

Inside Georgia Relay

A PUBLICATION FOR GEORGIA RELAY USERS, SUPPORTERS AND FRIENDS.

Fall 2018

Georgia Relay Participates in Aging in Atlanta Series

Outreach coordinator Brendan Underwood is one of several local experts featured in Aging in Atlanta, an ongoing speaker series for people 55+ in the metro Atlanta area presented by the *Atlanta Journal-Constitution*. Over the summer, Brendan participated in two panel discussions, speaking to audiences about the telecommunications services Georgia Relay provides for older adults living with hearing or speech difficulties.

“As outreach coordinator, I get to travel all over the state and educate individuals and groups about the public services Georgia Relay provides for people who are deaf, hard of hearing, deaf-blind, or who have difficulty speaking.”

—Brendan Underwood, Georgia Relay Outreach Coordinator

When asked how people can learn more about Georgia Relay, Brendan replied, “Our website, georgiarelay.org, is a great place to start to find helpful resources and to find answers to many common questions about Georgia Relay.” There is also information about the Georgia Telecommunications Equipment Distribution Program, which is administered by the Georgia Center of the Deaf and Hard of Hearing and provides free equipment, such as amplified and CapTel® phones as well as TTYs, to qualified applicants.

“Plus, you can call us anytime at 7-1-1 to be connected with a Communication Assistant who can answer any questions you might have about our services, and facilitate your call using one of the many Relay services available. And of course, I am here to help as well,” explains Brendan. 🍷

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To learn more about the Aging in Atlanta series, visit ajc.com/aging-in-atlanta.



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.

Reducing the Stress of a Hospital Stay

When you are living with hearing loss, a trip to the hospital can be a stressful situation. It is important to go into the hospital fully prepared and with a firm understanding of your rights and responsibilities.

When you're packing for a hospital stay, remember that a small night light can make lip-reading and ASL communication easier at night, and extra hearing aid batteries can save you when you're in a pinch. A hearing loss ID card that has communication tips, the international symbol of access for hearing loss, and information on your specific needs, such as personal hearing aid settings, amplifying device, or a sign language interpreter, should be kept with your personal identification papers.

During your pre-hospitalization visit, discuss your hearing loss and your preferred method of communication. Make sure that your surgeon, doctor, anesthesiologist, and nurse are aware of your hearing loss and suggest a prominent note be put on your records that spoken communications be brief, clear, and to the point. Inform personnel that you may not understand information given over an intercom or understand staff who speak through surgical masks and ask to have instructions given before staff put on masks.

Before you're admitted, ask whether any medications will affect your hearing and if there is a policy regarding removing hearing aids during surgery or other procedures. If you're in a waiting room, explain that you are hard of hearing and may not hear your name when called. Ask the staff to approach you when requiring your attention and to face you when speaking to you.

The most important thing to remember when faced with a hospital stay is that your rights are the same as other patients'. You are



entitled to full participation in your health care, conscientious effort by staff members in communicating your medical needs to you, courteous treatment from staff, and a reasonable response to your requests for help and services.

Do not be afraid to ask for help obtaining information on financial aid, clarifying all bills and medical documents you're asked to sign, or finding alternative ways of receiving follow-up care if you cannot use the phone.

Remember, hospital staff is there to help you and will likely try their hardest to accommodate your needs. Be sure to express your appreciation for the cooperation and consideration that you receive. 🍌

Upcoming Events

November 10
Gwinnett County Community Health Fair
Lucky Shoals Park
Norcross, GA

November 13
Aging in Atlanta Panel Series
Wellstar North Fulton Hospital
Roswell, GA

December 7
Georgia Assistive Technology in Education (GATE) Seminar
Georgia Tech Student Center
Atlanta, GA

December 13
Community Resource Fair
Thomson/McDuffie Boys and Girls Club
Thomson, GA



Welcome Our Newest Georgia Relay Partners!

The Georgia Relay Partner program has been growing as more local Georgia businesses and organizations have received training to place and receive Relay calls. Recently, four new Partners have joined the program and are ready to take your calls, answer your questions, and connect with you over the phone. Here's a little about the newest Partners:

Based in Athens, **Project Safe** is a non-profit organization working to end domestic violence through prevention and educational programs, crisis intervention, ongoing supportive services for survivors of domestic violence and their children, and advocacy. The organization began as a network of safe houses, and now features a range of services including a 24-hour crisis hotline, emergency shelter, and Rapid Re-Housing Program.

