

# **HLAA TC**

## **September 2010**

It's that time again. Time to renew your membership due in September. Mail it to the address on Page 12, or bring it with you to the September meeting.

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

OUR  
MEETING  
ROOM  
HAS  
MOVED,  
WATCH  
FOR  
SIGNS  
POSTED

- **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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### Officer's emails

Carole Blowers - [president@hlaatc.org](mailto:president@hlaatc.org)

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Bob Knoll - [treasurer@hlaatc.org](mailto:treasurer@hlaatc.org)

### New Officers

President - Carole Blowers

VP's - Shannon Turley &  
Hunter Sargent

Secretary - Holly Sargent

Treasurer - Bob Knoll

**Join us on Saturday, September 18, 2010**

**Where: 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)**

**OUR MEETING ON SATURDAY,  
SEPTEMBER 18, 2010 WILL BE AN OPEN  
MIC, EVERYTHING RELATED TO  
HEARING LOSS IS DISCUSSED. See Page 8**

## From SHHH to HLAA TC: A Haven For People With Hearing Loss

By Monique Hammond, Past President

In 1979, when Rocky Stone founded a support group for people with hearing loss, he called it SHHH, Self Help for the Hard of Hearing. It is a mission and a vision statement all wrapped in one. Brilliant! How about that acronym? Shhh! Quiet, please - so that we can hear better. Who amongst us does not relate to that?

When I first came to SHHH back in 2006, my life had made a 90 degree turn in a matter of hours. My left inner ear had taken a massive hit of some kind. I was near-deaf in one ear and had a hard time walking upright, never mind in a straight line. The hearing loss was peppered with generous doses of hyperacusis and tinnitus. I felt desperate, depressed and isolated. In short, I had become an ideal candidate for a support group. I needed to meet with people who were like me, who knew what I was obsessing about.

I found just that at SHHH. There was a positive feeling in the room, good Feng Shui and camaraderie! Everybody understood what I meant by "being off" or by "having bad days." No need for lengthy explanations! What a relief! I looked upon the members as mentors. After all, they had a lot more experience with ear conundra that I did.

I learned quite a bit right in the first meeting. I learned to put my own situation into perspective. Over the years, we have shared experiences about hearing loss - the good, the bad and the really ugly. We have exchanged coping tips and laughs. I learned enormous amounts from a long line of speakers about hearing loss and the ways that it affects lives and futures. I have learned about hearing aids and assistive listening devices. I have learned how to manage my emotions in order to regain a grip on life. Acquiring knowledge and understanding from all sorts of angles about the conditions that threw my life in disarray has been so much more effective than everything that was ever said to me in doctors' offices. In essence, I found that the group has lived very much up to its vision and mission and to my expectations.

Support groups in general are plagued by the *misconceptions* of those who could really use them. At first, I too was reluctant. I feared that this might be a depressing place where people go to complain and whine. Of course, it was nice to vent for once and to have the members listen to my sob story. But it was equally nice to get the feeling that life would indeed go on. That was my first lesson, and I decided to go back for more. To my credit, I never expected a support group to "fix" me. That was up to me - another lesson that I learned. I never expected a support group to be a doctor referral service or a clearing house for magic potion recipes. A support group is just that: a circle of people who meet on a regular basis and who lend encouragement and compassion to others who share their challenges.

Now that we are a local chapter of the Hearing Loss Association of America (HLAA), we continue in the original mission spearheaded by Rocky Stone. We all **H**elp, **L**isten to, **A**id and **A**ssist each other as well as those who come to us for comfort and for a few hours of peace. To paraphrase and adapt a quote by *Louisa May Alcott*, famously the author of "Little Women": Together we are not afraid of storms, for together we learn how to sail our ship.

*Monique*

## **The Tooth and Nothing but the Tooth**

By Sue Brabeck

Going to the dentist is right up there in my list of **Non-Favorite Things To Do**, together with colonoscopies and getting an in-grown toenail taken care of. My dentist is a nice lady and is very talented – I just don't like what has to be done.

