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Michigan Relay
Minnesota CapTel
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New York CapTel
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Oregon CapTel
Pennsylvania Relay
Pennsylvania CTRS
Rhode Island Relay
Saipan Relay
South Carolina CapTel
Relay Utah
Vermont CapTel
Virginia Relay
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HAMILTON RELAY CUSTOMER CARE

800-618-4781
info@hamiltonrelay.com

CAPTEL CUSTOMER SERVICE

888-269-7477

Social Connections Matter

A long-awaited call with a faraway relative, children excitedly unwrapping presents, the laughter and smiles of family and friends — these moments of connection make cherished memories. With the holiday season upon us and a new year on the horizon, it's the perfect time to reflect on the importance of staying connected.

Moments of social connectedness not only make memories, they've also been proven to have healing properties. Dr. Vivek Murthy, Surgeon General of the United States, released an advisory earlier this year on the healing effects of social connection and community. Its 70+ pages summarize decades of research on the effects of social isolation and loneliness and advise on how we can build a more connected life and society.



Dixie Ziegler, Vice President of Relay

I'd like to share a few important takeaways from the report:

- **Socially connected people live longer:** Social relationships, particularly with family and friends, are rated as the most important source of meaning, purpose and motivation in life.
- **Social connection is vital to the health and well-being of our communities:** Interacting with a diverse population can support creative thinking, increased empathy and broader perspectives — leading to trusting relationships and a sense of belonging.
- **The benefits of social connection extend to education, employment and positive economic outcomes:** Supportive and inclusive relationships at work, school and community-based activities increase innovation, engagement and quality of work. This can influence advancements in careers, one's income and overall stability in life.

According to the report, here are some ways we can positively impact health and well-being:

- **Reach out to a loved one daily.** If you have hearing loss or if communicating over the phone is difficult, use services such as Hamilton Relay® or Hamilton® CapTel® for added clarity and confidence.
- **Engage with people of different backgrounds and experiences than your own.** This promotes understanding of varied perspectives and builds relationships.
- **Participate in social groups or group activities.** Have a favorite hobby? Find a group of folks who have the same passion/interests — fostering a sense of belonging, meaning and purpose.
- **Seek support during difficult times.** If you feel lonely, reach out to a family member, friend, counselor or healthcare professional for support. Utilize the confidential 988 crisis line, if needed.

Let's make social connections a priority in 2024 by engaging with those who matter most!

Dr. Vivek Murthy, "Our Epidemic of Loneliness and Isolation," U.S. Public Health Service, 2023. hhs.gov/sites/default/files/surgeon-general-social-connection-advisory.pdf

Welcome to Our Newest Team Members!

We are excited to welcome three new members to our Outreach Team and two new (but familiar) members to our Account Management Team.



Marcus Smith, Maryland Outreach Coordinator

Marcus holds a Bachelor of Arts degree in Sociology from Gallaudet University, has extensive knowledge in sales and marketing and is fluent in American Sign Language. He worked as a certified medication technician at a Deaf group home and most recently, as a sales development representative for a software company. Marcus also coaches youth baseball at the Baltimore Urban Baseball Association and hosts ASL Open Mic events in Baltimore.



JC Smith, Maryland Outreach Coordinator

JC is also fluent in American Sign Language and has experience in community engagement, sales and public safety. Most recently, he worked as a research assistant and student development assistant at Gallaudet Center for Black Studies. In 2022, JC was selected as one of McDonald's "Future 22" gamechangers, celebrating Black history. As a Black American Sign Language preservationist, JC works to ensure the rich history and culture of Black vernacular are captured through sign.



Paden Sheumaker, Iowa Outreach Coordinator

Paden is a native Iowan and lives in Des Moines. She has extensive experience in networking, public speaking and community engagement activities. She received her undergraduate degree in Biology from Carthage College and most recently worked as a lab technician. Her volunteer work includes fundraising, tutoring high school students and managing other volunteers at various community events.



Abby Magtoto, Account Manager

Previously serving as outreach coordinator, NG911 outreach specialist and client relationship manager for Hamilton, Abby brings energy, enthusiasm and experience to her new role. Abby's strengths have spanned across several Hamilton divisions, and we are excited to showcase her skills through the management of state contracts.



Lori Sporrer, Account Manager

Lori brings many years of experience with Hamilton to our team, having worked as an Outreach Project Manager, National TRS Outreach Specialist, State Outreach Manager, and Outreach Coordinator. We are incredibly fortunate to have Lori with her vast knowledge of relay services, and we look forward to her further engagement as Account Manager within states we serve.

HAMILTON RELAY HIGH SCHOOL SCHOLARSHIP

Do you know a high school senior who is deaf, hard of hearing, DeafBlind or has difficulty speaking and is seeking scholarship opportunities to continue their education? Hamilton Relay is currently accepting applications for the Hamilton Relay High School Scholarship which will be awarded in Spring 2024.

A graduating high school student will be selected from each state where Hamilton Relay is the contracted Relay and/or Captioned Telephone service provider. In each state, a \$500 scholarship will be awarded to one eligible applicant. All applicants must meet eligibility criteria and submit their application by January 31, 2024.

For more information and to download the application, visit hamiltonrelay.com/scholarship.



