

The Hamilton RELAY CONNECT

WINTER 2017

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

Virginia

866-894-4116 V

866-246-9300 TTY

Washington

800-974-1548 TTY/V

Building on a Dream: A Letter from Dixie

2017 was quite a year for Hamilton Relay®. As you may have heard, it was a year of building—and in some cases, rebuilding. It began on January 2nd when our call center in Albany, Georgia was hit by a severe storm and destroyed. While we did have staff working that evening, no one was seriously injured, and there were only a few minor injuries. Our fantastic employees quickly worked together to allow us to recover and rebuild in record time. We are so proud of the teamwork and hard work that went into ensuring our continued delivery of critical relay services during that time.

This year has also been a year of building upon the technologies that support our top-notch relay services. Our team has put a lot of effort into Real Time Text (RTT), which is an important component to the continuance of relay service. RTT is just one piece of technology development that allows us to continue to enhance our services and give our users the ability to take advantage of the latest technology.

Another building project we completed was the remodeling of our relay center in Aurora, Nebraska. The project took several months, but now we're all happily settled and positioned to provide even better support and service.

Throughout the year, we continued to build on the same mission that helped us grow from a small, local farmers' telephone cooperative in

rural Nebraska to a leading telecommunications and technology company serving individuals across the country. We are committed to continuing to invest in our products and services as well as delivering outstanding, personalized customer service with the same values that have always been at the heart of this company. To our customers, employees, business partners and communities, we thank you for your ongoing support and trust in us as we continue to build together for many years to come.

Happy New Year!



Dixie Ziegler,
Vice President Hamilton Relay



Ideas for Staying Connected This Winter

As winter settles in, most people tend to stay indoors and often do less socializing. Fortunately, all it takes is a little effort to inspire family and friends to brave the weather and get together. Plan a few of these activities to keep your relationships warm all season long!

1. Plan a winter outing to go sledding, skiing, snowboarding or ice skating.
2. Invite friends over to bake cookies and enjoy hot cocoa or mulled cider.
3. Host a dinner party or potluck.
4. Invite friends to visit a museum or botanical garden conservatory.
5. Have friends meet at a coffee shop or bar to play board games.
6. Find a shop that offers craft activities. Ask friends to try them with you.
7. Spend an afternoon with pals at a video game arcade or laser tag arena.
8. Take someone to a play or audition to be in one!
9. Ask a friend to volunteer with you.
10. Make regular dates with your pals to go walking or workout at the gym.



Relay Friendly Business is Good Business

Making a telephone call to schedule an appointment, order take-out or check on an account balance is a part of everyday life. For individuals who have difficulty hearing or speaking over the phone and use relay services to make calls, these everyday connections can sometimes be frustrating if the business or organization they are calling is not familiar with relay and how it works.

Some businesses or organizations may mistake a relay call for a telemarketing call or even be suspicious that the call is fraudulent and immediately hang up. Hamilton Relay recognizes the frustration and inconvenience this can cause for relay users. With the goal of educating businesses on how to recognize a relay call and the benefits of staying on the line, we offer the Relay Friendly Business program as part of our outreach efforts.

As part of their day-to-day outreach, our outreach coordinators contact businesses and offer free training on how to successfully place and receive relay calls—reducing the amount of hang-ups and improving customer satisfaction. As a result, businesses can explore new opportunities and expand their potential customer base.

To become a Relay Friendly Business or to recommend a business in your community that you would like to receive training, visit www.HamiltonRelay.com, select your state and contact your outreach coordinator. You may also call your state's Customer Care team at the number found on the front page.



Honoring Community Leaders

In honor of Deaf Awareness Week, celebrated nationally during the last full week of September, Hamilton is pleased to recognize individuals who are deaf or deaf-blind for the efforts and accomplishments they have made in their communities.

We are pleased to announce the recipients of the 2017 Deaf Community Leader Award. Please join us in congratulating these individuals:

Shirley Hampton, Iowa

Shirley holds several leadership roles within the Iowa Association of the Deaf, Deaf Services Commission of Iowa and Iowa Deaf Senior Citizens.

