

# Hear Ye, Hear Ye

## FLAA speaker at annual meeting

The Florida Academy of Audiology (FLAA) was honored to be invited to send a representative, Dr. Suzanne Younker, Audiologist and Past President, to the Hearing Loss Association of Florida's Annual Meeting in Boca Raton. Dr. Younker remarked that the HLA-FL's mantra, "*Florida's voice for people with hearing loss*," could not be said more precisely than when speaking about HLA-FL. She reported the opportunity to be very enlightening and encouraging; she personally observed a dedicated group who champions advocacy for hearing challenged Floridians. This experience solidifies that HLA-FL and FLAA share common goals in promoting the best hearing care for those with hearing loss and effective education for the general public. Future activities will include representation at each other's key meeting/convention events, opportunities for HLA-FL members to be offered access to a FLAA sponsored educational session, mutual exchange of articles for each group's newsletters, and committed support for the Walk4Hearing fundraiser, and more.

The most memorable part of the meeting's agenda for Dr. Younker was the question and comment session. From this interactive dialogue, it seems clear that sometimes successful hearing aid outcomes require patience and persistence. Most hearing aids have the potential to provide significant improvement in hearing ability; however, not all hearing aids are for every person as individual needs and preferences contribute to the experiences that amplification will offer. We would recommend that those with hearing



**Suzanne Younker, Au.D. at the annual meeting of the Hearing Loss Association of Florida Board of Trustees in Boca Raton.**

loss seek services from credible providers, continue dialoguing with your fitting professional regarding your hearing aid questions and concerns, and, never give up the pursuit of better hearing.

Thank you for giving us the opportunity to attend this meeting. Our upcoming goal will be to help to educate the audiologists in Florida about what HLA-FL's needs and desires are regarding hearing care.

Noël Crosby, Au.D.  
FLAA President 2009

## FTRI Update

Florida Telecommunications Relay, Inc. (FTRI) is excited to announce that it has expanded its service area by opening three new regional distribution centers (RDCs). The Center for Independent Living Disability Resource Center, located in Pensacola, the Disability Resource Center, Inc., located in Panama City, and the Hearing and Speech Center of Florida located in Kendall, have all partnered with FTRI to serve the estimated 3 million Floridians with hearing loss. To learn more about these new RDCs,



estimated 3 million Floridians with hearing loss. To learn more about these new RDCs,

please visit the FTRI website [www.ftri.org](http://www.ftri.org) and click on the "Find A Location" link.

Additionally, FTRI has initiated a public service announcement campaign focusing on major broadcast markets throughout the state. Please assist us by sharing FTRI services with your family, friends, doctors, community centers, etc. so that everyone can experience the same benefits that HLA-FL members enjoy using an amplified telephone at **no charge**.

If you, or someone you know, would like to receive an amplified telephone or need to exchange a broken amplified telephone for a working telephone, please call FTRI at 800-222-3448 (Voice) or 888-447-5620 (TTY).

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**UPCOMING MEETINGS**

February 6, 2010 Tallahassee  
June 5, 2010 Sarasota

**HLAA Annual Convention**  
**June 17-20, 2010**  
**Hilton Milwaukee City Center**  
**Milwaukee, Wisconsin**



**Ouch! You're hurting my ears**

Examples of dangerously loud recreational activities which may cause hearing loss are: video arcades - (110 dB), firecrackers - (125-155 dB at a distance of 10 feet), live music concerts - (120 dB and above), gunshots - (150-167 dB), movie theaters - (118 dB), health clubs and aerobic studios (120 dB), sporting events (127 dB), motorboats - (85-115 dB), motorcycles - (95-120 dB), snowmobiles - (99 dB), "boom cars" - (140 dB and above).



**Judy G. Martin, Editor**  
**Kay Shaffer, Assistant**

*Hear Ye, Hear Ye* is published every other month: Jan., Mar., May, Jul., Sept. & Nov. Deadline is approximately the 15th of the prior month.