With my hearing loss and my super-sensitive hearing aid, dental visits have complications and unpleasanties beyond the "normal". I bet you can also relate to a lot of these.

**Face masks** – don't we love 'em? Like most of you, I can't comprehend speech when mouths are covered. So, each time she speaks to me, she has to pull the mask down so I can understand better. This gets tiresome but there's no alternative.

**Talking behind me:** The dentist and/or the hygienist will speak BEHIND me, where I can't see them. I hear them chatting, but I have no idea if they are talking to me or each other, much less what they are saying. So, I sit and wait until they realize I'm not hearing, and then they remember to get in front of me (without the facemask!) to talk to me.

**Equipment** – drills, ultra-sonic cleaners, suction hoses, water-sprayers . . . on and on. Because they operate RIGHT NEXT TO MY EAR, my HA goes crazy and I am blown almost out of the chair. I can turn down the HA volume, but then I can't hear the dentist or hygienist talk to me. This is definitely a no-win situation.

**The toddler** having a bad bad day in the next cubicle – screaming children – oh my! Enough said.

**Muzak** – the piped in Muzak is supposed to sooth the savage patient. All it does for me is add yet another layer of noise in an environment that has plenty of noise, all through which I have to filter out speech. Many times I have had to ask them to turn it off, at least while I am there.

**Chatting** – My dentist likes to chat chat chat while she's doing things, talking about the weather or a funny show she saw on TV. I can imagine that this is an effective tool for distracting patients and reducing anxiety. For me, the combination of all of the above points makes it impossible for me to listen and engage in what she's saying. I end up feeling like I've been rude by having to ignore her lively banter.

There's not a lot of good solutions to all of this. I end up just taking a big breath and going into the visit knowing that things will be difficult. Dental care is an essential part of taking care of our whole person, so it can't be ignored or delayed. I think we all have hearing situations where we have to decide where we'll just grit our teeth (pun intended!) and put up with some level of misery, or where we actually have some kind of workable solution so that we're not climbing the walls.

Consequently, my own method-of-choice for coping with a dental visit is not so much during the visit, but afterwards. I make a plan to reward myself with a latte.

For those visits that end up being REALLY bad, shoe-shopping and large amounts of chocolate will fix anything. I promise.

**Interview with Lisa Richardson who has provided CART (Paradigm) services to us since 1990.**



**(1) How did you decide on such an unusual career as CART?**

To be honest, I didn't really make an actual decision to get into CART; I began closed-captioning first and then pretty much fell into CART. The long story... I was living in Florida, working as a court reporter, and I was looking for a change.

Court reporting is a very demanding career and if you're in the freelance world, as I was, you often have no control over the hours you work. I was getting pretty tired of that so I came to the National Court Reporters Association annual convention, being held in Minnesota that year, with the idea if something really cool came up, I'd check it out.

Well, as luck would have it, I made the acquaintance of a gentleman who had just gotten the contract to provide closed-captioning services for KARE-11. However, he had no one to provide the services and was looking for someone who might be interested. Was I interested in moving back and taking this on?

Now, this was back in 1988 and KARE was the 7<sup>th</sup> or 8<sup>th</sup> station to begin closed captioning of their nightly news. So the job field was VERY new and I knew nothing about it. (And neither did a lot of people.) But it sounded fun and definitely challenging. Also, it fit right in with my whole "if something cool comes up" philosophy. Coincidence? Maybe, maybe not.

To shorten the story, I took the job and moved back to Minnesota in September of 1988. We went on the air with live captioning of the 6:00 news in October, 1988, and I stayed with KARE until October of 1990, when they discontinued the live captioning for a few years in favor of the computer newsroom prompter captioning.

So, with that, I was pretty much out of a job. I began to pick up some court reporting work while keeping an eye out for something in the captioning world. About that time, some folks were starting up a local ALDA (Association of Late-Deafened Adults) chapter and asked if I'd consider providing "captioning," now known as CART, for their monthly meetings. I began providing CART for them in February of 1991. In 1992, the ALDA chapter held a joint meeting with the then SHHH chapter for a book signing by Henry Kisor, the author of "What's That Pig Outdoors?" I was asked to provide CART for that event and that's when I met the SHHH folks. I began providing CART for the SHHH chapter monthly meetings shortly thereafter.

