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Make Calls Easier with a Georgia Relay Customer Profile

With a Georgia Relay Customer Profile, your Relay calls can be as personalized to you as possible to fit your needs and preferences. Filling out the form takes only a few minutes and is a huge step towards streamlining each of your Relay calls. After you have established your selections, the Communication Assistant (CA) will be automatically notified before you initiate or receive a Relay call.

Georgia Relay Customer Profile Options:

- Preferred Relay calling type, such as Text Telephone (TTY) or Voice Carry-Over (VCO)
- Frequently dialed numbers
- Preferred language (English or Spanish): All Relay connection options are available in Spanish. Bilingual CAs are available to process Spanish-to-Spanish Relay calls. Translation between Spanish and English is available if you and the person you are calling are both within the state.
- And more!

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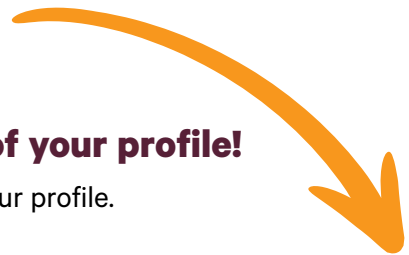
About the PSC and Georgia Relay

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.

CONTINUED...

Here are some examples of possible customizations of your profile!

Use this sample to help create notes on how you would like to customize your profile.



Making Relay Calls

Greetings

- I want CAs to say my first name to the people I call.

Name/nickname: _____

Example: "This is Georgia Relay CA #4444 with a call from Nancy."

I want CAs to tell the people I call that:

- I am deaf
- I am hard of hearing
- I have difficulty speaking
- I am DeafBlind

Example: "This is Georgia Relay CA #4444 with a call from a person who has difficulty speaking."

- CAs should never explain how to use Relay to any person I call.
- CAs should never identify I am using Relay to any person I call.

- Use "My Hello" when CAs greet me.

I would like CAs to greet the people

I call this way:

Example: "Hi, Nancy here. How are you?"

Answering Relay Calls

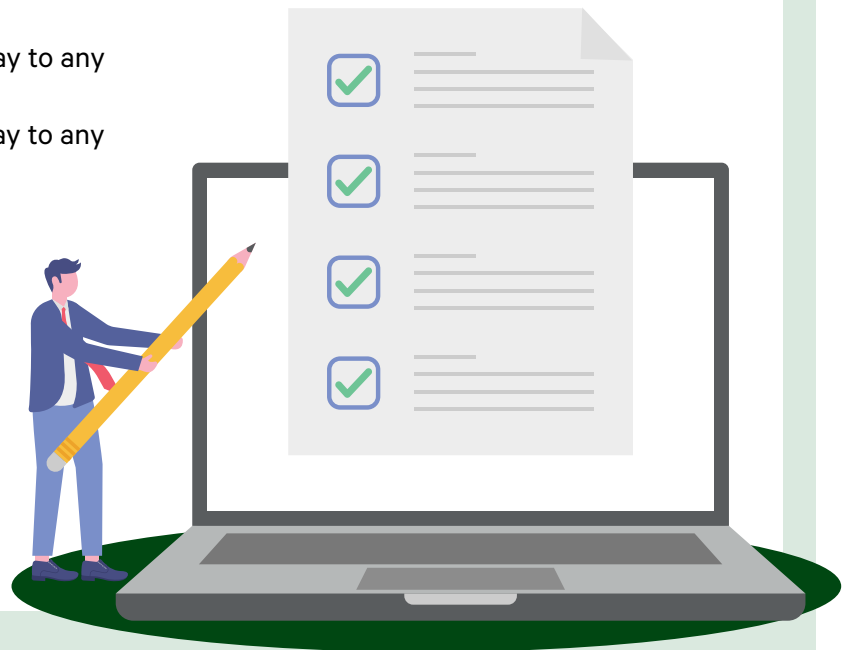
Every time I ANSWER a Relay call, I use...

