

Hear Ye, Hear Ye

Countdown! Juliëtte Sterkens, HLAA hearing loop advocate arrives to speak in Jacksonville, Sarasota

Dr. Juliëtte Sterkens will speak in Jacksonville on April 29 and in Sarasota on May 1 and 2. Further information is found in the flyers included elsewhere in this issue.



Dr. Sterkens was named the Hearing Loss Association of America (HLAA) Hearing Loop Advocate and she travels around the country to increase awareness about hearing loss, and the need for an increase in the use of hearing loops to improve hearing accessibility.

She is currently on a sabbatical from her audiology practice.

Her companion in travel is her husband, LeRoy "Max" Maxfield who has received great personal satisfaction from designing and installing hearing loops and hearing the positive responses from those who were helped.

[Listen to what a hearing loop sounds like.](#)

Juliette and Max, welcome to Florida.

Our name has changed, but WE haven't!

In order to strengthen HLAA's name recognition, all chapter and state organizations are asked to adopt a unified name. Our new name, but same organization, has begun that process as seen here in our newsletter. We are now the Hearing Loss Association of America, Florida State Association.



**Hearing Loss
Association
of America**

Florida State Association

SAVE THE DATES

Let's Loop Jacksonville

Dr. Juliëtte Sterkens

Monday, April 29

Nemours Children's Clinic, Jax

Dr. Juliëtte Sterkens

Wine & Cheese Reception, May 1

Educational Sessions, May 2

Sarasota

Walk4Hearing Planning Meeting

Saturday, May 11 10:30 - 12:30

Mandarin Library

3330 Kori Road, Jax 32257

2013 HLAA Convention

June 27 - 30 • Portland, OR

Better Hearing for Health, for Life

Saturday, July 20 8 a.m. - 4 p.m.

**Renaissance Orlando at Sea World
Sponsored by FTRI & HLAA, Florida**

Walk4Hearing Kickoff Brunch

Sat., Sept. 21

San Jose Country Club • Jacksonville

Walk4Hearing • Sat., Nov. 9

Metropolitan Park • Jacksonville

BOARD OF TRUSTEES

Hearing Loss Association of America, Florida State Association

- www.hla-fl.org

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ACCOUNTANT

Don Powell, Gainesville

UPCOMING BOARD MEETINGS

Saturday, June 1 - Miami
 Saturday, October 5 - TBA



If you are a member of Facebook, check us out. You can add news and photos of your chapter, send announcements of events or share hearing loss news of general interest. You can follow us on Twitter or join our Yahoo group.

www.facebook.com/HLAAFlorida
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health.groups.yahoo.com/group/HLA-FL/



The opinions in this issue are those of the authors and not of HLA. Inclusion of a product does not mean HLA endorsement nor does exclusion of a product mean disapproval.

Attention Florida Residents
Join HLA Now

We hope you agree that there is nowhere else where people with hearing loss can benefit from a national advocacy presence, a website with reliable, organized, and archived answers to questions about hearing loss and assistive technology, the Hearing Loss Magazine, with credible, current information, over 200 local support chapters and 14 state organizations, discounts to annual national conventions and many regional conferences.

All issues of *Hear Ye, Hear Ye* will be posted on our [website](#) only. If you are on our mailing list, you will receive an email when it is available. If you want to subscribe, unsubscribe or are getting duplicate notices, please use this link to tell us:

HearYeHearYe2006@gmail.com

You Can Help

We publish six electronic newsletters (November, January, March, May, July and September). Circulation is 800. All editions are posted to the website and remain there.

Advertising rates for the e-newsletter are \$150 for a

full page, \$85 for a half page and \$50 for a quarter page. Chapter leaders, please forward the link for this newsletter to your members or you may send us their e-mail addresses.

Subscribe (or unsubscribe) to our electronic edition by sending an email to

HearYeHearYe2006@gmail.com

Loop Florida Initiative Launched

On April 17, the *Loop Florida* initiative was officially launched at a luncheon at the Lakeland Yacht & Country Club. Spearheaded by the Central Florida Speech and Hearing Center, a non-profit organization, the "Loop Florida" initiative is an effort to bring together all interested parties to work toward the common goal of helping the hard of hearing by educating and installing looping solutions at appropriate venues.

While a number of venues have already been looped in the area and across the state, the launch of this initiative seeks to bring in donations, raise awareness, generate collaboration, muster support, elevate discussion, and increase the looping activity and installations. While the launch was done in Lakeland, the initiative is viewed as a state-wide effort.

A website, www.loopflorida.org, was built to help drive this initiative and provide looping information to everyone.

The Hearing Loss Association of America, Lakeland Chapter, has received three grants. These grants have been used to contribute to the cost of loop installations in public libraries, a hospital, a University auditorium, an elder volunteer organization and others are being lined up.

The "Loop Florida" initiative has only begun. There is much work to be done and this will require help from all HLAA Chapters. It is time to get the word out, share the news, promote the initiative, include the website link in your Chapter website, seek donations to support/promote this cause, communicate the status/progress in the social medias, volunteer to promote the initiative at local events, identify loop installers in your area and get them involved, and advance your proposals and suggestions. Together, we can make this a big success!

– Art Matlock, President
Lakeland Chapter

FTRI and HLAA-Florida to Sponsor Better Hearing Seminar

Florida Telecommunications Relay, Inc., and HLA-Florida will host a one-day seminar, "Better Hearing for Health, for Life," July 20, at the Renaissance Orlando at SeaWorld. Keynote speaker is Katherine Bouton, former New York Times editor and author of the new book "Shouting Won't Help: Why I – and 50 Million Other Americans – Can't Hear You." Ms. Bouton will share her experience of sudden progressive hearing loss at age 30 and read select passages from her book. HLAA-Florida's Bob Astle recommended Ms. Bouton to FTRI. Bob's personal story of hearing loss is included in the book along with others from

across the country.

Audiologist Dr. Brad Ingrao will present on types and causes of hearing loss. Technologies, including looping and CART, will be presented by Jim Scott, President of Complete Hearing Solutions, and Tess Crowder, President of Realtime Communication Services. A question and answer session will follow each presentation.

