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Georgia Relay Serving Deaf and Hard of Hearing Communities Through COVID-19 Pandemic

With so many people staying home to slow the spread of COVID-19, access to telecommunication is more essential than ever. In these challenging times, Georgia Relay remains committed to providing assistive services and equipment to Georgia residents who have difficulty using a telephone, including those who are deaf, hard of hearing, deaf-blind, or have difficulty speaking.

All Georgia Relay services remain available 24/7, and Communication Assistants are available to facilitate all calls. To place a Georgia Relay call, please dial 7-1-1.

In addition, Georgia residents who have difficulty using a telephone may still apply for free specialized equipment through the Georgia Telecommunications Equipment Distribution Program (GATEDP). To adhere with social distancing recommendations, employees of the Georgia Center of the Deaf and Hard of Hearing (GCDHH)—who administer the program—are working remotely to receive applications and respond to all emails and phone calls.

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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.



UPDATE

Aging in Atlanta

Georgia Relay is once again proud to support Aging in Atlanta, an ongoing series from the *Atlanta Journal Constitution* dedicated to serving the 55+ community in the metro Atlanta area. Even though the panel discussions and live events that were planned for Spring 2020 have been pushed to the fall due to COVID-19, there are still opportunities to view new digital and print content. Each week the Aging in Atlanta website offers opportunities to learn from leading experts about topics including prescription safety, health and fitness, in-home care, assisted living placement, and more.

To learn more, visit [AJC.com/Aging-in-Atlanta](https://ajc.com/Aging-in-Atlanta)

Outreach coordinator Brendan Underwood was featured in the Aging in Atlanta digital series and shared information about CapTel equipment and the services that Georgia Relay provides to those who have difficulty hearing over the telephone. We look forward to the fall and participating in more Aging in Atlanta events.

GEORGIA RELAY SERVING DEAF AND HARD OF HEARING COMMUNITIES THROUGH COVID-19 PANDEMIC CONTINUED...

All equipment is being shipped directly to qualified applicants at home, and free training is being provided by phone to ensure recipients know how to use their new devices.

“We’ve had to change the way we operate, but as far as GATEDP goes, we are still serving our customers,” said Alexis Kennedy, GATEDP Coordinator. “We acknowledge that because of social distancing, people—especially seniors—need our equipment now more than ever to stay connected to work, family, and friends. We encourage anyone who may benefit to contact us and apply.”

For more information about GATEDP, including full qualifying information and applications, please visit gcdhh.org/gatedp, or contact GCDHH at 1-888-297-9461, 404-381-8447 (VP) or Info@GCDHH.org.

For more information about Georgia Relay, please visit www.GeorgiaRelay.org or contact Customer Care at 1-866-694-5824 (V/TTY) or GARelay@HamiltonRelay.com.



Georgia Relay outreach coordinator Brendan Underwood has had a wonderful opportunity recently to educate a large group of state employees about Georgia Relay and the valuable services it provides to individuals who have difficulty hearing or speaking over the phone.

“the need for resources for our offender population is paramount. Additionally, providing knowledge and training opportunities for our staff so they can be aware of accessibility services is a priority for our agency.” Knatt further adds that he is grateful for the training opportunities provided by Georgia

Georgia Relay is proud to offer free webinars to any groups or organizations that want to learn more about our services.

The Department of Community Supervision (DCS), the state agency responsible for the community-based supervision of more than 200,000 adult felony offenders, partnered with Georgia Relay as an additional resource for ADA services for those under supervision who need accessibility services. DCS Humans Resource Director, Johnny Knatt says:

Relay. The relationship between Georgia Relay and DCS came about when Darrell Smith, ADA Coordinator and HR Manager, requested Relay training for the more than 1,000 DCS employees across the state.

To make the training easily accessible and convenient for everyone, Brendan coordinated a series of live webinars *continued on page 3*

**VIRTUAL TRAINING FOR DCS EMPLOYEES
CONTINUED...**

for DCS staff, providing an overview of the various technologies Georgia Relay offers to make telecommunication accessible for people who are deaf, hard of hearing, deaf-blind, or have difficulty speaking. Since February, Brendan has hosted eight online sessions, reaching more than 1,050 DCS employees, with more presentations scheduled.

“Georgia DCS is very fortunate to have a passionate ADA Coordinator who is proactive in educating his employees about the different communication needs that exist in the population they serve,” said Brendan. “The ability to offer training via webinar has made it possible for me to share what Georgia Relay does to a large number of individuals in different locations. Working with DCS has been a privilege.”