Language

- English
- Spanish

Call Type:

- Voice Carry-Over (VCO)
- 2 Line VCO
- Text Telephone (TTY)
- Hearing Carry-Over (HCO)
- Speech-to-Speech (STS)
- Voice only



Complete Your Georgia Relay Customer Profile

Visit HamiltonRelay.com/Georgia/Customer-Profile to fill out the online form.

A Story of Generational Connectivity Through Georgia Relay



For Georgia Relay’s own Outreach Coordinator, Brendan Underwood, introducing those who struggle using a standard telephone to customizable Relay solutions hits close to home. His grandmother, Sheila Biggs, has recently become a Georgia Relay user thanks to Brendan’s efforts.

Sheila has experienced progressive hearing loss for over 20 years and was reluctant to give hearing aids a try. Friends and family noticed that she could hear more clearly in certain settings but needed to see the speaker’s face to follow simple conversations. Her hearing loss got to the point where the TV volume was loud enough to reach the downstairs front door, so visitors recognized the TV was on without setting foot into her house. That’s when Brendan showed his grandmother the benefits of using a Captioned Telephone (CapTel®), and the results were transformational.

Not only did the free-of-charge CapTel device make Sheila’s phone conversations easier by providing captioned text of each call, but it also helped her recognize the severity of her hearing loss. Now, as Sheila prepares for her 101st birthday, she is a proud hearing

You can benefit from CapTel if you are:

- Hard of hearing
- A late-deafened adult
- Deaf with understandable speech
- An amplified phone user
- Someone with a cochlear implant
- A Voice Carry-Over (VCO) user

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.

aid user and remains connected with her family using CapTel. Her journey shows how Georgia Relay can serve as a bridge between helping people stay connected and recognizing their own hearing needs.

“In my outreach work, I’ve seen many similar stories, which underscores just how impactful Georgia Relay’s free services can be,” shares Brendan. “Connectivity is a key part of healthy aging, and I believe my grandma’s ability to stay engaged has contributed to her living such a long, fulfilling life.”



Interested in CapTel?

Visit GeorgiaRelay.org/Services/Captioned-Telephone-CapTel to see if you medically and financially qualify for a free Captioned Telephone through the Georgia Telecommunications Equipment Distribution Program.

Get Ready for a Spanish Translation of the Georgia Relay Website

Try Our Spanish Relay Service Today

Initiate a Spanish Relay call by dialing 888-202-3972.

The official Georgia Relay website now features an English-to-Spanish plugin for all Spanish Relay users to have an immediate translation of our website text.

As a reminder, all in-state Relay services are available in Spanish as well as translation between Spanish and English Relay calls using a bilingual CA.

How to Use Spanish Relay by TTY

To make a Spanish Relay call by TTY, you must dial the TTY number, 711 or 888-202-3972. Georgia Relay will answer. Dial the area code and the phone number you want to call, followed by “GA” (Go Ahead). The CA dials the number and connects it with the other person, who speaks Spanish.

Start by typing your conversation in Spanish to the CA. Remember to type “GA” at the end of each message. Then, the CA repeats the message typed aloud in Spanish to the other person. The other person will then respond in Spanish after you enter “GA”. Finally, the CA types the other person’s spoken conversation to transmit it to you.

711 is the national access number for Relay (just like 411 is for information or 911 is for emergencies). You can dial 7-1-1 from any city in the US to be connected with Relay services. For calls in Spanish, you can either dial 7-1-1 and ask to be connected with a Spanish-speaking CA or call 888-202-3972 which connects you directly with a Spanish-speaking CA.

A Fond Farewell and A Warm Welcome



After 10 years as the Georgia Relay Outreach Coordinator, Brendan Underwood is pursuing other opportunities and taking a new path of employment. He has been an integral part of representing Georgia Relay at events, conferences, and throughout the community. As he moves forward in his exciting chapter, the whole Georgia Relay team wishes Brendan all the best!

