



STATE RELAY CUSTOMER CARE

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877-632-9095 English

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Pennsylvania

800-974-1253 TTY/V

Virginia

866-894-4116 V

866-246-9300 TTY

Washington

800-974-1548 TTY/V

Hearing Loss Heroine: Dr. Jill Young Au. D.

Each year, in honor of Deaf Awareness Week, Hamilton Relay recognizes leaders who are deaf or deaf-blind in each of the states where we are the contracted relay and/or captioned telephone service provider. Throughout the year, Hamilton Relay Outreach Coordinators attend award ceremonies to present the winners with their awards.

Recently, Outreach Coordinator Eric Alvillar had the pleasure of presenting Dr. Jill Young Au.D. with the 2019 Hamilton Relay Deaf Community Leader Award for the Commonwealth of Virginia. Dr. Young works every day to improve the lives of her patients who are deaf or hard of hearing and spends much of her free time serving the hearing loss community in her region.

Outside of her audiology practice, Dr. Young advocates for children who experience hearing loss and works with the Virginia Early Hearing Detection and Intervention Advisory Committee. This committee supports the Virginia Department of Health which monitors auditory screening tests, hearing assessments and therapeutic interventions for infants with hearing loss.

She has also served as a co-leader in the Northern Virginia Learning Community, helping the organization connect parents with professionals to identify the needs of children who are deaf or hard of hearing and provide them with helpful resources.

In addition, Dr. Young has been recognized for her volunteer work with Virginia Hands & Voices, an organization dedicated to supporting families with children who are deaf and hard of hearing. She has also had great success in increasing participation in the Hearing Loss Association of America's Walk4Hearing event held in Washington, D.C.

We commend Dr. Young for her dedication to serving individuals who are deaf, deaf-blind or hard of hearing and are grateful for leaders like her who are making a difference every day.



Eric Alvillar and Dr. Jill Young Au.D.

New and Familiar Faces

Hamilton Relay is happy to announce the most recent additions to our team. Join us in congratulating these talented individuals.



Sudan Bradley

Sudan is returning to Hamilton Relay as the Pennsylvania Captioned Telephone Outreach Coordinator. You may remember Sudan as the Maryland TRS Relay Outreach Coordinator from 2009-2012 or as the Pennsylvania Captioned Telephone Outreach Coordinator from 2012-2015. In addition to her years of experience serving relay customers, Sudan has an undergraduate degree from Arcadia University and is working on completing her MBA.



Jhaynehl Fortaleza

Jhaynehl is our new Northern California Outreach Coordinator. She is a native of California and received her undergraduate degree in Psychology from the University of California Santa Cruz. Jhaynehl's experience includes working with senior citizens, customer service and organizing community activities.



Asia Johnson

Asia is our new Relay Account Manager for Washington, Montana, Idaho, Iowa, Louisiana and Georgia. She worked for the State of Maryland for the last three years as the Relay Public Relations Officer and was previously employed by Hamilton Relay as the Maryland Relay TRS Outreach Coordinator. Asia is a graduate of Towson University with a degree in Deaf Studies. Fluent in ASL, Asia is experienced in working with individuals who are deaf-blind and is a recipient of the Maryland Governor's Citation in recognition of her work with the Deaf community.



Melissa McMahan

Melissa is joining our Account Management Team as the new Relay Account Manager for the District of Columbia, Maryland and New Mexico. She has worked for Hamilton Relay the past seven years. She is a graduate of the University of Phoenix with a degree in Psychology. Melissa is also a member of the Registry of Interpreters for the Deaf, holding her ED: K-12 certification along with multiple state certifications.

CUSTOMER CARE CORNER: WAIT TIMES

Hamilton Relay is proud to offer reliable Telecommunications Relay Services (TRS) 24 hours a day, 365 days a year to all our customers. While we strive to connect you with family, friends and businesses as quickly as possible, there may be times where you may be placed on hold due to inclement weather, flu season, or other events that are out of our control.