Our circulation is 2,500 mailed to 600 HLAA members in Florida, 850 audiologists, 950 hearing aid specialists, and 100 distributed. Send news items and photos to: [Judy40@bellsouth.net](mailto:Judy40@bellsouth.net)

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

**The Hearing Loss Association of Florida invites you aboard RCCL's *FREEDOM OF THE SEAS* Sailing October 17, 2010**  
**For more information check our website**  
**<http://www.hla-fl.com/>**  
**or email Lynn Rousseau at [hlaflorida@aol.com](mailto:hlaflorida@aol.com)**  
**Deposit of \$250 per person due when making reservation - final due 8/1/10**

## Chapters - Living the Dream

By Oscar Segal, President, South Palm Beach County Chapter

Chapters are the living, breathing manifestation of HLAA. Rocky Stone's dream – the first meeting – evolved into what was essentially a chapter-like entity. National grew out of that simple dream. We are proud of our National Organization and the tireless work they do on behalf of people having to live with hearing loss. There is no doubt their efforts have a positive impact in the halls of government. What they do is crucial towards making life more accessible for people with hearing loss on a national level and on a state level.

But it is the chapters that make it real for the population that has to manage life with hearing loss.

Chapters provide first hand information of what national is doing and what positive results can be expected; it is the chapters that provide day-to-day education to help us survive in a world where others hear and we don't; it is the chapters that offer a safe haven from the frustrations of trying to communicate when you can't hear properly.

The South Palm Beach Chapter is proud of its contribution to the community with hearing loss. We enjoy continued growth and, reportedly, are successful in providing for the needs of our members. They keep coming back meeting after meeting. That's no accident; our goal is to consistently provide programs and services that we describe as "News You Can Use." We try to ensure they leave each meeting with something tangible – information or advice that they can apply in their everyday lives that will ease the burden of communication difficulties.

We do this several ways: tailored programs, community outreach and promotional products.

**Programs** - We insist that an invited speaker tailor his or her presentation in such a way that listeners can relate to it in real time; imparting a bit of knowledge or practical information they can take away with them. The idea, of course, is that members leave feeling their time was well spent and it will be worthwhile coming to another meeting. We also try to have hand-outs relating to the program that highlight the subjects discussed in sufficient detail and clarity that they are useful document as "keepers." At each meeting we have a display of state-of-the art assistive listening devices designed to enhance hearing and listening capability in special circumstances. We do not sell anything, but we help members purchase these direct from the manufacturer at a courtesy discount.

**Community Outreach** - In addition to holding monthly meetings, we are constantly working to increase our membership by reaching out into the community to publicize what we have to offer by hosting Hearing Loss Education Seminars. These are open to the public and are offered in public libraries, civic centers, gated community association meetings, and as programs for service organization meetings. A typical seminar program is centered on a PowerPoint presentation we created that highlights the demographics, the difficulties living with hearing loss, times and places where hearing loss is a danger, and the

benefits of membership in HLAA through chapter participation.

**Promotional Products** – We have created several versions of an 8 x 10 easel-backed placard that we put in various professional offices such as those of audiologists and medical offices of various types.

We also have printed labels that we put on copies of Hearing Loss magazine and other hearing related publications. Our members simply leave them when they visit an office. The label identifies HLAA, the chapter, what we offer, and an invitation to a meeting and a contact number. Another promotional item is a special business card that I carry which was printed using an Avery product. Whenever I see someone wearing an aid who seems to be struggling to hear properly, I hand him or her one of these. The card looks like this:

**Wear a Hearing Aid? It may not be enough to get the most out of living with hearing loss!**

**Your local chapter of Hearing Loss Association of America can show you how; no cost, no obligation**

**Come to one of our meetings and find out.**

**Call me for info** \_\_\_\_\_



In addition, we have a board member who teaches a regularly scheduled lip reading class and a board member who provides on-the-spot hearing aid first aid at the end of the meeting for anyone having a problem with an aid that can be easily fixed by an expert.

*Doing what we can for those of us living with hearing loss.*

***Forgive me when you see me draw back when I would have gladly mingled with you. My misfortune is doubly painful to me because I am bound to be misunderstood; for me there can be no relaxation with my fellow men, no refined conversations, no mutual exchange of ideas. I must live almost alone, like one who has been banished; I can mix with society only as much as true necessity demands. If I approach near to people a hot terror seizes upon me, and I fear being exposed to the danger that my condition might be noticed.***

–Ludwig van Beethoven, whose hearing began to deteriorate in his late twenties, leading to near deafness.

