

Spring 2016

Grow your business with Georgia Relay Partner

The Georgia Relay Partner program seeks to improve communication between local businesses and residents who use Georgia Relay to place telephone calls. Companies who request to become Georgia Relay Partners receive free training and materials to learn to answer and place Relay calls with confidence, making it easier to serve customers who are deaf, hard of hearing, deaf-blind or who have difficulty speaking.

Jordan "Alex" Johnson is an attorney based in Atlanta who recently became a Georgia Relay Partner. He learned of the program when he attended a Georgia Relay presentation to his local Rotary Club, and decided to join in order to offer his legal services to a broader audience.

"I believe access to great legal representation is vital for everyone. People in the Deaf and hardof-hearing communities deserve equal access to caring and honest representation when they need help with an auto accident, starting a business, or dealing with any other legal difficulty," he said.

Alex completed his Georgia Relay Partner training at his office with Outreach Coordinator Brendan Underwood. As part of the training, Brendan taught Alex about the different types of Relay services available through Georgia Relay, and how to place and receive calls with each of them. Brendan also provided Alex with a detailed guide he can refer to any time he needs to place or answer a Relay call.

"I enjoyed my Georgia Relay Partner training, because it helped me learn how to increase my business by providing legal help to a group of people who are seldom served by attorneys," said Alex. "I believe this training will result in clearer communication, and ultimately better outcomes for my clients and a more efficient business for my company."

Georgia Relay Partner is open to all Georgia-based businesses. As a Georgia Relay Partner, the Law Office of Jordan "Alex" Johnson, LLC also received marketing materials to help promote the business to Relay users, including a window decal and a listing on the Georgia Relay website.

"I would definitely recommend Georgia Relay Partner to other Georgia businesses, because it is vital to the public that businesses understand the needs of those who are deaf or hard of hearing," he said. "This program also benefits businesses by allowing them to better communicate with a large and under-served market."





To find a list of current Georgia Relay Partners, or to learn more about Georgia Relay Partner, please visit georgiarelay.org, or contact Brendan Underwood at brendan.underwood@hamiltonrelay.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.

Happy Retirement to John Silk

This past December, we said a bittersweet farewell to John Silk, who retired as executive vice president of the Georgia Telecommunications Association (GTA) after more than 28 years. John was also a long-term member of the Georgia Telecommunications Relay Service (TRS) advisory council and provided much valuable feedback and assistance to Georgia Relay over the years.

Looking back over his career, John is proudest that Georgia has always been considered a leader in providing great telecommunications services.

"I had the good fortune of representing the GTA at a time when the industry went through an enormous number of significant technological changes and advances," he said. "I'm happy to have been part of the implementation of the initial rollouts and the many evolutions of local services, Internet service, broadband and video services and more that have occurred in the past 20 plus years."

John also enjoyed his time with the Georgia TRS advisory council.

"Serving on the advisory council was informative for me, and it also gave me the sense that I was helping to make a difference. Georgia Relay makes it possible for people who are deaf, hard of hearing, deaf-blind, and more to actively participate in all aspects of life."

We thank John for all of his contributions to Georgia Relay over the years, and wish him a very happy retirement!



Welcome, Adam Wise!

Adam Wise is John Silk's successor as executive vice president at the Georgia Telecommunications Association (GTA).

Before joining the GTA, Adam practiced law in Washington, D.C., where he represented clients before the Federal Energy Regulatory Commission in matters concerning the wholesale sale of energy and gas across state lines.

"As GTA executive vice president, I hope to continue to build on the excellent foundation laid by my predecessor, John Silk," said Adam. "My goal is to continue to develop a more robust GTA to ensure that its members' interests are represented and their voices heard."

Adam will also be taking over John Silk's seat on the Georgia Telecommunications Relay Service (TRS) advisory council.

We are happy to welcome Adam to the Georgia TRS advisory council and we look forward to working with him!

Join our **Advisory Groups!**

The Georgia TRS Advisory Council & GATEDP Advisory Committee are looking for new members! If you are interested in joining, plan to attend our next meeting:

June 16, 2016, 1 p.m.

GACHI, 4151 Memorial Dr., Suite 103-B, Decatur, GA 30032

For more information, please contact Tonika Starks at 404-657-4990 or

tstarks@psc.state.ga.us.



Georgia Relay presents at Georgia Emergency Communications Conference

Georgia Relay Outreach Coordinator Brendan Underwood recently had the opportunity to present at the 2016 Georgia Emergency Communications Conference (GECC). This 9-1-1 training conference is a joint effort hosted by the Georgia Chapters of the Association of Public-Safety Communications Officials (APCO) and the National Emergency Number Association (NENA). These are the two largest organizations dedicated to improving and advancing public safety communications for Georgia residents.

