



#### HAMILTON RELAY PROVIDES SERVICE TO:

California Relay Service  
Colorado CapTel  
Relay Connecticut  
District of Columbia Relay  
Georgia Relay  
Idaho Relay  
Illinois CapTel  
Indiana CapTel  
Relay Iowa  
Kentucky Relay  
Louisiana Relay  
Maine CapTel  
Maryland Relay  
MassRelay  
Michigan Relay  
Minnesota CapTel  
Mississippi CapTel  
Montana Relay  
Nebraska Relay  
Relay Nevada  
Relay New Mexico  
New York CapTel  
Relay Oklahoma  
Oregon Relay  
Pennsylvania Relay  
Pennsylvania CTRS  
Rhode Island Relay  
Saipan Relay  
South Carolina CapTel  
Tennessee Relay  
Relay Utah  
Vermont CapTel  
Virginia Relay  
Washington Relay  
Wisconsin CapTel  
Wyoming CapTel

#### HAMILTON RELAY CUSTOMER CARE

800-618-4781  
info@hamiltonrelay.com

#### CAPTEL CUSTOMER SERVICE

888-269-7477

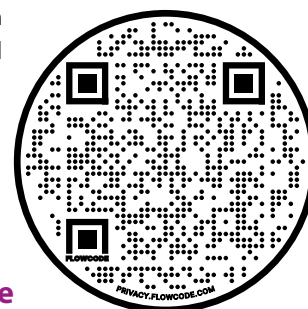


Every day, more seniors are turning to texting instead of live conversations. Did you know, according to an AARP survey, 92% of seniors text regularly? <sup>1</sup>

Some professionals see this as “patient empowerment,” and with the increase in older adults owning smartphones, it seems like a natural move. But is this good for seniors’ mental health, let alone their physical health? Studies suggest the answer is no, and in fact, relying too much on texting can negatively impact emotion and cognition. Given the risks associated with social isolation, texting does not compare to a back-and-forth conversation, whether in person or over the phone.

In 2023, Surgeon General Vivek Murthy issued an advisory about the danger of social isolation, stating, “The mortality impact of being socially disconnected is similar to that caused by smoking up to 15 cigarettes day.” <sup>2</sup> The impact social isolation has is real, and live conversations may help reduce the effects of the epidemic. We explore this solution in our new brief, “*Why Live Conversations Matter for Older Adults and Veterans.*”

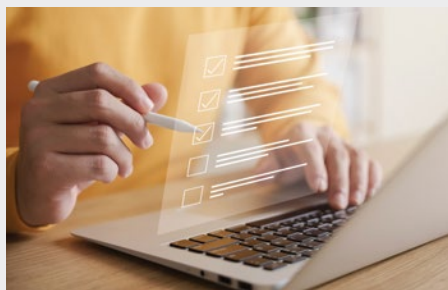
Read this free brief, written by Senior Care Advocate Laurie Orlov, to learn why and how live conversations are a critical component of better overall health outcomes for seniors and veterans with hearing loss. It explores topics that include current trends in communication technologies for people with hearing loss, the Media Richness Theory and how it applies to this topic, and how captioned telephones can play a central role in enhancing communication.



**It’s a must-read for people with hearing loss or those who care for them. Scan the QR Code to get the brief now!**

<sup>1</sup> Brittne Kakulla, “Older Adults Embrace Tech for Entertainment and Day-to-Day Living,” AARP Research, 2021 [aarp.org/research/topics/technology/info-2022/2022-technology-trends-older-americans.html](https://aarp.org/research/topics/technology/info-2022/2022-technology-trends-older-americans.html)

<sup>2</sup> U.S. Surgeon General Dr. Vivek Murthy, “Our Epidemic of Loneliness and Isolation,” U.S. Dept. of Health and Human Services, 2023 [hhs.gov/about/news/2023/05/03/new-surgeon-general-advisory-raises-alarm-about-devastating-impact-epidemic-loneliness-isolation-united-states.html](https://hhs.gov/about/news/2023/05/03/new-surgeon-general-advisory-raises-alarm-about-devastating-impact-epidemic-loneliness-isolation-united-states.html)



## CUSTOMER CARE CORNER: CUSTOMIZING YOUR CALLS

Did you know you can customize your preferences when making calls through Hamilton Relay? By completing or updating your Customer Profile, our team can better understand the best ways to manage your calls before you dial — improving your calling experience!

### Here are some customization options:

- Create a speed dial list for faster connections.
- If you are a Speech-to-Speech (STS) user, set your profile to automatically connect with a specially trained STS Communication Assistant (CA) whenever you dial 711.
- Set preferences for the type of content of which you want the CA to keep you informed, such as background noise and tone of voice.
- Set your profile for Spanish Relay to quickly connect with a Spanish-speaking CA whenever you dial 711.
- Customize the greeting you would like to use on your relay calls. For example, you can set the "My Hello" feature to any greeting you like, and the CA will use that for calls you make.

**To create or update your online Customer Profile, visit [HamiltonRelay.com](https://HamiltonRelay.com) and find your state under "State Services." Once there, click on "Customer Profile" on the left-hand-side menu. You can also call Customer Care at 800-618-4781 to update your Customer Profile.**

# Congratulations to Our Community Leaders!

Each year, we honor leaders in our communities who are committed to volunteerism, leadership, advocacy and enhancing the lives of those around them. Join us in congratulating this year's winners!

