



## 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

# New Year, New Lessons: A Letter From Dixie

Sometimes life's greatest lessons come from the least expected places. For Hamilton Relay®, 2020 has been a year of learning, innovation and resourcefulness.

## Response

From the very start of the coronavirus pandemic, our team hasn't missed a beat. Our top priority throughout the pandemic has focused on protecting the safety and health of our customers, employees and communities while ensuring uninterrupted access to quality relay services. There have certainly been challenges but as is the case time and time again, your Hamilton team has worked tirelessly to ensure the needs of all customers are met. Our operations and technical teams reinvented many of our systems and processes to provide around the clock service. Today, we continue to maintain access for all relay users while maintaining the highest of quality standards.

## Our Virtual Reality

This year, Hamilton Relay Outreach Coordinators embraced virtual outreach, creating innovative ways to make new connections while maintaining relationships with established contacts. We've found great success in virtual networking during this time, creating new relationships with healthcare professionals, businesses, nonprofits and other organizations across the nation. Several statewide, educational webinars were held virtually as well as our Better Hearing and Speech Month and 2020 High School Scholarship Award presentations, which allowed for many community members to participate.



Dixie Ziegler

## Onward and Upward

Even in times of uncertainty, we've continued to grow and improve as a team. Our Communication Assistants have maintained stellar performance. We even expanded our relay services to the state of Utah and are honored to serve the community once again. We're proud to be an industry leader that ensures you stay connected over the phone.

While this year has brought many twists and turns, we remain dedicated to serving you and finding new ways to deliver the highest quality of relay services and support. From all of us at Hamilton Relay, we wish you and your family safety, happiness and prosperity throughout the new year.

## GET THE MOST OUT OF YOUR HAMILTON® CAPTEL® CAPTIONED TELEPHONE

Follow these tips to use the features of your Hamilton CapTel phone to their fullest:

### Customize it.

As we age and experience increasing degrees of hearing loss, visual acuity can also fade. Your CapTel phone makes it easy to control font size, color and style of the captions you see while engaging in a conversation.

### Save it.

Did you just get off a call with your doctor and need to refer back to something that was said to you? Your Hamilton CapTel phone is already set up to save your captions.

### Store it.

Much like your cell phone, your Hamilton CapTel phone features a built-in phone book so you can quickly dial your most frequently called numbers.

*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).*



## CUSTOMER CARE CORNER: 7 Tips for Smooth Relay Calls

If you're new to using Traditional Relay Service or want to share this article with family or friends, here are some simple tips to help keep communication easy and clear:

1. Be patient. It's common to experience pauses during relay calls as most relay calls are processed in a turn-taking manner. The pause may be because either party using relay may need time to read what's being said before responding.
2. Speak slowly and clearly to give the Communication Assistant (CA) enough time to type or repeat.
3. As much as possible, minimize any background noise so that it doesn't interfere with your call.
4. At times, you may hear a female CA speaking for a male or a male CA speaking for a female.
5. Say "Go ahead" when done speaking to let the other person know it's their turn to talk.
6. Speak to the Relay user as you would normally speak on the phone with others. Avoid speaking directly to the CA by saying, "Tell her..." or "Tell him...". The CA should be "invisible" throughout your calls.
7. If a relay call needs to be transferred to a different line/department, be sure to provide a direct number to call back in case of a disconnection.



## HIGH SCHOOL SCHOLARSHIP APPLICATIONS AVAILABLE

Every year, Hamilton Relay awards a \$500 scholarship to one eligible student in each state where Hamilton Relay is the contracted telecommunications relay and/or captioned telephone service provider. This includes California, the District of Columbia, Georgia, Idaho, Iowa, Kentucky, Louisiana, Maryland, Massachusetts, Michigan, Montana, New Mexico, Pennsylvania, Utah, Virginia and Washington. To qualify, applicants must be a graduating senior who is deaf, deaf-blind, hard of hearing or has difficulty speaking. All required application materials must be submitted prior to the January 30, 2021 deadline.

**Apply today!** Download the Hamilton Relay Scholarship Guidelines and Application at [hamiltonrelay.com/scholarship](http://hamiltonrelay.com/scholarship). For additional information, call Customer Care at 800-618-4781 or email [scholarship@hamiltonrelay.com](mailto:scholarship@hamiltonrelay.com).



