



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

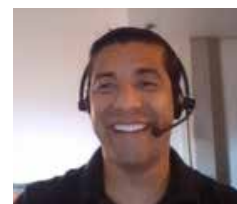
Washington

800-974-1548 TTY/V

OUTREACH SPOTLIGHT: Eric Alvillar

Hamilton Relay State Outreach Coordinators work tirelessly to spread awareness and share resources for relay services throughout their states. Their efforts include meeting directly with community groups, hosting seminars and connecting with businesses to educate their staff on becoming relay friendly. Throughout the past year, Outreach Coordinators have worked to identify innovative new ways to provide outreach. Here's how Eric Alvillar of Virginia Relay stayed connected with communities across Virginia.

Outreach Coordinators like Eric seek to connect with individuals who experience hearing loss or speech difficulties as well as professionals with whom they work. The Virginia Nurses Association (VNA), Hear2Hear and the Disability Law Center of Virginia (DLCV) were just a few of the organizations Eric was able to work closely with throughout 2020.



Eric Alvillar conducting a Virginia Relay Partner training.

Despite the challenges that arose as a result of the pandemic, Eric was able to build key relationships and participate in many virtual events including, Hear2Hear webinar series, Deaf Tax Day and the Disability Rights and Resource Virtual Expo. These events allowed for great opportunities to spread awareness of relay services and connect with relay users.

When in-person outreach was suspended, Eric used his creative thinking to come up with ways to continue relationships with fellow Virginians. He became a pro at organizing and hosting virtual training webinars and learned ways to engage with attendees at virtual events. Virtual webinars for Virginia's Relay Partner Program have been a great success.

"I always enjoy educating businesses on how to identify, receive and place relay calls" said Eric. "The Relay Partner Program is available to any business at no cost and is designed to bridge the gap between businesses and relay users. It provides peace of mind for both parties involved."

Upon completion of Relay Partner Program training (otherwise known as Relay Friendly Business), businesses are added to a Relay Partner Directory so relay users can identify which local businesses are familiar with the use of relay.

We are proud of the creativity, passion and dedication of our team. If you have questions or requests for outreach in your state, we encourage you to visit HamiltonRelay.com to find contact information for your State Outreach Coordinator.

CUSTOMER CARE CORNER:

Role of Communication Assistants



BE PART OF THE NEW WAY TO RELAY!

We are excited to announce the start of our Real-Time Text (RTT) trial. This trial will test first-of-its-kind technology that brings RTT capabilities to a digital desktop phone. The RTT phone offers both parties on the line the ability to communicate with voice and text at the same time, allowing for smoother, more real-time calling experience.

We are looking for testers in **Pennsylvania, Louisiana, California and Washington** who meet the following criteria:

- Deaf or combined Deaf & Low Vision
- Have high-speed internet
- Willing to complete online surveys sharing experience
- Willing to use the device for 90 days

We value feedback from the community, and it would have a great impact if you or someone you know tested this innovative desktop phone! To participate in the trial, email info@hamiltonrelay.com or call 800-618-4781.

Hamilton Relay strives to accommodate personal calling preferences and to process calls in a prompt, professional and accurate manner. This is made possible by our specially trained Communication Assistants (CAs), who maintain strict adherence to Federal Communications Commission (FCC) regulations in facilitating calls.



All calls made through Hamilton Relay are strictly confidential, with all conversations relayed verbatim (unless otherwise requested). This dedication to accuracy can include additional call elements such as background noise or side comments, ensuring all sides get full conversational context. But this is not the only standard that Hamilton CAs must abide by.

The following rules and policies are among those strictly followed and enforced throughout our relay centers:

- The CA will relay all comments shared between calling parties.
- The CA shall not respond to comments directed to the CA and any such comments are relayed within the conversation.
- The CA shall not have side conversations with either party, even when prompted.
- The CA shall not counsel, advise, judge or interject any personal opinions into any relay call.
- The CA shall relay all information verbatim.
- The CA shall keep all relay calls confidential.

Our CAs understand that they are a vital component to keeping relay users connected with the world. Our team is confident in their ability to handle every call both professionally and accurately. We thank you for your trust in our CAs to keep you connected with family, friends and businesses. We will continue working to deliver the highest quality in call handling.

