



## 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

### Utah

877-831-4782 TTY/V

### Virginia

866-894-4116 V  
866-246-9300 TTY

### Washington

800-974-1548 TTY/V

# Reaching Our Community in New Ways

When we met for our Winter Outreach Summit in January, we had no idea what the rest of the year would have in store for us. Fortunately, our resourceful outreach team was up for the challenge!

Hamilton Relay Outreach Coordinators have made great efforts and strides to embrace virtual outreach. Our team has been finding ways to make new connections while staying connected with established contacts. We are talking with healthcare professionals, businesses, nonprofits and organizations across our contracted states. Also, we are putting a greater focus on marketing opportunities, such as social media, local advertising and various marketing campaigns.

Virtual networking has been a successful avenue for influential outreach during this time. Building strong relationships now will help provide future opportunities. For example, Northern California Outreach Coordinator, Jhaynehl Fortaleza, has established a great relationship with the Parkinson's Support Group. As a result, when a scheduled speaker canceled, she was asked to provide a Speech-to-Speech presentation to this group.

Our outreach coordinators continue to come up with creative and thoughtful ways to reach out and connect with others in their communities to educate and provide support around Relay services, even during this challenging time. To connect with an Outreach Coordinator within your state, contact Customer Care using the number listed in the sidebar.



# Celebrating our Community

Every day, individuals in the Hearing Loss Community strive to raise awareness, improve conditions and educate the public on issues affecting people who have hearing loss. These dedicated individuals are advocates, inspirations and role models to others, committing themselves to a variety of organizations and services.

In association with Better Hearing and Speech Month in May, Hamilton Relay recognizes the accomplishments of outstanding leaders from the states in which we serve. This year's leaders were nominated



by their peers and selected for their accomplishments and service to others. We congratulate and are pleased to recognize the following individuals for making an impact in their communities!

## California: Rafael Davis

Our youngest winner, Rafael, is quickly becoming a role model in his community. His advocacy and volunteer work includes co-leading a bake sale, which raised over \$450 for the Berkeley Food & Housing Project.

## Georgia: Becky Kendall

Becky is a key member of the Woodstock/Northwest Metro Atlanta chapter of the Hearing Loss Association of America (HLAA) and works to grow the chapter's attendance and membership.

## Kentucky: Stacy Ridgway

Stacy is a member of the Kentuckiana Chapter of HLAA, serving as the Southern Indiana representative. She is the chapter's newsletter editor where her communication and editing skills keep everyone informed.

## Maryland: Nancy Rogers

Nancy is actively involved with the HLAA Greater Baltimore Chapter where she is the program chair and steering committee member. She advocates for the use of assistive listening devices for chapter members so they can actively attend and participate in meetings.

## Massachusetts: Michael Barker

Michael is a regular volunteer at Woburn Senior Center where he conducts technology workshops, provides individual technology instructions and serves as an event photographer.

## New Mexico: Mike Langner

Mike is a member of the HLAA Albuquerque Chapter and is active in educating the community about the benefits of assistive listening systems. He has installed and repaired hearing loops in non-profit venues across New Mexico.

## Virginia: Thomas McBride

For over 24 years, Thomas was a Marine Helicopter Instructor. Throughout his retirement years, he was actively involved in his community, promoting resources for living well with hearing loss and was a great advocate for a hearing loss prevention program for young adults. Sadly, Thomas passed away before we were able to present him with this award. We thank Thomas for his service to our country and to the hearing loss community.

## NOW SERVING THE STATE OF UTAH

Through a competitive procurement process, the State of Utah has selected Hamilton Relay as the new Telecommunications Relay and Captioned Telephone Service provider for Relay Utah. Hamilton Relay began providing service in Utah on August 1, 2020.

"Serving the residents of Utah again is a great privilege," said Beth Slough, Hamilton Relay Director of Account Management and Compliance Manager. "Hamilton is committed to bringing high-quality relay services to individuals across the state."

For more information, visit [www.relay.utah.gov](http://www.relay.utah.gov) or contact Relay Utah Customer Care by calling 877-831-4782 (Voice/TTY) or emailing [utrelay@hamiltonrelay.com](mailto:utrelay@hamiltonrelay.com).



# CUSTOMER CARE CORNER: Before, During and After Storms

With storm season in full swing, remember that lightning can travel through telephone lines, causing a transfer of electric energy. This can affect any piece of electronic equipment that is plugged into a telephone jack, including a TTY or captioned telephone. Stay safe by following these simple steps before, during and after a storm:

**Before:** Unplug your electronic equipment, if possible. Surge protectors are always recommended but may not offer 100% protection at all times.

**During:** Stay off the telephone unless you need to make an emergency call. Lightning can strike telephone lines — hold off on making any non-emergency calls to avoid any chance of harming yourself.

