

Hear Ye, Hear Ye

Second Florida Walk4Hearing a success on all counts

The Hearing Loss Association of Florida (HLA-FL) 2009 Walk4Hearing attracted more than 200 walkers and raised more than \$29,000! Held in Kanapaha / Veterans Memorial Park in Gainesville on March 21, it also provided plenty of awareness of this invisible condition. People of all ages – tots, teens, middle agers and seniors – with varying degrees of hearing loss and their families and friends joined with University of Florida AuD students and faculty to walk the 5K course. The UF student members of the Student Audiology Association (SAA) helped with the event planning by volunteering for registration, publicity and forming the largest team with 18 walkers! Donations will be put to use by funding the HLA-FL state newsletter, *Hear Ye, Hear Ye*; providing free membership to the Hearing Loss Association of America (HLAA) for veterans with hearing loss; and funding a scholarship to the HLAA annual convention in Nashville.

The Walk day was perfect at about 70 degrees, with sunny skies and a beautiful breeze. Awareness was provided by the many signs we had around the park, inside and out. A major event was happening nearby and traffic was heavy, both foot and auto. Many people were in the park celebrating family functions, using the playing fields, and just soaking up the sun. Our music, clowns, and warm-up leader were all superb. With a Dunkin' Donuts breakfast and a Domino's Pizza lunch. what more could we ask?

The **top ten teams** are Go Gators



Kylie and Luca of the Kylie's Crew and Go Luca! teams are proud they've just cut the ribbon for the Walk in Gainesville. They are happy to be top money raisers too!

(\$3,185); UF AuD Students (\$2,690); Jacksonville Stars (\$2,410); Kylie's Crew (\$2,075); Go Luca! (\$1,290); Molly's Team (\$1,223); Borzell's Boosters (\$1,152); Gecko's Dream Team (\$1,090); Team Levy (\$1,000); and UF Audiology (\$940). The **top ten walkers** are Lynn Rousseau (\$2,025); Shawn Patch (\$900); Luca Bostick-Valero (\$835); Judy Martin (\$760); Charlotte Nettles (\$735); Daphne Patch (\$725); Hannah Siburt (\$690); May Dahl (\$670); Kathy Borzell (\$602); and Joan Haber (\$580).

The Walk4Hearing is the most visible hearing loss-related event in the country and will be held in more than 20 locations across the country this year according to HLAA. HLAA is striving to make hearing loss a public health issue by bringing consumers, providers and advocates together with people with hearing loss. The Walks began in 2006 nationwide with the first Florida event being held in Tampa in 2008. There are 200 chapters in this country with 17 located in Florida.

www.hla-fl.com



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MEETINGS

October 3, 2009 DelRay Beach



Judy G. Martin, Editor

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Send news items, photos, ads or checks to:

Judy40@bellsouth.net

or 8019 Leafcrest Drive
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Make checks payable to: **Hearing Loss Association of Florida**

*Your donations are tax deductible
 We are a 501(c)3 non-profit organization.*

The Dangers of Being Hearing Impaired

– *Oscar Segal, President, Palm Beach County Chapter, HAAA*

There are numerous so-called support groups for people with hearing loss. Most serve an advocacy role of one kind or another on behalf of people with hearing loss. That is good, but most of us trying to manage life despite impaired hearing probably never heard of them or, at best, saw no real-time benefits as a result of their efforts. As a long time member of the hearing loss community, I don't remember ever coming across any organization that offered any real help for my problem; until I got involved with a chapter of HAAA. But that's another story.

As Rebecca Ginsberg, Chair Person of the Board of Directors of the Deafness Research Foundation puts it; the Hearing Loss Association of America is unsurpassed in combining support with advocacy for all people with hearing loss. One big reason is HAAA chapters.

HAAA national is advocacy; HAAA local chapters are the support. We take it to the people.

The Palm Beach County chapter is proud that our volunteers are an active

part of that support with a continuing, year-round effort. Typically, as most chapters do, we invite professionals to educate us about all the techniques, technologies, aids and assistive listening devices that, if we will only make use of them, can help improve the quality of our lives. It won't fix it – but it could make it better.

