



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

Celebrating 30 Years!

This year marks the 30-year anniversary of Hamilton Relay! In 1991, Hamilton Telecommunications, the parent company of Hamilton Relay, started providing high-quality telecommunications relay services for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

Hamilton Relay grew as our technologies and capabilities grew. In 2003, we expanded our offerings to include Captioned Telephone Service. Today, we provide both Traditional Relay and Captioned Telephone Services through multiple state contracts as well as nationwide.

We caught up with April Campbell, Hamilton Relay Account Manager, who has been part of our journey since our first relay call in January 1991.

Starting as a Communication Assistant (CA) in the early days of Hamilton Relay, April experienced the technological growth first-hand. "I take a lot of pride in the fact that Hamilton is at the forefront of cutting-edge technology," said April. "It's so exciting to see — and be able to educate about — the variety of communication options relay now offers, including Voice Carry Over, Hearing Carry Over, Speech-to-Speech and Captioned Telephone Service, among others." April added, "It's satisfying to know that the services we provide make such a positive impact on the daily lives of our users."

We also chatted with John Fechter, Regional Outreach Manager, who has been with Hamilton Relay for 15 years. As a relay user himself, he has witnessed the growth of relay for more than 30 years! From his early days of utilizing a TTY and limited-hour availability of TRS services to having several options along with 24/7 availability, John is thrilled that modern day relay services have made it easier to network and connect.

Initially, John found it overwhelming to use relay services but that quickly changed as it became an integral part of his daily life. "Relay provided me with independence. I no longer had to rely on family members and interpreters for every single call." John said. As a result of working with Hamilton Relay, John understands the full scope of the relay call process from beginning to end and is excited for the continued growth and expansion of relay services, as well as the increased adoption by relay users.

We are grateful to all the people who have made the last 30 years successful, and we look forward to continuing to provide innovative and accessible services for many years to come. Thank you for being part of our journey!



April Campbell



John Fechter



Connecting Through Spanish Relay

AN INTERVIEW WITH MARTHA HERNANDEZ

Every day, relay services are used to schedule appointments, communicate with businesses and stay connected with others. Not only does Hamilton Relay offer services in English, relay services are available to Spanish-speaking individuals as well.

We spoke with Martha Hernandez, Outreach Coordinator for California Relay Service, to learn more about what it means to connect with Spanish-speaking relay users. Martha describes her role within these communities as an initiator, engaging directly with Californians to help educate and encourage the use of Spanish relay.

How do you connect with individuals in the Spanish-speaking communities?

"As a native speaker of Spanish, I've found the best way to connect is to speak the same language as the community members. Even non-native Spanish speakers are excited to practice their Spanish with me! Through this shared language, a sense of trust and camaraderie is built, and I am able to learn more about the communication barriers that exist in order to better educate the community around how California Relay Service can help. Word-of-mouth connections are very strong within each community, which makes for effective networking."

What does your relationship with community members look like?

"I have very personal, trusting relationships with people throughout the Spanish-speaking community. They see me as a trusted resource and friend, someone they can let into their life and that they can turn to for help when it comes to communicating over the telephone. One of the best parts about educating the community about Spanish relay services is seeing how excited they get. They finally have easy and accessible ways to communicate with others — and in the language they use every day!"

What are some of the highlights you've experienced through your Spanish Outreach activities?

"I am always floored with how welcoming and friendly people are within the community. We become friends very quickly! Several of the people I've met through outreach have quickly become some of my dearest friends, and I am eager to connect with them again — and forge new connections in-person very soon."

What hopes do you have for the future of Spanish Outreach?

"I'm looking forward to soon being able to connect in-person again, not only to make new connections, but to also build on the strong community connections I've established over the years. I am eager to see Spanish relay continue to expand its reach not only in California but throughout the United States."

If you'd like to learn more about Spanish relay services, contact your state Outreach Coordinator or visit hamiltonrelay.com/how-it-works/spanish-relay.html.

