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MARCH/APRIL 2015

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65th Annual Meeting is May 18

Don't miss this year's annual meeting Monday, May 18 at the Sebek High School Auditorium beginning at 7pm. The nominations and elections committee will meet March 12 to appoint official candidates who wish to serve on the board. Bruce Kinnunen will seek re-election; contact a committee member if interested in running for the board. Committee members are Pat Pederson, David Anderson, Dave Fjeldheim, Jim Runyan, Harvey Aho and Pam Johnson.

Kai and Bridget Allen with Skal-musik will entertain the crowd at the annual meeting. A light meal and door prizes will follow the business meeting. All members of the cooperative are welcome.



West Central
Telephone Association
We Connect You.™

WCTA Scholarships Still Available

High school seniors can apply for West Central Telephone's Scholarship Program, which will award up to eight high school seniors a scholarship in the amount of \$1,000. The deadline for the WCTA Scholarship applications is April 6, 2015.

WCTA created the scholarship program to encourage area youth to attend college after graduation. It's fully funded through unclaimed capital credit checks, and there is now over \$80,000 in the fund.

The scholarship is not income- or need-based, and although applicants should have at least a "C" GPA, they do not need to be top of class. Complete the online application, write a brief essay on your chosen topic and submit by the deadline.

For more information and the application, contact your area high school counselors or visit www.wcta.net and click on Scholarships.

New! 2nd Year or Beyond Scholarship Opportunity

The Board of Directors has just announced a new scholarship aimed at current college students. West Central created the 2nd Year or Beyond Scholarship to help students currently attending college. The board will award scholarships of \$1,000 to students who graduated from high school and are from any one of the five telephone exchanges of WCTA. Students must now attend 2nd year or beyond higher education. Past scholarship winners are also eligible.

The deadline on the 2nd Year or Beyond Scholarship application is May 1, 2015. For more information and the application, visit www.wcta.net and click on Scholarships. You may also contact Geri Salmela with more questions at 218-837-5151 or by email at geris@wcta.net.



Policies Regarding Customer Information

WCTA maintains the security and confidentiality of Customer Proprietary Network Information (CPNI). We never sell or share your private account information to outside companies for any reason. The protection of your information is important to us, and we have procedures in place to ensure your privacy.

We'd like to continue to offer you new products and services, or improve your existing service offerings, based on information about your account, or CPNI, unless you should choose to "Opt Out" by calling 218-837-5151. Your approval or denial of CPNI use remains valid until you notify us.

To further protect your privacy, please remember that we may ask for a photo ID when visiting in person to discuss your account. We can only discuss

account information with people authorized by the account owner. For some routine customer service issues, we can address CPNI if you have the bill or call detail information you wish to discuss. When you call with account questions, we must authenticate you by asking for your pre-established password, calling you back at the phone number related to your account, or sending the information to your street or email address of record.

Please contact us at 837-5151 with questions.

Safety Tips for Preventing Falls

Falling can be a devastating accident for seniors. Most serious falls occur in and around the home, but some simple precautions can help reduce your risk.

Precautions include:

- Make sure handrails in stairways are securely fastened and all rugs are secured to the floor with tacks, nonskid pads or double-sided tape.
- Be sure you can move safely in the bathroom area, and in and out of the tub or shower.
- Keep frequently used kitchen items, such as dishes and food, within easy reach.
- Place night-lights in hallways, bedrooms, bathrooms and stairways.



Get Help Quickly in Case of Falls

Taking precautions to avoid falling is smart, and so is having the ability to call for help in case of a fall. *Did you know getting help within one hour of a fall greatly increases your chances of continuing to live independently?*

That's why nothing beats the peace-of-mind that comes from having a wearable emergency button. West Central Telephone is proud to introduce Sidekick Assist emergency response service.

For an affordable monthly rate, you'll get a monitoring system including a wearable button you can press for emergencies. We'll even come out to install it. In the event of an actual emergency, you simply press your button and help will arrive quickly. It's that easy.

For your copy of a free brochure about preventing falls, or for more information about Sidekick Assist, call us at 837-5151 or go to www.sidekickassist.com today.

Maleficent
Premiering March 6

starz

The classic tale of Sleeping Beauty is reimagined, following the fairy-turned-villainess Maleficent as she wreaks havoc in this spectacular special effects extravaganza.

Visit starz.com for airdates/times. STARZ and related channels and service marks are the property of Starz Entertainment, LLC. Maleficent © Disney Enterprises, Inc. All Rights Reserved.

Minnesota Relay

Minnesota Relay is a free telephone service that uses specially trained communications assistants (CAs) to facilitate telephone calls between people with hearing and speech disabilities and other individuals. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential. To make a Minnesota Relay call dial 7-1-1. Once connected to the relay service, tell the CA the type of relay call you wish to make. Or, you may dial the specific toll free number for the type of relay service.



For Information on Minnesota Relay Services: www.mnrelay.org or 1-800-657-3775.

Types of Relay Services

Captioned Telephone Service (CTS)

CTS uses a telephone with a text display screen to allow a person who is hard of hearing to see word-for-word captions of what the other party on the call is saying, while also *listening* to what is being said using their residual hearing - much like TV captioning. The CTS user speaks directly to the other person on the call, and the CA uses voice recognition technology to repeat what the other party says, which is then transmitted as text to the user's specialized CTS phone.

Internet Protocol Captioned Telephone Service (IP CTS)

There are Internet-based forms of CTS for those who would like to use CTS on a computer, tablet, or select smartphones. www.fcc.gov/guides/internet-protocol-ip-captioned-telephone-service

Computer (ASCII): 1-800-627-3529

Computer users can access Minnesota Relay. Set your communications software to the following protocols: 8 Bits; No Parity; 1 Stop Bit; Full Duplex.

