

HLAA TC

December 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:

December 16, 2017

Phil Burke, Andrew Palmberg
Minneapolis Airport Commission
Promoting Equitable Access

Annual pot luck, gift exchange and cookie sale!

January 20, 2018

Office of Mary Hartnett, MCDHH
Legislative Update

February 17, 2018

Center for Applied Translational
Sensory Science
CATSS research update



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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
December 2017

HLAA-TC President's Message

Season's Greetings!

Where did the year go? Yikes!

What a terrific First Annual HLAA-TC Conference we had in November. Well over 100 people attended the conference. We had many positive comments and signed some new members and newsletter subscribers. We also added some needed income to our bank account. Most importantly, we got the word out that there are products and/or services that make the challenge of hearing loss at least a bit (if not a lot) less overwhelming.

You know the old saying, "it takes a village....." Well in this case, it surely did. We could never have done it without all the hard work and time spent by the Committee and all the dedicated volunteers who gave their time and efforts towards making this conference a success. Our vendors and supporters donated time, products, door prizes, refreshments, and financial support. I want to extend my sincere thanks (and those of the Board) to all of you.

December is a busy month for everyone but don't forget our annual holiday party and meeting on December 16th. We will have a presentation by the Minneapolis Airport Commission on accessibility. Our airport is considered one of the best in the country and their efforts to meet our needs are ongoing.

We will also be having our cookie exchange (bring a dozen of your favorite homemade or store-bought cookies for our elves to package and sell), our white elephant gift exchange (no elephants please! Just a wrapped, unmarked gift.), and our potluck (again homemade or purchased). We have had some memorable holiday parties, particularly with the white elephant gifts. Some are clever, funny, and the exchange is a lot of fun.

So please put the date in your calendar and don't miss the morning of fun, friendship and food.

Best wishes for a safe, and healthy holiday season to all of you,

Christine





Kathleen Marin, Vice-President

Meeting Summary November 18, 2017

Rather than a traditional meeting, our chapter hosted the “Living Well with Hearing Loss” conference from 9 am until 2 pm. It was a resounding success. President Christine Morgan welcomed everyone in the morning and encouraged them to visit the exhibitors’ tables and to return for our first speaker at 10 am. Tony Strong, of Williams Sound, was our first presenter. He spoke about looping, including how it works and is installed, and the new law regarding looping and acoustics in public buildings in Minnesota. His speech was so well attended that we had to add an extra 15 or so chairs! He fielded quite a few questions during and after his presentation. Tony also set up the loop in the area used by the presenters, no small task.

The second speakers were from CATSS, the Center for Applied Translational Sensory Science. Peggy Nelson, PhD discussed new trends in hearing loss research, including understanding speech in noise, brain plasticity, and having patients adjust and regulate their own hearing aid programs. Liz Anderson, PhD explained the makeup of the CATSS program as an interdisciplinary organization translating basic scientific research into functional devices that can maximize the quality of life of people with sensory loss. She then described a study investigating the link between hearing loss and cognitive decline. Both presenters encouraged us to participate in studies at CATSS and to contact them with our ideas for future endeavors. Just as with the morning presentation, the seating area was full and empty seats were hard to find.

We had numerous exhibitors to visit when people were not listening to the presentations. There was a nearly constant flow of visitors to these tables and participants were able to ask questions and receive information about a wide range of subjects relating to hearing loss. Quite a few people made purchases of new and helpful technologies. Our exhibitors included representatives from technology companies, hearing aid manufacturers, cochlear implant manufacturers, non-profit and advocacy organizations, live theater, audiology and ENT departments, caption phones, researchers, and our own Monique Hammond with her book, What Did You Say?

Free refreshments were available and were provided by Lunds and Byerlys. They were a big hit.

We estimated that we had over 100 people attend the conference. That is in addition to the presenters and exhibitors. We also had about 25 volunteers help us out. Thank you again to all of you who volunteered in any way. You helped to make this a great success. I heard many compliments about our volunteers during the

(Meeting Summary, November 18, cont.)

course of the day. We were able to accomplish our goals of providing education and advocacy to the public regarding hearing loss and how to live well with it.

At about 1:45, Christine handed out door prizes to Target, the Brave New Workshop and the Cedar Cultural Center. The conference concluded at 2 pm.

What do Lions do?

“Lions meet the needs of their communities and the world, ranging from assisting the visually impaired and working with local youth to medical missions and disaster relief.”

To this impressive list, the Wayzata Lions add -- supporting the local Hearing Loss Association of America chapter in the Twin Cities!

We would like to send a heartfelt thank you to the Wayzata Lions for their generous donations to HLAA-TC. Their continued support year after year has enabled us to carry out our mission to help people with hearing loss.

THANK YOU, LIONS!



