

Video relay services have been an amazing boon in how deaf, hard of hearing and speech impaired people can participate in telecommunications in the manner that they choose. However, the transformation of our telecommunications experience has been slower to take root among employers and businesses. We continue to see far too many stories about their reluctance to make telecommunications accommodations available to employees and applicants, or their willingness to initiate or receive relayed calls. As a result, relay consumers are unable to fully participate in economic opportunities.

The CEO and General Counsel of a VRS provider will discuss the challenges to and opportunities for the use of video phones in the workplace. They will discuss a business users advisory committee established to promote deaf professionals' use of video relay services and video relay interpreting. We will also present on what partners are necessary for this effort and how to best engage them; the possible legislative and regulatory issues to consider; and what should be communicated to VRS stakeholders and how.