

# HLAA Twin Cities

Hearing Loss Association of America Twin Cities Chapter March 2008



## Calendar of Events

**March 15, 2008** – Lion Dwight Maxa - Board of Directors for Lions Hearing Foundation

**April 19, 2008** – Dr. Kristen Swan – Region's Hospital – returning psychotherapist

**May 17, 2008** – FCC speaker re: digital TV changeover and captioning (to be confirmed), elections and potluck

**June, July, August** – NO MEETINGS

**June 12 –15, 2008** – HLAA **National** Convention in Reno, Nevada

**Sep 20, 2008** - Mary Clark, president, Orange County CA HLAA group: Emergency Preparedness for hard of hearing people

**Oct 18, 2008** - Mary Bauer, DHHS Equipment Lending Program

## **Steak Fry to Benefit Our Chapter**

**Crystal Lions Club Steak Dinner** in support of HLAA Twin Cities Chapter

**Where:** Crystal VFW Post 494  
5222 Bass Lake Rd

**Time:** 5:00 PM to 7:00 PM

**Date:** April 9, 2008

**Dinner includes:** Steak, Baked Potato, Cole Slaw, Garlic Toast and Coffee

**Cost:** \$9

## March 2008

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**THE NEXT MEETING IS**  
**March 15<sup>TH</sup> AT 9:30 AM**  
**AT THE COURAGE CENTER**  
**Courage Center**  
**3915 Golden Valley Road**  
**Golden Valley, MN 55422-4249**

**HLAA TC Website**  
**www.hlaatc.org**

contains map to our location, resources, officers, upcoming events and newsletters.

**HLAA National:**  
**www.hearingloss.org**

**MN Contact Information:**  
**info@hlaatc.org**

*The Mission of HLAA is to open the world of communication to people with hearing loss by providing information, education, support and advocacy.*

## **PRESIDENT'S MESSAGE**

### **MARCH 2008**



**Monique**  
**HLAA TC President's Message**  
**March 2008**

Once more we had a huge HLAA TC day last month with plenty of activity and surprises.

For those of you who did not make the meeting, we have been moved by the Courage Center into what we knew as the gym – now called Education Rooms 3 & 4. Our former quarters were turned into the gym.

This happened on short notice, and many members were a bit amazed by this room flip-flop. However, once we had gathered enough chairs and a podium we were on our way. Since none of us were aware of the actual room configuration, I must thank **my husband Ross** for having had the foresight to bring a screen, just in case.

After our meeting, we had a strategic planning focus group with **Mary Hartnett**, our featured speaker and Executive Director of the **MCDHH** (Minnesota Commission for the Deaf, Deafblind and Hard of Hearing). Some people wondered how come that they did not know about this.

In order to inform our members of new happenings and developments, we have a monthly **HLAA TC NEWSLETTER**.

Edited and put together with great diligence and care by **Merrilee Knoll and Linda Senechal**, this publication is available both online and as a printed, mailed hardcopy. My copy usually arrives about 10 days before the next meeting which gives me plenty of time to catch up on the latest.

A lot happens between HLAA TC meetings. The Officers' email sites are quite busy indeed. Different organizations as well as members contact us with all sorts of information and tidbits which the editors then put into good order for us in the **NEWSLETTER**.

The invitation to attend this brainstorming session could be found on pages 1 and continued on page 6 of the February 2008 edition. This MCDHH announcement just barely made the printing deadline. When we left our meeting in January, nobody – including the Officers – knew about the plans for such a focus group.

Anyway, I thought that this would be a good reminder for all of us to keep up with HLAA TC happenings, messages, speakers, entertainment and educational news and so much more.

Now, where can we find the latest developments that just rolled hot off the press? In our **HLAA TC NEWSLETTER**, of course.

See you in March for a most informative talk by **Lion Dwight Maxa** from the Board of Directors for the Lions Hearing Foundation.

*Monique*

© © © © © © ©



**Suzanne** Captioned in February – THANKS!

# HLAA Meeting February 16, 2008

*Vice President Vicki Martin*

## Meeting Summary



**Speaker Mary Hartnett, executive director, MCDHH.**

MCDHH still has the same initials, but a new formal title: "Commission serving deaf, hard of hearing and deaf-blind Minnesotans". Our own Bonham Cross was one of the founders of MCDHH about 25 years ago. There are 15 members throughout the state. The commission has the authority to advise and make recommendations to all state agencies, courts, executive and legislative branches of our state government. A requirement for the commission is that over half the members must be deaf, HH, or deafblind.

