

Telecommunications Relay Service

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Customer Service
1-866-787-6710 Voice | 404-656-0980 Fax
To use Georgia Relay
7-1-1 or 1-800-255-0056
www.GeorgiaRelay.org

**Welcome to Our Newest
Georgia Relay Partners!**

Contractors

Emerson Home Services
770-592-7932
www.emersonhomeservices.com

Education

Bright Stars Primary Learning Academy
770-892-0160

Healthcare

Providence Health of Thomaston
706-647-2611 ; www.Providencenh.com

State and County Government

Georgia Mountains Regional Commission
Workforce Development
770-538-2626 ; www.gmrc.ga.gov

Carrie Welter Receives Hamilton Relay 2015 Better Hearing and Speech Month Recognition Award

Carrie Welter of Augusta is the recipient of the Hamilton Relay 2015 Better Hearing and Speech Month Recognition Award for the state of Georgia. Carrie is described by her peers as being a strong leader and role model for members of the hard of hearing community.

In 1996, Carrie and her husband, Dave, founded the Augusta Chapter of the Hearing Loss Association of America (HLAA). She served as president from March 1997 to September 2001, and during that time the Augusta Chapter attracted over 200 members and became the largest HLAA chapter in Georgia, as well as one of the leading chapters in the nation. In 2014, she started the HLAA Bulloch County Chapter in Statesboro and currently serves as a member and leader within that chapter. One mission of the Bulloch County Chapter is to offer support and membership to Georgia Southern University students.

Carrie is a valued advocate and mentor in her community. She has served as an advocate for the installation of audio loops and captioning systems in public places and she is a mentor to individuals with hearing loss. Carrie counsels individuals who are receiving and using hearing aids and assistive listening devices. She also serves as a guide for people are considering cochlear implant surgery. Carrie has truly dedicated herself to helping people live well with hearing loss. 🍌



Inside Georgia Relay

A PUBLICATION FOR GEORGIA RELAY USERS, SUPPORTERS AND FRIENDS.

Fall 2015

Big Changes at the Georgia Relay Center

Big things are happening at the Georgia Relay Center in Albany, as this fall, a major expansion project will be completed to greatly increase the size of the center and create more jobs in the region.

*The expanded center will hire as many
as 90 new Communications
Assistants and Captioning Assistants*

The expansion project began last spring and adds 7,200 square feet to the building, bringing the total size of the Georgia Relay Center to 18,000 square feet. The new, expanded center now features 19 Traditional Relay Service (TRS) seats and 117 CapTel seats, allowing the center to process more Georgia Relay calls than ever before. The additional room also creates new job opportunities for the Albany area, as the center expects to add as many as 90 positions, including both full-time and part-time Communications Assistants and Captioning Assistants.

The center has also welcomed a new manager, David Castellano, who joined the Georgia Relay Center earlier this year from Louisiana, where he was the supervisor of the Louisiana Relay Center.



“The most exciting thing for me about joining the Georgia Relay Center is being able to work with new employees and work on new projects,” said David. “I am really looking forward to growing the center. I know that with my skills and the great staff we have in place here, the opportunities are endless.”

To learn more about the available positions at the Georgia Relay Center, please visit WorkForHamilton.com.

Help us relay your calls more quickly by completing your Georgia Relay customer profile today! Visit georgiarelay.com or call Customer Service at 866-694-5824.



About the PSC & Georgia Relay

The Georgia Public Service Commission (PSC) is responsible for the establishment, implementation, administration and promotion of Georgia Relay. Available 24 hours a day, 365 days a year, Georgia Relay allows people who have difficulty hearing or speaking to communicate with any standard phone user. To make a Georgia Relay call, dial 7-1-1.

THANK

You

ELLEN



Georgia Relay recently had to say a bittersweet goodbye to outreach coordinator, Ellen Rolader. Ellen decided to pursue a part-time job in order to spend more time with her family, including her first grandchild, due this fall! In her three years with us, Ellen did a fantastic job of discovering new opportunities to educate the public, groups and organizations about Georgia Relay, as well as grow the Georgia Relay Partner Program. We thank Ellen for her dedication and enthusiasm, as well as her many contributions to Georgia Relay—we'll miss you!

Meet Brendan Underwood, Georgia Relay's New Outreach Coordinator

Georgia Relay and Hamilton Relay are pleased to introduce Georgia's new outreach coordinator, Brendan Underwood! As outreach coordinator, Brendan will be traveling throughout the state to help raise awareness for Georgia Relay TRS and CapTel, as well as the Georgia Relay Partner Program and the Georgia Telecommunications Equipment Distribution Program.

Born and raised in Atlanta, Brendan joins us from the CNN Center, where he spent more than three years as a tour guide. In his time there, he gave more than 3,500 tours and met more than 75,000 guests. In his new position, Brendan looks forward to meeting people from all over the state as he shares information about Georgia Relay.

"I am a believer in giving back to the community and helping others, and this job gives me the opportunity to do just that, and I am both honored and humbled to be a part of it," he says. "My goal is to spread the word about Georgia Relay, and I plan to work diligently to meet people, give presentations, and set up informational booths at community events. I plan to pursue any opportunity that

crosses my path to share knowledge about how our services and programs can help people."

Brendan is a graduate of Kennesaw State University with a Bachelor's degree in Communication. He currently lives in Decatur with his girlfriend, Jessica and his Italian Greyhound, Finn. In his spare time, he enjoys cooking and being active outdoors.



To request a free presentation about Georgia Relay, or to invite Georgia Relay to your next public event, please contact Brendan at 678-620-6776 or brendan.underwood@hamiltonrelay.com. 🍌

