Babes in carriers, toddlers in strollers, walkers and joggers of all ages. And dogs! They were all represented at the third annual Walk2Hear Vancouver in Jericho Beach Park. Each year, we have been blessed with good walking weather and sunshine, for our gathering. If you want to see a great many smiling faces, among the 100 registered walkers go to http://www.chha-bc.org, or to www.chhavancouver.com and click on the link to play the slideshow.

The Grand Prize donated by Air Canada Foundation, of two economy class return tickets to anywhere in North America Air Canada flies, including Hawaii and Mexico, was won by Linda Franchi, Head of Employment Counselling Department at Western Institute for the Deaf and Hard of Hearing. Thanks to Miron Gazda, Air Canada employee, and CHHAVan

Continued on page 2
If you don’t know where you’re going, you will end up some place else. Set goals!

This was the theme of the CHHA-BC Chapter board meeting, when we met October 26th, 2013 in the Resource Centre Board Room in Chilliwack.

In the months preceding this meeting, the board has held online discussions in regard to the suggestions and concerns expressed by the membership at our World Cafe in May, 2013. These concerns can be grouped under four headings: Advocacy, Education, Training, and the Social Construct. As well, they reported on issues and concerns expressed by hard of hearing people around the province.

There was full consensus on what represents the priority concern for hard of hearing people in BC. That is the issue of hearing aids, pricing, costs associated with purchase, services, and lack of government subsidy of the purchase price. People need a body of information before they go to be fitted for a hearing aid, as well as, later on, a source for ongoing consumer information in living with their hearing loss, getting the best out of using an aid, from people experienced in managing their own hearing loss.

The best client a service professional can have is an educated consumer. There is a great deal of misinformation in the public domain about hearing aid pricing and ranges of service provision.

Therefore, for the coming year, our priority goal is to hold a public forum on hearing aids - costs and service provision. We envision a public dialogue between consumers concerned with hearing loss, and our service providers to make available the information on matters in this field, as well as to identify and address major concerns.

Our target date is mid-April, 2014. A core committee comprised of representatives from the Chapter and the North Shore and Vancouver Branches has begun planning. Watch for more news on this. If you want to volunteer time to help, please contact the Chapter office via email or phone.

In preparation for this forum we want to know your concerns about hearing aids! In this issue of THE LOOP, is a Survey form on hearing aid concerns. Please fill it out and send in to the office either by postal mail or email attachment. (See page 10)
member, who arranges this yearly prize. Under the capable direction of Rodney George, CHHA-BC Vice President, an array of other prizes were drawn for and won by an assortment of walkers, including a print of a lovely floral painting by Carling Wong-Renger artist and member of CHHA Van. Ruth Warick, IFHOH President, and Acting President of CHHA Van provided an inspirational closing talk.

Walk2Hear is a cross-Canada concept, with a walk held the same day in Ottawa. The walkathon raises awareness about hearing loss and hearing protection, as well as raising funds for programs and projects which CHHA provides locally and provincially.

Last year, funds raised by Walk2Hear Vancouver, after expenses, were used to subsidize young hard of hearing adults from BC to attend a Leadership Training Retreat in conjunction with the CHHA Annual Conference. Because of the success of that project, this year funds will be targeted for that same purpose.

At time of writing, we do not have final statistics from the walk, so look for that information later. However, as social events go, it was a success.

We greatly appreciated the participation of our professionals and service providers – the UBC School of Audiology; BC Family Hearing Resource Centre, Western Institute for the Deaf and Hard of Hearing, all registered to walk with us.

Events like this succeed only because of the volunteer commitment and time donated. Thanks are due to all of these individuals – the members of the organizing committee from Branch and Chapter, and all those additional persons who helped on the morning of the walk. Thanks to staff of the CHHA-BC Resource Centre in Chilliwack for the hours put in during the year and at the walk, on the details. Special appreciation also to Gaby, our contracted ambassador, and Sara, last year’s ambassador and her friends, who came back a second year to volunteer on the morning of the walk. We could not have done it without you! Thanks!
A lonely walk on a rainy day; I had tough competition against the Run for the Cure which MANY people showed up for. Nevertheless, Cruise and I enjoyed the walk for our own cause and the infectious spirit from many others. The walk ended as the sun emerged for the rest of the day.

Leslee Scott

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**T911 UPDATE** Submitted by Mandy Conlon

Last year we embarked on some texting to 911 trials and it’s time to review how things are progressing. All in all the trial was a success and that means that the technical aspects of the system worked well. Those that took part in the consumer piece of the trial were also very positive about the how the service worked. Although there were some hiccups the combined results were again very positive.

