

# HLAA Twin Cities

Hearing Loss Association of America Twin Cities Chapter **June 2010**

The next meeting is Saturday, September 18 at the Courage Center. No meetings are held during June – August.

## Where Do We Meet?

**Courage Center** - 3915 Golden Valley Road  
Golden Valley, MN 55422  
When: September through May  
Time: 9:30 AM – Noon  
3<sup>rd</sup> Saturday of each month

**No meetings –**  
**June, July and August**

## Events for 2010

**June 17 – 20, 2010** - Convention 2010 - at the Hilton Milwaukee City Center and Midwest Airlines Center. Great opportunity for those of us in the Midwest to attend a national convention!

**Saturday, September 18, 2010** – Regular meeting at the Courage Center

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



- **HLAA TC Website**  
[www.hlaatc.org](http://www.hlaatc.org)
- **HLAA National**  
[www.hearingloss.org](http://www.hearingloss.org)
- **MN Contact Information**  
[info@hlaatc.org](mailto:info@hlaatc.org)

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**Congratulations to our newly elected officers for 2010 – 2011. The officer team for the coming year is:**

**President: Carole Blowers**

**Vice-Presidents: Hunter Sargent & Shannon Turley**

**Secretary: Holly Turley**

**Treasurer: Bob Knoll**

**New officers take effect in September.**

# FROM THE VP SOON TO BE PRESIDENT

## *Carole Blowers*



Our May 2010 speaker was Jerry Pouliot, Consumer Relations Manager for Minnesota Relay. Jerry was born hearing, and became hard of hearing at age 2 or 3 and became deaf when he was 9. He can lip read well. He started learned sign language at age 21. Jerry states he always tries to think of ways to help the hard of hearing communicate better.

Jerry briefly talked about the TTY that is fading from use. Bluetooths are more popular now. People need to be educated about the new technology. When using the TTY, it is important that the person on the other end of the line is reminded that you are still on the line.

A captioned phone is something that you use to improve communication over the phone. The user must continue to practice listening. So captioning uses voice recognition technology that's going to take another 50 years before it becomes perfect. If captioning becomes frustrating, there are other options. If you do have problems with your CapTel phone, you can always go into CapTel .com, customer services, and type in your message and your frustrations with them. They can respond back to you and find out if it's your phone or their problem.

A pocket VCO is like a real small TTY—no typing—just talking. It looks like an amplifier that you put on the telephone so you can hear it better. Pal Talk is another device that costs about \$70/year, as well as Skype and Yahoo Messenger. Long distance calls are free. You could buy a high quality video cam—which works well for lip reading. Member Hunter wanted to know if there was a video phone available, where you can SEE the person you are talking to. Jerry didn't think anything like that is available yet. He did suggest if you have a camera on your computer, you can use lip reading if the camera is held close to the lips.

A new hearing aid which is totally implanted has recently come out (ENVOY) of White Bear Lake. Jerry mentioned he has a new Starkey hearing aid, which is great. He uses major services from Qwest.

Continued on Page 4

*synopsis  
of May  
Meeting*

## Bits and Pieces.....

### HLAA NATIONAL CONVENTION, MILWAUKEE, JUNE 17 – 20, 2010

Milwaukee is a beautiful city along the shores of Lake Michigan filled with amazing architecture, parks, museums, shopping, world-class restaurants, and of course breweries. But it's the people there – the Midwestern friendliness abounds among people whose ancestors came from Germany, Ireland, Poland and many other countries. According to one of our members, the convention is a "transforming experience," so come join us for Convention 2010 and be inspired!

We are fortunate that the convention is being held nearby in 2010. It's a great opportunity to meet people with hearing loss from all over the country and learn the latest in research, medicine, audiology, and technology.

\*\*\*\*\*  
**Rich Diedrichsen** did his walk (52. 3 miles and collected \$601.50. \$130 came from the Twin City chapter. Rich said, "I am hoping that next year I will be able to convince others to walk (not the whole 50 miles) and collect pledges."

\*\*\*\*\*  
HLAA TC was contacted via Courage Center and Half Price Books of Crystal of a 36 volume braille dictionary set, (similar to what an encyclopedia set would be like except extremely large books). The book store asked if we knew of an org. or person who could use them. We did!!! An email was sent out to numerous contacts and about 20 responses came back, some were the same suggestion but many were singular. They found a home and were donation to MN State Services for the Blind. Thanks to Courage Center, Half Price Books of Crystal, Merrilee Knoll, Mary Hartnett and Chuk Hamilton.

