



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

Mastering, Celebrating and Connecting: A Letter from Dixie

Finding your footing means being able to take your next steps with confidence. For our Relay team, 2021 was all about mastering new tools, celebrating our history and understanding the importance of staying connected with others.



MASTERING New Tools

Educating and assisting the communities we serve about how to use and access our quality relay services is always a top priority. Our team put time and energy into working as efficiently as possible by conquering new tools to educate and communicate virtually. When necessary, our team successfully adapted to changing surroundings and procedures. One example to note revolves around the safety measures that were put in place for the team so they could attend in-person events in the safest possible fashion. Whether from home, office, out in the field or beyond, I am so proud of our team for breaking down barriers, forging powerful connections and providing comprehensive support across a variety of platforms.

CELEBRATING Our History

We are also thrilled to have celebrated two exciting anniversaries in 2021! This year marked 30 years of Hamilton Relay, and we could not be more honored to continue serving individuals who are deaf, hard of hearing, DeafBlind or have difficulty speaking. Our Traditional Relay and Captioned Telephone services have expanded over the years to include seven call centers and 21 contracts in 15 states, along with the District of Columbia and Island of Saipan as well as providing internet-based Captioned Telephone services nationwide. This year also marked the 120th anniversary of our parent company, Hamilton Telecommunications, which began in 1901 as a local telephone cooperative in Hamilton County, Nebraska. Hamilton has grown to now encompass eight diverse company divisions that operate on a local, regional and national basis.

CONNECTING Through the Holidays

While many across the nation have started to gather with loved ones and friends in person for special occasions, we recognize that for others, it is just not yet possible to do so. If this season's celebrations find you needing to remain physically distant, we encourage you to find different ways to stay connected with your friends and loved ones. Our story on page two shares how Hamilton Relay can help you connect over the holidays.

As the year draws to a close and we look ahead to the future, we appreciate the opportunity to continue supporting your connections through Hamilton Relay services.

From all of us at Hamilton Relay, we wish you a happy holiday season and a new year full of joy, wellness and prosperity.

Celebrating Community Leaders



Stay Connected Over the Holidays with Relay

The holiday season is a special time of celebrating and connecting with loved ones. If you have difficulty hearing or speaking, it can be a challenge to stay connected while being physically distant — but it doesn't have to be! Hamilton Relay enables users with hearing loss or speech difficulties to communicate over the phone with confidence.

Confidential, No Cost, 24/7

Did you know that relay services are available 24 hours a day, seven days a week including holidays? And there is no limit on the length of calls or number of calls you make. When it comes to peace of mind, you can rely on Hamilton to maintain strict confidentiality of your calls.

Voicemail-Friendly

We know just how busy the holidays can be, and chances are, you won't be around your phone and available to answer every call that comes through. Our CAs are trained in retrieving and relaying voicemail messages and can assist relay users in leaving voicemail messages for others.

Customer Profiles for Calling Preferences and More!

Establishing a Customer Profile can result in a quicker connection and smoother processing of your calls. When you complete a Customer Profile, you can choose your call processing preferences so that the CA can best process your calls. Here are some of the preferences you can access and customize:

- Customize a personalized greeting
- Set your preferred connection mode
- Program your speed dial to include up to 50 numbers

Hamilton Relay wants to help make your holidays even better!

Hamilton Relay is happy to announce the recipients of the 2021 Deaf Community Leader Awards. In honor of Deaf Awareness Week, we recognize community leaders within states where we are the contracted relay and/or captioned telephone service provider. Individuals who are Deaf or DeafBlind are nominated by their peers and recognized for their dedication to enhancing the lives of those around them and making a lasting positive impact.

Please join us in applauding this year's award recipients for their contributions:

Andrea Alston (Georgia)

Andrea is a community coordinator for the Georgia Center of the Deaf and Hard of Hearing. She is also a member of the Criminal Justice Coordinating Council where she collaborates with several agencies to meet the needs of marginalized communities.

Barbara Carlin (Iowa)

Barbara is involved in a variety of educational and healthcare-focused organizations in Iowa. She teaches ASL at the Gilmore City Public Library and produces vlogs about ASL communication.

Jimmy Challis-Gore (Louisiana)

Jimmy is the inventor of GRMMR, a teaching tool that offers visual techniques for assisting people who are learning English as a second language. He is also a member of many Deaf associations and grassroots movements throughout Louisiana.

Kirsten Poston (Maryland)

Kirsten moves diversity initiatives into action and carries many leadership roles within Deaf associations and legislative/federal organizations.

One such role has included vice president of Federal Employees with Disabilities.

Joene Nicolaisen (Utah)

Joene co-founded Sego Lily Center for the Abused Deaf (SLCAD) in 2001 and collaborates with various Utah associations that serve Deaf and disabled communities. She also volunteers her time to assist with tax preparation.

