



## 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

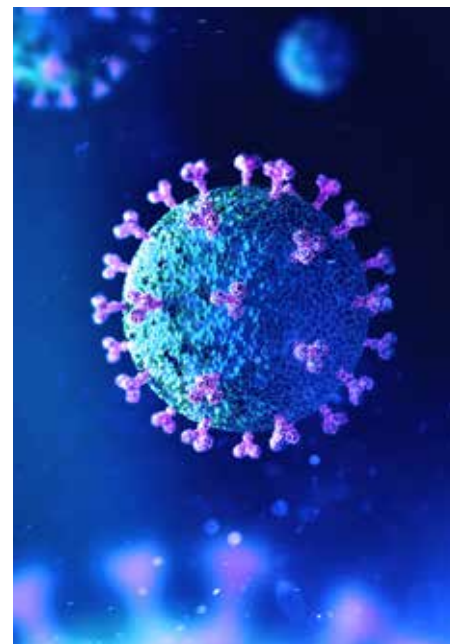
866-246-9300 TTY

### Washington

800-974-1548 TTY/V

# Hamilton Relay® Response to COVID-19

With the widespread practice of social distancing, communicating over the telephone is more important than ever. In the current COVID-19 pandemic, relay service has been designated by the Department of Homeland Security as a critical communication service. Hamilton Relay® continues to provide relay and captioned telephone services to customers with call processing available 24/7. As the crisis evolves, we evaluate and implement methods to ensure we continue to deliver high-quality services while keeping our employees and communities safe. Below are just a few ways we are responding to COVID-19.



- Hamilton Relay is following current direction from the Centers for Disease Control and Prevention (CDC), World Health Organization and state and local governments. Procedures and processes have been adjusted to improve social distancing and reduce physical contact within call centers and offices.
- Social distancing practices have been enforced to ensure employees who are still working in an office have the recommended space between each other. Outreach, marketing, sales and account management teams are working from home and are finding innovative ways to connect with customers virtually.

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Third-party charges may apply: 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). Hamilton CapTel may be used to make 911 calls, but may not function the same as traditional 911 services. For more information about the benefits and limitations of Hamilton CapTel and Emergency 911 calling, visit [HamiltonCapTel.com/911](http://HamiltonCapTel.com/911). Voice and data plans may be required when using Hamilton CapTel on a smartphone or tablet. Third-party trademarks mentioned are the property of their respective owners.

# Congrats, Scholarship Winners!



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

**Facebook:** [Facebook.com/HamiltonRelay](https://www.facebook.com/HamiltonRelay)

**LinkedIn:** [LinkedIn.com/company/Hamilton-Relay](https://www.linkedin.com/company/Hamilton-Relay)

**Twitter:** [@HamiltonRelay](https://twitter.com/HamiltonRelay)

**Instagram:** [@HamiltonRelay](https://www.instagram.com/HamiltonRelay)

We are happy to announce the students receiving this year's 2020 Hamilton Relay Scholarship Award. This award was created to assist graduating high school students toward their goals in continuing education. Every year, we offer one \$500 scholarship in each state where Hamilton Relay is the contracted telecommunications relay and/or captioned telephone service provider. To be eligible, recipients must be graduating high school students who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

## **Please join us in celebrating this year's scholarship recipients.**

- California: Mya Davis, Poway High School
- District of Columbia: Janya Harris, Friendship Technology Preparatory High
- Iowa: Bailey Sowers, Xavier High School
- Idaho: Finn Benson, Moscow High School
- Louisiana: Yasmeen Hamed, Destrehan High School
- Massachusetts: Richard Paz, Framingham High School
- Maryland: Joseph Hayden, Mardela Middle & High School
- New Mexico: Sydney Waller, Texico High School
- Pennsylvania: Gabriel Amoros, Pennsylvania School for the Deaf
- Virginia: Regan Sheppard Laughlin, Salem High School

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## **Hamilton Relay Response to COVID-19**

- We have implemented technology solutions and process changes to allow our communication and captioning assistants to work from home in a secure and confidential manner.
- Employees help prevent the spread of COVID-19 by practicing frequent and thorough handwashing, using hand sanitizer and disinfecting workstations before and after their shifts. We provide soap, hand sanitizer, disinfecting cleaning solutions and gloves, and employees are permitted to wear masks while they work.

We continue to assess and monitor the situation in our states and implement changes as they are needed. Updates during the crisis will be provided online and through our social media platforms. We are extremely grateful for our customers, employees and the communities we serve.

From all of us at Hamilton Relay — stay safe and stay connected!

## **CUSTOMER CARE CORNER: THANK YOU**

A heartfelt "THANK YOU" to everyone working in our offices and Call Centers or working from home. We have employees across the nation, including communication assistants, captioning assistants, customer care representatives, technicians, managers, outreach team members, national marketing and field team members and maintenance staff who are committed to ensuring our customers are staying connected and informed during this challenging time. We are incredibly grateful for their commitment and support.