\*\*\*\*\*  
**Gimp On The Go - text version, the internet's premier disabilities travel publication, travel tips, photos, bulletin boards, resources**  
<http://www.gimponthego.com/>

\*\*\*\*\*  
Study finds hearing loss may be side effect of **viagra**  
[http://www.hearingreview.com/insider/2010-05-27\\_04.asp](http://www.hearingreview.com/insider/2010-05-27_04.asp)

**Bethesda, MD:** Get accurate information about hearing loss, its causes and what to do about it.

The **Hearing Loss Association of America** (HLAA) contracted with Knowlera Media to produce a series of seven, four-minute, captioned videos on hearing loss. Information to adequately brief someone on hearing loss is all in one place in an easy-to-access format.

<http://www.monkeysee.com/play/16596-hearing-loss-basic-facts-captioned>

\*\*\*\*\*  
New book for Grandparents, and how to tell the children in your life about hearing loss. Contains a neat story about a little girl (hearing) and her Grandmom and how they rekindled their loving relationship after they learn to communicate better. "**Grandmom and Me and the System**" by Peg Adamucci, total \$7 includes postage.

Available at the convention where the author will sign book or write national for Peg's contact info.

\*\*\*\*\*  
**Hearing Aid Forum**, talk about anything dealing with hearing loss,, tinnitus, CI's, HA's, coping, sudden deafness etc. etc.

<http://www.hearingaidforums.com/>

\*\*\*\*\*  
Check out "**The Hugh Hetherington On-line Hearing Aid Museum**." Have a good laugh, we've come along way.

<http://www.hearingaidmuseum.com/>

\*\*\*\*\*  
**Deafness in Disguise** - WA University School of Medicine

<http://beckerexhibits.wustl.edu/did/19thcent/index.htm>

\*\*\*\*\*  
**Cued Speech Association of MN**, classes and events

<http://www.cuedspeechminnesota.org/index.html>

\*\*\*\*\*  
**"Words In My Hands,"** by Diane Chambers, is about an elderly man (86) who used to be a dentist until he lost both sight and hearing to User Syndrome. He (Bert Riedel) now plays classical music. True story, book at Harris Communications [http://www.harriscomm.com/catalog/product\\_info.php?products\\_id=18144](http://www.harriscomm.com/catalog/product_info.php?products_id=18144)

\*\*\*\*\*  
Touching story of a six month old child and his mom, who experience the excitement of the **activation** of his **cochlear implant for the first time**, grab a tissue, this is lovely.

<http://tinyurl.com/27j292f>

## Synopsis cont. from Page 2

Member Judy Swan stated that at times, she has difficulty understanding the person who is doing the captioning. Most of the time it's been very helpful. She found that she can have everything printed after she hangs up, which is very helpful. She said she tells everyone-- I am deaf, I have this special phone, I have to call you, thank you for understanding, and this HLAA association has helped me do that. It's helped me believe in myself.

Member Dennis Martin stated if you have a computer, and you have a web cam set up with it, you can see the other person, and there are a number of on line services which you can have voice, visual, and typed communication. He uses these for some classes that he does on line. People tune in literally from all over the world, You can also speak, and the sound quality is very good. Plus you can type, and it comes up on the screen. And all of that can be saved. Three services that he uses (Pal Talk—for the best service is about \$70 a year), YAHOO messenger, and Skype. The last two are both free. In some cases the video quality is less. If you have a computer, and particularly higher speed connections, these are really a good way to go. And long distance calls cost nothing to talk to anybody in Africa, Europe, or Australia. Jerry agreed, and stated if you do get a camera, be sure that you get the highest quality camera.

Member Candy asked about a two-line Captel and the expenses involved with that. President Linda Miller asked if you have the captioning on your computer screen, do have to have high speed in order to use that? Member Bob Knoll stated CapTel is just sending a signal to the computer, so it doesn't have anything to do with the Internet because it's not coming across the Internet. The captioning is coming across the CapTel phone, and you're sending that to your computer screen. Therefore, you really don't need any Internet connection.

