

# The Hamilton RELAY CONNECT

FALL 2017

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## 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

## Recognizing Great Community Leaders

Each summer, Hamilton Relay® outreach coordinators host award presentations recognizing the recipients of the year's Better Hearing and Speech Month Recognition Award. From all of us at Hamilton Relay, we commend these individuals for their commitment to improving the lives of individuals who have difficulty hearing or speaking. Please join us in congratulating the following recipients.

### Noni Smyth, California

Noni is one of the founding members of the Central Coast chapter of the Hearing Loss Association of America. She brings awareness to her community regarding emergency preparedness, traveling with hearing loss and much more.

### Sandra Hobson, Iowa

One of Sandra's most notable projects is her work with the Hearing Loss Association of Central Iowa in creating a training video for the Des Moines Police Department. The video is used as a resource in aiding officers toward positive interactions with individuals who have difficulty hearing.

### Jennie Taylor, Kentucky

Jeannie is the co-founder and co-leader of Bowling Green's chapter of the Hearing Loss Association of America. Her service also includes advocacy efforts with the Regional Resource Center of the Deaf and Hard of Hearing in Bowling Green.

### Brenda DeKeyzer Lowry, Louisiana

Brenda is a musical performer and songwriter as well as a member of multiple musical groups. She is also a Chapter Regent of the National Society of the Daughters of the American Revolution.

### Carrie Nichol森, Maryland

Carrie is the president of the Greater Baltimore Chapter of the Hearing Loss Association of America. Since becoming president, she has made significant changes to the group's website, launched and updated the Facebook page, and regularly distributes a chapter newsletter.

### Elsa Baker, Pennsylvania

Elsa has been an RSVP volunteer since 2004 and her work includes keeping staff and patient information binders current and readily at hand. She also volunteers with Hospice of Central Pennsylvania and Affilia HomeHealth.

### Nelda Twitchell, Tennessee

Nelda served on a committee to establish Chattanooga's chapter of the Hearing Loss Association of America in 1985 and has served as its president for the last eight years. Among other activities, she volunteers with the Senior Ombudsman program and the Tennessee Council for the Deaf and Hard of Hearing.

### Jessica Renner, Washington

Jessica serves as a member of the Development Disabilities Advisory Board Legislative Committee and is a member of Self Advocates in Leadership (SAIL). She has also served as a governor-appointed council member of the Washington State Developmental Disabilities Council.



From left to right: Elsa Baker, Cheryl Deitz, Renate Buttrum, Carrie Nichol森, Carol Tisdale, Brenda DeKeyzer Lowry, Lori Sporrer and Sandra Hobson.

# Welcome to the Team!

We are pleased to welcome the two newest members of our Outreach Team. Bobby Harris and Jenny Curran have recently joined Hamilton Relay and both bring a wealth of experience to their new roles. We are excited to introduce them and to have them on board!



## **Bobby Harris**

**Maryland TRS Outreach Coordinator**

Bobby returns to Hamilton Relay where he previously worked in the Maryland Center as the Translator/Interpreter Supervisor. He brings a variety of skills and experience to the team, such as community outreach, customer service and knowledge of relay services and assistive technology.



## **Jenny Curran**

**Maryland Captioned Telephone Outreach Coordinator**

Jenny is a graduate of Towson University with a Bachelor's Degree in Deaf Studies. Her skills and experience include marketing, outreach, customer service and public relations.

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## Summer Summit Recap

Improving the lives of individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking is a top priority for Hamilton Relay. Every day our outreach coordinators are out in your communities and focused on educating organizations, individuals and businesses across the country about the services available through their respective state relay. Twice a year the outreach, account management and marketing teams gather together for a week of extensive training—which also turns out to be a lot of fun!

This year's summer summit provided the team with an opportunity to share experiences, ideas and valuable

resources that equip each team member with the tools needed to better serve our communities. During the week-long summit, training sessions included skills development, industry updates and products and services training. Each outreach coordinator left with a renewed sense of energy and passion for planning and preparing the most effective outreach opportunities within their state.

**To learn how you can bring outreach services to your area, visit your state's relay page at [HamiltonRelay.com](http://HamiltonRelay.com) to find information on how to contact your outreach coordinator.**



# Customer Care Corner: Live Chat



Hamilton has introduced Live Chat, a resource that gives you the opportunity to quickly and easily connect with one of Hamilton's skilled Customer Care representatives. Live Chat is now available on both the Hamilton Relay and Hamilton CapTel® websites. Click on the "Live Chat" button and you will be connected to one of our friendly representatives who will answer questions and provide information—support is right at your fingertips!



As part of Live Chat, you can also share your browser with our Customer Care representatives in order to resolve and troubleshoot issues. Hamilton is committed to excellent Customer Care, and we are excited to share this resource with our customers!

## An Update on Real Time Text

Hamilton Relay has been hard at work this past year adding Real Time Text (RTT) support to our traditional relay service offerings. RTT is an important component to the continuance of relay service, not only as a result of the evolution of technology from analog to digital phone lines, but also because it is more functionally equivalent for relay users.

So what are the greatest benefits of RTT?

- RTT text transmission is silent, so text and voice can co-exist on the same call.
- RTT transmits and receives text at the same time, making the process smoother.
- RTT transmission speed is real time offering the fastest text response available.
- RTT can transmit and receive any text character in any language.



We anticipate that many relay users who are deaf or hard of hearing will be some of the early adopters of RTT. Hamilton is excited to continue enhancing our services to allow relay users the ability to take advantage of the latest in technology.

 **Facebook:** Facebook.com/HamiltonRelay

 **LinkedIn:** LinkedIn.com/company/Hamilton-Relay

 **Twitter:** @HamiltonRelay

 **Instagram:** @HamiltonRelay

That's what I'm talking about



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

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## From Our Kitchen to Yours

Looking for a great after-school or weekend snack? Try out this recipe from Lori Sporrer, our Relay Iowa Outreach Project Manager.

### M&M Pizza Bars



Lori Sporrer  
Relay Iowa Outreach Project Manager

#### INGREDIENTS

**Crust:**  
1 cup brown sugar  
1 cup butter  
1 ½ cups flour  
½ tsp baking soda  
½ tsp salt  
2 cups oatmeal

**Topping:**  
20 caramels  
2 Tbsp water  
1 cup mini M&Ms  
1 cup mini chocolate chips  
3 squares almond bark

#### DIRECTIONS

1. Cream brown sugar and butter. Add flour, salt, baking soda and oatmeal.
2. Spread on a lightly greased pizza pan. Bake 10 minutes at 350 degrees. Cool.
3. For the topping, melt caramels with water. Stir constantly. Spread on a cooled crust. Sprinkle candy on top and cool. Drizzle almond bark over the top.