MCDHH connects with Minnesotans through focus groups all over the state to obtain input for their strategic planning. Among the **successfully implemented projects** of the last 5-year plan are:

- Mandatory screening of newborns for hearing loss
- Hearing aid loaner bank for children so they have immediate access to amplification as soon as identified
- Insurance mandate for hearing aids for children
- Deaf mentor program
- Transition program for deaf and HH children for post-secondary and job support

- Assistance for deaf-blind for independent living
- Additional funds for commission meetings (CART, interpreting)

### **Continuing Commission goals:**

- Improve outcomes for kids in school
- Improve access to appropriate jobs and promotions
- Improve access to services
- Increase involvement in civic engagement and public policy-making

### **Along with this, specific goals include**

- Improving accessibility at the capitol
- Working with Vocational Rehabilitation
- Keeping the changing telecommunications accessible for things such as 9-1-1
- Web captioning
- Airport access

### **Work in progress:**

- HA insurance coverage for adults
- Medical interpreter coverage by insurance companies
- Public safety and criminal justice
- Discreet deaf/HH indicator on IDs for law enforcement would also help with our need to count deaf/HH in the state

Mary encourages everyone to become involved in his or her community caucuses and in advocating for our own needs.

### **Business meeting**

**Monique** (president): Some extra copies of HL magazine are available, thanks to Merrilee Knoll. Please help yourself to these -- they are for our education.

The **Minnesota State Convention** on Hearing Loss will probably be held in March 2009. The vote in our group was for the last weekend in March, but we would go with either of the last

two weekends – whichever is available.

**Sue** (secretary): Sue weighed in on our need for advocacy at work, and highlighted some of the things that are driving our advocacy at 3M – such as captioning for webstreamed classes and meetings.

**Bob** (treasurer): requests that Steak Fry ticket money be turned in at the March HLAA-TC meeting. There are also HLAA-TC T-shirts for sale at each meeting.

**ADA hotline telephone numbers** TTY: 1-800-514-0383. Voice: 1-800 -514-0313

**A focus group** for MCDHH convened after our formal HLAA-TC meeting was over led by Mary Hartnett. All were invited to stay, and provide input for the next 5-year strategic planning decisions to be made by MCDHH.

\*

*Ross and Bob keeping the audio system humming in February – THANKS guys!*



**Don't forget the steak fry on April 9!! Bring your family, friends and co-workers to this event – a major fundraiser for our HLAA TC Chapter!!**

## **FCC Makes Complaining Easier! Online Form for Disability Concerns**

By Jenifer Simpson, American Association of People with Disabilities (AAPD)

Just when some of us had given up hope that the Federal Communications Commission (FCC) would ever revise their online complaint filing form to make it easier to file disability-related consumer complaints, they revised their website form recently! This new online consumer complaint form, Form 2000C, can be used for your disability related concerns at the FCC such as: scrambled, lost or poor quality TV captioning, including HDTV problems and TV sets not displaying captioning; relay service complaints such as rude Communications Assistants and PBX's not connecting to 711 Relay Service; Section 255 Complaints such as inaccessible / unusable cell phones, inaccessible phone product manuals, billing not available in alternate format, Customer Service Representatives providing bad service on the basis of your disability; wireless, cordless or any phone without hearing aid compatibility; no or insufficient Access to Emergency Information on TV .

The new form is FCC Form 2000C DISABILITY ACCESS COMPLAINT which you can get access from their website by clicking on Form 2000.

### **Tips:**

When you get to this website, click on "YES" to the security question, and then scroll down to blue "FORM 2000C" in the middle of the page, and then fill out the information they ask for. Then remember to scroll down and click "SUBMIT" at the bottom of the page to make sure the FCC receives the complaint information. Retain the Acknowledgment Number they send back as this will be your complaint number that can be used to track your complaint later.

AAPD recommends you file only one type of complaint at a time using this form. That is, complete the form for a relay service complaint and submit, and then complete a new form for a captioning complaint. Let the complaints begin!

## Disability? Bah!

Sue Brabeck, Secretary

By now you've probably all seen the very disturbing video of a Florida sheriff's deputy dumping a handicapped man out of his wheelchair. The man was a quadriplegic, and when asked to stand for a search, he couldn't do it. The deputy pushes him out of his wheelchair and on to the floor, and proceeds to conduct the search of the handicapped man while he lay on the floor.

