

The Hamilton RELAY CONNECT[®]R

WINTER 2016

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A Publication of Hamilton Relay, Inc.

STATE RELAY CUSTOMER CARE

California

877-632-9095 TTY/V

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

Kansas

866-735-2957 TTY/V

Kentucky

888-662-2406 TTY/V

Louisiana

888-699-6869 TTY/V

Maine

800-270-9709 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

Nevada

888-256-5647 TTY/V

New Mexico

877-463-0994 TTY/V

Pennsylvania

800-974-1253 TTY/V

Virginia

866-894-4116 V

866-246-9300 TTY

Washington

800-974-1548 TTY/V

One Mission – 25 Years of Success

The end of the year can be bittersweet, especially when the year was spent celebrating the 25th Anniversary of Hamilton Relay[®]. When I think about the passion and commitment of so many who have blazed the trail over the years to achieve this important milestone, I feel blessed to have been a part of it. It has been an amazing twenty-five years! As we look forward to more great things to come in 2017, I'd like to share what I believe has sustained this company's ability to evolve and thrive for so long.



At the heart of everything we do at Hamilton Relay there has been one mission—to provide high-quality telecommunications relay services with the highest standards of customer care to better the lives of relay users, our employees and the communities we serve. For the past 25 years, this way of doing business has provided us the opportunity to grow alongside the relay industry and work with amazing people. We will continue our mission and will work to become better and stronger than ever in the years to come.

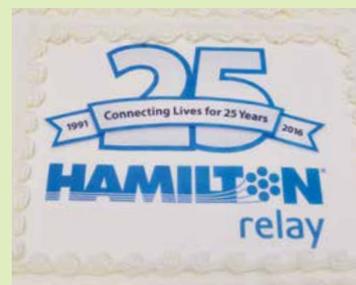
As we welcome the New Year, I'd like to thank our customers, employees, business partners and the communities we serve for supporting our success. I'm excited for many more years of improving access to communication with Hamilton Relay, and I hope that you are, too. Wishing you and your loved ones an abundant 2017!

Sincerely,

A handwritten signature in black ink that reads "Dixie".

Dixie Ziegler, Vice President Hamilton Relay

P.S. The cake hasn't been to bad either! Here are just a few of the cakes we tasted throughout the year.



High School Scholarship Available to Graduating Seniors

Are you or somebody you know preparing for post-secondary education? If the answer is yes, keep reading to find out more about the Hamilton Relay High School Scholarship.

Who qualifies?

Applicants must be graduating high school seniors who are deaf, hard of hearing, deaf-blind or have difficulty speaking, and reside in a state where Hamilton Relay is the contracted telecommunications relay and/or captioned telephone service provider.

What states are served by Hamilton?

California, District of Columbia, Georgia, Idaho, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Montana, Nevada, New Mexico, Pennsylvania, Tennessee, Virginia, Washington

How many scholarships are awarded?

One eligible applicant from each of the states listed above will be awarded a \$500 scholarship.

When is the application deadline?

Applications must be postmarked by March 1, 2017.

When will winners be announced?

Stay tuned! We'll be announcing winners in Spring 2017.

Where can I find the application?

Go to the Hamilton Relay website and click on the High School Scholarship box on the home page.

What if I have more questions?

For more information, go to your state's page on the Hamilton Relay website to find out how to reach your state's outreach coordinator, or send an email to scholarship@hamiltonrelay.com.



Meet the winners of the 2016 Deaf Community Leadership Awards. Each year to celebrate Deaf Awareness Week, Hamilton Relay recognizes outstanding leaders in the Deaf and Deaf-Blind communities. Winners are chosen for their vision, enthusiasm and dedicated service in bettering the lives of individuals who are deaf or deaf-blind. Please join us in congratulating these individuals for their exceptional service.

Iowa: Sarah YoungBear-Brown

Sarah founded Gathering of Deafatives, which was created to link members of the Deaf Native American community.

Idaho: Darcy Sinsley

Darcy is a leader in northern Idaho's Deaf community and an active member of the Idaho Association of the Deaf.

Kansas: Chriz Dally and Kim Anderson

Chriz and Kim were instrumental in getting the Language Equality & Acquisition for Deaf Kids or LEAD-K bill passed into law.

Louisiana: Jacqueline Broussard

Jacqueline is an active member of the Deaf-Blind community and has served on the Deaf-Blind Advisory Council with the Louisiana State Department of Special Needs for many years.

Massachusetts: Lee Nettles

Lee is active with Helping Educate to Advance the Rights of the Deaf (HEARD) where he focuses on wrongful convictions, prisoner abuse and decreasing recidivism rates for individuals who are deaf.

