate Auto Insurance Co., Inc.**  
Baltimore, MD  
410-358-1905

**Katz Insurance Agency, Inc.**  
Baltimore, MD  
410-484-8841

**Kelly & Associates Insurance**  
Ijamsville, MD  
301-831-8802

**\*Legg Mason**  
John Huynh  
Towson, MD  
410-821-7700

**Mutual of Omaha Insurance Company**  
Annapolis Junction, MD  
410-724-2712

**Nationwide Insurance**  
Lew Bowling  
Temple Hills, MD  
301-505-5272

**New England Financial**  
Christopher Wolfe  
Towson, MD  
410-339-3600 ext. 119

**Northwestern Mutual Financial Network**  
Edna Kowitz  
Baltimore, MD 21201  
410-659-6045

**Primerica - Financial Services**  
Baltimore, MD  
410-668-9116

**Phillip D. Retchless, CLU**  
**Life, Health & Securities Sales**  
Baltimore, MD  
410-668-9620

**Robert A. Smith Associates, Inc.**  
Silver Spring, MD  
301-933-1707

**\*Royal Alliance Associates, Inc.**  
Silver Spring, MD  
301-587-5997 (TTY)

**State Farm Insurance**  
Baltimore, MD  
410-256-7575

Frederick, MD  
301-695-8722

**State Farm Insurance**  
John Silbernagel  
Joppa, MD  
410-679-2257

**Strasco Insurance Agency, Inc.**  
Pikesville, MD  
410-486-2020

**Sullivan Insurance Agency**  
Perry Hall, MD  
410-256-1004

**\*Schwartz Financial Associates, Inc.**  
Silver Spring, MD  
301-587-5996 (TTY)

**Whitaker Enterprises**  
Germantown, MD  
301-948-3309

### Medical Care

**AAA Warman Agency (In-Home Health Care)**  
Germantown, MD  
301-428-2940

**Adventist Health Care**  
Rockville, MD  
301-279-6000

**Baltimore Heart Association, PA**  
Randallstown, MD  
410-521-5600

**Center for Total Eye Care**  
Westminster, MD  
410-876-3333

**Clinical Insights**  
Lorri Connelly-Cerro. Ph.D.  
Glen Burnie, MD  
410-768-2630

**\*Dr. Harvey Levy & Associates (Dentist)**  
Frederick, MD  
301-663-8300

**Greater Baltimore Medical Center**  
Division of Audiology  
Baltimore, MD  
410-828-2142

**Greater Baltimore Medical Center**  
Department of Otolaryngology  
410-828-2151

**New Horizon Vision Center**  
Bethesda, MD  
301-493-6404

**Dr. Howard Robinson**  
Dermatology  
Bel Air 410-836-7404  
Timonium 410-561-7960

**Dr. Robert Schwager**  
Baltimore, MD  
410-391-6570

### Miscellaneous Services

**Avon Collector's Lost and Found**  
Elkridge, MD  
410-799-2881

**Creager Home Furnishings**  
Thurmont, MD  
301-271-7202

### Non-medical Home Care

**Options for Senior America**  
Silver Spring, MD  
301-562-3100

### Not-for-Profit

**Answers for the Aging, Catholic Charities**  
Baltimore, MD  
410-646-0100

**Baltimore County Public Library**  
Towson, MD  
410-887-6122

**\*Deaf Independent Living Association (DILA)**  
Salisbury, MD  
410-742-5052

**Eastern Shore Center for Independent Living**  
Cambridge, MD  
1-800-705-7944  
410-221-7701

**Enoch Pratt Free Library**  
Baltimore, MD  
410-396-5440

**House of Ruth**  
(Battered women's shelter – 24 hour hotline)  
410-889-7884

**The Hearing and Speech Agency**  
Baltimore, MD  
410-243-3800

**Maryland Citizens for the Arts**

**Maryland Retired Teachers Association**  
Odenton, MD  
410-551-1517

**Meals on Wheels of Central Maryland**

**RSVP for Harford and Cecil County**  
Bel Air, MD  
410-638-4444

**Citizens for the Arts in Maryland Foundation**

### Photo and Digital Imaging

**Severn Graphics**  
Glen Burnie, MD  
410-768-6118

**Graphics III**  
Linthicum, MD  
410-789-7007

## Promotional Items

**Acclaimed Promotions**  
Owings Mills, MD  
410-654-0480

\***Image Matters Marketing & Public Relations**  
Glen Burnie, MD  
410-768-2168

