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HAMILTON RELAY CUSTOMER CARE

800-618-4781
info@hamiltonrelay.com

CAPTEL CUSTOMER SERVICE

888-269-7477

Understanding and Managing Tinnitus

Providing solutions and dispelling common myths

Experiencing tinnitus (ringing or buzzing sounds in the ears) can bring significant challenges. People suffering with tinnitus can experience anything from distress and frustration to even being unable to perform everyday tasks. More than 25 million Americans suffer from some form of tinnitus — 5 million consider it “burdensome” and 2 million find it “debilitating.” But one thing is for certain — the impact tinnitus has on quality of life cannot be understated.

Though tinnitus may not always be preventable, there are ways to lower its risk as well as to reduce its severity. This new infographic from Hamilton® CapTel® provides information about the condition and its underlying causes, dispels common myths and offers evidence-based strategies for effectively managing tinnitus.

There are many ways to manage the effects of tinnitus and reduce its impact on overall quality of life. It's important to be aware of treatments that are backed by scientific studies as there are many expensive products on the market that offer little to no help. As always, consulting a qualified hearing healthcare professional is recommended.



Scan for tinnitus
infographic.

NOMINATIONS OPEN FOR ANNUAL COMMUNITY LEADER AWARD

Each year, Hamilton Relay looks forward to celebrating community leaders in each of its contracted states. We're currently seeking nominations for the Hamilton Relay 2024 Community Leader Award. The award recognizes an individual who is Deaf, DeafBlind, hard of hearing, late-deafened or who has difficulty speaking and demonstrates strong leadership and volunteerism within the community. Additionally, an individual or organization that demonstrates leadership and volunteerism in the Deaf, DeafBlind, hard of hearing or speech difference community may be considered.

Please nominate someone today by completing the online questionnaire at HamiltonRelay.com/CommunityLeader. Nominations are due by August 2, 2024.

This award is presented to one individual or organization within each state annually. Individuals who are deceased are not eligible for this award.



CUSTOMER CARE CORNER: Customizing Your Calls

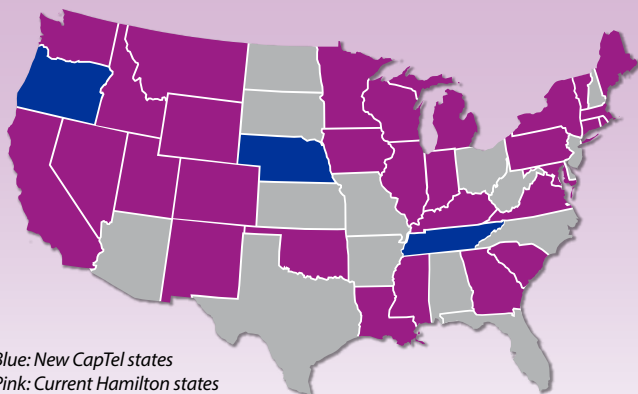


Did you know that you can customize aspects of calls you make and receive through Hamilton Relay? By completing or updating your Customer Profile, our team will be able to quickly identify your preferences to ensure a smooth calling experience — each and every time!

Here are different ways you can enjoy a more customized experience:

- Create a speed dial list of your most frequently called contacts for faster connections.
- If you're 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 around how you want the CA to keep you informed on details such as background noises and tone of voice throughout the call.
- Set your profile to Spanish Relay and quickly connect with a Spanish-speaking CA whenever you dial 711.
- Establish a standard greeting, such as "Hello, this is Mary", that the CA will read for each call you make.

To create or update your online Customer Profile, visit HamiltonRelay.com and find your state under State Services. Once there, click on Customer Profile on the left-hand side menu.



Blue: New CapTel states
Pink: Current Hamilton states

HAMILTON RELAY WELCOMES ADDITIONAL STATE CONTRACTS

Hamilton Relay is pleased to have been chosen as the new Relay provider for Tennessee and Oregon, as well as Relay and Captioned Telephone Service provider for Nebraska.