And that, of course, is what we are all about. But we've taken support a step further because there is more to hearing loss than simply missing out by not being able to fully enjoy a conversation; a movie; a show or TV or difficulty using a telephone or a whole range of irritants because we can't hear normally.

Unfortunately, there are times and places where not hearing correctly can be dangerous; in some cases, it can kill us.

What really surprised me - though I have suffered deteriorating loss over the years beginning in early childhood - is how I never gave a thought to the possibility there were dangerous situations I could find myself in because I couldn't hear normally. Then I stumbled across some accounts of "accidents" involving people who are deaf or hard of hearing that were a real wake-up call.

For example; go to a hospital and give a wrong answer to a critical question about allergies or medications and it can make you sicker - if it doesn't kill you.

Fall asleep in a motel or hotel room without your hearing aids and you can't hear emergency alarms. With the door bolted from inside, Management can't get in except by breaking down the door.

Have a heart attack or injury and can't communicate with emergency responders; what can happen if they don't know your allergies, your medication or whom to notify.

There's more! So many ways we can be hurt because we can't hear. I don't doubt there is plenty of information available if one takes the time to look for it and to sort out what is useful for them. But we take the trouble to package that useful info and bring it directly to our members.

Working with hospitals, law enforcement people, emergency responders and information from the ADA, we created a series of PowerPoint presentations under the heading "The Dangers of Being Hearing Impaired." The presentations are based on those dangerous environments

Continued on back page



Above, Judy Martin presents flowers and a crystal vase to Kathy Borzell to commemorate her move with husband, Tom, from Tampa to North Carolina. At left, Joan Haber praises Kathy's work with the HLA-Florida Board of Trustees for more than ten years. Her family, including Tom, son Chris, and daughter Rosemary, were at the Walk4Hearing to enjoy seeing the respect, admiration and love everyone has for Kathy.

They've Moved!

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**Barbara Emmons receives first
 Joan Andrews Scholarship**

The Scholarship Committee received and reviewed three applications. All three were strong applicants. Barbara Emmons, founding and current president of the Hearing Loss Association of Clearwater, was selected to be the recipient of the 2009 scholarship. In addition to the information provided by Barbara on her application, recommendations made by board members Flo Innes and Kathy Borzell supported Barbara's qualifications and dedication to the mission of the Hearing Loss Association.

Barbara indicated in her application that she will be a more effective chapter leader as the result of what she will learn at the convention. She said she looks forward to better serving people with hearing loss and would be "proud and happy" to serve on an HLA-FL committee.

Barbara will be presented with a plaque commemorating her selection at the Nashville Convention Awards Breakfast to be held on June 21.

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**Adams, Allan J. Adams, 88,
 of Coral Springs, FL**

The HLA community has indeed lost a friend and advocate when Allan Adams of the Broward County Chapter unexpectedly passed away on March 28.

It is hard to tell you about Allan in just a few words. He taught speechreading classes at local libraries for many years. When you attended his speechreading class, it often seemed as though you were his only student. He was also the leader and president of the Broward County chapter for many years.

Allan was very techie-oriented, cheerful, had a positive outlook on life, and was as sharp as a tack. He was always encouraging us to get out in the hearing world and become an active participant. If you needed information on the best type of hearing aids, the importance of having your ears tested, or what websites, magazines, books, and organizations were helpful to a hard of hearing person, he was there with the answer. He was a true advocate for the hard of hearing. Being an avid reader, he shared his wealth of knowledge with all of us. Many of us enjoyed Allan and Betty's company at lunches that we went to our monthly meetings. He was always there to listen and give friendly advice on any topic. He will be very much missed.