More than 30 exhibitors will showcase exciting and innovative products and information at the accompanying vendor expo. Door prize drawings throughout the day will culminate with a final big-ticket drawing at the conclusion of the event, adding an added element of excitement. The seminar and expo are free and open from 8:00 am – 4:00 pm, Saturday, July 20.

"This is a great opportunity to collaborate with HLAA-Florida to educate people about hearing loss and highlight products and services available," said James Forstall, FTRI Executive Director. "FTRI appreciates the support of HLAA-Florida and we look forward to a mutually rewarding event."

For more information contact Michael Sutter, FTRI Outreach Specialist and Event Coordinator: 800-222-3448, ext. 238.



**Keynote speaker,
Katherine Bouton..**

Meet Dr. Juliëtte Sterkens

National Hearing Loop Advocate, HLAA
Monday, April 29, 2013 - 6:30 p.m.
Nemours Children's Clinic, 10th Floor • 807 Childrens Way
Jacksonville, FL



Juliëtte Sterkens

Learn how a loop can help you hear
in your church, in the theater, in the doctor's office, in the supermarket, in private businesses, in government facilities, in the sports arena, at your meetings, in airports and train stations, and more.

Learn how you can advocate for loops
*48 Million in the USA with hearing loss,
3 million in Florida, 140,000 in Jacksonville!
Use your hearing aid with a T-Coil*

Come spend the evening with us
5:30 p.m. A light meal will be served. Refreshments following meeting. The room will be looped and captioning provided. Directions: Entrance is on the corner of Palm and Childrens Way. Drive to the second entrance of the parking garage. Parking is free. After hours, visitors will enter Nemours through the employee entrance, sign the guest book, and follow signs to the elevator and go to the 10th floor.
Information: judygmartin@bellsouth.net 904-778-2265

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www.hla-jax.org



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Switch hearing aid to T-Coil



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Hearing Loop
A Joint Project of the
Hearing Loss Association
of America and the
American Academy
of Audiology

Let's Loop
Jax

April 29,
2013

COMMUNICATING WITH PATIENTS WHO HAVE HEARING LOSS

ACCESS TO HEALTH CARE SERVICES IS OF PARAMOUNT INTEREST TO ALL NEW JERSEYANS. FOR PEOPLE WITH VARYING DEGREES OF HEARING LOSS, AFFORDABLE HEALTH INSURANCE, WHILE IMPORTANT, IS NOT THE ONLY BARRIER TO QUALITY HEALTH CARE. DOCTORS ARE REQUIRED BY LAW TO ENSURE EFFECTIVE COMMUNICATION BETWEEN THEMSELVES AND THEIR DEAF OR HARD-OF-HEARING PATIENTS.

– Richard Herring & Ira Hock
New Jersey Medicine, Feb. 2000

For a patient who is deaf or hard of hearing, visits to the doctor or hospital are tantamount to an American traveler who does not speak the local language and is in need of medical care in a foreign country.



Richard Herring

Imagine the medical fate of this traveler when attempting to communicate in English with a doctor who speaks only Russian or who had only a few English classes. The traveler may describe medical history, allergies to medications, and symptomatology in minute detail, only to hear back from the doctor an abbreviated, elementary version of the description, perhaps with critical parts omitted.

Unlike a traveler, a deaf person's anxiety is not limited to a two-week excursion but can exist for a life-time. For many deaf persons, accessing medical care is so frustrating that they simply give up. For example, patients sometimes think they are seriously ill when in reality the ailment is relatively minor. Many delay appointments or avoid going to the doctor at all because of communication problems.

THE LAW

Title III of the Americans with Disabilities Act (ADA) attempts to remedy the communication barrier between deaf Americans and medical services. ADA regulations stipulate that medical service providers are required to make services accessible by taking appropriate measures to ensure "effective communication" for both patients and guardians of patients who are deaf or hard of hearing. The ADA, enacted in 1990, bolstered the rights of people with disabilities to access goods and services on as equal a basis as those without disabilities.

Title III of ADA in part prohibits discrimination against people who are deaf or hard of hearing in places of public accommodation.

Public accommodations include professional offices of health care providers regardless of the size of the office or number of employees.

Like the installation of ramps and the removal of

other architectural barriers for physically challenged people, communication barriers to services must be broken down for people with hearing loss. There are several ways to provide reasonable accommodations depending on the communication needs of the individual.

DOCTOR/PATIENT COMMUNICATION.

There are several auxiliary aids that may facilitate what the ADA mandates as effective communication. A qualified sign-language interpreter will bridge the communication barrier between English-speaking health care providers and patients or guardians who use American Sign Language (ASL) as their primary mode of communication. Other aids include assistive listening devices that are needed by many people who are hard of hearing or real-time captioning which may be preferred by people who are postlingually deafened.

The ADA stipulates that the public or private entity must look to the person with hearing loss when deciding which accommodation to provide. For example, a patient may indicate that writing notes back and forth is ineffective and not an appropriate accommodation. This is often true when the primary mode of communication is American Sign Lan-

Continued on next page

We are the fastest growing loop county in U.S., bringing people back to theatres, movies, businesses, congregations, and community events!

Wine & Cheese Reception

May 1, 2013
1350 Main St. • 5:30 to 7pm • Sarasota

Dr. Juliette P.M. Sterkens, AuD
National Hearing Loop Advocate, HLAA Wisconsin Audiologist of the Year 2011
Larry Mauldin Award 2011
Presidential Award Am. Academy of Audiology 2011
HLAA Technology Access Award 2011
Member National HLAA/AAA Hearing Loop Task Force

18
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62
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Tickets \$10
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Contact: 941-706-4312 or HLAAofSRQ@gmail.com

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guage and not English.