Join us in welcoming Jenny Pearson, who is stepping into the role of Georgia Relay outreach coordinator, serving as the primary point of contact for all outreach activities. Jenny is an experienced professional in outreach and support services with a focus on individuals with disabilities, including individuals who are deaf and hard of hearing. She has been on the Hamilton Relay Outreach Team for eight years working in Maryland and Pennsylvania before relocating to Georgia. We are excited to welcome Jenny to the team.



A Breakdown of Speech-to-Speech Service

Discover our Speech-to-Speech (STS) Service; how it works, who it benefits, and how you can place an STS call!

Who STS Benefits

STS is designed for people who have mild-to-moderate speech difficulties who can hear what is being said over the phone.

This can include people with:

- Cerebral palsy
- Muscular dystrophy
- Multiple sclerosis
- Severe stuttering
- Limitations caused from a stroke or brain injury
- A stoma from a laryngectomy

Anyone with a speech disability or anyone who wishes to call someone with a speech disability can use STS.

How STS Works

As the STS user speaks, a specially trained CA listens to the words. The CA then revoices those words to the other person. When the other person speaks, the STS user listens directly to what is being said. Other than a standard telephone, no special equipment is needed.

Enhanced Message Retention

Enhanced Message Retention allows STS callers to submit pre-prepared content for use during future calls. These messages can include presentations, training notes, greetings, or introductions and are classified as either Long-Term Messages (for repeated use) or Short-Term Messages (used once and deleted after 30 days.)

How to Make an STS Call

1. Dial 7-1-1 or 888-202-4082 (English) or 888-202-3972 (Spanish) to reach Georgia Relay.
2. Inform the CA that you want to make an STS call, then give the CA the number you wish to call.
3. Tell the CA if you would like them to take an active role or a passive role during your call.
4. Once the CA connects you to the person you are calling, begin speaking to that person directly. The CA will repeat your words according to the role you requested.
5. If you want to make another Relay call after your conversation is finished, stay on the line and the CA will assist you.
6. That's it!

PASSIVE OR ACTIVE ROLE?

Passive Role:

The CA will only intervene upon request from you or the other party.

OR

Active Role:

The CA will repeat everything you say to the person you are calling.

Visit GeorgiaRelay.org/Services/STS-Speech-to-Speech to learn more about the service.

Georgia Relay Out and About in the Community



Peachtree City – Let’s Go Senior Expo

Brendan attended the Let’s Go Senior Expo hosted by AC Premier Events on September 23 as an exhibitor for Georgia Relay. From giveaway bags, reading glasses, and first aid kits, the branded Georgia Relay goodies were an absolute hit—now even more Georgians are repping Georgia Relay! Thanks to everyone who stopped by our table to learn more about the free services we provide to make telecommunications accessible.



Statesboro – Deaf Awareness Expo

The Zeta Phi Beta Sorority held the first annual Deaf Awareness Expo on September 27, attended by Jenny Pearson, regional outreach coordinator, and Rachel Bryant, president of Zeta Phi Beta Sorority, Iota Iota Zeta Chapter. It was a day filled with resources, information, and relationship-building between the Deaf and Hard of Hearing communities and the hearing community. Presentations by deaf advocates, comedians, performers, and local government officials educated and entertained attendees while raising awareness and forming new connections. Georgia Relay was proud to be a Gold Sponsor of this event, and we look forward to working with Zeta Phi Beta again in the future.



Dunwoody – Follow the Sign 5K

Georgia Relay was a proud sponsor of The Georgia Center of the Deaf and Hard of Hearing’s (GCDHH) Follow the Sign 5K on September 28. It was a sunny day at the start line in Brook Run Park, where Jimmy Peterson, executive director of GCDHH, attended the event and helped cheer on the racers and volunteers. This was the first in-person Follow the Sign 5k race, and it turned out to be a huge success!

