



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 English
866-744-7471 Spanish

Virtual Outreach Summit Highlights

This summer, Hamilton Relay® Outreach Coordinators, Account Managers and Marketing team members gathered virtually to network, share ideas and strategies, get the latest relay updates and partake in a variety of team-building activities. Below are a few of the highlights from the week.

Lights, Camera, Action!

From virtual meetings to live webinars, Relay team members find themselves in front of a camera more than ever before. The Summit was full of tips and tricks around how to deliver the best outreach virtually.

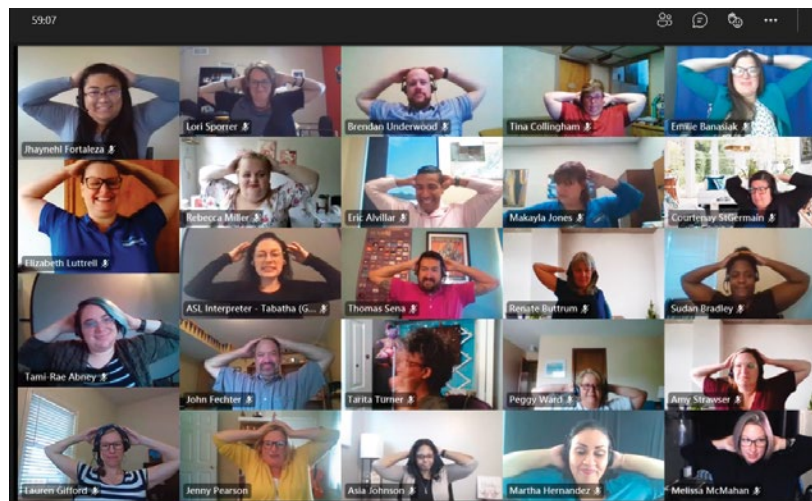
Real-Time Text (RTT) Updates

Along with updates around the progress of RTT trials and current events in the RTT industry, Summit attendees viewed a live demo of RTT technology in action! The RTT trial uses a Hamilton RTT-capable VoIP phone along with Hamilton Relay service and allows users to transmit and receive text in real time as it is typed into a text interface.

Building Greater Connections

As an Outreach Coordinator, creating connections throughout the community is key. During the week, the team learned best practices around how to connect with others in person as well as virtually. Hamilton Relay team members are eager to practice new ways of connecting with their communities, including veterans and individuals who speak Spanish. They also learned ways to utilize social media platforms such as LinkedIn. By the end of the week, Outreach Coordinators felt better equipped to network and build valuable new relationships — whether in person or virtually.

Summit attendees bust a move ► virtually as Jenny Pearson leads a group movement break.





Applauding Our Community Leaders

We're happy to announce the recipients of the Hamilton Relay 2021 Better Hearing and Speech Month Recognition Awards. Each May, we recognize leaders within states where we are the contracted relay and/or captioned telephone service provider. Individuals who are hard of hearing, late-deafened or have difficulty speaking are nominated by their peers and recognized for their many accomplishments and strong influence within their state.

This award is concurrent with National Better Hearing and Speech Month, which provides an opportunity to raise awareness and share resources around the varying aspects of hearing loss and communication disorders.

Please join us in celebrating this year's award recipients:

- California: Mary DeHaas
- District of Columbia: Russell Misheloff
- Iowa: Anne-Michelle Pedersen
- Kentucky: Alexander Ansley
- Louisiana: Rose Shuff
- Maryland: Steve Cooper
- Virginia: Jane Popkin
- Washington: Elizabeth Ralston



Learn more about the Better Hearing and Speech Month Recognition Award at HamiltonRelay.com.