Karen Frauman, Co-Chairperson,
 Broward County Chapter

Hands and Voices in Florida

Katie Dagenais is the new liaison for the start-up effort for the Florida Chapter of Hands and Voices. This is a nationwide non-profit organization dedicated to supporting families and their children who are deaf or hard of hearing. For more information contact her at 407-242-0305 or hands-voices@yahoo.com

Donations were made to
Hear Ye, Hear Ye
by Molly Corum, Tampa

In Honor of
Kathy Borzell
(We will miss her!)

**Florida Walk4Hearing
Committee** (Great job!)

In memory of:
Dennis Silver,
Sarasota

DSL, VOIP and Your Amplified Telephone

Richard Uzuanis, VP HITEC Group

Introduction Telecommunications in the home are changing. For nearly the first 100 years of telephone, consumers only had to be concerned about the features and capabilities of the phones they wanted. There was only analog service and few service providers. Now, with competition and the emergence of DSL (Digital Subscriber Line) and VOIP (Voice Over Internet Protocol) and many service providers, consumers have to be keenly aware of many more issues and take more responsibility regarding their telephone service. If you have DSL or VOIP service in your home, you may no longer be able to just plug your phone into the wall jack.

Amplified Telephones, DSL and VOIP Telephone Service

The amplified telephones supplied through the FTRI program are all analog phones. It does not matter if there is digital processing inside the phone, when the FTRI supplied phone connects to any telephone system; it is considered an analog telephone. To understand the possible issues with your phone and the newer telephone services, you need to know what kind of service you have. Your service will be from either an analog (POTS) Plain Old Telephone Service, a DSL or a VOIP service provider.

POTS - The traditional telephone service most people have in their homes is analog and is called POTS (Plain Old Telephone Service). POTS is provided by AT&T (BellSouth), Embarq, Verizon, or other local telephone companies. All FTRI phones work directly with POTS phone service with no additional requirements and there are few, if any, unique problems.

DSL - DSL (Digital Subscriber Line) is a combination of POTS voice service and digital internet service. DSL uses different transmission frequencies on the copper wire to separate and send analog voice conversations at the same time that digital Internet transmissions are occurring. A situation can happen where signals from the digital side could "leak" into the analog voice side and show up as buzzing or hissing in a voice conversation. Filters solve that problem. AT&T and similar DSL providers supply DSL subscribers with free filters. The filters are placed between the phone and the wall jack. These filters protect the voice conversation from getting any "leakage." It is most important that a filter be used with each phone installed and that you make sure to install the filter per the manufacturers' instructions. If you are getting interference on your phone, there is high probability that either you are not using a filter or that the filter is not installed properly. There is a slim chance that you could get an extra strong Internet signal that really leaks past the one filter. In most cases, that can be resolved by using two filters at that point. With DSL, it is important to use a filter with each and every phone and to make sure the filter is installed properly. If you have more phones than the initially supplied filters, most of the DSL providers will give you additional filters at no cost.

VOIP - VOIP (Voice over Internet Protocol) is a digital telephone service running over a high speed Internet connection. You must have a cable or DSL Internet service installed and then subscribe with a VOIP provider for VOIP telephone service. VOIP is the newest telephone service and has the most potential problems. Potential VOIP issues are: Some VOIP does not directly connect with E911 (enhanced 911) emer-

gency services. You may have to take special steps to arrange for E911 service. An ATA (Analog Telephone Adapter) or modem of some type is required for your FTRI telephone to work with VOIP. If the ATA or modem is not fully compatible with your FTRI phone, noise, static or distortion can occur. Also, if you lose power, there is no telephone service. (POTS and DSL POTS service are powered by the phone line). Some amplified phones are line-powered and some are not. If Internet service is down, there is no telephone service. VOIP breaks up a voice conversation into thousands of digital packets that are sent via hundreds or thousands of different paths across the Internet. When working properly, the packets all arrive at the destination in the right order at the right time and the conversation sounds normal. There are, however, many things that can influence how, when or whether the packets come together properly or at all. If they do not, you can get transmission errors that show up as echo, noise, stutter, static, delay, or distortion. If you are amplifying the conversation, any of these problems will sound worse to you than to someone not using amplification.

