

That's what I'm talking about



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

CUSTOMER CHAT WITH Andy Fitzenrider



We caught up with Andrew Fitzenrider of Seattle, Washington, to ask him about his experience using Hamilton Relay.

Why do you use relay service?

I have a speech disorder that causes me to stutter. Sometimes I'll get stuck on a word, and the person on the other end of the telephone will hang up or get confused, thinking the call has dropped or that I am a prank caller.

Which relay service do you use?

I use Speech-to-Speech when I call someone I don't know well or customer service workers who might not know how to react to stuttering.

What do you like about using Speech-to-Speech (STS)?

The Communication Assistant tells my listener that I stutter and that I may need a little extra time to speak. Once my listener is aware, he or she becomes more patient, which makes me more comfortable and more fluent.

Do you have any advice for anyone who may talk with individuals who stutter?

Just be patient and keep the connection going, especially when we are stuttering a lot. I appreciate when people ask me what they should do when I stutter. It makes both of us more comfortable.

What would you like people to know about relay service?

Thank you for this wonderful service. I believe there are many people who can benefit from relay services, and it is our job to reach out to them. Relay providers must continue to provide outreach training and education, building awareness that these services exist.

WELCOME TO THE TEAM!

We are pleased to welcome two new members to our outreach team and two new members to our marketing team. They each bring a wealth of experience to their new roles, and we are excited to have them on board!



Eric Alvillar, Virginia TRS
Outreach Coordinator



Abby Magtoto, Nevada
Outreach Coordinator



Alexandra Radel, Marketing
Projects Coordinator



Kayla Cywinski, Sales
Support Coordinator

FEATURED COMMUNITY LEADER: **Dr. Sandra Hobson**

Recognized for her long-time commitment to individuals with hearing loss, Dr. Sandra Hobson received the 2017 Better Hearing and Speech Month Recognition Award for the state of Iowa. As an audiologist for over 25 years in Des Moines, Iowa, Sandra has been an advocate for individuals who are hard of hearing. Her advocacy work includes her role in producing a video to assist local law enforcement in communicating with individuals who are deaf or hard of hearing; sponsoring closed captioning for ABC5 We Are Iowa; and volunteering for the Iowa Lions Hearing Aid Bank. We recently reached out to Sandra to see what she's up to now!



What is your personal connection to hearing loss?

In third grade, my teacher identified me as having hearing loss, so I was sent to the local ENT (Ear, Nose and Throat Specialist). It wasn't until later that the ENTs and audiologists at the University of Iowa concluded that the measles virus I had contracted as a child was the cause of my hearing loss. It took a long time to determine the cause, because I had all of the childhood diseases before I was four years old, and many of those diseases can cause hearing loss.

What would you like people to know about the connection between childhood diseases and hearing loss?

Measles, mumps, rubella and chicken pox can all cause hearing loss—usually from a secondary bacterial infection or fever that could destroy the middle and inner ear structures, causing a temporary or permanent hearing loss. Rubella can be particularly destructive in the first trimester of pregnancy but can cause hearing loss and blindness in all three trimesters. Chicken pox can also cause hearing loss in children, but the virus stays dormant in the body until the immune system is weakened. Shingles or a syndrome called Ramsay-Hunt can occur, which can cause hearing loss when we are older. For those reasons, I strongly support vaccinations to help prevent the after-effects of these viral attacks.

Do you have any advice or additional information you'd like to share with our readers?

- Be willing to contact your local law enforcement precinct and share how they can learn more about working with individuals with hearing loss.
- Stay up to date on your vaccinations.
- Talk to your audiologist or hearing care provider about the latest technology available.
- Remember the words of Mark Twain: "Kindness is the language the deaf can hear, and the blind can see."

CUSTOMER CARE CORNER: Real Time Text

Many of you have been anticipating the release of Real Time Text (RTT). The good news is that Hamilton Relay is ready to handle RTT calls today! However, not all the networking is in place to deliver RTT calls to relay.