CUSTOMER CARE CORNER: Voicemail

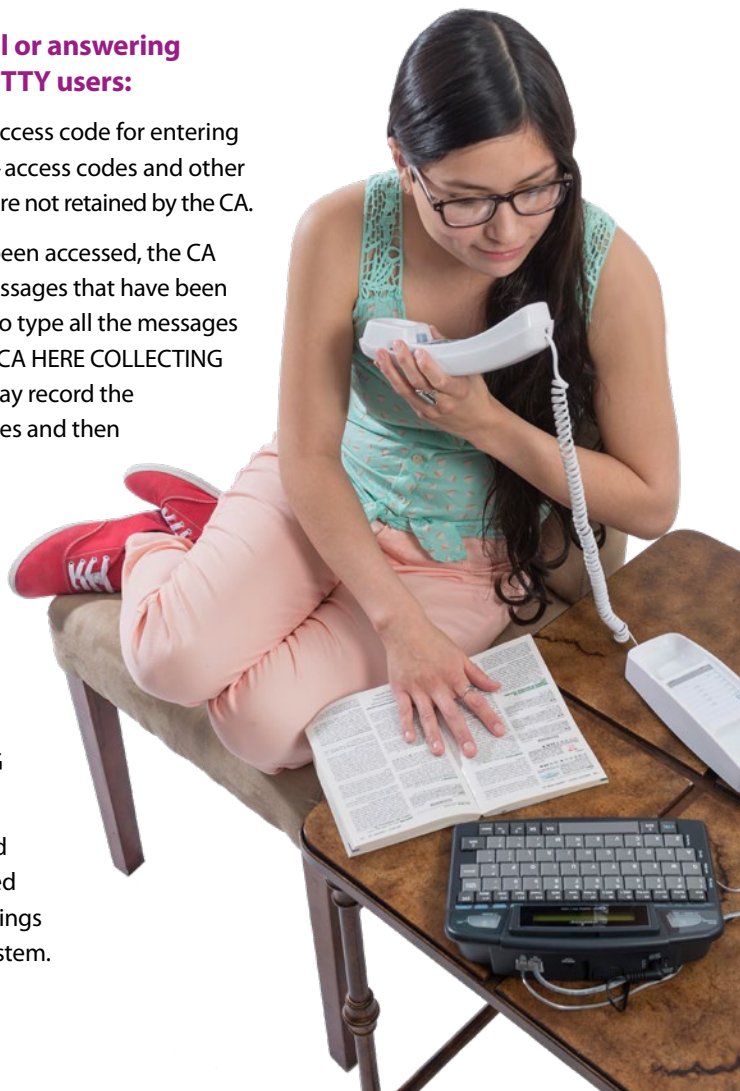
Relay services provide additional support beyond facilitating live calls. Hamilton Relay Communication Assistants (CAs) can easily assist with leaving and retrieving voicemails.

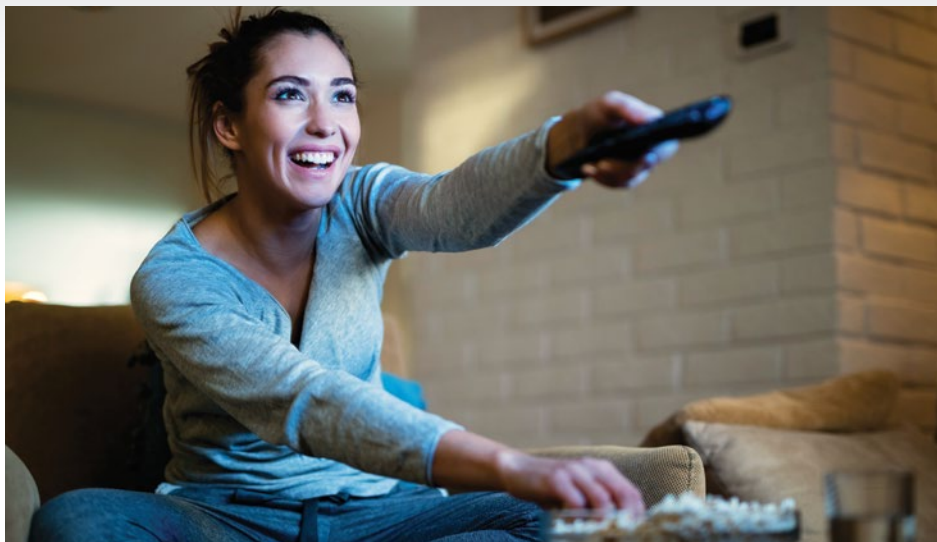
Leaving a voicemail:

- **For TTY users:** The CA will indicate you've reached a recording and will begin typing the voicemail message. Once the CA types "RECORDING FINISHED GA" the user has the opportunity to leave their message. Depending on the length and speed of the message, the CA may need to re-dial the number in order to leave the full, desired message.
- **For Voice users:** The CA will read aloud the typed voicemail message and indicate when the voice user can begin leaving a message. The CA types the message the voice user wants to leave for the TTY user.

Retrieving a voicemail or answering machine message for TTY users:

- The CA will request the access code for entering your voicemail system — access codes and other confidential information are not retained by the CA.
- Once the voicemail has been accessed, the CA will begin to type the messages that have been left. If the CA is not able to type all the messages verbatim, they will type "CA HERE COLLECTING INFO PLS HLD" so they may record the remainder of the messages and then type them to you.
- At all times the CA will keep you informed of what is taking place while retrieving messages. For example: If the CA has to enter an access code number, they will type, "ENTERING NUMBER."
- After the CA has retrieved your messages and shared them with you, all recordings are removed from our system.





