



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

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

Mozzeria Aims to Improve Accessibility

Mozzeria is a Neapolitan-style pizzeria run entirely by workers who are deaf. They opened their first location in San Francisco on December 9, 2011. See what Melody and Russ Stein, owner-operators of the original location, have to say about their revolutionary restaurant coming to the nation's capital.



How did you determine that Washington DC would be a good location for opening another Mozzeria? DC is home to a large deaf population, and therefore would be good for building a strong employee base. The new location is also less than a mile from Gallaudet University, where Russ and I met.

Compared to other restaurants, what unique accommodations or equipment might Mozzeria use? We offer various ways to communicate visually that people who are deaf have been using for a long time. Customers have learned to write on paper, point at the menu, gesture or use electronic devices for communication. We also take phone orders through Video Relay Service.

What is your customer base like? Do most of your customers know sign language? Most of our customers are hearing, but a few have been courageous enough to learn some sign language with our staff!

What do people especially like about the experience of eating at Mozzeria? People who are deaf love that they don't have to work to receive the full experience of eating out at a restaurant. We get people from all over the world who want to see what we're about: food! Hearing people come here because of the food, and we get some customers who are curious about how this restaurant operates. Many of them become regulars. Also, we notice that some hearing people come here for their business meetings since it's quieter than other restaurants.

What do you love about running Mozzeria restaurants? The restaurant is the fulfillment of Melody's lifelong dream of opening a restaurant. While initially we did have hearing staff, we decided to go all deaf and have never looked back. We're happy to see it's also other peoples' dream to work with us. We're especially excited about what this means for the Deaf community in other cities as we open new locations. Above all, we want people to know us for our food, and we work hard to give them that experience.

In addition to expanding to Washington, DC, Mozzeria will soon open a location in Austin, TX, as well as a dozen other cities throughout the U.S. To stay up to date with Mozzeria, visit mozzeria.com.

CUSTOMER CARE CORNER: Tone Control

Set the right tone for your phone calls by adjusting the Tone Control on your Hamilton® CapTel® captioned telephone. If it is easier for you to hear deep voices, set the Tone Control to low. If you hear high voices more easily, set Tone Control to high. If you hear mid-range tones best, leave the Tone set at medium. Experiment with tone options to see which setting works best for you and learn more about Tone Control below:

Setting Tone on a Hamilton® CapTel® 840/840i/880i

Find the “Tone” button on the phone base and press it to switch between low, medium and high frequency ranges.

Setting Tone on a Hamilton® CapTel® 2400i

Touch “Settings” on the display screen. Then, touch “Sounds” and then “Tone.” The display will show the current tone setting. Touch the different tone settings to cycle through the options. To test a setting, lift the handset to your ear and press “Play” on the display screen and listen to the recording. When you determine the setting you prefer, touch “Accept” and then “Home” to exit.

CapTel 2400i Special Feature: You can also take it a step further by customizing the Tone setting to match your personal audiogram and frequencies you hear best. Call 888-269-7477 for assistance.

The Hamilton CapTel phone requires telephone service and high-speed Internet access. Wi-Fi capable. FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP Captioned Telephone Service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, paid from a federally administered fund. To learn more, visit fcc.gov. ©2019 Hamilton Relay. Hamilton Relay is a registered trademark of Nedelco, Inc. d/b/a Hamilton Telecommunications. CapTel is a registered trademark of Ultratec, Inc.



HOSTING HOLIDAYS FOR BETTER HEARING

Follow these tips to make understanding conversations and joining in on the fun easy for everyone.

- Use a round or oval table to give guests a better view of one another over dinner.
- Be sure rooms are properly lit. (Faces should be easy to see with no glare.)
- Keep background music and other sounds to a minimum.
- Seat guests with hearing loss in front of a wall for better acoustics.
- Seat supportive people next to individuals with hearing loss to fill in parts of the conversation that get missed.
- Have a few board games on hand that don't rely heavily on hearing, such as:
 - Monopoly
 - Apples to Apples
 - Charades
 - Scrabble
 - Telestrations
 - Jenga
 - Double Ditto

Now Offering Live Webinars



Hamilton Relay has a new way to deliver training for businesses and organizations interested in learning about our services. Our Outreach Coordinators are now presenting live, online webinars to conveniently connect with anyone, anywhere — especially businesses with employees who work remotely. Webinar presentation topics include:

- Hamilton Relay Services (for people who are deaf, hard of hearing, deaf-blind or have difficulty speaking)
- Hamilton CapTel Services (captioned telephone for home, work and on-the-go)
- Relay Friendly Business Training (to prepare employees for relay calls)

To schedule a webinar or an in-person presentation, talk to your Hamilton Relay State Outreach Coordinator. Find contact information at HamiltonRelay.com.