Hearing about this is shocking enough – seeing it on video is even more so, and brings up some unpleasant memories for me.

When I was a child and began to have hearing issues and balance troubles, my parents, being good parents, took me to the doctor. The doctor could find nothing anatomically wrong with my ears, and thus declared my hearing loss and vertigo to be psychosomatic. My parents explained this to me using words that I could understand as an 8-year-old – I was making it all up. What ensued after that was years and years of my parents scolding me for “not trying”, for “being lazy”, and for “faking it”. I know now that my parents were still being good parents. If the doctor told them that there was no reason for my alleged hearing loss, then they believed him and tried to correct my ways. Only much later, when I was in my 20s, when I again took myself to a (different) doctor, was I definitively diagnosed with Meniere’s Disease. My various troubles finally had a true medical explanation.

I feel for this Florida quadriplegic. Its shocking to me to think that in 2008 there may still be people that have no inkling that the disabled don’t necessarily have serious personality flaws – we have a physical handicap that prevents us from being 100%. Period. No amount of “trying” is going to make us otherwise. You’d think that after all the exposure that the disabled

have gotten in the media, on TV, in movies, and after yearly “Diversity Awareness Training” seminars, that everybody would be fully educated.

I still encounter this occasionally today, even with people that know I have a significant hearing loss. Someone gets frustrated with me when I ask them to repeat – sometimes multiple times. It can be embarrassing for me to ask over and over, but there’s times when I just have to do so. So, when I sense someone getting a bit irritated, I take them aside, explain that what they are telling me is important, and thus my requests for repeats. That does wonders to defuse the situation. If I value what they are saying enough to ask them to say it again, then somehow that garners their respect and you can see the frustration levels decreasing.

Is my method magic? No. There’s always going to be someone with whom I can’t seem to communicate. I think we have come a long way in making people aware of our disabilities, and in understanding disability etiquette. But clearly, as illustrated in Florida, we’ve still got a long road ahead of us.

## Interested in a Cochlear Implant?

Anyone who is interested in cochlear implant information is invited to Maple Grove on Wed. April 9th from 5 – 7 PM at North Memorial Medical Office Building, 9825 Hospital Drive, Suite LL10 Maple Grove, MN 53369

**Call to make reservations by April 2.  
800-523-5798 Ex 124**

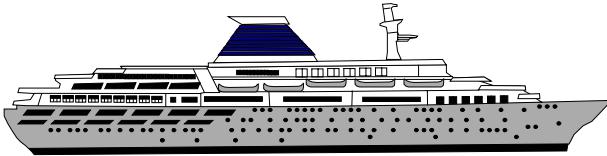
# Bits and Pieces

## CRUISE TO MEXICO

How about a cruise to Mexico at Halloween? (Oct. 26, 2008 – Nov. 2, 2008). Ship stops at Cabo San Lucas, Mazatlan and Puerto Vallarta. Sign Language interpreters and **CART** service providers onboard and for Tours in Mexico. Entertainment with Deaf and Hard of Hearing Performers. Call now! 1-800-419-0460 (Voice only) For deaf people call through the Relay or Email:  
<mailto:veronica.kandratsenka@americasvacationcenter.com>

Ship: Vision of the Seas (Royal Caribbean)

<http://www.wrad.org>



If you watched the Grammy's did you notice that the captioning was sponsored by the **Starkey** Foundation?

Minneapolis will be the site of the upcoming 12th **National Conference of the Public Library Association (PLA)**, to be held March 25 - 29, 2008. [www.placonference.org/](http://www.placonference.org/)

St. Paul is home to Charles Thompson Hall, the oldest metro area deaf-owned social club in the US. It is located on Marshall Avenue, across from the Merriam Park Branch Library. This library is a part of the St. Paul Public Library System. More info: contact: Alice L. Hagemeyer, Director NLSD [www.folda.net/nlsd](http://www.folda.net/nlsd) E-mail: [nls1907@aol.com](mailto:nls1907@aol.com)

Be sure to wear your **HLAA shirt** to the steak fry and to the April general meeting.

Converter Boxes - Cable TV providers like **Time Warner** have already started using crawlers at the bottom of the screen telling you that you will not have to buy a converter box.

**The International Federation of Hard of Hearing People** (IFHOH) <http://www.ifhoh.org/>, is having its convention in Vancouver, Canada, July 2nd to July 6th.