Summary Telephone service is evolving and is much different than it was when "AT&T's Ma Bell" did everything and the phone system worked or they fixed it. In today's world, competition has put a much larger burden on the consumer to become educated and knowledgeable about telephone service. The Analog or POTS telephone service found in basic and DSL telephone service has been tested and proven over a 100+ year life; and it works. VOIP is a brand new technology that is still evolving. It is getting better but it has a very long way to go to meet the reliability and quality of an analog service. For those people with FTRI phones who believe that the benefits of VOIP outweigh the quality and reliability of DSL or analog service, that is an acceptable choice. They must, however, understand that 99% of the time sound quality problems in a VOIP service are a problem with the service and not with the FTRI provided phone. For more information on your amplified phone, please contact FTRI at: 800-222-3448 or visit us on the web at www.ftri.org



Dr. Patricia Kricos

President-Elect of AAA

Dr. Patricia Kricos, Professional Advisor for the Florida Hearing Loss Association, has been elected as the President-Elect of the American Academy of Audiology. She will serve as President-Elect from July 1, 2009 to July 1, 2010, then serve a one-year term as President until 2011.

Dr. Kricos is excited about leading the Academy and working with its 10,000-plus members to improve the delivery of support and services to people with hearing and balance problems. "My most important goal", she says, "is to ensure that the Academy is relevant to its members, as well as to its public constituents and governmental liaisons. My goal is to listen carefully to members and other stakeholders so that we continue to strengthen our core and our outreach efforts. The Academy recently celebrated its 20th Anniversary and I look forward to helping shape its future."

Hearing Loss Factoids

Professions at risk of hearing loss include firefighters, police officers, factory workers, farmers, construction workers, military personnel, heavy industry workers, musicians, and entertainment industry professionals.

Naples Ears.

At a recent Steering Committee meeting Walter Renner volunteered to take over command of Naples Ears at least temporarily. No one wants the Chapter to dissolve! We do want to consider By-laws as the Chapter never had any. Any ideas or copies of other Chapters would be greatly appreciated. Contact Jim and Lois Smith at lojims@embarqmail.com Our May 8 meeting will be the last for the "season." We also decided to continue meeting at The Community Room, North Collier Government Services Center, 2335 Orange Blossom Road, Naples.

For God, Family, and Country
Jim and Lois Smith
Naples Chapter/HLAA

Free to Florida Veterans with Hearing Loss

A One-Year Membership to the Hearing Loss Association of America (HLAA)

◆Includes: 6 issues of Hearing Loss Magazine

◆6 Issues of Hear Ye, Hear Ye, state newsletter of HLA-Florida

◆Network of chapters throughout the state.

◆Assistance with education, advocacy, support services and referrals.

For more information contact Joan Haber joan1@comcast.net or 904-921-9197

OR go to

www.hla-fl.com for printable form.

What Chapter Members Really Want

By Ruth Bernstein

Structuring chapter meetings can be difficult because they are often a "one-room school house" situation: attendees are at many different learning levels.

People with hearing loss want to hear solutions to the coping problems they have 24/7/365. Many chapter members have a lot of practical knowledge to share.

My experience as a listener and speaker at HLAA meetings locally and at state and national meetings has taught me that "less is more."

Dr. Sam Trychin says "that people with hearing loss experience difficulty sustaining focused listening over extended periods and a great deal of physical fatigue." Keeping presentations short and as focused as possible will be appreciated by meeting participants.

Here are some suggestions for successful meetings:

- Arrange for an assistive listening system and CART

- Use visual backup; e.g. Flip charts, black or white boards or power point presentations

- Pick a single topic: health care, movies, TV, travel

- Have one speaker at each meeting. Ask the speaker to learn and abide by the chapter's speaker guide lines

- Try to keep presentations short: a limit of 15 to 20 minutes can be effective to allow time for questions

- Talk about hearing problems that may occur and how to solve them.

- As much as possible, avoid technical explanations.

