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888-269-7477

Update to the Hamilton Relay High School Scholarship



This year, Hamilton Relay is increasing the monetary award for all scholarship recipients to \$1,000. This jump from the original \$500 award provides additional support in the furthering of education for high school seniors who are deaf, hard of hearing, DeafBlind or have difficulty speaking.

Who is Eligible?

To be considered for this scholarship, applicants must:

- Reside in a state in which Hamilton is the contracted Relay and/or Captioned Telephone provider
- Be a high school senior graduating in the spring of 2025
- Be deaf, hard of hearing, DeafBlind or have difficulty speaking
- Plan to attend a college or university in the fall of 2025
- Submit a completed application form, a letter of recommendation and a personal essay on the topic of communication access

How to Apply

Applications are now open! To learn more about the scholarship requirements and to download and complete the application form, visit HamiltonRelay.com/Scholarship. The deadline for submissions is January 31, 2025.

Supporting the next generation of leaders through this scholarship is something we look forward to every year. If you or someone you know is looking to take a step closer to academic and career goals, we invite you to apply or share this opportunity with eligible others.

More Choices. Better Connections.

Hamilton Relay focuses on what matters most to Relay users — high quality service that meets the unique needs of our users. We offer more choices that lead to better connections.

Traditional Relay Solutions

- **TTY** is the most common way to connect to Relay and allows a person who is deaf or hard of hearing to type their messages and read the other person's responses.
- **Voice Carry Over (VCO)** is an effective service for people who have hearing loss and use their voice on the phone. VCO users speak directly to the person being called and, through specialized equipment, read what is spoken by the other party.
- **Hearing Carry Over (HCO)** is especially useful for people who can hear, but who regularly or occasionally have difficulty speaking over the phone. HCO users listen directly to the person called and, through specialized equipment, type their responses to the other party.
- **DeafBlind Service (DBS)** allows people with combined hearing and vision loss to place and receive telephone calls. DBS users type their messages and read the other person's responses on a braille display.

Specialized Relay Solutions

- **Speech-to-Speech (STS)** is especially useful for people who have difficulty speaking or being understood on the phone. STS involves a specially-trained Communication Assistant who is familiar with the speech patterns of a wide variety of individuals who have difficulty being understood.
- **Remote Conference Captioning (RCC)** allows people who have difficulty hearing what's said during virtual meetings or conference calls to have a clearer understanding of the conversation and participate in the call more effectively. Using Communication Access Realtime Translation (CART) service to convert speech to text as it is spoken, RCC delivers word-for-word captions over the internet while you listen over the telephone.
- All Relay connection options are available in **Spanish**. Bilingual Communication Assistants are available to process calls.

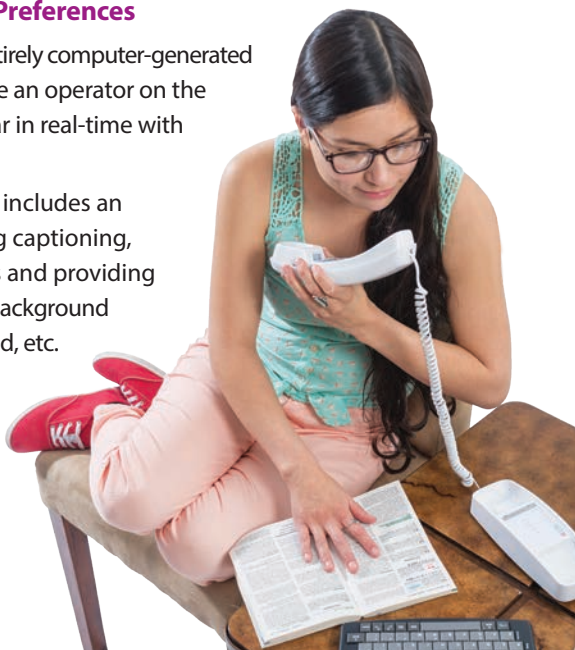
Captioned Telephone Solutions

Captioned Telephone enables individuals who have difficulty hearing over the phone to listen while reading captions of that the other party says.

- The **CapTel 840PLUS** operates like a traditional home phone with features including amplification, caller ID capable and one touch button for Customer Care.
- With the size and feel of a traditional home phone, the **CapTel 840i** offers conventional buttons for menu navigation, built-in answering machine and ability to store 95+ contacts.
- With a contemporary design, the **CapTel 2400i** offers built in answering machine, large touchscreen display and speakerphone.
- The perfect option for people with hearing loss and low vision, the **CapTel 880i** offers an extra large display for easy reading, conventional buttons for on-screen menu navigation and built-in answering machine.
- The **Hamilton Mobile™ CapTel** app syncs with mobile device contacts, provides captions on incoming and outgoing calls and enables access to the call log to review captions later.
- **Hamilton Web™ CapTel** is a service that allows people with hearing loss to make Captioned Telephone calls using an internet browser on a computer or tablet. This Voice over Internet Protocol (VoIP) service does not require a separate telephone connection to function.