<https://www.dtv2009.gov/ApplyCoupon.aspx> Get your **\$40 coupon** for a **converter box**, must be used within 90 days of the day they mail it to you. They will start mailing the coupons out on Feb. 18, 2008.

Marlee Matlin will perform on "**Dancing With the Stars**" with her new hearing aids provided by Starkey Labs, who made them especially for her, some day they will be available to the general public.

FCC Consumer Facts on Close Captioning:  
<http://www.fcc.gov/cgb/consumerfacts/closedcaption.html>

EEOC, **Fact Sheet: Questions and Answers about Deafness and Hearing Impairments in the Workplace and the Americans with Disabilities Act, available at:**  
<http://www.betterhearing.org/pdfs/qaEEOC.pdf>

## U of MN Seeking participants with hearing loss for **HEARING EXPERIMENTS**

To better understand the effects of hearing loss on sound and speech perception, with the long-term goal of improving hearing aids

### **Compensation & Parking provided**

8-10 2-hour sessions (including breaks) at the

University of Minnesota Medical Center  
Lions Clinical Psychoacoustics Laboratory  
Department of Otolaryngology

For more information contact:  
Sheryl Erenberg  
Phone (612) 626-4131  
E-mail: [erenb002@umn.edu](mailto:erenb002@umn.edu)

# Causes of Hearing Loss

Linda Senechal

The causes of hearing loss are varied. Sometimes the cause is readily apparent, such as a wax build-up in the external ear canal or an ear infection. At other times, the cause is unknown.

The main causes of hearing loss

- Excessive noise (i.e. construction, rock music, gun shot, etc)
- Aging
- Infections
- Injury to the head or ear
- Birth defects or genetics
- Ototoxic drugs or cancer treatment (i.e. antibiotics, chemotherapy, radiation)

## Conductive:

### External Ear

- Birth defect
- blockage in ear canal - foreign body or accumulated wax

### Middle ear

- Tear in the eardrum from trauma or disease
- ear infection
- broken ossicular chain (hammer, anvil, stirrup) due to head trauma or trauma to the ear

## Sensorineural:

### Sensory

- neonatal risk indicators
- genetic disorders
- aging
- ototoxic drugs such as some antibiotics
- cancer treatments - chemotherapy and radiation therapy
- head trauma - fractured temporal bone
- excessive noise exposure

- diseases of the vascular system such as sickle cell anemia
- kidney disease
- Meniere's syndrome
- congenital infections such as toxoplasmosis, rubella, CMV, herpes, other bacterial infections like syphilis
- Infections such as influenza, meningitis, labyrinthitis, mumps, syphilis

### • Neural

- tumor of or near the nerve of hearing and balance

Age is the major cause of hearing loss, and your level of predisposition to it is genetic. If your parents lost hearing with age, it is likely that you will, too. Age-related hearing loss is found in about one-third of people over 60 and half of people over 80.

## What's Ahead?

**By 2013:** “Within five years, we will hopefully see hearing aids that have better distinction of hearing and noise, and better appreciation of music,” says John House, president of the House Ear Institute in Los Angeles. “We may see fully implantable hearing aids, so we don’t have to wear the internal hearing aid, and we should be able to identify a large number of the genes responsible for hearing loss”.

**By 2018:** Scientists may be able to alter genes to prevent certain types of hearing loss. Penetrating Auditory Brainstem Implants, which wire sound directly to the brain, will become more common. Cochlear implants will also become more common for people with mild hearing loss. Patients can expect surgical approaches that will be simpler and can be done by a wider variety of surgeons.

**By 2058:** Hearing loss will be mostly preventable or curable.

**Closed/Open Captioned Movies in Twin Cities for March – click for calendar.**

<http://www.mnocfilms.org/ocaptions.html>

**To find a movie by location, distance traveled or date see Fomdi:** [www.Fomdi.com](http://www.Fomdi.com)

**Rear Window Captions available in:**

AMC in Eden Prairie Mall 18  
AMC Rosedale 14 in Roseville  
Crown Theatres Block E15 in Mpls.