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.

Tips and Tricks for Traveling with Hearing Loss

Traveling can be challenging — especially if you have hearing loss. These tips and tricks are just the ticket to make your adventures go safely and smoothly.

Before You Leave

- Ask if there are hearing accessible hotel rooms available. Hearing accessible rooms are outfitted with visual or tactile alerts for the door, phone, alarm clock and fire alarm.
- Download the app for the airline or train you are using to receive notifications on your phone about your booking.
- Don't forget to pack extra hearing aid supplies, such as batteries, in your carry-on. You may also want to pack a waterproof travel case, a cleaning kit and a hearing aid drying kit, especially if you are going to a tropical area.
- Bring chargers with you in case you need to recharge your phone or other devices on the way to your destination.
- Have your itinerary and confirmation on hand — both on your phone and on paper.
- Don't forget to carry paper and a pen in case your phone loses power, and you need to write a note.

At the Airport

- Tell security staff you are wearing or carrying hearing aids. Some electronics can set off airport security scanners.
- Let the gate agent know that you have hearing loss. Ask them to let you know about important announcements.

On the Plane

- Let a flight attendant or seatmate know about your hearing loss and ask them to alert you of any important announcements.
- Don't worry about turning off your hearing aid or cochlear implant while on an airplane. Hearing aids and cochlear implants are not electronic devices that must be turned off during a flight.
- Turn off your personal FM system, if you have one.
- Adjust your hearing aids to reduce background noise during the flight.

At the Hotel

- Let the front desk know you have hearing loss, in case there's an emergency.
- Keep your room key away from your hearing devices and phone to avoid demagnetizing the strip.
- Don't leave your hearing aids behind — always be sure you have them before checking out

Have a great summer vacation!



CONGRATS, SCHOLARSHIP WINNERS!

Every spring as students graduate high school, Hamilton Relay announces the winners of the Hamilton Relay High School Scholarship. Each scholarship is \$500 and is intended for post-secondary education. We award one scholarship to a graduating high school senior who is deaf, DeafBlind, hard of hearing or has difficulty speaking within each state where Hamilton Relay is the contract relay or captioned telephone service provider.

The winners of the 2024 Hamilton Relay High School Scholarship are:

Trent Wan, California

Jaylin Dudley, Connecticut

Elizabeth Peterson, Georgia

Josephine Blazic, Iowa

Gretta Fors, Idaho

Makenzie Tomlinson, Kentucky

Sean Stewart, Louisiana

Tanner McIlnay, Utah

Ava Torrence, Virginia

Josiah Morrow, Washington

SUMMER WORD SEARCH

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

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

TINNITUS
INFOGRAPHIC
CUSTOMER
PROFILE

LEADER
TENNESSEE
OREGON
NEBRASKA

SCHOLARSHIP
ACCOUNT
MANAGERS
DESSERT



Hamilton Relay Service
1006 12th Street
Aurora, NE 68818

Address Service Requested

From Our Kitchen to Yours

Looking for a dessert to take to the family barbecue this summer? Try Lori Sporrer's delicious M&M Pizza Bars.



M&M PIZZA BARS

INGREDIENTS

Crust:

1 cup brown sugar
1 cup butter
1½ cups flour
½ tsp baking soda
½ tsp salt
2 cups oatmeal

Topping:

20 caramels
2 Tbsp water
1 cup mini chocolate chips
1 cup mini M&Ms
3 squares almond bark, melted



DIRECTIONS

1. Cream brown sugar and butter. Add flour, salt, baking soda and oatmeal.
2. Spread on a lightly greased pizza pan. Bake for 10 minutes at 350 degrees. Cool.
3. For the topping, melt caramels with water. Stir constantly. Spread on cooled crust. Sprinkle chocolates on top and cool. Drizzle almond bark over the top.