



Veterans Service Officer FAQ

Frequently Asked Questions

What is the Heroes With Hearing Loss (HWHL) program?

The mission of the Heroes With Hearing Loss program is to raise awareness and begin conversations about shared hearing loss experiences among veterans, their families and friends. It is specifically designed to provide insightful solutions and successful lifestyle-focused results. This is accomplished by introducing veterans to resources, products, services and hearing loss management techniques that best meet their individual needs.

Heroes With Hearing Loss is provided by Hamilton CapTel® – a service that provides captions of phone conversations for individuals with hearing loss. Hamilton CapTel offers a captioned telephone at no cost to eligible veterans (and their spouses) with hearing loss.

Hamilton CapTel® launched the Heroes With Hearing Loss program in response to the epidemic of hearing loss injuries among veterans returning from operations in Iraq and Afghanistan as well as the increase in hearing loss issues faced by our aging veteran population from World War II, Korea, and Vietnam eras.

How exactly does the HWHL program help veterans?

In short, the HWHL program puts veterans in touch with other veterans and veterans' advocates to share real-life solutions toward overcoming the daily challenges of hearing loss. There is no single solution, but fortunately, there are many techniques and technology based

solutions available (such as the captioned telephone.) Heroes With Hearing Loss helps to locate and compile these resources to then share with veterans.

How can VSOs help?

Struggling to effectively communicate over the phone with family and friends can make anyone feel frustrated, isolated and out of touch. This can be particularly difficult for veterans who have returned from service and may be challenged with hearing loss and other physical or mental scars of war. **As a Veterans Service Officer, you can bring the life-changing benefits of a captioned telephone to your veterans – allowing them to receive a phone at no cost by simply certifying their hearing loss on one simple form.**

What are some of the features and benefits of the Hamilton CapTel phone?

- Fast, accurate captions displayed at nearly real-time show what the other person is saying
- An amplified handset with tone control to adjust voices to a deeper or higher pitch
- Integrated answering machine "captions" voice messages
- Up to 500 lines of conversations are stored, providing the ability to review important details
- Speakerphone capability (2400i model)
- Store contacts conveniently through the Phone Book menu
- Save favorite contacts to a speed dial list
- Adjustable colors for background and font of captions
- Adjustable font size

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How can a veteran get a captioned telephone?

U.S. military veterans with documented hearing loss are eligible to receive a captioned telephone at no cost. A Certificate of Hearing Loss, completed by an Independent Third-Party Professional that can verify the veteran's hearing loss, is required. Examples of Third-Party Professionals include; Audiologists, doctors, hearing related professionals and Government/Veterans Programs. VSOs/NSOs are qualified to certify a veteran's hearing loss by simply reviewing the veteran's VA records to verify that they have hearing loss. The Certificate of Hearing Loss can be downloaded from the HWHL website at: www.heroeswithhearingloss.org. To have pre-printed forms sent to your office, call 800-974-1517.

Does a Veteran's hearing loss need to be service connected?

No. HWHL is not governed by the VA system, nor does the ordering process involve the VA. Therefore, a veteran's hearing loss need only be certified by a third party professional (such as a VSO) – the hearing loss does not need to be service connected, nor does it need to be a certain level of loss.

Are surviving spouses of a deceased veteran eligible to receive a phone at no cost?

Absolutely. We are happy to provide the same service to the widow or widower of any veteran. In order to receive the Hamilton CapTel phone at no-cost, they would just need their doctor or Audiologist to complete a Certificate of Hearing Loss, certifying their hearing loss.

Are there other requirements for using the phone?

Yes – telephone service and high-speed Internet access are required to use the CapTel phone. There are non-Internet based phones, which may be at no cost depending on certain factors, as well as no-cost apps for smartphones and tablets. Please call us at 800-974-1517 to discuss the different options available.



Hamilton CapTel 2400i

What if a client needs help installing the phone?

Hamilton CapTel phones connect to both telephone and Internet services quickly and easily, and many veterans install the phone themselves, or with the support of a family member. Other recipients may choose to take advantage of our complimentary installation assistance – which could include a visit from a member of the team of manufacturer reps available in many markets – at no cost.

Are active duty military members eligible?

Yes. We are happy to provide the same services to those who are currently serving on active duty.

Can a VSO get a demo phone for their office?

Yes, a VSO may request a demo phone for their office. It's easy and provided at no cost to the VSO. To request a demo phone, call 800-974-1517 and indicate that you're a VSO interested in the Heroes With Hearing Loss program. Many demo phones have been distributed to VSO offices across the nation.

Can the demo phone make live calls?

Yes, the demo phone can either be fully connected to display the captioning of a live phone call or can be placed in "demo mode" where a sample conversation scrolls across the screen of the phone to show how captions will appear.

Please do not hesitate to call us with any questions! 800-974-1517

The Hamilton CapTel 840i and 2400i require telephone service and high-speed Internet access. WiFi Capable.

Internet Protocol Captioned Telephone Service (IP CTS) is regulated and funded by the Federal Communications Commission (FCC) and is designed exclusively for individuals with hearing loss. To learn more, visit www.fcc.gov.

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