Janette Lancaster, Idaho

Janette has been a member of the Idaho Association of the Deaf for over 30 years and has played an important role in many projects serving the Deaf Community.

Jessica Endler, Kentucky

Jessica is an active member of the Deaf community who is known for her advocacy, which is highlighted by her years of service with the Kentucky Commission on the Deaf and Hard of Hearing.

Stephanie Summers, Maryland

Stephanie is the chair of the Maryland Advisory Council on the Deaf and Hard of Hearing and is a past president of Deaf Women United.

Regan Thibodeau, Maine

Regan is very involved with coordinating events in her community, including Deaf Awareness Week, Maine Deaf Film Festival and Deaf Women United Conference.

Brenda LeMieux, Montana

Brenda has been a member of the Great Falls Club of the Deaf for 16 years and currently services as its vice president.

Amy Lucero, New Mexico

Amy is currently the president of the New Mexico Association of the Deaf and is a rising leader in the Deaf and Hispanic Deaf Communities.

Maureen Fradianna, Nevada

Through her participation on the steering

committee, Maureen was an instrumental part of the development of the strategic plan on the Commission on Services for Persons with Disabilities Subcommittee on Communication Services.

Angela Lundy, Pennsylvania

Angela is the founder and executive director of Interfaith Specialty Service, which accepts donations of accessibility devices and redistributes them to anyone in need in the Philadelphia area.

Sheila Chappell, Tennessee

Sheila is active in the local Deaf Community through her service and advocacy with DeafConnect and the Tennessee Registry of Interpreters for the Deaf.

Star Grieser, Virginia

Star serves on the Legislative Advocacy Team for the Language Equality and Acquisition for Deaf Kids (LEAD-K) and is the vice president of the Virginia Association of the Deaf.



Thomas Sena and Amy Lucero



Angela Lundy and Amy Strawser



Shirley Hampton and Lori Sporrer





Hamilton Relay High School Scholarship


Do you know a high school senior who is deaf, hard of hearing, deaf-blind or who has difficulty speaking and is looking for scholarship opportunities to continue their education? Hamilton Relay is currently seeking qualified applicants for the Hamilton Relay High School Scholarship to be awarded in Spring 2018.

Hamilton Relay will select a graduating high school student from each of the states where Hamilton is the contracted telecommunications relay and/or captioned telephone service provider. In each of these states, a \$500 scholarship will be awarded to one eligible applicant. All applicants must meet eligibility requirements and submit required application materials prior to the March 1, 2018 deadline.

Apply Today! Download the Hamilton Relay Scholarship Guidelines and Application at www.HamiltonRelay.com.

 **Facebook:** Facebook.com/HamiltonRelay

 **LinkedIn:** LinkedIn.com/company/Hamilton-Relay

 **Twitter:** @HamiltonRelay

 **Instagram:** @HamiltonRelay



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

Address Service Requested



From Our Kitchen to Yours

This winter, warm up with a big plate of spaghetti. Try this recipe from Tennessee & Kentucky Outreach Coordinator, Quinnon Taylor.

Quinnon's Kickin' Chicken Spaghetti



Quinnon Taylor
Tennessee & Kentucky Outreach Coordinator

INGREDIENTS

- | | |
|----------------------------------|--|
| 1 16oz box of spaghetti | Tony Chachere's Famous Creole Cuisine Seasoning (to taste) |
| 2 grilled chicken breasts, diced | 1 can cream of mushroom soup |
| 1/3 cup onion, diced | 3/4 lb. Velveeta cheese |
| 1 can RO*TEL tomatoes | 1 cup shredded cheese |
| Seasoning salt (to taste) | |

DIRECTIONS

1. Preheat oven to 350 degrees.
2. Bring large pot of water to boil and cook spaghetti for 10 minutes on medium heat.
3. Meanwhile, sauté diced chicken and onion in a separate pan.
4. Combine chicken, spaghetti, RO*TEL tomatoes, seasonings (to taste), cream of mushroom soup and Velveeta in a baking dish.
5. Bake for 20 minutes. Cover with shredded cheese and put back in the oven for an additional 30 minutes.