

Inside Georgia Relay

A PUBLICATION FOR GEORGIA RELAY USERS, SUPPORTERS AND FRIENDS.

Spring/Summer 2007

Georgia Relay Sponsors Deaf Culture Panel for CAs

In March, Georgia Relay organized a Deaf Culture Panel for our Communications Assistants (CAs) at the Georgia Relay Call Center in Albany. The purpose of the panel, which featured ten representatives from the deaf community, was to give our CAs a better understanding of the habits, traditions and backgrounds shared by the deaf population.

During the two-day event, panelists addressed general issues and answered specific questions posed by participating CAs. Though the panel did not focus on

"The Deaf Culture Panel was an eye-opening experience for the CAs."

Relay calling specifically, the CAs gained a thorough understanding of deaf culture, which will help them better translate the thoughts, feelings and expressions of deaf callers.

"The Deaf Culture Panel was an eye-opening experience for the CAs. Many

were unaware of certain facets of deaf culture, and they appreciated the panelists' willingness to answer questions and share details about their lifestyles and customs," says Georgia Relay Outreach Coordinator Sam Costner, who organized the event.

Future panel sessions will explore the cultures of hard-of-hearing and speech-disabled individuals. Those interested in serving as panelists can contact Sam at sam.costner@hamiltonrelay.com.



New Relay Center Director Wants Your Feedback

Deborah Duckworth The new director of Georgia Relay's Call Center wants YOUR feedback. "I encourage all Relay users to share feedback on their calling experiences," explains Deborah Duckworth. "This will help us in our goal to provide exceptional customer service to each and every caller."

A Louisiana native, Deborah spent the past seven years working as a trainer and quality assurance manager for Hamilton Relay. In January, she came to Georgia to help establish and manage our call center in Albany.

As director, Deborah oversees the center's operations and activities, emphasizing quality and efficiency every step of the way. She also coordinates professional

development efforts for the center's supervisors and Communications Assistants. These efforts include quality measurement tracking systems and incentive programs.

To share feedback on your Relay calling experience, call 1-866-694-5824 (voice/TTY) or e-mail garelay@hamiltonrelay.com.



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.

GACHI Executive Director Travels the Nation to Serve the Deaf Community

To call Georgia Council for the Hearing Impaired (GACHI) Executive Director Tom Galey well traveled is a bit of an understatement. Since graduating from Portland State University in Oregon with a bachelor's degree in psychology, Tom has crisscrossed the country many times over to fulfill key leadership roles within the deaf community.

Born deaf to a hearing family in Oregon, Tom is co-founder of the Interpreter Training Program at Colorado's Front Range Community College and former CEO of Deaf Community Services in San Diego. For several years, he worked as a

Sprint TRS account manager in Colorado, Nevada and California. Along the way, he squeezed in a master's degree in rehabilitation counseling from the University of Arizona, where he counseled deaf clients and conducted workshops for interpreters through the university's Regional Interpreter Training Consortium.

Just prior to joining GACHI, Tom served as the national programs director for the Western Division of Communication Service for the Deaf in Sioux Falls, South



Tom Galey

Dakota. Though his address has changed numerous times over the course of his career, his personal mantra has not: "Treat others as you yourself want to be treated...it's something I've always tried to live by."

At GACHI, Tom relies on this mantra to tackle an ambitious goal. "I want to improve the quality of life for all deaf, hard-of-hearing, late-deafened and deaf-blind individuals," he explains. 🍌

The Georgia Relay Customer Service Survey Results Are In!

Recently, Georgia Relay mailed a customer service survey to Relay users throughout the state to measure their awareness of and satisfaction with our services, calling options and programs. We sincerely thank all those who took the time to complete a survey; your feedback will ensure Georgia Relay continues to meet—and exceed—your needs. Below are some sample questions and responses from the survey.

I am:		I have attended a Georgia Relay outreach event:		How would you rate services provided by Georgia Relay?	
Deaf	46%	Yes	23%	Excellent	32%
Hard of hearing	10%	No	78%	Very Good	39%
Hearing	22%			Good	27%
Speech impaired	1%			Average	4%
		What is your primary method of making Georgia Relay calls?		Poor	2%
How did you first learn about Georgia Relay?		TTY	63%		
Newspaper/magazine	12%	VCO (Voice Carry-Over)	4%	How satisfied are you with Georgia Relay Customer Service?	
Television	5%	Two-Line VCO	2%	Completely satisfied	50%
Radio	0%	HCO (Hearing Carry-Over)	1%	Satisfied most of the time	36%
Georgia Relay newsletter	6%	STS (Speech-To-Speech)	9%	Satisfied half of the time	11%
Georgia Association of the Deaf newsletter	3%	Voice	11%	Rarely satisfied	2%
Friend/family member	24%	Computer	10%	Not satisfied at all	4%
Other	50%	For what purpose do you use Georgia Relay the most?			
In an average week, how many times do you use Georgia Relay?		Personal calls	8%		
10 or more	14%	Business calls	40%		
5 - 9	16%	Equal combination of personal and business calls	52%		
1 - 4	27%				
0	43%				

Upcoming Events

Camp Julienna

Teens: July 1 – 7, 2007
Youths: July 15 – 21, 2007
LaGrange (youths) & Rising Fawn (teens), Georgia

Founded in 1992, Camp Julienna welcomes hundreds of deaf and hard-of-hearing campers each year to separate campsites in Georgia. Activities include swimming, boating, canoeing, fishing, hiking, arts & crafts, nature walks, campfire gatherings, field trips and theatrical productions. To register or learn more, visit www.gachi.org or call 404-292-5312 (voice/TTY) or 1-800-541-0710 (voice/TTY). Hurry—both camps fill quickly!