If you experience hold times when making a TRS call, here's a tip: If you are put on hold, stay on the line. Your call will be routed to a Communication Assistant (CA) as soon as one becomes available. We thank you for your patience and always work to connect you with a CA as soon as possible.



Winter Outreach Summit Highlights



Hamilton Relay Outreach Coordinators and Account Managers pose for a picture with guest speaker, Andrew Fitzenrider.

In January, Hamilton Relay Outreach Coordinators, Account Managers and Marketing team members from across the country met in Atlanta, Georgia for the annual Winter Summit. This meeting gives employees the opportunity to network with colleagues, share ideas, receive training, participate in team-building activities and learn different strategies to improve efficiency and overall success.

Hamilton Relay Outreach Coordinators participated in many activities, including a Speech-to-Speech Culture Training led by Andrew Fitzenrider, a Community Engagement Workshop and an informative talk about Time Management by Atlanta businesswoman Cindy Cannon. The team left Atlanta with new ideas on how to engage with individuals in their communities and techniques on how to be stellar outreach coordinators!

BUILDING TOWERS AND TEAMS

What do you do with a fistful of dry spaghetti, an arms-length of masking tape, a piece of string and one marshmallow? Build a tower!

One of the most entertaining and eye-opening sessions at the Outreach Summit was a team-building activity in which six teams competed to create the tallest tower with a marshmallow on top. Everyone had fun and got a taste of project management (and marshmallows) in the process.

Here are a few lessons we learned:

- Analyze your materials and decide on a strategy quickly. Don't spend too much time overthinking. You will learn faster by doing.
- Trust your teammates. Allow everyone to participate — you might be surprised by what others have to offer.
- Borrow from the best. Builds inspired by existing designs tend to be successful.
- Don't wait until the end to put the marshmallow on top. Use trial and error to discover and correct weaknesses as you go.



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

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SPRING CLEANING AND HEARING LOSS

If you have hearing loss, remember these tips as you tidy up this season.

- **Request a cleaning for your hearing aids at your next audiology appointment.** Moisture and debris can affect the performance of electronics. Cleaning your hearing aids can help them function better *and* last longer.
- **Don't throw away your old hearing aids!** Give them to a hearing aid refurbishing project, such as the Lions Clubs International Hearing Aid Recycling Program. Many programs accept old eyeglasses, too.
- **Declutter walkways inside and outside your home.** Individuals with hearing loss have a higher risk of falling, but clear paths can help prevent spills.



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

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From Our Kitchen to Yours

In the mood for some ultra-comfort food? Try this recipe from National Marketing Programs Representative, Tracie Konigsbauer. It takes mac and cheese to the next level!



Tracie Konigsbauer
National Marketing
Programs Representative



CRABBY MAC AND CHEESE

INGREDIENTS

16-oz pkg macaroni shells, cooked
8-oz pkg thawed imitation crab meat, coarsely chopped
1 red pepper, diced
1 onion, diced
1 tsp olive oil
16-oz pkg pasteurized process cheese spread
 $\frac{3}{4}$ to 1 cup milk
 $\frac{1}{2}$ tsp cayenne pepper
 $\frac{3}{4}$ cup mayonnaise-based salad dressing

DIRECTIONS

1. Preheat oven to 300 degrees.
2. Place cooked macaroni and crab meat in large bowl and set aside. You may also add additional seafood, such as shrimp or scallops.
3. In a saucepan over medium heat, sauté red pepper and onion in oil until tender, or slightly brown. Reduce heat to low.
4. Add remaining ingredients EXCEPT salad dressing, stirring constantly until cheese is melted.
5. Pour into macaroni mixture. Add salad dressing; mix well.
6. Transfer to an ungreased $1\frac{1}{2}$ -quart casserole dish. Bake, uncovered, at 300 degrees for 20 minutes, until hot and bubbly. Makes 4-6 servings.