Hearing Carry Over (HCO): 1-800-627-3529

HCO allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. The HCO user types his or her conversation for the CA to read to the other person, and listens directly to the other person's response. Requires a special telephone.

Internet Protocol (IP) Relay: www.sprintrelay.com

IP Relay combines text-based relay service with the ease of the Internet – no need for a TTY. It allows relay users to communicate by text via a computer or other Internet-enabled device.

Spanish Relay: 1-877-627-5448

Spanish speaking persons with a hearing or speech disability are able to make relay calls. This is not a translation service – both parties must speak Spanish, and at least one party must have a hearing or speech disability.

Speech-to-Speech (STS): 1-877-627-3848

STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The CA revoices the words of the person with a speech disability so the other person on the call can understand them. No special telephone is required.

Standard Telephone: 1-800-627-3529

A hearing person may use a standard telephone to place a relay call and converse with a person who is deaf, hard of hearing, or speech disabled.

Text-to-Voice (TTY): 1-800-627-3529

This service allows a person who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with the other person on the call.

Video Relay Service (VRS)

VRS allows a person whose primary language is American Sign Language (ASL) to use a television or Internet-enabled device with a video camera to communicate with the CA in ASL. The CA speaks what is signed to the called party and signs the called party's response back to the caller. <http://www.fcc.gov/guides/video-relay-services>

Voice Carry Over (VCO): 1-877-627-3024

VCO allows a person with a hearing disability, but who wants to use his or her own voice, to speak directly to the other party. The CA then types the other party's response, which is displayed on the VCO user's text telephone. Requires a special telephone.

900 Pay-Per-Call Services: 1-900-230-3324

This service allows a relay user to connect to any pay-per-call service. Important Information

Emergency Assistance

TTY callers should dial 9-1-1 directly in an emergency. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

Billing Options for Long Distance Relay Calls

- Direct
- Collect
- Pre-paid calling card
- Carrier calling card
- Third-party billing

Filing a Complaint Regarding Relay Services

When filing your complaint please provide:

- the date and time of the relay call
- the CA's identification number
- a brief description of your complaint and the resolution you are seeking

Email your complaint to mn.relay@state.mn.us or call 1-800-657-3775. You can also file a complaint with the Federal Communications Commission online at www.fcc.gov/complaints or call 1-888-225-5322 (voice), 1-888-835-5322 (TTY), or 1-844-432-2275 (ASL via videophone).

Telephone Equipment Distribution (TED) Program

The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech, or physical disability.

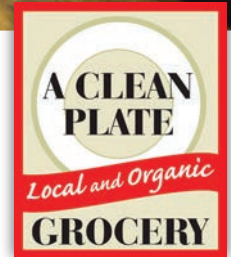
For more information on the TED Program: www.tedprogram.org or 1-800-657-3663 (voice), 1-888-206-6555 (TTY).

Welcome, New Members

Ballantine Garret.....	445-1620
Deppa Kristina.....	445-2325
Greenwaldt Brady.....	445-5973
Huisenga Jerald.....	445-0412
Roy Wendy.....	445-0113
Schloemer Brad.....	445-4236
Anderson Lori.....	472-5481
Blackburn Bailey.....	472-4197
Metteer Mathew.....	472-6962
Wallace Alan.....	472-1614
Hillukka Katie.....	538-2795
Jepson Travis.....	538-4960
Beacham Ruth.....	564-6072
Beldo Andrew.....	564-6061
Englund Jeramiha.....	564-9594
Fox Karyn.....	564-1771
Hillukka Edwin.....	564-6001
Lake Rachael.....	564-6530
Larson Russell.....	564-0065
Savela Paul.....	564-0090
Bullock Chad.....	837-2423
Colsen Roberta.....	837-6316
Graham Anthony.....	837-3269
Halonen Thomas.....	837-6671
Hepola Bradley.....	837-8308
Lawson Daniel.....	837-8612
Nevala Sarah.....	837-6314
Puttonen Ethan.....	837-6661
Rodgers Bill.....	837-4992
Wuollet Hans.....	837-2236



BUSINESS SPOTLIGHT: A Clean Plate Local & Organic Grocery



Looking for healthy foods free of chemicals and pesticides? You'll find them and more at A Clean Plate Local & Organic Grocery in Menahga. Owned by Wayne and Julie Isaacson, the store sells the most complete selection of organic foods in a 60-mile radius.

Eight years ago, Wayne was on a mission to get healthy and began researching foods. He didn't like what he found — overly processed foods with chemicals and preservatives, produce with pesticides, and meat from animals fed a steady diet of genetically modified grains and antibiotics. With 17 years of grocery management under his belt, Wayne and Julie opened A Clean Plate Local & Organic Grocery in July 2012.

The selection at A Clean Plate includes:

- Fresh produce from local farms like Red Fern Gardens of Sebeka
- Organic meat from area farmers
- Non-homogenized, minimally pasteurized milk from an Osceola dairy farm
- My Grandpa's Farm gluten-free and organic cake, bread and pizza dough mixes made in Menahga
- Over 100 items available in bulk including quinoa, oats, grains, raw nuts and spices
- Eggs from free-range chickens at Yellow Rose Organic Farms
- The Isaacsons are grateful for community support and love helping local farmers sell their products.

The store uses a Point of Sale system that relies on Internet from West Central Telephone for updates as well as credit card and debit card transactions. Product ordering is done online, and Facebook is their main form of marketing. Wayne said, "The dependability and speed of West Central's Internet service make my job of running a small business in Menahga possible."

For healthy foods, check out A Clean Plate at 13 Birch Ave SE in Menahga, visit www.ACleanPlateGrocery.com, or call 564-1010. For technology to help give your business a healthy bottom line, call West Central Telephone at 837-5151.

