

The Hamilton RELAY CONNECT

FALL 2016

www.hamiltonrelay.com • Voice/TTY 800.618.4781 • 1006 12th St., Aurora, NE 68818

A Publication of Hamilton Relay, Inc.

STATE RELAY CUSTOMER CARE

California

877-632-9095 TTY/V

District of Columbia

866-560-1452 TTY/V

Georgia

866-694-5824 TTY/V

Idaho

800-368-6185 TTY/V

Iowa

888-516-4692 TTY/V

Kansas

866-735-2957 TTY/V

Kentucky

888-662-2406 TTY/V

Louisiana

888-699-6869 TTY/V

Maine

800-270-9709 TTY/V

Maryland

866-269-9006 TTY/V

Massachusetts

800-720-3479 V

800-720-3480 TTY

Michigan

844-578-6563 TTY/V

Montana

800-833-8503 TTY/V

Nevada

888-256-5647 TTY/V

New Mexico

877-463-0994 TTY/V

Pennsylvania

800-974-1253 TTY/V

Rhode Island

866-703-5485 TTY/V

Virginia

866-894-4116 V

866-246-9300 TTY

Washington

800-974-1548 TTY/V

Congratulations to our Community Leaders

Better Hearing and Speech Month is recognized nationally during the month of May. Each year Hamilton Relay® presents numerous awards through our Better Hearing and Speech Month Recognition Award. We congratulate and thank this year's recipients for their dedication and advocacy toward improving the lives of individuals who are hard of hearing, late-deafened or have difficulty speaking!



Kathy Buckley, California

Kathy has been an active volunteer with No Limits for Deaf and Hard-of-Hearing Children for 18 years.

Erik Nordlof, District of Columbia

Erik has dedicated his time to coordinating open captioned screenings at movie theaters in the D.C. area.

Brandy Williams, Georgia

Brandy volunteers her time as a Stroke and Amputee Peer Visitor at Memorial Health and St. Joseph's/Candler in Savannah.

Malinda Leeds, Iowa

Malinda is involved with the Central Iowa chapter of the Hearing Loss Association, Hands and Voices and Special Olympics.

Mary Smith, Louisiana

As an advocate in her community, Mary volunteers with the Louisiana Commission for the Deaf, the Louisiana Chapter of the Gallaudet University Alumni Association and the Louisiana School for the Deaf Alumni Association.

Betsy McCarthy, Massachusetts

Betsy volunteers with the Alexander Graham Bell Association for the Deaf and Hard of Hearing (AG Bell), the Hearing Loss Association of America (HLAA) – Boston Chapter and the Deaf Catholic Council.

Robert Leepa, Maryland

Robert is an active member of the Hearing Loss Association of America – Greater Baltimore Chapter (HLAA-GBC).

Karen Perry, Maine

Karen volunteers her artistic skills with art therapy groups at the Cancer Community Center, as well as at annual retreats with the National Aphasia Association.

Michael Lieberman, New Mexico

Michael is currently the vice president of the Las Cruces chapter of the Hearing Loss Association of America (HLAA).

Merideth Foster, Nevada

Currently, Meredith is an advisory board member for the Deaf Centers of Nevada (DCN) and has served as advisory board member for Nevada Hands & Voices.

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Congratulations to our Community Leaders

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Cathy Zimmerman, Pennsylvania

Cathy founded Hear Fayette, a program designed to connect individuals with hearing loss, through the Society of St. Vincent De Paul (SVdP) Uniontown Area Conference.

Christine Constantineau, Rhode Island

Christine is an active member of the Bell Street Chapel in Providence. She shares her knowledge of American Sign Language (ASL) with the church's congregation by teaching members to sign hymns in ASL.

Brian Drake, Tennessee

Brian is the coordinator of Happy Hands meetings and the leader of Deaf Chat Café activities held in Chattanooga and the surrounding area.

Brenda Eggleston, Virginia

Brenda is an active member of the Greater Richmond Chapter of HLAA where she manages a hospital kit initiative, which allows individuals with hearing loss to better communicate with doctors and nurses.

Introducing the Solution to Hearing Loss in the Workplace

Hamilton Relay, Inc. and Tenacity, Inc. recently introduced a captioned telephone solution for business professionals who have difficulty hearing on the phone. With Hamilton® CapTel® for Business, Interconnected by Tenacity™, employees with hearing loss can listen while reading word-for-word captions of what's being said on a business phone. The result is reduced frustration during business calls and greater productivity.

Hamilton CapTel for Business, Interconnected by Tenacity provides employers with a solution for telecommunications access which meets the accommodations standards in the Americans with Disabilities Act (ADA). The solution seamlessly integrates into existing Cisco® VoIP networks and utilizes features built into the Cisco Unified Communications Manager.

Why Hamilton CapTel for Business, Interconnected by Tenacity?