LIVING WELL WITH HEARING LOSS CONFERENCE 2017

In March of 2017 the HLAA-TC Board of Directors declined to participate in the Walk4Hearing. The Board immediately started making plans for a conference that would provide information on hearing loss, technology of all kinds, assistive devices, support and other resources.

Fast forward to Saturday November 18, 2017 at the REC Center in St. Louis Park: over 150 people attended the event, including our members, volunteers, company vendors and exhibitors, and the public who were interested in learning more about living with hearing loss.

We wondered if it would attract our members, the general public, supporting companies, and would this conference be a better source of funding than the Walk. The answer is a resounding YES. Our members participated in planning, organizing and showed up at the Rec center on Saturday morning.

We received many positive comments and some new members. The public came and appreciated the content and the quality of information available. Exhibitors were very pleased with the attendance and want to plan for next year. All in all, it was an event worth doing and worth doing again.

Thank you to all who were a part of the Conference. Please stay tuned for the second act.

Lionel Locke, Secretary HLAA-TC
Representing the HLAA-TC Board of Directors

Introducing our December Speakers



Phil Burke



Andrew Palmberg

Minneapolis Airport Commission

Phil Burke is the Director of MSP Operations at the Minneapolis-St. Paul International Airport (MSP), the largest of seven airports owned and operated by the Metropolitan Airports Commission.

Phil joined the Metropolitan Airports Commission (MAC) in 2001 in the Commercial Management and Airline Affairs department. Three years later, he was named the Assistant Director of MSP Operations/Facilities. In 2013 Phil was promoted to the Director of Operations at MSP. Prior to joining the MAC, Phil worked for Mesaba Airlines.

He earned a Business Administration degree from the University of North Dakota with a major in Airport Administration. Phil also earned a Master's degree in Organizational Leadership at Bethel University in June 2014.

Andrew Palmberg has been involved with the Travelers with Disabilities Advisory Committee (TDAC) for the past four years and is currently serving a third year term as president of the committee at the Minneapolis - St. Paul Airport.

Mr. Palmberg represents the Commission for the Deaf, Deaf-Blind, and Hard of Hearing Minnesotans (MNCDHH) on the committee and has a passion for improving accessibility for transit-oriented facilities.

Mr. Palmberg also currently works as an architectural drafter and he brings an accessibility perspective to the committee through his lens of architecture and design and with an eye for details.



Airport Adventures

Kathleen Marin



Since our next presenters are from the Metropolitan Airport Commission, I thought I would write about my most recent travel experience to get us in the mood. I was returning home from visiting my family in Georgia, and had to deal with the Atlanta airport, the country's busiest airport, alone, with no communication partner.

I decided to use curbside check-in. The agent was personable, talkative, and friendly, and I understood almost nothing of what he said. Between his southern accent, the ambient noise and my poor hearing, I got maybe 25% of the conversation. Fortunately, I am an experienced traveler and know pretty much what questions will be asked and in what order. That, with some speech reading got me through. But I sure wish I could have understood what appeared to be funny stories about his family.

Once inside, I looked at my ticket and discovered that I was TSA Pre-check. Yay! That meant "shorter" lines for security. There are no short lines in Atlanta. I decided to share my hearing loss with the TSA official checking my ticket and ID. I didn't want any misunderstandings there, and she had a soft voice with a beautiful southern accent and looked mostly at her computer and my ticket, not me. Definitely a perfect set-up for mistakes in communication. But all went well.

Then there was the line for the scanner. The agent there kept repeating, almost shouting, instructions at us. I understood nothing, especially since he kept looking around as he spoke. I had only one question. As a TSA Pre-Check, I normally get to keep my shoes and sweater on, but I wear clogs, which almost always cause problems at the scanner. I wanted to know what to do. I asked, he answered, but I couldn't understand what he said. So I asked again. Each time, he turned away from me so I had no idea what his response was. I gave up and took off my shoes.

Then it was time for lunch. The food court was even noisier than the rest of the airport. When I ordered, I couldn't hear the cashier's comments. I just faked it. I could read the menu and the cost. Good enough. Hopefully I smiled and nodded appropriately.

When I got to my gate, I discovered it had been changed. Of course, I never heard the announcement. The nearest set of information monitors was about 2 gates away. I found my gate, yet another 2 gates down and settled in. As the time came for boarding, I realized our plane wasn't there. So I walked down to the monitors. Everything was still set. I walked back and relaxed. Then, there was an announcement. I couldn't hear it, but knew they were saying something about my flight. So I walked back to the monitors and found my new gate and new departure time. I went there and settled in again. This time, I started chatting with the people around me.

(Airport Adventures, cont.)

