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### HAMILTON RELAY CUSTOMER CARE

800-618-4781  
info@hamiltonrelay.com

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888-269-7477

## Celebrating our First National Community Leader Award Winner

For over 10 years, through several established award programs, Hamilton Relay has celebrated the contributions and accomplishments of leaders who reside in the communities that we serve.

In 2023, these awards were combined into one, forming the Community Leader Award. This award is available to individuals who are deaf, DeafBlind, hard of hearing, late-deafened or have difficulty speaking and who have demonstrated strong leadership and volunteerism within their communities. We've had the honor of getting to know great leaders across the country and are thrilled to present this new award on a national level.

Our first winner is Brandy Bordelon, an integral part of the Deaf community in Louisiana. She's dedicated to keeping Deaf and DeafBlind members of the community connected and informed, particularly in emergency situations. As part of this effort, Brandy founded the Louisiana Deaf, DeafBlind and Hard of Hearing (DDBHH) Disaster Survivors Support Network in 2020.



Additionally, Brandy is a member of the Statewide Independent Living Council, the Emergency Management Disability and Aging Coalition and the Louisiana Emergency Preparedness Association. She volunteers in Community Emergency Response Training. Her efforts in emergency management were recognized in 2023 through dedication awards from the Federal Emergency Management Agency (FEMA) and the Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP).

We thank Brandy for her dedication and service to the Louisiana community and are proud to present her with the 2023 National Community Leader Award.

Do you know someone who deserves recognition for their commitment to volunteerism, leadership, advocacy and enhancing the lives of those around them? Nominate them for the 2024 Community Leader Award at [HamiltonRelay.com/CommunityLeader](https://HamiltonRelay.com/CommunityLeader).

## IMPROVING COMMUNICATION WITH SENIORS WHO HAVE HEARING LOSS

In an ongoing commitment to supporting the well-being of seniors, we're excited to introduce a new infographic, sponsored by Hamilton® CapTel®, dedicated to improving communication with seniors who have hearing loss. In *Senior Care Professionals: Improving Communication with Seniors Who Have Hearing Loss*, we recognize the importance of meaningful connections, and this resource aims to bridge the communication gap and enhance interactions between older adults experiencing hearing loss and the family, friends and professionals with whom they interact every day.

In this infographic, you'll find nine concise communication strategies for engaging seniors with hearing loss in their daily interactions, including:

- Gaining attention respectfully
- Minimizing background noise
- Utilizing visual cues
- And more...

**Visit [HamiltonCapTel.com/Hub](https://HamiltonCapTel.com/Hub) to explore this infographic and other useful content.**



## Relay Friendly Business Program Offers Free Training



Making a telephone call to schedule an appointment, order take-out food or check on an account balance is a part of everyday life. For individuals who have difficulty hearing or speaking over the telephone and use Relay services to make calls, these everyday contacts can sometimes cause frustration if a business or organization is not familiar with Relay and how it works.

Part of the problem is that businesses or organizations may mistake a Relay call for a telemarketing call. They may even be suspicious that the call is fraudulent and immediately hang up. As a Relay service provider, we recognize the frustration and inconvenience this can cause for Relay users. With the goal of educating businesses on how to detect a Relay call and the benefits of staying on the line, Hamilton offers the Relay Friendly Business program.

**Relay Friendly Business**

Our outreach team offers free training on how to successfully place and receive relay calls — reducing the number of hang-ups and improving customer satisfaction!

Through a better understanding of what Relay is and by taking calls from consumers who use Relay, businesses can explore new opportunities and expand their potential customer base. In turn, individuals who use Relay experience greater satisfaction in reaching businesses, allowing them to easily conduct business over the phone.

**To find out if Relay Friendly Business training is offered in your state, visit [HamiltonRelay.com](https://HamiltonRelay.com), select your state and contact your Outreach Coordinator.**

## WELCOME TO THE TEAM, DAMIEN!

In October of 2023, Hamilton welcomed Damien Saunders to the team. Damien resides in Connecticut and is the new Connecticut Outreach and Equipment Coordinator. Prior to Hamilton Relay, Damien worked as a production assistant at a film company and has experience in managing projects and creating meaningful relationships with customers. Damien holds a bachelor's degree in media production from Western Connecticut State University.



