



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

Kentucky

888-662-2406 TTY/V

Louisiana

888-699-6869 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

LETTER FROM DIXIE:

Innovations in Accessibility

Dear friends,

I hope you and your loved ones have had a wonderful year filled with joy. As I look back at 2018, I am extremely proud of everything we have accomplished at Hamilton Relay®. I have highlighted a couple of ways we are meeting the needs of our customers today:



Hamilton Outreach Team

Our outreach team is dedicated to educating and training individuals, businesses and organizations about Relay. The support our team offers varies from assisting potential relay users in selecting the best type of service to meet their individual needs to training businesses on how to place and receive calls through Relay — and everything in between. To contact your state's outreach coordinator, visit HamiltonRelay.com and select your state.

High-Quality Relay Service

Every year, Hamilton Relay participates in third party quality assurance testing to ensure that calls are processed accurately and efficiently. After evaluation, we scored best in category in many areas, including typing accuracy, spoken accuracy, typing speed and connect time. We know that quality and accuracy are important to our customers, and we strive to provide the highest level of performance for every relay call we process.

Culture Training

We are dedicated to educating employees — from entry level to executive — about the needs of individuals who are deaf, deaf-blind, hard of hearing, late-deafened or who experience difficulty speaking, and we regularly work to improve, update and add to our curriculum. In the recently added deaf-blind culture training, our experts lead trainees through exercises that assist in understanding how best to communicate with individuals who have combined hearing and vision loss. This training has proven to be extremely valuable to everyone on our team.

We are also looking toward the future of the Relay industry. While the industry may be changing, we will always strive to do what is right and best for you — our customers. Everyone here at Hamilton Relay wishes you and your loved ones every happiness throughout the coming year!

Dixie Ziegler, Vice President of Hamilton Relay

5 SEASONAL STRESS-RELIEF TIPS

Follow these tips whenever you need to banish the winter blues.

Walk It Off

If you're feeling down, it's time to bundle up and go for a brisk walk. Taking in the fresh air, snow-covered trees and lingering holiday lights will help clear your mind and make you feel better.

Belly Breathe

The last thing you probably want to do this time of year is focus on your belly, but it could make you feel a whole lot better. When you feel overwhelmed or tense, try breathing deeply from your belly for a few minutes. Getting more oxygen in your body will definitely improve your mood.

Laugh It Up

Watch a funny movie with family and friends or search online for silly video clips that make you smile whenever you need a pick me up. Laughing releases endorphins that will cheer you up.

Wash Away Your Cares

After a busy day making your New Year's resolutions a reality, take a relaxing bath. Treat yourself to a bubble bath or use bath salts with uplifting fragrances such as orange, ginger or bergamot. There is nothing like a hot bath in cold weather.

Get Some Shelf Help

Pick up a best seller, reread your favorite book or indulge in something that's NOT on your book club's list. When you read, your body produces extra serotonin, a feel-good chemical in your brain.



Heroes With Hearing Loss® An Interview with Shari Penner

Hamilton Relay and Hamilton CapTel offer many programs that increase awareness about our services to the communities we serve. Heroes With Hearing Loss* is a national program created especially for veterans, their families, friends and advocates. We contacted Shari Penner, the Heroes With Hearing Loss National Marketing Programs Manager, to give us some insight into how this program benefits veterans.

Why was Heroes With Hearing Loss created?

"Hearing loss and tinnitus are the top two service-related injuries among veterans today, since military service often exposes service men and women to excessive noise from engines, gunfire and explosives. We created the Heroes With Hearing Loss program to raise awareness about issues surrounding veterans and hearing loss and to share real-life stories and solutions that have helped other veterans manage their own hearing loss."

What does Heroes With Hearing Loss do?

"Our program is a platform designed to engage veterans, their families and friends in conversations about hearing loss, tinnitus and other issues veterans commonly face. Hearing loss isn't always a primary discussion topic, although it can greatly impact the quality of one's life if not managed. We firmly believe that conversations lead to understanding—and ultimately solutions."

What makes veterans unique compared to other individuals with hearing loss?

"Veterans are shaped by military culture and training. In the military, service men and women learn to be strong, not to complain and not to show weakness. While these traits are vital while serving, they can also make veterans less likely to seek treatment for hearing loss and other conditions. There is a deep trust within the military community which may make it difficult to trust anyone who does not have a military background—even when they are doctors—and may limit opportunities to find solutions."

