

Inside Georgia Relay

A PUBLICATION FOR GEORGIA RELAY USERS, SUPPORTERS AND FRIENDS.

Spring 2017

Georgia Relay Center Damaged In Storm

Employees at the Georgia Relay Center in Albany received the scare of a lifetime when a severe storm blew through town on January 2. Powerful winds damaged the building, collapsing the roof, shattering windows, and overturning furniture. Employees took shelter in a breakroom, and while two staff members experienced minor injuries, everyone escaped the ordeal safely.

“First and foremost, Hamilton is grateful that the employees working at the time the storm hit escaped with only a few minor injuries,” said Dixie Ziegler, vice president of Hamilton Relay, Georgia Relay’s service provider. “We’ve received tremendous support from our employees and from the Albany community. Our thoughts continue to be with all of southwest Georgia and those who have been affected by the severe weather this winter.”

While the permanent location is being rebuilt, Georgia Relay calls are being directed to two temporary locations nearby in Albany. The permanent location will reopen in early spring.

The center was established in 2006 and processes relay calls for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking. In 2014, Hamilton Relay began processing captioned telephone calls from the Albany center. Since that time, demand for captioned telephone service has led to continued growth of the center, which now employs more than 150 people.

We are grateful that all of the employees are safe, and we are looking forward to re-opening the Georgia Relay Center as soon as possible! 🍀

On January 2, the Georgia Relay Center sustained a collapsed roof, shattered windows, and overturned furniture in a severe storm.

**While the center is repaired, Georgia Relay service is still available 24/7.
To make a relay call, dial 7-1-1.**



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 Relay and GCDHH Host Free Lunch & Learn for Veterans Living with Hearing Loss

On February 21, Georgia Relay partnered with the Georgia Center of the Deaf and Hard of Hearing (GCDHH) to offer a free Lunch & Learn event for veterans living with hearing loss. Held at the GCDHH office in Decatur, guests were given the opportunity to meet representatives from local organizations and learn about services dedicated to helping veterans manage the impact of hearing loss.

War is loud. More than 414,000 post-9/11 veterans have returned home with some form of hearing loss, and it is the number one reported service-related injury.

After lunch, the veterans were shown the latest in assistive telecommunications solutions, and were able to request free evaluations for equipment from the Georgia Telecommunications Equipment Program.

Guests also learned about Heroes with Hearing Loss[®], a program dedicated to raising awareness and initiating meaningful dialog about shared hearing loss experiences among veterans, their families and friends. Sponsored by Hamilton[®] CapTel[®], this program connects veterans with insightful solutions and successful lifestyle-focused results to give them the ability to communicate more effectively with family and friends.

“Hearing loss is a very unique and personal challenge for many of our vets,” said Brendan Underwood, Georgia Relay Outreach Coordinator. “We were proud to be part of this event to connect them with local resources and solutions that can help make life easier.” 🗣️

Hamilton and Heroes with Hearing Loss are registered trademarks of Nedelco, Inc. CapTel is a registered trademark of Ultratec, Inc.

“Love Hears” Hosts Wrap Party

Over a hundred people packed into the Southeastern Railway Museum in Duluth, Georgia on January 28 for the “Love Hears” wrap party. It is the first documentary film to tell the story of deaf-hearing couples and how they navigate life in cross-cultural relationships.

Conceived by Aleatha L. Williams, the film explores the lives of real-life couples as they deal with the challenges all couples face, as well as several challenges unique to deaf-hearing couples. “I wanted to start a conversation,” said Williams. “And this film presented the perfect opportunity to do just that.”

Attended by nearly all the couples featured in the film, the wrap party was also attended by family and friends.

Earlier this year, Brendan Underwood, Georgia Relay Outreach Coordinator, presented Williams with a Georgia Relay sponsorship for the upcoming premier. “We are so proud to be part of making this film a reality,” said Underwood. “Not too long ago, this was just an idea and look at all the people who’ve come out to support this cause. It just goes to show you the determination of the Deaf community.”

To learn more about the film and view the official trailer, go to LoveHears.com 🗣️

Pictured above: Attendees smile for the camera at the LOVE HEARS wrap party held on January 28.



