

# HLAA TC April 2019



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:

### April 20, 2019

Dr. Jason Leyendecker, Aud. D.  
*"I'm sensitive to sound but I can't hear either - what's going on?"*

Also: show and tell "App Time"

### May 18, 2019

Bingo "Fun Raiser"  
Season-end pot luck lunch

### Summer 2019

Activities to be determined  
(Watch this space!)



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## Officers' emails

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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  
President's Message HLAATC  
April 2019

## ***Happy April! Flooding instead of snow.....***

We had an excellent meeting in March with lots of members and guests attending. Kristen Swan presented an interesting and informative session. Following, just under 20 people participated in CPR training (some hands-on only and others full certification training) provided by Heart&Soul.

This month, we have Dr. Jason Leyendecker, from Audiology Concepts. The second half of the meeting is going to be devoted to "show and tell" regarding SmartPhone Apps. So bring your favorite phone and app with you to share with others. Most of the apps are free, or low cost. Many are established and a few are beta versions. Please limit apps to those that can help pretty much everyone with hearing loss, not hearing aid or CI specific.

In May, in lieu of our silent auction, we are going to play bingo for prizes. You can help by asking your favorite restaurant, store, etc. to donate a prize, gift certificate or donate a prize yourself. All prizes must be new and gender neutral. The more prizes, the more games we get to play. Bingo supplies (cards, markers, etc.) will be supplied. Don't miss the fun.

Then, we break for the summer but watch your e-mail. We may have one or two member happenings this summer. The Board is working on

some new benefits of membership. We already have an exciting line-up for the Fall presentations. Watch for future newsletters for information. If you would like to hear a specific topic or speaker, please let a Board member know.

I know the April meeting falls on a holiday weekend, but I hope you will be able to join us and not miss this important session. If you are unable to attend, I wish you a safe, peaceful holiday!

*Christine*

## **April App Time!**



Show and tell! Bring your favorite app to describe and demo

## **May Fun Raiser!**



**Win a prize!**

## April Speaker



*Jason Leyendecker*

### **“I’m Sensitive to Sound, but I Can’t Hear Either – What’s Going On?”**

As a graduate of A.T. Still University’s residential program in 2010, Jason started working in a private practice in Edina, Minnesota. He served as lead audiologist until June of 2017, when he purchased his practice, Audiology Concepts. The primary focus of this practice is audiology and hearing devices, and it includes a separate tinnitus clinic.

In his short tenure Jason has served on several committees and is a board member for the Minnesota Sight and Hearing Association and Minnesota Academy of Audiology. Jason has served as adjunct assistant professor at A.T. Still University since 2016, teaching the tinnitus management course.

When not at Audiology Concepts, you can find Jason spending time with his family in the great outdoors of northern Minnesota.

## **Summary of the March 16, 2019 HLAA Meeting**

*Christine Morgan, HLAATC President*

President, Christine Morgan, called the meeting to order. After the usual introductions, etc. Christine mentioned a potential member who lives by Lake Harriet but doesn't feel comfortable driving on highways. If anyone is willing and/or able to help, please let one of us know.

The second half of the April meeting will (after some brief words from the Board) be devoted to sharing information about apps on our smart phones. These should be apps (not related to your particular hearing aid) that almost anyone with a smart phone can use. Many are free, beta versions or low cost. Think: Apps that can make our lives with hearing loss easier.

In May, along with our Potluck, we are going to play bingo for prizes. This is in lieu of a silent auction. Ask your favorite restaurant, store, etc. to donate a prize, gift certificate or donate a prize yourself. Prizes must be new and gender neutral. Don't miss the fun and games.

Christine also mentioned that it is illegal to try to pass an animal off as a service animal. We have some posters from the Minnesota Council on Disability if you would like one to post.

Christine introduced Kristen Swan, a licensed psychotherapist and psychologist who has worked with Regions/HealthPartners for 28 years. She works with people with all levels of deafness or hearing loss or their families. Kristen is also a fluent signer who also has hearing loss.

We all have a need to belong, to have a sense of community, to be effective in our communication with one another, as well as a sense of ourselves and positive self-esteem. We also need personal validation, acceptance and respect from others. We need to have a sense of purpose and contribution and that sometimes changes when we have progressive hearing loss. Hearing loss also impacts our feeling of independence in caring for ourselves.

Dr. Michael Harvey talks about the crisis of hearing loss. Degrees of crisis might depend on circumstances of your hearing loss, your personality, important relationships around you, as well as your resilience and resources. There can also be profound grief and fear. It can also be frustrating for you and your partner(s). It can either strengthen or crush the spirit.

The hearing loss journey can be an opportunity to learn, be flexible, and take on a new perspective. When we connect deeply with a human in crisis, we are changed ourselves. This can result in more intimacy and connectedness. Because we all

*(meeting summary, cont.)*

our own baggage to a relationship (personality, experiences, skills, etc.), the crisis of hearing loss exacerbates existing problems or issues. Change is inevitable. No one likes and most resist change. At least some stress is involved. The friction can cause relationships to break apart. All situations are unique.