***HLA -Florida Board of Trustees and friends are NOT all work and no play***



*Jim Diaz, Oscar Segal, Enid Segal*



*Judy and Tom Martin*



*Barbara Astle Chambers, Lynn Rousseau, Robert Astle*



*Flo Innes, Brett Woods, Carl Sjobeck*



*Pat Kricos, Tom Martin, Richard Herring*



*Joan Haber, Nancy Day*

—photos mostly by Judy Martin

## Send your chapter delegate to the Convention at a discount!

The Convention is June 17 - 20 at the Hilton Milwaukee City Center and Midwest Airlines Center. Choose your delegate before the December 31 deadline.

### Who is eligible to be the chapter delegate?

*In priority order: President or planning committee chair; Vice President; Secretary; Treasurer; or Selected/ elected chapter member*

### How many chapter delegates can we send at the special discount rate?

Only **one** discount registration is available per chapter. The exception would be co-presidents or co-chairpersons. In this case, both co-presidents or co-chairpersons may use the discount rate.

### What is the discount rate?

The discount rate is \$119. The early-bird rate is \$219; after December 31, 2009, the rate goes to \$259. Optional events (such as the banquet or off-site event) are extra.

### Is the Banquet included in the registration rate?

The Banquet is **not** included in the registration rate. Tickets are available as a separate purchase. Ticket cost will be announced soon.

### Can my spouse make use of the discount rate?

The discount rate is not extended to spouses. They may purchase a registration package separately.

### When is the deadline to register at the discount rate?

All chapter delegates must be registered by May 1, 2010. The standard cancellation policy applies. This policy is detailed online.

Members who are selected to be a delegate **after** registering for Convention 2010 at the early bird rate or the regular convention rates **will NOT be allowed any adjustments on the registration fees paid.** Please make your delegate choices before the early bird deadline of December 31, 2009.

**If, for some reason a leader registers and is not able to attend, can another leader use that registration?**

**If, for some reason a leader registers and is not able to attend, can another leader use that registration?**

Yes, we will allow a registration to be transferred to the next available leader listed in answer #1.

Check the HLAA website for more information: [www.hearingloss.org](http://www.hearingloss.org)



## Chapter Survey 2009

In March, the Chapter/National Partnership Committee invited all primary chapter leaders on record to participate in a survey. The committee consists of current and past chapter and state leaders from around the country. They meet to discuss how chapters are doing and make recommendations to the Board of Trustees. The survey provides a baseline of how chapters operate, their strengths and weaknesses, and how they differ. It helps direct and validate the committee's deliberations.

The 35-question survey was completed by 129 of 198 chapters – among them were 22 from California, eleven from Florida, ten from Pennsylvania and nine from New York. Of those reporting, 35% are small chapters with under 20 members, 27% with 20-40 members, 19% with 46-60 and 19% with over 60; 75% have operated more than five years; 62% of the chapters said they could reach more than half their members by email and 79% said they can utilize the Internet. But, interestingly, 59% said they did not know HLAA had a public forum at [www.myhearingloss.org](http://www.myhearingloss.org) and 66% did not know HLAA has a group on Facebook.

If you have any suggestions for the 2010 survey or would like to see a summary of the survey, you can contact [judy40@bellsouth.net](mailto:judy40@bellsouth.net)

–Judy Martin, Member  
CNPC

## PhoneTag at your service

Do you receive voicemails that you can't understand, due to the caller speaking too fast or their accent? There is a great technology out there that I just *love* called "PhoneTag." My husband just set it up and it's fantastic! People can leave voicemail messages on your home or cell phone and those messages can be transcribed and sent to your email or cell phone as TEXT messages! No more struggling to understand voicemail. You can read your messages instead.

Here's how it works:

The company, PhoneTag, is a voicemail-to-text service. They transcribe your voicemail message using voice recognition technology and deliver it, along with the original audio, to your email account and/or to your cell phones as a text message. It is all automatic.

