



THE LOOP

Canadian Hard of Hearing Association
British Columbia Chapter

Issue 44 - Spring 2011

2011 Walk2Hear Walk-a-thon

By Nora McKellin, Vice President CHHA BC

Successfully, CHHA National's 2010 "Walk2Hear" raised over \$58,000 with over 200 walkers! To see video of the event, see <http://chha.ca/walk2hear/>

For the 2011 event, CHHA BC is joining the fun!

CHHA BC Walk2Hear 2011 will be held in the Lower Mainland and the planning has begun! Your participation will enable you to raise funds for your branch! Several branches have made their commitment to participate: CHHA BC Chapter, Vancouver and HEAR branch. CHHA-BC needs your help to make this Walk2Hear a reality! We need to come together, cooperate and collaborate within the CHHA BC community. CHHA BC has support from CHHA National to assist CHHA-BC in planning, website, timelines, and tools to make a successful event.

You won't want to miss this great opportunity to get your branch or chapter to come together, to raise funds and have fun! We need help with planning, fundraising, and of course walking!



Will you help and walk with
CHHA -BC "Walk2 Hear" on
Sept 24, 2011
to raise awareness and support on
hearing issues?

Please contact Leslee Scott, CHHA-BC
President for further information on how to
get involved and join the fun! Leslee's new
e-mail address is leslee.scott75@gmail.com

*When we do the best that we can, we never know
what miracle is wrought in our life, or in the life
of another.*

Helen Adams Keller
June 27, 1880 to June 1, 1968



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Donations, Memorials, Bequests to the Hard of Hearing/Late Deafened Fund

assist CHHA BC in its activities.

Please send donations to the

Vancouver Foundation

Suite 1200 – 555 Hastings St.

Box 12132, Harbour Centre

Vancouver, BC V6B 4N6

The Vancouver Foundation will issue

receipts for all gifts. Interest from the

capital is used in perpetuity for CHHA BC.

The capital remains intact.

NEXT COPY DEADLINE

May 15, 2011

CHHA BC acknowledges with thanks the financial assistance of the Province of B.C.



From the President...

Welcome to the New Year of 2011. Hard to believe we're starting a new decade! Well, it looks like we're off to a rollicking good start with plans for new activities for CHHA BC and across the country.

Top of the list is the upcoming Walkathon for CHHA BC, Vancouver branch and Hear branch. On Sept 24th we are joining other Chapters/Branches across the country to fundraise in a new and fun way. Last fall, CHHA National, Ontario branches and the Newfoundland Chapter raised \$58,000. They will be making the walkathon an annual event and they have invited many across the country to join them. We're in the initial planning stages of where we will walk. But we hope many of the Lower Mainlanders will join us such as family, friends, work colleagues, and many of the professional agencies that support the hard of hearing. Those of you from the outlying communities, we welcome you if you can make it!! Even if you are not able to make the walk, you can support your Chapter or one of the branches by going to www.chha.ca and making your pledge. We all can use your support. We also need volunteers to serve the various positions at the venue. Colin and I will be there to do our part. In March Gonzalo Rodriguez from CHHA National will come out to speak to us on the walkathon to help us prepare for it.

Next, I am sad to say that Trish McLeod will be leaving the CHHA BC Resource Centre office for personal reasons. In replacing her, we have hired Susan Wiebe. Welcome Susan! Susan has started in February and is already gung-ho for the walkathon I hear! My gratitude to Trish for her work at CHHA BC and best wishes in the future. I'm sure we will see her again at future events. Likewise, I regret to announce that Snookie Lomow no longer works at CHHA National. I wish her all the best in her future endeavours.

Coming up fast is the conference in Yellowknife. We're looking forward to this adventure. I appreciate that the costs and location make it difficult for many to attend this year. However it is a once in a lifetime event, which is why we plan to attend and will be saving our \$\$\$ for the drive. Speaking of conference, the time has come to plan for our own AGM. With the National conference in June, we plan to host our AGM on May 28th. More detail will be forthcoming on the BC AGM when we send out the mailings.

I learned about the Registered Disability Savings Plan (RDSP) this month. If you are disabled, have the disability tax credit and under the age of 49, you will benefit from this program. Likewise, if you do not get the tax credit and have been turned down for it, you might want to go to National website and sign a petition to moderate the requirements for the credit.

