

HLAA TC

September 2016



Twin Cities Chapter

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

Next Speaker:

September 17, 2016

Hearing Accessibility in Twin Cities Live Theater
Panel of Representatives from Guthrie, Mixed Blood, Fitzgerald, and History theaters
(See pages 3-4 for details)

Coming Soon:

October 15 2016

University of Minnesota Sensory Science experts

September 24, 2016

WALK4Hearing



Contents

■ President's Message	Page 2
■ Speaker Previews	Page 3-4
■ Meet our Board!	Page 5-6
■ Kathleen's Misadventures	Page 7
■ Events and reminders	Page 8
■ Blue Suede Cruise	Page 9
■ Tidbits	Page 10

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Hearing Loss Association of America Twin Cities Chapter (HLAA TC) is held the 3rd Saturday of the month (September thru May). We gather at 9:30 to socialize, and begin our meeting at 10 AM at The Courage Kenny Rehabilitation Institute, 3915 Golden Valley Road, Golden Valley, MN 55442. The meeting adjourns at noon.

President's Message



*Christine Morgan
September 2016*

I remember thinking in June that I had all this “free” time until September. There was so much going on this summer that September snuck up on me. Did that happen to you? I guess it’s better than time dragging.

This was our second time at the annual convention and I would encourage all of you to attend at least one convention. They are amazing. So much to see, learn and to do. Terrific energetic people and so many vendors. I felt like a kid in a candy store - I wanted to try it all. The 2017 convention is in Salt Lake City in June.

We learned about all the research being done regarding hearing loss and too many things to mention. What also hit home was the talk about the veterans with hearing loss and/or tinnitus. A recent issue of our Hearing Loss magazine was full of stories of injured veterans. Some brought tears and many brought admiration for their unstoppable spirit. A similar message came through, however. They found their hearing loss one of the most difficult issues to deal with. If you are a veteran, please talk to one of our Board members. HLAA national and the TC Chapter want to provide you with free membership. National also provides some additional benefits, including free convention registration.

If you are not now a member of National, I would encourage you to join. The dues are very reasonable and the magazine alone is worth the price of membership. You also get a discount at places like Harris Communication.

Don't forget our September Walk4Hearing the Saturday after our September 17th meeting. Form a team if you like. Bring family, friends, etc. It is a fun morning and (if it doesn't rain) a beautiful walk around Lake Calhoun. Further details in this newsletter.

I am honored to have the opportunity to again serve as your president. I would like to welcome Kathleen Marin, our newest Board member and current Vice President. Marie will continue as Treasurer (we are thrilled) and Lionel will serve as Secretary. Monique will remain as Immediate Past President. We have a strong and talented team, along with Vicki our amazing newsletter editor.

I hope you will be able to join us as we begin an exciting year with dynamic presentations and tons of useful information. Not to mention the opportunity to learn from and to support each other in our hearing loss journey.

Christine

Many Unsung Heroes Need Our Help

I want to talk to you about reaching out to our veterans. This really came to the forefront at this year's HLAA convention and was reinforced in the July/August 2016 issue of Hearing Loss Magazine.

As you may (or may not) know, hearing loss and/or tinnitus are the most common disabilities of American Veterans. We are talking about approximately 2.3 million veterans. Effects of these hearing related disabilities are often underestimated. Rocky Stone called hearing loss “an invisible condition”. While it is not always obvious, many of the veterans find their hearing loss one of the most “troublesome” and devastating issues that they face.

HLAA offers veterans complimentary HLAA membership and convention registration. I would love to see our chapter reach out to veterans in our families and community. Invite them to a meeting. Tell them about HLAA and HLAA-TC. Bring a brochure and/or poster to a center near you.

The Board has been looking at ways to reach out to the VA, and other service organizations that can and do connect with these veterans. We hope you will take the time and effort to reach out on your own as well.

Let's help make a difference and welcome them into our community.