Congratulations to Abigail Wright, Hamilton Relay College Scholarship Winner

Hamilton Relay, Telecommunications Relay and Captioned Telephone Service provider for Georgia Relay has awarded a \$1,000 college scholarship to Abigail Wright, a student at Dawson County High School in Dawsonville, Georgia.

The Hamilton Relay Scholarship opportunity is available to high school seniors who are deaf, hard of hearing, DeafBlind, 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 it serves.

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

Abigail was awarded the \$1,000 Hamilton Relay Scholarship after completing the application process, including writing an essay on the topic of communication technology. Abigail plans to attend the University of Georgia this fall to study psychology with a minor in American Sign Language.



About Hamilton Relay

Hamilton Relay provides contracted Traditional Relay and Captioned Telephone services in 36 states, the District of Columbia, and the Island of Saipan, and is a provider of internet-based Captioned Telephone services nationwide. Go to [HamiltonRelay.com](https://www.hamiltonrelay.com) for more available information.

Accessible Community Events to Add to Your Calendar

Check out these awesome events to work into your winter plans!



Sensory-Friendly Afternoon at The Southern Museum

Visit the museum from 2 to 5 p.m. to spend the afternoon in a transformed, sensory-friendly environment. Visitors of all abilities and ages are welcome. Go to [SouthernMuseum.org/Event/Sensory-Friendly-Afternoon](https://www.southernmuseum.org/Event/Sensory-Friendly-Afternoon) for more information.

2829 Cherokee St, NW Kennesaw, GA 30144



2026 GHCA Winter Convention & Expo

Save the date for the Georgia Health Care Association's Winter Convention & Expo. Check [GHCA.info](https://www.ghca.org) for updates on vendors, presentations, and tickets.

2450 Galleria Pkwy, SE Atlanta, GA 30339



DeKalb County Senior Expo

Meet with various senior experts and local organizations dedicated to helping seniors and their families. This free event is open to the public and includes health screenings, refreshments, prizes, and giveaways. To preregister for a chance to win a \$200 Visa gift card, visit [SeniorExpoUSA.com/Expos/Georgia!](https://www.seniorexpoUSA.com/Expos/Georgia/)

495 N Indian Creek Dr, Clarkston, GA 30021

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Customer Care

866-694-5824 (Voice/TTY)

To use Georgia Relay

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

GeorgiaRelay.org



Visit us on Facebook at
Facebook.com/GeorgiaRelay



1006 12th Street
Aurora, NE 68818

INGREDIENTS:

6 cups fresh corn kernels or frozen kernels, thawed, divided
4 cups low-salt chicken broth, divided
2 tablespoons olive oil
6 ounces smoked Spanish chorizo, cut into 1/4-inch cubes (about
1 1/4 cups)
1 1/2 cups chopped onion
1 pound unpeeled, red-skinned potatoes, cut into 1/4-inch cubes
(about 3 1/2 cups)
2 1/2 teaspoons dried thyme
1/8 teaspoon (scant)
cayenne pepper
2 cups half and half

Cook's Corner:

Harvest Corn Chowder

1. Blend 3 cups corn kernels and 1 1/2 cups broth in a processor to coarse puree. Transfer to a large bowl.
2. Heat oil in a large pot over medium heat. Add chorizo and sauté until brown. Transfer chorizo to a small bowl.
3. Add the onion and the remaining 3 cups of corn kernels to the same pot; sprinkle with salt and pepper. Sauté over medium-high heat until onion begins to soften, 5 to 6 minutes. Add the potatoes and stir for about 2 minutes. Add the dried thyme, cayenne, pureed corn mixture, and remaining 2 1/2 cups of broth to the pot. Bring to a boil.
4. Reduce the heat to medium, and simmer uncovered until the potatoes are tender. Add the half and half and the chorizo. Simmer uncovered for about 2 minutes.
5. Season the chowder to taste. Simmer 5 minutes longer to thicken, if desired.

