

Inside Georgia Relay

A PUBLICATION FOR GEORGIA RELAY USERS, SUPPORTERS AND FRIENDS.

Fall 2016

Bigger & Better: Georgia Relay Center Renovations Complete

This fall, we held a special ribbon cutting event at the Georgia Relay Center in Albany to celebrate the completion of a major expansion project that has greatly increased the size and capacity of the center. On October 11, the staff commemorated the grand re-opening of the center with a special ribbon-cutting ceremony.

The Georgia Relay center now occupies 18,000 square feet – more than 7,000 square feet larger than its previous space. The expanded center now has space for more Traditional Relay Service (TRS) Communications Assistants and CapTel Captioning Assistants, allowing Georgia Relay to process more calls than ever before.

The additional room also created new job opportunities for the Albany area, as the center is in the process of adding as many as 75 positions, including both full-time and part-time Communications Assistants and Captioning Assistants.

“The Georgia Relay Center has come a long way. When we first opened, we occupied three suites. Now, we occupy five suites and employ more than 150 employees,” said David Castellano, manager of the Georgia Relay Center.

“With so many more employees, we are able to process more calls and provide our customers with a better experience. And the grand re-opening was a great opportunity to make the community aware of our growth,” he said.

As a result of the expansion, the center also has a new suite number. The Georgia Relay Center is now located at 2231-U Dawson Road, Albany, Ga. 31707. 📍



Georgia Relay Center Manager David Castellano, Georgia Relay Outreach Coordinator Brendan Underwood, and Regional Outreach Coordinator Quinnon Taylor at the Georgia Relay Center

Hamilton Relay is a registered trademark of Nedelco, Inc. d/b/a Hamilton Telecommunications.

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



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.

Georgia Community Leaders Recognized with 2016 Awards

Georgia Relay's service provider, Hamilton Relay®, enjoys the opportunity to give back to the communities it serves each year by recognizing leaders within each of the states where it is the contracted relay and/or captioned telephone service provider. This year, the following individuals were honored for their accomplishments and contributions to Georgia's Deaf and Hard of Hearing communities:



Luke Bundrum

College Scholarship Recipient: Luke Bundrum

Luke Bundrum, a graduate of Cherokee High School from Acworth, was awarded a \$500 scholarship to use towards his higher education. The Hamilton Relay Scholarship is awarded each year to a high school senior who is deaf, hard of hearing, deaf-blind, or who has difficulty speaking. To be chosen for the scholarship, Luke completed an application and wrote an essay on the topic of communication technology. Luke is attending the University of Georgia this Fall to pursue a degree in social studies education. 🍌

Better Hearing and Speech Month Recognition Award: Brandy Williams

Brandy Williams of Savannah was chosen to receive this year's Better Hearing and Speech Month Recognition Award because of her selfless attitude and positive determination. Brandy, who suffered a brain injury, a stroke, and lost one of her legs in a car accident caused by texting and driving, is using her experience to motivate and empower others in her community.

Brandy is the co-founder and director of Low-Country Amputees Motivating People (LAMP), the Savannah chapter of The National Amputee Coalition. As part of her involvement, she organizes guest speakers, plans events and leads meetings. She also visits and provides inspiration to patients as a Stroke and Amputee Peer Visitor at Memorial Health and St. Joseph's/Candler.

Brandy just graduated from Armstrong State University where she studied speech-language pathology. In addition to her studies, she was active in the National Student Speech Language and Hearing Association (NSSLHA), Autism Speaks U: Armstrong Atlantic State University and was a stroke group volunteer at Armstrong University's RiteCare Center.

Brandy uses her story to share about the dangers of texting and driving, as well as the possibility to turn obstacles into opportunities. 🍌



Brandy Williams with
Brendan Underwood



Georgia Relay Sponsors “Love Hears” Premiere

Georgia Relay is proud to sponsor the premiere of “Love Hears,” an upcoming documentary film created, written and directed by Aleatha Williams of Atlanta. Through “Love Hears,” Aleatha is striving to create a platform to bridge the gap between the Deaf and hearing communities by telling the unique love stories of deaf/hearing couples. Brendan Underwood, Georgia Relay outreach coordinator, recently met with Aleatha in person to present her with a check to sponsor the film’s premiere event, expected to take place in early 2017.