- Provide a written "Coping Tip Sheet" that focuses on solutions and includes a list of resources including web sites and companies that sell assistive devices

- Consider having planning committee members "plant" leading questions

- If appropriate, suggest one advocacy action for the situation discussed and provide a postcard to be filled in and returned at the meeting.

Ruth D. Bernstein, M.A. , is a member of HLAA National and Manhattan Chapter. She is co-coordinator of the Advocates for Better Communication/a.b.c., the advocacy group allied with the League for the Hard of Hearing and contributes to the "Sound Advice" column in The Buzz, the League's electronic newsletter.

Hearing Loss Association of Florida is calling for YOU!

The Hearing Loss Association of Florida (HLA-FL) is seeking qualified individuals to serve on the HLA-FL Board of Trustees for a three-year term beginning October 3, 2009.

Who is Eligible?

All members of Hearing Loss Association of America (HLAA) who are Florida residents are eligible. HLA-FL is committed to assembling a board comprised of individuals with a diversity of skills, backgrounds,

hearing loss, and ages. Hearing applicants with sensitivity to the needs of people with hearing loss will be considered. Ability to work with others is essential. Positive thinkers with the desire to improve the quality of life for hard of hearing Florida residents are encouraged to apply. HLA-FL members can nominate themselves for



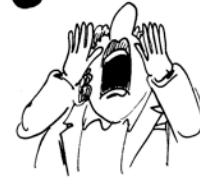
board membership or nominate another Florida HLAA member (with permission).

What is Required?

The board meets at least three times a year in locations that vary to provide equitable geographic access.

Members are encouraged to attend all meetings. Costs of travel are the members' responsibility. Members are asked to take active roles on standing and ad hoc committees. Meetings are presently held on Saturdays to accommodate employed members. Major committee work occurs between board meetings and is most often transacted by e-mail or chat room, and thus, Board members are required to have e-mail access. Reimbursements of previously approved expenses on behalf of HLA-FL are available to trustees upon request.

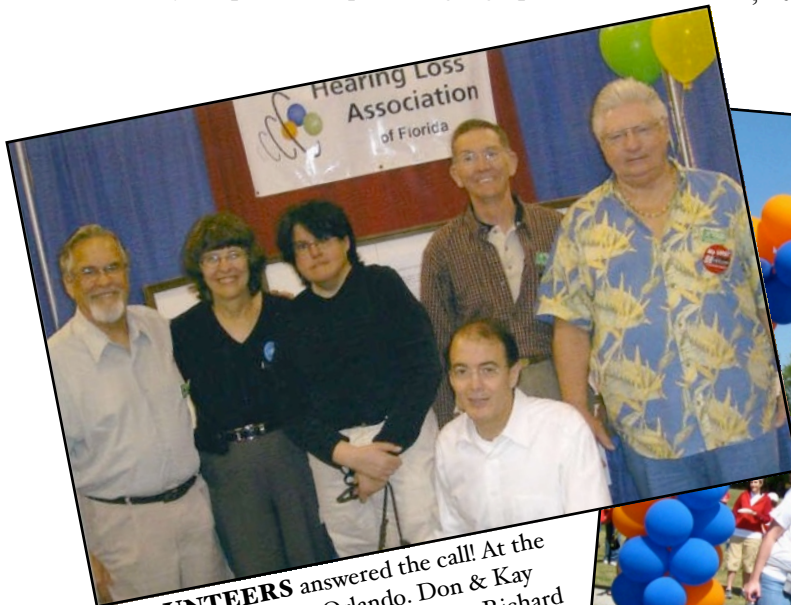
Volunteers!



How to Apply for the HLA-FL Board:

Application forms are available by contacting Richard Herring, Chair, Nominating Committee, 1317 Caloosa Lake Ct., Sun City Center, Florida 33573-4869 or by e-mail at: rhmann@tampabay.rr.com

Applications must be returned no later than August 14, 2009.