They assign a 10-digit voicemail number to which you forward unanswered calls. This is usually very easy to set up on a cell phone or landline. And it works with all major cell phone providers and 90% of landline and office phones. For 40 voicemail messages a month, we pay \$9.95. Or you can just select the \$0.35/per message option.

For more information, you can visit their website at [www.Phonetag.com](http://www.Phonetag.com)

– Jaynie Kind,  
Peninsula Chapter (CA) HLAA

## Perfectly Imperfect: A Life in Progress by Lee Woodruff

Review by Amy Morrison of Hearing Health

Do the days pass by so quickly that you find your vision blurred and fuzzy? Do you sometimes wonder why you decided to have a third child, chose your particular career path or married the person lying next to you in bed? If a creeping numbness is dulling your capacity for joy, you just might need a good dose of what Lee Woodruff has to offer in her latest book, *Perfectly Imperfect*.

Many of us first got to know the Woodruff family in 2006 by following the public tragedy of ABC News Anchor Bob Woodruff's injury from an explosion while covering the war in Iraq. Only one year after shrapnel shattered his skull, the Woodruffs released *In An Instant*, their co-written story of Bob's amazing recovery from a brain injury that threatened to leave him seriously and permanently incapacitated. Anyone who has read the book knows there is more to the tale than just a chronicle of the hard work and determination that aided Bob's recovery. *In An Instant* also tells the greater story of the ability to draw on deep wells of courage and love, and to learn to find ways to recover and even thrive after the traumas and tragedies of life.

While *Perfectly Imperfect* resonates with that same strength of spirit, it stands on its own. There is no need to be familiar with the Woodruff family story in order to appreciate the humor and warmth

found in this second book. And in fact, fans of *In An Instant* will need to set aside any expectation of a single story line; *Perfectly Imperfect* is more a collection of vignettes, offering out-of-sequence snapshots of family life that range from solemn to downright silly.

In each engaging chapter, Woodruff blends personal experiences, both good and bad, to demonstrate how life can be a treasure hunt if only we won't tire of looking. One chapter highlights the value of friendship and how it is measured and tested by grief. In another vignette Woodruff patiently searches for intelligence in her teenager and is finally rewarded by one jewel of conversation with her typically monosyllabic son. Other humorous snapshots, where we read about her husband's complete inability to multitask or choose an appropriate gift, show that life's riches can include simple, good-hearted laughter at our human foibles and follies.

Parents of deaf and hard-of-hearing children will recognize much of their own journey in Woodruff's chapter, "A Different Ability." Shattered by the words, "Your daughter is deaf," Woodruff tells of feeling overwhelmed by the future and isolated in her grief. Despair is quickly replaced by utter frustration as she battles a stubborn toddler who refuses to keep her hearing aids in place. Adding to the stress is a whole new routine of

therapy, doctor appointments, audiograms and evaluations. Managing slowly to "inch out of the blackness," Woodruff writes now, nine years later, of her beautiful and engaging daughter and of "the overarching capacity people have to adapt, to be patient and to recover."

*Perfectly Imperfect* reminds us why we get out of bed in the morning and promises that there are rewards to be gained just from faithfully putting one foot in front of the other. With a little help from Woodruff, we can practice looking for those little "moments of grace," as she calls them, those "little shards of white-light" that bring meaning and purpose to our lives. And though practice will never really make perfect, by the end of the book we are better able to appreciate our own perfectly imperfect lives for having tagged along with Woodruff through part of hers.

### FACTOID

In World War One (WWI) parrots were kept on the Eiffel Tower in Paris, France because of their remarkable sense of hearing. When the parrots heard the enemy aircraft coming they would warn everyone of the approaching danger long before any human ear would hear it.

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## Joan Andrews Scholarship Award

The Hearing Loss Association of Florida announces the second annual "Joan Andrews Scholarship". Joan Andrews, former president of the Florida Association of Self Help for Hard of Hearing People, now known as the Hearing Loss Association of Florida, worked tirelessly to improve the quality of life for individuals with hearing loss. The Scholarship will be awarded to an individual who demonstrates in writing (by completion of the application process) a sincere educational interest in and commitment to sharing the mission of the Hearing Loss Association with others affected by hearing loss. The Selection Committee will give priority consideration to an applicant who meets all the criteria as set forth in the application process AND who cannot afford to attend the HLAFL convention without the assistance of this scholarship.

