The Georgia Relay website now has a brand-new look to help you more easily navigate the site and access the information you need. Whether you’re a Relay user, a friend or family member of a Relay user, a local business owner, or an interested community member, you can always visit GeorgiaRelay.org to learn more about the many ways Georgia Relay makes communicating by telephone easy, accessible, and reliable for everyone.

Key features of our new and improved website allow you to:

• Download coronavirus resources and visual communication tools
• View and register for webinar sessions directly on the site
• Explore Georgia Relay calling options
• View a sampling of equipment available through the Georgia Telecommunications Equipment Distribution Program (GATEDP), eligibility requirements, and instructions to apply
• Create a personal profile that lets the Georgia Relay Communications Assistant (CA) automatically know your call handling preferences
• Dive into the business benefits of the Georgia Relay Partner program and register your business or organization
• Stay up to date with important Georgia Relay news and events

Explore Georgia Relay’s programs and services at GeorgiaRelay.org!
New Year, New Ways to Stay Connected

As we welcome 2021, one great goal to keep in mind this year is to continue to stay connected to those who matter most to you—like your friends, family members, coworkers, and community members. Take advantage of these newest accessibility features from popular mobile and video conference providers to make meaningful connections easily and securely in the new year:

Use Your Smartphone’s Latest Accessibility Features to Keep in Contact

With the latest iOS 14 update, iPhone owners can use an array of new accessibility features that make communicating hassle-free and more enjoyable.

The VoiceOver feature is a great tool for individuals who are blind or have low vision because it reads any text on the iPhone’s screen to the user. To set up VoiceOver:

1. Open Settings
2. Scroll down and select Accessibility
3. Select VoiceOver and then turn the setting on/off

iOS 14’s Sound Recognition capabilities are better than ever before! Users can set up special alerts that notify them when their iPhone detects background noises such as fire alarms, doorbells, sirens, and more. To set up Sound Recognition:

1. Go to Settings, click on Accessibility, then Sound Recognition, and then turn on Sound Recognition
2. Click on Sounds, then select the specific sounds that you want your iPhone to recognize

iPhone users can also receive Real-Time Text notifications during phone calls, allowing them to exit out and use or reference other apps while still communicating—making multi-tasking a breeze. To set up RTT:

1. Open Settings
2. Scroll down and select Accessibility
3. Select RTT/TTY and choose your preferred connection method

For those who love to communicate via FaceTime, the new update easily identifies ASL users during FaceTime calls and highlights them for other callers to see. To use this feature, simply start a FaceTime call and enjoy connecting with friends, family, and more!
Each May during National Better Hearing and Speech Month, Hamilton Relay—the service provider for Georgia Relay—offers the opportunity to recognize community leaders who are hard of hearing, late-deafened, or have difficulty speaking. Know someone in your community who embodies the characteristics of a true leader and constantly strives to better the State of Georgia? Nominate them before April 9, 2021 for the 2021 Better Hearing and Speech Month Award!

Visit HamiltonRelay.com/Better-Hearing-and-Speech-Month-Recognition-Awards to nominate a friend, relative, or peer today!
DeAnna Swope
Selected for Hamilton Relay 2020 Deaf Community Leader Award

Congratulations to DeAnna Swope of Lithonia, Georgia’s recipient of the Hamilton Relay 2020 Deaf Community Leader Award!

According to her peers, DeAnna is an empathetic leader who works to uplift and inspire women in the Deaf and Hard of Hearing communities. She is involved with several community-oriented organizations—many that empower and help domestic violence survivors by providing access to resources and services to improve their quality of life. Some of the organizations where DeAnna volunteers her time include the Deaf Anti-Violence Coalition, I Am My Sister’s Strength, Deaf Access to Quality Life Inc., and Deaf, Inc.

In addition, DeAnna is a program manager at BRIDGES under the Georgia Coalition Against Domestic Violence. She also established Diamond Speaks where she serves as a life coach, and she hopes to build a life coaching organization that specifically employs and serves the Deaf and Hard of Hearing communities.

NEW YEAR, NEW WAYS TO STAY CONNECTED CONTINUED...

Working from Home? Connect Confidently with Coworkers on Microsoft Teams

Like Zoom, Microsoft Teams has established some useful features that make teleworking one less thing to stress about during the work week. Compatible with devices such as TTY, screen readers, screen magnifiers, and more, some of their top accessibility features include:

Live closed captioning during calls allows users to easily follow along during video calls—plus, the newest Microsoft Teams update notes who the speaker is to accompany their captioned words. To set up Live Closed Captioning during a Microsoft Teams meeting:

1. Select your Meeting Controls
2. Select More Options “…”
3. Turn on live captions (preview)

Like Zoom, Microsoft Teams has its own video pinning feature that allows users to pin as many videos as possible that fit on their screen. To Pin a video during a Teams call:

1. Right click on the user’s video that you want to pin
2. Select Pin

Background noise can sometimes make it harder to understand what someone is saying, but with Teams’ noise suppression feature users can increase focus and cut back on the noisy distractions. To set up Noise Suppression:

1. Select your profile picture
2. Scroll down and select Settings
3. Click on Devices and then Noise Suppression
4. Select your preferences

The Immersive Reader tool reads text aloud to Microsoft Teams users, whether it’s from their office chat or an important work update shared within Teams. To use Immersive Reader to read a message:

1. Move your cursor over the selected message
2. Click on More Options “…”
3. Select Immersive Reader
4. Begin listening to the message
For thousands of people in Georgia who have trouble hearing during phone conversations, Captioned Telephone (CapTel) makes it possible to place phone calls confidently. CapTel allows users to better understand what is said during telephone conversations by providing captions of the other person’s spoken words for the user to read as they listen. Those who are hard of hearing, late-deafened, deaf with understandable speech, amplified phone users, Voice Carry-Over (VCO) users, or cochlear implant users can all benefit from using CapTel.

