

Video: Speech-to-Speech

“The Way I Communicate”

Transcript

Soft upbeat instrumental music plays throughout the video.

Audio Describer (voiceover): “Different people with different speech disabilities talking on the phone.”

A series of scenes with Cindy, Debra, Gerry, Dylan, and Andy appear on the screen.

Announcer (voiceover): “About 8 million American adults have a speech difficulty that makes using a telephone challenging. Some speech difficulties are temporary and some are considered permanent. Almost all the challenges are increased when talking on the phone.”

Scene changes to Cindy, who is sitting at a kitchen island as she looks at her camera. She puts down the camera on the island and picks up her smartphone.

Audio Describer (voiceover): “Cindy holds a camera, then places a call on her phone.”

Announcer (voiceover): “Speech-to-Speech provides users the opportunity to use the phone comfortably, without feeling rushed or anxious.”

The scene changes to a camera store. An employee talks to a customer and walks over to the ringing phone.

Audio Describer (voiceover): “Inside a camera shop, an employee answers the phone.

Announcer (voiceover): “With Speech-to-Speech, potentially stressful calls to businesses, doctors, schools or anyone can be made with confidence!”

Camera Shop Employee: “Focus & Frame, this is Diana, how may I help you?”

The scene changes to a Relay Operator with a headset sitting in front of a computer monitor, keyboard and mouse.

Audio Describer (voiceover): Relay Operator with headset connects call via computer.

Relay Operator: “Hello, a person is calling you through Speech-to-Speech. This is Operator 22150. Have you received a Speech-to-Speech call before?”

Back in the camera shop, Diana answers: “Not that I recall.”

Relay Operator appears again: “The person who is calling you can hear and has a speech disability. They will speak directly to you and I will repeat what they say.”

Scene changes back to Cindy (whispering): “Good morning, this is Cindy. I really do like my mirrorless camera. But I’m looking for something a bit more basic for my nephew.”

Relay Operator listens and then smiles as she repeats Cindy’s words to Diana at the camera shop: “Good morning, this is Cindy. I really do like my mirrorless camera. But I’m looking for something a bit more basic for my nephew.”

In the camera shop, Diana replies: “Hi Cindy, thanks for calling. Is your nephew just starting out or is he experienced? We have sales on mirrorless and DSLR cameras.”

Scene shifts back to Cindy, then to Dylan, and Andy as the announcer speaks: “With Speech-to-Speech, the Operator becomes your voice, adding the nuance and emotion you want. The other party talks directly to you. You can use Speech-to-Speech for any phone calls, including conference calls.”

Audio Describer: Different people with speech disabilities share their thoughts.

Andy speaks directly to the camera with a stutter:
“Speech-to-Speech is a wonderful service that has, that has dramatically improved my life. And I believe it can help anyone with a speech difference.”

Gerry speaks to the camera: “Even someone like me that had a temporary speech disability.”

Dylan says with a slur in his voice: “It makes me more independent.”

Debra haltingly to the camera: “I feel a bit more confident and comfortable. Speech-to-Speech helps me make a better phone call.”

Cindy looks in a mirror, fluffs her hair, and smiles. Then to the camera she says with a breathy voice, “I don’t have to be the person with the trach, just Cindy having a conversation with somebody that I need to talk to.”

The scene changes to Cindy with her adult nephew on a sofa.

Audio Describer (voiceover): Cindy with her adult nephew as he opens a birthday gift of a camera.

Both Cindy and her nephew smile at each other.

The scene is defocused.

Announcer (voiceover): “West Virginia Speech-to-Speech service is available at no cost to people who have a speech disability and who live or work in West Virginia. Just dial 711 on any phone and ask for Speech-to-Speech. To learn more about West Virginia Speech-to-Speech service, go to www.WestVirginiaRelay.com/STS.”

Audio Describer (voiceover): A West Virginia Relay logo appears along with “WestVirginiaRelay.com” and “Dial 711”.

Screen fades to black. End.