**Imprint, Inc.**  
Karyn Hockenberry  
Towson, MD  
410-494-8200 ext. 103

## Realtors

**Hometown Realty**  
Walkersville, MD  
301-898-5606

**Mr. Ken Dluhy**  
Frederick, MD  
301-624-5410

\***Larry Holdren Real Estate of Ocean City Maryland**  
Ocean City, MD  
800-252-2223

**Leader Realty Company**  
Baltimore, MD  
410-539-4340

**Long & Foster Realtors**  
All Maryland Locations  
1-800-635-2913

**Memory Mortgage Services and RR Realty**  
Rockville, MD  
301-770-0754

**Patterson Realtors**  
Gambrills, MD  
410-987-4110

**Real Property Solutions, Inc.**  
Baltimore, MD  
410-323-5100

**ReMax - Columbia**  
Columbia, MD  
410-730-6100

**ReMax Realty Plus**  
Frederick, MD  
301-624-5410

**ReMax Realty Plus Jim Bass Real Estate Group**  
Frederick, MD  
301-695-0065

**The ROC Realty Group**  
Pikesville, MD  
410-486-0100

**Weichert Realtors**  
Potomac, MD  
301-718-4080

\* indicates new Relay Partners

## Restaurants

**Admiral Fell Inn**  
Baltimore, MD  
410-522-7377

**Bay Cafe**  
Baltimore, MD  
410-522-3377

**Ledo Pizza**  
All Maryland Locations

**The Canopy**  
Reisterstown, MD  
410-526-4229

**O'Brien's Pit Barbecue**  
Rockville, MD  
301-762-3395

**R.J.'s Bar and Grill**  
Glen Burnie, MD  
410-761-3020

**Romeo's**  
Odenton, MD  
410-674-2700

## State & County Governments

Anne Arundel County Public Library

Anne Arundel County Department of Aging

Baltimore County Department of Aging

\*Baltimore County Public Library  
Maryland Department of Health and Mental Hygiene

Maryland Department of Agriculture

Maryland Department of Budget and Management

Maryland Electronic Capitol

Maryland Department of Aging

Maryland Department of Education

Mass Transit Administration

Prince George's County Office of the Sheriff

301-952-4479

## Title and Settlement Services

**Brennan Title Company**  
Camp Springs, MD  
301-423-5556

**The Fountainhead Title Group**  
Baltimore, MD  
410-931-3500

## Travel Services

**Eyre Tour & Travel**  
Glenelg, MD  
410-442-1330

**GMACC Travel Cruises & Tours**  
Rockville, MD  
301-230-5801

**Royal Travel Planners**  
Baltimore, MD  
410-685-6633

**To the Moon Travel**  
Glen Burnie, MD  
410-766-8000

**Travel Concepts International, Inc.**  
Bel Air, MD  
410-515-1588

**Travel Right, Ltd.**  
Annapolis, MD  
410-267-6851

## Utilities

\*Chesapeake Teleservices  
Towson, MD  
410-494-4000

**Choptank Electric Cooperative**  
Denton, MD  
410-479-0420

\***Flight Systems Cablevision**  
Baltimore, MD  
410-576-0710

*Please send me information about RELAY PARTNER.*

Name

Title

Company

Address

City

State

Zip

Phone Number

**Please mail to:**

Maryland Relay  
Department of Budget & Management  
301 West Preston Street  
Suite 1008 A  
Baltimore, MD 21201



## **Kids Keeping in Touch** By Nancy Seidman

In the last issue of The Relay Connection, we announced the launching of a new educational program called "Kids Keeping in Touch." Created to increase awareness about individuals with hearing loss and Maryland Relay, the program is designed for elementary school students and features a comprehensive educational kit complete with lesson plans, handouts, transparencies, videos and books.

First launched as a pilot program in the spring, the kit was distributed to many Maryland educators who teach deaf and hard-of-hearing students. We followed the progress of the program with this initial group of teachers and were thrilled with the positive reactions we received.

The lesson plans are divided into four main categories: The Human Body; Society and Culture; Technology and Communications; and Students-to-Students.

The Students-to-Students component of the program has met with particular success. A Maryland Relay program for the past several years, Students-to-Students encourages students who are hearing and deaf to communicate using the relay service after school hours. In monitoring the program, we have learned that by involving hearing children resulted in deaf and hard-of-hearing children being included in social functions with hearing children beyond the classroom.