At around that same time, the TACIP Board was formed (within the Minnesota state government) to work with the then Minnesota Relay, and among their members was a late-deafened individual. She had heard of CART and requested it for the TACIP Board meetings. My career in CART was born.

(2) How do you keep your fingers so limber and in good condition?

It's not so much my fingers that get tired, it's actually more the wrists and forearms, and then up into the neck and shoulders. So I do a lot of stretching of my forearms, rolling my wrists around, and massages as often as I can. I also will move around a lot during a CART/captioning job, and will shift the position of my steno machine, as well, so no one part of my upper body gets overstressed.

(3) What do you do to preserve your hearing?

I am very careful when I'm playing my iPod to not have the music too loud. I also wear earplugs at Vikings games as well as concerts... really, any place that's enclosed and has a high volume of noise. I wear headphones for work a lot and I'm careful there, as well, to not have the volume too high.

(4) What do you see in the future for CART?

I see the demand for CART continuing to increase; especially as we boomers age. Many are losing their hearing but want to stay involved. With the increased awareness of captioning, and CART, we are receiving more and more requests for CART/captioning services for all different types of events; weddings, funerals, classes, graduations, meetings, seminars, etc.

I do believe CART, as it's performed now via a steno machine and a live person, will be around for many years to come. There are some things you just can't train a computer to do, at least at this point. YAY!

(5) If you had not gone into captioning what career do you think you would have chosen?

Had I not discovered captioning and CART, I may have stayed a court reporter, even though I was getting bored with it and tired of the lack of control over my own hours. Or maybe I'd be working with animals somewhere... golly, so many things to consider!

However, I truly believe this is my life's calling and would be absolutely lost without it.

By the way, it's all thanks to my grandmother. I was thinking about going into teaching but Grandma was worried I wouldn't be able to make enough money as a teacher. She found an ad in a paper about court reporting and sent it to me. It sounded intriguing, and to please her, I checked it out. I liked what I heard so I signed up for school and started two weeks after graduating from high school. Thank you, Grandma, for turning me on to the best job ever!

(6) Is CART often mistaken for court reporting?

Not so much mistaken for court reporting, but that is how a lot of us got our start. CART is much more often called captioning, which is like fingernails on a chalkboard to some of us. There are different skill levels involved in CART versus captioning, along with different equipment, etc. Not everyone who provides CART can or does provide captioning, and vice versa. So it's very important to make the distinction when we're booking assignments that we know exactly what each client/consumer is looking for.



(7) What can a person using your service do to make your job easier?

Using “communication guidelines” is really helpful for us. Those guidelines can include people speaking one at a time; announcing their name as they begin to speak - and even spelling it if there’s an unusual spelling - which gives the CART provider time to write the name so the others relying on the CART screen know who is speaking.

Another helpful tool is being aware of the acronyms that may be used and making sure the CART provider/captioner is aware of those, or spelling them instead of saying them. For instance, the American Recovery and Reinvestment Act, also known as ARRA, pronounced air-a. Humm, if I don’t know what they’re speaking about, I’ve got several different options for spelling that, any number of which could mean something entirely different. And the more time it takes me to figure something like that out, the more likely I am to miss what they say after that.

One more tool that we’ll ask for is any information we can get in advance of a particular assignment. In captioning for television, we rarely get any advance information but for CART assignments, often there will be an agenda or even Powerpoints, copies of speeches, things like that. My favorite saying, the more information I have, the better I can do the job.

So, there you have it. CART (and captioning) is an awesome career and I’m extremely grateful to have found it. Through it, I have met the most wonderful people and had opportunities I never dreamed about. So, I guess you could say I found that something really cool to do.

HLAA TC sincerely thanks Paradigm and its captioner’s for the 20 years of service they have provided to us.