<http://ncam.wgbh.org/mopix/nowshowing.html#MN>



**Guthrie Open Captioning Schedule**

**Third** - McGuire Proscenium Stage  
Friday, March 21, 2008 at 7:30pm

**9 Parts of Desire** - Dowling Studio  
Sunday, March 23, 2008 at 1pm

**And On the Hallmark Channel:**

Multiple Golden Globe Award winner Jeff Daniels and Academy Award and Golden Globe Award winner Marlee Matlin star in **SWEET NOTHING IN MY EAR**, a new "Hallmark Hall of Fame" presentation about a married couple dealing with separate realities when their only child loses his ability to hear, to be broadcast **Sunday, April 20** (9:00-11:00 PM, ET/PT) on the CBS Television Network. Laura and Dan Miller have been happily married for many years, but their relationship begins to change when their only son loses his hearing at the age of four. Laura, who is deaf herself, sees this occurrence as a minor problem, something that she has dealt with her whole life. Dan, on the other hand, at first agrees with her but starts to realize that, with surgery, his son could regain his hearing and live a more normal life.

**And....Marlee Matlin on Dancing With the Stars**

Next up on *Dancing With the Stars*: a woman who can't hear the music.

Marlee Matlin says she's not worried. The Oscar-winning actress (*Children of a Lesser God*) is one of 12 celebrities announced Monday for the latest round of ABC's hit ballroom dance show, premiering March 17 (8 ET/PT).

Matlin hopes she'll boost the image for the nation's 26 million deaf and hearing-impaired. "Deaf people can do anything except hear. My deafness will limit my ability only if I let it," says Matlin, 42.

Matlin's career has largely been defined by dramatic roles, including her current run on Showtime's *The L Word*. She hopes *Dancing* viewers will see her lighter side.

Learning ballroom dance might not be as hard as some would believe, she says. "Seeing as I haven't let my it affect my acting, I don't think I'll have more difficulty than other cast members," she says. "You try to imagine what it's like when you can't hear the music. I'll let my partner be my music."

Digital hearing aids help her distinguish some sounds. "Imagine yourself in the shower with the door closed and you can kind of hear the stereo in the next room at a reduced volume," says Jack Jason, her producing partner and interpreter.

Matlin's husband, Kevin, and four preteen children are big fans of *Dancing With the Stars* and were excited she had been asked to appear. She also consulted her friend, director / choreographer Anne Fletcher (*Hairspray*, *27 Dresses*). "Anne said, 'You've got the moves,'" Matlin says. "Then it was me telling the producers, 'OK, you've got me!'"

Matlin says she's more worried about a pratfall than her limited hearing. "The stairs at the front of the stage — I'm thinking heels, stairs, and I start to sweat."

**THANKS, SUE, FOR THIS ALERT!**

## The Caption Fraction

VP Vicki Martin

>>>>  $1\% \times 1\% = \text{one in 10,000}$

Is it just me, or is it really, really hard to find a captioned movie that I want to see?

According to Nanci Linke-Ellis, president of InSight Cinema, “less than one percent of theaters participate in a captioned film program of any sort” (Hearing Loss magazine, Jan-Feb 2008). But we all know that even at those theaters, it is hard to find a captioned showing. Even if you find a theater with a screen equipped for captions, “a much smaller number of shows are [actually] captioned... less than one percent of screens, less than one percent of shows”.

One percent of one percent is one in ten thousand. Linke-Ellis seems to be saying that fewer than one in ten thousand showings are captioned.

We can probably confirm this by a perusal of our own area’s movie listings. An internet search lists 48 movie theaters within a 25-mile radius of the Twin Cities. Most theaters these days have multiple screens, some with as many as 20. Let’s say the average is 10. With three to five showings per day on each screen, we have a total of 10,000 to 17,000 movie showings per week within our own area.

How many of these are captioned? Some weeks none of them are, but on average in a given week -- one or two?

I do keep a running list of movies I’d like to see some day. I read the reviews, and add to my list as I find things that sound interesting. Not very many make the cut.

Then I check the theaters within 25 miles of home that have captioning capabilities. About once a year, I find a captioned showing that I would like to see. Unfortunately, I can’t always

go on Tuesday evening or Friday afternoon. So it stays on my list.

After a while, it disappears from the local listings. When I haven’t seen or heard anything of it for a year or so, I start looking for it in the video rental stores. But not every movie that I would like is popular enough to be carried by Blockbuster.

If I do find it there, I have learned to check for the “cc” symbol. Fewer and fewer movies include captioning even on their DVDs.

My list is now several pages long, and the way things are going, it will just keep growing.

I’ve started a book list too. And an internet search turns up over 100 public libraries in the Twin Cities Metropolitan area. And – get this – every one of their several million volumes is “captioned”!

