

# The Hamilton RELAY CONNECT

WINTER 2009

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

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

### 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

### Montana

866-897-8860 TTY/V

### New Mexico

877-463-0994 TTY/V

### Rhode Island

866-703-5485 TTY/V

### Wisconsin

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

### Wyoming

888-694-4450 TTY/V

## Hamilton Relay Recognizes and Celebrates Leaders in the Deaf and Hard of Hearing Communities

Everyday, individuals within the Deaf and Hard of Hearing Communities strive to raise awareness, improve conditions, and educate the public on issues affecting people who are deaf or hard of hearing. These dedicated individuals are advocates, inspirations and role models to others; committing themselves to a variety of organizations and services that help bridge the gap between individuals who hear and those who are deaf or hard of hearing.

In association with Deaf Awareness Week, for the past five years Hamilton has recognized the accomplishments of outstanding leaders

from the states in which we serve. While Deaf Awareness Week is celebrated across the United States during the month of September, we recognize that the efforts made by such individuals span throughout the year and beyond.

This year's leaders were nominated by their peers and selected for their outstanding accomplishments and service to others. We congratulate and are pleased to recognize the following individuals for making an impact in their communities—whether it be on a local, state, or even national level.

### Michelle Lewis, Arizona:

Founding member of Arizona's Association of Late Deafened Adults and strong advocate in education and awareness.

### Louise Osborne, Georgia:

Accomplished educator and strong advocate for the rights and needs of children who are deaf.

### David (Jerry) Wilding, Idaho:

Longtime science teacher, accomplished coach, and active in serving the Deaf Community.

**Betty Hebard, Iowa:** Advocate for accessibility and assistive technology, registered nurse, and pioneer for others with hearing loss wishing to pursue a medical career.

### Lorrie Boyce-Shank, Kansas:

Active volunteer and valued resource for organizations, events, and individuals within the Deaf Community.

**Glenda Haefner, Kansas:** Multi-community leader and noted author of a widely-distributed e-newsletter as well as published articles focusing on educating others about deafness.

### Paula Esterle, Kentucky:

Enthusiastic advocate for individuals with hearing loss, active within the Hearing Loss Association of America (HLAA) and assumes multiple roles to effect positive change on a local and state-wide basis.

### Randall (Randy) Pippins, Sr., Louisiana:

Sports director, community leader, and was involved in Hurricane Katrina relief efforts to assist individuals in the Deaf and Hard of Hearing Communities.

### Jonathan Connick, Maine:

Consultant and teacher of sign language and deaf culture, involved in expanding services statewide

to benefit individuals in the Deaf and Hard of Hearing Communities through key leadership roles in various organizations.

**Lisa Kornberg, Maryland:** Active in advocacy, counseling, and program development resulting in expanded mental health services and accessibility.

**Karen Rose "KR" Glickman, Massachusetts:** Influential educator of American Sign Language and active in creating effective communications between the Hearing and Deaf and Hard of Hearing Communities.

**Robert Ellesch, Montana:** Active in advocacy and establishing awareness and support for persons who are deaf or hard of hearing; instrumental in Montana's Vocational Rehabilitation program.

Continued on pg 3

# A Time of Change and a Time for Constants



As the hour glass quickly empties marking the conclusion of another year, I find myself contemplating the major themes of 2009. One concept that comes to mind, no matter the topic, is change. For our country we have seen a change in leadership, our economy, technology, and the list could go on. Even our communication habits continue to change as new forms of communication and technology flourish, including cell phones, computers, video phones and social websites. Not only have our habits changed, so has our vocabulary. Now we surf, blog, Tweet, follow, become fans, and a host of other options available through social networking sites such as Twitter® and Facebook®.

With so much change, I am thankful that I can count on Hamilton's commitment to continue to develop new services and improve its existing services. You, too, can count on Hamilton to work towards satisfying your relay needs through all forms of Traditional Relay Service, as well as through Web and Instant Relay using a Hamilton HomeTown Number™, and Mobile, Web, and Traditional Captioned Telephone services.

As a company, Hamilton works to provide products and services that are fast and easy to use. In addition, Hamilton has many individuals working every day for you. Their commitment to serving each of you is constant and

unending. Our operations and account management teams work to ensure high quality call processing that is consistent, fast and efficient while our outreach and marketing teams work to keep you well-educated and well-informed. Our technology team works to ensure your service is always available and rich in features. Together, these teams produce outstanding results that you can consistently count on.

Finally, Hamilton will continue to address any needs or issues that may arise. Please don't hesitate to contact us at any time. You may now even contact us through the ease of social networking sites as we, too, have added that capability in 2009.

Thank you for your business. In a time of constant change, Hamilton will continue its efforts to be your constant high quality relay provider, bringing you many ways to communicate. **Happy Holidays!**

Dixie Ziegler  
Vice President of Hamilton Relay

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## Customer Service Corner



“Hello Operator, please call Mom at 999-555-1234” or, “I would like to order a pizza. Their number is 555-999-4321” or, “Hold on let me find the number.”

Do instructions like these seem familiar to you?

If there are phone numbers that you dial frequently, you can save time by adding them to your SPEED DIAL list! With speed dial, there are no phone numbers to remember or extra keys to push. Simply dial relay as you normally would and type or say, “Call Mom,” or

“Dial Mike’s Pizza,” or “Call the pharmacy.”