Georgia Relay is proud to offer free webinars to any groups or organizations that want to learn more about our services.

To request a presentation, please contact Brendan at Brendan.Underwood@HamiltonRelay.com.



Commemorating Better Hearing and Speech Month 2020

Each May, we celebrate Better Hearing and Speech Month by recognizing those who live with conditions that affect their ability to hear and/or communicate, as well as the professionals who serve them.

In February, our outreach coordinator, Brendan Underwood, represented Georgia Relay as a sponsor of the Georgia Speech-Language-Hearing Association’s (GSHA) 2020 convention. GSHA is made up of individuals who provide preventative measures, analysis, treatment plans, and assistive services to those who live

with speech, language, or hearing conditions. The convention provides professionals and speech/hearing advocates with the chance to come together to advise, connect, and learn from one another.

During his time at the convention, Brendan was able to network with vendors, listen to talks from leading experts, and engage with other attendees who are passionate about the education and advancements in the Speech-Language-Hearing community.

To learn more about the Georgia Speech-Language-Hearing Association visit GSA.MemberClicks.net

**NOW AVAILABLE
COVID-19 Communication Cards**

With the ongoing pandemic, Georgia Relay has created this visual tool to assist individuals who are deaf or hard of hearing so they can communicate with medical professionals, health care workers, and first responders.

Georgia Relay would like to thank the Massachusetts Commission for the Deaf and Hard of Hearing for the original creation of the visual tool and the Wisconsin Council on Physical Disabilities for kindly allowing us to adapt their Be Prepared, Have a Plan: Emergency Preparedness Toolkit for People with Disabilities to educate and inform individuals of the best ways to communicate during times of uncertainty.

Find your own Coronavirus Visual Tool on pages 5 & 6 of this newsletter. This card is also available for download at GeorgiaRelay.org





Building Better Businesses with Georgia Relay Partner



At Georgia Relay, we are all about making meaningful connections and increasing awareness for those who are deaf, hard of hearing, deaf-blind, or have difficulty speaking. We understand that using a standard telephone is something that many of us take for granted, but for Georgians

services and tend to mistake Relay calls for telemarketers. In an effort to educate and inform businesses and prevent hang-ups, the Georgia Relay Partner program provides free marketing materials and online training opportunities to Georgia-based businesses of all sizes.

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who cannot pick up a phone and simply make a call, it is a true asset to have services such as Georgia Relay to facilitate and assist with their communication needs.

With so many people practicing social distancing, many Georgia Relay users are relying on telecommunication more than ever to stay in touch with friends, colleagues, family members, and even local businesses. Unfortunately, many businesses are unfamiliar with Relay

In addition to free training, Georgia Relay Partners are listed in Georgia Relay's online business directory. With social distancing in place, this helps Relay users easily find local businesses who are prepared to answer their calls and connect with them over the phone. This program benefits both customers and businesses during these unprecedented times, making communication simpler and more effective for everyone.

Learn more about the Georgia Relay Partner program or register online now by visiting GeorgiaRelay.org/Relay-Partner-Program. Together we can build better businesses and make communication possible for all.

FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP Captioned Telephone Service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, paid from a federally administered fund.

Make Georgia Relay Calls Faster with a Customer Profile



Did you know that you can make Georgia Relay calls faster and more efficient by setting up a personal Customer Profile? This great tool allows users to record and store important preferences and personal information to ensure accuracy for each and every Relay call.

When you establish your Customer Profile, you will be asked to enter essential information that will let our Communication Assistants (CA) automatically know your communications preferences every time you place or receive a Georgia Relay call. For instance, if you choose Text Telephone (TTY) or Voice Carry-Over (VCO) as your selected Relay calling option, the CA will already be aware of this the next time you place a call. You can also choose your preferred language, such as English or Spanish, store your frequently dialed numbers, and more.

Creating a Customer Profile with Georgia Relay helps ensure every Relay call you make or receive meets your unique needs. All information that you provide in your profile is kept confidential, and a password is required to access or edit your Customer Profile preferences.

To create your own Customer Profile, visit HamiltonRelay.com/Georgia/Customer-Profile.html



DEAF & HARD OF HEARING INFO - CORONAVIRUS

1-866-694-5824 (TTY/Voice)

www.GeorgiaRelay.org



PREVENTING ILLNESS



GET MEDICAL HELP



PREFERRED METHOD OF COMMUNICATION



QUICK COMMUNICATION



TIPS FOR HEALTH PROVIDER

- ▶ Get the person's attention and make eye contact
- ▶ Repeat, rephrase, or write down your request
- ▶ Ask and/or indicate before touching the person
- ▶ Ask the person their preferred method of communication
- ▶ Minimize the number of people interacting with the patient
- ▶ Know that hearing aids/cochlear implants may improve hearing, but a person may still benefit from an assistive listening device and still may not understand all that you say.