No sour grapes or anything, but the book is usually better anyway.



### Say What Club Convention, July 9-12, 2008

Holiday Inn Historic District, Philadelphia, PA  
SayWhatClub is an online email group that supports those with hearing loss. Most members are hard of hearing and late-deafened. The majority do not sign, but there are those that do sign and there are interpreters for the workshops. CART is provided for all the workshops. You can register online for this convention. It's a great place to meet other people with hearing loss. For more information about SayWhatClub go to the main website at <http://www.saywhatclub.com/events/pacon/>

## Getting the Most Out of Your Hearing Aids

Exerpts from an article by Sergei Kochkin, Ph.D. - Better Hearing Institute, Washington, DC

Identification of communication situations that cause you the most difficulty is a critical first step in solving your hearing loss problems. If you can describe difficult listening conditions, your hearing care provider can address the problems and develop strategies to help you manage them. If you need more information, ask for it. Some people want highly technical information about hearing aid systems and hearing loss, while others just want a brief overview of hearing aids and their function. Most providers will be happy you asked, and will give you information such as consumer literature, data sheets, brochures, videotapes and other types of instructional materials. Ask for clarification if you need it. Many complex concepts can be explained in an uncomplicated way.

One of the most important aspects of an enjoyable hearing aid experience is that you like the sound quality of hearing aids. So when you test-run your hearing aids, make sure that you consider the following dimensions of sound quality:

- Do you like the sound of your voice?
- Is the sound clean and crisp (sound clarity)?
- Is the sound too tinny?
- Does your hearing aid seem to plug up your ear and in fact muffle sound?
- Does it make some pleasant soft sound audible to you?
- Are loud sounds uncomfortable to you?
- Are your hearing aids natural-sounding?
- Does music sound pleasant and rich in texture?
- Does the world sound like you are in a barrel?
- Does your hearing aid whistle, buzz or squeal on its own?

If you have hearing loss in both ears (bilateral hearing loss), then you are most likely a candidate for two hearing aids. While a hearing healthcare professional can best determine if you are a candidate for two hearing aids, the ultimate decision-maker concerning binaural instruments is the person who will wear them. It is important that the person with the hearing loss be given the chance to experience binaural (two hearing aids) amplification, before a decision on one or two hearing aids is made. Similar to the way refractory problems in both eyes are treated with a pair of glasses, it makes sense that bilateral hearing loss should be treated with binaural hearing aids. Let me share with you why two hearing aids are better than one.

**Better understanding of speech.** By wearing two hearing aids rather than one, selective listening is more easily achieved. This means your brain can focus on the conversation you want to hear.

**Better understanding in group and noisy situations.** Speech intelligibility is improved in difficult listening situations when wearing two hearing aids.

**Better ability to tell the direction of sound.** This is called localization. In a social gathering, for example, localization allows you to hear from which direction someone is speaking to you. Also, localization helps you determine from which direction traffic is coming or where your children or grandchildren are playing. Simply put, with binaural hearing, you will better detect where sounds are coming from in every situation.

**Better sound quality.**

**Hearing is less tiring and listening more pleasant.**

**Greater comfort when loud noises occur.** A lower volume control setting is required with two hearing aids than is required with one hearing aid. The result is a better tolerance of loud sounds.

**Reduced feedback and whistling.** With a lower volume control setting the chances of hearing aid feedback is reduced.



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Jerri McMahon, HIS

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## First Class



Congratulations to Brenda Battat who is our new Executive Director of HLAA National in Bethesda, MD

**Next meeting: Saturday, March 15, 2008**

### HLAA Twin Cities Chapter

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**Minneapolis, MN 55408-0037**

### **HLAA Twin Cities Chapter Welcomes You**

**President** – Monique Hammond,  
*E-mail:* [president@hlaatc.org](mailto:president@hlaatc.org)

**Vice President** – Vicki Martin,  
*E-mail:* [vicepresident@hlaatc.org](mailto:vicepresident@hlaatc.org)

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**Meetings are held the 3<sup>rd</sup> Saturday of the month September through May at the Courage Center in Golden Valley, MN. We gather at 9:30 to socialize and the meeting starts at 10 AM. All meetings are real time captioned by Lisa Richardson and her staff of *Paradigm Captioning* ([www.paradigmreporting.com](http://www.paradigmreporting.com)). Please visit the chapter's web-site at [www.hlaatc.org](http://www.hlaatc.org)**