In his presentation, Brendan explained about Georgia Relay, including how it works, who uses it, and how 9-1-1 calls are processed to local emergency call centers through Relay. He also talked about what 9-1-1 call dispatchers can expect when they receive a Relay call, so that they are able to recognize the call properly and collect the information they need to dispatch help as quickly as possible.









Text-to-911 and calling 9-1-1 with Relay

Brendan also addressed how the introduction of text-to-911 service across Georgia may change the way people with hearing and speech difficulties request help in emergency situations. Currently, text-to-911 is only available in Georgia in certain areas. Unless you have verified that your local 9-1-1 call center has implemented text-to-911 service, it is still best to call 9-1-1 in an emergency.

It is also important to know that in an emergency, it is always best to call 9-1-1 from a traditional telephone service such as your landline telephone, TTY or Captioned Telephone (CapTel*). These services provide a direct link to your emergency service provider, allowing dispatchers to access your location as quickly as possible. In contrast, web and mobile CapTel services do not provide a direct link, so when using these services, it is important to provide your location information to the 9-1-1 center at the beginning of the call in order to transmit your physical location to an emergency center.

If you would like more information about text-to-911 availability in your area, visit the Federal Communications Commission's website at www.fcc.gov/text-to-911.



In Memory of Robin Titterington

We were very saddened to learn of the recent passing of Robin Titterington. Robin was a long-time member of the Georgia Telecommunications Relay Service (TRS) advisory council and a great friend to Georgia Relay.

A passionate advocate and devoted worker for people with disabilities, Robin held a master's degree from NYU in deafness rehabilitation and worked in rehabilitation services for 20 years. She was national president for the Association of Late-Deafened Adults and president of the Georgia chapter, ALDA-Peach. She received four national awards: the Able ALDAn Award, the Fearless Leader Award, the Robert Davila Angel Award and the I. King Jordan Award.

She was awarded the St. Andrews Distinguished Alumni Award in 1996 for her service to the disability community. Robin was even featured in an exhibit and book with a forward by the late actor and activist Christopher Reeve accompanying the 1996 Paralympic Games in Atlanta.

The Georgia Relay team is grateful for Robin's contributions on behalf of the local Deaf and hard of hearing communities and offers our sincerest condolences to her family and friends. She will be greatly missed.



Free Presentations Available

If your group, organization, association or class would like to learn more about Georgia Relay, request a free presentation! We offer presentations on Georgia Relay, the different types of Relay calls, CapTel, Georgia Relay Partner and more. To request a presentation, please contact Brendan Underwood, Georgia Relay outreach coordinator, at brendan.underwood@hamiltonrelay.com.

Telecommunications Relay Service Advisory Council:

Lauren Cramer – lauren.cramer@hamiltonrelay.com Stephanie Jackson – sjackson@gachi.org Jimmy Peterson – jpeterson@gachi.org Tonika Starks – tstarks@psc.state.ga.us Adam Wise – awise@gta.org

Georgia Telecommunications Equipment Distribution Program Advisory Committee:

Lauren Cramer Stephanie Jackson Andrea Kemp Jimmy Peterson Tonika Starks Steven Turner

Adam Wise





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



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Welcome to Our Newest Georgia Relay Partners!

Attorneys

The Law Offices of Jordan "Alex" Johnson, LLC 770-670-6206 ajohnson@lawjaj.com

Job Placement

CorTech LLC 770-628-0255 www.cor-tech.net

Marketing

Five Star Video Marketing 601-212-5433 www.fivestarvideomarketing.com

Fitness Centers

YMCA of Metro Atlanta 404-588-9622 www.ymcaatlanta.org

Federal Government

Clayton County HUD Programs Division 770-210-5208 http://claytoncountyhud.com/

Hospice

SouthEast Hospice, LLC 706-364-3108





This cookie recipe is a favorite of Brendan Underwood, Georgia Relay outreach coordinator. Give it a try!

Ingredients:

- 2 1/4 cups of flour
- 1/2 teaspoon of baking soda
- 1 teaspoon of salt
- 2 sticks of butter (room temperature)
- 1/2 cup of granulated sugar
- 1 cup of brown sugar
- 2 teaspoons of vanilla extract
- 2 eggs
- 1 cup of semi-sweet chunks/chips
- 1 cup of milk chocolate chunks/chips

Directions:

- 1. Sift flour, salt, and baking soda together. Set aside.
- 2. Combine the butter with both sugars; cream until fluffy. Add vanilla and then eggs one at a time, while continuing to combine.
- 3. Add the dry ingredients slowly, while continuing to mix.
- 4. Stir in the chocolate chips/chunks.

The more you let the cookie dough sit in the fridge, the better the cookies will turn out. Cook 10-14 minutes at 325 degrees.