Christine

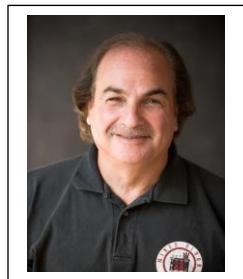
Hearing Accessibility in Twin Cities Live Theater September speaker previews

Guthrie Theater

Hunter Gullickson is the Accessibility Manager at the Guthrie Theater. He is originally from Wisconsin and began working in the Guthrie Box Office part time as a Reservationist during college and has never left. From his time in the Box Office he learned that excellent customer service must be given to all patrons and visitors. Hunter currently oversees the Guthrie's Accessibility program and is responsible for training staff, scheduling accessible performances and service providers, making policy and program improvements and managing ticket discounts that make theater accessible to people that normally do not have the means to pay full ticket value. In his spare time, Hunter enjoys spending time with his family, crocheting and playing drums in competitive bagpipe bands.



Mixed Blood Theater



← == Jack Reuler



Claire Forrest ==>

Jack Reuler founded the Mixed Blood Theatre Company at the age of 22 and has served as its Artistic Director for 39 years. For its disability work, Mixed Blood has received MetLife's and VSA's Access Awards as well as Arc's Changemaker Award. In 2015 he launched Disability Visibility to alter the relationship of the American theater to disability, incentivizing theaters nationwide to cast and hire more theater artists with disabilities, to produce work with a disability focus, and to attract and retain audiences and artists with disabilities.

In 2010 Theatre Communications group presented Jack with its Peter Zeisler Award, for exemplifying pioneering practices in theatre, dedication to the freedom of expression, and for being unafraid to take risks in the advancement of the art form. Jack has received the Ordway's Sally Award for Vision, Actors' Equity's Spirit Award, and the St. Paul Foundation named him a Facing Race Ambassador. He was presented with the Ivey Award for Lifetime Achievement and was named a Local Legend by the United Negro College Fund.

Jack was named to Esquire magazine's first "Register of People Under Forty Who Are Changing America." He has also received Actors' Equity's first Rosetta LeNoire Award for "celebrating the universality of the human experience on the American stage," Macalester College's Distinguished Citizen Award and honorary Doctorate of Humane Letters, The City's Minneapolis Award, and Minneapolis Community College's Martin Luther King Humanitarian Award.

Jack has received a Bachelor of Arts and a Doctorate of Humane Letters from Pomona College and Macalester College. He is a founder and currently Vice President of the National New Play Network and Vice President of Theatre L'Homme Dieu in Alexandria, MN.

Claire Forrest is the Disability Community Liaison to the Disability Advisory Council at Mixed Blood Theatre. The Disability Advisory Council is comprised of members committed to theatre for and about people with disabilities.

Claire is a member of the Board of Directors at the World Institute on Disability, sits on her alma mater's Accessibility Committee, and works as a public relations consultant throughout the Twin Cities. She holds a B.A. in English from Grinnell College.

Hearing Accessibility in Twin Cities Live Theater
September speaker previews (cont.)

History Theatre



←== Jill Boon

Jill Boon has worked at the History Theatre since Sept 2005 in Audience Services, one of the facets of her job has been the Access piece which has always been her favorite. She consults with Park Square Theatre to hire all of their access providers. Jill was fortunate to be able to present at the 2015 Leadership Exchange in Arts and Disabilities Conference, she has also spoken at the MN VSA Chautauqua Celebration and to Christ United Methodist Church in the fall of 2015 to bring access in all facets of our life. Jill is passionate about making theatre and life in general a more accessible.

Fitzgerald Theater

(representative to be determined)

Ava APP

If you haven't heard about Ava yet, it's an app that pairs smartphones in a room and captures the conversation to show a real time, color coded transcript of the discussion. In other words, you obtain real time captioning on your smartphone!

Ava is made to give you audio & visual accessibility, anywhere, anytime. This means that your next Christmas or Thanksgiving dinner doesn't have to be a hassle anymore. It means that you can speak with your son, daughter, or maybe your grandchild, without missing all the details.

Hear about the latest and greatest in accessibility ideas! Secretary Lionel Locke will talk more about Ava at our September chapter meeting.

New This Year! Lending Library

The Board of HLAA-TC decided to start a lending library for our chapter.

You may check out a book or DVD or CD (honor system) and bring it back the next month.
The library will be on a table at the front of the room in the Courage Kenny Rehabilitation Institute.