Georgia Association of the Deaf Conference

July 18 – 22, 2007
Hilton Savannah DeSoto
Savannah

Biennial conference featuring exhibits, workshops, seminars, presentations, the Miss Deaf Georgia Pageant and more. Don't miss this year's keynote speaker: deaf actor Greg Anderson. Visit www.gadeaf.org to learn more.

GACHI Community Health and Resource Fair

August 18, 2007
United Church of Christ
Atlanta

This event will pair health screenings and nutrition education with information about Relay services and assistive telecommunication devices. Sign language interpreters will be provided. To learn more, call 404-292-5312 (voice/TTY) or 1-800-541-0710 (voice/TTY).

Check Out the Newest Georgia Relay Partners

The Georgia Relay Partner Program continues to grow at a rapid pace. A free educational program, Relay Partner highlights how easy it is for businesses to make and receive Relay calls. Any business, large or small, based in Georgia is eligible.

The overwhelming success of the program has made it impossible to list every Relay Partner in our newsletter; the newest partners, however, are listed here. All Georgia Relay Partners, along with their contact information, are posted online at www.GeorgiaRelay.org. Georgia Relay are users encouraged to check this list often and patronize Relay Partners whenever possible.

Automotive Autotech

Forest Park
404-362-0340

Banks, Loans & Mortgage Services Home Loans USA

Atlanta
770-289-8215

Computer & Internet Services Multiplicity

Adairsville
770-773-7228

Contractors & Home Improvement Arthur A. "Buck" Jones and Assoc., Inc.

Grayson
770-963-8227
www.buckjones.com

CertaPro Painters of North Atlanta

Roswell
770-715-5100
www.certapro.com/northatlanta

Complete Horticultural Consulting, LLC

Athens
706-621-1248
www.completehortconsulting.com

Florist
Laurie's Flowers & Gifts
Hiram
770-222-9920
www.lauriesflower.com

Insurance & Financial Planning Real Georgia Insurance

Riverdale
770-881-7880
www.RealGeorgiaInsurance.com

The Harrell Agency, Inc.

Waycross
912-287-0064

Job Placement Hall Employment Network

Covington
678-712-5050
www.learn.ga.com

Medical Care
Pearle Vision
Snellville
770-736-3006

The Harmon Family Center – New Horizons Community Service Board

Talbotton
706-665-8183
www.newhorizonscsb.org

Miscellaneous
DishMan Satellite Center
Conyers
678-374-3810

Indoff Material Handling
McDonough
404-216-0304
www.jcfincher.com

Photo & Digital Imaging
khMason Photography
Macon
478-318-5416
www.khmasonphotography.com

Realtors Solid Source Realty

Atlanta
770-939-8035
www.solidsource Realty.com

Leak & Associates Realty Co.

Columbus
706-718-1444

Restaurants

Southern Sweets Bakery
Decatur
404-373-8752
www.southernsweets.com

Retail

Atlanta Home Theaters & Entertainment
Cartersville
770-314-1596
www.avia-designs.com

Sports Authority

Atlanta
404-845-0710
www.sportsauthority.com

State & County Government

City of Atlanta Department of Corrections
Atlanta
404-865-8069

Telecommunications

A Superior Call Center
Conyers
770-922-3166
www.asuperiorcallcenter.com



Telecommunications Expert Grateful to GATEDP and Georgia Relay



William Cotter

A veteran of the telecommunications industry and U.S. Department of State, William Cotter knew a thing or two about fast, efficient communication. As a telecommunications technician, he had installed and maintained large computerized switching systems and other electronic equipment used to process telephone calls. His post at

the State Department required that he take up residence overseas—and tackle several communication barriers.

By early 2006, William's resume included stints at T-Mobile, Qwest Communications and Leapfrog. Suddenly, in March of that year, William came down with a severe case of meningitis that put him in a coma for three weeks. When he regained consciousness, he was left with 100 percent bilateral hearing and balance loss.

Several months later, William received a cochlear implant, which helped somewhat, but required a quiet environment and

one-on-one, face-to-face conversation to be effective. All other situations, he explains, "were often totally unsatisfactory and just noise." Communicating via standard telephone proved impossible as well.

Enter the Georgia Telecommunications Equipment Distribution Program (GATEDP), which set William up with a pocket-sized TTY/VCO/HCO device that he can use to make Georgia Relay calls. "I use it to keep in touch with relatives, order products and services by phone—everything from car parts to prescriptions—and take calls from tenants of my rental property," explains William.

At home, William also uses Internet Relay, which allows him to connect instantly to Georgia Relay and contact any standard phone user.

"Without the services and technology provided by Georgia Relay and GATEDP, I would still be totally dependent on others to make calls for me. I owe them a great deal of gratitude," William says. 🍊

Check out our updated Web site – www.GeorgiaRelay.org

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