The communication partner must look inside themselves before they can truly understand and be compassionate. They might also feel a need to protect their partner, which might feel oppressive to the person with hearing loss. Communication partners need to be informed and understand the myths surrounding hearing loss. They might feel sad that this is happening to their loved one. The impact on personal relationships is quite profound and complicated.

“Conversation is the cornerstone of social interaction and social life”. To run smoothly, some things need to be negotiated and coordinated. There are also rules of politeness and listening. With hearing loss, there is a loss of spontaneity. It takes repetition and a lot more work. A louder volume is often interpreted as aggression or anger.

People with hearing loss need more time to process sound. They have to filter out background noise and try to understand the actual message. The extreme concentration leads to stress and fatigue for the person with hearing loss. The result is often less initiation and interaction between the two people. Tinnitus also interferes with the listening process.

Sometimes the person with hearing loss dominates the conversation so that they don't have to listen so hard. There is a loss of playfulness, intimacy and pillow talk. One or both withdraw. This is especially true for the person with hearing loss at gatherings. They often have a sense of feeling invisible, marginal and being in the periphery. Isolation is a real danger.

Partners may have to set some mutual goals. The communication partner can use clear speech. Pay attention to the consonant sounds and saying all of them. Stress certain key words and use appropriate gestures. Give nonverbal cues. Don't enable or allow the relationship to be codependent. This can be a source of resentment and makes the person with hearing loss feel that they can't take care of themselves. Understand that their reality is their reality. Have realistic expectations and validate and respect each other.

The person with hearing loss needs to let the communication partner know what, if or how much they understood. It is important that you do not bluff. Use any available assistive listening devices. Practice good self-care. Avoid over-apologizing for your loss. Acceptance and behavior change is a process.

Christine will bring copies of Kristen's handouts to the April meeting as we ran out (digital copy also available from Christine). Christine called for a short break and suggested that people take the new HLAA-TC information cards and some brochures to distribute.

(meeting summary, cont.)

Heart and Soul CPR then had a session for hands-on training first. The participants got to use the mannequins with the help of the two trainers who went through the steps and instructions with the group. Everyone doing CPR is covered by the Good Samaritan Law.

The hands-on only group left and the instructors began instruction for the CPR certification class, which includes classroom and practice on the mannequins and using an AED. While compressions are the most important part, full CPR includes respirations (giving breaths). Students were given disposable pocket masks.

Students were taught the difference between cardiac arrest and a heart attack. A heart attack can lead to cardiac arrest. It is important to act quickly and call 911. CPR combined with an AED provides the best chance of saving a life. Trainers provided everyone with a skill sheet and tested the student's skill at the end of the session. Certifications will be emailed to those who completed the course successfully.

Class adjourned at 2 p.m.



## Job Posting

Marie Koehler submits the following job posting at DHS:

**Telephone Equipment Distribution Program (TED) administrative assistant position (OASI).**  
This position is now open for interested individuals to apply. (Job ID #31401)

### REGISTER

1. Visit the State of Minnesota Careers website at [www.mn.gov/careers](http://www.mn.gov/careers)
2. Click on the External Applicants link, which will take you to the Job Search Page.
3. To register, click New User in the top right corner of the Job Search Page.
4. Create a User Name and Password, then enter your contact information.
5. After reading the Terms and Agreements, check the box "I agree to the Terms & Agreements."
6. Click the Register button.

For assistance, contact the helpdesk at 651-259-3637 or [careers@state.mn.us](mailto:careers@state.mn.us)

## Mike Schneider memorial

A memorial service for former HLAA-TC member Mike Schneider will be on Saturday, May 11 at 11:00 with a light luncheon to follow at the church. The (small) church is Metropolitan Baptist, 2829 W. 102nd st, Bloomington, 55431. If you would like to share a memory at the service, let Barb know (763-227-6439).

## ***Good to Know***

### **Accessible Emergency Communications in Minnesota**

#### **Including ASL interpretation & real-time captioning**

If you are DeafBlind or prefer to watch the video in a slow-paced, high contrast format, watch the [DeafBlind friendly ASL version](#) instead.

#### **FLOOD SAFETY**

Deaf and Hard of Hearing Services (DHHS) staff want all deaf, deafblind and hard of hearing Minnesotans to know how to stay safe when there is danger of flooding.

**Here are some steps you can take to prepare:**

- Follow the Federal Emergency Management Agency's (FEMA) tips to [Be Prepared for a Flood](#)
- Watch FEMA's [Flood Safety video](#) in ASL with English captions.
- Sign up for emergency alerts. In your Internet browser, type your county name and "emergency alerts" to learn about the alerting services in your area. For example, "Ramsey county emergency alerts."
- Watch your local news for updates on flood danger in your area.

Do you think you might need additional support in an emergency? Contact your [county emergency manager](#). Click on your county name to find contact information.