VOLUNTEERS answered the call! At the DeafNation Expo in Orlando. Don & Kay Shaffer, Lisa Ellis, Larry Kavanaugh, Richard Herring, Jim Diaz (kneeling).



VOLUNTEERS answered the call! At the Walk4Hearing in Gainesville. Devon Weist, AuD, Noreen Frans, AuD, Brittany Sakowicz UF Audiology Extern, Hannah Siburt, UF Audiology Extern, Denise Praither UF Audiology Financial Specialist

SUN CITY CENTER CHAPTER

As HLA-Sun City Center (HLA-SCC) is finishing its second year, we have learned that it “takes a village” to start a chapter - including:

◆ **Leaders** of national and state HLAA, especially Toni Barrient, HLAA Membership & Chapter Development, who patiently answered all of our questions – with some emails answered at 11 p.m.!

◆ **Tess Crowder** (Communication Access, Inc.) who has provided pro-bono CART for all of our meetings, beginning October 2007. One member emailed: “I really appreciate this once a month meeting especially with the captioning! I would not attend if it weren't for the captioning.”

◆ **St. Andrew Presbyterian Church** in SCC which has provided its facilities free of charge for Chapter meetings.

◆ **Men's Club of Sun City Center** which has underwritten many Chapter expenses.

◆ **Our “parent” chapter—HLA-Sarasota** which in addition to giving valuable advice, presented an overview of what HLA is all about at first HLA-SCC meeting and shared template of its chapter brochure for HLA-SCC to use as a model for its first chapter brochure in 2008-2009.

◆ **Sun City Center news publications** which have published free announcements of HLA-SCC meetings in calendar sections.

◆ **Audiologists and other SCC businesses** who have allowed us to place HLA-SCC brochures and flyers in their waiting rooms.

◆ **HLA-SCC officers, steering committee members, and chapter members** who have worked many hours to enable Chapter to reach out

to persons with hearing loss in the Sun City Center area.

◆ **SCC Rotary and Hi-Noon Clubs** who invited HLA-SCC to present its mission at one of their programs.

◆ **And, finally, the professionals** who have donated their time and expertise to present HLA-SCC programs. Some highlights have been:



Bolesta staff members: Kim Hanna (Exec. Director), Colleen Mahaffey, Kelly Teegardin, and Judy Horvath. children: Alyssa Pavlik, Ria Halwalli, Josh Goodloe, Blake Hill, and Linnea Haga).



HLA-SCC Health Fair Table at the Fun Fest: From left, Rob Ogg, President, and Steering Committee members, Barbara Riley and Bill Cozby.

Bolesta Center, Inc. Using Auditory-Verbal Therapy, Bolesta teaches deaf or hard-of-hearing children to listen and speak with their hearing aids or cochlear implants. Bolesta staff members, parents, and children presented holiday program in December 2007. We were amazed to see and hear totally deaf children (using cochlear im-

plants) using spoken language just like their hearing peers. Equally informative were the parents (and one grandparent) who shared their commitment to work with these children at home. Program was followed by HLA-SCC's first holiday party.

Patricia Blake-Rahter, Ph.D., Clinical Instructor at the University of South Florida, spoke on *Aural Therapy for Persons with Hearing Loss—Is It for You?*

Tina Eberstein, Pharm.D., Director of Pharmacy at South Bay Hospital in SCC, spoke on *Over-the-Counter and Prescription Drugs that May Contribute to Hearing Loss.*

HLA-SCC participated in the **Health Fair** at the SCC Fun Fest in March. It is estimated that 6,000 attended the Fun Fest, and Health Fair rooms were crowded all day.

The Steering Committee is already scheduling programs for 2009-2010 which include *Vertigo & Balance Issues as Related to Hearing Loss, New Developments in Hearing Aids, What a Person with Hearing Loss Should Do When Confronted by Law Enforcement, How a Person with Hearing Loss Should Prepare for Hospitalization, Neurotonics Tinnitus Treatment.*

HLA-SCC meets the **first Wednesday of the month, September-June, 9:30 a.m.** at **St. Andrew Presbyterian Church, 1239 Del Webb Blvd.**

W. Persons with hearing loss, their hearing family members and friends are invited! Contact Rob Ogg at rbscc@verizon.net or Barbara Riley at (813) 634-1706.

