

# HLAA TC

# October 2017



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:

October 21, 2017

Mary Hogan  
Immigration & Customs  
Enforcement  
*Overview of Program/services*

November 18, 2017

### **CONFERENCE**

### ***Living Well With Hearing Loss***

St Louis Park Recreation Center,  
3700 Monterey Drive, St. Louis  
Park, MN 55416  
9:30 AM to 2 PM  
**FREE**

December 16, 2017

Phil Burke, Andrew Palmberg  
Minneapolis Airport Commission  
*Promoting Equitable Access*

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### Officers' emails

- Christine Morgan - [president@hlaatc.org](mailto:president@hlaatc.org)
- Kathleen Marin [vicepresident@hlaatc.org](mailto:vicepresident@hlaatc.org)
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Contact Information - Minnesota

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HLAA National - Maryland

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

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*  
October 2017

Happy October,

October is “protect your hearing month”. It is also “breast cancer awareness month” and the list goes on and on. Of course, we’ve all been touched and pretty much have an understanding of hearing loss. I’m also sure that each of us has been touched in some fashion by the devastation of breast cancer, either personally or through family and/or friends.

This month, our speaker is Mary Hogan from Immigration and Customs Enforcement (ICE). This is a great opportunity to better understand what they do and why. You may find it is quite different than what you thought.

Even though Thanksgiving is the “official” time to be thankful, I want to take this opportunity to talk about being thankful relating to HLAA-TC. We have so many wonderful members, friends, family, etc. However, right now I want to talk about being thankful for our supporters -- those who make and keep our organization strong and viable.

We have a strong and dedicated Board who gives hours upon hours of their time and efforts.

We have wonderful volunteers who help us set up for meetings and clean up afterwards.

We have a hardworking conference committee who put in an amazing amount of time and effort to secure speakers, donations, and vendors, as well as all the planning, printing, etc. for our November conference. In fact, they are still working hard as the date gets closer.

We have at least 24 volunteers who have come forward to help us with our first *Living Well with Hearing Loss* conference. Wow!

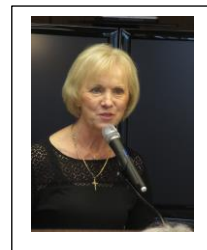
We are thankful for our newsletter editor (and her photographer husband) as well as our greeters.

We are thankful for our speakers who provide their time and expertise without compensation.

We are thankful for all those who have supported this organization by giving their time, efforts, donations (both financially and materially) and have helped in so many other ways.

**THANK YOU! ONE AND ALL!**

*Christine*



## Accommodations!

### Hearing accommodations for November Conference:

HLAA-TC plans to provide real-time captioning (CART) for the conference presentations.

Looping will also be provided.

All announcements will be captioned

## Featured Speaker

October 21, 2017



*Mary Hogan*

## Homeland Security

Mary Hogan has been the Community Relations Officer for the Department of Homeland Security (DHS) Immigration and Customs Enforcement (ICE) since September, 2016.

While this formal program is new to ICE; it has been long understood that community engagement is necessary in building trust between law enforcement and the communities where they serve. This position essentially solidifies that understanding and weaves it into the basic structure of the agency.

Prior to this Community Relations position, Mary worked in Victim/Witness services for almost twenty years. She served on her local Board of Education for twelve years as both a member and Vice-president. Mary is also a veteran of the US Army.

### Upcoming Calendar Items

**Deaf and Hard of Hearing Services** has a free diversity training coming up: Survival Sign Language on Wednesday, November 1st. It will be held at the Golden Rule Building.

To Register:

Phone: (651) 431-5940 (or use your preferred Telecommunications Relay Service) or Email: [dhhs.metro@state.mn.us](mailto: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.

**Adult Cochlear Implant Social Group** Sunday, November 12, 2017, 1:00-3:00 PM

Shoreview Library 4560 Victoria Street North Shoreview, MN 55126 Library Phone: 651-724-6006

Host: Kristen Rasmussen 651-357-6059

We will be meeting in the Community Program Room. You are welcome to bring a spouse, partner, friend, family member, and/or significant other to any of these events! If you would like to bring a refreshment to share that would be wonderful!