There is a huge need for CHHA to get the word out in the community. I know from my experiences with my clients in the Okanagan, they never hear about CHHA even though it is regularly in the papers announcing the CHHA Kelowna branch meetings. This past month the CHHA employment program has been advertised and people have been phoning asking about it. People need information on technical devices, where they can get funding for hearing aids, how to properly buy and use hearing aids, meet other hard of hearing people, and so on. See someone with a hearing aid, talk to them and get to know them if only briefly! A smile and helpful words go a long way!

All the best for the year 2011!

Sincerely,

Leslee Scott - President, CHHA BC

Resource Centre

By Trish McLeod

It's been a very busy time as usual in the Resource Centre and will continue to be for the next few months! The major things keeping us busy are the upcoming AGM and the fall Walk2Hear, and of course we have our usual events like the Managing Hearing Loss classes, and the outreach work that we do.

At the AGM we're hoping that we can be presented with the cheque that we are receiving from a settlement as a result of a class action lawsuit against the BC Ear Bank. They wanted to give the funds to a Hard of Hearing Association so that the funds could be put to good use to help the hard of hearing. We have proposed that we use these funds towards expanding the Managing Hearing Loss program. So this is exciting news and will go a long ways towards helping CHHA BC reach its goals for this valuable program.

Also at the AGM we will have a discussion about the upcoming Walk2Hear Walkathon. This is another exciting venture for CHHA which will not only help to bring public

awareness to CHHA but also bring some much needed funds to CHHA BC and any branches that are able to participate. We will do our best to organize the Walkathon from this office, but the #1 job is to get enough volunteers! If we can get a bunch of great teams on board, then the walkathon planning will fall into place naturally. If you think you're able to help out in any way, no matter how large or small, please contact our office.

Lastly, I wanted to mention that I am stepping down as the Administrator of CHHA BC. My decision to leave is both personal and professional and in no way changes the high regard that I hold for CHHA. I want to acknowledge with deep thanks the support I've received from CHHA during this past year. I've been very fortunate to work with such great people! I wish CHHA BC continued success and all the best in the coming year and always.

With best regards,
Trish McLeod

CHHA-National

Have you checked out the CHHA-National website recently? www.chha.ca

Features include the following:

- *Ask an Expert
- *2011 CHHA Conference
- *Employment Services
- *Hearing Aid Subsidies
- *Closed and Rear Window Captioning
- *Sign CHHA's Petition Today! (CAPTEL)
- *2011 Scholarship Application
- *Disability Tax Credit petition

When viewing the website, click on any of the above items for more information.

Hello to All !!

I'm new here at the CHHA BC office and have been given the opportunity to act as Administrator.

I'm a Chilliwack girl with my pioneer family arriving in 1907. I also have a hearing disability and feel that I am very fortunate to work and learn within a caring environment.

I had a great time last week meeting all the folks working out of the office as well as some dropping by, and I look forward to meeting each of you from other branches.

Susan Wiebe
CHHA BC Administrator

Scholarship Opportunity

CHHA National has a scholarship program for post-secondary students who are hard of hearing, deafened or oral deaf. The closing date for applications is March 1, 2011. Complete details and applications are available from the CHHA National website: www.chha.ca

DO YOU HAVE A FM TO SPARE?

We have a CART provider looking for Easy Listener FM systems. We're looking for sets; a total of six transmitters and six receivers.

Please contact the Resource Centre if you can help & we'll give you contact info.

Rear Window Captioning®

Reprinted with permission from Cineplex.com

Cineplex Entertainment is pleased to provide Rear Window Captioning® and Descriptive Video Service® at select theatres.

Select films at each of these locations is offered with Rear View Captioning® for Deaf, Deafened and Hard of Hearing Impaired Guests using portable, transparent acrylic panels that fit right in your drink cup holder.

DVS Theatrical® (descriptive narration service for Blind and Visually Impaired) is broadcast to your seat via headphones and will also be available for select films at the same locations.

Look for the symbols RWC®/DVS® on the Cineplex Entertainment website movie listings to confirm films and showtimes.

Limited quantities are available at select locations.

