

# Inside Georgia Relay

A PUBLICATION FOR GEORGIA RELAY USERS, SUPPORTERS AND FRIENDS.

Fall 2011

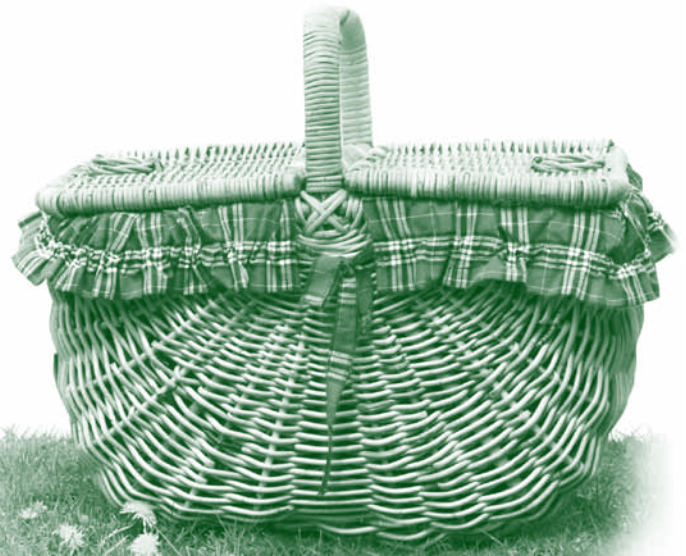
## 2011 Georgia Relay Annual Picnic Scheduled for October 1

MARK YOUR CALENDAR!



The fourth annual Georgia Relay picnic will be held Saturday, October 1 from 11 a.m.-2:00 p.m. at Yellow River Park in Stone Mountain, Ga. The picnic is an opportunity for people who are deaf and hard of hearing and their families to come together for a fun-filled afternoon of games, prizes and free food and drink. This year's picnic will include an extra special celebration of the 110th anniversary of Hamilton Relay's parent company, Hamilton Telecommunications. We are excited to celebrate this important milestone with Georgia Relay's service provider. Attendance is free, so bring your chairs and your picnic blankets and enjoy time with family, friends and new acquaintances!

Yellow River Park is located at 3232 Juhan Road, Stone Mountain, Ga., 30087. To attend the picnic, please R.S.V.P. to Karin Sack at [karin.sack@hamiltonrelay.com](mailto:karin.sack@hamiltonrelay.com) by September 27. 🍌



## CapTel® Update: CapTel Customer Service Now Available on Weekends

CapTel customer service is now available to assist customers seven days a week. People who use CapTel captioned telephones can reach highly-trained support personnel every day of the week.

CapTel customer service is available Monday through Friday, from 8:00 a.m. – 8:00 p.m. Eastern Standard Time (EST). Note that CapTel customer service will be closed on Thanksgiving, Christmas, New Years Day, Independence Day, and Labor Day. In addition, customer service is now available Saturdays and Sundays from 9:00 a.m. – 6:00 p.m. (EST). Customers can access support personnel either over the telephone or online via Instant Help at [www.CapTel.com](http://www.CapTel.com). Additional support materials are also available anytime at the Customer Support link on the CapTel website. 🍌

CapTel is a registered trademark of Ultratec, Inc.

### To contact CapTel customer service:

Tollfree: 1-888-269-7477 (Voice/CapTel/TTY)

Spanish support: 1-866-670-9134

Fax: 1-608-204-6167

Email: [CapTel@CapTel.com](mailto:CapTel@CapTel.com)

Standard Mail: CapTel Customer Service,  
450 Science Drive  
Madison, WI 53711



### 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 with hearing or speech loss to communicate with any standard phone user. To make a Georgia Relay call, dial 7-1-1.

## Deaf Awareness Week

Deaf Awareness Week will be held September 18-24, 2011 and encourages individuals, organizations, businesses and schools across the nation to educate the public on deafness. Events throughout the week draw attention to the accomplishments of individuals who are deaf, as well as to the issues that the deaf community faces. In honor of this year's Deaf Awareness Week, Georgia Relay and Hamilton Relay will award their 2011 Deaf Community Leader. The honored leader will be someone who possesses a strong influence within their community and/or state and is committed to enhancing the lives of those around them. Look for news about our award winner in the next issue of *Inside Georgia Relay!*



## The Cook's Corner

Here's another personal favorite recipe from Henry Carter, Georgia Telecommunications Equipment Distribution Program's Outreach Specialist.

### Sweet Potato Casserole

- 3 c. cooked sweet potatoes, mashed
- 1 c. sugar
- 2 eggs, slightly beaten
- 1 tsp. vanilla
- 1/2 c. evaporated milk
- 1/2 c. butter, melted

Combine sweet potatoes and sugar; mix well. Add eggs, vanilla, milk and butter. Stir together well. Pour into a greased 9 x 13-inch casserole dish. Add topping.

#### Topping:

- 1 c. brown sugar
- 1/3 c. flour
- 1 c. chopped pecans

Combine together. Bake at 350° for 30 minutes.