Caption Delivery Preferences

- "Auto Captions" is entirely computer-generated and does not require an operator on the call. Captions appear in real-time with no delays.
- "Assisted Captions" includes an operator facilitating captioning, making corrections and providing call details such as background noises, music on hold, etc.
- Customers can choose on a per-call basis how they want their calls nprocessed.



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FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. Advanced speech recognition software is used to process calls, and, in certain circumstances, a live communications assistant may be included on the call. There is a cost for each minute of captions generated, paid from a federally administered fund. To learn more, visit [fcc.gov](https://www.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. Hamilton CapTel may be used to make 911 calls but may not function the same as traditional 911 services. For more information about the benefits and limitations of Hamilton CapTel and Emergency 911 calling, visit HamiltonCapTel.com/911. When using Hamilton CapTel on a smartphone or tablet and not on Wi-Fi, a data plan is required. Third-party trademarks mentioned are the property of their respective owners.



Navigating the Holidays with Hearing Loss

The holiday season is quickly approaching, and while the season presents a time of joy, celebration and connection with loved ones, for people with hearing loss the festive time can also present some challenges. From noisy gatherings to loud music to crowded shopping, the holidays can easily strain your ears if you're not careful.

Here are some hearing health tips that can make the holiday season a time of joy — while keeping your ears safe:

1. Be Mindful of Noise Levels. Holiday parties and family gatherings, while fun and memorable, usually come with a loud environment. Prolonged exposure to noise levels above 85 decibels can damage your hearing. To protect your ears, be sure to keep a safe distance from loudspeakers, sound systems or loud rooms. Use earplugs in particularly noisy settings, such as holiday concerts. Limit the time spent in noisy areas and be sure to take breaks in quieter spaces when possible.

2. Prioritize Conversation-Friendly Environments.

Background noise can make having conversations at the dinner table particularly difficult for people who experience hearing loss. To make communication easier and less stressful, choose quieter venues for gatherings when possible, such as a restaurant with quiet music or a cozy home setting. Position yourself away from noisy distractions during conversations and face the person speaking, when possible.

3. Protect Your Hearing Aids. If you use hearing aids or personal listening devices, take extra care of them during the holidays. Avoid exposure to moisture from snow or rain by using protective covers. Keep extra batteries on hand and clean your hearing aids regularly.

4. Schedule a Hearing Check-Up. Stay proactive about your hearing health by scheduling a visit with your audiologist or hearing health professional to address any concerns. Be proactive and discuss strategies that can help you in managing your hearing loss.

5. Educate Your Family and Friends. This season is all about making memories with family and friends, and it's a great time to help others understand how they can best support your hearing needs. Ask those with whom you speak to face you while talking and speak clearly. Don't be afraid to ask for accommodations such as turning down music or moving to a quieter area if you're struggling to hear.

Maintaining hearing health during the holiday season is crucial for staying connected. By following these simple tips, you can keep your ears safe and join in on the holiday fun. May your days be merry and clear!

WELCOME TO THE TEAM!

Join us in welcoming two new members to our outreach team:



Robyn Girard-Sanders, California



Meaghen Randolph, Virginia

If you reside in California or Virginia, feel free to reach out! We're here to educate the community around the benefits of Relay through presentations, exhibits, webinars and more.

FALL WORD SEARCH

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

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

SCHOLARSHIP	CAPTEL	HELP
STUDENT	ROBYN	CASSEROLE
CHOICES	MEAGHEN	
CONNECTIONS	HOLIDAYS	



Hamilton Relay Service
1006 12th Street
Aurora, NE 68818

Address Service Requested

From Our Kitchen to Yours

Looking for a delicious breakfast for your holiday celebrations? Try this breakfast casserole from our marketing production manager, Makayla Jones.



BREAKFAST CASSEROLE

Servings: 12
Total Time: 1 hour plus overnight
Allergens: Dairy

INGREDIENTS

- 1 lb. breakfast sausage
- 3 cups frozen shredded hash browns, thawed
- 2 cups mild cheddar cheese, shredded
- 8 eggs, lightly beaten
- 1 can condensed cream of mushroom soup
- ¾ cup evaporated milk

DIRECTIONS

1. Crumble up sausage in a skillet and cook over medium high heat until no longer pink. Drain and transfer to a greased 9x13 baking dish.
2. Sprinkle the shredded hash browns over the top of the sausage and top with the shredded cheese.
3. In a large mixing bowl, whisk the remaining ingredients and pour over the top of the sausage, hash browns and cheese.
4. Cover the casserole and refrigerate overnight.
5. The next morning, remove the casserole from the refrigerator and let sit for about 30 minutes before baking.
6. Bake uncovered at 350 degrees for 45 minutes or until the center of the casserole is set. Enjoy!