**SCHOLARSHIP DESCRIPTION:** The scholar-

ship will entitle the winner to a registration to the Hearing Loss Association of America convention in Milwaukee, WI from June 17-20, 2010. The scholarship will also include a room at the convention hotel for three nights and round trip airfare or automobile travel expense between Florida and Milwaukee, WI. The maximum value of the scholarship is \$1,000.00. The winner is responsible for making all travel, hotel and convention registration arrangements.

**ELIGIBILITY:** An applicant must be a Florida resident and member in good standing of the Hearing Loss Association of America. Current members of the HLA-FL Board of Trustees are not eligible.

The deadline for receipt by HLA-FL of the completed application is March 15, 2010. For more information and/or to receive an application, please contact Joan Haber, Scholarship Committee, joan1@comcast.net or call 941-921-9197.

## Disabilities Advisory Board

The Continental Airlines Customers with Disabilities Advisory Board met in Newark, New Jersey September 28 - 30. Lynn Rousseau represented HLA-FL and travelers



who have a hearing loss. The mission of this group is to insure that Continental Airlines will continue to offer the highest standard of clean, safe, reliable and accessible transportation for customers with disabilities. It was a wonderful meeting with different departments of the airline/airport with regard to accessibility/communication concerns. CART and an interpreter was provided.

With an extra day before returning to Florida, Rousseau found her way into magnificent New York City and enjoyed the sights. Then it was on to Boca Raton to welcome our new board members at the successful annual HLA-FL board meeting.



### HLA-Florida Board of Trustees 2009-2010

The Hearing Loss Association of Florida recently held its annual meeting and elections in Boca Raton. Five new members and the officers were elected. Shown above (back row, from left) are James Diaz, Patricia Kricos, Robert Astle, Brett Woods, Richard Herring, Carl Sjobeck, Nancy Day; (front row, from left) are Lynn Rousseau, Joan Haber, Nancy Muscato, Judy Martin, Flo Innes. Absent were Kay and Don Shaffer, Larry Kavanaugh, James Forstall and Lisa Tanner. Melissa Trauthwein chose not to run for re-election.

Officers for 2009-10 are Judy Martin, President; Richard Herring, Vice-President; Nancy Day, Secretary; and Don Shaffer, Treasurer.

The meeting was hosted by the Hearing Loss Association of South Palm Beach County at the Doubletree Guest Suites. President Oscar Segal welcomed board members and spoke about his highly successful chapter. The guest speaker, Suzanne Younker, Past President of the Florida Academy of Audiologists, spoke to an appreciative audience.

The next meeting, hosted by James Forstall, will be held in Tallahassee on February 6, 2010.



8019 Leafcrest Drive  
Jacksonville, FL 32244

**Attention Audiologists and Hearing Instrument Providers. Please place this copy of *Hear Ye, Hear Ye* in your waiting room for your clients.**



The Yahoo HLA Newsletter group met in Nashville during the June Convention to network, compare notes and learn from each other. This group is open to all newsletter editors/workers throughout the country by invitation. There are currently 63 members. Ideas and creativity fairly flew through the air at this meeting. It's not often that such a large group of people with so much in common gets a chance to meet face to face. The idea of newsletter editors group grew out a luncheon meeting in Reno at the 2008 Convention. Co-moderators are Steve Frazier of Albuquerque, NM and Judy Martin of Jacksonville, FL. For more, email [hlaabq@juno.com](mailto:hlaabq@juno.com) or [judy40@bellsouth.net](mailto:judy40@bellsouth.net)

**IMPORTANT! NEW!  
LOOK AT THIS!**

The Food and Drug Administration (FDA) has launched a new web site that will benefit current and potential users of hearing aids. The site includes sections on:

- a. general information on hearing aids
- b. types of hearing loss
- c. types and styles of hearing aids
- d. how to get a hearing aid
- e. benefits and safety of hearing aids
- f. hearing aids and cell phones
- g. other products and procedures that people can use to improve hearing

Here's the link:

<http://tinyurl.com/plunn3>

—as noted by Bob MacPherson,  
Venice, FL