What's next?

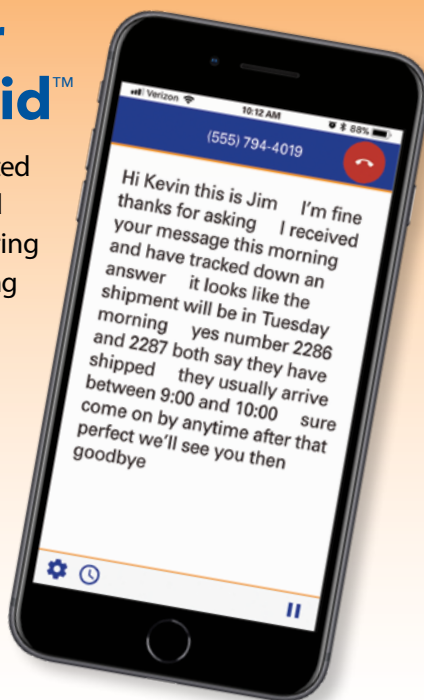
We are working with top-tier wireless carriers to help put the necessary network components in place. Today when an RTT message comes through a carrier that is not yet interoperable, we receive the message as a TTY call. As RTT becomes available through relay, we will provide outreach, education and staff training programs to support the service.

RTT Benefits

- RTT can send and receive messages immediately, allowing for faster and smoother communication.
- RTT can transmit and receive text characters in any language.
- RTT texts are silent, so text and voice can be used at the same time.

Hamilton® CapTel® for Web, iOS and Android™

We're excited to soon release the much anticipated update to Hamilton® CapTel® for Web, iOS and Android™. Our team has been very busy preparing this beta version and we look forward to receiving feedback once it's released. Hamilton CapTel for Web, iOS and Android allows users to read captions of what's being said during phone conversations while on the go using laptops, smartphones, and tablets. Follow us on social media or visit www.hamiltoncaptel.com for the latest news!



NEW CALL CENTER COMING SOON!

A new Hamilton Relay Call Center is currently under construction in Columbus, Georgia, and the process is moving along nicely. We have started applicant assessments and preparing for our first training class.

Check out what else Hamilton Relay has been up to lately by following us on social media.

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

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

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

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





WINTER OUTREACH SUMMIT

Near the end of January, Hamilton Relay outreach, account management and marketing staff met in Denver, Colorado, for our annual Winter Outreach Summit. The excellent presentations included Quinnon Taylor's fun and informative game inspired by Family Feud, which featured facts about our state relay services and raised the bar on "edutainment." Attendees also had a chance to meet some of our newest team members and share ideas on how to perform successful outreach.

If you no longer wish to receive the Relay Connector newsletter from Hamilton Relay, please contact us at 800-618-4781 V/TTY or email to info@hamiltonrelay.com.

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

Address Service Requested

From Our Kitchen to Yours

Start spring off right with this delicious recipe from Carol Tisdale, our Louisiana Outreach Coordinator.



NANA'S PEA PICKIN' CAKE

CAKE INGREDIENTS

- 1 Duncan Hines yellow butter cake mix
- 1 cup vegetable oil
- 4 eggs
- 1 (11 ounce) can mandarin oranges

FROSTING INGREDIENTS

- 1 (8 ounce) container whipped cream
- 1 package vanilla instant pudding mix
- 1 (16 ounce) can crushed pineapple, juice included

DIRECTIONS

1. Put cake ingredients into a bowl and mix well. Divide batter into three 8-inch round baking pans. Bake at 350 degrees for 30 minutes.
2. Stir together frosting ingredients.
3. Cool cake completely before frosting. To assemble, place first layer on a serving platter and spread 1/4 of frosting on the top. Repeat for second layer. Place third layer on top and cover top and sides with remaining frosting.
4. Serve and enjoy the compliments!