



## Contributed Article to use in newsletters and staff training

### **[INSERT COMPANY NAME HERE] Joins Growing List of Georgia Relay Partners**

Have you ever wondered how Georgians who are deaf, hard of hearing or speech disabled call a friend, family member or local business? Years ago, the answer was that they didn't. All that has changed, however, thanks to the creation of a public service called Georgia Relay, which allows people who have hearing and/or speech disabilities to communicate with anyone who uses a telephone.

Here's how the service works: After dialing the number for Georgia Relay, the person initiating the call gives the Georgia Relay Communications Assistant (CA) the phone number of the person or business being called. As the call progresses, the CA voices the words of the text user (people who are deaf, hard of hearing or speech disabled commonly use a TTY, or text telephone, to make calls through Georgia Relay) and types the words of the standard phone user back to the text user, relaying the conversation back and forth.

Although Georgia Relay was implemented nearly 15 years ago, Relay users still experience difficulties when calling local businesses, often because the person answering the phone is not familiar with the ease of a Georgia Relay call. That's why **[INSERT COMPANY NAME HERE]** is participating in Relay Partner, an exciting initiative designed to educate businesses and their employees about how to use Georgia Relay to communicate with customers who are deaf, hard of hearing or speech disabled. As a Relay Partner, **[INSERT NAME OF COMPANY HERE]** will be instituting a company wide, Georgia Relay training program. Once employees have experienced the steps for a Relay call as part of the program, they will feel confident about conducting business through Georgia Relay.

We also will be using a special Relay Partner logo that will be incorporated into our marketing and advertising materials. This will let Relay users know that our employees have received adequate education and training about making and receiving Georgia Relay calls, and that we welcome them as customers.

For more information about our participation in Georgia Relay Partner, contact **[INSERT CONTACT PERSON'S NAME HERE]** at **[INSERT E-MAIL/PHONE NUMBER HERE]**. To view a current list of Georgia Relay Partners, visit [www.GeorgiaRelay.org](http://www.GeorgiaRelay.org).