Cineplex is currently piloting a new closed caption system called CaptiView, which is also on their website and once they have some operating experience with it in a few of their test theatres, they may expand more broadly as they add more digital projection equipment which it requires.

According to Cineplex.com, the following theatres in BC provide Rear Window Captioning:

Colossus Langley, Scotiabank Theatre Vancouver, SilverCity Metropolis Cinemas, SilverCity Coquitlam Cinemas, SilverCity Riverport Cinemas and SilverCity Victoria.

Travel Tips

With spring and summer vacations around the corner, you may be thinking of doing some travelling. Check out these useful tips for cochlear implant users:

1. If you would like to find a clinic near your destination please review the list of worldwide Nucleus® clinics. Click the 'Find A Clinic' tab at the top of the Cochlear website.

2. You might also ask your audiologist for a paper copy of your current MAP (s). Make sure you have a copy with you on your trip. If for some reason your implant needs to be programmed while you're away, just visit, or call a Nucleus® clinic with your MAP copy in hand. It is also possible for your audiologist to send your programs electronically if it is needed.

Don't forget to pack:

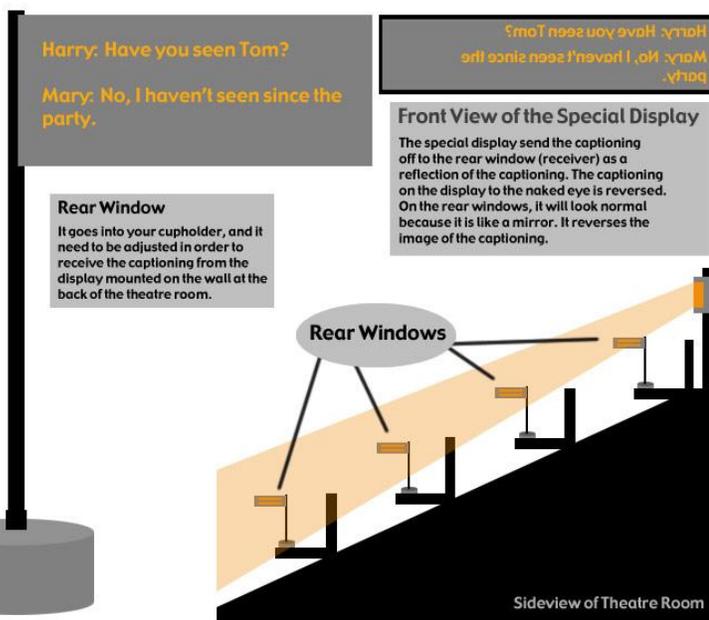
- Nucleus ID card
- Back-up sound processor with back up coil and cables
- Accessories and accessory cables (i.e. personal audio cable and Hi-Fi cable)
- Rechargeable and disposable batteries (p675 Zinc Air)
- Battery charger (with international plug packs if you need them)
- Remote Assistant - for our Nucleus 5 customers
- Dry & Store and/or Dry-Aid Kit/Bricks

Are you traveling by air? You should know that...

1. It is okay to walk through the metal detectors and full body scanners with your sound processor on. You may want to turn off your telecoil to avoid any potential buzzing sounds as you walk through.

2. Your implant can not interfere with the plane's navigation or communication systems. Although your implant transmits radio frequency (RF) signals, they are very short range and would be limited to a distance of less than five feet from the external coil. However, if you are a Nucleus 5 recipient, your remote assistant needs to be turned off.

3. If you wish to listen to the music and/or TV provided by the airline, use your TV/HiFi cable to connect. This cable connects directly to your sound processor and has surge protection built in. You can also read the TSA's issued guidelines for airport screening for those with hearing loss.



Diary of a Cochlear Implant: "Hearing In Noise"

By Flo Spratt – reprinted with permission from the CHHA North Shore branch newsletter

If you were to ask me before my implant surgery almost two years ago, "Why are you getting an implant?" I would have answered something like this: "I hope I will be able to hear my family around the dinner table once again. I hope to join in conversations in small groups and maybe even in a restaurant. And oh, I hope I will be able to use the phone again." That would be about the extent of my expectations.

I was not prepared for receiving much, much more. Why was that? It was because I never experienced hearing at this level, so I could not know anything else would be possible for me.