Maryland: Mary Lynn Lally

Mary Lynn is involved in the Frederick Chapter

of Deaf Seniors of America and is a member of the Gallaudet University Alumni Association Board.

Montana: Shawn Tulloch

Shawn is active with both the Montana Association of the Deaf and the Gallatin Association of the Deaf.

Nevada: David Daviton

David is currently the president of both the Nevada Association of the Deaf and the Nevada Disability Advocacy and Law Center.

Rhode Island: Todd Murano

Todd is actively involved with the Rhode Island Association of the Deaf and the Rhode Island Commission for the Deaf and Hard of Hearing.

Tennessee: Sharon Bryant

Sharon is a Legislative Committee Chairperson for the Tennessee Association of the Deaf.

Washington: Emily Mandelbaum

Emily co-founded the East Jefferson County Chapter of the Hearing Loss Association of America 20 years ago and led all of their monthly meetings.

Go to the Hamilton Relay Facebook page and click on the Awards tab to find out more about the winners.

New Faces at Hamilton Relay

Heads up! The Hamilton Relay team is continuing to grow. We've added five new team members since the last time we published this newsletter. In case you haven't met them yet, we'd like to introduce them here.



Cheryl Deitz

Pennsylvania Captioned Telephone Relay Service Outreach Coordinator
Camp Hill, PA



Kirk Stein

Nevada Outreach Coordinator
Las Vegas, NV



Elizabeth Luttrell

Washington Outreach Coordinator
Tacoma, WA



Tim Martin

CapTel Data Coordinator
Aurora, NE



Jennifer Phistry

Community Engagement Coordinator
Madison, WI

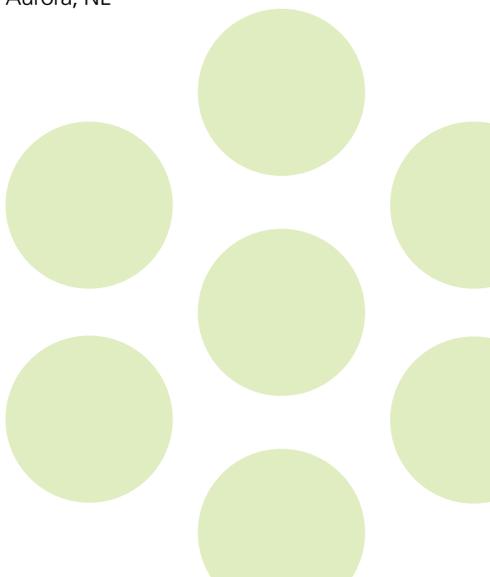
Customize Your Calls

Make phone calls your way with Hamilton Relay. Complete or update your Customer Profile to tell us the best way to handle your calls so that we can make your calling experience better than ever!

Here are just a few ways we can customize your relay calls:

- Create a speed dial list for faster connections.
- Select Speech-to-Speech (STS) to automatically connect with a specially-trained STS Communication Assistant (CA) when you dial 711.
- Set your profile for Spanish relay to connect with a Spanish-speaking CA whenever you dial 711.
- Let us know whether you prefer a male or female CA so that your call can be routed accordingly. (If a CA of your preferred gender is not available, your call will be routed to the first available CA.)

To create or update your online Customer Profile, go to HamiltonRelay.com and visit your state's page. Once there, click on Customer Profile which can be found on the right side of the page.



That's what I'm talking about



Hamilton Relay Service
P.O. Box 285
Aurora, NE 68818

Address Service Requested



thank you

to everybody who helped us celebrate our 25th Anniversary! We wish you all a joyful holiday season!

From Our Kitchen to Yours

Winter is the perfect season to keep the kitchen toasty. This recipe from Brendan Underwood, our Outreach Coordinator in Georgia, will help warm things up. Serve on a chilly day or as a side dish for a holiday meal.

Roasted Vegetable Medley



Brendan Underwood
Georgia Outreach Coordinator
Hometown: Atlanta, GA

INGREDIENTS

| | |
|----------------------------|-------------------------------|
| ½ Head of Cauliflower | 2 Tbsp Extra Virgin Olive Oil |
| ½ Sweet Potato | 4 Cloves Garlic |
| Handful of Brussel Sprouts | 2 tsp Greek Seasoning |

DIRECTIONS

1. Preheat oven to 375 degrees.
2. Cut vegetables into bite-sized pieces and mince garlic.
3. Mix vegetables, garlic and Greek seasoning together and pour onto a cookie sheet in a single layer. Lightly cover vegetables with olive oil.
4. Bake 30 – 40 minutes. For crispier vegetables, increase oven temperature to 425 degrees and bake an extra 10 – 15 minutes.