***Please come to the HLAA-TC Hearing Loss Conference!***

***Register Online at [www.hlaatc.org](http://www.hlaatc.org)*** Click on the flyer on the Home page.

**Living Well with Hearing Loss Conference - Free Admission**

**Saturday November 18, 2017**

**St. Louis Park REC Center**

**3700 Monterey Dr, St Louis Park, MN 55416**

The Free conference will be held on the Regular November Meeting Date for HLAA-TC .

It is intended to be a unique opportunity for getting information on hearing loss, technology of all kinds, assistive devices, support and other resources. The free conference fits with the HLAA mission of education, support and advocacy.

***Presentations will have visual captioning (CART), an induction hearing loop and an FM System. Several people who do ASL interpretation will be at the conference, however, formal ASL interpretation will NOT be available).***

**Schedule**

**9:00 AM Doors Open – Registration - Visit Exhibitor Tables**

**10:00 -10:45 AM: First Program Tony Strong** , National Sales Manager for **Williams Sound** will discuss: “Which wireless technology is right for me?”

Tony will cover today’s technology tools to meet ADA compliance for performing arts centers, Houses of Worship, and college campuses for hearing solutions, and Assisted Listening. We will discover where when and how the right technologies can be employed for your venue. *Williams Sound is a Twin Cities based Manufacturing and Installation Company.*

**Visit Exhibitor Tables**

**1:00 -1:45PM Second Program** Representatives from **CATSS, the Center for Applied and Translational Sensory Science** at the **University of Minnesota**, will discuss: “Advances in Hearing Technology” - the current research and development to help people with hearing loss. *The University of Minnesota Center for Applied & Translational Science is doing research to solve problems faced by people with sensory deficits such as low vision or hearing loss.*

**1:45 PM Door Prize Drawing (Announcement will be captioned)**

**2:00 PM Adjourn**

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**Door Prizes Seven Drawings at 1:45 PM**

**3 Target Gift Cards**

**2 Pairs of Tickets to The Brave New Workshop**

**2 Pairs of Tickets to events at  
the Cedar Cultural Center**

**YOU MUST BE PRESENT TO WIN.**



## HLAATC Living with Hearing Loss Conference

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Provides advocacy for communication access and equal opportunity for Deaf, Deaf-Blind and Hard of Hearing Minnesotans. <https://mn.gov/deaf-commission/>



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The University of Minnesota Center for Applied & Translational Science is doing research to solve problems faced by people with sensory deficits such as low vision or hearing loss. <http://catss.umn.edu/>



UNIVERSITY OF MINNESOTA

The Fairview – U of MN Audiology and Aural Rehabilitation Clinic evaluates hearing issues and prescribes hearing aids and implants. <https://www.mhealth.org/care/specialties/audiology-and-aural-rehabilitation-adult>



Dedicated to producing the great works of literature on 3 different stages – a mix of classical and contemporary plays. <https://www.guthrietheater.org/>



Custom-programmed, affordable digital hearing aids. Nationwide expert support. <https://www.hihealthinnovations.com/united>



A non-profit, Access-Oriented organization helping those with Hearing Loss. List of hearing-looped facilities. <http://www.loopminnesota.org/>



MHAPI and ENT provide both medical and nonmedical management of hearing loss with hearing aids and other devices. <http://www.mhapi.com/> <http://www.entsc.com/>



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Consulting services since 1926. Monique Hammond is a registered pharmacist, author, safety trainer, speaker and advocate for those with hearing loss. <http://moniquehammond.com/>



Provides education and advocacy for Deaf, Deaf-Blind, Deaf-Disabled and Hard of Hearing people. <http://thinkself.org/>



The State Organization on Arts and Disability. Helps make the Arts more accessible for people with disabilities. <http://vsamn.org/>