What did I receive besides what I hoped for? Let me name a few: I am able to hear people talking in another room. I don't need to speech read unless the noise around exceeds the speaker's voice (and then I have the advantage!). I can engage in conversation in our car, even while sitting in the back seat. Music is now rich and lovely, not harsh and cold sounding. I have a cell phone I can now use. I can hear sounds animals make, such as lapping water, tiny birds chirping, and licking of paws. These all are entirely new to me.

But there is one thing I didn't "receive" through my implant. In fact, I lost it: stress! And this loss has taken me completely by surprise.

You see, it wasn't until about one year after my implant that I noticed how easy this hearing is. I now sit back casually with a group of people and chat. I do not need to look for the speaker, and then try to figure out what I missed, and speech read, all at the same time. Noise does not bother me; I can pick out the speech I am focusing on. I am not constantly trying to figure out "what they are talking about" and then filling in the many missing pieces. I need not worry that I will repeat what someone else has already said! I no longer feel that the evening or lecture was a waste of time, and wish I were home reading a book. I no longer use a listening device, along with the constant charging up, remembering to take it with me and/or looking frantically for it before I go somewhere.

But most of all, it is a peaceful feeling to be able to join the wonderful people in my life and know they too are less stressed. They no longer need to constantly remember to make sure Flo can hear! They too can relax, knowing that I enjoy their company and can truly engage with them with ease.

May I ask those of you who have a hearing loss: are you doing as much as you can to eliminate stress in your life and for those you love? Perhaps it means applying for a cochlear implant! For most people with hearing loss, it means buying hearing aids, the best one can afford, so that stress is reduced and/or eliminated. It also means taking advantage of the services we offer that are available throughout the year. We are here to help you, whether it is in understanding the latest in hearing aid technology, learning coping strategies, problem solving specific situations in your home such as your TV or telephone, or simply to encourage you to listen to the advice of your loved ones who know how much you are missing.

Now may I ask you: "Why are you getting hearing aids?" It may well reduce the stress in your life.

Obituary - Dr. Norah Browne Passed away on November 24, 2010 To read the Obituaries go to www.inmemoriam.ca and type in her name. You should see her name in three places, with three separate groups of articles. Dr. Browne was the founding President of the Canadian Hard of Hearing Association, Newfoundland and Labrador. CHHA Newfoundland and Labrador offers a Scholarship in her name. CHHA National offers the Dr. Norah Browne Professional Award. The following message is published with permission from the author. - EDITOR

At 1088 Topsail Road there is a white building housed by the Canadian Hard of Hearing Association. It is called the Dr. Norah Brown Resource Center. The center was named after our beloved Norah in honour of her many contributions and her vision for the hard of hearing in Newfoundland and Labrador. Norah was a visionary and had a dream that people who were hard of hearing would lead a quality life and she advocated tirelessly for many years to build that dream. She was truly an incredible human being. Many mourn her loss and celebrate her life. I am one of many who had the privilege of her words of wisdom and friendship. I will miss those twinkly blue eyes and welcoming smile. CHHA NL is a gift from Norah's outstanding vision and tireless efforts. Her Legacy will live on through the walls of that white building. On behalf of all of us at the Canadian Hard of Hearing Association, deepest sympathy and embrace the memories of this wonderful lady. -Myrtle Barrett

BC Ferries and self disclosure

By Hugh Mitchell

Past President, CHHA – Victoria Branch



I am a member of the BC Ferries Accessibility Committee. This committee studies issues related to persons with all types of disabilities and their experience travelling on the ferries.

At a recent meeting we were discussing hard of hearing persons and their experiences at the toll booth, for those in vehicles, and at the ticket counter, for walk on passengers. BC ferries is incorporating communicating with Hard of Hearing persons into their training modules. However, no matter how well trained an employee may be, if they are not aware that the person needs special attention, then the training is of no use.

This brings me to the issue of self disclosure. This is something that I have found many people do not like to do. I do not intend to analyze the reasons for this. I do feel that self disclosure is an extremely effective way to reduce a great deal of frustration in the lives of Hard of Hearing persons.