In Anne Arundel County, hearing students from Hilltop Elementary were paired with students who are deaf and

hard of hearing from Shipley's Choice Elementary School and asked to converse using Maryland Relay. The six students who took part in the program enjoyed making new friends and chatting through the Relay. At the end of the school year, the students and their teachers were invited by Maryland Relay staff to a luncheon held at the Pizza Hut in Glen Burnie. It was wonderful to see these children meet face-to-face for the first time. Maryland Relay strongly encourages more teachers to implement this program and is willing to provide any necessary support.

Using the feedback received from teachers and administrators, the kit is under revision to include their



Maryland Relay brings new friends together for lunch.

suggestions. The kit will be available in its final form by the end of September. It is an excellent tool to introduce hearing loss awareness and Relay technology to school age children. For a free copy of "Kids Keeping in Touch," call Nancy Seidman at 1-800-552-7724.

CLIP-N-SAVE

### **MARYLAND RELAY CONTACT NUMBERS**

**7-1-1 in Maryland (Voice/TTY)**

**1-800-735-2258 (TTY/Voice)**

**from anywhere**

**1-888-VCO-WORD**  
(1-888-826-9673)  
for VCO

**1-800-785-5630**  
for Speech-to-Speech  
Service

**1-877-735-5151**  
for ASCII

**1-800-877-1264**  
for Spanish

**1-900-386-3323**  
for 900 Service

**1-800-552-7724**  
(Voice/TTY)  
for Customer Service  
**www.mdrelay.org**

**Maryland Relay**  
301 West Preston Street  
Suite 1008 A  
Baltimore, Maryland 21201



# Deaf Awareness Week

September 23 - September 30, 2001

Every year, during the month of September, Deaf Awareness Week (DAW) is celebrated nationally with integrity and pride as an important tradition in the deaf community. The National Association of the Deaf (NAD) founded DAW in 1988 as a way to raise public awareness and celebrate the proud heritage and rich culture of deaf Americans. Through special events and informational presentations, the goal is to educate the general public about deafness, the beautiful language of American Sign Language (ASL), deaf history and the various forms of technology available.

In celebration of Deaf Awareness Week, Maryland Relay has planned a number of special programs and outreach activities. We hope you will mark your calendars and join us!



On **Monday, September 10**, Maryland Relay will host a free deaf awareness event at the Inner Harbor Amphitheater in Baltimore, Maryland from 11:00 a.m. until 2:00 p.m.

Join us as The Wild Zappers, a deaf dance company, perform their jazz, funk and hip-hop routines at the harbor. Part of the National Deaf Dance Theatre, the Wild Zappers promote deaf cultural and educational awareness to the deaf and hearing communities. The event will also feature deaf storytelling.

The last week in September begins with the Maryland Association of the Deaf Annual Conference to be held **September 21-23** at the Sheraton in Columbia. The week will culminate with Deaf Festival 2001 to be held **September 29-30** at the Montgomery County Fairgrounds in Gaithersburg. Both events promise to be exciting. Please look for Maryland Relay representatives at each event.

This year, Maryland Relay will also be at The Baltimore Book Festival. On **Saturday, September 29** and **Sunday, September 30**, from 11:00 a.m. until 12 noon, Maryland Relay will sponsor deaf storytelling on the Children's Book Store Stage. We will also be providing interpreters who will sign most of the Saturday and Sunday performances on the Children's Stage. Held at Mount Vernon Place on the 600 block of North Charles Street, The Baltimore Book Festival features literary exhibitors, book signings, poetry readings, cook-book demonstrations, storytelling and hands-on crafts for children.

In an effort to involve libraries and schools statewide, colorful deaf awareness posters (see above) and tip sheets detailing how to place and receive calls through Maryland Relay will be distributed. Libraries will also be encouraged to host lectures and storytimes with guest presenters who are deaf. Local bookstores and libraries have been encouraged to set up tabletop displays featuring books that relate to deafness and sign language.



Please keep an eye out in your local school and library for these postings and events. If you are interested in obtaining these materials for display at your workplace or school, please contact the TAM office at 1-800-552-7724 or email us at [coreinfo@mdrelay.org](mailto:coreinfo@mdrelay.org). Please be sure to provide your mailing address and phone number.