**THANK  
YOU**

# Connecting in New Ways

Our mission remains to keep people connected, and during difficult times, staying connected with family, friends and businesses becomes even more important. Given the current state of social distancing, our outreach team has embraced virtual technology in order to continue educating consumers and businesses on how to stay connected over the telephone through Relay.



Outreach coordinators are offering webinar presentations where they can share information about relay services by either hosting a presentation or joining the requestor's chosen platform. They are also hard at work researching new online opportunities to expand their educational offerings.

Virginia Relay Outreach Coordinator, Eric Alvillar exhibited through a virtual conference where attendees visited his "virtual booth" on a designated webpage. Eric was able to introduce Virginia Relay via video and made handouts and flyers available for attendees to download. Attendees could converse with Eric via live chat

throughout the three-day conference. "We heard from many individuals who shared their appreciation and commented on the importance of the services we provide," said Eric.

While our outreach coordinators look forward to when they can connect face-to-face once again, they continue to seek the best mode of outreach for each person or organization. If you would like to schedule a free webinar or learn more about services we provide, please call the state-specific toll-free number listed on the first page of this newsletter or visit [HamiltonRelay.com](http://HamiltonRelay.com).

## TIPS FOR USING ZOOM WITH RELAY

Many people are using Zoom, an application for video conference calls, to connect with family, friends, and colleagues while social distancing. Try these tips to connect to Zoom while using Relay or Captioned Telephone:

### Connecting to a Zoom meeting with Traditional Relay Service:

- Click the link provided in the Zoom invite to connect to the video portion of the meeting. This will open an internet browser window that connects to Zoom for video.
- When prompted about audio, you MUST choose "phone" audio.
- For the audio component, using your phone or TTY, dial 711 and provide the Communication Assistant (CA) the phone number provided in the Zoom invite.
- Provide the CA with the Meeting ID and Participant ID (if any), which the CA will enter for you.

### Connecting to a Zoom meeting using a CapTel phone:

- Click the link provided in the Zoom invite to connect to the video portion of the meeting. This will open an internet browser window that connects to Zoom for video.
- When prompted about audio, you MUST choose "phone" audio.
- To receive audio with captions, from your CapTel phone, dial the phone number provided in the Zoom meeting invite.
- Watch the Signal Meter on the display screen of your CapTel phone to determine when the call is connected.
- Once connected, enter the Meeting ID and press #. Then, enter the Participant ID (if any) and press #.

### Connecting to a Zoom meeting using Hamilton® CapTel® for PC and Mac:

- Click the link provided in the Zoom invite to connect to the video portion of the meeting. This will open an internet browser window that connects to Zoom for video.
- When prompted about audio, you MUST choose "phone" audio.
- To receive audio with captions, open another browser window and connect to Hamilton CapTel for PC/Mac and place a call to the phone number provided in the Zoom invite.
- Once connected, enter the Meeting ID and Participant ID (if any).

*Note: To maximize your experience, set up two computer monitors or two separate devices so you can view video on one and captions on the other.*

### Setting up your own Zoom meeting

If you are hosting a Zoom meeting, there are several features available for call setup. For example, you can determine which audio feature to enable to best fit your audio needs and set preferences around how participants can join your meeting. You may want to establish some "rules" at the beginning of your calls so that you can facilitate the conversation in a way that best meets your needs.

Most of all, be patient and expect to go through a little trial and error. Zoom has a great FAQ section on their website with step-by-step instructions and video to walk you through different features. And as always, feel free to reach out to Customer Care at 800-618-4781.

## HOW TO CLEAN YOUR PHONE

Disinfecting your phone can help prevent the spread of viruses. See how to clean a Hamilton CapTel phone below. For other phones and electronics, please consult the manufacturer for cleaning instructions.

- Use a disinfecting wipe or alcohol solution to clean the handset, dial-pad and other areas of the phone.
- Do not spray cleaning solution directly onto the display screen. Instead, spray solution on to a soft cloth and carefully wipe the screen clean.
- You can also use computer screen wipes, soft anti-static lens cloths or vinegar to remove dirt and dust from the phone but be aware these methods do not kill germs.



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).



Hamilton Relay Service  
1006 12th Street  
Aurora, NE 68818

**Address Service Requested**

## From Our Kitchen to Yours

If you're fired up to grill tasty burgers this summer, try this recipe from Sudan Bradley, Outreach Coordinator for Pennsylvania Captioned Telephone Relay Service.



*Sudan Bradley, Outreach Coordinator*

### BEST-EVER BURGERS

#### INGREDIENTS

- 3 lbs. ground beef or ground turkey
- 1 cup chopped onions
- 1 pack Lipton's onion soup mix
- 1 cup Worcestershire sauce
- ½ cup mustard
- ½ cup Texas Pete's hot sauce

#### DIRECTIONS

1. Fire up the grill.
2. Mix ingredients together and form patties.
3. Season with salt and pepper to your liking.
4. Grill burgers until thoroughly cooked.

