



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

Outreach Summit Highlights

In January, Hamilton Relay outreach coordinators, account managers and marketing team members gathered virtually for our annual Winter Summit. This four-day event provided an opportunity for our team to connect with colleagues, learn new skills and participate in team-building activities — all of which contribute to their professional growth and development.

Know Thyself...

Team members took personality assessments which gave them insight into their behaviors and communication styles. They had the opportunity to share results with their colleagues. Understanding the variety of styles that comprise the team provides great insight into how to collaborate and work better together — respecting each other's uniqueness.



And the Award Goes to...

Two of our outreach coordinators, Tarita Turner and Renate Buttrum, provided training on how to amp up our Hamilton Relay award celebrations. These new skills were put into practice through a very special team activity. The team was divided into small groups and assigned a celebrity award recipient in which they had to create a mock presentation. Each group utilized their research, creativity and collaboration skills to put together some very energizing award presentations for each "winner." Such a blast!



WELCOME TO THE TEAM!

We are so thrilled to have expanded our team by adding a brand-new role that solely focuses on Relay Culture Training, and we have hired Lindsay Bariani to fill this exciting position. Lindsay will be responsible for the development and implementation of equitable and diverse Relay Culture and Sensitivity Training programs for our staff. Training programs will consist of information, education and resources around people who are deaf, hard of hearing, DeafBlind or have difficulty speaking.



Something to Celebrate

May is Better Hearing and Speech Month, and it will be here before we know it! Better Hearing and Speech Month provides an opportunity to raise awareness and present resources and solutions around the challenges faced by individuals who have difficulty hearing or speaking. It's the perfect time to acknowledge the time and energy that people across the country volunteer their time toward in an effort to help improve the lives of individuals who experience hearing loss or difficulty speaking.

To celebrate Better Hearing and Speech Month, Hamilton Relay presents recognition awards to outstanding nominees who are hard of hearing, late-deafened or have difficulty speaking, and who demonstrate exceptional leadership, volunteerism and involvement in their communities. We will honor the award recipients from all the states where we provide contracted relay and/or captioned telephone service.



Iowa outreach coordinator Lori Sporrer (left) and 2021 winner, Anne-Michelle Pedersen

Looking for a way to participate? Nominate someone you know who is making a positive impact in their community. Visit hamiltonrelay.com/bhsm to nominate a well-deserving individual in your state.



LEARNING ASL!

Throughout the year, outreach coordinators plan, coordinate and enact a variety of projects which strive to benefit their colleagues, relay users and communities throughout the states in which we provide relay services. One way of enhancing these projects is by participating in our Leadership Program. Two of our outreach coordinators, Emilie Banasiak and Elizabeth Luttrell, recently completed a leadership program project where they worked to create a curriculum and conduct American Sign Language (ASL) classes for fellow outreach coordinators. The classes were broken into Beginner and Intermediate levels based on existing knowledge of ASL. One of the highlights of the project was the coffee chat sessions that were hosted for anyone who wanted to practice signing in a casual and conversational setting. We appreciate Emilie and Elizabeth for sharing their expertise!

CONTINUING SERVICE IN KENTUCKY

We are excited to share that as of February 1, 2022, Hamilton Relay was awarded the contract to provide Telecommunications Relay Service (TRS) and Captioned Telephone Service throughout the Commonwealth of Kentucky. We have held the Kentucky Relay contract since 2016 and are honored for the opportunity to continue providing high-quality relay services to our users in Kentucky!





CUSTOMER CARE CORNER: Speech-to-Speech User Training Line

The Hamilton Relay Speech-to-Speech (STS) User Training Line is a resource for individuals, businesses, families and communities to familiarize themselves with the proper etiquette and standard procedures of using STS. To utilize the training line, individuals must either reside in or use the service with a STS user who resides in a state that supports the STS User Training Line.

On the STS User Training Line, representatives are prepared to:

- Describe how STS calls are placed and explain what to expect during a typical STS call.
- Explain call handling instructions including dictated messages, privacy options and “first thoughts” (information shared with the Communication Assistant before dialing).
- Explain strategies used to help clarify speech patterns.
- Review and establish Customer Profile options.
- Place practice calls.

The STS User Training Line is available 24/7 in California, Idaho, Iowa, Louisiana, Montana, Utah, and Virginia, and can be reached by contacting Customer Care.

THINK GREEN WHEN YOU SPRING CLEAN

With the weather getting warmer, you may feel the urge to do some deep cleaning and organization. Here are a few tips to freshen up your surroundings while remaining environmentally friendly:

Declutter Your Home Office by Going Paperless

Many companies offer e-newsletters or paperless billing. These options save paper, add convenience and help the environment all at the same time! To register for the Hamilton Relay Connector e-newsletter, visit HamiltonRelay.com and sign up on the home page.

Ditch the Paper Towels

Use a cheap cloth or repurpose an old t-shirt for dusting or basic cleaning. These materials can be washed and reused, so you'll be reducing both your expenses and waste.

Filter the Air in Your Home Naturally

Spider plants, rubber plants and peace lilies are a few all-natural air-purifying plants you can add to your home. Place them in high-traffic areas to gain the most benefit.

Clean Up Your Online Accounts

It's important to set strong passwords for your various online accounts. If you no longer use a particular site, you may want to remove saved information like credit card or bank account numbers to prevent that information from falling into the wrong hands.

Use Lemons for Added Kitchen Sparkle

Dip a cloth into a mixture of hot water and lemon juice and wipe in the same direction as the grain of your stainless-steel appliance for a like-new shine.



SPRING WORD SEARCH

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

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

SUMMIT
AWARDS
LEMON

TRAINING
DEVELOPMENT
KENTUCKY

LINDSAY
KNOWLEDGE



Hamilton Relay Service
1006 12th Street
Aurora, NE 68818

Address Service Requested

From Our Kitchen to Yours

Spring is here! It's time to wake up your taste buds with something light and fresh, courtesy of Mitchell Levy, Hamilton CapTel product manager.



Mitchell Levy
CapTel product manager

LEMON BARS

Servings: 12 **Prep Time:** 10 min.
Bake Time: 35 min. **Total Time:** 45 min.
Allergens: Dairy, Eggs

INGREDIENTS

Filling:

4 eggs (beaten)
2 cups sugar
1/4 cup flour
6 tbsp lemon juice
Lemon zest
1 tsp baking powder
1 cup shredded coconut

Crust:

2 cups flour
1/2 cup powdered sugar
1 cup butter

DIRECTIONS

1. Mix the crust ingredients.
2. Place into greased pan (15 1/2" x 10 1/2").
3. Bake at 350 degrees for 10 minutes.
4. Mix the ingredients for the filling; pour over baked crust.
5. Bake at 350 degrees for 25 minutes.
6. Sprinkle baked bars with some powdered sugar.