Someone stated Quest has a Telephone Assistance Program, and they usually work with people who maybe can't afford to pay a hundred dollars a month.

Jerry stated a friend of his who has VP can leave a message, and it can be read if he's not home. Jerry can also leave a message, like voicemail on the screen. With the new Blackberrys, he can pick it up and see him on the Blackberry and leave a message. How amazing is that? So you don't even have to be home anymore.

The 800i Captel phone is the newest one. It's newer and it requires a computer and requires high speed Internet to have one of these because it connects to Ethernet. You could also ask for this 800i DVD to be sent it to you. And you can review it yourself. (At this time, we viewed a DVD on 800i Captel with all its new features and what you need to hook it up.)

New features are: You can go back and review captions while still on the call; can review captions after the call is done; can set your phone to erase all captioned messages after each call. Font sizes on the screen can be made smaller or larger (Note: when you change fonts, it erases any captions saved in memory) You can change the color of fonts and the background and foreground colors too, as well as the sound and tone quality. This phone costs \$99. If you have an income problem, you can get it through the Telephone Equipment Distribution Program for people who have low income.

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**Thank you for your volunteer service as VP and President to HLAA TC for the past two years. **Linda Miller****

## DHHSD & TARGET FIELD - *Mary Bauer*

Here's the story of how DHHSD was involved with the Target Field Access Advisory Committee...

Bruce Hodek, Director of Deaf and Hard of Hearing Services was contacted and asked to send a representative to attend a meeting of the Twin Stadium Access Advisory Committee (it was later changed to the *Target Field* Access Advisory Committee after Target was given naming rights to the new ballpark). He asked me if I could attend the first advisory meeting on January 18, 2007 - of course I said yes! Little did I know that it was going to be a nearly three year commitment...and that it would involve driving in downtown Minneapolis at rush hour (Why is it called rush hour? Shouldn't it be slow hour?) - but it was worth it!

In addition to Minnesota Department of Human Services – Deaf and Hard of Hearing Services Division, there were representatives from the Minnesota State Council on Disability, Minnesota Consortium for Citizens with Disabilities, Courage Center, Paralyzed Veterans of America, National MS Society – Minnesota Chapter, and Wheeled Mobility. Others in attendance included Staff from the Minnesota Twins, Hennepin County, City of Minneapolis, Hammel, Green & Abrahamson, Inc. (HGA) – Architecture & Engineering firm, HOK Sport Venue Event (later their name was changed to Populous) – Global Design Firm, and Minnesota Ballpark Authority [*"The Minnesota Ballpark Authority is a public body that was created by the 2006 Legislature to oversee the construction and operation of Target Field. The MBA consists of five Commissioners appointed by the Governor (2), Hennepin County (2) and the City of Minneapolis (1)."*].

Dominic Marinelli of the United Spinal Association in New York was the chairperson of the committee. The United Spinal Association's Accessibility Services provides consulting services and work with organizations (such as the Minnesota Twins) to eliminate the majority of accessibility violations by reviewing plans, providing comments and being a resource during the design and construction process. The United

Spinal Association is also an active participant in writing building codes at the local, state, and federal level (which is why Dominic submitted the audio induction window proposal to the International Code Council – more on that later).

The committee met January 18, 2007 through April 6, 2010. We met every 3-4 months to review plans, offer feedback to architects, and even offer additional ideas to make this the best ballpark in the United States. Staff from the Minnesota Twins organization was fantastic! They were very sincere and receptive to feedback from the committee. You could tell that they really wanted to make this ballpark accessible to *all* fans.

There are many accessibility features at Target Field for people with disabilities. Here are those features that are specifically beneficial to fans with a hearing loss:

- Ballpark announcements/commentaries are displayed on captioning boards located along the foul lines overlooking left and right field.
- All televisions throughout the stadium display closed captions.
- Assistive listening devices to hear the ballpark audio are available at the Guest Services Centers located on the Main Concourse near Section 113 and on the Terrace Concourse near section 204.
- Speaker boxes at all ticket windows are set below the agent's mouth so fans can see the ticket agent's mouth in order to speechread.
- And finally, a very exciting accommodation...audio induction loops located at two ticket windows so those people with telecoils in their hearing aid(s) will have a great signal-to-noise ratio in a very open and noisy environment just by accessing their telecoil!

