

Inside Georgia Relay

A PUBLICATION FOR GEORGIA RELAY USERS, SUPPORTERS AND FRIENDS.

Fall 2017

Georgia Relay Center in Albany Reopens

The Georgia Relay Center in Albany has finished rebuilding after being destroyed by a severe storm in January. The new construction allowed Hamilton Relay® to add 2,400 square feet of space to its location on Dawson Road and the company is now seeking to expand its workforce.

In June, Albany city leaders and Hamilton Relay employees gathered for a ribbon cutting ceremony to celebrate the re-opening of the Georgia Relay Center. Hamilton Relay Vice President Dixie Ziegler presented financial donations to local community groups on behalf of vendors who provided support during the recovery efforts, including the United Way of Southwest Georgia, the Georgia School for the Deaf, Grow Albany, New Hope Recovery Center, Run for Your Lungs and the American Red Cross.

Located in Albany since 2006, the Georgia Relay Center has expanded a number of times, including most recently in September 2016. On January 2, 2017, the newly remodeled center was destroyed by a severe storm that hit the Albany area. While no employees were seriously injured, the center was a complete loss. The owner of the building, Carter Properties, immediately began to rebuild. In only 111 days, a new center was built and employees were back in and taking calls.

“We can’t thank our employees and the entire community of Albany enough for the incredible help in completing this project so quickly,” said Ziegler. “Our landlord, Wayne Carter of Carter Properties, has been nothing short of amazing and was instrumental in getting us back in our building in such a short timeframe. We are so pleased to be a part of the Albany community and look forward to continuing our work here for many years to come.”



Georgia Relay employees showed solidarity at the Georgia Relay Center grand reopening with “We are Hamily. #AlbanyStrong” shirts (above). The center reopened at its Dawson Road location in Albany (right).



Hamilton is now looking to immediately hire an additional 80 employees to fill new Captioning Assistant and Communication Assistant positions at the Georgia Relay Center. Positions include full-time, part-time, days, evenings and weekend shifts. Applications can be completed online at www.WorkForHamilton.com.

Hamilton Relay is a registered trademark of Nedelco, Inc. dba Hamilton Telecommunications.

**For more information about employment opportunities,
contact Human Resources at 229-435-5185.**



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.

Get to Know Brendan Underwood, Georgia Relay Outreach Coordinator

As outreach coordinator for Georgia Relay, Brendan Underwood has one mission: meet as many people as possible across the state and inform them about what Georgia Relay does and how it may help them or someone they love.

“Even after two years in this job, and all the work we do every day to get the word out, I still run into people who don’t know what Georgia Relay is. They hear ‘Georgia Relay’ and think it has something to do with running,” laughs Brendan. “That’s when I realize that our work to educate the public is never done!”

Before he worked for Georgia Relay, Brendan had little exposure to Georgia’s deaf and hard of hearing community, but that has not stopped him from immersing himself in it.

“I learned as much as I could about the organization and how they help folks and that really spoke to me. I wanted to be a part of it,” he says. “Two years later, it’s been an amazing experience to meet all the different people – including those who are deaf, or veterans, or seniors – who use Georgia Relay to communicate.”

While every day is different, Brendan spends most of his time on the road, educating people about Georgia Relay’s services and programs at community events across the state. He gives presentations to groups and organizations, and even 911 operators, to teach them about Relay. He also works with local businesses who have joined the Georgia Relay Partner Program, training staff to make sure they are equipped to make and receive calls from customers who use Relay. And occasionally, he even helps install specialized telecommunication equipment, like Captioned Telephones (CapTel®), for people who have acquired them through the Georgia Telecommunications Equipment Distribution Program (GATEDP).

Of all the experiences Brendan has had working for Georgia Relay, it was installing a CapTel 2400i phone for an older couple that has stayed with him most.

“When we placed the first call, the look on this woman’s face was priceless,” he recalls. “She hadn’t been able to talk on the phone

CapTel is a registered trademark of Ultratec, Inc.



“When we placed the first call, the look on this woman’s face was priceless.”

for years and here she was talking to her grandchildren. I could barely keep it together when I left and got in my car. It felt so good to help her. It’s a perfect example of why I took this job.”

When he’s not working, Brendan likes to spend time at home with his wife and their Italian greyhound, Finn.

To learn more about Georgia Relay, or to request a presentation, you can contact Brendan at 678-620-6776 or Brendan.Underwood@HamiltonRelay.com. 📞



Save the Date!

The Atlanta Senior Care Network Niche (ASCNN) is having a networking meeting on December 14 at Mount Pisgah United Methodist Church in Johns Creek. Georgia Relay is sponsoring the meeting, and our own Brendan Underwood will be up on stage giving a presentation about CapTel®! He will also have a booth set up to talk to attendees. Stop by and drop off a business card to be entered into a raffle to win a gift card!