—Shirley Nauman, SCC

Fun Factoids
Crickets have their hearing organs in their knees.

HEARING LOSS ASSOCIATION OF FLORIDA

8019 Leafcrest Drive
Jacksonville, FL 32244

The Dangers of Being Hearing Impaired

Continued from page 2

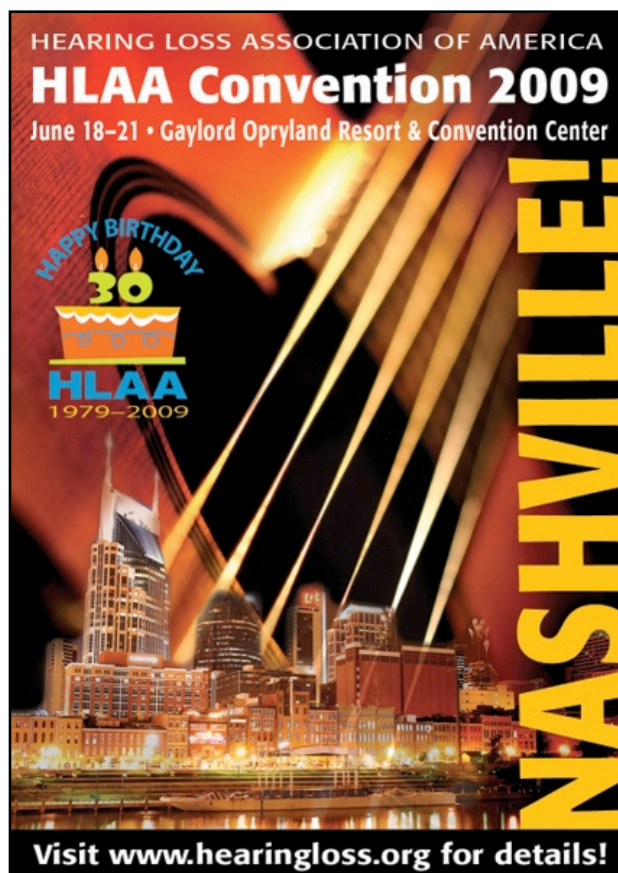
mentioned above and illustrate the vulnerabilities we are exposed to and what we need to do to safeguard ourselves in those situations where a full and accurate understanding is an absolute must.

Twice during each season – November and again in April, we devote those meetings to learning how to survive in a world where everyone takes hearing for granted and we can't.

The meeting this April (we meet the 3rd Friday of each month September through May) features a two-part program titled "Surviving in a Hospital Environment." Part one is about conduct when going to a hospital; what to look for, what to ask for, how to ensure everyone is aware of your hearing loss and how to ensure you understand everything said to you. The second part features a representative from a hospital management organization who will talk about what the hospital, on their part, is doing to ensure adequate communication and safety of its patients who are hearing impaired.

Hearing Loss Prevention Factoid

If you have pain in your ears after leaving a noisy area or you hear ringing or buzzing (tinnitus) in your ears immediately after exposure to noise consider this as a warning sign that the sounds are TOO LOUD



HEARING LOSS ASSOCIATION OF AMERICA
HLAA Convention 2009
June 18-21 • Gaylord Opryland Resort & Convention Center

HAPPY BIRTHDAY
30
HLAA
1979-2009

NASHVILLE!

Visit www.hearingloss.org for details!

The poster features a night view of the Nashville skyline with the Gaylord Opryland Resort & Convention Center illuminated. A large, stylized '30' is overlaid on the image, with 'HAPPY BIRTHDAY' written above it and 'HLAA 1979-2009' below it. The word 'NASHVILLE!' is written vertically in large, bold, yellow letters on the right side. At the bottom, there is a call to action to visit the website for details.