



# 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

### 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

## OUTREACH SPOTLIGHT: Serving Nevada Veterans

Abby Magtoto is the outreach coordinator in Nevada and has met with many veterans' organizations to educate local veterans and veteran advocates about the programs and services offered through Relay Nevada. We asked Abby to tell us about her experiences.

### What's unique about working with veterans?

I feel like I am giving back to people who have meaningfully served our country. My son is in the United States Air Force and as a military family member, I have a soft spot for military personnel, veterans and military families. In addition, veterans I have worked with have been so appreciative — especially when I talk about the Heroes With Hearing Loss® program, provided by Hamilton® CapTel®.

### What are some of the hearing loss solutions you talk about with veterans?

I often have one-on-one meetings where the individual's needs determine what we discuss. When I first started, I spoke with a retired U.S. Marine who wore hearing aids but still struggled to hear on the phone. He was tech savvy, so I let him know about all of the solutions that Hamilton CapTel has to offer including at home and on-the-go options.

### Do you meet veterans who could benefit from traditional relay services?

I met a community leader who is a Vietnam War veteran and dedicated to helping other veterans. We talked about Heroes With Hearing Loss and relay services like Speech-to-Speech and Voice Carry Over. He felt these services could be extremely valuable — so much so that he connected me with other key people in the community who can help me reach more veterans with this information.

### What do you like most about working with the veteran community?

Besides being able to work with individuals who are so deserving and appreciative, I love having the opportunity to get to know and learn from veterans I meet and even share a laugh or two. I'm often rewarded with a smile, "thank you" and sometimes even a hug. That makes me proud of the work that I do for Relay Nevada, Hamilton Relay and Heroes With Hearing Loss.



Abby Magtoto and veteran



Renate Buttrum, Hamilton Relay Outreach Coordinator and Robert Leepa, BHSM 2016 Maryland winner

## THE BETTER HEARING AND SPEECH MONTH AWARDS PROGRAM

May is Better Hearing and Speech Month (BHSM), a time to share resources and raise awareness around the challenges faced by individuals who experience difficulty hearing or speaking. Each year, Hamilton Relay recognizes the occasion by presenting BHSM awards to individuals who are making a difference in their communities. Since May of last year, Renate Buttrum, the Outreach Coordinator for the District of Columbia, has coordinated the program. We asked Renate to tell us more about it.

**What does the Hamilton Relay BHSM Award Program do?** It recognizes an individual in each Hamilton Relay contracted state who is hard of hearing, late-deafened or who has difficulty speaking and demonstrates strong leadership and volunteerism within their community.

**How long has the program existed?** Hamilton Relay created the program in 2010, and has since recognized 114 individuals.

**How are recipients selected?** During the months of February, March and April, community members have the opportunity to submit nominations. The nominator must complete a nomination form and provide two references. The Hamilton Relay selection committee reviews the nominations and reaches out to the references to assess the nominee's qualifications.

**What do Outreach Coordinators do to recognize the award recipient?** Outreach Coordinators honor the award winner with a ceremony that family, friends and community members can attend. The recipient is recognized with a framed award certificate and a gift card.

**What are important dates to remember for the nomination and selection process?** This year nominations are due by April 5, 2019. Winners will be selected by April 24, 2019. We make every attempt to celebrate and present the award during the month of May. Individuals can reach out to their local Hamilton Relay Outreach Coordinator or visit [HamiltonRelay.com](http://HamiltonRelay.com) for more information.

# CUSTOMER CARE CORNER: Hamilton CapTel 2400iBT Bluetooth™ Compatibility

Connect your Hamilton CapTel 2400iBT phone with Bluetooth devices such as a neck loop or headset for a hands-free experience and optimal sound quality. Simply follow the step-by-step instructions below:

Before you start, it's best to understand the device with which you are pairing your phone. Be sure you know how to turn the device on and off, the name assigned to the device and how to put the device in pairing mode.

## Connect your Bluetooth device:

1. Make sure your device is turned on and in pairing mode
2. On the CapTel display screen, touch *Settings*
3. Select *Connections*
4. Select *Bluetooth* and *On*
5. Select *Scan* to search for Bluetooth devices within range
6. Select the name of the device you want to connect so that it is highlighted
7. Select *Pair* and then the *Home* button on the base of the phone
8. Your phone is now ready for making and taking calls with your Bluetooth device!



If you need assistance, press the blue button on the base of the phone to reach Customer Support.