Movies to Watch About Hearing Loss and Deaf Culture

If you're looking for something new to watch, consider these award-winning movies that feature characters who are deaf or hard of hearing.

CODA (2021)

This coming-of-age film from the Sundance Festival features a main character that is a Child Of Deaf Adults, or CODA for short. Ruby Rossi is the only hearing member of her family, and the film follows her through high school as she supports her family's fishing business, pursues her passion for singing and finds love along the way.

Crip Camp (2020)

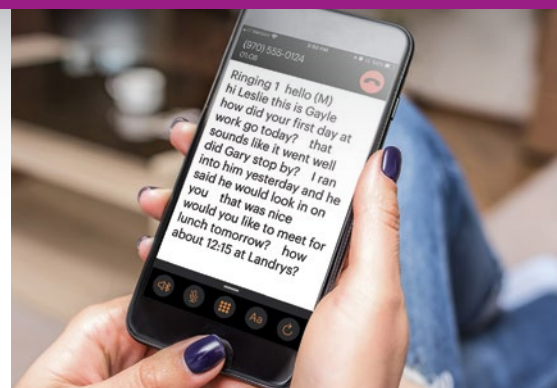
This award-winning documentary film takes place in 1971 at Camp Jened, a summer camp in New York for disabled teens. The film focuses on campers who become disability rights activists and follows their fight for accessibility legislation.

Sound of Metal (2019)

Featured at the Toronto International Film Festival, this award-winning drama tells the story of a heavy metal drummer named Ruben who begins to lose his hearing. The film follows his journey as he connects with other hard of hearing community members and tries to find balance between his high-volume creative passions and his well-being.

A Quiet Place (2018)

This award-winning drama/horror film takes place in a post-apocalyptic world where a family must live in silence to hide from monsters with ultra-sensitive hearing. The film features Regan Abbott as played by Millicent Simmonds, a deaf actress known for her role in the 2017 film *Wonderstruck*.



Hamilton® Mobile CapTel® iOS App Goes Wherever You Go

At Hamilton CapTel, we're committed to providing solutions for people with hearing loss and we are excited to announce the Hamilton Mobile CapTel iOS app is now in Beta.

The iOS app, compatible with iOS 14 and above, delivers the reliability and confidence our customers have come to love about Hamilton CapTel's captioned telephone solutions — and now you can take it with you wherever you go.

Features:

- Syncs with device contacts
- Customize font style, color and size
- Custom Caller ID and Call Forwarding
- Review captions and call logs
- Choose to simultaneously view captions on a larger screen
- And more!

Sign up to get notified when the iOS app is available for download:
HamiltonCapTel.com/Apps

Updated Android™ app coming soon.

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. 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. 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.

FALL WORD SEARCH

Give your brain some exercise with a word search that highlights some of this season's newsletter topics and stories.

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

SUMMIT
VIDEO
NETWORK
MOVIE

FILM
ANNIVERSARY
LEADER
SERVICE

VOICEMAIL
RECOGNITION
AWARD



Hamilton Relay Service
1006 12th Street
Aurora, NE 68818

Address Service Requested

From Our Kitchen to Yours

Slice up a serving of sweet deliciousness with this easy cinnamon banana bread recipe! Courtesy of Andrea Groelz, Director of Relay.



Andrea Groelz
Director of Relay

CINNAMON BANANA BREAD

Servings: 12 Total Time: 75 mins Allergens: Dairy, Eggs, Gluten

INGREDIENTS

8 tbsp unsalted butter	1 cup all-purpose flour
1 cup granulated sugar	1 cup wheat flour
2 large eggs	1 tsp baking soda
¼ cup milk	¼ tsp salt
1 tsp vanilla extract	½ cup cinnamon chips
4 bananas, very ripe	



DIRECTIONS

1. Heat the oven to 350°F. Line an 8x5-inch loaf pan with parchment paper and spray with cooking spray.
2. Cream together softened butter and sugar in a mixer until fluffy.
3. Add eggs, milk and vanilla and mix until smooth.
4. Mash bananas in a separate bowl and add to mix.
5. In a separate bowl, sift together all-purpose and wheat flours, baking soda and salt. Use a spatula to stir dry ingredients into wet mixture. Fold in cinnamon chips.
6. Transfer batter to loaf pans and smooth the top. Bake 55-65 minutes until bread is dark brown and an inserted toothpick comes out clean.
7. Let cool for 10 minutes, then transfer to a wire rack for an additional 10 minutes of cooling.