



## Did you know?

### CaptionCall attends HLAA Convention and announces Walk4Hearing sponsorship.

CaptionCall looks forward to participating in the Hearing Loss Association of America Convention every year--and this year was no exception!

The highlight was our sponsorship of the Get Acquainted Party. This year's theme was Rowan & Martin's Laugh-In featuring go-go dancers, fun treats, hilarious performances, and a groovy atmosphere. You bet your sweet bippy our giant rocking chair was the perfect photo opportunity, along with Eddy The Ear. Even Barbara Kelley, Executive Director of HLAA thought so!



CaptionCall employees participated in a contest to star in the show. They did a great job playing the Laugh-In characters of Ernestine, Edith Ann, Wolfgang, Gladys, and Jo Anne. Plus, Eddy The Ear made a guest appearance! Our booth featured some gorgeous vintage phones and had Eddy The Ear available for a meet and greet.

We also announced our Capital Level Sponsorship of the Walk4Hearing, because we're committed to the mission of HLAA and stepping up for people with hearing loss.

A huge thanks to HLAA for a wonderful convention and as Edith Ann would say, "that's the truth!"

# CaptionCall Blog Highlights!

## Dangerous Falls On The Rise!

"A study performed at Johns Hopkins showed that hearing loss was linked to a three-fold risk of falling."

[Click here to read!](#)



## People are talking.

"Thank you CaptionCall! You have improved my quality of life! Previously, I dreaded making those phone calls having to do with financial transactions or queries regarding various credit card accounts. I often would pray to have the financial institution's automated feature work, but there are times when I would have to speak to a live person.

In the past, I would ask my spouse to do those calls for me, and invariably we would end up squabbling because what I wanted communicated would not be communicated in the moment, and it was also challenging for my spouse to have me interrupt the phone conversation to say what I wanted said and then have the response relayed back to me, if at all. Sometimes I would try to do these calls on my own, but invariably I would end up agreeing to something I didn't agree to, or saying no to something I wanted accomplished.

With my CaptionCall, I am now assured with security and clarity. The security of confidential phone calls and also hearing clearly the information being asked of me. My spouse and I haven't had those squabbles either!

My special thanks to those captioners working behind the scenes to help us with clear communication and for keeping our communications confidential!"

-Heidi Sue



## 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](mailto:support@CaptionCall.com)

Support hours:

Monday–Friday, 7 a.m. to 8 p.m. MT

Saturday–Sunday, 8 a.m. to 5 p.m. MT

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

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## 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](http://www.CaptionCall.com) or by calling 1-877-557-2227.

Tell them to use promo code: CCNEWS

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## Living with hearing loss.



The first step in the "Hearing Healthcare Journey" is to visit a Hearing Healthcare Provider. Once you know you have hearing loss where do you go from there? You need a variety of tools to help you have better speech understanding. Each tool performs a unique function that in and of itself will help you get there. But the tools are not necessarily mutually exclusive. In other words, you might need a variety and not just one thing.

The holistic offering goes beyond just that one thing. Here are some of the tools you should consider that when combined will improve your speech understanding:

1. **Hearing aids** are a small device that fits in/on the ear to amplify sound.
2. **Captioned telephone service** provides both captioned telephones and captioning service. CaptionCall is a one-stop shop that provides the phone, captioning service, installation, training, and ongoing customer support—all through one company.
3. **Closed captioning on television** is available on all television sets 13" or larger built after 1993. These televisions must have a closed captioning built-in decoder.
4. **A hearing or audio induction loop** transmits sound to hearing aids and cochlear implants, eliminating background noise. New York City passed legislation requiring that public assembly areas have "Hearing Loop" technology for those with hearing loss.

There are other ancillary products as well. Do take the time to evaluate the options so you won't miss out on life as you knew it before hearing loss. You deserve it!

**Resources:**

**Find Hearing Aids**

**CaptionCall**

**Closed Captioning TV**

**Hearing Loops**

**Hearing Loops Video**