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# 1 in 5 Americans Has Hearing Loss



Join us at the **FREE** Conference:

## Living Well with Hearing Loss

Learn All About:

Hearing Loss

Hearing Aids

Cochlear Implants

The Newest Technology

Other Hearing Devices

Meet Vendors

FREE Refreshments

**SATURDAY**

November 18, 2017

9:30 AM to 2:00 PM

St. Louis Park

REC Center

3700 Monterey Drive

St. Louis Park, MN 55416

HLAA- TC: 763-447-9672

**FREE ADMISSION! Stay for DOOR PRIZES !!**

Many Exhibitors and Sponsors will be at the Conference

See Website: [www.hlaatc.org](http://www.hlaatc.org)



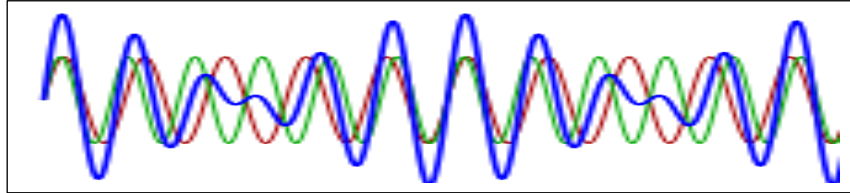
Hearing Loss  
Association  
of America

Twin Cities Chapter

<http://www.hlaatc.org/>



## **INTERFERENCE:** An Art Installation about Hearing Loss *Kathleen Marin*



I attended a multi-media art experience by Liza Sylvestre that explored her personal struggle to live in the hearing world while having a significant hearing loss. Liza is a graduate student finishing her Master of Fine Arts degree. In the notes to the installation, she described her conflicts over how much to reveal or conceal about her inability to follow conversations in certain settings, as well as a sense of constantly feeling exposed and vulnerable to judgment, something most of us can probably relate to. And something that people with normal hearing probably haven't thought about.

The way Liza portrayed hearing loss was fascinating. Whether it was strictly visual or multi-sensory, she put up barriers to understanding language and communication, producing a sense of confusion or even frustration. For instance, she had a series of handwritten notes pinned to the wall with individual letters redacted. Try as I might, I could not understand what was written. I just got pieces here and there, like conversation in a noisy environment. In another piece, called Background Noise, I wore headphones while looking at a video of Liza speaking directly to me, but there was a constant high-pitched buzzing noise that partially covered her words. My favorite was entitled Captioned, a series of clips from live action and animated films from the last 60 years. Liza wrote her own captions that described her attempts to use cues to understand what was happening, addressed how she can't read lips of cartoon characters, and related the movies to her own life, such as not being able to talk on the phone, not knowing much of our popular culture and therefore not being able to relate to other people, and missing out on so much in life.

This was a powerful and emotional evocation of life with hearing loss. I am hoping that it helped people who can hear to understand some of the challenges we face every day, especially with regard to communication. And I look forward to seeing more of Liza's work over the coming years. Her exhibition was at the Soo Visual Arts Center in Minneapolis from July 29 through August 26, 2017 and the project was supported in part by an award from the National Endowment for the Arts.

## SEPTEMBER 2017 MEETING SUMMARY

Kathleen Marin

President Christine Morgan opened the meeting at 10 am and introduced our guest speaker, Andrew Oxenham, PhD, the Scientific Co-Director of the Center for Applied and Translational Sensory Science (CATSS). Dr. Oxenham spoke about tonal distortion, or the alteration of sound from the original. There are 2 types of distortion, one of which is linear, and it happens all the time. This is essentially a type of filtering, such as the sounds of a person's voice being different due to the room acoustics or turning up the bass or treble when listening through loudspeakers. In each case, some frequencies are louder and some are softer, but none have been added.

The second type of distortion, non-linear, can be more disturbing. An example is turning up an amplifier or loudspeaker too high such that it cannot follow the wave form anymore, causing a crackling or crunchy sound. Essentially, the amplifier is changing the shape of the sound wave and adding new frequencies to the original sound.

