

# The Hamilton RELAY CONNECT

FALL 2008

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

A Publication of Hamilton Relay, Inc.

## STATE RELAY CUSTOMER SERVICE NUMBERS

### Arizona (AZRS)

866-259-1768 V  
800-347-1695 TTY

### District of Columbia (DCTRS)

866-560-1452 TTY/V

### Georgia (GTRS)

866-694-5824 TTY/V

### Idaho (ITRS)

800-368-6185 TTY/V

### Iowa (IRS)

888-516-4692 TTY/V

### Kansas (KRC)

866-735-2957 TTY/V

### Kentucky (KRS)

888-662-2406 TTY/V

### Louisiana (LRS)

888-699-6869 TTY/V

### Maine (MERS)

800-270-9709 TTY/V

### Massachusetts

800-720-3479 V  
800-720-3480 TTY

### Maryland

866-269-9006 TTY/V

### Montana (MTRS)

866-897-8860 TTY/V

### Nebraska (NRS)

800-322-5299 TTY/V

### Rhode Island (RIR)

866-703-5485 TTY/V

### West Virginia (WVRS)

866-430-1274 TTY/V

### Wisconsin (WTRS)

800-395-9877 V  
800-283-9877 TTY

### Wyoming (WRS)

888-694-4450 TTY/V

## Relay As a Tool to Achieve Your Goals

Every day, we receive questions such as: “How can I set up effective communications with others?” “A deaf person called me through the relay; what is the relay and how do I call them back?” “How can Relay work for me?” As members of the Hamilton Relay outreach staff, we are happy to provide answers to questions like these and help you find the mode of communication that works best for you. Our staff is here to increase awareness and understanding of telecommunications relay services among relay users and their families, as well as businesses and organizations.

One of the many benefits relay users receive is the ability to easily communicate with colleagues and associates, giving them the freedom to achieve their goals. The article below is an excellent example of how the right communication tools can make a difference. An expert in his field, Dr. Angel Ramos uses relay to enhance his communication and to ensure accuracy of conversations. We hope you enjoy reading Angel’s story, and invite you to contact us with your questions, to discuss individual communication needs, or simply share your relay story so that others may benefit from your experience.

### Angel Ramos • Arizona

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Dr. Angel Ramos is a native of New York who currently resides in Arizona. His parents are originally from Puerto Rico but have lived in New York City since before Angel was born. Dr. Ramos was born hearing, but at the age of nine, woke up one morning to find that he could no longer hear. Dr. Ramos recalls, “I did not tell my mom because I thought God had punished me for doing something wrong. It was two years before my mom found out that I was deaf and took me for audiological services.”

Even though Angel was deaf, he remained in public school and coped with his disability in different ways. He followed directions on the classroom blackboard and read the textbooks carefully. Upon graduation from high school, Dr. Ramos went on to college, the first member of his family to do so. He earned a Bachelor of Science degree in Mathematics at Manhattan College in Riverdale, New York. Angel chose this major because it was the only subject he could understand without the help of a teacher. Dr. Ramos then obtained a master’s degree in Education of the Deaf at the State University of New York at Geneseo. There, he received a scholarship to attend the prestigious Leadership Training Program at the California State University in Northridge where he earned a Master of Science degree in Educational Administration.

# Hamilton CapTel® Connection Network Benefits Patients and Audiologists Alike

Even with the most advanced hearing aids and other devices available, many individuals still cannot hear easily on the telephone. Hamilton's Captioned Telephone service, or CapTel, provides equal access to the telephone system by allowing users to listen to what is said by the other party while simultaneously reading captions of that portion of the conversation.

In today's world it can be challenging to keep up to date on new technologies and services. Because an audiologist or other hearing health

professional is often the first person individuals with hearing loss turn to for advice, Hamilton has developed and implemented a program that educates hearing health care providers about CapTel service, along with providing informational materials for display in their office.

The Hamilton CapTel Connection Network is a completely free program that creates an active partnership with audiologists with the goal of equipping them with the CapTel knowledge and materials necessary to answer common questions from their patients. With the connection network program, audiologists can make their patients aware of CapTel and provide them information to answer questions they may have.

*For further information about the Hamilton Connection Network, please contact Frank Endres at [frank.endres@hamiltoncaptel.com](mailto:frank.endres@hamiltoncaptel.com) or via phone at 843-236-2241.*

*CapTel is a registered trademark of Ultratec, Inc.*



Join us  
and  
learn!

## Hamilton 2008 Convent

Hamilton Relay will be exhibi events. We invite you to sto learn more about the servic can work for you!

DATE	EVENT NAME
Oct. 4	DeafNation
Oct. 16-18	Gallaudet Homecoming
Oct. 18	DeafNation
Oct. 25	DeafNation
Oct. 29- Nov. 2	ALDAcon
Nov. 1	DeafNation
Nov. 15	ASL Expo

## Deaf Awareness Week Recognition

Deaf Awareness Week is celebrated across the United States each year during the last week of September and provides an opportunity for people nationwide to celebrate leadership within the Deaf and Hard of Hearing Communities.

