



# CONNECTOR

## STATE RELAY CUSTOMER CARE

### California

877-632-9095 English  
877-419-8440 Spanish

### 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

## TRS TALK WITH Steve Peck

*Steve Peck, TRS  
Program Manager for  
the Washington State  
Office of the Deaf and  
Hard of Hearing*



Your TRS state administrator is a great resource for the latest news about Telecommunications Relay Service (TRS) in your state. Recently, we chatted with Steve Peck, TRS Program Manager for the Washington State Office of the Deaf and Hard of Hearing. Here's what he said:

### What do you like most about your job?

I have a deep passion for ensuring that consumers in Washington State have access to TRS through various means using technology to process a phone call and to have a convenient chat with their loved ones, business associates and friends. I'm always delighted to see changes in people's lives when technology makes it possible to communicate. What I like most about my job is that I've been given the opportunity to ensure that individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking have access to Relay services and can communicate with ease.

### What have you accomplished through your work that makes you especially proud?

I've worked on several projects in my 18 years with the Washington State Office of the Deaf and Hard of Hearing. The project that has a special place in my heart is one that provides Communication Facilitator (CF) services to assist deaf-blind residents of Washington State, allowing them to have convenient conversations with anyone they wish to call.

### If you could change anything about TRS, what would it be?

I'm excited to see TRS changing over to digital technology because it allows individuals to use cellular and Internet services to communicate anywhere on the go.

### What would you like the community to know about TRS?

We're seeing a high percentage of people switching to Internet and wireless services, which increasingly allows us to conveniently communicate through text and video technology. Relay services will continue to be an easy and reliable way to make essential phone calls. I'm excited to see future innovations from Hamilton Relay, especially Real-Time Text (RTT) capabilities.

*Continued on page 4*

*Mount Rainier in Washington*

# DC's Dynamic Duo

Each year, Hamilton Relay recognizes community leaders who work to improve the lives of individuals who experience hearing loss or have difficulty speaking in states where we provide contracted TRS or Captioned Telephone service. In May, we selected two individuals to receive the Hamilton Relay 2018 Better Hearing and Speech Month Recognition Award for the District of Columbia — Ann Rancourt and Rachel Stevens. They were recognized at a ceremony hosted by Hamilton Relay and the Public Service Commission of the District of Columbia.

## Terrific Teamwork

Rachel and Ann wanted to form a local group for young professionals, like themselves, who have hearing loss. Together, they founded Hearing Loss Association of America (HLAA) Young Professionals in Washington, DC. HLAA Young Professionals hosts gatherings where members can have fun and share common experiences and successes. The group organizes monthly meet-ups at happy hours, sporting events, movies and museums. Since it began in January 2017, membership continues to rise, creating opportunities to build new connections, friendships and mutual support.

## About Ann

Before moving to DC, Ann was a volunteer intern in Business Operations at the Cleveland Hearing and Speech Center (CHSC). After becoming involved in the Cleveland Big Wheel Relay, a peer-to-peer fundraising event, Ann moved to the Development and Marketing department at CHSC and served on the Executive Committee of the Associate Board, New Partners of CHSC. She's also HLAA's National Walk4Hearing Manager.

## About Rachel

Beyond co-founding HLAA Young Professionals, Rachel is active in the HLAA DC Chapter, serving on the Executive Board for over three years. She is heavily involved in the planning and management of the chapter's activities and enjoys designing and maintaining the chapter's website and mailing list. Rachel also serves as HLAA DC's Social Coordinator.



*Rachel Stevens and Ann Rancourt at the award ceremony.*

## OUTREACH SPOTLIGHT

Cheryl Deitz, our Pennsylvania Captioned Telephone Relay Service (CTRS) Outreach Coordinator, gave a presentation to the Hearing Loss Association of America (HLAA) Capital Region Chapter in Camp Hill. We asked Cheryl a few questions about her experience.

### What were some highlights from this event?

I presented about Captioned Telephone Service to individuals who were very interested in learning about the benefits of the CapTel phone and service. A gentleman shared that he'd been using an older-model captioned telephone. When he learned about the newer 2400i model phone, he immediately replaced his phone and even sent me a thank you note, telling me how much he liked using the 2400i model phone.

### What part of the presentation made the biggest impact?

I shared information about our Heroes With Hearing Loss Program! Afterward, one of the

veterans who attended was speechless and shared that he was so moved that a program like this was available for him and other veterans with hearing loss.



### What question did you get the most?

People asked if there really was no cost<sup>2</sup> to obtain a captioned telephone and use the captioning service. They found it hard to believe — but it's true!

### What did you like most about the experience?

I loved interacting with this group. They were so caring, and it was truly a welcoming experience. Many folks were learning about our services for the first time, so it was great to be able to share these life-changing solutions with them.