In January 2013 the CRTC approved a final report of the trial findings which means a roll out plan can now be put forth. The roll out plan will include a number of aspects including; upgrading municipal equipment to be able to support T911; operator training and the development and implementation of a community education program.

Each municipality will be responsible for ensuring they budget for the necessary equipment upgrades and roll out T911 into their community. Municipalities will roll out the T911 service as it becomes feasible for them to do so effectively. What this means to the general community is that not every municipality will provide T911 services all at once. It will be important to determine if your region/city has this service available once the roll out begins. For example if my friend lives in Oakville and they have access to texting to 911 it may not mean that I have the service available to me if I live in London.

The roll out plan is just in the beginning stages and T911 has not been launched in any region to date. Once the roll out plan is fully in motion CHS will do our best to keep everyone up to date on this important issue as information becomes available.

If you do require 911 services please note that texting will not work yet. You need to use your regular telephone line and/or your TTY to ensure you have the best possible response for your needs.

Mandy Conlon
Provincial Accessibility Coordinator
911 Improvement Project
The Canadian Hearing Society
The CHHA-BC Walk2Hear Walkathon in September was well attended with almost 100 registered participants. Thank you to all the volunteers who helped with this event.

Outreach activities in BC included attendance at two Air Shows in August, Comox and Chilliwack. CHHA volunteers gave out ear plugs (free) and CHHA information to several thousand attendees. Thank you to Maggie and Sarah.

Thursday mornings ‘drop-in for coffee’ at the Resource Centre has been offered for about one year. Volunteer Maggie Dodd is available Thursdays as our ‘Hearing Coach’. Maggie has helped several clients with their hearing challenges. One success story is reported in this issue.

We were again invited to present to a group of residents at an Assisted Living Facility in Abbotsford on September 24. Over 25 residents and family members attended. We have been invited back to run the Speech Reading MHL classes again.

Managing Hearing Loss classes are ongoing in a few areas of BC. We would like to see more classes being held as there is a great demand for these classes. We encourage all newly certified instructors to consider running classes in their area. Resource Centre will assist you with the details. Please contact us outlining your needs. We are here to help you. Please let us know where and when your classes will be held so we can refer prospective students. Maggie Dodd will be running a condensed MHL course each Thursday in November (in Chilliwack).

Student volunteers are assisting us one day a week for the next several weeks making Drivers Kits, Hospital Kits and helping with the mail-outs. Sharon Perry

We are promoting the Canadian Hard of Hearing “Challenge 333” from National office by mailing out the packages to the Hearing Professionals in BC. Our Thursday volunteer has prepared the necessary database.

Our Tuesday student volunteer prepared a database of the Hospitals, Care Facilities, Seniors Centres, Assisted Living Residences etc. in BC. Volunteers then sent emails with a covering letter and included details on our hospital kit program, CHHA brochures and other information. Those facilities with no email were sent the information by post.

The CHHA Safety Vests are available from our main supplier www.alds.com or through the Resource Centre. Refer to our summer newsletter for pictures and this issue for both pictures and prices.

The BC Resource Centre is open Tuesday, Wednesday and Thursday from 10:00am until 2:00 pm. Please contact us. We are here to help!

Sharon Perry, Administrator

Editor’s Message  Submitted by Colleen Güntner

We are once again enjoying our new group of student volunteers. So many students seem to realize the value of volunteering their services. They also have a good concept of understanding and working with the hard of hearing.

Please feel free to submit information, articles, pictures and your stories to us… we would enjoy hearing from you!

I wish everyone a safe and happy Holiday Season. Merry Christmas & Happy New Year 2014!

Colleen Güntner
May 23, 2013
After registration, I visited all the booths at the trade show. I was able to talk to each of the delegates and bring back some information that may be useful at the Resource Centre.
In the conference room during the “hatty” hour/opening ceremony, Cindy Gordon, President of CHHA Edmonton branch and the Conference Chair was the MC and introduced various dignitaries. The first speaker was His Honourable Donald S. Ethell, Lt Governor of Alberta. He briefly spoke about his military service, how he lost his hearing due to no noise protection & how far a long better noise protection & technology has progressed. He briefly talked about CHHA’s accomplishments in advocacy and education.
The Minister of Health was not able to attend so an MLA took his place. He talked about his uncle living near the Alaska border who has severe hearing loss progressing to profound hearing loss. He felt sad that due to his uncle’s hearing loss, he was not able communicate effectively and his uncle feeling isolated from his family and friends. Now, with better advocacy and better technologies, there is more help for those with hearing loss. He talked about the accomplishments that CHHA branches in Alberta have done. He shared with us the successes of the pilot program for children, low income people and seniors able to get hearing aids covered. He also talked about his government being able to put in $8 million into the infant screening hearing program.