- Hamilton Relay is an established leader in providing captioned telephone services nationwide. Since 2003, Hamilton has made over 70 million captioned telephone conversations possible for individuals with hearing loss.
- Captioned telephone allows for a natural flow of conversation, while easy-to-read captions are displayed on the telephone. The captioning service is invisible to the other party on the call and captions can be reviewed once the call has ended. Existing Cisco phone features like transfer and conference work with this solution.

- Hamilton CapTel for Business, Interconnected by Tenacity easily and affordably integrates with industry-leading Cisco communications systems utilized by many companies today. Software-based implementation makes deployment quick and simple.

Hamilton CapTel for Business, Interconnected by Tenacity is available to businesses with compatible Cisco systems that purchase an annual license. There is no cost to employees for the captioning service. More information can be found at HamiltonCapTel.com/biz.



Customer Care Corner: Stay Connected Using Voice Carry Over Service

Voice Carry Over (VCO) is a traditional relay service designed specifically for individuals who have difficulty hearing and who prefer to use their own voice when communicating over the phone. The service works through the use of a TTY or VCO phone. VCO users speak directly to the other person on the call and read what's being said back to them on their TTY or VCO phone.

A step-by-step guide to using VCO:

1. Using your TTY or VCO device, dial 711 or the toll-free number for your state.
2. After the Communication Assistant (CA) answers and identifies relay:
 - If using a TTY, type: "VCO PLS GA".
 - If using a VCO device, press the RLY MSG button that sends a recorded VCO prompt.
3. Wait for the CA to type, "VCO ON GA" indicating that Voice Carry Over has been activated. *Note: This step is very important. If you start speaking before the CA types "VCO ON GA", garbling could occur, resulting in the CA not being able to clearly hear what is being said.*
4. Using the handset, speak to the CA and provide the number of the person you wish to call along with any additional instructions. Say "GA" or "Go Ahead" and, if using a TTY, immediately place the handset back onto the TTY.
5. The CA types the response of the other person for you to read on your display screen. When you read "GA", it is your turn to respond by using the handset and speaking to the other person.
6. When you are ready for the other person to respond, say "GA". Turn-taking continues in this manner until the call is complete.

For more details on how VCO works, contact Customer Care or visit your state web page at HamiltonRelay.com and select "VCO".



Hamilton Awarded Sixth Consecutive Contract Award in Idaho

The Public Utilities Commission of the State of Idaho has awarded Hamilton Relay a sixth consecutive contract to provide Telecommunications Relay and Captioned Telephone Services for the state of Idaho. The new contract begins December 1, 2016.

Hamilton was first awarded the contract to provide Relay service in the state of Idaho in 1992. Since that time, Hamilton has been providing outreach and education to individuals across the state, sharing information about the life-changing benefits and resources available through Relay and Captioned Telephone Services.

"Idaho was the second state to award Hamilton Relay with a TRS contract," said John Nelson, president of Hamilton Relay. This contract award demonstrates the quality of our service, and we are honored to celebrate the award during the year of our 25th anniversary.



Upcoming Town Hall Meeting Pennsylvania

Please join us for a Town Hall Meeting to learn more about programs and services that allow individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking to communicate over the phone. While there, we invite you to share your feedback, ideas and suggestions about how we can better serve you.

Date: Friday, October 21, 2016

Time: 1:30 – 3:30pm

Location: St. Bernard's Hall, 600 South Wycombe Ave, Yeadon, PA
ASL interpreter and CART service will be available.

Please RSVP to Cheryl Deitz at cheryl.deitz@hamiltonrelay.com

That's what I'm talking about



Hamilton Relay Service
P.O. Box 285
Aurora, NE 68818

Address Service Requested



Visit www.HamiltonRelay.com/25
for updates on all of our
25th anniversary happenings!

From Our Kitchen to Yours

The fall season can be a busy one – football games, pumpkin festivals, soccer practices, choir concerts — all making it hard to sit down for a family dinner. Try this easy weeknight recipe from Emilie Banasiak, our Regional Outreach Coordinator for Idaho and Montana.

Chicken Parmesan



Emilie Banasiak
Regional Outreach Coordinator
Idaho and Montana
Hometown: Boise, ID

INGREDIENTS

1/3 cup breadcrumbs	1 tsp Italian seasoning	3/4 cup mozzarella cheese
2 Tbsp Parmesan cheese	1 egg, beaten	1 lb boneless, skinless chicken breast
1/2 tsp garlic powder	1 cup tomato sauce	

DIRECTIONS

1. Preheat oven to 375 degrees.
2. Combine breadcrumbs, Parmesan cheese, garlic powder and Italian seasoning in shallow bowl.
3. Dip chicken breasts in egg then roll in breadcrumb mixture until evenly coated.
4. Place coated chicken on a cookie sheet. Bake 10 minutes.
5. Turn chicken over and bake an additional 10 minutes or until cooked thoroughly.
6. Spoon tomato sauce over chicken and sprinkle cheese over top.
7. Bake 3 minutes or until cheese is melted.