Interestingly, the inner ear also produces a lot of sound distortion in the normal way that it functions. There are 3 rows of hair cells in the cochlea. The outer row of hair cells picks up quiet sounds and amplifies them, increasing their vibrations, so that we can hear those soft sounds. Loud sounds are not amplified. This gives us a large dynamic range, with the ability to hear quiet sounds while still coping with very loud ones. During hearing loss, many of these hair cells die or are damaged, and thus, don't amplify soft sounds. We are left with a smaller dynamic range, unable to hear quiet sounds or pick out speech or other specific sounds from background noise. If all the outer hair cells are lost, there might be a 60 or 70 decibel drop in hearing.

Dr. Oxenham also described another source of distortion in the cochlea. Most sounds are made up of multiple frequencies. The cochlea acts like a sound prism, separating out each of these individual frequencies and representing them in a different place on the basilar membrane. The hair cells help refine and sharpen the tuning of those frequencies. When the hair cells aren't functioning properly, as in hearing loss, the frequencies get smeared up instead of being sharp, and this causes our tonal distortion. It also makes it harder to hear more than one voice or instrument at a time.

Modern hearing aids also distort sound, but in helpful ways. One way is by compression, which means they amplify quiet sounds but not loud sounds. This gives us a wider range of sound intensities. Another type of sound distortion is noise reduction, or suppressing things you don't want to hear and enhancing the things you do want. Unfortunately, there are no hearing aids on the market yet with noise reduction that have shown a demonstrable improvement in speech intelligibility in noise. What they do is make noise less bothersome. Too much noise reduction can actually distort speech.

Given the importance of hair cells to hearing, a major focus of research is on regenerating damaged or dead hair cells. This happens naturally in birds, but not in mammals, including humans. Scientists are looking at using pharmaceuticals to persuade the hair cells to regrow. It is incredibly complicated, but there are now about 70 companies doing research in this area. So far, the clinical trials have been unsuccessful, but a lot of money and research is being poured into this field.

Another hot topic of research is synaptopathy, or hidden hearing loss. An example is the ringing in the ears and wooliness that occurs after a loud concert, but disappears in a day or so. It appears that it may lead to a loss of some of the connections between the hair cells and the auditory nerve, or the path that sends information from the ear to the brain. This does not seem to affect threshold, so it isn't picked up in a typical clinical exam,



*(September meeting summary, cont.)*

but eventually leads to difficulty picking out speech in noise. Some of the current questions are how to diagnose it (and get insurance to pay) and how to treat it.

After Dr. Oxenham's presentation, the members of the Board spoke. Treasurer Marie Saliterman encouraged everyone to please turn in their dues today and reminded us what a great deal this organization is for such a small price. Christine Morgan talked about HLAA's National Convention that will take place here in Minneapolis, from June 21 to 24, 2018 at the Hyatt. Then, Christine, Vice President Kathleen Marin, and Secretary Lionel Locke provided updates on the upcoming conference, Living Well with Hearing Loss. Christine will be asking restaurants and grocery stores to donate food and drinks. We all asked people to volunteer, with the goal of getting enough volunteers so that each person only needs to work for about an hour and can then spend the rest of the day enjoying the conference. Lionel took names and emails of each volunteer. We also emphasized the need to get the word out about the conference and bring as many people as possible to it. We asked members to take flyers and brochures to hang in their place of work, worship and/or fun, such as community centers, restaurants, bowling alleys, etc. We also asked each person to invite and bring at least one other person to the event, preferably more. As a reminder, the conference is Saturday, November 18 from 9am to 2pm at the St. Louis Park Rec Center. Christine closed the meeting at noon after Past President Monique Hammond said that she looks forward to seeing us at the conference with 20 guests each!

## Miscellany

Pioneer Press July 17, 2017

### From Ear to Heart and Back Again (Caryn Sullivan)

"...when Tani and I met after the recent gala, I asked how and why Starkey engages so many celebrities and what drives her to work so hard.