**After:** If you have no dial tone or cannot connect to Relay, check all devices that are plugged into a telephone jack. Unplug each device, one at a time, and immediately check for a dial tone once they are plugged back in. If you still do not have a dial tone, contact your telephone service provider to check for any service outages. If your TTY or captioned telephone equipment are connected to the phone line and are still not working properly, please contact your state's Customer Care team by calling the number listed on the front of the newsletter or email [info@hamiltonrelay.com](mailto:info@hamiltonrelay.com).

## 3 TIPS TO STAY CONNECTED DURING THE PANDEMIC

People with hearing loss are particularly susceptible to the detrimental effects of social isolation — and that has been the case long before the COVID-19 pandemic erupted. That's why we've put together three tips on how you and your family can stay connected and healthy:

- 1. Connect Digitally** – Whether it's family gatherings, book clubs, gym workouts or some other replacement for in-person social activity, there's no reason for anyone to be left out. Try video conferencing platforms such as Zoom, Skype and FaceTime.
- 2. Make a Phone Call** – Make a contact list of people to call and check in with daily or every few days. Start with those in your close circle of friends and then move outward.
- 3. Have a Neighborhood Block Party** – Social distancing doesn't mean total isolation. Driveways, yards and sidewalks make it easy to stay six feet apart while allowing neighbors to get outside and connect.



Social distancing has the potential to increase the risk of prolonged social isolation. **The ability for all of us to maintain connections in our lives is important to our overall health.** Whether you have hearing loss — or love someone who does — staying connected matters more now than it ever has before. If you need anything during this time, we're here for you!

## IMPROVING ACCESS TO CRITICAL SERVICES

A Federal Communications Commission (FCC) staff report in 2019 proposed establishing 988 as a three-digit code for the National Suicide Prevention Lifeline.

On July 16, the FCC adopted rules to establish 988 as the new, nationwide, 3-digit phone number for Americans in need to connect with a crisis counselor. The rules require all phone service providers to direct all 988 calls to the existing National Suicide Prevention Lifeline by July 16, 2022.

This easy-to-remember number will offer individuals a way to get the help they need and decrease the stigma surrounding suicide and mental health issues.



Incorporate a brain workout and some fun into your day by completing our word search which highlights some of the story topics in this season's newsletter!

T F Z H D Y Y D L G S A C Q A  
 L I D E A N T I P S L W V G A  
 D J A H Z M I T O Y A A H B Y  
 O F E I O V I L I O I R H S T  
 V O I C E S G L K S C D U U R  
 H A T U B N T P T X O S T H V  
 V I A L I T R O X O S O H I Z  
 Q J E R U F X Z R L N U R K Y  
 D E A F B L I N D M D T E A O  
 L E R A N I B E W E U R L S Y  
 H E S R T O D V Y A Y E A D P  
 T P T M I I Y S L K R A D O V  
 E M S P B U I P O B K C Y Y T  
 T W T B A D Y Z F E M H M N I  
 G W M H D C H I R H A S Y M Q

AWARD	HEARINGLOSS	TTY
CAPTEL	OUTREACH	UTAH
DEAF	RELAY	VIRTUAL
DEAFBLIND	SOCIAL	VOICE
HAMILTON	STORM	WEBINAR



Hamilton Relay Service  
 1006 12th Street  
 Aurora, NE 68818

Address Service Requested

## From Our Kitchen to Yours

Kick off the fall season with a delicious soup recipe courtesy of Melissa McMahan, one of our Hamilton Relay Account Managers.



Melissa McMahan,  
 Hamilton Relay Account Managers

## KETO WHITE CHICKEN CHILI

### INGREDIENTS

1 lb. chicken breast	1 diced jalapeño	4 oz. cream cheese
1½ cups chicken broth	1 diced green pepper	2 tsp. cumin
2 finely minced garlic cloves	¼ cup diced onion	1 tsp. oregano
14.5 oz. can chopped green chiles	4 tbsp. butter	¼ tsp. cayenne
	¼ cup heavy whipping cream	Salt and pepper to taste

### DIRECTIONS

1. In a large pot, season chicken with cumin, oregano, cayenne, salt and pepper.
2. Sear both sides over medium heat until golden.
3. Add broth to pot, cover and cook chicken for 15-20 minutes or until fully cooked.
4. While chicken is cooking, melt butter in medium skillet.
5. Add chiles, diced jalapeño, green pepper and onion to skillet and sauté until they soften.
6. Add minced garlic and sauté an additional 30 seconds. Once finished, turn off heat and set aside.
7. Once chicken is fully cooked, shred with fork and place back into broth.
8. Add sautéed veggies to pot of chicken and broth then simmer for 10 minutes.
9. In medium bowl, mix cream cheese and heavy whipping cream.
10. Add mix into pot of chicken and veggies while stirring. Simmer for 15 minutes.

Serve with favorite toppings such as pepper jack cheese, avocado slices, cilantro or sour cream.