For updates on the premiere of “Love Hears,” please follow Georgia Relay on Facebook at www.facebook.com/GeorgiaRelay. 🍷

Aleatha Williams, creator, writer and director of “Love Hears,” with Brendan Underwood

Introducing the Solution to Hearing Loss in the Workplace

Hamilton Relay, Inc. and Tenacity, Inc. recently introduced a captioned telephone solution for business professionals who have difficulty hearing on the phone. With Hamilton® CapTel® for Business, Interconnected by Tenacity™, employees with hearing loss can listen while reading word-for-word captions of what’s being said on a business phone. The result is reduced frustration during business calls and greater productivity.

Hamilton CapTel for Business, Interconnected by Tenacity provides employers with a solution for telecommunications access which meets the accommodations standards in the Americans with Disabilities Act (ADA). The solution seamlessly integrates into existing Cisco® VoIP networks and utilizes features built into the Cisco Unified Communications Manager.

Why Hamilton CapTel for Business, Interconnected by Tenacity?

- Hamilton Relay is an established leader in providing captioned telephone services nationwide. Since 2003, Hamilton has made over 70 million captioned telephone conversations possible for individuals with hearing loss.
- Captioned telephone allows for a natural flow of conversation, while easy-to-read captions are displayed on the telephone. The captioning service is invisible to the other party on the call and captions can be reviewed once the call has ended. Existing Cisco phone features like transfer and conference work with this solution.
- Hamilton CapTel for Business, Interconnected by Tenacity easily and affordably integrates with industry-leading Cisco communications systems utilized by many companies today. Software-based implementation makes deployment quick and simple.

Hamilton CapTel for Business, Interconnected by Tenacity is available to businesses with compatible Cisco systems that purchase an annual license. There is no cost to employees for the captioning service. More information can be found at HamiltonCapTel.com/biz. 🍷

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GACHI Now Known as the Georgia Center of the Deaf and Hard of Hearing

This summer, the former Georgia Council for the Hearing Impaired (GACHI) announced that it is now officially known as the Georgia Center of the Deaf and Hard of Hearing (GCDHH). The organization decided that it was time to change its name, as many people in the Deaf and Hard of Hearing communities feel the phrase “hearing impaired” carries a negative connotation.

It took almost a year to finalize the organization’s new name, which was selected by the GCDHH board. The organization celebrated its new name with a special community open house in June.

GCDHH provides support, technology, education, communication and employment services to Deaf, Hard of Hearing, Deaf-Blind and non-verbal individuals and their families in Georgia. GCDHH also administrates the Georgia Telecommunication Equipment Distribution Program (GATEDP), which provides no-cost assistive telecommunication equipment to Georgia residents who cannot otherwise communicate over the phone.

For more information about GCDHH or GATEDP, please visit gcdhh.org. 🍷



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 Visit us on Facebook at
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7-1-1 or 1-800-255-0056 (TTY)
www.GeorgiaRelay.org

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

Automotive Repair & Towing

Tow Atlanta
404-901-1976

Health Care

Healing Community Center
404-564-7749
www.healingourcommunities.org

Home Care Services

Silver Companions, Inc.
678-494-8129
www.silvercompanionsga.com

Libraries

Henry County Public Library System
678-432-5353
www.henry.public.lib.ga.us

Places of Worship

Action Ministries, Inc.
404-881-1991
www.actionministries.net

Travel Companion Services

Air Care Travelers
470-309-3755
www.aircaretravelers.com

The Cook's Corner

Fresh Peach Cobbler

Ingredients:

- 5 cups fresh peaches, peeled and sliced
- 2 tablespoons cornstarch
- 3/4 cup brown sugar
- 1/2 cup water
- 2 tablespoons butter or margarine
- 2 tablespoons lemon juice



Mix together cornstarch, brown sugar, water, butter and lemon juice. Add peaches. Cook in a saucepan on top of the stove until thickened. Pour into a round two-quart baking dish that has been sprayed with cooking spray. Drop batter by spoonfuls over peaches and spread out as much as possible.

Topping:

- 3/4 cup all-purpose flour
- 1 teaspoon baking powder
- 1/4 teaspoon salt
- 1/2 cup sugar
- 3 tablespoons butter or margarine, melted
- 1 egg
- 5 tablespoons milk

Beat until smooth with whisk. Drop by spoonfuls over peaches and spread evenly. Bake in preheated 400-degree oven for 35 to 40 minutes.

Source: The Southern Lady Cooks: <http://thesouthernladycooks.com/2011/08/20/peach-cobbler>