Customer Care Corner: How a VCO to STS Call Works

Did you know that it is possible for relay users to connect to each other through relay—no matter which service they choose to use? For example, a Voice Carry Over (VCO) user can easily connect with a friend who uses Speech-to-Speech (STS) service. **Here's how it works:**

1. The VCO user dials Georgia Relay and gives the Communication Assistant (CA) the number to call.
2. The CA reviews the profile of the number to dial and is shown that the person being called is an STS user.
3. The CA asks the VCO user if they are familiar with how a VCO to STS call works. If not, the CA will explain:

The person you are calling through STS may have difficulty speaking. I will verify what the person says for accuracy before typing to you. There may be a short delay before you receive a response. Please be patient. Please wait for the Go Ahead (GA) before you start to voice.

4. The CA will call the STS user and when they answer, the CA will ask if they are familiar with how the call will work. If not, the CA will explain:

The person calling you uses VCO. You will hear the person speaking directly to you. When the caller says Go Ahead, it is your turn to speak. I will repeat what you say back to you to verify accuracy before typing it to the caller. Please say Go Ahead when you are finished speaking.

5. The call will proceed with the CA facilitating between the two relay users and verifying the STS user's response before typing it to the VCO user.

If you have questions about how to make a relay call, please call the Customer Care number, 1-866-694-5824. 📞



Speech-to-Speech: A Simple Solution for Those Who Have Difficulty Speaking

At Georgia Relay, we work to make telecommunications more accessible. One service which is particularly useful for people who have difficulty speaking on the phone is Speech-to-Speech (STS).

So just how does this service work? As the STS user speaks, a specially-trained Communication Assistant (CA) helps facilitate the call. Upon request, the CA repeats what has been said to the other person. Other than a standard telephone, no special equipment is needed. Users may choose to use STS with privacy, so only the CA can hear the user's voice.

To make an STS call, follow these steps:

1. Dial 7-1-1 or 1-888-202-4082 (English) or 1-888-202-3972 (Spanish) to reach Georgia Relay.
2. Inform the CA that you want to make an STS call, then give the CA the number you wish to call.
3. Tell the CA what kind of role you would like him or her to take during your call:
 - **ACTIVE ROLE:** The CA will repeat everything you say to the person you are calling.
 - **PASSIVE ROLE:** The CA will only intervene upon request from you or the other party.
4. Once the CA connects you to the person you are calling, begin speaking to that person directly. The CA will repeat your words according to the role you requested.
5. If you want to make another relay call after your conversation is finished, stay on the line and the CA will assist you.

**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@ga.org

**Georgia Telecommunications Equipment
Distribution Program Advisory Committee:**

Lauren Cramer Stephanie Jackson
Andrea Kemp Rebecca Lewis
Jimmy Peterson Tonika Starks
Steven Turner Adam Wise



2231-U Dawson Rd
Albany, GA 31707

 Visit us on Facebook at
facebook.com/GeorgiaRelay



Customer Care
1-866-694-5824 Voice/TTY
To use Georgia Relay
7-1-1 or 1-800-255-0056 (TTY)
www.GeorgiaRelay.org

Upcoming Events

Senior Health & Wellness Expo

March 29 | 9:30 a.m. – 1:30 p.m.
Roswell Adult Recreation Center
Roswell, GA

Spring Fling

April 15 | 2 –3 p.m.
Mary Ross Park | Brunswick, GA

Lunch & Learn Presentation

April 27 | 11 a.m. – 1 p.m.
Phoebe Senior Living at Morningside
Albany, GA

Senior Extravaganza

April 29 | 9 a.m. –1 p.m.
Cherokee Recreation | Woodstock, GA

The Cook's Corner

Fresh Arugula Salad with Grandma's Famous Dressing

From Brendan Underwood, Georgia Relay Outreach Coordinator

Ingredients:

- Bunch of arugula
- 4 tablespoons of pistachios
- 3 tablespoons of dried cranberries
- 3 pieces of thick cut bacon
- 3 tablespoons of extra virgin olive oil
- 6 tablespoons of your favorite spicy mustard
- ½ clove of fresh, finely chopped garlic
- 2 tablespoons of Parmesan
- Salt and pepper, to taste



In a skillet, cook the bacon to a crisp. Once the bacon cools, crumble it up. At the bottom of the salad bowl, mix the olive oil, mustard, chopped garlic and salt and pepper (in general, use a 2-to-1 ratio of mustard to oil, depending on how much dressing you like). Add the arugula to the bowl and add the pistachios, cranberries, bacon, and Parmesan on top. Toss salad right before serving (if tossed too early, arugula can become soggy).