If you have books/CD/DVD , new or used, that are hearing related and would like to donate them, please give them to Christine or Lionel so that we can add them to the check-out book and have them available at the next meeting. We will also consider your suggestions for additions.

Please let any of the Board members know if you have any questions.

Meet our Board Members for HLAATC 2016-2017



President

Christine Morgan

I noticed my hearing loss in 2004, got my first hearing aids in 2005 and my hearing continued to deteriorate. I thank my audiologist at the University of Minnesota for referring me to HLAA-TC. It was my first opportunity to use my t-coil. And captioning! Wow! I have a Masters in Healthcare Administration but my hearing deteriorated to the point that I left my career in June 2011.

I received my first cochlear implant in June 2014 and my second in December 2015. Technology today is amazing! When I remove them I am totally deaf but they allow me to live and function in a hearing world. Are they perfect? Absolutely not but so much better than the alternative.

I am a Hearing Loss Support Specialist and sit on a couple of advisory committees. I do community education programs and speak to senior and other groups to provide information, support and a positive message to those with hearing loss.

I taught Tai Chi in the past and got back to it last year. Hearing loss often goes hand-in-hand with balance issues and we are more likely to fall. Tai Chi provides both internal and external balance as well as flexibility and a sense of calm. I will start teaching balance classes especially for those with hearing loss in September through Natural Step Tai Chi. Feel free to ask me for any information about the many benefits of this gentle, slow, non-martial exercise.

It has been an amazing three years on the Board of HLAA-TC; first as VP and then two years as President. I have met some wonderful people and learned so much about hearing loss, communication and the strength of the human spirit. The journey has been amazing.



Vice President

Kathleen Marin

I was raised in the Washington, DC area, then attended college at Loyola University in New Orleans, LA. Afterwards, I went on to the Ohio State University for my masters and PhD in psychology. I practiced as a therapist in Ohio and Minnesota in a variety of settings. During my career, I worked with children, teens, adults, couples, families and groups and also conducted workshops and taught a course on cross-cultural counseling. I have also worked as a learning disabilities specialist.

In 2013, I experienced a sudden sensorineural hearing loss, leaving me severely to profoundly deaf on the left side. I also learned that I had an acoustic neuroma on the right side. Two years later, I had another sudden sensorineural hearing loss, this time on the right side, that caused moderate to severe hearing loss, tonal distortion and significant tinnitus. It also took away my ability to hear music, but I have compensated by using an ear plug on the right and listening with my residual low register hearing on the left. I now use a hearing aid on the right and a CROS on the left and also make use of an assistive listening device in noisy environments, lectures and tours. I am continually learning about how to live well with hearing loss and working to educate people about hearing loss and accommodations.



Treasurer

Marie Saliterman

I am in my third year serving as the Treasurer for HLAA-TC. I am married, have three children and six grandchildren. I work at Cargill as an Administrative Assistant in the Insurance Department. I love spending time with my family, especially the grandchildren, and traveling.

I was diagnosed with a moderate to severe hearing loss 28 years ago due to double pneumonia, with a 105.6 temperature. A month later, when I joined society again, I realized I could no longer hear very well. At that time I was a mother of two young children and my sometimes-difficult journey with hearing loss began, an issue I knew very little about.

I believe HLAA is the best place to educate yourself about hearing loss, as well as receive support and tips from others who also have similar issues at work, family and social settings. Membership is highly encouraged for everyone that has hearing-related issues, as well as their families and friends, so you can learn to effectively advocate for yourself and have the people in your life learn with you how to accommodate people with hearing loss. I have learned more at HLAA meetings in the last four years than I have from any of my doctors or audiologists and hope you will too.



Secretary

Lionel Locke

My wife Christine Morgan and I were both were elected to serve on the Board of Directors of HLAATC in May of 2013. (*editor's note: Lionel previously served as Vice President*) Both of us are very excited to be a part of an organization that is focused on building better ways to communicate.

I am recently retired from the sales and marketing industry. Christine and I have experienced the joy of having a young granddaughter. My current passion is curling, which I teach in St. Paul and Minneapolis.