A member of the West Georgia Regional Library System, the **Villa Rica Public Library** is home to thousands of books and receives 75,000 visits each year. The library also offers access to important resources, summer reading programs for kids, and events and programs for community members of all ages.

The **Augusta, Georgia Government** can now assist and support more of its residents, as 216 employees within 23 departments are now prepared to receive calls from Relay users.

Solace Hospice, based in Vidalia, provides compassionate, personalized hospice care to those with life-limiting illnesses.

1. Project Safe

(706) 549-0922
www.project-safe.org

2. Villa Rica Public Library

(770) 459-7012
869 Dallas Highway
Villa Rica, GA 30180
www.villaricapubliclibrary.org

3. Augusta, Georgia Government

(706) 821-2300
535 Telfair Street
Augusta, GA 30901
www.augustaga.gov

4. Solace Hospice

(912) 454-8166
101 McIntosh Street
Vidalia, GA 30474

Find out what businesses and organizations in your community have become a Georgia Relay Partner or how to request a presentation for your company at www.georgiarelay.org/relay-partner-program. 🍌



Update Your CapTel® Phone

CapTel has released a software update for the CapTel 840 Plus.

This software update has many benefits, including:

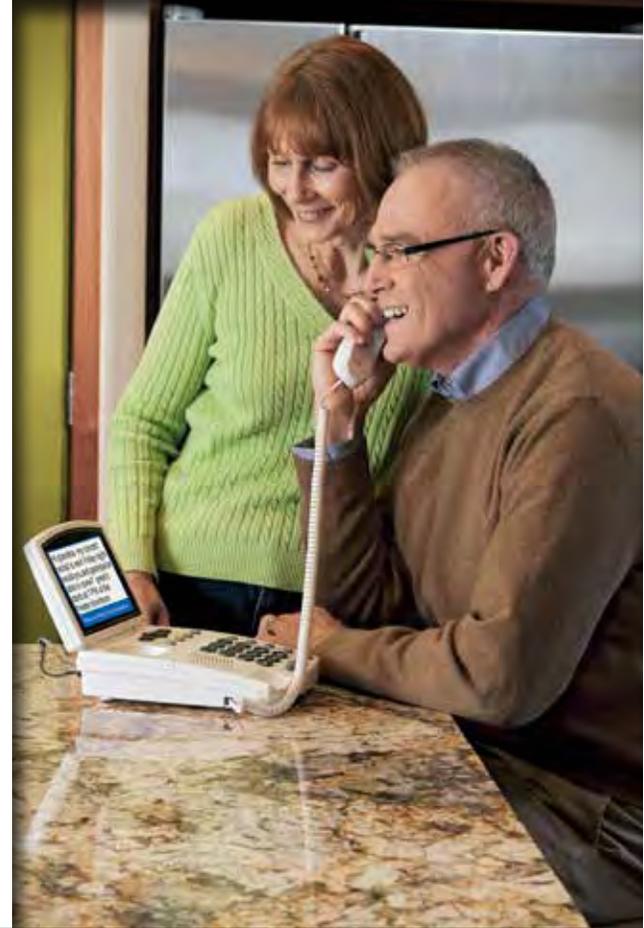
- Conversations, call history, and redial numbers are all saved even when the CapTel phone loses power. Previously, users would lose conversation memory if the phone lost power.
- Changes to the built-in answering machine, including adding a Remote Message Retrieval feature and a new indicator that shows how full the answering machine memory is.
- Maximum amplification is now available during both calls with captions or without captions.
- The ability to erase individual conversations in memory instead of all at once.

Updates for the following CapTel models will also be released in the coming weeks:

- CapTel 2400i
- CapTel 2400iBT
- CapTel 840i
- CapTel 880i
- CapTel 800i

To find steps on how to update your CapTel phone or for more information, visit capter.com/knowledgebase. 🔄

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GCDHH Travels to Celebrate Deaf Awareness Day

The Georgia Center of the Deaf and Hard of Hearing (GCDHH) took a trip up north to see the ARK Encounter and Creation Museum on October 12-16. This five-day trip coincided with the museums' Deaf Awareness Days when interpreters are provided for tours of both the ARK Encounter and the Creation Museum.

Located in Williamstown, Kentucky, the ARK Encounter features a full-sized Noah's Ark based on the description in the Bible. Guests were able to board the Ark, explore all three decks filled with exhibits, and admire the beautiful craftsmanship of the largest timber-frame structure in the world. Its sister attraction, the Creation Museum, has 140 exhibits that bring the history of the Bible to life, including a Garden of Eden, an animatronic Noah, a zoo, and more.