BETTER HEARING AND SPEECH MONTH RECOGNITION AWARDS

May is National Better Hearing and Speech Month, which focuses on raising awareness and providing resources concerning hearing loss and communication disorders. Hamilton Relay participates in this annual tradition by celebrating community leaders who have made positive, lasting impacts in 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 accomplishments and influence within their community and state.

To nominate someone in your state, complete our brief online questionnaire at HamiltonRelay.com/BHSM to tell us about your nominee's accomplishments. Forms must be completed by April 9, 2021 for nominees to be considered.





TUNING IN: Podcasts About Hearing Loss and Resources

Today, there's a podcast for just about everyone, covering just about everything. This includes an ever-growing library of podcasts about hearing loss, with a variety of experienced voices at the helm. These podcasts actively contribute to the industry-wide push for transcribed podcast content and include full transcripts.

Have You Heard? A Listening Project is hosted by Outreach Education Installations (OEI). OEI increases awareness about programs that provide captioned telephones to individuals who struggle to hear over the phone. Episodes focus on advice and resources surrounding daily life with hearing loss, including how to advocate for yourself and how hearing loss can affect your relationships. Episodes are typically 10 to 30 minutes, with new releases at the beginning of every month.

The All Ears at Child's Voice podcast is a helpful resource for hearing professionals and parents of children with hearing loss. This podcast lasts between 30 and 60 minutes, with new episodes about once a month featuring a variety of guests and hosts directly from Child's Voice. Episodes include interviews with hearing professionals, personal stories from people who experience hearing loss, discussions around the latest assistive technologies and much more.

The Hear Me Out! [CC] weekly podcast is hosted by Ahmed Khalifa, a deaf awareness advocate and public speaker. Episodes educate on how to better connect with people who are deaf, including the importance of accessibility, how to engage with people who are deaf, deaf jokes and more. Each podcast typically lasts between 10 and 15 minutes.

3 TIPS FOR STARTING A GARDEN

After a long, hard year, we could all use an activity that boosts our physical health and emotional wellbeing. If you are new to gardening, here are a few tips:

1. Decide what you'd like to grow.

Different vegetables, herbs and flowers will have varying needs for water, soil and space. Planting times will also vary, depending on where you live. This is referred to as your hardiness zone or microclimate.

2. Invest thoughtfully in your gardening.

Much like investing in high-quality cookware, investing in quality gardening tools will save you time, effort and money. Yard or estate sales are great places to find tools — and are budget-friendly and eco-friendly strategies!

Much like woodworking's "measure twice, cut once" rule, you need to plan out space for your plants to grow. Sketch your garden on a piece of paper, noting measurements for plant rows/boxes.

3. Plant with care.

As a first-time gardener, you may be tempted to give your plants too much attention and over water. Soil that is too wet can cause seeds and roots to rot. Generally, vegetables need about 1 inch of water per week to thrive, but research your plants' specific watering preferences. And for those pesky bugs, consider using insect traps over pesticides, and setting up wire or mesh caging around larger plants like tomatoes and green beans.

Our team wishes you a successful growing season and sends you a green thumbs up!



SPRING WORD SEARCH

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

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

CALL
COMMUNICATE
GARDEN
GROW

OUTREACH
PARTNER
PODCAST
ROLE

SPRING
TRIAL



Hamilton Relay Service
1006 12th Street
Aurora, NE 68818

Address Service Requested

From Our Kitchen to Yours

Crunchy, creamy and tasty as can be! Get your veggie fix with crunchy bits of bacon, courtesy of Relay Compliance Coordinator, Tina Collingham.



AMISH SALAD

Serving Size: 8 Total Time: 1 hour Allergens: Dairy

INGREDIENTS

- 1 cup mayonnaise
- 1 cup sour cream
- ½ cup sugar
- 1 head broccoli, chopped
- 1 head cauliflower, chopped
- ½ lb. bacon, fried and crumbled
- 1 cup shredded cheddar cheese

DIRECTIONS

1. Mix mayonnaise, sour cream and sugar for the dressing.
2. Mix other ingredients in a large bowl. Pour over dressing and mix well.
3. Cover and chill until ready to serve.