CUSTOMER CARE CORNER: Getting Connected



Access to affordable phone and internet services is essential to staying connected in today's world. Every day we rely on these services to connect with family, friends, healthcare providers, businesses and more. Recognizing that some households struggle to afford such services, the federal government offers two programs that provide discounts to qualified households: Lifeline and the Affordable Connectivity Program.

Lifeline offers a monthly discount toward a qualified household's phone or internet service. To learn more about the qualifications and how to apply, visit LifelineSupport.org, email LifelineSupport@usac.org or call 800-234-9473.

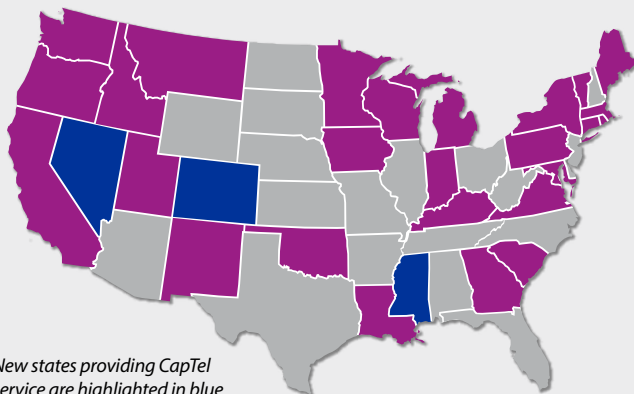
The Affordable Connectivity Program (ACP) provides a discount toward internet service for eligible households, as well as a one-time discount to purchase a laptop, desktop computer or tablet from participating providers. To learn more about the benefits, including eligibility and enrollment information, visit GetInternet.gov or call 877-384-2575.

FOLLOW US ON SOCIAL MEDIA!

One of the best ways to stay up-to-date on events, products, services, staff and more is to follow us on social media. By doing so, you can:

- **Stay Informed.** Learn about the latest news, developments and exciting updates.
- **Connect with Others.** Connect with people from diverse backgrounds who share a common interest or passion. This is a great way to expand your social circle and connect.
- **Provide Feedback.** Your input and feedback is valuable. Social media provides an easy and convenient way to engage with us.

Visit Facebook, Twitter, LinkedIn and Instagram, search for Hamilton Relay, Hamilton CapTel and Heroes With Hearing Loss (available on Facebook & Twitter) to start following us today!



HAMILTON RELAY WELCOMES ADDITIONAL STATE CONTRACTS

Hamilton Relay is pleased to have been chosen as the new provider for the following: Colorado (Captioned Telephone); Mississippi (Captioned Telephone); and Nevada (both Traditional Relay Service and Captioned Telephone Service).

We're excited about the opportunity to provide high-quality services in each of these states to individuals who are deaf, hard of hearing, DeafBlind or have difficulty speaking.

FALL WORD SEARCH

Give your brain some exercise with a word search that highlights some of this season's newsletter topics and stories.

S G T D R B P M A F E E D B A C K A
V C M I R C Q O I M L D H R F U K H
H O H X C S O F T S O D J X U Z M C
O N I O O T T M A A S U X J T H J X
Z N N N L J Y Q M C T I T P U L H B
L E I V O A F D N I E O S R R A L Y
K C K M R Q R M N E T B U S E V E G
Q T S D A U U S F E V M O E I A M E
Z I U M D L B K H S K A E O W P C Q
Y O R U O D X S C I Z A D N K U P H
I N J L Q W D D F W P I Q A T I O I
F U A D T F Z G R A T I T U D E N S

COLORADO
COMMITMENT
CONNECTION
FACEBOOK

FEEDBACK
FUTURE
GRATITUDE
MISSISSIPPI

NEVADA
OUTREACH
POTATO
SCHOLARSHIP



Hamilton Relay Service
1006 12th Street
Aurora, NE 68818

Address Service Requested

From Our Kitchen to Yours

Enjoy this hearty side dish courtesy of Connor Fitzsimmons, Maryland Outreach Coordinator.



TWICE BAKED POTATOES

Servings: 10 • Allergens: Dairy • Bake Time: 2 hours

INGREDIENTS

5 large baking potatoes (preferably 1 lb each)	2 cups sharp cheddar cheese, shredded
1 Tbsp olive oil	1 cup sour cream
2 Tbsp kosher salt	4 Tbsp unsalted butter, room temperature
½ tsp ground pepper	2 Tbsp chives, snipped
1 package bacon	

DIRECTIONS

1. Preheat oven to 400 degrees. Line a baking sheet with aluminum foil and season with ½ tsp salt and 1/8 tsp pepper. Cover potatoes in olive oil. Put potatoes on baking sheet and bake until fork-tender, usually between 1 hour and 1 hour and 15 minutes. Let potatoes sit until they are cool enough to handle.
2. Cook bacon while potatoes are baking. Use a medium sized skillet over medium heat. Cook until crispy and drain on paper towels.
3. Cut potatoes lengthwise, spoon majority of the pulp from the potatoes into a bowl leaving about ¼ inch layer on the skin of the potato.
4. Mash the potatoes until smooth.
5. Add 1 cup of cheese, sour cream, most of the bacon, chives, salt and pepper. Mix well.
6. Spoon the potato mixture back into the potato skins and top with remaining cheese and bacon.
7. Broil until cheese is melted.
8. Serve while hot.