Because of the installation of the audio induction loop ticket windows at Target Field and at the Yankees' and Mets' ballparks in New York (and I would also like to think, fueled by my unbridled enthusiasm!), Dominic Marinelli submitted a proposal on May 24, 2009

to the International Code Council (ICC) requesting that all stadiums and arenas be required to install audio induction loop ticket window(s). The proposal was submitted on behalf of Minnesota Deaf & Hard of Hearing Services and the Hearing Access Program of New York City. The proposal was accepted and is now a part of the International Building Code (IBC)! Starting in 2012 assistive listening devices will be required at stadium and arena ticket windows. How cool is that?! I would love to see audio induction loops as popular in the United States as they are in Europe and Canada...no more searching out an ALD (and wondering if the batteries will "die" in the middle of whatever venue you are attending, leaving you in the lurch...).

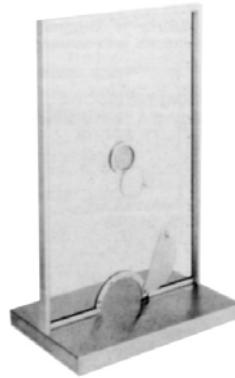
Here is the actual code section that will be added to the 2012 International Building Code (IBC):

**1108.2.7.1.2 Ticket Windows.** Where ticket windows are provided in stadiums and arenas at least one of each type shall have an assistive listening system.

Reason: This proposal articulates the advocacy efforts of NY City's Hearing Access Program who worked with the New York Yankees and the New York Mets and Minnesota's Deaf and Hard of Hearing Services who worked with the Minnesota Twins on the installation of induction loop systems at ticket windows to ensure that individuals with hearing disabilities can communicate effectively with ticket agents in their new ballparks.

So that's the story of DHHSD's with the Target Field Accessibility Advisory Committee!

I hope all HLAA baseball fans get a chance to attend a game and enjoy all the amenities! Maybe I'll see you there! Go **TWINS!!!**



Example of an Audio Induction Loop Ticket Window  
(it looks like any other ticket window!) and logo.

## **Calling 911 with CapTel: Know What to Expect**

To reach help as quickly as possible in an emergency, all 1-Line CapTel 200 calls placed to 911 are connected directly to Emergency 911 services. 911 calls are not routed through the Captioning Service. This means you get immediate access to emergency personnel, but the call is not captioned in the same way as a traditional CapTel call. Instead of going through the Captioning Service, emergency personnel type messages directly to you.

Knowing what to expect during a 911 call will help make sure things go smoothly.

- Emergency 911 calls are treated as Voice Carry Over calls (VCO). The 911 operator will be able to hear everything you say. Then the operator types their response for you to read on the CapTel 200 display screen.
- You speak into the handset, just like you normally would. The 911 operator will hear everything you say. You will not be able to hear the operator, but they will type instructions to you which will appear on the CapTel 200 display screen.
- Emergency Services will know the number you call from and be able to send appropriate help based on your location.

Please check with your CapTel 200 user manual for full details.

## What To Do If A U.S. Census

### Worker Visits You

from Commission of Deaf, DeafBlind and Hard of Hearing Minnesotans

The 2010 U.S. Census is still going on! If you never sent your U.S. Census form back or sent it late, you may get a visit from a U.S. Census worker (who is also called a taker or enumerator).

What do you do? Visit the Commission of Deaf, DeafBlind and Hard of Hearing Minnesotans' Web page at [LINK: <http://bit.ly/aJwUTx>]

<http://bit.ly/aJwUTx> or read this article for helpful tips.

You are required by law to participate in the U.S. Census, so you must cooperate if a U.S. Census worker visits your home to ask Census questions. The worker will keep your information confidential.

### For Your Safety

- Ask to see the ID of the Census worker, which is an official "Census Enumerator" government badge with the worker's name. You can also ask for a picture ID.
- The Census worker may also have a "U.S. Census Bureau" bag.
- To confirm the Census worker's identity, call the Regional Census Center at 1-800-728-4748 (Voice or through your Relay service provider) or 913-551-5839 (TTY/TDD).
- The Census worker will never ask to enter your home.
- The Census worker will not ask you to provide information through email or the Web.
- The Census worker will **not** ask for: 1) your social security number, 2) financial information or passwords for credit cards, banks and other accounts, or 3) money or donations.