English may be a deaf person's second language and ineffective for the majority of significant communication

LIKE THE INSTALLATION OF RAMPS AND THE REMOVAL OF OTHER ARCHITECTURAL BARRIERS FOR PHYSICALLY CHALLENGED PEOPLE, COMMUNICATION BARRIERS TO SERVICES MUST BE BROKEN DOWN FOR PEOPLE WITH HEARING LOSS.

transactions. It is thought that many native-born, deaf ASL users read English at a fourth to fifth grade level. This is not to say that an American deaf individual is illiterate, simply that English is at best a second language. Lip-reading is also not an option for a native ASL use. Studies show that even the best lip-readers achieve only 30% accuracy, because of differing articulation and phonetic

styles. In cases involving a deaf ASL user, health care providers should have a qualified professional sign-language interpreter available. Health care can be compromised if interpreters are not provided when appropriate.

WHO IS A QUALIFIED INTERPRETER?

The ADA defines a qualified interpreter as someone who can "interpret effectively, accurately, and impartially both receptively and expressively, using any necessary specialized vocabulary".

A professional sign-language interpreter is a person who has received years of specialized formal training to facilitate communication between deaf and hearing individuals. One common misconception is the assumption that a basic course in sign language, the ability to finger spell, or having a deaf family member or friend is a sufficient criterion to qualify someone as an interpreter for the deaf. As well-meaning as their intentions may be, sign-language students, educators of deaf children, relatives and friends of deaf people, or nurses who might know some sign language are not qualified interpreters.

Formal academic training alone is not enough to qualify one as a professional interpreter. The same is true in many other professions, in which simply attending a professional academic institution and passing all necessary course work does not automatically grant a license to practice the profession. The ability to interpret is a skill separate from sign language proficiency itself, and a person who is conversant in ASL does not necessarily possess the skill and expertise to effectively function as a professional interpreter.

Health care professionals should always ask prospective interpreters for their credentials. If they have passed the New Jersey Division of the Deaf and Hard of Hearing's screening test, they will have a copy of a letter indicating so. Certified interpreters also should produce their membership card from the Registry of Interpreters for the Deaf. Providers may contact the New Jersey Division of the Deaf and Hard of Hear-

ing to ascertain whether or not an interpreter has these credentials.

REASONABLE EFFORTS


Since the demand for professional sign language interpreters exceeds the supply, they should be scheduled weeks before an appointment, when possible. In emergency situations, reasonable attempts to secure the services of a qualified interpreter must also be made. The Division of the Deaf and Hard of Hearing can be contacted directly for an interpreter Monday through Friday from 9:00 AM to 5:00 PM by calling (609) 984-7283 for nonbusiness hours, the division disseminates lists and phone numbers of qualified interpreters in addition to other referral services.

FINANCIAL CONSIDERATIONS

While individuals with hearing loss contend that they are often the victims of a discriminatory health care system, many medical practitioners feel that these accommodations impose an undue financial burden. Like the installation of access ramps where required, communication access provisions do incur some expense. The cost, to be borne by the health care provider, is a fee that must be negotiated directly with the interpreter. Most interpreters charge between \$30 and \$50 per hour with a two-hour minimum. Therefore a 15-minute treatment will average \$100 with travel expenses. The ADA also states that this cost may not be charged to the


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Special Education Session
May 2013




What Everyone with Hearing Loss Should Know About the Loop

Thursday, May 2, Noon
University of South Florida's Selby Auditorium
8350 N. Tamiami Trail



- How do you get the most out of the loop?
- How do get your favorite venues interested in it?
- What can you do to help ensure the loop succeeds?
- Find out how the loop is changing communities across the country.




Dr. Juliëtte P.M. Sterkens, AuD
National Hearing Loop Advocate, HLAA
Wisconsin Audiologist of the Year 2011
Larry Mauldin Award 2011
Presidential Award Am. Academy of Audiology 2011
HLAA Technology Access Award 2011
Member National HLAA/AAA Hearing Loop Task Force

Meeting supported by CART (Captions on big Screen) & Hearing Loop System

The Hearing Loss Association of Sarasota offers education, advocacy and support for those with hearing loss and their families. We have meetings featuring expert speakers on the second Wednesday of every month at 1:30 PM at the North Sarasota Library. Meetings are always open to the community. Individual mentoring and support sessions are available for anyone in need at no cost. The Evening Hearing Group meets quarterly on weekday evenings. For information, please call (941) 706-4312 or visit www.HLAS.org

"Discover how much more you can hear & understand"



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patient directly or indirectly. Most insurance companies to date do not reimburse for this expenditure, nor do federal statutes require them to do so.

While this arrangement may seem unreasonable to many physicians, most of them are not likely to see many deaf patients in a given year. In the event that a health care provider does have many deaf patients, there is an “undue burden” clause that protects places of public accommodations.

Pursuant to ADA 28 CFR 36.104 and DOJ Analysis at 56 CFR 35709, the entity must consider its overall budget to determine whether or not the payment for the accommodation is an undue burden. For example, paying an interpreter

FOR EXAMPLE, A PATIENT MAY INDICATE THAT WRITING NOTES BACK AND FORTH IS INEFFECTIVE AND NOT AN APPROPRIATE ACCOMMODATION, ESPECIALLY IF THE PATIENT’S PRIMARY MODE OF COMMUNICATION IS AMERICAN SIGN LANGUAGE AND NOT ENGLISH.

\$100 twice a year is hardly a burden for a doctor, but paying for an interpreter several times a week may be.

The costs of not providing the interpreter, however, can often be greater to the doctor and the industry in the long run than the costs of providing the required accommodation. Deaf patients often must make repeated visits to their doctors because they did not

understand or cannot follow recommendations. In addition, many deaf patients who misunderstood therapeutic directions end up in the emergency room for treatment, compelling the hospital to hire and pay for interpreting services and the insurance carrier to pay hospital rates for medical services that might have been treatable during ordinary office visits.