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 telephone. The RTT phone offers both parties on the line the ability to communicate with voice and text at the same time, allowing for a smoother, real-time calling experience.

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

- Deaf or combined deaf and low vision
- Have high-speed internet
- Willing to complete online surveys sharing their testing experience
- Willing to use the device for 90 days



We value all the feedback we can gain from the community, and it would greatly impact this innovative technology to have you or someone you know involved in this testing period. To participate in the trial, email info@hamiltonrelay.com or call 800-618-4781.

CUSTOMER CARE CORNER: Customizing Your Calls

Did you know that you can customize your preferences when making calls through Hamilton Relay? By completing or updating your Customer Profile, our team can better understand the best ways to manage your calls before you dial — making your calling experience better than ever!

Here are some ways you can customize your calls through relay:

- Create a speed dial list for faster connections.
- If you are a Speech-to-Speech (STS) user, set your profile to automatically connect with a specially trained STS Communication Assistant (CA) whenever you dial 711.
- Set preferences for the type of content of which you want the CA to keep you informed of — such as background noise and tone of voice.
- Set your profile for Spanish Relay to quickly connect with a Spanish-speaking CA whenever you dial 711.
- Customize the greeting you would like used on your relay calls. For example, you can set "My Hello," which the CA will read as the greeting for any call you make.

To create or update your online Customer Profile, visit HamiltonRelay.com and find your state under "State Services". Once there, click on "Customer Profile" on the left-hand side menu.



CONGRATULATIONS HIGH SCHOOL SCHOLARSHIP WINNERS!

We are happy to announce the recipients of the 2021 Hamilton Relay Scholarship Award. This award was created to assist graduating high school students in their post-secondary education. Every year, we offer one \$500 scholarship to students in each state where Hamilton Relay is the contracted telecommunications relay and/or captioned telephone service provider. To be eligible, applicants 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: Zhiyao Xiao
- District of Columbia: Aubrie Bauer
- Georgia: Darison Daggett
- Iowa: Jamie Beal
- Kentucky: Jamie Gleason
- Louisiana: Jake Skipper
- Maryland: Andrew Photinakis
- Montana: Jessica Voigt
- New Mexico: Violet Frazier
- Pennsylvania: Robert Gillner
- Utah: Carter Markworth
- Virginia: Xavier Lewis-Everson

For more information about the Hamilton Relay Scholarship, visit HamiltonRelay.com.

PLEASE SHARE YOUR FEEDBACK!

We would appreciate a few moments of your time in completing the survey included with your newsletter. Your feedback is very important to us and will be used to evaluate the quality of services we provide.

You can complete the paper survey or fill out the survey online at HamiltonRelay.com/survey

To thank you for your feedback, we will send a special gift to all survey respondents. Be sure to include your address at the end of the survey!



Hamilton Relay Service
1006 12th Street
Aurora, NE 68818

Address Service Requested

From Our Kitchen to Yours

Get the sweet, peanut buttery goodness of cookies -- no oven required! Courtesy of Kentucky Outreach Coordinator, Peggy Ward.



PEANUT BUTTER CHOCOLATE NO-BAKE COOKIES

Servings: 50-60 cookies Total Time: 1 hour Allergens: Dairy

INGREDIENTS

- 2 cups sugar
- ½ cup milk
- 1 stick unsalted butter
- ¼ cup unsweetened cocoa powder
- 3 cups old-fashioned rolled oats
- 1 cup smooth peanut butter
- 1 tbsp vanilla extract
- Large pinch of salt

DIRECTIONS

1. Line a baking sheet with wax or parchment paper.
2. Bring the sugar, milk, butter and cocoa to a boil in a medium saucepan over medium heat, stirring occasionally. Boil for 1 minute.
3. Add the oats, peanut butter, vanilla extract and salt. Stir to combine.
4. Drop teaspoons of the mixture onto the prepared baking sheet. Let sit at room temperature until cooled and hardened, about 30 minutes.
5. Refrigerate in an airtight container for up to 3 days.