### Census Questions to Answer

The Census worker will ask you only 10 questions

- How many people were living or staying in this house, apartment or mobile home on April 1, 2010?
- Were there any additional people staying here April 1, 2010 that you did not include in Question 1?

· Is this house, apartment or mobile home owned by you or someone in the house with a mortgage? Owned free and clear? Rented? Occupied without payment of rent?

· What is your telephone number (number to call if an answer is unclear)?

· Names of the individuals living in the home.

· Sex of the individual inhabitants of the home.

· Ages and dates of birth of the individual inhabitants of the home.

· Are any the individuals living in the home of Hispanic, Latino or Spanish origin?

· The race of the individual inhabitants of the home.

· Do any of the individuals live or stay somewhere else?

If you have problems answering the Census worker's questions, ask them about getting more assistance. You can also call the Census Help Center at 1-866-872-6868 (Voice or through your Relay service provider) or 1-866-783-2010 (TTY/TDD). If the Census worker comes when you are not home, they will leave a contact number that you can call to schedule a visit. If you have problems, call the Census Help Center at 1-866-872-6868 (Voice or through your Relay service provider) or 1-866-783-2010 (TTY/TDD).

### Need More Help?

If you are not getting the Census help that you need, contact the Commission of Deaf, DeafBlind and Hard of Hearing Minnesotans (MCDHH) at:

- Voice — 651-431-5961
- TTY — 1-888-206-2001
- Fax — 651-431-7588
- Email — [LINK: [mncdhh.census@yahoo.com](mailto:mncdhh.census@yahoo.com)]  
[mncdhh.census@yahoo.com](mailto:mncdhh.census@yahoo.com)

### Why Is The 2010 U.S. Census Important?

To learn more, watch our five accessible public service announcement videos at <http://bit.ly/cXo54p> with ASL, open captions, voiceovers, and transcripts included!





**Minnesota Chapter #1 Celebrates a significant history.**

Bill McKay shared this with the editors Leslie Cotter and Cindy Graf

Founding member, Bill McKay shared this with us in response to a request in last month's newsletter.

Perhaps I can be of some help to you regarding the age of our Chapter. I'm drawing from my memory so I may not be 100% accurate, but it will be within one year.

I had been active in the Minneapolis Hearing Society beginning in 1963 when I began taking lip-reading lessons there. I had become well acquainted with Harold Drawing at that time who was the Executive Director of the Society. I also met many of the members of the Society. Later I served as the President of the Board of Directors for a period of time. We had heard of Rocky Stone and SHHH and he agreed to speak at the annual meeting of the Society if we paid his way to Minneapolis. The Society was always short of money so I agreed to pay for Rocky's expenses to speak at the annual meeting in Sept. 1982. After the meeting I spent several hours with Rocky discussing SHHH.

I became convinced that SHHH was an organization which could be a great help to people like me, and I agreed to form a Chapter in Minneapolis. Rocky furnished me a list of the SHHH members in Minnesota, and I combined these names with the members of the Hearing Society. I mailed letters to these names and invited them to an organizational meeting to be held at the McConnell School for the purpose of forming a local Chapter of SHHH. About 20 people showed up, the majority of whom were members of the Hearing Society. This meeting was in November 1982.

There was a lot of enthusiasm for starting a SHHH group, and I was elected president of the group. Being "a new kid on the block" there was a lot of interest in the group from other organizations which served the deaf and hearing impaired. I served as President of the group for two years. Dick Bemer was elected to the office in 1984. He also served for two years. Sometime during this period we received the status of Chapter.

SHHH News  
October 1997

**Did you know?**

MN Chapter #1 has 139 members, attendance averages 38 people, attendance at Aloha dinners sometimes exceeds 25

There are 291,000 Hard of Hearing people in Minnesota

Last month, President Clinton was fitted for a hearing aid during his annual physical examination. The president has experienced a high-frequency loss. He blames his rock and roll days. He was the second U. S. president to wear hearing aids. The first was Ronald Reagan. National SHHH sent the president an honorary membership and information packet.