**THANK YOU..... LISA, ANGIE, LORI, SUZANNE** AND ALL THE OTHERS WHO HAVE CAPTIONED FOR US. AGAIN THANK YOU !!!!!!!

\*\*\*\*\*

Our president at the 2010 convention in Milwaukee.



**25<sup>th</sup> Nat. Conv. in Milwaukee, WI with our representative Carole Blowers and former Pres. Linda Miller.**

Written by current President Carole Blowers

On June 17<sup>th</sup>, Linda Miller, current HLAA-TC President and I took the Amtrak to the Milwaukee convention in June. We arrived at the train station in Milwaukee at 2:45 p.m. We walked to our hotel, dropped off our suitcases, and then walked to the Convention Center. We got registered and attended the Grand Opening of the Exhibit Hall from 4-6 p.m.. We found Lisa from CART, Aloha Event Coordinator Ellen Thibodo, Rich Diedrichsen and his wife Kathy from St. Cloud, and Andrienne Haugen and her husband from Olivia.

We met Joann Dobrowolski from YPI Consultants in New York who spoke about Relationships & Communication. (We missed her speech.) Her partner, (Mitch Shapiro) is hard of hearing and blind. They were an interesting couple to sit with during vendor show/welcome. We learned about ALDA, Association for Late Deafened Adults.

That evening, there was the official opening session and keynote address. A welcome was given by Michael Stone, HLAA Board of Trustees President, as well as recognition of delegates, Board of Trustees, and distinguished guests, and a welcome to Milwaukee by the Commissioner of Health for the City of Milwaukee; Brenda Battat, Executive Director, on an update of HLAA activities; Patricia Kricos, President-Elect, American Academy of Audiology on “Get in the Hearing Loop” Project; Conny Andersson on importance of standards, and Lucille Beck on the state of Veterans Hearing health.

Bill Barkeley gave the keynote address. Bill Barkeley is a victim of Usher’s Disease (loss of hearing and sight). He climbed Mt. Kilimanjaro in Africa with a team of people. Mr. Berkeley is a motivational speaker, and we heard how he prepared for his trip to the top of the mountain, what equipment he needed, etc. Brief clips taken by a TV movie producer were shown at the end. Very interesting! At 9 p.m., we had a ‘Get Acquainted” party and casino night at the Hilton Monarch Ballroom with MORE food. It was a full day.

On June 18<sup>th</sup>, we attended the Research Symposium—Hearing Aid Research & Development: What it Means for the Consumer from 9 a.m. until noon. Participants were: Laurel Christensen from GN Resound Group; Diane Senay from Oticon, Inc.; Lisa Berkeley from Phonak; Thomas Powers from Siemens Hearing Instruments; Jason Galster from Starkey Laboratories; Elizabeth Vrchota from Unitron; and Joni Rykken and Bill Kothman from Widex Hearing Aid Company.

I attended What’s Brewing with Listening in Noise by Perry Hanavan, Asst. Professor from Augustana College, Sioux Falls, SD. It was an interesting talk about noise levels of TOYS and many other things. From 4-5 p.m., there was a social in the exhibit hall again. At 6 p.m., we walked over to the Hilton to catch the bus to go to the Harley Davidson Museum, which were just a few blocks away. I heard storm sirens go off—we were in a tornado watch. Good thing we didn’t have to walk there—it was raining hard. While waiting for the bus, we met Deborah Talen from Minneapolis who came to the conference alone and is a member of HLAA. We exchanged information with her.

At the Harley Davidson Museum, we had a great Wisconsin typical summer picnic meal. We could take pictures on a Harley that was in the corner of the room. We listened to Mandy Harvey sing while dining/drinking. Mandy lives in Colorado and was selected as the top female vocalist of her high school and entered the Music Education program at Colorado State University. During her freshman year, she lost her hearing and left the university. While her dream of becoming a music teacher has died, the music is still alive and well within her. Though her hearing loss is profound (110 decibels in each ear), her timing, pitch, and passion are perfect. After eating, we could visit the museum at our own pace and take pictures at the end on various motorcycles. Another busy day!