According to a National Association of the Deaf Law Center handout titled Title III Provision of Auxiliary Aids, “the cost of interpreters and other auxiliary aids may entitle a business to an income tax credit as well as the usual business-related expense deduction”. Congress has amended the Internal Revenue Code to provide business tax incentives for removing barriers or increasing accessibility. The “Tax Deduction to Remove Architectural and Transportation Barriers to people with Disabilities and Elderly Individuals” (9 Title 26, IRC Section 190) allows a deduction for qualified barrier-removal expenses not to exceed \$1,500 for any taxable year. (The provision of a sign-language interpreter removes the communication barrier by facilitating communication between a person who is deaf and signs and a hearing person who does not use sign language.)

The “Disabled Access Tax Credit” (Title 26 IRC Section 44) is available to eligible small businesses. For more information about these tax provisions, contact the IRS, Office of the Chief Counsel, P.O. Box 7604, Ben Franklin Station, Washington DC 20044, (800) 829-1040.

Lawsuits have been filed against at least seven New Jersey hospitals in the past year alone. Thus far, three have

reached settlement agreements. In the largest case of its kind across the nation, one NJ hospital agreed to pay \$700,000 to four deaf New Jersey residents for its failure to provide interpreters, closed captioning, and telecommunications devices on hundreds of occasions over a 10-year period.

HIRING ALTERNATIVES

Some health care providers may turn to telemedicine systems adapted for video remote interpreting (VRI) to serve deaf clients. VRI is a system by which interpretation services at a remote location, usually an interpreter referral service, is transmitted via video camera, ISDN telecommunications lines, and a receiving monitor in the doctor’s office. Other health care provider groups have cooperatively hired a staff interpreter as a more cost-effective and creative approach to ensuring that all parties needs are met.

HEALTH CARE CAN BE COMPROMISED IF INTERPRETERS ARE NOT PROVIDED WHEN APPROPRIATE.

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Richard Herring is a past president of the Hearing Loss Association of Florida and currently serves on the Board of Directors. He is also the president of the Hearing Loss Association of Sun City Center.

Continued on next page

Hearing Loops Can Help Build Your Practice!

Special Invitation to Audiologists, Ear Nose & Throat MDs

Breakfast Meeting, Thursday May 2, 7:30am



Dr. Juliette P.M. Sterkens, AuD

National Hearing Loop Advocate, HLAA Presidential Award, Academy of Audiology 2011
Wisconsin Audiologist of the Year 2011 HLAA Technology Access Award 2011
Larry Mauldin Award 2011 Member National HLAA/AAA Hearing Loop Task Force

LEARN:

Why hearing loops are being added to so many local venues:
Theatres • Houses of Worship • Community Residences • Hospitals • Medical Offices

How hearing aid wearers have responded:
Greater attendance at theatres, religious services and community meetings
Greater use and improved overall satisfaction with hearing aids

How the loop affects those with untreated hearing loss:
86% of people with hearing loss have not sought treatment
Recent Brain Deafness findings from Johns Hopkins could renew call to action

How to benefit professionally – Get In the Loop
Implement the Loop at your offices • New patient-directed approaches – receive handouts

Complimentary Breakfast

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Richard joined the New Jersey Division of the Deaf and Hard of Hearing in early 1981 as a field representative. In 1982 he was chosen to be the division director and as such is responsible for managing the daily operations of all programs and services, supervising DDHH employees, responding to the Advisory Council on the Deaf and Hard of Hearing, and collaborating with the Department of Human Services on financial and legislative issues. He initiated the division's annual Deaf and Hard of Hearing Awareness Day at Six Flag Great Adventure theme park in Jackson NJ in 1984 and the division's Speaker's Bureau to provide the community with resources for training opportunities relating to hearing loss sensitivity. He earned a bachelor's degree in business management from Fairleigh Dickinson University; previously he was involved in importing, exporting and manufacturing with Hermann Weber & Co. Inc. and R. Herring Associates in New York, New Jersey and California.

DDHH executive assistant **Ira Hock** has a bachelor's degree in social work and began working for the Department of Human Services 1979 as a caseworker in the Division of Youth and Family Services. In 1982 he transferred to the Commissioner's Office as assistant chief, bureau of client services advocating on behalf of clients with developmental disabilities and mental illness. In 1990 he was transferred to the Division of the Deaf and Hard of Hearing, where his responsibilities include fiscal management, administration of the TTY distribution program, advocacy and serving as editor of the Monthly Communicator newsletter.

There's no room for humor in this issue, folks, and that's no joke!



Communication Access, Inc. presents:

6th Annual "Caring for Our Community" Celebration



CAI Awards Ceremony

May 18th, 2013, 7:00 – 10:00 p.m.

Wyndham Tampa Westshore Hotel
700 North Westshore Blvd., Tampa, Florida

Please join us in honoring and recognizing those individuals and businesses that support and assist people with hearing loss.

**Dinner - Music - Comedy - Live Auction
Awards Ceremony**

CART Services and Interpreters provided during event

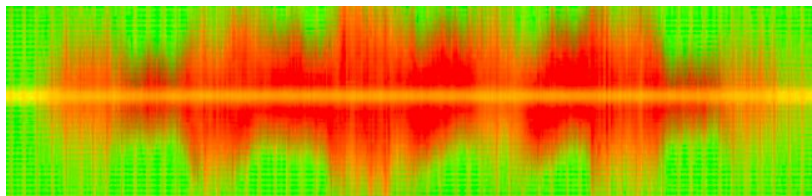
To vote or register for this event, please visit www.CommunicationAccess.org.

Vote Now Because On-line Voting Ends on May 8, 2013

Award Categories:

Audiologist of the Year - Otolaryngologist (ENT) of the Year - Interpreter of the Year - CART Provider of the Year - For-Profit Organization of the Year - Non-Profit Organization of the Year - Legislator of the Year - Advocate of the Year - Volunteer of the Year - CAI Spirit Award

Communication Access, Inc., is a 501 (c) (3), charitable organization serving the needs of people with hearing loss. Its mission is to provide communication access and services for people with hearing loss.



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Joan Andrews 2013 Convention Scholarship Award



This scholarship was not awarded for 2013 and the funds will be used for the 2014 Convention.