Once again, the time came for boarding and our plane wasn't there. This time, I relied on those around me rather than walking to the monitors. Sure enough, there was an announcement. Our flight was now on a different concourse and the plane was there and we needed to hurry! When I got off the train, our gate was mobbed with people! How did they all arrive before me? I asked 2 different passengers what was happening and they didn't know, so I decided to just move closer. I found the line I needed to be in, settled in and waited to board. Then came another dreaded announcement, which, of course, I didn't understand. So I tapped the person standing in front of me, explained about my hearing loss, and asked, "Is there anything I need to know from that announcement?" He paused, then replied, "Just that we have to wait longer." We both started laughing.

What did I learn other than that you can easily get your 10,000 steps in during a delay at the Atlanta airport? First, most airlines have their own app which is simple to download and can alert us to changes in flight status. I'll be sure to use that next time. Secondly, that a hearing loss counts as a reason to pre-board, along with families with small children. It can also qualify us for special treatment in that an airport worker can accompany us and make sure we get to the right gate. That may be helpful for an inexperienced traveler. Third, advocate, advocate, advocate! We need important announcements printed on the monitors at the gates. It's not just people with hearing loss who can't understand announcements. People who speak English as a second or third language are in the same boat. We need airport workers to look directly at us when they speak to us. And it would be very nice to have looped areas, in gates or food courts, for instance. Finally, most people are willing to help out when I ask them.

2017 HLAA-TC December Meeting and Holiday Party

December 16

9:30 coffee and conversation

10:00 AM meeting begins: Minneapolis Airport Commission,
Promoting Equitable Access

Pot luck lunch, cookie sale, and white elephant gift exchange



911 text option available!

Excerpted from the St. Paul Pioneer Press, December 7, 2017

By S. M. Chavey

Minnesotans have been dialing 911 for emergency help since 1968. On Tuesday, the state rolled out a statewide program allowing Minnesotans to text 911 for help as well.

State officials still encourage calling 911 when possible, but texting is a first option for the deaf, deaf-blind, and hard of hearing. And it's an alternative option for those who might put themselves in jeopardy by calling... This also is the first time Minnesotans with limited ability to hear or speak will be able to communicate directly with emergency services.

About 20 percent of Minnesotans — or more than 1 million people — are deaf, deafblind or hard of hearing, according to the commission. Because texting takes much longer, officials emphasized that it should only be used if calling is not an option.

HOW TO TEXT 911

The Minnesota Department of Public Safety's dos and don'ts:

- DO enter the numbers 911 in the "to" field.
- DO text your exact address and type of emergency. (Dispatchers will not automatically have location information.)
- DO send the message.
- DO use simple words.
- DON'T use abbreviations. (Not all dispatchers understand them.)
- DON'T use emojis. (Dispatch centers cannot receive them.)
- DO keep the message to 160 characters or less. (Longer texts may be received out of order or not at all.)
- DO answer questions and follow instructions quickly.
- DON'T send pictures or other multimedia. (Dispatch centers cannot receive them.)
- DON'T text if you're able to call.
- DON'T text and drive.
- DON'T text 911 just to try it out. (Texting or calling 911 with a false report is a crime.)

Calendar Items

Adult Cochlear Implant Social Group Holiday Party!!!

Sunday, December 10, 2017 1:30 – 3:30 PM

Dakota County Wentworth Library 199 East Wentworth Ave West St. Paul, MN 55118 651-554-6800

Host: Shirley Draine and Audrey Diesslin

It will be held in the large meeting 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! We will mingle and eat at 1:30 PM. At 2:00 PM we will be seated in a circle for questions, discussion, answers, more eating, and mingling!

Coming in 2018: HLAA National Convention in Minneapolis, Minnesota! Stay tuned...

Scenes from the conference November 2017

Exhibitors



Scenes from the conference November 2017

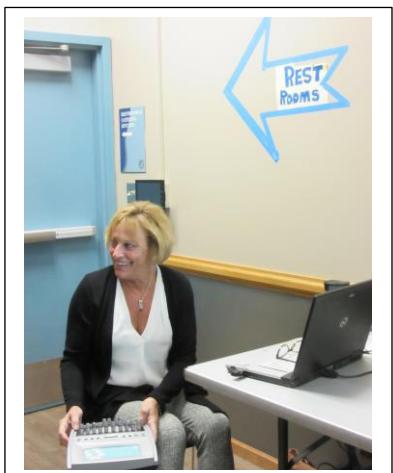
It was a busy day!



From individuals to crowds...



From conversation to cleanup..





Wayzata Lions Club

Provides real-time captioning and other support services to the TC/HLAA with their generous donations.

Jerri McMahon, BC-HIS
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**Our next meeting is:
Hearing Loss Conference, December 16, 2017**

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Twin Cities Chapter Welcomes You!

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Photos - Christine Morgan, Kathleen Marin

Newsletter Editor -
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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.
Accommodations: All meetings are real time captioned by Lisa Richardson and her staff of *Paradigm Captioning* (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 or visit us on Facebook: groups/HLAA-TC.