# Is Speech-to-Speech Right for You (or Someone You Know)?

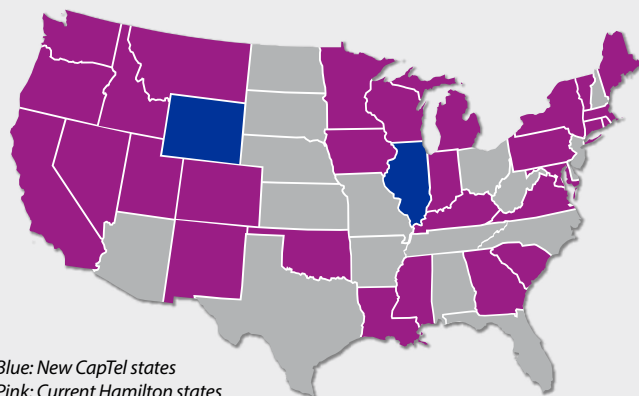
In 1990, Dr. Robert “Bob” Segalman introduced Speech-to-Speech (STS) as a service that allows individuals with speech difficulties the opportunity to fully participate in telephone conversations. As someone with cerebral palsy, the service grew out of Dr. Bob’s attempts to be understood over the telephone. Because of his work, STS has become a vital service for people who experience speech difficulties, enabling them to stay connected with others — confidently and independently.

STS Relay involves specially trained Communication Assistants (CA) who are familiar with the speech patterns of a wide variety of individuals who have difficulty being understood. Special telephone equipment is not needed for STS calls. An STS user may choose to use their own voice or an AAC (Augmentative and Alternative Communication) device to communicate.

## Here’s how it works:

- Dial 711 or the toll-free STS number for your state.
- Provide the STS CA the number you wish to call, plus any special instructions.
- The CA will ask the person you’re calling if they’re familiar with STS. If not, the CA will explain how STS works before the conversation begins.
- The CA will repeat your part of the conversation in short phrases unless you request otherwise. The CA will work closely with you to ensure your entire conversation is understood and will clarify anything that isn’t clear before repeating.
- Say Go Ahead or GA each time you’re finished speaking and are ready for a response. The conversation will proceed in this manner until the call is complete.
- To end your call, say GA to SK or simply say Goodbye.

**To learn more about Speech-to-Speech, visit [HamiltonRelay.com](https://HamiltonRelay.com).**



## HAMILTON RELAY WELCOMES ADDITIONAL STATE CONTRACTS

Hamilton Relay is pleased to have been chosen as the new Captioned Telephone provider for Illinois and Wyoming. We were also awarded our fifth consecutive contract for Georgia Relay.

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.

## SPRING WORD SEARCH

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

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

BRANDY	COMMUNICATION	ILLINOIS
EMERGENCY	MEANINGFUL	WYOMING
LEADER	INFOGRAPHIC	ALFREDO
DAMIEN	SPEECH	AWARENESS



Hamilton Relay Service  
1006 12th Street  
Aurora, NE 68818

**Address Service Requested**

## From Our Kitchen to Yours

Looking to add some flavor to your dinner plate? Try this delicious Cajun Chicken and Shrimp Alfredo courtesy of Virginia Outreach Coordinator, Melanee Rodriguez.



### CAJUN CHICKEN AND SHRIMP ALFREDO

**Servings:** 4 • **Allergens:** Dairy, Shellfish • **Total Time:** 40 minutes

#### INGREDIENTS

8 oz. uncooked fettuccine	2 Tbsp. butter
2 chicken breasts, cut into 1" pieces	1 cup heavy whipping cream
1/2 lb. shrimp, thawed and peeled	4 oz. cream cheese, room temperature
1/2 tsp. garlic powder	2 cloves garlic, minced
1/2 Tbsp. + 1/2 Tbsp Cajun seasoning	1 cup freshly grated parmesan
2 Tbsp. olive oil	Salt and pepper to taste

#### DIRECTIONS

1. Boil a salted pot of water for the pasta and cook it al dente according to package directions.
2. Sprinkle the shrimp and chicken with the garlic powder and 1/2 Tbsp. of Cajun seasoning.
3. Add the oil to a deep skillet over medium-high heat, and once the pan is hot, cook the shrimp for about three minutes, then transfer them to a plate.
4. Add the chicken to the skillet and cook for 5-6 minutes or until cooked through, stirring occasionally. Transfer to the same plate as the shrimp.
5. Take the skillet off the heat and add in the butter, cream, cream cheese, remaining 1/2 Tbsp. of Cajun

- seasoning and garlic. Return the pan to the stove and stir for a couple of minutes until the cream cheese has dissolved in the sauce.
6. Let the sauce bubble gently for 2-3 minutes or until slightly thickened.
7. Stir in the parmesan and then add the shrimp and chicken back to the pan. Let it warm through for a couple minutes. Season with extra salt and pepper as needed.
8. Toss the drained pasta with the sauce and serve immediately.