**Note:** If you're not sure if your hearing aids/cochlear implants have a Telecoil (aka "T-Coil") or Bluetooth connectivity, please check with your hearing healthcare professional.

*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](http://fcc.gov). Third-party trademarks mentioned are the property of their respective owners.*

# Join Us at a Walk4Hearing Event

Need motivation to stay in shape? Sign up for a Walk4Hearing event in your area. For more information and to register for local walks, please visit [Walk4Hearing.org](http://Walk4Hearing.org). If you attend an event listed below, look for your state's Relay or Hamilton CapTel booth and chat with one of our Outreach Coordinators.

## Long Beach Walk4Hearing:

Long Beach, CA - Saturday, June 8, 2019

## Nashville Walk4Hearing:

Nashville, TN - Saturday, June 15, 2019

## Washington DC Walk4Hearing:

Oxon Hill, MD - Saturday, October 19, 2019

## Pennsylvania Walk4Hearing:

Philadelphia, PA - Sunday, October 20, 2019

## New England Walk4Hearing:

Brighton, MA - Sunday, October 27, 2019

## Kentucky Walk4Hearing:

Louisville, KY - Saturday, November 2, 2019



Cheryl Deitz at 2018 Pennsylvania Walk4Hearing

# Keep Your Brain in Top Shape

Hearing loss can increase the risk of developing cognitive impairment and dementia. You can do something to minimize that risk! Follow these tips to maximize cognitive function and maintain a healthy brain.

## See Your Doctor

Get an annual check-up, hearing test and eye exam. Many conditions — especially hearing loss — go unnoticed because they develop gradually over time. Your doctor will be able to assess your situation more accurately with regular visits and suggest ways to handle any physical or mental problems that may develop.

## Use Technology

Be sure your brain gets plenty of sensory information to keep it active. Be sure to wear hearing aids if your doctor suggests them. You can also use captioned telephones, hearing loops, headsets and personal microphone systems to improve your ability to understand conversations and what's going on around you.

## Eat Right and Exercise

Stay fit to keep your brain healthy. Eat a diet that includes plenty of fruits and vegetables, and avoid processed foods. Don't forget, regular exercise is important too! Find activities that you can enjoy a few times a week, such as walking, hiking, biking, yoga or swimming.

## Stay Mentally Active

Keep your mind in shape by learning new things and problem-solving. Read books, do puzzles, be social, take classes and always try something new. Your brain needs stimulation to maintain its neuropathways and develop new ones, which may help prevent cognitive functions from deteriorating.



## 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, @Hamilton-CapTel



Tarita Turner



Bobbye Abney



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1006 12th Street  
Aurora, NE 68818

Address Service Requested

## Fresh Faces at Hamilton Relay

We're always happy to welcome new people into the Hamilton Relay family. Meet our two new Outreach Coordinators: Tarita Turner and Bobbye Abney.

**Tarita Turner** joined Hamilton Relay as the TRS Outreach Coordinator for Maryland. Previously, she worked with Maryland Relay as an administrative assistant and recently traveled to Ethiopia to visit family.

**Tami-Rae "Bobbye" Abney** is the Hamilton Relay Outreach Coordinator for Louisiana. In her spare time, Bobbye enjoys video role-playing games (RPGs) and co-produces a Star Wars RPG podcast.

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).

## From Our Kitchen to Yours

Your family and friends are going to go bananas for this Sour Cream Banana Bread recipe from New Mexico Outreach Coordinator, Thomas Sena. Try it and see!



## SOUR CREAM BANANA BREAD

### INGREDIENTS

- 1/4 cup white sugar
- 1 tsp ground cinnamon
- 3/4 cup butter
- 3 cups white sugar
- 3 eggs
- 6 mashed over-ripe bananas
- 16 oz sour cream
- 2 tsp vanilla extract
- 2 tsp ground cinnamon
- 1/2 tsp salt
- 3 tsp baking soda
- 4 1/2 cups flour

### DIRECTIONS

1. Preheat oven to 300 degrees. Grease four 7" x 3" loaf pans. In a small bowl, stir together 1/4 cup white sugar and 1 teaspoon cinnamon. Dust pans lightly with cinnamon and sugar mixture.
2. In a large bowl, cream butter and 3 cups sugar. Mix in eggs, mashed bananas, sour cream, vanilla and cinnamon. Mix in salt, baking soda and flour.
3. Divide in prepared pans and bake for one hour until a toothpick inserted in center comes out clean.