The third speaker was the Mayor of Edmonton; His Honourable Stephen Mandell. He started by talking about how Cindy Gordon came to his office one day and talked to him about hearing issues & the need for CART in public events. Cindy really advocated the need for accessibility in Edmonton. Thank goodness that he was an advocate for accessibility for people with disabilities and now CART is used in public events. He talked about accomplishments that CHHA has done in Edmonton. He then presented the proclamation certificate to the CHHA National President as May is speech and hearing month.
The fourth speaker; Louise Normand-CHHA President, spoke about her gratitude for CHHA and welcomed us to the conference.
Cindy Gordon closed the ceremonies by welcoming us to Edmonton and to enjoy what this conference has to offer for everyone, young and old.

Friday-May 24, 2013
The first keynote speaker was Jennifer Buchanan and her title of her speech was “Tune Into Music” and her workshop entitled “Tune In – Use Music to Curb Stress and Boost Mood.” I will be sharing this in a later issue, as this had a huge impact on me.
I attended “Remote CART from Virtually Anywhere” by Sandra German. Sandra spoke about the history of how she started CART in Alberta. She described the differences between remote CART, television broadcast captioning, & how the steno machine works. She also explained how the spoken word is heard by the CART provider via audio feed from the event location, written on a steno machine at speeds of 250 plus words per minute, translated through sophisticated steno translation software and internet streaming software, and read by consumers instantly through the internet on their own computers. She talked about some of the issues that are encountered when providing CART remotely and how to ensure a successful CART outcome.
The last session I attended “How Auditory Training Can Help You Hear Better in Noise” by Dr. Sandra Vandenhoff. Sandra talked about how many people with hearing loss find themselves disappointed and frustrated with how well they hear even with the hearing aids. They find themselves asking, “Is this as good as it gets?” Of course, the answer is no. She talked about even how normal hearing individuals have more difficulty hearing in noise as they get older. If this is true, then there must be something beyond hearing loss that makes hearing in noise difficult. She went on talked about LACE training which was developed by audiologists at the University of California, San Francisco. LACE is computer-based, and has exercises that are focused, challenging, and adaptive. This training is meant to be short-term effort in that there is only 20 sessions that
Hear better in noise: 5 key lessons
These lessons are thanks to
Sandra@heara.ca

Lesson One: You’re richer than you know.
You hear with your ears, but you listen with your eyes and your brain. Get specific training to become more skilled in what you are already doing.

Lesson Two: Hearing and listening are not set in stone.
There is specific training available to help you become a better listener in noise.

Lesson Three: Find the sweet spot of difficulty.
If the task is too easy, you won’t learn or grow. If the task is too hard, you’ll get frustrated. The secret is an adaptive program where the difficulty is “just right.”

Lesson Four: You are not alone.
Knowing where to direct your efforts, and being supported as you go along, can make all the difference.

Lesson Five: Starting begins with one step at a time.
Change does not need to happen all at once. Focus on starting. Take a small step!
A Success Story … Submitted by Stephanie Bryant

but, I wanted a second opinion from Maggie to confirm my thinking.

Maggie did come in the next week and assessed Terrance. She went ahead and contacted Cindy at St. Paul’s Cochlear Implant Clinic to see if we could get the ball rolling for Terrance. We were delighted to know that Cindy could see Terrance once we got the paperwork prepared. Meanwhile, we continued to help Terrance by teaching him speech reading skills and we continued practicing speech reading.

Cindy did see him in May for an assessment and got the proceedings in action for Terrance. He had a few hurdles to go through such as seeing his local ENT specialist and then an appointment with Dr. Westenberg at St. Paul’s Hospital. He also had to go through other medical testing as required before surgery. That took place from June through to August. On August 15th, 2013, he went in for surgery for the implant. Then on September 10th, his cochlear implant was switched on!

Terrance came to our office on September 17th and we were delighted to see his cochlear implant and he looked so happy. He was hearing sounds for the first time and he is aware it will be an adjustment for his brain to get used to hearing again. He feels confident that he will be able to connect with society once again.

Just recently, Terrance came to our office and gave Maggie and I a gift. He is still glowing and remarked how his decision to see us made a huge and positive impact in his life. He is doing things that he would never have thought possible.

We are so excited to see what life will bring for Terrance next. He has been a huge inspiration to my life… his commitment, his dedication to better himself, and to watch him blossom in front of our eyes, makes me gleeful!

Way to go, Terrance!!!
The Comox Valley Branch of CHHA attended the Canadian Forces Base (CFB) Comox Air Show August 17, 2013. We had 8 members hand out 6,000 pairs of ear plugs that were donated by local businesses. It was very successful. We had a booth where we displayed hearing loss posters and had brochures to hand out. The ear plugs were gone by the time the Air Show started at 1:00 pm.