For the fourth year running, Hamilton Relay is pleased to join in this celebration by recognizing outstanding Leaders within the Deaf or Hard of Hearing Communities in our contracted states. Through a nomination process from their peers, Hamilton Relay recognizes individuals who have a strong influence within their community and are strong advocates on behalf of those who are deaf or hard of hearing.

### Congratulations to these 2008 Outstanding Leaders!

**Angelina Ortiz** – Arizona  
**Jeanette Lorch** – Georgia  
**Jack Downey** - Idaho  
**Don Miskell** – Iowa  
**Lori Earls** – Kansas  
**Pat Bruce** – Kentucky  
**Tate Tullier** – Louisiana  
**Amy Bopp** – Maryland  
**Lee Nettles** – Massachusetts  
**Cheryl Dickens** – Montana  
**Jan Haun** – Nebraska  
**Travis Zellner** – Rhode Island  
**Denise Johnson** – Wisconsin  
**Angela Joannides**– Wyoming

To read more about these leaders, go to [www.hamiltonrelay.com](http://www.hamiltonrelay.com).



That's what I'm talking

**HAMI**

# Hamilton Relay Continues to Grow!

Hamilton Relay is happy to announce the award of two new state contracts. As the result of a competitive bidding process, Hamilton Relay began providing relay service for the State of Massachusetts with a new center located in Pittsfield on July 1, 2008. On July 13, 2008, Hamilton also began providing relay service in the District of Columbia. With the acquisition of these two states, Hamilton has expanded the number of states in which it provides relay service to 17. Hamilton is also the service provider for the Island of Saipan and the Virgin Islands, as well as serving as CapTel provider in other states.

“Hamilton is extremely pleased to have been awarded the contracts for Massachusetts and the District of Columbia,” says Dixie Ziegler, Vice President of Hamilton Relay. “We worked closely with the previous providers in both Massachusetts and DC to ensure there was no disruption in service during the transition. Hamilton looks forward to initiating a variety of outreach programs, and working with the many agencies and organizations in the DC and Massachusetts communities to ensure that all citizens enjoy effective telephone communication between people who are deaf,

hard of hearing or speech disabled and standard phone users.”

*Individuals and organizations who would like more information, can visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com) or contact Hamilton Relay at 1-800-618-4781 (V/TTY) or via e-mail to [info@hamiltonrelay.com](mailto:info@hamiltonrelay.com).*



## Hamilton Relay® Transition Schedule

Operating at the following  
locations. Stop by and visit with us to  
learn more about the services we offer and how they

LOCATION
Chicago, IL
Washington, DC
Seattle, WA
Pleasanton, CA
Chicago, IL
Secaucus, NJ
Upper Marlboro, MD

Learn about



## Customer Service Corner

Customer service is defined as, “...an organization’s ability to supply their customer’s wants and needs.” At Hamilton Relay, we are committed to the highest level of customer service through learning what your needs and wants are followed by implementing customer-friendly processes to address those needs.

We recognize that every aspect of our business has an impact on you and want to ensure that your relay experience meets your expectations. In order to provide top-level customer service, we promise to:

- Respect you
- Give you the opportunity to provide

feedback about the service we provide

- Listen carefully to your comments, suggestions and concerns
- Take the extra step to respond to your needs

Hamilton appreciates your business and continues to maintain an open line of communication. If you are a long-time customer, a new customer or would like to know more about using relay, we are here to help. Making your relay communications seamless and enjoyable is our goal!

*Please contact Customer Service if you have any questions or concerns at 800-618-4781 TTY/Voice or via e-mail to [info@hamiltonrelay.com](mailto:info@hamiltonrelay.com).*

In 1984, Angel continued his education by enrolling in the doctoral program at Gallaudet University in Washington D.C. and earned a doctorate degree in Special Education Administration and Supervision. Angel was the first Deaf Hispanic to receive a doctorate from Gallaudet University.

Dr. Ramos has held several different positions in the private sector and as an educator. When asked what he does today, his reply was, "A multitude of things!" Currently, Angel is Superintendent/Principal at Sequoia School for the Deaf and Hard of Hearing in Arizona. He is also Executive Director of the Angel Ramos Foundation, which develops instructional lessons to help Deaf children read at grade level and also develops instructions to help hearing children learn American Sign Language. Dr. Ramos has written a book called *Triumph of the Spirit: The DPN Chronicle*, an exciting book about the 1988 Deaf President Now movement

at Gallaudet University. The book is currently being used by over 40 colleges in the U.S. Dr. Ramos also owns a book publishing company, R&R Publishers.

Prior to arriving in Arizona, Dr. Ramos was Superintendent of the Idaho School for the Deaf and Blind. Dr. Ramos uses the telephone extensively in his work. His choice for telephone communication is primarily video relay service (VRS) with voice carry over (VCO) service. "I use VCO because it is much faster and 100% accurate. I was born hearing so I speak very well and prefer the convenience, speed and accuracy of VCO," says Angel.

Angel added that, "Before relay and video relay came along, it was very difficult to communicate with colleagues, family and friends."

Dr. Angel Ramos is a great inspiration, and his story is a testament to the fact that nothing can stop you from following your dreams and achieving your goals, if you put your mind to it!

*If you no longer wish to receive information from Hamilton Relay, please contact us at 800.618.4781.*



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