

The Hamilton RELAY CONNECT R

SUMMER 2017

www.hamiltonrelay.com • Voice/TTY 800.618.4781 • 1006 12th St., Aurora, NE 68818

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

A Day in the Life of a Relay Outreach Coordinator

Ever wonder what it would be like to be a Hamilton Relay® Outreach Coordinator? Learn about what makes being an outreach coordinator so rewarding in this interview with Kansas Relay Outreach Coordinator, Cady Macfee! Cady has been with Hamilton since December 2009.



What does a day in the life of an outreach coordinator look like?

CM: Each day is different. Some days I work from my office doing reports and planning future events. Some days I'm driving all over Kansas going to outreach events, giving presentations, working at a health fair or working with people one-on-one to set up their CapTel® phone or other equipment.

What's the most rewarding part of your job?

CM: I have hearing loss myself, so I know what it's like not being able to communicate over the phone independently. I remember the day when I was finally able to understand most of a phone conversation I had with my parents. I get that same good feeling when I see other people starting to use the phone on their own too.

What are your greatest success stories as an Outreach Coordinator?

CM: One of my favorite types of outreach is to educate businesses on our Relay Friendly Business Program. There are many businesses that hang up on relay users because they think it is a telemarketer on the other end. I've partnered with Micki Keck of MidAmerica Alliance for Access, and we travel around the Kansas City metro area to provide Relay Friendly Business training. Micki talks about Deaf Culture and communication tips, and I explain the different types of relay services provided through Kansas Relay Service. Several organizations that have received training include the Walmart Distribution Center in Ottawa, KS, The Nelson-Atkins Museum of Art and Cintas.



Hamilton Relay High School Scholarship Winner, Michael Barton, with his counselor, Kevin Thompson and Principal John Kreider.

Giving Back to the Future

Near the end of every school year, Hamilton Relay awards \$500 scholarships for post-secondary education to students who are deaf, deaf-blind, hard of hearing or have difficulty speaking. Although we can't deliver the scholarships in a DeLorian time machine, this is our way of giving back to the future! Please join us in applauding these students for their academic dedication and in wishing them many successes in the years to come. Congratulations to the 2017 Hamilton Relay High School Scholarship recipients!

- Milana Boren, California
- Riley Patterson, Georgia
- Austin Davis, Iowa
- Brandon Fine, Idaho
- Jaeden Rolofson, Kansas
- Devin Willis, Louisiana
- Cameron Shelmire, Massachusetts
- Cassandra Blake, Maryland
- Talya McCallum, Montana
- Michael Barton, Pennsylvania
- Wilhemina Robinson, Tennessee
- Andrew Leitner, Virginia
- Ashley Mobley, Washington

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Twitter: @HamiltonRelay

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Who's New?

Meet some of the new faces (and a familiar one) joining the Hamilton Relay Team.



Amy Strawser
Pennsylvania TRS Outreach Coordinator

Amy's past work experience includes Director of Catholic Charities and Program Manager at Home Builders Institute. Fun Fact: Amy likes to ski and kayak.



Lori Sporrer
Relay Iowa Outreach Project Manager

Lori is a familiar face at Hamilton. She previously worked for Hamilton from 2008 to 2015 and recently returned in March 2017. Lori's many skills include budget management, outreach, customer service, leadership, public speaking and training. Fun Fact: Lori started a book club 14 years ago. The group hasn't missed a month yet—168 books and counting!



Martha Hernandez
Southern California Outreach Coordinator

Martha worked for Dona Ana County for 12 years and comes to Hamilton with community outreach, training and customer service experience. Fun Fact: Martha is fluent in Spanish.



Mitch Wilson
Customer Care Manager

Mitch has been with Hamilton Relay in our Maryland center for 6 years. He has served as Communication Assistant, Lead, Supervisor and most recently as Training Coordinator and Speech-to-Speech Specialist. Fun Fact: If Mitch had to give up Sour Patch Kids (the candy), he might not survive.



Claire Comeau
MassRelay Community Relations Manager

Claire joins Hamilton with a variety of skills and experience such as public relations, partnership development and public speaking. Fun Fact: Claire gave birth to two children while completing a very rigorous MBA program.



David Doub
Account Manager

David has worked in our Baton Rouge facility for the past 3 years, and has served as Captioning Assistant, CapTel Training Coordinator and most recently as Recruiter. David's experience in relay call center operations will be beneficial as he grows in his role as Account Manager. Fun Fact: David is an avid Dungeons and Dragons player and used to sing baritone in a men's chorus.

A Speedy Recovery

In late April, Albany employees returned to work at the Dawson Road location. We are amazed at how quickly the call center was rebuilt—it took only 111 days! Without the strong relationships we formed with our employees, community leaders, state administrator and contractors, we wouldn't have been able to make such a quick recovery.

As you may know, the Hamilton Relay Call Center in Albany, Georgia was damaged by a severe storm at the beginning of this year. We are extremely thankful for the flexibility, resilience and dedication shown by our Albany crew.



Customer Care Corner: Get the Message

Do you have a Hamilton CapTel 2400i captioned telephone? If so, make sure to follow these instructions for the latest software update that lets you access your Answering Machine messages when you're away from your home or office.

To get the update, reboot the phone or activate it through the phone menu by following these steps:

1. Select **SETTINGS**
2. Select **ABOUT**
3. Select **UPDATE**

To find a guide on how to use the 2400i model phone and learn about its features, visit www.HamiltonCapTel.com/2400iGuide.

Nominate Someone Great

Do you know a community leader who is deaf or deaf-blind in a state where Hamilton is the contracted relay or captioned telephone service provider? If so, say thank you by nominating that person for a Hamilton Relay Deaf Community Leadership Award. Hamilton Relay will announce the recipients this September during Deaf Awareness Week. To make a nomination, visit www.HamiltonRelay.com and contact the Outreach Coordinator listed on your state's page. Be sure to submit your nomination before August 11, 2017!





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

Address Service Requested



From Our Kitchen to Yours

Summer's here and the beach is calling! This recipe from Renate Buttrum, one of our Outreach Coordinators from Maryland, will transport you right to the shore.

Renate's Maryland Crab Cakes



Renate Buttrum, Outreach Coordinator
Hometown: Baltimore, MD

INGREDIENTS

- | | |
|---|---------------------------------|
| 2 slices white bread, crusts removed and crumbled | 2 tsp parsley flakes |
| 2 Tbsp mayonnaise | 1/2 tsp prepared yellow mustard |
| 2 tsp Old Bay seasoning | 1 egg, beaten |
| | 1 pound jumbo lump crabmeat |

DIRECTIONS

1. In a large bowl, mix bread, mayo, Old Bay, parsley, mustard and egg until well blended. Gently stir in crabmeat.
2. Shape into 4 patties.
3. Broil 10 minutes without turning or fry until golden brown on both sides.