A link to the application may be found on our website home page, [Scholarship](#). It will remain on line and may be submitted at any time. The deadline for receipt by the Committee of the completed application is

March 15, 2014. For more information, please contact Lynn Rousseau, Committee Chair, HLAFLORIDA@aol.com

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www.FloridaHearingLoopSystems.com



**Portland,
Oregon
is the host city
for Convention
2013,
June 27 – 30.
Registration is
Open!
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out!
Do it now!**

Portland, the pioneer of "green" initiatives and sustainability, has so much to offer our Convention 2013 attendees. There are loads of parks, gardens, museums, theaters, **tax-free** shopping, wineries ... the list is endless. So start planning now by visiting our "[micro-site](#)" created by TravelPortland – it is chock-full of informa-

tion about the area as well as day-trips to Mount Hood (via the Columbia River Gorge), and the Oregon Coast (just an hour and a half away). TravelPortland now has a mobile app - visit the micro-site for more information.

[Registration](#)

SHHHaring Help, Hope & Happiness: Is a CURE in the future?

When my progressive bilateral sensorineural hearing loss was confirmed in 1963 by reputable physicians at a well-known clinic in the midwest, I was told I had "75-year-old ears." (I was 22.) I also was told that I would be *deaf* by the time I was 40.



Julie Olson

At age 22, that seemed light years away so I didn't get too concerned about it then. I graduated from college, was hired for my first teaching job, got married and by age 27 I was Mom. My hearing was getting worse each year. I was also told, on diagnosis, to not waste money on hearing aids because they wouldn't help my "nerve deafness." Most emphatically, I was assured there would never be a *cure* or even *help* for the type of hearing loss I had. I was given zero hope for this to ever go away, get better, or even be helped. That left me with a feeling of hopelessness; along with a personal issue that I didn't know how to talk about. By the time I was in my early 30s, I was slowly becoming a social

recluse. I left the teaching job that I loved. I didn't know who I was becoming, but knew I was not who I had been.

The loss of hope had negative consequences. It prevented me from seeking help; after all, those doctors had told me nothing would help. When I was 35, I met someone who encouraged me to get tested at a small regional university speech and hearing clinic. The audiology professor in charge of that program encouraged me to try hearing aids. It took me two years to find the courage to go for it. My denial was personal, but it had been fueled by trusted physicians who had left me without *hope*. The hearing aids did help; not perfectly, but they made a difference.

When I was 40, I discovered Self Help for Hard of Hearing People, Inc. (SHHH) and met the founder, Rocky Stone and others who changed my perspective and gave me hope. SHHH fueled me. I learned I was not alone with this issue. Affiliation made a huge difference to me. What has made a difference for all of us is SHHH. (The name changed to the Hearing Loss Association of America – HLAA – came later.) SHHH was based largely on a *self help* format; people helping peo-

ple, and I needed help. More importantly, I learned how to help others.

This organization worked hard to establish an identity for people with partial deafness; those who wanted to be helped; those who were hoping for *cures*, etc. It made things possible. Technology assistance came first. Little was available then. We educated and advocated as we learned about audio loops, FM systems, IR systems, DAI in hearing aids, etc. Soon manufacturers came out of the woodwork. Ultimately we started hearing about the potential for cochlear implants. Many of the early CI pioneers were SHHH guinea pigs! Most of us watched and observed their miraculous progress. Up until that time (in the 80s) there had been very little medical research in the field of hearing loss. In fact, the National Institutes of Health had not yet established the National Institute of Deafness and other Communication Disorders (NIDCD). That happened in 1988. SHHH promoted that too. Since then, we have seen remarkable things happen. While the term *cure* was rarely used until recently, how amazing is it that we are starting to *hear* that word now?! While I don't think a true cure will happen soon enough for me to benefit – I'm 70 – I believe it will happen for others. As far as I'm concerned, I feel blessed to be living at a time when cochlear implants can do what they do. Twenty-five years ago that was a mere dream. Look at us now!

Like most of you, I have learned to live well with my hearing loss. I've been open to learning. I've embraced technology and peer support. I've become an activist and an advocate. My hearing loss has given me

opportunities to meet incredible people and do things I never would have done if I had not become hard of hearing. Becoming involved opened doors for me that would have been closed forever had I done nothing.

I do not regret being hard of hearing. I accept who I am. However, if a cure were available tomorrow or next year, I'd want to be in line to get it! Meanwhile, I will do everything possible to remain in the hearing mainstream as a bimodal user of technology. While my CI and HA work extremely well together, I still miss the old Phonak MicroLink system I used with my hearing aids, pre-implant. I did not invest in the boot for the CI when implanted eight years ago. Perhaps I should have. I frequently use the extension mike accessory with my Freedom CI processor when I'm in noisy places. It works, but is cumbersome to be hardwired again after being *wireless* with the old equipment. I hope the next generation CI processor will have Bluetooth. For now, I know that technology is the best answer for most of us. But Wow! We have seen incredible things happen through stem cell and other medical research. This optimist believes a cure will come. Eventually.

Julie Olson, HLAA-Wisconsin (I met Julie at an HLAA Convention or two but we have gotten to know each other better over the years through numerous listservs and Facebook. Her hearing loss history mimics mine almost exactly except that I received my first hearing aid when I was 17. Her article struck me immediately because I've seen many people lately who don't realize how important HLAA is to us and how much they've done for us. Without them, there is no "us." –jgm

Sen.Harkin Introduces Legislation to Expand Captioning & Improve Access to Movies

WASHINGTON—Senator Tom Harkin (D-IA), Senate sponsor of the *Americans with Disabilities Act* (ADA) and Chairman of the Senate Committee on Health, Education, Labor, and Pensions (HELP), today introduced two bills that will expand access to captioning and image narration in movie theaters and airplanes.

"More than two decades have passed since the enactment of the *Americans with Disabilities Act*, and in that time we have seen a transformation of our physical landscape—from curb cuts to wheelchair ramps, buses with lifts to automatic doors—our communities are more accessible than ever for our neighbors with disabilities," Harkin said. "However, we still have more to do. These bills will allow Americans with visual or hearing impairments to enjoy going to the movies and watching in-flight entertainment, through captioning and video description, just as they can at home."