I have learned so much from my wife Christine as together we learn to deal with hearing loss. I am looking to the HLAA group to be a spokesman for those who have hearing loss and those who experience a loved one with that issue.

I look forward to the detail of the secretary position on the Board. Even though I do not have a hearing loss, I am ready to learn more effective ways to communicate the Hearing Loss Association message to a wider audience.



Kathleen's (Mis)Adventures in Captioning

By Kathleen Marin

I had my first experience in requesting accommodations when I decided to go see Malala, the Nobel prize laureate, at the Target Center. I started making phone calls before the tickets went on pre-sale, specifying exactly what I needed: open captioning and seats where I could easily read it. Seven calls and 5 voicemails later, I finally received a call back saying that they had lined up an ASL interpreter for me and were holding seats in my name. Really?

Thus began over 3 months of phone calls, emails and consultation with Jon Skaalen of VSA, who advocated strongly on my behalf. Between the 2 of us, we explained captioning, its benefits, the likelihood that it would increase ticket sales, the law, and so on. We also addressed who was responsible for providing accommodations, in this case, the Target Center. It took over 2 months for them to actually start getting captioning. Rather than hiring locally, the Target Center brought in a captioning company from Colorado and tested the system at a Lynx game. Finally, 8 days before the speech, I received an email stating that I had closed, rather than open, captioning, and providing a set of instructions on how to receive it on my smart phone. I wrote back saying it was impossible to read an entire evening of captioning on a small phone screen and suggesting my iPad instead. They made special arrangements with security for me to bring in my iPad. Meanwhile, I still did not have tickets. I strongly requested discounted pricing since we had missed the opportunity to buy inexpensive tickets on discount websites and the process of obtaining accommodations had been so long and arduous. Target Center responded by giving all 4 of us free tickets in a very good location. Unfortunately, the captioning itself was disappointing, coming in at an uneven pace with lots of mistakes and often garbled and making no sense (not like our experience with Paradigm). My friend who used her smart phone gave up after about 15 minutes. I provided feedback on all of this to an executive at Target Center.

I learned a lot in this process. We have to be assertive in demanding our rights, while still being pleasant, of course, and we have to educate those we are speaking to. I was surprised and disappointed to learn that people in charge at the Target Center did not know about captioning. We have to be tenacious and perseverant. Calling in support from other organizations is also helpful. And it isn't usually this hard. Apparently, this was the first time Target Center had ever captioned an event. Now they know how.

Take a scenic
walk...



And step up
for hearing!

Minneapolis Walk4Hearing 2016

http://hlaa.convio.net/site/TR?fr_id=2360&pg=entry

The Walk is on Saturday September 24th at Lake Calhoun (near Thomas Beach).

Date: Saturday, September 24, 2016

Location: Lake Calhoun, West Calhoun Parkway, Minneapolis, MN [Directions](#)

Schedule: 9am - Registration/Check-in, 10am - Walk begins , *Distance: 5K (3.1 miles)*

Deaf and Hard of Hearing Services (DHHS)

Free DIVERSITY Trainings

Golden Rule Building, Suite 105, 85 E. 7th Place, St. Paul, MN

September 21, 2016, 9:30-11:30 AM

Introduction to Deaf Culture Learn more about the vibrant Deaf Community, its history, values, norms and traditions. Participants will also be exposed to language and communication challenges that impact persons who are deaf in family settings, on the job and in everyday life. Helpful communication strategies and technology will be identified.

To Register: Phone: (651) 431-5940 (or use your preferred Telecommunications Relay Service), or Email: dhhs.metro@state.mn.us

If you need a sign language interpreter, CART Services, assistive listening device (ALD) or other accommodation, you must notify DHHS at least two weeks prior to the training session

October 2016- New Training Opportunity!*

Hearing Loss 101

First come, first served. During the month of October, DHHS will offer one training seminar at a non-profit human service agency. This training will overview information on the great diversity found among people who are Culturally Deaf, "little d" deaf, late-deafened, Deafblind and hard of hearing.

*Stipulations apply; call 651/431-5964 to see if your agency meets the criteria for a FREE training at your facility.