IS YOUR BUSINESS RELAY FRIENDLY?

Don't miss out on potential business by hanging up on relay calls. Be informed and ready to take relay calls with Relay Friendly Business Training. Sign up for the Relay Friendly Business Program to receive the following benefits for you and your customers:

- Free presentation to assist employees with placing and receiving relay calls
- Awareness training on serving individuals who have difficulty hearing or speaking
- Online listing in your state's Relay Friendly Business Directory
- Relay Friendly Business logo for your business website
- Decal to show customers you are a certified Relay Friendly Business
- An easy way to broaden your customer base
- More opportunities to increase potential revenue
- A new way to build positive relationships in your community

To become a Relay Friendly Business or recommend a business that you would like to receive training, visit HamiltonRelay.com, select your state from the State Services page and then choose Relay Friendly Business. You may also call your state's Customer Care team at the number found on the front page of this newsletter.



WANT MORE TIPS, UPDATES AND EVENT DETAILS? JOIN US ON SOCIAL MEDIA!

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A NEW LOOK FOR HEROES WITH HEARING LOSS® WEBSITE

The next time you visit HeroesWithHearingLoss.org, you may notice the website received a facelift! The new website is easier to navigate and offers more downloadable content. If you are a veteran with hearing loss or know someone who is, visit the website often to stay up to date with helpful information on topics such as tinnitus, Post-Traumatic Stress Disorder (PTSD) and Traumatic Brain Injury (TBI). If you read an article on a topic that applies to you, we encourage you to leave a comment. It could make a difference for other veterans who are facing the same challenges.

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.



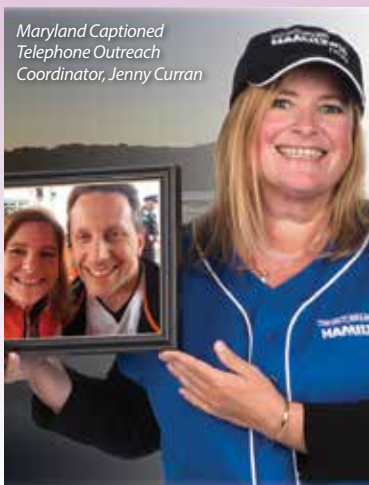
Hamilton Relay Service
1006 12th Street
Aurora, NE 68818

Address Service Requested

From Our Kitchen to Yours

Enjoy the taste of Chesapeake — chicken style! Make this decadent dip recipe from Maryland Captioned Telephone Outreach Coordinator, Jenny Curran. It's a warm, satisfying snack that's just right for holiday gatherings.

CHESAPEAKE CHICKEN DIP



Maryland Captioned Telephone Outreach Coordinator, Jenny Curran

INGREDIENTS

- 1 brick (8 oz) cream cheese, softened
- 1/2 cup mayonnaise
- 2 cups shredded sharp cheddar cheese, divided
- 1 cup shredded Monterrey Jack cheese
- 2 Tbsp Old Bay seasoning
- 3 scallions, diced
- 2 cups shredded rotisserie chicken
- 4 strips thick cut bacon, fried and crumbled
- Crackers or tortilla chips for serving

DIRECTIONS

1. Preheat oven to 350 degrees.
2. In a large bowl, combine cream cheese, mayonnaise, Monterrey Jack cheese and 1 cup cheddar cheese, Old Bay, scallions and chicken. Place in a 9" deep dish pie plate and top with the remaining cheddar cheese. Sprinkle with bacon crumbles.
3. Bake until cheese is melted and bubbly, about 10-12 minutes.
4. Allow dip to rest for 5 minutes so the cheese firms up a little.
5. Serve with crackers or tortilla chips – yum!