

## CSD and C.E.O. Benjamin Soukup Honored for Three Sioux Falls Business Awards

The *Sioux Falls Business Journal* has just published *The Source 2005-06*, a book of lists on Sioux Falls' best businesses. Deaf and hard of hearing service provider CSD garnered three awards, including the top honor of "2005 Best of Sioux Falls Business."

Additionally, chief executive officer Benjamin Soukup was named "Best Executive of the Year," and CSD also won "Best of Business" in the general category.

"It is an honor to be recognized by the *Sioux Falls Business Journal* in this capacity," said Soukup. "If you knew how much our employees truly invested their heart and soul in CSD's mission, then you'd agree they deserve these accolades."

In 1975, Soukup worked alone out of a closet at the South Dakota School for the Deaf. Today, CSD is known for being the largest deaf and hard of hearing non profit human service and telecommunications organization in the world, operating 50 offices and employing over 3,000 people across the nation.

In *The Source*, Rob Oliver, chairman of Augustana College's department of business administration, said Soukup seems to inspire and empower others to do their best and think outside the box. Oliver thanks the company's employees are high-energy, idea people, and that Soukup "is the kind of person who draws that out of them."

CSD is also known for being the leader in the telecommunications relay industry, as well as the first national provider of video relay services. As a non profit, funds generated by CSD are funneled back into the human service side of the organization to provide deaf and hard of hearing programs including adult basic education, job placement, senior adult services, drug and alcohol counseling, youth leadership development and more.

"Being recognized with these awards is a tremendous way to start 2006," said Soukup. "By working together as a team, we've proved for 30 years running that anything is possible."

## NTID Announces New Building 'CSD Student Development Center'



The National Technical Institute for the Deaf (NTID) in Rochester, N.Y. broke ground this afternoon for a new student development center to house NTID student government and student life offices, multi-cultural clubs, study and communication centers and NTID's history collection. The center will be named "CSD Student Development Center" in recognition of CSD's relationship with NTID.

Construction of this 30,000 square-foot building, designed by Harrison Bridges & Associates Architects will be completed by fall of 2006. It will be connected to the Lyndon Baines Johnson Building. The project took two years of planning and also included coordinating input from students, faculty and staff on maximizing accessibility through technology, lighting, room design and seating.

The CSD Student Development Center is named to recognize CSD's many contributions to the educational, social, cultural and economic development of deaf and hard-of-hearing people. NTID says the building will extend students' learning experience by fostering their potential for leadership and community service, and provide them opportunities to explore other interests through different educational and recreational ac-

tivities housed there.

"We are extremely honored and delighted by this recognition," says Dr. Benjamin J. Soukup, CEO of CSD. "CSD has always believed in giving back to the community. We are proud to contribute to NTID in such a meaningful way, so that the passion for learning and creating a better future can be nurtured and enhanced in tomorrow's leaders."

NTID, one of eight colleges within the Rochester Institute of Technology (RIT) is the first and largest technological college in the world for deaf and hard-of-hearing students. It offers educational programs and access and support services to the 1,100 deaf and hard-of-hearing students from around the world who study, live and socialize with 14,400 hearing students on RIT's Rochester, N.Y. campus.

"Only 25 percent of a student's time is spent in the classroom," explained Dr. T. Alan Hurwitz, RIT vice president and CEO/dean for NTID. "This center will serve as a gathering place where education can continue day and night in a centrally located, safe, supportive atmosphere. This will be a place where students can enrich and celebrate their unique talents and skills." NTID's web address is [www.rit.edu/NTID](http://www.rit.edu/NTID)



## Don't Hang Up!

Many people don't understand relay. They aren't aware of what a relay call is, which means they sometimes mistake a relay call for a telemarketing call. So they hang up.

Alaska Relay is trying to decrease the frequency of hang ups by people who are unfamiliar with relay, by increasing awareness with the general public.

The best way to reduce hang ups, especially by businesses, is to identify the businesses that are hanging up and educate them about Relay.

Alaska Relay will soon be adding an online form to our website. When you experience a hang up on a Relay call, fill out the form online at [www.alaskarelay.com](http://www.alaskarelay.com). Alaska Relay outreach will contact the business to educate them about relay.

Another thing that may be helpful is requesting a change in the way your Relay calls are announced. Instead of the standard greeting "This is Alaska Relay..." ask the CA to begin the call with "This is a customer of your business calling through Alaska Relay," or "This is [your name] calling through Alaska Relay." This type of greeting will often reduce hang ups.

Whatever your experience with hang ups during relay calls, please let us know what's happening. Your feedback helps us educate businesses so they won't hang up on Relay.

## TDD pay phones provided by ACS are installed in the following locations:

**International Airport**  
—Domestic Terminal  
Baggage 4  
Concourse B  
Food Court — Restrooms  
Main Ticket Area

**International Airport**  
—Satellite Terminal  
Main Lobby  
Gate N-2/N-4

**Schools**  
Clark Middle School  
East High School  
University of Alaska — Business Ed Building  
University of Alaska — Library  
University of Alaska — Student Center

**Elmendorf AFB**  
Base Exchange

**Ft. Richardson Army Base**  
Base Exchange

**Shopping Centers**  
Carrs — Huffman  
Firth Avenue Mall  
Fred Meyer — All locations  
Northway Mall  
University Center Mall

**Government Buildings**  
Division of Motor Vehicles

**Hotels**  
Alyeska Prince Hotel

**Hospitals**  
Alaska Native Medical Center — ER  
Alaska Native Medical Center — Main Entrance  
Providence Hospital — Professional Building  
Providence Hospital — Maternity Center

**Other Locations**  
ACS Lobby  
Alaska Railroad  
Alyeska Day Lodge  
East 40 Bowl  
Egan Convention Center  
Loussac Library  
Merrill Field Tower  
Providence Extended Care  
Sixth Avenue Bus Terminal  
Sullivan Arena

\*\* This list is subject to change.