A letter to the Editor of the local paper was written the week of the Air Show with the headline “Watch for the Blue Ear” and the paper also published a copy of the Blue Ear in colour. We used cloth grocery bags for transporting the ear plugs and turned them inside out and sewed a blue ear on the front. Some of our members could hear “Hey look, there’s that blue ear!” We also had hearing information posters hanging around our necks to say who we were and noise related hearing loss statistics.

Our display and base was in an airplane hangar but we handed out the earplugs out where the entrances to the Base were. There was very high security and very long line ups because of it. Visitors were not even allowed to bring on to the Base a water bottle – they were confiscated along with any backpacks or food. The security was very high. All our names had to be submitted to the Base 2 weeks before the show so they could do background checks. We were given yellow wrist bands to wear to show that we had been screened. We were permitted water and food.

There were approximately 15,000 spectators at the Air Show and we connected with over 6,000 of them. A job well done by our members.

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**For more information contact**

Leslee Scott

**PH: 250 868-9540**

*(Please leave a message)*

**Email: lesleesc@telus.net**
MEMBERS:
Have you renewed your membership?
When you pay membership fees, you indicate your belief in what we are doing and shows us that you continue to support our efforts.

Thank you.

CHHA-BC does not receive any government funding. Yet, we work hard to provide programs and services that are needed in our region. But there is a cost that is attached to it all. A cost that is covered by our own internal fund-raising campaigns which run throughout the fiscal year. By joining our membership you not only contribute much needed funds to us and our National office but it benefits you in return. Keep in the loop with the latest technical advances; learn about workshops planned in your area; keep in touch with what’s happening in the “hearing” industry and learn how you can help by volunteering your time and wisdom.

For more information on membership call the CHHA-BC Chapter:
(604) 795-9238
Toll Free: 1-866-888-2442
or by email: info@chha-bc.org

Happy Holiday Season

Holiday Card Making Workshop Fundraiser for CHHA-BC 2012

By Lion Wendy Yau

On November 17th, 2012
Lion Wendy Yau hosted a holiday card making workshop at the Vancouver East Lions Den. Lions; Bonnie Yan, Jason Lau and Kevin Tam made some delectable holiday treats for the guests. Net proceeds for the fundraiser went to the Canadian Hard of Hearing Association – BC Chapter.

CHHA-BC Chapter is a consumers’ organization for the hard of hearing, with national, regional and local structures dedicated to the assistance of hard of hearing Canadians. The local Chapter provide the organizational framework for CHHA members to pursue the aims of CHHA at the provincial level, especially in health care services, education, employment and other areas of provincial jurisdiction.

Thank you Vancouver East Lions Den!
CONSUMER CONCERNS ABOUT HEARING AIDS

What are your main concerns about hearing aids? Please check off all which apply, from the list below, using a scale of 1-7, with 1 being the highest priority.

Price: ________________________________________________________________

Lack of government support: __________________________________________

Provision of service in use of the aid: __________________________________

Quality of the device: ________________________________________________

Performance: ________________________________________________________

Life span of the device: _______________________________________________

Availability of repairs: ________________________________________________

COMMENTS: _______________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

The Canadian Hard of Hearing Association - BC Chapter and its Branches, is planning to hold a public forum in April, 2014 to discuss such concerns with professionals and service providers in the field. For more information on this forum, please complete the spaces below and return to us.

Name: ______________________________________________________________

Address: ____________________________________________________________
____________________________________________________________________
____________________________________________________________________

Email: ___________________________ Phone: _____________________________

Send to: CHHA-BC Resource Centre Phone or Fax: Toll Free: 1-866-888-2442
CHHA-BC Fall/Winter 2013

#101-9300 Nowell Street Local: 604-795-9238
Chilliwack, BC V2P 4V7 Toll Free Fax: 1-866-888-2443

Email: info@chha-bc.org
Do you have vision or hearing loss?

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Hard of Hearing Vests or “Pinnies” are now available through our website: www.chha-bc.org, email: info@chha-bc.org or give us a phone call: 604-795-9238.

The vests or ‘pinnies’ are great for the youth with an active lifestyle such as cyclists, skiers, runners, walkers and for a variety of outdoor situations. **Price: $27.00**

**Hard of Hearing Vests for Adults**

The vests or ‘pinnies’ are great for adults with an active lifestyle such as work environments, cyclists, skiers, runners, walkers and for a variety of outdoor situations.  **Price: $28.00**

Sponsored by The Maple Ridge Lions Club

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