# Applauding Community Leaders

Hamilton Relay is pleased to highlight winners of the 2020 Deaf Community Leader Award. Each year, in honor of Deaf Awareness Week, Hamilton Relay recognizes individuals who are deaf or deaf-blind and who have worked to improve the lives of those around them. Please join us in celebrating these exceptional community leaders and their contributions:

## **Toni Chapman (California)**

Toni serves as a Co-Chair on the board of the Deaf and Hard of Hearing Advisory Committee and is involved with Southern California Resource Services assisting the Deaf community with employment opportunities.

## **Tigist Wodajo (District of Columbia)**

Tigist is Acting Director of the Ethiopian Deaf Community of the United States and a Volunteer Sign Language Trainer at the D.C. Ethiopian Evangelical Church.

## **DeAnna Swope (Georgia)**

DeAnna has worked with several programs and organizations that advocate for victims of domestic violence in the Deaf community. Among these, she is program manager at BRIDGES under the Georgia Coalition Against Domestic Violence.

## **Vania Kassouf (Iowa)**

Vania is a Legislative Liaison for Iowa's Association of the Deaf Board and a community advocate for legislation to benefit pre-kindergarten students who are deaf, ASL Interpretation programs within Iowa and employment for deaf actors.

## **Vanessa Magnon (Louisiana)**

Alongside her role as a Project Coordinator at the Louisiana Commission for the Deaf, Vanessa is a teaching assistant and founder of the Sign Language Club at Lafayette High School.

## **Christina Derhammer (Pennsylvania)**

Christina volunteers as a deaf mentor to interpreters and to students learning American Sign Language at local high schools. She is also a Support Service Provider for DeafBlind Living Well Services, which ensures funding for Pennsylvania deaf-blind initiatives.

## **Karen Atwood (Washington)**

Karen serves as the President and Newsletter Editor for the Washington State Association of the Deaf and is deeply involved with the Coalition on Inclusive Emergency Planning which provides training to people with disabilities around emergency preparedness.

## **Dr. Michelle Morales (Maryland)**

Michelle has worked tirelessly in recent years to promote legislative action in areas that directly impact the education of children who are deaf.

## WELCOME TO THE TEAM!

We are pleased to welcome the three newest members of our Outreach Team. Rebecca Miller, Peggy Ward and Kambrey Tarbox recently joined Hamilton Relay and bring a wealth of experience to their new roles. We are excited to introduce them to you!

### **Rebecca Miller, Maryland Real-Time Text Outreach Coordinator**



Rebecca returns to Hamilton Relay after serving as an outreach coordinator from 2009 to 2011. She recently worked as a graphic designer and brings extensive knowledge of outreach, marketing and event planning.

### **Kambrey Tarbox, Utah Outreach Coordinator**



Kambrey comes to Hamilton Relay from the Relay Utah Equipment Distribution Program, where she was a TRS Equipment Specialist. She has a variety of skills including community service, outreach, marketing and American Sign Language.

### **Peggy Ward, Kentucky Outreach Coordinator**



Most recently, Peggy was a sales representative and catering sales manager. She is a CODA (child of deaf adult) and is fluent in American Sign Language. Her experience includes business-to-business sales, outreach and event planning.

## WINTER WORD SEARCH

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!

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

AWARENESS  
CALLER  
DEDICATE  
GRADUATE

HAMILTON  
INNOVATE  
LEADER  
RELAY

SAFETY  
SUPPORT  
WINTER



Hamilton Relay Service  
1006 12th Street  
Aurora, NE 68818

Address Service Requested

## From Our Kitchen to Yours

Have your cake and eat it, too! Satisfy your sweet tooth with warm, chocolatey goodness, courtesy of Northern California Outreach Coordinator, Jhaynehl Fortaleza.



Jhaynehl Fortaleza,  
Northern California Outreach Coordinator

## ONE-MINUTE CHOCOLATE MUG CAKE

Serving Size: 1 Total Time: 5 Minutes Allergens: Dairy

### INGREDIENTS

- 1 tbsp. + 2 tsp. cocoa powder
- 3 tbsp. choice of flour
- 1/8 tsp. salt
- 1 1/2 tbsp. brown sugar
- 1/4 tsp. baking powder
- 2-3 tsp. coconut oil
- 3 tbsp. choice of milk
- 1/2 tsp. pure vanilla extract

### DIRECTIONS

1. Combine dry ingredients and mix very well.
2. Add liquid ingredients, stir, then transfer to a coffee mug.
3. Microwave 30-40 seconds.
4. Top with favorite toppings such as whipped cream, chocolate chips, etc.

