

August 2018



## Did you know? CaptionCall 20K "Likes" Facebook celebration

August 10-30, 2018

Did you know CaptionCall has a Facebook page <https://www.facebook.com/CaptionCall/>? Please visit us to "Like" and "Follow" our page. We are celebrating 20K "Likes" on Facebook! Twenty lucky winners will each receive a \$25 American Express gift card.

Simply visit our Facebook page, and respond to any of the posts August 10-30, 2018 that mention this Sweepstakes with a comment explaining why you like CaptionCall. See <https://captioncall.com/sweepstakes/> for details.



### Thank you story

From customer JoAngela K.

"I come from the hearing world, although I apparently did not have great hearing in middle school, doing the hearing tests at the nurses office at school. They always tried to make me sit at the front of the class. I hated that. I really didn't want to be different. I didn't feel different. When I got to be in my 30s, that is when I broke down and got hearing aids. Wow, what a difference that made. I could hear birds chirping that I hadn't heard since I was a child. I really didn't know what I was missing. Quite a bit.



Now that I am in my 50s, I learned about CaptionCall. It has made such a difference in my life, and I thank them so much for opening up communication to everyone I have known in the hearing world. Because my hearing has gotten worse, I have profound hearing loss, but CaptionCall has helped me continue to communicate with all of those I love. Thank you."

# CaptionCall Blog Highlights!

## Hearing Loss Hurts Everyone

"People suffering from hearing loss face daunting challenges, but so do those who love them."



## People are talking.

"My journey to becoming deaf started at age seven years old. Before that, I could hear a pin drop. Once I got German Measles I lost my hearing in both ears. From that time on I had to wear two hearing aids. I was teased, beat up, and both hearing aids stolen and stepped on by the bullies in school.

After that last incident, I quit wearing hearing aids until I was in my late 20s. That is when my hearing started getting worse. When I would go out for walks or go out in public I would be scared, always looking over my shoulders, making sure nobody was following me. I could only read lips and hear those that stood in front of me.

I am now going on 49 years old. I can't be without my hearing aids. If I don't wear them I panic. A couple of years ago I went in to see my Audiologist, and saw an ad in her office about CaptionCall telephones and asked her about them. That is when she told me that she could help me get one for my home.

I don't know what I would do without your company and your telephone, since (before) I was never able to hear on a regular telephone. CaptionCall brought me out of my anti-social shell and now I enjoy speaking with people on the phone and use my phone every chance I get. Thank you CaptionCall."

Nancy F.



## 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

**Let us know how much you love CaptionCall or why the phone is important to you at [cmarketing@captioncall.com](mailto:cmarketing@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.

### Your ears at 35,000 feet

This summer has been the busiest ever for air travel. An estimated 246.1 million passengers will fly with U.S. air lines between June 1 and August 31, 2018. The effect of high altitude on the body is considerable.



At high altitudes, defined as 8,000 feet or above, the air pressure is lower. Oxygen levels drop—about three percent per 1,000 feet. Heart and respiratory rates increase with altitude. Humidity is low. The air is dry. You exhale and perspire twice as much moisture as you would at sea level. The risk of dehydration goes up. Blood flow increases to the brain, heart and lungs. All of this can lead to headaches, nausea and vomiting. Meanwhile, many people experience pressure in their ears and perhaps a popping sensation. As the pressure changes, the pain can be excruciating—especially for babies and children. The Eustachian tubes' job is to equalize the air pressure in the middle ear to the outside air pressure by opening and letting air reach the middle ear. Popping is merely the Eustachian tubes adjusting the air pressure in the middle ears. Children have more narrow tubes so when anything blocks the tubes (infection, swelling, etc.) it's painful. As a plane descends the air pressure increases which is why children experience pain during the landing phase. While the pain is usually temporary, if a child has an ear infection the risk is possible rupture or tear of the eardrum, in which case the trip may need to be delayed.

In most other circumstances there are a number of ways to avoid ear pain.

- Drink lots of water for hydration. Swallowing opens the Eustachian tubes.
- Chew gum, suck on lozenges or mints, or eat something that requires lots of chewing.
- For babies or toddlers, always have a pacifier or bottle and keep the child upright while swallowing.
- Pinch the tip of your nose and exhale through the nose with the mouth closed. Do this both during the ascent and descent of the flight.
- Before flying consult with your physician about taking or stopping OTC pain meds, antihistamines, expectorants, and congestion relief meds.

Remember, ears can be painful at 35,000 feet in the air. Planning and patience will help you and yours to have a more enjoyable flight. Happy travels!

**Have a tip about living with hearing loss? Send it to us at [ccmarketing@captioncall.com](mailto:ccmarketing@captioncall.com). It could be featured in a future newsletter!**