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HAMILTON RELAY CUSTOMER CARE

800-618-4781
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CAPEL CUSTOMER SERVICE

888-269-7477



Staying connected with family, friends and professionals is essential at every stage of life. Yet for many older adults and individuals with hearing loss, maintaining meaningful conversations can become more challenging and impact socialization.

Research shows that social isolation and loneliness are serious health concerns for older adults. In fact, the Surgeon General links social isolation to a 29% higher risk of heart disease, a 32% higher risk of stroke and a 50% higher risk of developing dementia¹. These risks can be heightened for individuals who live alone or struggle with hearing loss.

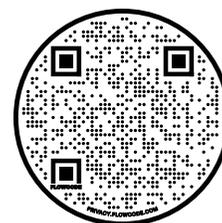
Hearing loss can make conversations feel frustrating or overwhelming, which sometimes causes people to withdraw from social interactions. However, staying engaged through conversation plays an important role in supporting emotional well-being, cognitive health and overall quality of life.

While texting and messaging are convenient, they often lack the depth and clarity of live conversations. Talking by phone or in person allows for back-and-forth dialogue, giving people the opportunity to ask questions, clarify details and share meaningful moments. Phone conversations help many seniors maintain family bonds, stay connected with grandchildren and build supportive relationships with healthcare providers and service professionals.

Fortunately, Relay and Captioned Telephone Service is available to help facilitate phone conversations and meet the needs of people with hearing loss.

To learn more about the importance of conversation and how communication tools can support connection, we encourage you to read the full brief, "Why Conversation Matters for Older Adults and Veterans," written by Senior Care Advocate, Laurie Orlov.

¹ "New Surgeon General Advisory Raises Alarm about the Devastating Impact of the Epidemic of Loneliness and Isolation in the United States," U.S. Dept. of Health and Human Services, May, 2023 [hhs.gov/about/news/2023/05/03/new-surgeon-general-advisory-raises-alarm-about-devastating-impact-epidemic-loneliness-isolation-united-states.html](https://www.hhs.gov/about/news/2023/05/03/new-surgeon-general-advisory-raises-alarm-about-devastating-impact-epidemic-loneliness-isolation-united-states.html)



Scan the QR Code to get the free brief

SPRING FORWARD WITH OPPORTUNITIES

March, April and May bring important opportunities to raise awareness and celebrate the Deaf, Hearing Loss and Speech Difference communities.

March

World Hearing Day, March 3

April

National Deaf History Month, April 1–30

National ASL Day, April 15

World Voice Day, April 16

Deaf Parents Day, Last Sunday in April

May

National Speech-Language-Hearing Month, May 1-31

Apraxia Awareness Month, May 1-31

Cri du Chat Awareness Week, May 5-12

These observances remind us that connection matters. By increasing awareness and supporting accessibility, we help ensure everyone has the opportunity to stay connected to what matters most.

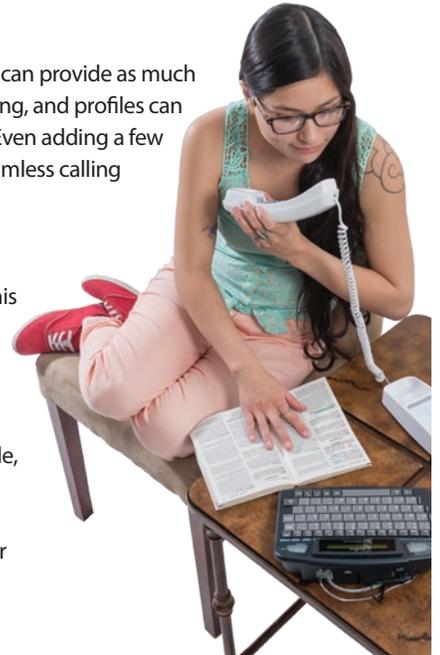
Customer Care Corner: Customer Profile

Completing a Relay customer profile is a simple step that can make a big difference in communication quality and efficiency. A Relay customer profile allows Communication Assistants (CAs) to better understand your preferences, such as call handling instructions, frequently dialed numbers or communication style. By having this information readily available, Relay calls can be placed more smoothly, reducing the need to repeat instructions each time a call is made.

It's quick and easy to set up or update a profile. You can provide as much or as little information as you feel comfortable sharing, and profiles can be updated at any time to reflect changing needs. Even adding a few details can help create a more personalized and seamless calling experience.

Profiles also save time during calls, allowing you to focus on your conversations rather than logistics. This convenience can make an important difference in staying connected with businesses, healthcare providers, family and friends.

If you haven't completed your Relay customer profile, consider taking a few minutes to do so and enjoy a more efficient and tailored calling experience. Visit HamiltonRelay.com/State-Services and click on your state to find your state's customer profile form.



HAMILTON RELAY \$1,000 SCHOLARSHIP AVAILABLE FOR HIGH SCHOOL SENIORS

The Hamilton Relay Scholarship opportunity is available to high school seniors who are deaf, hard of hearing, DeafBlind or have difficulty speaking.

Hamilton Relay selects a recipient within each of the states where Hamilton is the contracted Telecommunications Relay and/or Captioned Telephone Service provider. This opportunity is one of several ways the company gives back to the communities it serves.

