

The Hamilton RELAY CONNECT

SPRING 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

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

Tennessee

888-269-7477 TTY/V

Virginia

866-894-4116 V

866-246-9300 TTY

Washington

800-974-1548 TTY/V

Connecting Lives for 25 Years: A Note from John and Dixie

This year marks a milestone in the history of Hamilton Relay and our parent company, Hamilton Telecommunications. For 25 years, Hamilton Relay has provided high quality telecommunications relay services for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

From our beginning in 1991, Hamilton Relay, a division of Hamilton Telecommunications, was founded to provide Traditional Relay Services on a contract basis. Over the years, we have expanded our services and today we provide Traditional Relay and Captioned Telephone Services through more than 25 contracts to 18 states, the District of Columbia and the Island of Saipan. Hamilton also provides Internet-based Captioned Telephone solutions nationwide.

We are proud to continue a tradition of top quality, reliable service and unmatched customer care support while striving toward innovative communication solutions.

Throughout the year we will be celebrating our 25th anniversary at many events across the nation. We hope you will join us as we celebrate the past 25 years, and more importantly, share our excitement as we look ahead to the future.

We are grateful to all of the people that have made the last 25 years a success. Thank you for being a part of our journey. We couldn't be more excited for what is to come!

Sincerely,



John Nelson,
president of Hamilton Relay



Dixie Ziegler,
vice president of Hamilton Relay



2016 Scholarship and Better Hearing and Speech Month Awards

Be sure to check out our website and Facebook page in the near future for announcements of our 2016 Hamilton Relay High School Scholarship Award and 2016 Hamilton Relay Better Hearing and Speech Month Recognition Award recipients.



Upcoming Town Hall Meetings

California

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.

We also invite you to share your feedback, ideas and suggestions about how we can better serve you.

Date: Saturday, April 23, 2016

Time: 10am – noon

Location: HEAR Center, 301 East Del Mar Blvd., Pasadena, CA 91101

ASL interpreter and CART service will be available.

Please RSVP to Debra Rogers at debra.rogers@hamiltonrelay.com

New Team Members

We are pleased to welcome the following members of our team. Each of these individuals brings a wealth of experience to their new roles and we are excited to have them on board!



MATTHEW CORDER, Customer Care Manager

Matthew brings a wide range of professional and leadership experience to Hamilton Relay Customer Care. Matthew is responsible for managing Hamilton Relay's customer care team and is committed to maintaining excellence on every single call.



FRAZELLE HAMPTON, Virginia Captioned Telephone Outreach Coordinator

Frazelle began her outreach efforts with Hamilton in October 2015, focusing on Captioned Telephone Service and equipment available to the residents of Virginia.



CAITLIN MOSHOLDER, Pennsylvania TRS Outreach Coordinator

Caitlin started with Hamilton in October 2015, focusing on outreach for Traditional Relay Services available to Pennsylvania residents.



DEBRA ROGERS, Southern California Outreach Coordinator

Debra began her outreach efforts with Hamilton in October 2015, focusing on Relay and Captioned Telephone services available to residents of Southern California.



ABIGAIL MEBRAHTU, Northern California Outreach Coordinator

Abigail joined Hamilton in October 2015, focusing on Relay and Captioned Telephone services available to residents of Northern California.



CHRISTA CERVANTES, Account Manager

Christa returned to Hamilton in November 2015. As a past employee of Hamilton Relay for nearly 24 years, Christa served in many roles during her tenure and is now the Account Manager for the state of California.



ANDREA GROELZ, Director of Relay

Andrea is responsible for directing Hamilton's Operations and Technical teams with the goal of ensuring compliance and quality performance of all relay services.

Speakerphone Now Available on the CapTel® 2400i

Now, individuals who have the Hamilton CapTel 2400i phone can enjoy phone conversations using the new speakerphone feature! The new speakerphone capability allows you to talk over the phone with the speakerphone while gaining the benefit of listening with both ears, plus the convenience of hands-free conversations.



Linda Graimm of Rhode Island is experiencing the benefits of speakerphone on her CapTel 2400i first hand. Linda was diagnosed with hyperacusis which can turn the sound of someone's voice into an unpleasant clicking noise. As a result, Linda essentially stopped answering the phone.