For more information about ASCNN and their meetings, visit ascnn.org.



Happy Campers

In July, the Georgia Center of the Deaf and Hard of Hearing (GCDHH) hosted Camp Julienna for the 25th year. A residential summer camp, Camp Julienna welcomes kids from ages six to thirteen who are deaf or hard of hearing for a week of fun, challenging, team-oriented activities. The campers enjoy hiking, boating, kayaking, and theatrical productions, just to name a few. At Camp Julienna, they work and play together, building lasting friendships and acquiring valuable leadership, team-building, social, and communication skills.

Held annually, Camp Julienna gives kids who are deaf or hard of hearing the full camp experience, which of course includes campfire stories (in ASL!) and s'mores, without the communication barriers they may experience at other camps. The camp will be returning next summer during the third week of July.

For more information and the camper application, visit www.campjulienna.org 🍌



WELCOME



Welcome Our Newest Georgia Relay Partners!

Royal Oaks, an affordable housing community located in Hinesville, Georgia, is now an official Georgia Relay Partner! The staff at Royal Oaks completed their Georgia Relay Partner training earlier this year, and are now equipped to place and receive calls from Georgia Relay users.

“When customer service representatives are unable to recognize a Relay call, they may accidentally hang up on a current or potential customer, which is defeating to the business and frustrating for the caller,” said Brendan Underwood, Georgia Relay outreach coordinator. “The goal of the Georgia Relay Partner program is to eliminate these missed connections. Now, Royal Oaks is better prepared to serve more customers, and Relay users can be assured community representatives are equipped to answer their calls.”

Royal Oaks

939 Pineland Avenue, Hinesville, Georgia 31313
912-318-7561



These companies also finished their training and are officially Georgia Relay Partners:

Georgia Poison Center

www.georgiapoisoncenter.org
404-616-9287 (TTY)

Air Care Travelers

www.aircaretravelers.com
888-702-0255

Find more Georgia Relay Partners at GeorgiaRelay.org. 🍌

There's an App for That!

Mobile technology is making it easier than ever to stay connected to what matters to you. Here are a few useful smartphone apps you can download today.



SoundHound

Music-lovers, rejoice! The SoundHound app is great for concerts and parties where everyone is singing along. If you are hard of hearing and have difficulty understanding the lyrics to your favorite songs either at home or at a crowded event, try SoundHound. Just tap the screen when a song is playing and the app will recognize it and display the lyrics in real-time, karaoke style!



Live Caption

Don't worry about getting stuck without an interpreter ever again! This \$5 download will caption in-person conversations for you. The app uses your smartphone's microphone to listen to the person speaking and displays the captions right on your screen.



Braci

Not being able to hear alarms can be dangerous. The Braci app lets you record the sounds of your fire alarm, intercom, doorbell, and even a crying baby and constantly listens for the sounds when in "detection mode." When heard, the app will use your phone to let you know what needs your attention.



Hamilton® CapTel® App

Hamilton CapTel for Smartphones turns your mobile phone into a Captioned Telephone! Read word-for-word captions of what's being said during phone conversations while you listen and talk with people on the go.



Meet the Georgia Lions Lighthouse Foundation

In Georgia, nearly 2 million individuals are uninsured—and even more don't have enough insurance to cover the expenses of hearing and vision services. The Georgia Lions Lighthouse Foundation (Lighthouse) was formed to help uninsured or underinsured Georgians access low-cost vision and hearing services.

The mission of Lighthouse is to enable greater independence and increased quality of life for Georgians in financial need through vision and hearing health education, detection, prevention, and treatment. By working with a statewide network, Lighthouse provides vision screenings, eye exams, eyeglasses, eye surgeries, and hearing aids to over 7,000 Georgia residents each year. Lighthouse has a mobile clinic that visits 34 sites throughout Georgia, offering qualifying individuals an eye exam, a pair of eyeglasses, and follow-up care for chronic eye conditions. Volunteers even travel the state offering vision and hearing screenings at schools, community centers, and events.

Extending their services outside of Georgia, Lighthouse collects used eyeglasses to be brought to other countries on mission trips. Any person interested in helping the cause can volunteer at their Recycling Center to clean and sort donated eyeglasses or make a donation on Lighthouse's website. Optometrists and ophthalmologists can also volunteer their time providing eye exams at clinics around the state.

To learn more about the Georgia Lions Lighthouse Foundation programs, services, and volunteer opportunities visit lionslighthouse.org.



