

Inside Georgia Relay

A PUBLICATION FOR GEORGIA RELAY USERS, SUPPORTERS AND FRIENDS.

Winter 2014

Georgia Relay Encourages Users to Complete a Customer Profile

If you are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking and use Georgia Relay's services to communicate over the telephone, Georgia Relay encourages you to complete your customer profile. Filling out this free, simple form will help us make sure every relay call you make and receive is as individual as you are. By having a customer profile, our Communication Assistants (CA) will always automatically know your communications preferences, allowing us to relay your call more quickly.

The easiest way to complete your customer profile is to visit our website www.georgiarelay.org. All of your information will be kept confidential, and you will be asked to create a password to prevent others from changing your information without your permission. If you have more than one relay user living in your household, or if you wish to access your profile remotely while calling from a location other than your home, you will also have the option of receiving a PIN number. With your PIN number, you will be able to use Remote Profile, which allows you to access your customer profile from any phone in any location.

Your customer profile allows you to select your preferred way to both connect to relay and receive relay calls. Your choices include: Text Telephone (TTY), Voice Carry-Over (VCO), Hearing Carry-Over (HCO), ASCII, Speech-to-Speech (STS), Spanish Voice, or "I am a voice user who wants to call a Captioned Telephone user." If you live with a person who uses relay differently than you, each of you can create your own profile.

You are also able to select your long distance company, designate other special features for your calls including ASL/English call translation and slow type buffer, as well as establish a speed dial list of people you call frequently. Your profile will also allow you to choose how you would like the CA to greet the person you are calling on all of your relay calls.



For more information, please visit our website at www.georgiarelay.org and click on "Fill out a Customer Profile." You may also request and complete your customer profile via standard mail by contacting us at:

Georgia Relay Customer Service
2231-T Dawson Road, Albany, GA 31707
Voice/TTY: 866-694-5824
Fax: 229-435-5231

Help us relay your calls more quickly by completing your Georgia Relay customer profile today!



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.

Renee Glisson Receives \$500 College Scholarship from Hamilton Relay



Georgia Relay is proud to announce that Renee Glisson, a student of Forsyth Central High School in Cumming, Georgia was selected as Georgia's recipient of the 2013 Hamilton Relay High School Scholarship. As last year's winner, Brianna received \$500 to use towards her college education.

The Hamilton Relay Scholarship opportunity is available to high school seniors who are deaf, hard of hearing, deaf-blind or have difficulty speaking. A recipient is selected within each of the states where Hamilton is the contracted service provider and is one of several ways the company gives back to the communities they serve.

"Hamilton takes pride in creating opportunities for higher education and promoting outstanding leadership across the country," said Ellen Rolader, Georgia Relay Outreach Coordinator. "We are excited to have the opportunity to contribute to furthering Renee's education and wish her success in reaching her personal and professional goals."

Renee was awarded the \$500 Hamilton Relay Scholarship after completing an application and writing an essay under the topic of communication technology. Renee is attending the University of North Georgia to study Nursing. 🍷

Georgia Relay Outreach Coordinator Ellen Rolader and scholarship recipient Renee Glisson

Kelly Jenkins Receives 2013 Better Hearing and Speech Month Recognition Award;

Nominations for 2014 Awards Due March 19

Each May, during Better Hearing and Speech Month, Hamilton Relay recognizes one individual who is hard of hearing, late deafened or has difficulty speaking and who has been a positive influence in Georgia, demonstrating commitment to advocacy, leadership and enhancing the lives of those around them. The 2013 recipient of the Better Hearing and Speech Month Recognition Award is Kelly Jenkins.

Kelly is a dedicated advocate for individuals who are deaf or hard of hearing in the state of Georgia. Specifically, much of her focus has been on improving the rights of children with hearing loss. Kelly experiences hearing loss herself and is a mother of three children, one of whom also experiences hearing loss.

She is a co-founder of Let Georgia Hear, a parent-led advocacy group working toward passing legislation in Georgia that would require insurance companies to cover the cost of hearing aids for children. She has been in communication with several other states that are pursuing similar mandates and has also raised awareness for the rights of children with hearing loss through national and local TV networks and newspapers.

Previously, Kelly served as the parent volunteer coordinator for the Atlanta Speech School Hamm Center and now serves on the School Board Guild and is the Special Projects Volunteer.

She is also a board member for Georgia Hands & Voices, a non-profit organization that provides families with resources and information for improving communication access and educational outcomes for their children. Kelly also serves on the Policy and Funding Subcommittee for the Georgia Pathway to Language and Literacy Organization, which supports the advancement of literacy proficiency for the children of Georgia who are deaf or hard of hearing.

Kelly has clearly demonstrated leadership and has contributed tremendously to children in the deaf and hard of hearing community. Congratulations, Kelly!