(Cont. on Page 10)



**A memorial in honor of their service. Hearing Loss Association of America Twin Cities Chapter Acknowledges...Cliff Miller (died 2006), Bonham Cross (died 2008), Ralph Katz (died 2010), and Alfred Tsang (died 2010).**



#### **Calendar of Events.....**

**September 18, 2010** – Open Mic

**March 25 – 26, 2010** – MN State Hard of Hearing Conference, Holiday Inn, St. Cloud

**June 16 – 19, 2010** – National Convention, Hyatt Regency in Crystal City, Washington, DC

**Open Mic Sept. 18<sup>th</sup>**.....a few things to remember for open mic...(1). Stand up and say your name – this allows CART to see who is speaking (2) Speak up (3) Wait for a microphone (4) Raise your hand if you want to speak (5) Keep to the subject of hearing loss (6) Let others respond to what you have said (7) Stay with your original topic, don't wander onto 59 other subjects (8) Limit your talk to 3 minutes, then let someone else speak. (9) Respect the president's wishes (10) Respect everyone



# That's Entertainment

## How to find Open (O) and Closed Captioned Movies (CCM)

**Captionfish** – National search engine for cap. mov. by location - [www.captionfish.com](http://www.captionfish.com)

**Regal Cinemas** – OC and RWC (rear window) <http://www.regmovies.com/nowshowing/opencaptionedshowtimes.aspx#MN>

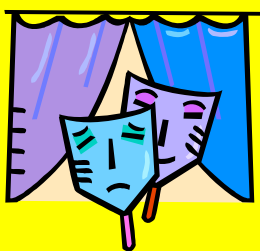
**MoPix** – See which mov. are slated for RWC <http://ncam.wgbh.org/mopix/>

**Marcus Theatres** – O and CCM most are first run films. [www.marcustheatres.com](http://www.marcustheatres.com)

**Fomdi** – “Fomdi” will search for cap. movies for you by location. [www.fomdi.com](http://www.fomdi.com)

**Cinemark Theatres** – National chain lists current OC movies. [www.cinemark.com/ocfilms.asp](http://www.cinemark.com/ocfilms.asp)

**AMC Theatres** – List of all O and CCM in the AMC lineup. <http://www.moviewatcher.com/jsp/amg.jsp>



## Movies

Cinemas having captioning are:

Kerasotes Block E Stadium 15, AMC Eden Prairie Mall 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)

**Phone:** 651-221-9444, option 2 for film times, reservations or questions; TTY 651-221-4585; **E-mail:** [info@smm.org](mailto:info@smm.org);

**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

**Taylor Scales** that do body fat and body water analysis has some CI users concerned about harming programs, internal parts, ears etc. etc. The manual says, "*BIA (Bioelectrical Impedance Analysis) method determines your body fat percentage by sending a harmless signal through the body. Do not use this product if you have a pacemaker or other internal medical device. When in doubt, contact your physician.*" News lead from **Cindy Graf**

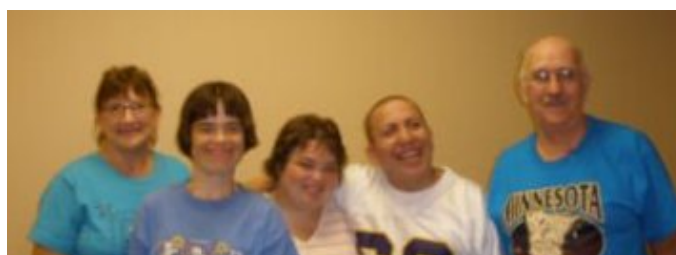
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## Where are the caption buttons on a web video? Sometimes hard to find?

- (1) Subtitles means caption, click subtitles.
  - (2) Going to a big screen sometimes brings captions.
  - (3) Passing over the web page with curser, sometimes shows an otherwise hidden tool bar.
- Try these suggestions on the web site in the article below. Which works for you?