Officers in 1997 – President Leslie Cotter, Vice President Patti Chase, Secretaries Sue Joyce and Cindy Graf, Treasurer Julie Brown, Aloha events coordinator Ellen Thibodo, State SHHH Coordinator Mary Jean Overend, Newsletter – Leslie Cotter and Cliff Miller. Meetings were held on the 2<sup>nd</sup> Saturday of each month from September through June at the Hennepin Avenue United Methodist Church

## Performances Presented with Open Captioning through July

**Performed by:** the Guthrie Theater:

**Website:** [www.Guthrietheater.org](http://www.Guthrietheater.org).

### Dollhouse

**Location:** Guthrie Theater's McGuire Proscenium Stage, 818 2nd St. S., Minneapolis.

**Captioning:** Friday, July 9, 7:30 PM.

**Tix:** Reduced to \$25 for Captioning; phone: 612-377-2224, TTY 612-377-6626.

**Description:** What looks like the perfect life is woefully incomplete, propped up by dark secrets and bitter betrayals.

### A Streetcar Named Desire

by Tennessee Williams, directed by John Miller-Stephany.

**Location:** Guthrie Theater's Wurtele Thrust Stage, 818 2nd St. S., Minneapolis.

**Captioning:** Friday, August 13, 7:30 PM (by c2 inc.).

**Tix:** Captioning \$25; phone: 612-377-2224, TTY 612-377-6626.

**Description:** The unraveling of Blanche DuBois plays out within a lily-laced atmosphere of heated passion and pulsing sweat in this Pulitzer Prize-winning drama.

### The Scottsboro Boys.

Vineyard Theatre production.

**Location:** Guthrie Theater's McGuire Proscenium Stage, 818 2nd St. S., Minneapolis.

**Captioning:** Saturday, August 14, 7:30 PM.

**Tix:** Reduced to \$25 for Captioning; phone: 612-377-2224, TTY 612-377-6626.

**Run:** July 31 – September 25, 2010.



## Movies

Cinemas having captioning are:



Kerasotes Block E Stadium 15, AMC Eden Prairie 18 Theatres, AMC Rosedale 14 Theatres, Oakdale Ultrascreen Cinemas (Marcus Theatres), and Lakes 10 Theatre offer captioned shows. See [www.moviewatcher.com/index.html](http://www.moviewatcher.com/index.html)

Science Museum of Minnesota Omnitheater – Films shown at the Omnitheater often offer accessible features (CC: Closed Rear View Captioning; AD: Audio Description; or Spanish translation).

Tickets are \$8 adults (first film), \$7 senior/child, with 15% discount for each additional film on the same day. To request accommodations for exhibits, call at least 72 hours in advance: 651-221-9406. Open Monday-Wed. 9:30-5:00, Thurs.-Sat. 9:30-9:00, Sun. 12:00-5:00. Contact info: 120 Kellogg Blvd. W., St. Paul 55102

**Phone:** 651-221-9444, option 2 for film times, reservations or questions; TTY 651-221-4585; **E-**

### *Tip from Lisa Richardson*

#### **Captioning Compliance/Complaints**

Thought this article (accessed through the link) might be of interest to the group. And a reminder to everyone, the squeaky wheel gets the grease. ; ) The more the FCC and the companies hear the complaints, the more chance we all have for real compliance.

<http://www.coatacce.org/node/8817>

Here is how to file captioning complaints

<http://esupport.fcc.gov/complaints.htm>

Hope you have a great summer, and see you in September!



Past Presidents Merrilee & Monique

Shannon & Hunter – New VPs



Judi



Sally & Linda



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Audiologist

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[matthew.hjelden@amplifon.com](mailto:matthew.hjelden@amplifon.com)

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## Pics from May Meeting

*Thank you “Mike Cowell” for being  
our secretary for the past year. You  
did a great job. Thanks again!!!!!!*



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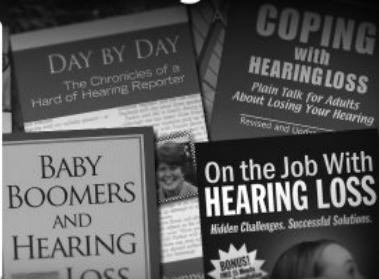


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### **HLAA Twin Cities Chapter Welcomes You**

**President –** Carole Blowers  
[president@hlaatc.org](mailto:president@hlaatc.org)

**Vice Presidents –** Hunter Sargent & Shannon Turley  
[vicepresident@hlaatc.org](mailto:vicepresident@hlaatc.org)

**Secretary –** Holly Turley  
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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)**