Linda first learned about Rhode Island Relay at an elderly business expo and was introduced to the CapTel phone. "I wanted so much to hear my grandkids voices and agreed to try the phone," said Linda. The combination of captions and speakerphone has greatly improved her telephone conversations.

"I don't cringe any longer when I have to talk on the phone. I can actually call people and have a conversation," said Linda. "It is such a relief to have the combined benefit of being able to read the captions while listening on speaker. Combining these elements has allowed me to communicate better."

The free software update is available to all CapTel 2400i users. Updating is easy!

To update your CapTel 2400i:

1. On the display screen, touch Settings. 
2. Touch About. 
3. Touch Update. 

If new software is available, your CapTel phone will automatically begin downloading the latest version. Once the software download is complete, your CapTel phone will re-boot as part of the update process.



CapTel is a registered trademark of Ultratec, Inc.

Customer Care Corner: How a VCO to STS Call Works

Did you know that it is possible for relay users to connect to each other through relay – no matter which service they choose to use? For example, a Voice Carry Over (VCO) user can easily connect with a friend who uses Speech-to-Speech (STS) service. Here's how it works:

1. The VCO user dials into relay and gives the Communication Assistant (CA) the number to call.
2. The CA reviews the profile of the number to dial and is shown that the person being called is a STS user.
3. The CA asks the VCO user if they are familiar with how a VCO to STS call works. If not, the CA will explain:

The person you are calling through STS may have difficulty speaking. I will verify what the person says for accuracy before typing to you. There may be a short delay before you receive a response. Please be patient. Please wait for the Go Ahead (GA) before you start to voice.

4. The CA will call the STS user and when they answer, the CA will ask if they are

familiar with how the call will work. If not, the CA will explain:

The person calling you uses VCO. You will hear the person speaking directly to you. When the caller says Go Ahead, it is your turn to speak. I will repeat what you say back to you to verify accuracy before typing it to the caller. Please say Go Ahead when you are finished speaking.

5. The call will proceed with the CA facilitating between the two relay users and verifying the STS user's response before typing it to the VCO user.

If you have questions about how to make a relay call, please call the Customer Care number for your state listed on the front page.

Join us in Celebrating 25 Years of Service! #HamiltonRelay25

Have the services that Hamilton Relay provides made a difference in your life or in the life of someone you care about? Share it with us on the Hamilton Relay Facebook page or use the hashtag #HamiltonRelay25 to post your story! Be sure to keep an eye on all of our social media pages for 25th Anniversary updates.



Facebook.com/HamiltonRelay



@HamiltonRelay



LinkedIn.com/company/HamiltonRelay



@HamiltonRelay



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

Address Service Requested



From Our Kitchen to Yours

Looking for a fresh start to spring? The following recipe shared by Keaton McDonald, National Marketing Programs Representative, is sure to give your taste buds the pick-me-up they need!

Keaton's Vegan Cilantro Chik'n



Keaton McDonald
National Marketing
Programs Representative
Hometown: Salt Lake City, UT

INGREDIENTS

- 2 tsp olive oil
- 2 liters water
- 1 (16 ounce) box of farfalle noodles
- 2 cloves garlic, minced
- 8 ounces baby bella mushrooms, sliced
- 1 package West Soy Chicken Style Seitan, including broth*
- 1 (8.5 ounce) jar sun dried tomatoes, julienned
- 1 bunch fresh cilantro, chopped
- Salt and pepper to taste
- Fresh shredded parmesan cheese (optional)

*Option: diced chicken breast and a can of chicken broth in place of Seitan.

DIRECTIONS

1. Heat 2 tsp olive oil in a deep pan over medium heat. (You may use the oil from the sun dried tomatoes for extra flavor.)
2. Bring 2 liters water to boil in a large pot with a dash of salt. Add farfalle noodles and cook al dente.
3. Add minced garlic to pan, cook 2 minutes, then add mushrooms, seitan and sun dried tomatoes. Stir and cook another 3 minutes.
4. Add broth, bring to boil and reduce heat to med-low. Simmer 5-8 minutes.
5. When farfalle is cooked al dente, drain noodles and return to pot.
6. Add mixture from the pan to the noodles, add cilantro and stir until uniform. Place a lid on the pot and let sit another 10 minutes.
7. Serve and enjoy!