*Cheryl Deitz  
Captioned Telephone (CapTel®)  
Outreach Coordinator for Pennsylvania*

<sup>1</sup>Provided by Hamilton® CapTel® <sup>2</sup>Independent third-party professional certification required.



## CUSTOMER CARE CORNER: Community Education

Hamilton Relay offers a wide range of services allowing individuals who experience difficulty hearing or speaking equal access to telecommunications. We want you to know about these valuable services. Here are a few ways we get the word out.

### Community Outreach

Hamilton Relay has Outreach Coordinators in our contracted states who educate and promote Telecommunications Relay Service (TRS) and Captioned Telephone Service throughout their states. Outreach Coordinators spend much of their time attending community events to educate individuals about hearing loss solutions. They also lead our different programs such as Relay Friendly Business, Community Leadership Awards, Hamilton Relay Scholarships and more. Get in touch with the Outreach Coordinator for your state to schedule a presentation or invite them to an event. Call 800-618-4781 for contact information or visit [HamiltonRelay.com](http://HamiltonRelay.com).

### Directory Pages and Bill Inserts

Since our services vary from state to state, we provide telephone companies with information to share with their customers. Here, individuals can find current information about services we provide locally, as well as access numbers and customer care information. You might come across our directory page when you leaf through a phone book, visit an online telephone directory or receive your phone bill.

### Social Media

You can find Hamilton Relay on Facebook, Twitter, LinkedIn and Instagram. Follow us to receive the latest information about new services and features, customer tips, software releases and updates, outreach events and more.

### CHECK OUT WHAT WE'RE UP TO!

**Facebook:** [Facebook.com/HamiltonRelay](https://www.facebook.com/HamiltonRelay)

**Twitter:** [@HamiltonRelay](https://twitter.com/HamiltonRelay)

**LinkedIn:** [LinkedIn.com/company/Hamilton-Relay](https://www.linkedin.com/company/Hamilton-Relay)

**Instagram:** [@HamiltonRelay](https://www.instagram.com/HamiltonRelay)

## HAMILTON® CAPTEL® 840 UPDATE

Update your 840 phone's software and enjoy these new features:

- **Improved Memory** – Conversations, call history and redial numbers will remain saved even if the phone loses power.
- **More Answering Machine Features** – Access messages with the Remote Message Retrieval feature and view an indicator that shows how much memory is available for saving messages.
- **Daylight Saving Setting** – Set the phone to automatically re-set the phone's clock when Daylight Saving Time goes into effect.
- **Maximum Amplification** – Get maximum amplification on calls with or without captions.
- **Conversation Erasure** – Choose to delete individual conversations from the phone's memory instead of clearing the entire memory.

### How to Update:

1. With the handset hung up, press the YES button for the OPTIONS menu.
2. Press the DOWN ARROW button to highlight "Settings." Press YES.
3. Press the DOWN ARROW button to highlight "Update Phone." Press YES.

Updating could take up to an hour to complete, but you can set a delay to run the update when it is convenient for you. Directions for setting a delay appear on the Hamilton CapTel display screen at the beginning of the update.



## TRS TALK WITH **Steve Peck** Continued from page 1

### **Do you have any ideas about new ways to approach TRS community outreach?**

We started using Facebook as a means for providing outreach services last year on a wider scale to individuals in Washington State. This approach has significantly increased the number of people that are becoming aware of our services. We're also exploring the ability to provide consumer access to TRS surveys to gain insight into how well we're doing and learn how we can improve our outreach efforts to communities throughout the state.

### **Do you have an inspiring story related to your work that you'd like to share?**

I was invited to provide a demo presentation at a retreat back in 2006 on the use of new technology available for individuals who are deaf and low-vision or deaf-blind. In some situations, the demo produced emotions I hadn't seen previously in the Deaf-Blind community, and I was sincerely touched by those emotions. To personally witness a genuine transformation using technology to communicate was an awesome experience I'll never forget.

If you no longer wish to receive the Relay Connector newsletter from Hamilton Relay, please call 800-618-4781 V/TTY or email [info@hamiltonrelay.com](mailto:info@hamiltonrelay.com).



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Aurora, NE 68818

**Address Service Requested**

## From Our Kitchen to Yours

Looking for a satisfying meal? Make some delicious, homemade meatloaf! Try this recipe on National Meatloaf Appreciation Day or anytime during comfort food season.



### JOHN'S OLD-FASHIONED MEATLOAF

#### INGREDIENTS

2 pounds hamburger	2 eggs
1 envelope Lipton Onion Soup Mix	3/4 cup of water
1 cup oatmeal	1/3 cup of ketchup

#### DIRECTIONS

Preheat oven to 350 degrees. Combine all ingredients in a large bowl for preparation. Pour the mixture into a shallow pan or bread loaf pan. Bake for one hour. When ready, take the meat out of the pan and let it sit for 15 minutes to cool. Slice, serve and enjoy!