Visit HamiltonRelay.com/Scholarship to apply online! Applications must be postmarked or submitted online by March 31, 2026.



FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. Automatic speech recognition software generates captions of what the other party to the call says, and, in certain circumstances, a live communications assistant may be included on the call to make needed corrections and/or add call details. The captions are then sent to the phone. There is a cost for each minute of captions generated, paid from a federally administered fund. To learn more, visit fcc.gov. Third-party charges may apply: the Hamilton CapTel phone requires high-speed internet access (Wi-Fi capable) and in some cases, may require telephone service. Third-party trademarks mentioned are the property of their respective owners. CapTel is a registered trademark of Ultratec, Inc. Copyright ©2026 Hamilton Relay. Hamilton Relay is a registered trademark of Nedelco, Inc. dba Hamilton Telecommunications.



Pictured: Vira Sisolak and her supporters at her virtual award presentation

Congratulations to the 2025 Community Leader Award Winners

Each year, Hamilton Relay recognizes an individual in each contracted state who is Deaf, DeafBlind, hard of hearing, late-deafened or who has difficulty speaking and demonstrates strong leadership and volunteerism within their community. Additionally, an individual or organization that demonstrates leadership and volunteerism in the Deaf, DeafBlind, hard of hearing or speech difference community may be considered. We are pleased to announce the 2025 winners:

Vira Sisolak was chosen as the Community Leader Award recipient for the District of Columbia.

Vira is a community member, advocate and member of Capitol Hill Village. She is a cochlear implant user and is passionate about supporting other older adults with their hearing health needs. In 2024, Vira founded the affinity group *What We're Hearing* through Capitol Hill Village, which meets monthly to discuss issues relevant to hearing loss and deafness in older adults. Vira has led efforts to recruit participants, plan topics, invite guest speakers, facilitate the group, reach out to members of the group who are struggling and generally be an advocate for older adults.

Carey Price was chosen as the Community Leader Award recipient for Washington State and the Hamilton Relay National Community Leader Award winner.

These awards recognize Carey's lifelong leadership, service and advocacy within Washington's Deaf community. A graduate of the Washington School for the Deaf (WSD), Carey has remained deeply connected to WSD and its alumni for decades. She is actively involved with the Washington School for the Deaf Alumni Association (WSDAA), beginning as a volunteer and later serving as president.

Carey is widely regarded as the heart of WSDAA. She manages much of the behind-the-scenes work, preserves the history of WSD and serves as editor of the WSDAA newsletter to keep alumni connected to the school and to one another. She also played a key role in creating and maintaining the WSDAA Hall of Fame, which honors alumni who have made meaningful contributions to the Deaf community. Her decades of service have left a lasting legacy at WSD, within WSDAA and throughout the Deaf community.

Hamilton Relay congratulates both Vira and Carey!

Pictured: Carey Price (left) and Jhaynehl Fortaleza, Hamilton Relay Outreach Coordinator



NEW OUTREACH TEAM MEMBERS

Join us in welcoming Hannah Neale, Connecticut; and I'vana James, Virginia. If you live in either of these states, feel free to reach out to them.

The outreach team is here to educate the community about the benefits of Relay through presentations, exhibits, webinars and more.



Hannah Neale
Hannah.Neale@HamiltonRelay.com



I'vana James
Ivana.James@HamiltonRelay.com

SPRING WORD SEARCH

This word search highlights some of this newsletter's topics and stories.

C O N V E R S A T I O N S Z R
 J O A J K E B Z M H A N N A H
 Z B L N H I S T O R Y D A G N
 D Z W U I J M M X Z M W L O S
 H L S D C G S P E E C H Q G A
 O N R S A M G S O C I A L N F
 S J A B C L F S P P Z L X P Y
 I S L E A D E R O T V K K S R
 I W A C S U P R O F I L E G P
 Y H I ' Y A N A O H V H D Z I
 K G U G V O L U N T E E R Z T
 L E M O N T L T C S P R I N G
 A T S C H O L A R S H I P S K
 Y B Y X R M Y X G L G J G F Y
 L L H K T N S X S J E K Q F S

CONVERSATIONS
 SOCIAL
 PROFILE
 SPRING

HISTORY
 SPEECH
 SCHOLARSHIP
 LEADER

VOLUNTEER
 HANNAH
 I'YANA
 LEMON



Hamilton Relay Service
 1006 12th Street
 Aurora, NE 68818

Address Service Requested

From Our Kitchen to Yours

Try this lemon bar recipe from Hamilton CapTel Product Manager, Mitchell Levy.



LEMON BAR RECIPE

Servings: 12 Total Time: 45 minutes Allergens: Dairy, Eggs Prep Time: 10 minutes Bake Time: 35 minutes

INGREDIENTS

Crust:

2 cups flour
 ½ cup powdered sugar
 1 cup butter

Filling:

4 eggs, beaten
 2 cups sugar
 ¼ cup flour
 6 tablespoons lemon juice
 Lemon zest
 1 teaspoon baking powder
 1 cup coconut



DIRECTIONS

Mix the crust ingredients. Place into greased 9x13 pan. Bake at 350 degrees for 10 minutes. Mix the ingredients for the filling. Pour over baked crust. Bake at 350 degrees for 25 minutes. Sprinkle baked bars with powdered sugar.