

Did you know?

February 2018

February is "I Love CaptionCall" Month.



CaptionCall, the gold standard in captioned telephone service, is celebrating our customers during the month of February.

Watch for the "I Love CaptionCall" Sweepstakes February 5-12 on Facebook. The winner will receive a Harry & David "Dinner for Two" at a retail value of at least \$149.99

CaptionCall Blog Highlights!

What To Do When Listening Makes Your Brain Tired.

"You have energy, you feel like you can do more things, it's that your brain feels tired. Why is that? It can actually be a number of things...."





People are talking.

First of all, I love my caption phone. It makes me feel great knowing that I can read and not miss out on what people have to say to me. I was always passing the phone to my husband because I was afraid I would get the wrong message and cause problems. Also, I would like to say the man who set up my phone for me was a great guy. He talked to me and helped me understand everything he did. He was real friendly. Well thank God for CaptionCall phones. I've never been more thankful!
-Lorraine, Fall River, MA

I am so happy to be able to communicate with my family ... they are so used to not calling—I had to remind them and show them the unit when they came for Thanksgiving ... AMAZING ... Totally grateful for opening up conversations. Tears of JOY ... thank you so much.
-Mary, Decatur IL

My CaptionCall phone has been a lifesaver for me. I have profound hearing loss and have problems understanding some of my grandchildren because of the tone of their voices. But with the CaptionCall phone, I am able to understand so much. I was particularly excited about getting CaptionCall on my iPad. I take several long trips each year and can now keep in touch while away. Thank you, thank you, and thank you.
-JP, Alexandria, VA

Let us know how much you love CaptionCall or why the phone is important to you at ccmarketing@captioncall.com. You could be featured in a future newsletter!



We are "hear" for you.

Captioning service is available 24 hours a day, 7 days a week.

To contact CaptionCall Customer Support...

By phone—Call **1-877-557-2227** or use the "CaptionCall Support" contact on your CaptionCall phone.

By email—Email **support@CaptionCall.com** or click on the "Customer Support" button below.

Support hours:

Monday–Friday, 7 a.m. to 8 p.m. MT
Saturday–Sunday, 8 a.m. to 5 p.m. MT

Tell your friends!

We hope you love CaptionCall enough to recommend us to your friends and family so they can also get more from their telephone conversations. Your friends who have difficulty hearing on the phone can start the process of receiving CaptionCall at www.CaptionCall.com or by calling 1-877-557-2227.

Tell them to use promo code: CCNEWS

Living with hearing loss.



Facing hearing loss together with the ones you love can be challenging. "Hearing loss is a chronic condition that affects the whole family," according to Venessa Vas of the University of Nottingham, School of Medicine and a member of the British Academy of Audiology.

It is important to remember hearing loss impacts the following areas: 1) auditory—listening, communicating, and speaking; 2) social—relationships, isolation, social life, occupational, and interventions; and 3) self—effort and fatigue, emotions, identity, and stigma.

Hearing loss effects your day-to-day life and those you communicate with most ... spouse, siblings, children, friends, relatives, colleagues, and caregivers. Social life, burden of communications, and quality of life are the primary complaints. What is the solution?

Education is the first step to developing coping strategies. Seek information from professionals and reputable sources. Talk about the frustrations of communicating or feeling upset to know others are aware of your hearing problem (which effects self-image). The stigma associated with hearing loss can be overcome. Don't forget your hearing loss has a secondary impact on those around you. Facing hearing loss together helps you and the whole family stay connected!

Have a tip about living with hearing loss? Send it to us at ccmarketing@captioncall.com. It could be featured in a future newsletter!