The *Captioning and Image Narration to Enhance Movie Accessibility (CINEMA) Act* would amend Title III of the ADA to require movie theater complexes of two or more theaters to make captioning and video description available

for all films at all showings. Video description is a process that allows an individual who is blind or visually impaired to have access to the key visual elements of the programming by contemporaneous audio narrated descriptions of the actions, settings, facial expressions, costumes, and scene changes during the natural pauses in the audio portion of the programming, usually through headphones.

The *Air Carrier Access Amendments Act* would amend the *Air Carriers Access Act* to require that air carriers make captioning and video description available for visually-displayed entertainment programming—live televised events, recorded programming, and motion pictures—that is available in-flight for passengers. In instances where the programming is only available through the use of an individual touchscreen or other contact-sensitive controls, the bill would authorize the U.S. Access Board to promulgate accessibility standards so that individuals with disabilities, including individuals who are blind or visually impaired, can operate the displays independently.

– Submitted by Lynn Rousseau, Past President, HLA-FL from the website of the U.S. Senate Committee on Health, Education, Labor and Pensions.

Raise funds for your hearing loss-related projects. As a chapter, an individual or an alliance, form your teams now. YOU choose where your money goes. Go to www.walk4hearing.org and click on Jacksonville Questions? Contact judygmartin@bellsouth.net

PLANNING MEETING: Sat. May 11, 10:30 – ALL ARE WELCOME.

Mandarin Library, 3330 Kori Road, Jax 32257

Chances are you or someone you know is affected by hearing loss.

It's time to STEP UP!



**WALK4
HEARING®**

**Jacksonville
Walk4Hearing**

Saturday, November 9, 2013

LOCATION:

Metropolitan Park
1410 Gator Bowl Blvd
Jacksonville, FL

Raise Funds for Your Chapter
If you have questions
Contact Judy Martin
judygmartin@bellsouth.net
904-778-2265

DISTANCE: 5K (3.1 miles)

REGISTRATION: 9:00 am

WALK STARTS: 10:00 am

For more information and to register today,
visit www.walk4hearing.org.

Walk Chairs:

Ronnie Adler | radler@hearingloss.org

Patty Heard | patriciamheard@gmail.com

Walk4Hearing is produced by



**Hearing Loss
Association
of America**

The Hearing Loss Association of America (HLAA) is the nation's largest consumer advocacy organization for people with hearing loss and is dedicated to providing information, education, support and advocacy to enable those with hearing loss to live full and productive lives.

OUR CHAPTERS SPEAK . . .

William C. Nolte
Fort Pierce, Florida

William C. Nolte, 87, died April 5, 2013 in Fort Pierce, Florida.

Mr. Nolte was born in Reisterstown, Maryland and moved to Ft. Pierce in 1984 coming from Ft. Lauderdale.

He worked in the transportation and automobile industry in Maryland and for Coggin Motors in Ft.



Pierce, was a Lobbyist for Motor Carrier Industry in Maryland from 1970-1977 and owned Just Lite Yogurt in Lakewood Park for 6 years. He was co-president of Treasure Coast Chapter, Hearing Loss Association of America, a Kentucky Colonel, and a member

of Grace Lutheran Church of Port Saint Lucie.

Survivors include his wife, of 17 years, Cheryl Nolte of Ft. Pierce, FL; son Matthew W. Nolte of Arnold, MD; daughter Laura Sutterfield of Ft. Pierce, FL; brother Thomas Nolte of Weems, VA; grandchildren Joshua and Matthew Sutterfield. He was preceded in death by his daughter Linda and son Claude.

Services: A service was held Wednesday, April 10, 2013 at Haisley Funeral Home. Entombment will follow at Hillcrest Memorial Gardens.

Cards or notes may be sent to Cheryl Nolte at tcfhla@live.com



Chapter meetings are held:

The second Thursday of the month at 6:00 p.m.
 Central Florida Speech & Hearing Center, Community Room

3020 Lakeland Highlands Road
 Lakeland, FL 33803

Contact information:

Chapter e-mail: hla-lakeland@hotmail.com

Chapter Website: www.hla-lakeland.org

Our next meeting:

May 9 - Law Enforcement Interaction

Officer Eric Mathers will be speaking at our May 9 chapter meeting. He will be discussing how Law Enforcement and the Hard of Hearing can best interact. Officer Mathers has been working with the Lakeland Police Department since November 2011. Prior to that, he was a sign language interpreter for a video relay company (Sorenson VRS) for three and a half years. He was born and raised in Lakeland. Officer Mathers has a Master's degree in Linguistics from Gallaudet University (Washington, D.C.), which is an all deaf university. He is also a nationally certified sign language interpreter and has been involved in the Deaf community for approximately 9 years.

Upcoming Chapter meetings:

6/13/13 Karen Goldberg, USF Professor of Psychiatry, Psychological & Mental Health issues related to Hearing Loss

7/13/13 Lisa Tanner, Audiologist, Does my Hearing Device Meet my Expectations

Other Chapter activities:

- * Website and Facebook Page enhancements
- * Celebration of Chapter one-year anniversary in April

Treasure Coast

MEETING SCHEDULE, September to May

Saint Lucie County:

First Thursday of Month, 6 p.m. • Grace Lutheran Church 555 SW Cashmere Blvd. • Port St. Lucie, FL 34986

Indian River County:

Third Saturday of Month, 10:30 a.m. • Indian River County Main Library • 1600 21st Street • Vero Beach, FL 32960

Subscribe to the HLAA-Treasure Coast

newsletter *Sound Waves of the Treasure Coast*. Subscribe by contacting tcfhla@live.com



**Hearing Loss
Association
of Greater Miami**

Hi from Miami: Co-state Coordinator Ed Ogiba, who visited the Miami Chapter to discuss "Chapter Building," sits next to Chapter Leader Joe Dashiell. Amongst the guests is Andrea Wilson, the Broward County leader. The "Chapter Building" presentation, in addition to "How to Advocate for Loops," is available to chapters upon request by contacting Ed at 941-706-4312 or hlaa.sarasota@gmail.com.