'If you think of people at the top of their game, hearing is critical in their level of success,' she said.' That's how they deliver their art; that's what keeps them in their game; that's what helps them respond and be themselves.' "

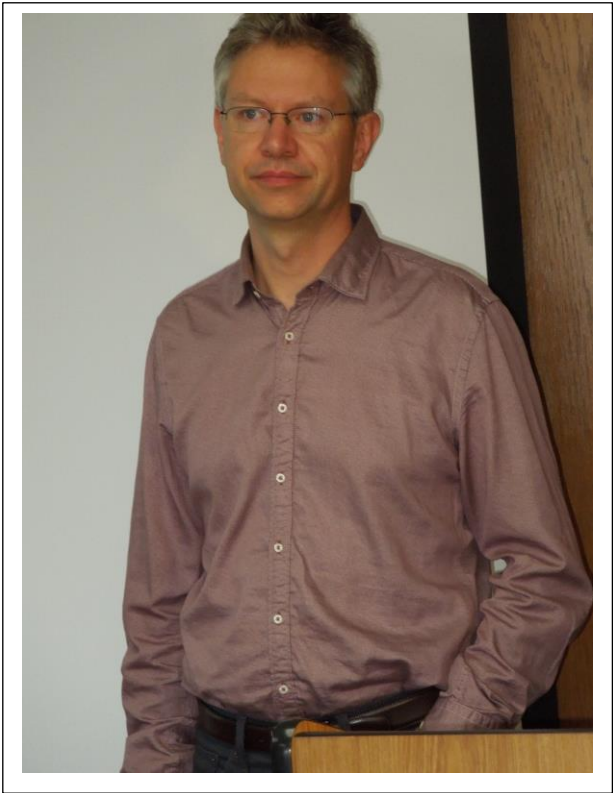
## A SPECIAL THANK YOU TO OUR VOLUNTEERS

Kathleen Marin

On behalf of the members of the HLAA Conference Committee, I want to take this opportunity to thank all of you who have volunteered to help us during the conference on Saturday, November 18. This conference will be more successful thanks to your participation, and we couldn't do it without you.

As part of the agenda for October's HLAA meeting, there will be an opportunity to select whatever volunteer tasks you would like to do, such as greeting participants and directing them to the meeting room, registering attendees, helping with the refreshments, etc. Please stay after the guest speaker for the second half of this month's meeting to sign up for an hour or even two during the conference. We also still have plenty of room for more volunteers! If you are interested in volunteering and haven't let us know yet, please send your name and email to Lionel Locke ([secretary@hlaatc.org](mailto:secretary@hlaatc.org)). Once again, thanks.

# Photos from September meeting



Fall is in the air



Autumn  
Trees



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HLAA TC  
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**Our next meeting is October 21, 2017**

### First Class

#### HLAA Twin Cities Chapter

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**Mail to: HLAA Twin Cities Chapter  
PO Box 8037  
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**Hearing Loss  
Association**  
of America

**Twin Cities Chapter Welcomes You!**

**President - Christine Morgan -**  
president@hlaatc.org

**Vice President – Kathleen Marin**  
vicepresident@hlaatc.org

**Secretary – Lionel Locke**  
secretary@hlaatc.org

**Treasurer – Marie Saliterman**  
treasurer@hlaatc.org

**Contact Info. -** info@hlaatc.org

**Photos** – various contributors

**Newsletter Editor -**  
Vicki Martin, editor@hlaatc.org

**Meetings are held the 3<sup>rd</sup> 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. Accommodations: All meetings are real time captioned by Lisa Richardson and her staff of *Paradigm Captioning* ([www.paradigmreporting.com](http://www.paradigmreporting.com)). The meeting room is also looped for T-coil or receiver.**

**Please visit the chapter's web-site at [www.hlaatc.org](http://www.hlaatc.org) or visit us on Facebook: groups/HLAA-TC.**