CapTel phones are available in both analog models, requiring only a standard telephone line and electrical power, and internet-based models that also require high-speed internet access. Two-line CapTel phones allow callers to contact CapTel users directly without having to dial the captioning service first. With CapTel phones, users can access special features such as voicemail, call waiting, and a storage feature that can save up to 500 lines of text after calls are completed. CapTel phones also provide amplification up to 40 decibels, adjustable font sizes and colors, a one-touch button to reach customer care, and more.

With Web CapTel, users can access the captioning service without a CapTel phone—real-time captions appear directly on the computer screen while taking the call on a landline, mobile, office, or even amplified phone. Best of all, there’s no special equipment or software to download. All that’s required is an internet connection, standard web browser, and a CapTel account with Georgia Relay’s service provider, Hamilton Relay. All Web CapTel calls are free, including long-distance calls. Web CapTel can be used on a PC or Mac computer, tablet, or smartphone device.

With a Hamilton Relay CapTel Account, users can ensure their web and mobile calls are placed securely and accurately. Plus, they can save calling preferences, view past calls, and store important contacts all in one reliable place!

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.

Communicate Confidently with CapTel®

To learn more about CapTel options and services, visit HamiltonCapTel.com.

CapTel is a registered trademark of Ultratec, Inc
During times of adversity, telephone communication is an essential tool that keeps local businesses and organizations connected to the community they serve. Each day, thousands of Georgians who are deaf, hard of hearing, deaf-blind, or have difficulty speaking use Georgia Relay to make calls to their friends, family, organizations, and businesses. In order to make telecommunication dependable for everyone, Georgia Relay educates businesses and organizations of all industries and sizes throughout the state about Relay services with the Georgia Relay Partner program.

With Georgia Relay Partner, businesses and organizations have the opportunity to receive FREE training—either in-person or virtually—to learn how to serve all customers over the phone. With these skills, employees will be able to answer and place Relay calls with confidence and ease, ensuring high-quality, accessibility-friendly customer care.

In addition to Relay Partner training, enrolled businesses and organizations will receive helpful resources and marketing tools to promote they are a Relay-friendly establishment.

**The Relay Partner Kit includes:**

- Relay Partner Guide
- Employee Guide
- Calling Tips Flyer
- Relay Fraud Prevention Flyer
- Listing and Access to Online Business Directory
- An official Georgia Relay partner certificate and window decal

All Georgia Relay Partner training and marketing materials are available to businesses and organizations FREE of charge and do not require any special equipment in order to participate. Best of all, our customer care team is available to assist Relay Partners every step of the way, either by phone or email, whenever they have a question or concern.

Register your business or organization now at GeorgiaRelay.org/Relay-Partner-Program/Join-Relay-Partner

The More You Know With Georgia Relay Webinars

With social distancing in place, Georgians are relying on communicating by telephone in order to stay in touch with family, friends, local businesses, coworkers, doctors, and more. In order to keep the community well-informed and well-connected, our outreach coordinator Brendan Underwood has been offering free introductory webinars that provide an in-depth introduction to our telecommunications solutions and inform about our assistive equipment options.

If you, or someone you know, is deaf, hard of hearing, deaf-blind, or has difficulty speaking—or is simply interested in learning more about Georgia Relay, please contact Brendan directly at Brendan.Underwood@HamiltonRelay.com to schedule a customized presentation for your business, group, or organization.
The Georgia Speech-Language-Hearing Association (GSHA) was able to successfully host its annual conference and first virtual experience on February 5 and 6. Weren’t able to attend? No problem! Due to its new, virtual platform, interested individuals can view the convention highlights, learn about this year’s speakers, and more, by visiting the GSHA website.

This year, the convention provided professionals as well as speech and hearing advocates with the opportunity to learn how to overcome communication barriers during the pandemic, best practices for treating patients with speech or hearing disorders, and more—and all online.

Due to the pandemic, “Virtual is Our Reality,” was the overall theme of the weekend, but the ability to connect on a new platform opened new doors for networking and discussion. “It was really great to be able to still participate in the GSHA convention this year,” shares Brendan Underwood, Georgia Relay Outreach Coordinator. “GSHA was able to adapt to the current situation and still put on an informative and well-run event. I am already looking forward to next year’s convention.”

To watch Aging in Atlanta’s fall video series, visit AJC.com/Aging-in-Atlanta

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Cooks Corner: Sunday Roast Recipe

1. Brown meat on all sides in a Dutch oven. Take out and set aside.
2. Add chopped onions and garlic to the Dutch oven on medium heat for 3-4 minutes.
3. Add the cans of cream of mushroom, beefy mushroom, the Lipton French Onion packet, beef broth, and a bottle of red wine to the Dutch oven, stir to incorporate all.
4. Put meat back in the Dutch oven, cover and put in the oven at 275 degrees for 4-6 hours.
5. Add carrots for the last hour and a half of the cook time.
6. Add mushrooms for the last 20 minutes of cooking.
7. Serve over egg noodles.

Ingredients:
- 4-6 lbs. of chuck or shoulder roast (beef)
- 1 can – cream of mushroom
- 1 can – beefy mushroom
- 1 packet – Lipton French Onion
- 2 cups of beef broth
- Bottle of red wine
- 1 onion, diced
- 1 bulb of garlic, chopped
- 6-8 carrots, chopped
- 1-2 cartons of mushrooms (your favorite), chopped
- Egg noodles