Miami Chapter Leader Joe Dashiell, at right, asked his members how many found the loop a significant help. Joe provides a temporary hearing loop for each meeting, which allows the chapter flexibility for its meetings at the A.B. Barnes Park complex where it meets.



Miami Chapter Films Sequel to Oscar-Winning Movie "Up!"

Well, not exactly. The acclaimed 2009 Movie Up! featured one hearing aid wearer for its star, but this scene features a roomful of HLA-Miami chapter members, who are warming-up for their monthly meeting. The chapter starts off their sessions with a physical therapist who loosens the membership up with a series of arm, leg and neck stretching exercises all from the comfort of their seats. The instructor is provided by the A.B. Barnes Park complex where the Chapter regularly meets.



Members learn about auditory deprivation and hearing loss.

Randy Massey, Hearing Aid Specialist and Jill Hawkins, Patient Service Coordinator, both from All America Hearing, joined us to provide information about auditory deprivation, hearing loss and the importance of hearing instrument service.

Randy has 15 years of Hearing

Health Care experience and chose this field because he loves helping others and is driven to improve their quality of life.

Jill Hawkins has had 8 years experience and spoke on the importance hearing instrument service.

After the presentation, the floor was opened for questions and an-

swers. Many joined in the lively discussion which followed. Afterward, everyone enjoyed refreshments and social chitchat.

We appreciate that Randy and Jill took the time to be with us to explain the various facets of the hearing aid industry. We hope they will join us again.



Judy Martin, president of HLAA-Jax, has participated in four health fairs in the last three months: at the Matthew W. Gilbert Middle School; St. Paul's Episcopal Church; Prime Osborne Convention Center and Redeeming Life Church. It was a great way to spread awareness about hearing loss, the Walk4Hearing and to network.

The next meeting, May 21, will be strictly social - out to dinner! On June 18, we'll return to Nemours where we'll listen to Dr. Drew Horlbeck tell us of

his work with cochlear implants for children as well as his recent Mission Work in Honduras.

Meanwhile the chapter is at work preparing for Dr. Juliëtte Sterkens' visit. She will explain the hearing loop and how it will benefit those of us with hearing loss. Dr. Sterkens will also give us guidance on how we can work to loop Jacksonville. Thank you to Catherine Swanson, an audiologist from Nemours, for arranging our meeting accommodations.

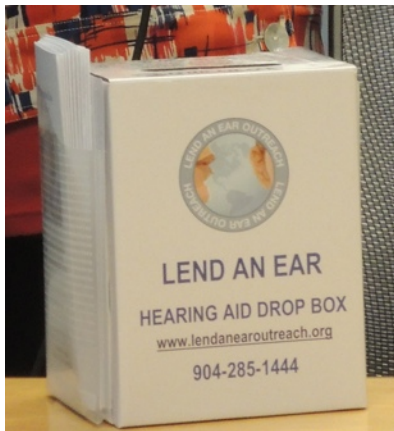
A Walk4Hearing Planning meeting will be held at Mandarin Library, on Saturday, May 11 at 10:30 a.m. Please join us. This Walk is open to members, chapters and alliances throughout the state. We currently have Clarke Schools for Hearing and Speech, St. John's Episcopal Cathedral, Nemours Children's Clinic and Jacksonville Speech and Hearing as Alliances. They will use 40% of their earnings on hearing loss projects.

Don't forget our **Birdies for Charity**. You can win \$5,000 and so can HLAA-Jax!! <http://bit.ly/playersbirdies>



Don't forget Lend an Ear Outreach

Give us your tired old hearing aids, your poor used devices, jumbled in your drawers, which are yearning to be refurbished for ears that don't hear.



If you have used hearing aids and want to help others to hear again, please contact Lend An Ear Outreach. If you want some drop boxes or more information, please contact them.

lsheek@pablotowers.com

treasurer@lendaneareoutreach.org

jaburns500@gmail.com

In 2012, 1,523 birdies were made during THE PLAYERS Championship. How many do you think will be made this year? Take a guess and have a chance to win \$5,000. Click here:



BIRDIES FOR CHARITY

<http://bit.ly/playersbirdies>

Free Admission!



**Better Hearing
For Health, For Life**
Saturday, July 20, 2013
8:00 am - 4:00 pm

Seminars:

- **Living with Hearing Loss** - Katherine Bouton, former New York Times editor and author of "Shouting Won't Help: Why I - and 50 Million Other Americans - Can't Hear You"
- **Types of Hearing Loss** - Dr. Brad Ingrao, Audiologist at Hearing Aid Systems and the Hearing Spa, Columnist for Hearing Loss Magazine, Trustee for HLA-FL and HLA Sarasota
- **Latest in Assistive Technologies** - Jim Scott - President, Complete Hearing Solutions, looping service
Tess Crowder - President, Realtime Communication Services, Inc., CART provider; Executive Director, Communication Access, Inc.

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Vendor Expo - Door Prizes - Free Parking*
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Sponsored by:




Expo Introduces Over 400 People to the Latest in Hearing Improvements

The Sarasota Chapter hosted a Hearing Health Expo on Saturday, April 13, which attracted somewhere between 400 and 500 people according to exhibitor estimates. The all-day event featured the latest in cochlear implants, hearing aids, assistive listening devices plus a wide range of medical practitioners and support groups among the 33 exhibitors. Two vendors demonstrated the latest technologies to provide hearing access to public venues, three exhibitors offered financial aid, four featured the latest phone technology and seven audiologists and hearing instrument specialists were hand to answer everyone's questions. There were 10 seminars to teach us about the latest technologies and some sessions had to turn interested attendees away as the crowd overflowed the meeting room. One happy visitor exclaimed, "there is so much here and I am learning a great deal."