Erik Nordlof (Virginia)

Erik is an active board member and ASL Socials organizer for the Northern Virginia Resource Center. He also mentors students at Canterbury Woods Elementary School who are deaf.

Mark Hoshi (Washington)

Mark volunteers with the Center for Deaf and Hard of Hearing Youth. He is instrumental in planning the Spring Deaf Family Retreat and Junior Achievement BizTown/Finance Park.

For more information about the Deaf Community Leader Award, visit HamiltonRelay.com.





Representing Speech Difficulties in Film: Four Movies to Watch

If you're looking for some new films to add to your watchlist, we've got you covered! The following movies document the true stories of real people — from renowned actors to historical kings and beyond — as they navigate their personal journey with speech disorders.

Val (2021)

This documentary peeks into 40 years of the daily life and career of American actor Val Kilmer, known for his roles in films like *Top Gun* (1986) and *Batman Forever* (1995). From self-recorded footage of Val's early days making home movies to his later battle with throat cancer that limited his ability to speak, this film tells the story of a man's devotion to creativity and storytelling.

Gleason (2016)

This documentary covers five years of the life of former NFL defensive back for the New Orleans Saints, Steve Gleason, who was diagnosed with Amyotrophic Lateral Sclerosis (ALS) at the age of 34. The film depicts Steve's ambition to live life to the fullest while battling ALS and the resulting communication challenges and overall life changes he and his loved ones had to make along the way.

My Beautiful Broken Brain (2014)

This film follows the self-documented emotional journey of Londoner Lotje Sodderland, who developed Aphasia after having a stroke at the young age of 34. The tragic experience severely impaired her ability to read, write and speak. This documentary takes the viewer through the multiple rehabilitation and therapy sessions Lotje had to endure, showing how she made a new life for herself and persevered in the face of uncertainty.

The King's Speech (2010)

This award-winning British historical drama tells the story of how King George VI must ascend the throne, all while struggling to overcome his stammer. He hires an Australian speech and language therapist named Lionel Logue to help him through his journey. The film was written by David Seidler, who developed a stammer as a child and was inspired to write the film after learning about the king's experience in dealing with his stammer.

New Contract Awarded for Virginia Relay

After a competitive procurement process, the Commonwealth of Virginia selected Hamilton Relay as the Telecommunications Relay and Captioned Telephone Service provider for Virginia Relay under a new combined contract.

"The opportunity to continue serving residents of Virginia is one that we take on with great excitement," said Beth Slough, director of account management. "Hamilton Relay is committed to bringing the life-changing benefits that relay services provide to individuals across the Commonwealth of Virginia."

"As a new member to the Virginia Relay team, I look forward to continuing our work with Hamilton Relay," said Felecia Payne, Virginia Relay manager. "I am excited to build upon the high-quality service and outreach my fellow Virginians have come to know."

To learn more about the relay services offered through Virginia Relay, visit varelay.org.

Outreach Highlights



WINTER WORD SEARCH

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

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

CONNECTION
 CELEBRATE
 HISTORY
 LEADER

COMMUNITY
 CONTRACT
 EMERGENCY
 FILM

CALLING
 HOLIDAY



Hamilton Relay Service
 1006 12th Street
 Aurora, NE 68818

Address Service Requested

From Our Kitchen to Yours

There's nothing quite like a warm, delicious meal during the winter — especially if it's a plate of mouth-watering short ribs! Recipe courtesy of Asia Johnson, Relay Account Manager.



Asia Johnson
 Relay Account Manager

BRAISED SHORT RIBS

Servings: 8 Total Time: 3.5 hrs. Allergens: None Prep Time: 30 min. Cook Time: 3 hrs.

INGREDIENTS

¼ cup olive oil	Garlic powder	2 cups dry red wine
6 lbs. beef short ribs	1 large onion, coarsely chopped	3 cups chicken stock
Seasoned salt	15 oz. can sweet carrots	15 oz. can petite diced tomatoes
Black pepper	4 cloves garlic, chopped	3 thyme sprigs
Onion powder	1 tbsp spaghetti sauce	1 bay leaf

DIRECTIONS

1. Preheat the oven to 350°F.
2. Heat 2 tbsp of oil over high heat in a Dutch oven.
3. Season short ribs with salt, pepper, onion powder and garlic powder.
4. Brown ribs over medium heat for 6 minutes on each side. Repeat as needed using remaining ribs and oil.
5. Add onion, carrots and garlic to the Dutch oven and sauté until softened, about 5 minutes.
6. Stir in spaghetti sauce and wine to vegetables and cook, about 1 minute.
7. Add stock, diced tomatoes, thyme and bay leaf.
8. Add browned short ribs and any extra juices into Dutch oven.
9. Cover with a heavy lid and braise in oven for 3 hours or until meat is very tender. Let cool and serve.