## Mobile CapTel® Update

Enjoy the convenience of placing and receiving captioned calls wherever you happen to be. Hamilton Mobile CapTel allows you to use a mobile device to listen to as well as read captions of what's said during phone conversations while on the go.

### What do I need to access Mobile CapTel?

- A compatible smartphone. Find out which smartphones and wireless networks are compatible with Mobile CapTel by using the SmartPhone Selector™ online at [www.hamiltonmobilecaptel.com](http://www.hamiltonmobilecaptel.com)
- A hands-free headset or speaker phone that works with hearing aids/cochlear implants
- An account with Hamilton Web CapTel. A simple one-time registration is required (it's free!). Once registered, you can place and receive calls from your mobile device, anytime, anywhere. To register for Hamilton Web CapTel, visit [www.hamiltoncaptel.com/web\\_captel](http://www.hamiltoncaptel.com/web_captel) 🍌

### Compatible phones and networks include:

AT&T	Sprint	T-Mobile	U.S. Cellular	Verizon
Android: Android OS 2.1 or higher	Android: Android OS 2.1 or higher	Android: Android OS 2.1 or higher	Android: Android OS 2.1 or higher	Android: Android OS 2.1 or higher
Blackberry: Bold 9700 Torch 9800	Blackberry: Bold 9650 Curve 8350i Curve 8530	Blackberry: Bold 9700	Blackberry: Bold 9650	Blackberry: Bold 9650 Curve 8530 Storm2 9550
iPhone: iPhone 3G iPhone 3GS iPhone 4 iPod Touch iPad				iPhone: iPhone 4 iPod Touch iPad

*CapTel is a registered trademark of Ultratec, Inc.*

## Reminder to Update your Georgia Relay Customer Profile

If you haven't completed a Georgia Relay customer profile, or if you haven't updated your profile information recently, please be sure to do so. By keeping this information up-to-date, you will experience smoother call processing and become aware of any changes or updates made to enhance the profile offerings.

Customer speed dial lists are now able to store up to 50 names and numbers instead of just 10, allowing you to add more friends, family and frequently dialed numbers to your list. Selecting a PIN number is also a valuable tool that gives the Communications Assistant (CA) access to your profile. If you have multiple Relay users in your household or if you access Relay remotely, your PIN number will help the CA process your calls according to your call requests quickly and easily. In addition, the profile allows you to indicate the speed at which you wish to receive captions through the Slow Type Buffer setting. You can select speeds in 5 word per minute increments—beginning at 10 words per minute up to 45 words per minute.

To complete or update your Georgia Relay customer profile, contact Customer Service at 866-694-5824 (V/TTY), 229-435-5231 (fax) or [garelay@hamiltonrelay.com](mailto:garelay@hamiltonrelay.com). To access your customer profile online, visit the Georgia Relay page at [www.hamiltonrelay.com](http://www.hamiltonrelay.com). 🍌

# Georgia 2011 Better Hearing and Speech Month Recognition Award

Georgia Relay and Hamilton Relay recently announced the winner of the Hamilton Relay 2011 Better Hearing and Speech Month Recognition Award. This year's winner is Georgian Ron Vickery, who is dedicated to providing insight, education and resources to individuals who are deaf or hard of hearing within the state.



*Karin Sack, outreach coordinator for Georgia Relay, presents Ron Vickery with his 2011 Better Hearing and Speech Month Recognition award.*

Vickery's participation in several organizations and agencies has allowed him to extend his knowledge of assistive technology to others with hearing loss. He has been an integral part of the Hearing Loss Association of America (HLAA) for several years and served as president of the previously established Northwest Georgia Chapter of HLAA and is currently treasurer of the HLAA State Office and National Professional Advisor on Hearing Assistive Technology. In 2010 Ron was honored with the HLAA Service Award, presented at the 2010 HLAA Convention.

Vickery also serves on the board of the Georgia Council for the Hearing Impaired, Inc. (GACHI) and is on the Georgia Relay and Georgia Telecommunication Equipment Distribution Program (TEDP) Advisory Committees. He is a member of Telecommunications for the Deaf and Hard of Hearing, Inc (TDI) and serves on a Consumer Electronics Association (CES) working group.

"Georgia Relay and Hamilton Relay are fortunate to have such an individual and we are pleased to congratulate and honor Ron for his many efforts in accommodating individuals with hearing loss," said Anne Girard, director of marketing for Hamilton Relay. "He is truly an ideal recipient of the Hamilton Relay 2011 Better Hearing and Speech Month Recognition Award." 🍌

## Project Endeavor



Project Endeavor is a nationwide program that promotes high speed Internet services for Americans who are deaf or hard of hearing. Formed by the Communication Service for the Deaf (CSD), the program's overall purpose is to address the barriers that prevent people who are deaf or hard of hearing from accessing Internet-based services.

Qualified individuals who are deaf or hard of hearing can connect to the Internet through Project Endeavor's discounted Internet packages, which include discounted service plans and free video communications equipment. Project Endeavor also offers videos that demonstrate the benefits of using the Internet, in both text and American Sign Language (ASL).

The project operates with an emphasis towards job seekers who are deaf or hard of hearing and high school students transitioning from "school to work" programs.