Note from the Treasurer - Membership Dues

It's that time a year again to turn in your \$15 membership dues. Please bring to first meeting or mail to HLAA Twin Cities Chapter, PO Box 8037, Minneapolis, MN 55408-0037. Please fill out the membership form on the last page of the Newsletter and include in your envelope or if you bring to meeting paperclip or staple onto your check or money. Thank you.

Marie Saliterman, Treasurer





Blue Suede Cruise

By Paul Tuveson

Excerpted from his Mayo Clinic presentation
"Technology"

◀ Paul and Dawn Tuveson

Years ago my wife and I were on a cruise ship with many other people whom I knew, as it was a hearing aid manufacturer-sponsored event. My wife and I were having a great old time in the back of the auditorium on this ship where the entertainment was being held for the evening.

We sat down after dancing to a song that had gotten us going. Then on stage they announced they were looking for three male volunteers. I immediately slumped in my chair as I didn't want to be called up. Since I was in the back at last row of tables I didn't think I had anything to worry about since there had to be at least a thousand people in this room.

I was wrong. When the gal came back to get me, she said she had seen me having a good time in the back and it was a no-brainer to bring me up to the stage.

I and two other guys were put in a room and told that we were to do an Elvis Presley Impersonation. I thought, "Who in the heck is Elvis Presley"? I mean, how would I know? We had no captioning on television while growing up so I rarely watched TV unless it was a sporting event.

Naturally I panicked a bit, didn't say anything to anyone, and then proceeded to make a fool of myself on stage. I won't tell you what my wife said I looked like while I was on the stage. After my embarrassing performance I went back to my table in the back. The couple that was with us were laughing along with my wife. "What in the world were you thinking?" they all wondered. I simply said "who the blankety blank is Elvis Presley?"

Of course, that brought more laughs. I said, "how would I know" and attempted to explain the disconnect that exists when you can't hear.

I would love to have had the opportunity to educate the entire audience on that ship, who were mostly hearing aid professionals and their spouses...



You Ought to be in Pictures.....

The Board and newsletter editor would like everyone to be aware that we do take pictures during our meetings and events. These pictures may appear in our newsletters, posters, and/or brochures.

If for any reason, you do not want your picture to appear, please let a Board member know immediately and we will make every effort to comply with your wishes.

Thanks and say "cheese",

Christine



From ABC news website:

The (US BANK) stadium claims to have the "largest, transparent ethylene-tetraflouoroethylene (ETFE) roof in the nation," according to its website.

According to the stadium...the ETFE roof "should make the stadium louder." ETFE is described as a "more acoustically reflective material."

Local audiology specialist Dr. David Geddes told ABC News that noise levels can reach up to 105 decibels inside the U.S. Bank Stadium, a level 10 times louder than other NFL football stadiums.

Geddes says any loud noise over 85 decibels could be potentially harmful if a person is exposed to it for a long period of time.

"The thing to remember with noise exposure is it's cumulative," Geddes explained. "So after several decades of attending concerts, football games, you can wind up with a permanent, noise-induced hearing loss."

Kansas City's Arrowhead Stadium boasts the world record for the loudest crowd roar at a sports stadium with 142.2 decibels. To put that number into perspective, it is just over two decibels louder than a jet engine at takeoff.

The Vikings plan to distribute free earplugs at the game.



One last word that I'm sure you will all appreciate, if you have made any business calls or inquiries by telephone in the last ten years. I was calling my health insurance company – with trepidation, since I do not do very well on the phone, and the captions don't always save the day either.

I got the usual "Our representatives are busy helping other customers. Please stay on the line..." and then the hopeful pickup sound, followed by "we are implementing a new system to help reduce the length of the calling queues..." (CLICK).

Right. I guess that would do it.

You might not be able to do everything at once, you can however do it all in one place.



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Our next meeting is September 17, 2016

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Twin Cities Chapter Welcomes You!

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Meetings are held the 3rd Saturday of the month September through May at the Courage Kenny Rehabilitation Institute 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).

Please visit the chapter's web-site at www.hlaatc.org or visit us on Facebook: groups/HLAA-TC.