Setting up Speed Dial also can reduce the number of misdialed numbers and allows your calls to be processed quickly. Want to add or change your list? No problem. You are welcome to change, add or remove numbers any time you would like. You can set up Speed Dial for ten frequently dialed numbers.

Speed Dial helps us help you. So what are you waiting for? Call Customer Service today to set up your frequently dialed numbers. We are committed to providing you with the best quality service possible and are available to answer your questions and share other helpful tips!

# Outreach – A Top Priority in Serving You

Reaching out to individuals in the Hearing, Deaf, Hard of Hearing, Deaf-Blind and Speech Disabled Communities to increase awareness and understanding of relay is a top priority for Hamilton Relay. Through planning and extensive training, outreach team members are equipped to provide you, your family and friends, as well as businesses and organizations with answers to questions about relay and how the various service options can enhance communication. In relation to our outreach programs, we are pleased to share the following news.



## Fall 2009 Outreach & Marketing Summit

During the week of October 26, 2009, Hamilton Relay outreach coordinators and management staff gathered together for their annual Outreach and Marketing Summit. Throughout the week, team building exercises, goal setting, skills development, industry updates, and product and services training sessions were held providing a wealth of knowledge and helpful tools for performing effective outreach. Along with training, the summit serves as an excellent opportunity to share success stories and build synergy through the exchange of ideas and approaches to outreach. Wrapped together, the week was packed full of information and tools that can be applied on a daily basis—all with the goal of serving you better!

## Hamilton Welcomes New Outreach Team Members

Hamilton Relay is pleased to welcome the following new members of the Outreach Team. As Outreach Coordinators, these individuals are responsible for increasing the awareness and understanding of relay service within their respective states.

**Courtney Horton – District of Columbia Relay:** Courtney grew up in Florida and moved to the metro Washington DC area in 2008. Courtney is experienced in teaching and education, public relations and community service.

**Sudan Khan – Maryland Relay:** Sudan is based in Baltimore and is experienced in customer service, promotional marketing, administration and community service. She has a Bachelor of Arts degree in Corporate Communication from Arcadia University.

**Cady Lear – Kansas Relay Center:** Cady grew up in Topeka and is currently based in Olathe. Her work experience includes customer service and education. Prior to moving back to Kansas earlier this year, Cady was a teacher at a school for the Deaf in Massachusetts. She received her undergraduate degree from Bethany College and a Masters in Deaf Education from Gallaudet University.

**Abdiel “Abbi” Sanchez – Relay New Mexico:** Based in Albuquerque, Abbi has embraced the Deaf, Deaf-Blind, Hard of Hearing and Spanish Communities through her hours of interpreting. Her work experience includes teaching, customer service and sales. Abbi has a Bachelor of Science degree in Signed Language Interpretation and has successfully completed the NAD-RID National Interpreter Certification written test.

*Continued from pg 1*

**Thomas “Tom” Riggs, New Mexico:** Role model and leader recognized for his involvement in sign language interpreter training programs and for generously volunteering his time to help others in the community.

**Frank Nemshick, Jr., Pennsylvania:** Advocate and key player in effecting positive change for quality education for children and increased access to services for individuals who are deaf and hard of hearing.

**Lena Greene, Rhode Island:** Active member of the Rhode Island Hearing Assessment Program. Advocate, mentor and leader for children who are deaf and hard of hearing.

**Veronda Harrison, West Virginia:** Involved in serving various roles in local and state-wide organizations, active in fundraising and volunteering her time to the community.

**Dean Kelly, Wisconsin:** Active leader in organizations and programs, instrumental in improving communication through sign language instruction and education.

**Barbara Baumgardner, Wyoming:** Dedicated leader in the Deaf Community, active in deaf culture awareness education, established and teaches university-level sign language courses.

*To read more about the achievements of these individuals, please visit our website at*

**[www.hamiltonrelay.com](http://www.hamiltonrelay.com)**

# New Hamilton Relay Website

Hamilton Relay recently launched a redesigned website! When you visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com), you will notice a fresh new look and added functionality.

“We’re very excited about the new site. It offers customers quick access to our services and information,” says Anne Girard, Director of Marketing for Hamilton Relay. “Our objective was to make the site more intuitive and user-friendly through direct links to place and receive calls, register accounts, and quickly locate information associated with each of the states in which Hamilton provides relay service.”

With this easy-to-navigate website, you will learn more about State/711 Relay programs, Captioned Telephone (CapTel®), and Internet Relay services. With your registered HomeTown Number, you may place and receive calls directly from the website using Internet Relay or you may register to set up your account to begin placing calls with Web CapTel® or Mobile CapTel®. To gain general knowledge regarding Hamilton, click on the “About Hamilton” tab, and for those who read/speak Spanish, an entirely new site in Espanol has been added.

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Check out our new website today  
at [www.hamiltonrelay.com](http://www.hamiltonrelay.com)

If you no longer wish to receive information from Hamilton Relay, please contact us at 800.618.4781 VITTY, or send an e-mail to: [info@hamiltonrelay.com](mailto:info@hamiltonrelay.com).

4



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