People who qualify for discounted Internet packages can:

- Search the Internet
- Watch videos
- Use remote interpreter or captioning services
- Look for a job
- Learn new skills
- Connect with others

For more information on Project Endeavor, visit [www.projectendeavor.org](http://www.projectendeavor.org). 🍌

## Relay Partner Update

Georgia Relay Partner is pleased to announce updates to our Georgia Relay Partner kit, including new information on technologies like VRS and IP Relay, plus helpful tips that educate our Partners' employees on how to receive and make relay calls.

Another new addition is a section of relay fraud, and how our partners can protect themselves against this threat. Other materials in the kit include a calling tips poster for employers to place throughout the workplace and a contributed article, so our Partners can publicly announce their joining Georgia Relay Partner. 🍌

## Welcome to Our Newest Georgia Relay Partners!

### Attorneys

DisceRNment Legal Nurse Consultants  
Elijay  
706-636-5276

### Administrative Support

Wordhelper Editing, Writing, Resumes & More  
Marietta | 770-518-0010

### Hospice

Glory Hospice & Palliative Care  
Columbus  
706-507-5455

### Job Placement

DeKalb Workforce Development  
Decatur | 404-687-3400

### Nonprofit:

Mother Ministry  
Rome | 706-232-1917

Lovejoy Baptist Retired Sisters  
and Mother Ministry  
Rome | 706-232-1917

Sowega Council on Aging  
Albany | 229-432-1124

### Medical Care

Grady Health System  
Atlanta | 404-616-1000

### Computer & Internet Services & Telecommunications

Generations Media, LLC  
Hiram | 877-264-6975



**Telecommunications Relay Service  
Advisory Council:**

Susan Arrington – sa2116@att.com  
Henry Carter – hcarter@gachi.org  
Deborah Ducksworth –  
deborah.ducksworth@hamiltonrelay.com  
Stephanie Jackson – sjackson@gachi.org  
Sondra Rhoades-Johnson – srjohnson@gachi.org  
Cindy Peters – isign4sis@yahoo.com  
Michael Russell – mikeru@psc.state.ga.us  
John Silk – jsilk@gta.org  
Lewis Turner – lewis.turner@gmail.com  
Ron Vickery – ron.vickery@usa.net

**Georgia Telecommunications Equipment  
Distribution Program Advisory Committee:**

Susan Arrington Wilda Owens  
Henry Carter Mike Russell  
Deborah Ducksworth John Silk  
Christina Lennon Ron Vickery



1-866-787-6710 Voice | 404-656-0980 Fax  
www.GeorgiaRelay.org



244 Washington Street, SW  
Atlanta, GA 30334

PRSR STD  
US POSTAGE  
**PAID**  
BALTIMORE MD  
PERMIT 7499

facebook

## Become a Facebook Fan of Georgia Relay

Georgia Relay now has a Facebook page so you can stay up to date on the latest news and events from Georgia Relay; connect with other Georgia Relay users or Georgia Relay Partners; and keep current on all the services and resources we provide to Georgia's deaf and hard-of-hearing community.

Facebook is the world's largest social network with over 300 million users. So become a fan of Georgia Relay on Facebook and encourage your friends to become fans, too.

## Upcoming Events

Come see Georgia Relay at one of the following events:

### **Georgia Emergency Communications Conference**

September 13-14, 2011  
The Classic Center – Atlanta, GA  
*This conference will bring timely, effective, affordable training to the public safety communications community; foster the development of relationships between public safety agencies; and, encourage cooperation at every level of government to enhance the collective responder and public safety throughout the State of Georgia.*

### **Georgia Baptist Conference of the Deaf**

September 16-18, 2011  
Georgia Baptist Conference Center  
Norman Park, GA  
*For more information, visit [www.gachi.org](http://www.gachi.org)*

### **GACHI Community Health & Resource Fair**

September 17, 2011  
H.J.C. Bowden Multi-Purpose Facility  
East Point, GA

*Join the GACHI team for a day of fun, food and resources. Fair will feature door prizes and much more!*

*For more information, visit [www.gachi.org](http://www.gachi.org)*

### **Georgia Gerontology Society 2011 Annual Conference**

September 19-21, 2011  
UGA Conference Center & Hotel - Athens, GA  
*The theme for the conference is "It Takes a Village" and will feature 4 tracks: Business and Aging Village, Physical and Mental Health Village, Home and Community Based Programs Village, and Caregiving Village. For more information, visit [www.georgia-gerontologysociety.org/conference.htm](http://www.georgia-gerontologysociety.org/conference.htm).*

### **4th Annual Georgia Relay Picnic**

October 1, 2011, 11 am to 2 pm  
Yellow River Park – Stone Mountain, GA  
*Free food, children games, door prizes!!! To RSVP, please send an email to [karin.sack@hamiltonrelay.com](mailto:karin.sack@hamiltonrelay.com)*

### **Wellness Expo hosted by Gwinnett Daily Post**

October 15, 2011, 10 am to 5 pm  
Discover Mills Mall - Lawrenceville, GA  
*The Expo will feature 17 vendors, including chiropractors, dentists, urgent care facilities, insurance companies, performance wear products and more.*