What is self disclosure? It is simply letting someone know that you have trouble hearing. If someone is in a wheelchair, they are automatically disclosing that they will need some assistance. If someone has a white cane, they are also disclosing that they have trouble seeing. Unfortunately, by looking at people that are Hard of Hearing, there is no indication that they are having trouble hearing. So why should we go through life frustrated when we are speaking to people, when self disclosure would do wonders in improving the communication experience?

One additional problem is that most people do not know what to do differently for the Hard of Hearing person. That means they need to be told what you need them to do. And that is easy to do. The next time you drive up to the toll booth, try saying this: "Hi. I'm hard of hearing. I need you to look at me and move a little closer when you speak so that I can hear you." I have done this. It is easy. It works.

Another way to self declare is to have a card with the universal HOH ear so that the agent will know they will be dealing with the hard of hearing person. If they have had the proper training they will look at you when they speak and perhaps speak a little slower than they normally do.

We have been told that in future upgrades of the terminals, better visibility of the display unit encountered by walk on passengers will be taken into consideration. Until then, it will still be difficult to see the readout in certain lighting situations. Once again, self disclosure, along with a request that the agent look directly at you when they are speaking, will make communication much improved.

Editor's Note:

Wallet size 'blue ear' cards are available from the Resource Centre. Beside the blue ear on the front it reads 'I have special communication needs. See the back of this card for the best ways to communicate with me.' On the reverse are suggestions for communication. It is from hearinglosshelp.com Dr. Neil Bauman.



We also have a small adhesive sign to go on the car window. It has the ear and a maple leaf, and shows the words Canadian Hard of Hearing Association with their slogan 'A Chance to Hear a Chance to be Heard'.

Both of these items are available at no charge from the BC Resource Centre.

Canadian financed films often don't have captioning or have something that is called subtitled but it's not subtitled correctly. I've always wondered who is responsible for that. I once asked CRTC and they were not able to answer me. According to Access 2020, the proper authority is Heritage and the Canadian Media Fund.

If you have a complaint about a Canadian film not being captioned, we encourage you to address your complaint to:

Neal Mc Dougall - Canadian Television Fund
4-50 Wellington Street East, Toronto
Telephone: 416.214.4400 Toll-free: 1.877.975.0766 Fax: 416.214.4420

NMcDougall@ctf-fct.ca



How to Register a Complaint with the College of Speech and Hearing Health Professionals of BC

excerpted from the Policies and Procedures of the CSHHPBC

Form and delivery of a complaint:

The Health Professions Act –s32(1) states that “a person who wishes to make a complaint against a registrant must deliver the complain in writing to the registrar”. This may be by email, fax or postal mail.

- A complaint must be dated and signed by the complainant
- If the complainant is a child or does not have legal capacity, the complaint must also be sponsored and signed by the complainant’s legal guardian.
- If the complaint is initially made by telephone, the Registrar will advise the complainant that it must be received in writing, dated and signed.
- If the complainant is unable to provide a written complaint, the registrar will (a) transcribe the complainant’s complaint (b) confirm with the complainant that the transcription is an accurate reflection of the complaint and (c) document how the complainant confirmed the transcribed complaint.
- A complaint must include (a) the complainant’s contact information (b) the name of the registrant and contact information, including place of employment, and (c) sufficient detail of the complaint.

If a board member receives a complaint against a registrant, the Board member will promptly forward that complaint to the Registrar.

Contact Information for the College:

Diane O’Connor – Registrar and Executive Director
registrar@cshhpb.org

Erika Borys – Office Administrator
info@cshhpb.org



410-999 West Broadway, Vancouver B.C. V5Z1K5
Tel. 604-568-1568 Fax 604-568-1566

Detailed info and policies/procedures can be found at:
<http://cshhpb.org/complaintprocess.htm>

Annual Cochlear Implant Picnics

From Spike and Lois Pijl

Dear Friends of the Cochlear Implant Program,

We have now made arrangements for the Annual CI Picnics in Kelowna and Surrey. The Kelowna Picnic date is Saturday, June 4, 2011 and the Surrey Picnic date is Saturday, July 9, 2011. We have sent a poster to the CI Clinic at St. Paul's so that any new people will be made aware of the Picnic and will be able to join us there.

Unfortunately, we don't have an e-mail address for everyone connected with cochlear implants so we are asking everyone who receives this to please pass the word along to anyone who you think may be interested in joining us for the picnic. Thank you!