Hamilton Relay is now accepting nominations for the 2014 Better Hearing and Speech Month Recognitions Awards. To nominate a deserving individual in your community, please visit www.HamiltonRelay.com. Nominations are due March 19. The winner will be announced in May. For more information, visit www.HamiltonRelay.com, or contact Ellen Rolader, Georgia Relay's outreach coordinator, at ellen.rolader@hamiltonrelay.com. 🍷



Better Hearing and Speech Month Recognition Award recipient Kelly Jenkins

Dr. Frank Lala Receives 2013 Deaf Community Leader Award

The week of September 22-29 was celebrated nationwide as Deaf Awareness Week. Each year during Deaf Awareness Week, Hamilton Relay recognizes a community leader who is deaf or deaf-blind and has been a strong influence within their community and/or the state of Georgia, and who is committed to enhancing the lives of those around them. The 2013 recipient of Georgia's Deaf Community Leader Award is Dr. Frank Lala, a rehabilitation counselor for people who are deaf and hard of hearing for Georgia's Department of Human Services in Savannah.

Dr. Lala, who has a Doctor of Philosophy degree in Health and Human Services, came to Georgia from California five years ago. At that time, he noticed that there were few events or advocacy services available for individuals who are deaf. In order to revolutionize how the deaf community envisions change and to emphasize the importance of self-advocacy, Dr. Lala founded the Chatham County Association of the Deaf (CCAD).

Hamilton Relay Georgia Outreach Coordinator Ellen Rolander presented Dr. Lala with his award at CCAD's annual Deaf Awareness Banquet held September 21 in Savannah. More than 140 people were in attendance, including Mayor Edna Branch Jackson, who praised Dr. Lala for his efforts to educate hearing communities about the needs and rights of Georgia's deaf and hard-of-hearing residents.

Dr. Lala regularly promotes the provision of interpreters and the use of Relay services in hospitals and health care centers and educates the public through speaking engagements, presentations and media appearances about the needs and rights of individuals who are deaf or hard of hearing. Dr. Lala also works with the local government to ensure that individuals who are deaf are considered and appropriately notified of any news related to emergency/disaster situations.

Dr. Lala has served on numerous boards and committees, including: National Association of the Deaf (NAD), Life Independence for Everyone (LIFE), Savannah-Chatham Council on Disability Issues (SCCDI), World Marital Arts Association of the Deaf and American Marital Arts Association for the Deaf (AMAAD). As the current president of the Georgia Association for the Deaf (GAD), he plans to focus his energy on perfecting mental health services for people in Georgia who are deaf and hard of hearing.

Please help us to congratulate Dr. Lala on his 2013 Deaf Community Leader Award! 🍷



Georgia Relay Outreach Coordinator Ellen Rolander and award recipient Dr. Frank Lala

The Cook's Corner

*Provided by Savarra Goss,
computer systems tech Georgia Relay*

Red Velvet Cheese Ball

Prep Time: 15 minutes
Total Time: 2 hours, 15 minutes
Yield: 16 servings

Ingredients

8 ounces cream cheese, at room temperature
1/2 cup butter, at room temperature
1 1/2 cups red velvet cake mix, dry
2 tablespoons brown sugar
1/2 cup powdered sugar
1/2 cup mini chocolate chips
Assorted cookies and crackers (vanilla wafers are my favorite)

1. In a large mixing bowl, beat the cream cheese and butter until smooth. Add in the red velvet cake mix, the brown sugar and the powdered sugar. Beat until smooth and combined.
2. Turn the mixture out onto a piece of plastic wrap. Wrap up into a ball and refrigerate for at least 2 hours.
3. Put the chocolate chips on a plate or in a shallow dish. Remove the cheese ball from the refrigerator and unwrap. Roll in the chocolate chips. (This might get messy!) Place on a serving plate and serve with cookies or graham crackers.



Upcoming Event

Come see Georgia Relay at the following event:

Cherokee Triad S.A.L.T. Council 8th Annual Senior Extravaganza

Cherokee Recreation & Parks Building; Woodstock, GA
April 26, 2014



Telecommunications Relay Service

Advisory Council:

Deborah Duckworth –
deborah.duckworth@hamiltonrelay.com
Stephanie Jackson – sjackson@gachi.org
Cindy Peters – isign4sis@yahoo.com
Michael Russell – mikeru@psc.state.ga.us
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Lewis Turner – lewis.turner@gmail.com

Georgia Telecommunications Equipment

Distribution Program Advisory Committee:

Mike Russell Deborah Duckworth
John Silk Christina Lennon

 Visit us on Facebook at
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Customer Service

1-866-787-6710 Voice | 404-656-0980 Fax

To use Georgia Relay

7-1-1 or 1-800-255-0056

www.GeorgiaRelay.org



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Atlanta, GA 30334

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Banks, Loans & Mortgage Services

Resurgens Bank in Atlanta; Atlanta
404-297-2201; www.resurgensbank.com

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404-215-999; www.pccihome.org

Midtown Assistance Center, Inc.; Atlanta

404-681-5777; www.midtownassistancectr.org

State and County Government

City of Sylvania; Sylvania
912-564-7411; www.citysylvaniaga.net

Augusta 911; Augusta

706-821-1242

Utility Services

City of Atlanta – Department of Watershed;
Atlanta

404-658-6500; www.atlantawatershed.org

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