CapTel exhibitor Barry Collins commented: "Wow, I have not seen 400 to 500 people at an health fair before. These attendees came knowing what this event was truly about and to learn. This Expo offered a fantastic platform... and was far superior to any other event I've attended". Expo organizers were pleasantly surprised on how many people came with specific needs and questions to address. "For the first hour of the Expo, the crowd was 3 or 4 deep in front of our booth and almost overwhelming," said another exhibitor.

One attendee who was in the market for a cochlear implant and a captioned phone stayed for nearly three hours saying "all the manufacturers were here and so helpful. I also was able to checkout all the audiologists and learn about so much new stuff like the loop and those Sony (caption) glasses." Visitors were also lined up all day at the All Ears Hearing Services mobile van for a free hearing screening and with audiologists inside conducting ear checks.

All the seminars were very well attended and by mid day the number of people interested in attending these sessions exceeded the room size. The University

of South Florida talked about the benefits of Auditory Training programs like LACE and Read My Quips to a standing-room only crowd.

"We had lot of attendees who were far down the path on managing their hearing loss while many others were searching for a way to start" said one of Expo organizers, HLAS president Ed Ogiba. "Based on the glowing feedback from the attendees, we are extremely grateful to all our exhibitors, who did a wonderful job of educating everyone whether they were a beginner or a veteran. They helped a lot of people."

If you missed the Expo, you can still access most of the news. Much of the newfound learning from the Expo exhibitors and seminars will be featured at upcoming Chapter meetings. In addition, our HLAS mentors can bring you up to speed.



All three of the leading cochlear implant manufacturers drew lots of interest at their booths and with their seminars. Carolyn Brown Iwasiw of Advanced Bionics is shown here giving an introduction to implants. Scott Rinehart of Cochlear Americas and Virgi Mills of Med-El also presented an educational seminar.

Special Thanks: The Expo was an incredible success thanks to the efforts of all the HLAS volunteers: Dave Donnelly, Jill Simons, Tom Barry, Joan Mastrandea, Nancy Cabral, Bob Leonard, Judi Picha, Bob Picha, Anne Taylor, Bob Shuler, Eileen Schuler, Jackie Shaw, Susan Fulton, Brad Ingrao, Richard Williams, JoAnne DeVries, Valerie Stafford-Mallis, Joan Haber and Ed Ogiba.



There were 10 seminars in the Town Hall conference room.



Bob Astle, President and Don Shaffer, Treasurer, man the information table for the Hearing Loss Association of America, Florida State Association.



People lined up to chat with the 33 exhibitors all day gathering lots of insights. The exhibitors also offered private counsel on the adjoining outside deck and in the quiet, nearby library



Brad Mason of the Manatee Hearing & Speech Center offered free hearing checks, which allowed the individuals being examined to follow along on his computer monitor. He was one of seven audiologists or hearing instrument specialists on hand to answer questions at the Expo.



Sony representative Chris Simpson gave everyone a chance to try the new caption glasses that make the dialogue in movies so easy to understand for all the films shown at Hollywood 20 and other Regal theatres nationally. If you have not tried them yet, join our Movie Club for a film every 4th Wednesday evening of every month. HLAS members can enjoy their first movie with the club free.

Expo Photos by Richard Williams, Alex Boakes and Ed Ogiba.



Here is the winner of the best visitor award. Smitha was one of the "serious shoppers" that the Captel rep talked about as she is in the market for an audiologist, cochlear implant and several assistive listening devices. She also signed up to be a new HLAS member. Oh yeah, she arrived with her husband and two sons in tow at 9:15 am and the family did not leave until 2:30 pm.



Linea Haga (left) and Ximena Moua were at the Expo all day to demonstrate how effective cochlear implants are. Both young ladies wear a pair of implants and both were first implanted at age 17 months.



Jennifer Moss (middle) and Laurie Dillon (right) of the Ear Research Foundation discussed all the wonderful services they offer our community, including a financial assistance program called Help Us Hear. Also on hand were to discuss ways to get financial help were Florida Vocational Rehabilitation and the Gift of Hearing Foundation.

Flo Innes of Advocates For Better Hearing, below, always draws a crowd with her dazzling array of assistive listening devices, which offer some very helpful solutions to complement what our hearing aids cannot do for us at home, on the phone and while traveling.

Expo Photos by Richard Williams, Alex Boakes and Ed Ogiba.





Jim Scott of Complete Hearing Solutions, a hearing loop provider explains the finer points of listening with an induction loop.

Expo photos by Richard Williams, Alex Boakes and Ed



All Ears Hearing Services provided free hearing screenings and an opportunity to try the loop in their mobile hearing center. They will be at the Sarasota Farmers' Market on Saturday, May 25 teaming up with HLAS to do the free screenings again.

Florida Public Service Commission

HELPING HANDS

MARCH 2013



PSC Chairman Ronald A. Brisé (I) and FTRI Executive Director James Forstall test specialized telephones.

Florida Telecommunications Relay, Inc. (FTRI) has been instrumental in helping Floridians who have hearing loss or speech disabilities learn about the Lifeline Assistance telephone discount program and discover ways to reduce their utility bills.



Partnerships, or "Helping Hands," are essential to help raise public awareness.

Many state agencies and organizations are "PSC Helping Hands," who assist Florida's Public Service Commission in serving consumers with resolving utility issues, learning energy and water conservation practices, and providing the Lifeline Assistance telephone discount program.

A Public Service Commission "Helping Hand" is recognized each month in 2013.

Advocate for Quality Captioning Inclusion Universally Join CCAC (free membership):
www.ccacaptioning.org



Do you know about HLAA's message board? You can ask a question at any time and you can be sure someone will respond. Check it out. Here's a recent comment:

Hello to all. My name is Eileen and I am new to HLAA. I have had hearing loss all my life and have been experiencing further loss recently. It's interesting that I never thought about my loss while growing up and most certainly missed out on many things, particularly in school. I just made sure people spoke into my one good ear. They walked on my left side and repeated themselves *ad nauseam*. So now that I am losing the hearing in the other ear, I am delighted to find all these wonderful resources and support.

See what the responses were: Go here to register: <http://www.hear4life.org/>



May is Better Hearing Month

**Broward County**

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