Riley Patterson Receives \$500 Hamilton Relay Scholarship

Each Spring, Hamilton Relay awards a \$500 college scholarship to one Georgia high school senior who is deaf, hard of hearing, deaf-blind or has difficulty speaking. We are happy to share that this year’s recipient is Riley Patterson, a graduate of Allatoona High School from Acworth, Georgia!

Riley was awarded the \$500 Hamilton Relay Scholarship after completing the application process, which included writing an essay under the topic of communication technology. Riley is attending Emory University this fall to study film.

“Hamilton takes pride in recognizing outstanding leadership and promoting education,” said Brendan Underwood, Georgia Outreach Coordinator. “We are excited to have the opportunity to contribute to furthering Riley’s education and wish him success in reaching his personal and professional goals.”

Congratulations, Riley! 🍷

Customer Care Corner: Stay Connected Using Voice Carry-Over Service

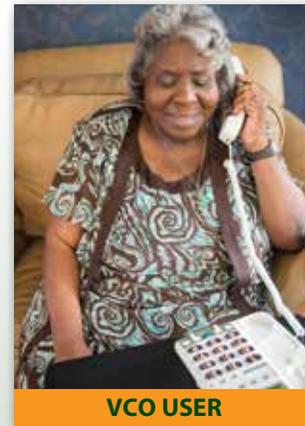
Voice Carry-Over—or VCO—is ideal for people who can speak clearly, yet have hearing loss significant enough to keep them from understanding what is being said over a standard telephone. Using either a TTY (text telephone) and standard telephone or a specially designed telephone that also has a text screen, the VCO user speaks directly to the person being called. In response, the words of the person being called are typed by the Georgia Relay Communications Assistant (CA), and the VCO user reads those words on the text screen of his or her phone.

Making a VCO Call with a TTY

1. Dial 7-1-1 or 1-800-255-0056 to reach Georgia Relay.
2. On your text screen, wait for “GTRS CA #XXXX (M/F) NBR PLS Q GA.” to appear.
3. Type the area code and telephone number you are calling, followed by “VCO GA.” If you prefer to give the Communications Assistant (CA) the number verbally, type “VCO GA” and wait for the CA to come on the line.
4. Once the CA is on the line, if you have typed in the number, the CA will type back “VCO ON.” If you have not typed in the number, the CA will type “VCO ON GA” to alert you to now provide the number verbally.
5. The CA will type the standard phone user’s greeting to you when the call is answered. For example, “HELLO GA,” or “HELLO ABC COMPANY GA.”
6. After you see “GA,” begin speaking directly to the person you’ve called. If you are using a TTY, pick up the handset and begin speaking to the other person. When you are ready for their response, say “GA” and place the handset back on the TTY. The conversation will continue back and forth between you and the other person.

Note: When using a VCO phone, no typing will be necessary. After Georgia Relay answers and a CA is on the line, all prompts will be made verbally.

For more details on how VCO works, contact Customer Care or visit GeorgiaRelay.org. 🍷



**CA TYPES
RESPONSE—
RELAY USER
READS SCREEN**



**RELAY USER TALKS
DIRECTLY TO THE
OTHER PARTY**



**OTHER PARTY
RESPONDS**



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 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

The Cook's Corner

Slow Cooker White Chicken Chili

Perfect for fall, try this recipe contributed by Georgia Relay Outreach Coordinator Brendan Underwood!

Ingredients:

- | | | |
|---|----------------------------------|--|
| - 1.5 to 2 pounds of ground chicken | - 3 cloves garlic, minced | - 1 bay leaf |
| - 1 large yellow onion, diced | - 2 teaspoons cumin | - 4 cups chicken stock |
| - 2 stalks celery, diced | - 1.5 to 2 teaspoons kosher salt | - 1 13.5 ounce can cannellini
or navy beans, drained and rinsed |
| - 2 4-ounce cans diced green chili peppers
<i>(fire roasted recommended)</i> | - ½ teaspoon coriander | - 1 cup frozen corn |
| | - ½ teaspoon dried oregano | |

Directions:

1. Combine the chicken, onions, celery, green chili peppers, garlic, cumin, salt, coriander, oregano, and bay leaf in a 6-quart (or larger) slow cooker. Stir to make sure the spices coat everything, and nestle the chicken into the vegetables. Pour the chicken stock over top, covering the chicken and vegetables by an inch or so. Place the lid on the slow cooker. Cook for 4 hours on high or 6-8 hours on low.
2. About 30 minutes before the end of cooking, remove the lid of the slow cooker and add the beans and corn. Taste and add another 1/2 teaspoon of salt or other seasonings as desired. Add the lid back on and cook for the remaining time.
3. Make sure to remove bay leaf and serve. Add your favorite toppings, such as: shredded cheese, chopped onions, sour cream, bacon bits, hot sauce, sliced avocados or crushed chips and ENJOY!