Guests also got to attend a speech by Calvin Farley on "The 7 C's of History" in ASL and a Sunday morning worship service led by religious leaders who are deaf.

To learn more about the different events that GCDHH holds, visit gcdhh.org/events. 🔄

Call Center Opens in Columbus

On June 28, a new Hamilton Relay call center opened in Columbus, Georgia. Dixie Ziegler, vice president of Hamilton Relay, David Castellano, manager of both the Columbus and Albany call centers, Andrea Groelz, director of Hamilton Relay, and Brendan Underwood, Georgia Relay outreach coordinator, gathered in front of the new center for a celebratory ribbon cutting.

Employing call center operators to process Captioned Telephone service phone calls, the opening of this new call center has brought many jobs to the Columbus area. As the seventh all center for Hamilton Relay, it will help meet the growing demand for Captioned Telephone service throughout the country. 🍊



Telecommunication Equipment for the Deaf-Blind

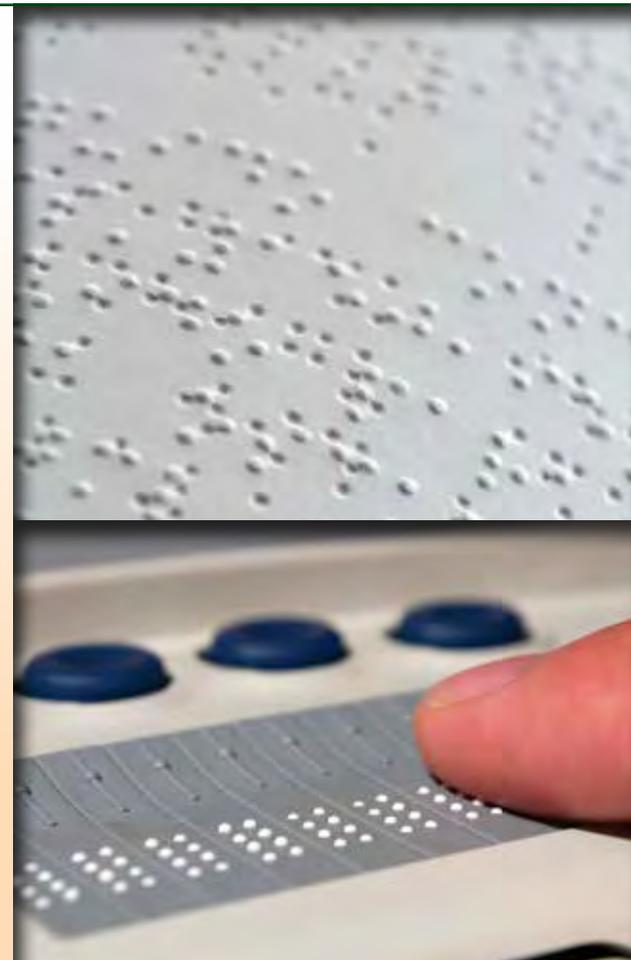
If you, or someone you know, are living with both hearing and vision loss, the iCanConnect program administered by the Georgia Center of the Deaf and Hard of Hearing is here to help.

The program provides those who are deaf-blind with specialized telecommunication equipment, as well as training on the proper use of the devices. They have options to fit various needs, including smartphones, tablets, computers, screen readers, and Braille displays.

To qualify for the iCanConnect program, an applicant must have visual acuity of 20/200 or less in the better eye with corrective lenses and be within 400 percent of the federal poverty level, among other requirements.

To find out if you qualify and to apply, visit iCanConnect.org/Georgia. 🍊

iCanConnect
The National Deaf-Blind Equipment Distribution Program



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 Visit us on Facebook at
facebook.com/GeorgiaRelay



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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

This recipe from JustAPinch.com has been a huge hit when outreach coordinator Brendan brings it to parties. Make it for yourself and see!

Southern Sausage Baked Beans

Ingredients:

- 2 large cans Bush's Baked Beans
- ½ onion, chopped fine
- 1 small bell pepper, chopped fine
- ½ cup light brown sugar
- ¼ cup ketchup
- 1 tbsp yellow mustard
- 1 lb Jimmy Dean sausage

Directions:

Cook sausage, onions, and bell pepper together in a large skillet. Meanwhile, in a large bowl, combine both cans of beans, brown sugar, ketchup, and mustard together. Mix well. Add drained sausage to beans and transfer all into a greased 9x13 casserole dish. Bake at 350 degrees for about 30 minutes.