Heroes With Hearing Loss

An Interview with Shari Penner *Continued from page 2*

What is the most important issue that Heroes With Hearing Loss can help veterans address?

"The main issue is overcoming the barriers veterans have when seeking treatment and helpful technology. If one veteran tells another about getting hearing aids or about using a captioned telephone, it's more likely veterans will consider those solutions than if a doctor had recommended them."

What advice do you have for veterans with hearing loss?

"First, don't give up! New technologies and treatments for hearing loss, tinnitus and other conditions are being developed regularly. If you haven't resolved an issue yet, you might find better options sooner than you think if you keep trying. Second, if you are seeking VA benefits, working with a Veteran Service Officer (VSO) could make the process quicker and more efficient. If you need help finding a VSO or other resources, contact Heroes With Hearing Loss and we will be happy to work with you."

Do you have an inspiring story about the program that you'd like to share?

"I visited with a VSO at a recent event who shared that with the help of the Heroes With Hearing Loss program, her office had recommended a captioned telephone to a WWII veteran who had significant hearing loss. His brother, also a veteran with significant hearing loss, received a captioned telephone as well. The brothers lived about 150 miles apart and neither could travel, so they had not been able to keep in touch. After receiving the phones, they called each other every single day until one of the brothers passed away. The surviving brother passed away two weeks later. I feel this is a prime example of how important keeping connected really is."



STAY UP TO DATE! FIND US ON SOCIAL MEDIA

Facebook: Hamilton Relay, Hamilton CapTel, Heroes With Hearing Loss

LinkedIn: Hamilton Relay, Hamilton CapTel

Twitter: @HamiltonRelay, @HamiltonCapTel, @HWHLVeterans

Instagram: @HamiltonRelay, @HamiltonCapTel

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CUSTOMER CARE CORNER: REQUIRED SOFTWARE UPDATES

Have you downloaded the latest software update for your Hamilton CapTel 2400i, 2400iBT, 840i, 880i and 800i? If you haven't, please do! This update is required by new regulations from the Federal Communications Commission (FCC) and must be downloaded in order for the phone to continue receiving captions.

The new update will save the volume setting for calls with captions AND calls without captions.

Download Instructions:

CapTel 2400i/2400iBT

- On the display screen, touch the *Alert* notice and then *Update*.
- Learn more at: capterel.com/wp-content/uploads/2017/12/2400i-Updating-Your-Software.pdf

CapTel 840i/880i

- In the *Options* menu, select *Settings* and then *Update Phone*.
- Learn more at: capterel.com/knowledgebase/updating-your-capterel-840i-software/

CapTel 800i

- CapTel 800i users need to call 877-248-9331 for assistance.

2018 Deaf Community Leader Awards

Join us in congratulating recipients of the Hamilton Relay 2018 Deaf Community Leader Award!

Ian Guzman, California
Pearlie Murphy-Kemp, Georgia
Phil Schnackel, Iowa
Ray Lockary, Idaho
Jack Cooper, Kansas
Nancy Perry, Kentucky
Lisette Belanger, Maine
Alyssa Dittmar, Maryland
Michelle Cline, Massachusetts
Tyler Hansen, Montana
Tim Smalley, Nevada
Janet Parker, Pennsylvania
Patty Liang, Washington
SallieMae Pauley, Virginia



Iowa winner, Phil Schnackel and Relay Iowa Outreach Coordinator, Lori Sporer



Hamilton Relay Service
1006 12th Street
Aurora, NE 68818

Address Service Requested

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.

From Our Kitchen to Yours

Feeling chilly? Turn up the heat with a warm, spicy bowl of white chili soup courtesy of Hamilton Relay team member, Cady Macfee.



WHITE CHILI SOUP Feeds 6-10 people.

INGREDIENTS

- 3 large boneless chicken breasts
- 2 cans of Great Northern beans (do not drain)
- 2 cans of white corn (do not drain)
- 1 can of chopped green chilies
- 1 white onion (finely chopped)
- 2 large cans of chicken broth
- 1 Tbsp of olive oil
- 1/4 tsp of garlic
- 1 1/2 tsp of oregano
- 1/4 tsp of red cayenne pepper
- Dash of salt

DIRECTIONS

1. Grill the chicken breasts first and then cut into bite-size pieces.
2. Combine chicken and all ingredients into a large pot or crock pot.
3. Cook until it's hot and ready to eat.

For an extra kick, top it off with chopped red tomatoes, shredded cheddar cheese, sour cream and tortilla chips!