### Jay Isch, Louisiana

Jay is a vital member of the Deaf Community in Louisiana. He is currently the Executive Director of the Louisiana Association of the Deaf, serves as a representative on Louisiana's Special School District's Special Education Advisory Council and has been instrumental in policymaking with the Louisiana Commission for the Deaf since 2016 — including working on several pieces of legislation that have positively impacted the community.

### Hearing Loss Association of America – Washington (HLAA-WA), Washington

HLAA-WA has had several significant impacts on the Hard of Hearing community in Washington state. As a nonprofit organization run completely by volunteers, HLAA-WA has exhibited excellent qualities of leadership and volunteerism. Most notably, they were involved with improving government accessibility. On a statewide level, they worked with Washington State Legislature to expand coverage of hearing aids. On a national level, they strongly advocated for both Senate bills regarding public/Medicaid coverage for hearing instruments and Bluetooth® and telecoil education.

### Eddie Martinez, Maryland

Eddie is a member of the DeafBlind Community in Maryland and has helped to propose state legislation to promote the CoNavigation Bill. He was also active in creating and maintaining the Communication Facilitation program. He is a member of Metropolitan Washington Association of the DeafBlind and Maryland Association of the Deaf. Eddie is also a current member of the Advisory Committee for Maryland Office for the Deaf and Hard of Hearing, and in this position, he advocates for the DeafBlind community.

### Richard Guerin, Pennsylvania

Richard is the ASL Events Coordinator for the American Sign Language/English Interpreting Program at Mount Aloysius College, a position he has held since 2022. He is responsible for planning and organizing various events that foster interaction and learning between the local Deaf community and students. His efforts have led to the creation of a wide range of engaging events, including community lunches, recreational outings and support for local Deaf-owned businesses. His work promotes inclusion, engagement and the development of lasting friendships and mentorships. Richard's efforts have made a lasting and positive impact in the community.

# Navigating the Analog to Digital Transition



The telephone industry is in the process of replacing traditional telephone service (copper telephone lines/analog) with internet-based service (fiber lines/digital) — what's called the Analog to Digital Transition. The benefits of the transition include increased speed, longer lifespan of the technology and greater security.

## How the Analog to Digital Transition may affect telecommunications relay services

When telephone lines are upgraded to digital, relay services and the use of relay devices can be affected. If you experience garbling, loss of text or gaps in your communication while using your assistive equipment — such as a TTY, VCO (Voice Carry Over) phone, HCO (Hearing Carry Over) phone or CapTel® 840 phone — it may be a result of the upgrade.

## How do I know if I have analog or digital lines?

If you are not sure if changes have been made to your telephone lines and you are experiencing issues with your connection to Relay, contact your telephone service provider to inquire about possible changes in your area.

## What solutions can keep me connected to Relay?

With the transition from analog to digital lines, you may need to consider acquiring internet service. This may necessitate that you update your Relay equipment to a device that is compatible with a digital (internet) line.

## If you are experiencing issues using your TTY or HCO phone, possible solutions include:

- Real-Time Text (RTT)/TTY accessibility on a mobile device

## If you are experiencing issues using a VCO phone or a CapTel 840 phone, possible solutions include:

- CapTel 840i
- CapTel 2400i
- Hamilton Mobile™ CapTel app
- Hamilton Web™ CapTel

## TEAM MEMBERS MEET FOR SUMMIT



At the end of January, team members from across the nation flew to San Diego, California to meet for our semi-annual summit. As a team, we learned valuable skills and exchanged new ideas for how to best serve our communities.

**We are committed to continually learning and growing to provide the best service possible for our valued customers!**

## WELCOME TO THE TEAM!

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



Axel Carlson, Utah



Jessica Watkins, Iowa

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



## SPRING WORD SEARCH

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

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

CONVERSATIONS

TECHNOLOGY

CUSTOMIZE

LEADER

SCHOOL

ACCESSIBILITY

DEAFBLIND

INCLUSION

AXEL

JESSICA

TRANSITION

SUMMIT



Hamilton Relay Service

1006 12th Street

Aurora, NE 68818

Address Service Requested

## From Our Kitchen to Yours

Celebrate the incoming season by trying this recipe for delicious Chicken Spring Rolls, courtesy of Abby Magtoto, Account Manager.



## CHICKEN SPRING ROLLS

### INGREDIENTS

- |                        |  |
|------------------------|--|
| 1 lb ground chicken    | 1 Tbsp sesame oil                      |
| 1 medium onion, minced | 2 tsp salt                             |
| 1/4 cup carrot, minced | 1/2 tsp black pepper                   |
| 2 Tbsp parsley, minced | 1 egg, beaten                          |
| 1 tsp garlic powder    | 20 to 30 pieces of spring roll wrapper |
|                        | 2 cups cooking oil                     |



### DIRECTIONS

1. In a large bowl, combine chicken, onion, carrot, parsley, garlic powder, sesame oil, salt and pepper. Mix well.
2. Scoop 2 to 3 tablespoons of the mixture and then arrange on top of a spring roll wrapper. Wrap the mixture and then seal the edge by brushing the beaten egg mixture on the end of the wrapper.
3. Heat the cooking oil in a deep frying pan.
4. When the oil becomes hot, fry the wrapped spring rolls in low to medium heat for 10 to 12 minutes or until the color turns golden brown.
5. Transfer the fried chicken spring roll onto a plate lined with paper towels.
6. Serve with sweet and sour sauce.