### **Ask MNCDHH: Available Services for People with Age-Related Hearing Loss**

#### **You ask, we answer**

**Question: How do we access your services for assessment for our elderly mom?**

**Answer:** Thanks for your question! The Minnesota Commission of the Deaf, DeafBlind & Hard of Hearing (MNCDHH) does not provide any direct services to the community. We have a different role, which is to advocate for policy changes and improvements in systems. This includes healthy aging by recognizing the importance of age-related hearing loss as a public health issue. You can learn more about that by visiting our [Hearing Loss Matters website](#) and by watching the [documentary film by the same name](#), which MNCDHH co-produced along with TPT Twin Cities PBS.

Depending on the type of service you are referring to, you might be interested in contacting the [Telephone Equipment Distribution program \(TED\)](#), which is a part of the Department of Human Services' Deaf and Hard of Hearing Services Division (DHHSD). Depending on income, they can offer equipment like captioned phones or amplified phones to provide access to phone communication for people who are deaf, deafblind, or hard of hearing.

If you are looking for other types of services, we would recommend you contact the [Deaf and Hard of Hearing Services division office](#) in your region. They offer information referral to the appropriate state or private organization for support.

# **Wanted:**

## Your feedback on CART captioning services by 4/19

### **Have you used Communication Access Realtime Translation (CART) captioning services?**

The Minnesota Deaf and Hard of Hearing Services Division invites **you** to share your feedback on CART captioning services in Minnesota. Your valuable feedback will help us find gaps and ways to fill those gaps. If you choose to give comments, any information that identifies you is private.

**How do you share your feedback?** It's easy! Click on the link below, fill out and submit the survey by **5:00 pm, Friday, April 19**. It will take about 10-15 minutes of your time.

[Click here to take the survey](#)

**Do you know someone who would like to share feedback?** Please feel free to forward this email.

### **What is CART?**

- CART is live captioning services provided at live entertainment, work, education, or other events.
- CART **is not** captions on television, the phone, the Internet, or at movie theaters.
- Want to learn more about CART? Watch this [video about CART](#).

### **What if I haven't used CART, but I would like to know more?**

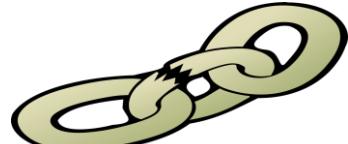
- Watch this [video about CART](#) to learn more.
- Complete the survey!

**Do you have other questions?** Contact Teika Pakalns at [teika.pakalns@state.mn.us](mailto:teika.pakalns@state.mn.us) or 651-317-3313.

### **Links tip!**

You may have found that you are seeing more links in the e-version of the HLAATC newsletter these days! To follow a link to a video, website, or email address, hover the mouse over the link object. You may see instructions to follow the link, as follows: “Ctrl + Click to follow link”. Hold down the ctrl key and left-click on your mouse. The website (or video etc.) will automatically open for you.

If it does not automatically open, you can right click on the link object, select “copy hyperlink” (left click) and paste into a search bar.



## Community Survey on Text-to-911 in Minnesota

### Have You Used It? Did It Help?



Text-to-911 has been available statewide in Minnesota since December 5, 2017. It is coordinated by the Minnesota Department of Public Safety Emergency Communication Networks Division (DPS-ECN) as a vital alternative to calling 911 in an emergency.

Individuals who are deaf, deafblind, hard of hearing or those with a speech disability may use Text-to-911 as a first contact option. It is one of several options you have depending on your unique communication preferences and devices.

Please take this survey and let us know if you are prepared to use Text-to-911 in an emergency in Minnesota if you need it. If you have already tried the Text-to-911 service in our state, we are interested in learning about your experience.

[Yes, I want to take the Text-to-911 survey.](#)

And always remember this motto, *"Call if you can, text if you can't."*

### Why restaurants became so loud — and how to fight back

Julia Belluz writes: "Both Zagat and Consumer Reports surveys have found that excessive noise is the top complaint diners have [about restaurants], ahead of service, crowds, or even food issues."

Does this reflect your experience too? Is there light at the end of the tunnel? Read her article [here](#).

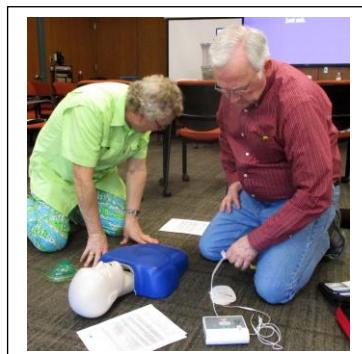


### Sleep and hearing loss

Kellen Smith, Community Relations manager for Tuck Sleep, a community devoted to promoting sleep health awareness, writes, "Our research team found that hearing issues and deafness contributed significantly to poorer sleep quality and the development of sleep disorders like insomnia." Read the full article [here](#).



## March 2019 Meeting Photos





### Wayzata Lions Club

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

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**Next meeting: April 20, 2019**

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Meetings are held the 3<sup>rd</sup> Saturday of the month September through May at the Courage Kenny Rehabilitation Institute in Golden Valley (3915 Golden Valley Road), 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.