## STATEWIDE OPEN PUBLIC MEETINGS

Saturday, January 21, 2006

**Alaska Relay Advisory Board**

1:00 p.m.-3:00 p.m.

**Alaska Deaf Council**

3:30 p.m. -5:30 p.m.

**BP Energy Center Conference Room**  
900 E. Benson Blvd, Anchorage, AK 99508

**EVERYONE IS WELCOME TO JOIN!**  
(Interpreter Provided)

For Alaska Deaf Council:  
contact

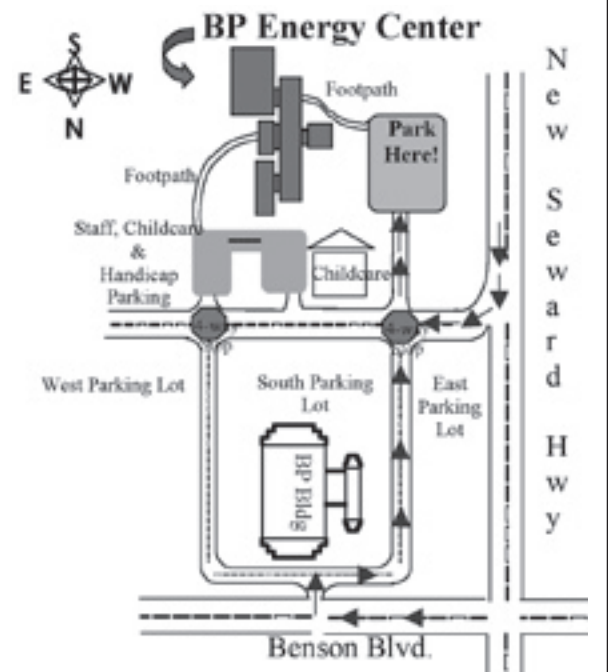
Dean Gates: [dgates@ak.net](mailto:dgates@ak.net)

For Alaska Relay:  
contact

Darrell Campbell: [dcampbell@c-s-d.org](mailto:dcampbell@c-s-d.org)

If northbound on New Seward Hwy., turn right into BP's southwest entrance. Turn right at the first stop sign into the BP Energy Center parking lot. Follow footpath through woods to building entrance.

If eastbound on Benson Blvd., turn right into BP's main entrance. Turn right and follow access road to 4-way stop. Continue through intersection into the BP Energy Center parking lot.





CSD/Alaska Relay  
3820 Lake Otis Parkway, Suite 105  
Anchorage, Alaska 99508



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TELECOMMUNICATIONS RELAY SERVICE

## Updated websites worth checking out



<http://www.c-s-d.org>



<http://www.alaskarelay.com>



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3820 Lake Otis Parkway, Suite 105,  
Anchorage, Alaska 99508

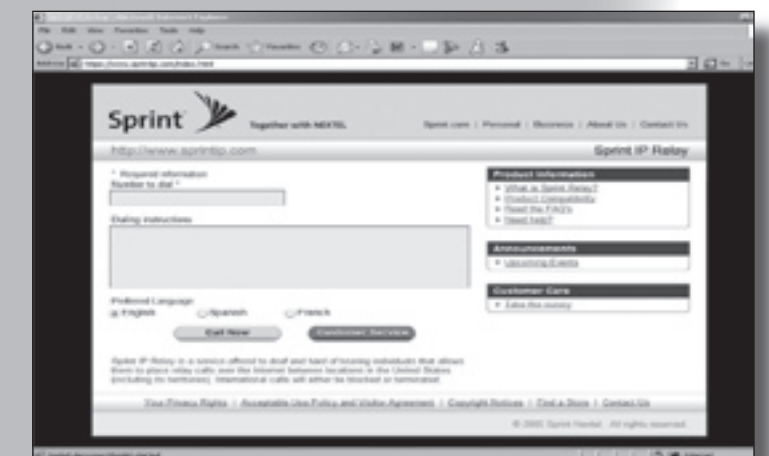
Voice (800) 538-9881 Ext. 59260,  
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**Websites:**  
[www.c-s-d.org](http://www.c-s-d.org)  
[www.akvrs.com](http://www.akvrs.com)  
[www.alaskarelay.com](http://www.alaskarelay.com)  
[www.sprintip.com](http://www.sprintip.com)  
[csdvrs.tv](http://csdvrs.tv) (D-Link Videophone)



<http://www.CSDVRS.com>



<http://www.sprintip.com>

Don't miss out on the information available on these frequently updated web sites. All these sites are easy to use and offer easy and convenient communications opportunities. Find the news and information you want, make relay or VRS calls and submit questions and feedback on issues that concern you. Take a little time and check out these websites today!