Suzanne D'Amico from the **Manhattan Chapter of HLAA** and her family appeared on NBC's "**Today Show**" on Sept. 1 with her 8 yr. old daughter Anna Bella who wears hearing aids and steals the show. It was titled "Is hearing loss taking a toll on your family?" <http://today.msnbc.msn.com/id/26184891/vp/38932880#38932880>

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Your 2010 – 2011 Officers working hard through the summer for you.

Carole, Shannon, Holly, Hunter, Bob

## From National: Resources for Veterans

Barbara Kelley reminded the audience at the HLAA convention's opening session of HLAA's new resources for veterans. The HLAA website has a section specifically for veterans at

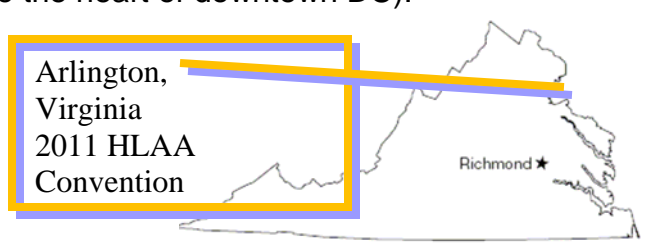
[www.hearingloss.org/veterans](http://www.hearingloss.org/veterans).

Resources include information on tinnitus, hearing protection, communication tips, assistive devices, intimacy and hearing loss, federal resources guide, the RIT/NTID veterans project, ADA rights, national resource directory for wounded warriors, and more.

A captioned web chat on the VA Hearing Aid Program, presented by Dr. Gene W. Bratt, can be viewed at <http://tinyurl.com/3ybammf>.

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**Mark Your Calendars** for June 16–19, 2011! Join us for the **26th National Convention** at the Hyatt Regency Crystal City, 2799 Jefferson Davis Highway, Arlington, VA, USA 22202, located just a short ride from Reagan National Airport. The Hyatt offers free shuttle transportation from the airport as well as the Crystal City Metro (just a short metro ride to the heart of downtown DC).



(Milwaukee conv. continued from Page 7)

On June 19<sup>th</sup>, we started out listening to Sam Trychin, psychologist in private practice and consultant to Stairways Behavioral Health, in Erie, PA and also a lecturer at Penn State Erie-The Behrend College. He was speaking about Minimizing Stress by Managing Situations and Managing Oneself. I left that presentation and attended some workshops going on just for the Chapter Delegates. I did catch the presentation of Michael Eury, President of the NC State Association talking about "Invisible No More". It was very good. I then attended the session called "Advantages of Shared Leadership" by Elizabeth LeBarron. We discussed chapter structure versus committee structure for our local chapters, followed by A Declaration of Independence: Asserting Yourself in the World by Jennifer Thorpe, past-President of the Nashville Chapter. She is also a mentor for Advanced Bionics Corporation, Our last presentation we could attend was Taking Off the Mask—Strategies to Stop Bluffing by Gael Hannan, Board of Directors, Canadian Hard of Hearing Association. She is quite an entertainer! We had to leave this workshop early in order to go back to our hotel and get our bags and walk to the train station to come home.

It was a wonderful conference and I met so many nice and interesting people. I hope I can attend another national conference in the future.



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Audiologist

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Join Webinar each month hosted by  
National in Bethesda, MD  
<http://hearinglossassociation.acrobat.com/hlaa/> Sept. 15, 2010, 7PM EDT  
Guest: Brad Ingrao, Au.D. "Getting the most from your hearing aids with Real Ear Measurement."  
Pre-registration required.

*If you would like to advertise in this Newsletter, contact Merrilee Knoll at [Rknoll5200@aol.com](mailto:Rknoll5200@aol.com)*



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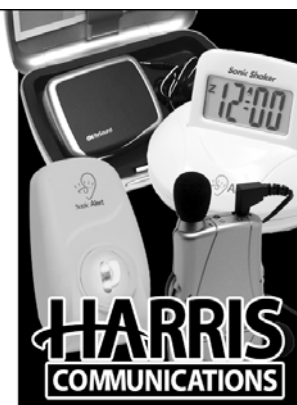
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This month's editor is Merrilee Knoll

**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)**