Helpful Tips for Using Your CapTel Phone

A CapTel phone makes conversations effortless by providing easy-to-read captions. But did you know these phones offer other great features to make communication quicker and easier? Below are a few helpful pointers that will help you use your CapTel phone:



To save captions:

Saving captions is just as easy as setting a speed dial contact! A total of 100 conversations can be saved in the memory of the CapTel 2400i model.

1. To begin, select “default setting” from the display screen
2. Turn on captions by picking the “save captions on” option from the list of default settings
3. Once you have chosen your setting, hit the “home” button to save and exit. For CapTel 840i/840 and 800i/800 models, users must make sure the handset is hung up before changing any settings
4. Press the “yes” button and scroll until you find the “conversations” option
5. Press “yes” again to select “conversations”
6. Use the up and down arrows to scroll through saved conversations
7. Press the “no” button to save and exit

To change the font size of your captions:

Font size matters when using CapTel because it can make a huge impact on how well you can interact with others during phone conversations. To change the font size of the captions on the CapTel 2400i:

1. Touch “settings” and then select the “display” option
2. Select “font size” and go through the different styles that are offered on your device
3. Use the plus and minus options to decrease or enlarge sample text, and then select the best option for you to read
4. Touch “accept” to save changes and the “home” button to exit

An important thing to note when changing font size on the CapTel 840i/840 and 800i/800 models is that it ultimately erases any previously saved captions in your CapTel device’s memory. Also, users cannot change the font size of their captions during a call. All settings must be changed before or after a call takes place. With that being said, users still have the ability to change the font size of their captions:

1. Press the “yes” button and use the down arrow until the “settings” option appears
2. Select “settings” by hitting the “yes” button
3. Press the down arrow until “display settings” is highlighted
4. Press “yes” again and press the down arrow until “set conversation font size” is highlighted
5. Press “yes” and use the up and down arrow keys to view the font styles: small, medium, large, and extra-large
6. Select the best option and then press “yes” to accept the change. Hit the “no” button repeatedly to save and exit

To add a contact to speed dial:

Adding contacts you call frequently to speed dial makes calling them even easier! For the CapTel 2400i model, four contacts can be added to speed dial. These contacts will appear by picture every time a user lifts the CapTel handset. To set up speed dial:

1. Press “contacts” on your display screen and scroll through your contact list until you find the contact you want to add to your speed dial
2. Once selected, touch “edit,” then “speed dial”
3. Select the phone number you want to use for the contact, and touch “accept”
4. Press “save” on your display screen and hit the “home” button to exit

For the CapTel 840i/840 and 800i/800 models, there are three speed dial buttons that allow you to dial your most called contacts with one touch.

1. To start, press the “speed dial” button that you want to program
2. To edit, select the “yes” button
3. Enter the name and number of your contact
4. Press the “yes” button to save your speed dial contact

For more helpful tips for using your CapTel device visit CapTel.com/Videos.



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Customer Care

1-866-694-5824 Voice/TTY

To use Georgia Relay

7-1-1 or 1-800-255-0056 (TTY)

www.GeorgiaRelay.org



2231 Dawson Rd., Suite W
Albany, GA 31707



Visit us on Facebook at
[Facebook.com/GeorgiaRelay](https://www.facebook.com/GeorgiaRelay)

COOKS CORNER: Sweet and Spicy Grilled Pork Tenderloin

Mix all ingredients for the spice rub listed below. Coat pork tenderloin with a few tablespoons of yellow mustard, then apply rub. Let marinate 30 minutes or more. Preheat grill to 400 degrees and grill 5 minutes per side for a total of 20 minutes. Baste with honey mustard sauce in the last few minutes of grilling. Let rest 5-10 minutes before slicing.



INGREDIENTS:

Pork tenderloin
2 tablespoons of yellow mustard

SPICE RUB:

1/3 cup brown sugar
1/2 teaspoon garlic powder
1/2 teaspoon curry powder
1/2 teaspoon chili powder
1/2 teaspoon onion powder
1 teaspoon paprika
1/2 teaspoon salt
1/2 teaspoon black pepper
1/4 teaspoon cayenne

HONEY MUSTARD SAUCE:

1/4 cup yellow mustard
1/4 cup stone ground mustard
1/2 cup honey