This will be the Fifth Cochlear Implant Picnic to be held at Mission Creek Park in Kelowna and the Eighth Cochlear Implant Picnic to be held at Redwood Park in Surrey. If you are interested in cochlear implants, this is the event for you. Pack your own lunches, refreshments and lawn chairs. Both the Kelowna site and the Surrey site are wheelchair accessible, have covered picnic areas, and washrooms with flush toilets. Basic directions are listed below – if you need more direction, please contact the CHHA Resource Centre and you will receive directions to the park from your area. We look forward to seeing you all again!

Kelowna Cochlear Implant Picnic

Date: **Saturday, 4 June, 2011** Time: 1:00 p.m. to 5:00 p.m.
Place: Mission Creek Park, Kelowna, BC, located at the junction of Springfield and Leckie Roads.
Directions: Turn onto Leckie Road – it will take you right into the parking lot of the Park. Then turn right, and a short distance ahead, on your left, you will see the covered picnic table. If you see a large building on your left, this is the ECCO Centre and you have driven a bit too far. See you there!

Surrey Cochlear Implant Picnic

Date: **Saturday, July 9, 2011** Time: 11:00 a.m. to 3:30 p.m.
Place: Redwood Park, 20th Avenue between 176th Street and 184th Street, South Surrey, BC

The picnic site is at the end of the driveway and is clearly within sight of the parking lot. We will be meeting at one of the covered picnic tables.

ARE YOU A VETERAN?

By Maggie Dodd, CHHA Chilliwack.

I'm amazed at how many of my Korean War/Militia cohorts have not applied for a hearing-related pension and/or hearing aids. I guess I shouldn't be surprised because I just applied myself in 2009 following my husband's being fitted with digital hearing aids. I'd always been under the impression that I would not qualify. Well, I was wrong because even though I had three years in the RCAF and twelve years in the CF (Reserves), my application was granted both for hearing and tinnitus based only on my Reserves time. I am now the grateful user of Phonak digital hearing aids with Blue Tooth applications.

I've assisted several people in making applications. People that I've met through CHHA, Lions and lawn bowling. It's not hard. Look up Veterans Affairs Canada either on the Internet or in the blue Government pages of your local phone book. The people who respond are usually very helpful and will guide you through the process in English or French. Just remember that your claim dates from when they send out the application forms and thus have a time limit for you to return the application. You can speed things up a bit by doing the medical process by:

1) consulting your family physician who should refer you to an ear, nose & throat specialist who will check your hearing with a preliminary audiogram. You will then be referred to an audiologist if that is appropriate. These preliminary consultations may be conducted through the Provincial medical plan.

2) make an appointment with an audiologist or a hearing aid dispenser qualified under the Veteran's Act. Another audiogram will be conducted to determine your level of hearing and your suitability to use hearing aids and/or level of tinnitus. Most hearing professionals will help complete the forms outlining your record of military service, likely source of hearing loss or tinnitus, and will suggest appropriate hearing aids. Some of these completed forms will be forwarded by the hearing clinic to Veterans Affairs Canada for their action. The grant application will either be accepted or denied. An appeal process is in place should there be a denial.

3) in due course a letter will be sent to you saying whether or not you have been accepted. If you have been accepted, you will also be told the percentage of hearing loss and/or tinnitus. Your hearing professional will then be authorized to fit you with the instruments suggested and agreed to by Veterans Affairs.

4) another letter will arrive in the mail outlining either the amount of a pension or giving the amount of any lump-sum payments.

If you need help in making an application, call CHHA BC Resource Centre for assistance.

Executive Committee 2010-13

- **President:** Mrs. Leslee Scott
- **Vice-Pres.:** Ms. Nora McKellin
- **Secretary:** vacant
- **Treasurer:** Mrs. S. Davis
- **Young People's Rep:**
Ms. Monique Gutierrez
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Mr. Michael Currie
- **Directors at Large:**
Mrs. Marlene Witzke
Mr. Mark Schweinbenz

When one door of happiness closes, another opens; but often we look so long at the closed door that we do not see the one which has been opened for us.

Helen Adams Keller
June 27, 1880 to June 1, 1968

