

Chapter Calendar

All events at Weingart except as noted

All chapter and board meetings held at:
Weingart Senior Center
5220 Oliva Ave.
Lakewood 90712

- Every Monday Lip Reading Practice: 10 a.m. to 12 noon
- Every Wednesday Lip Reading: 9:30 a.m. to 11:30 a.m.
- February 4 HAT Committee meeting 12 noon at Coco's
- February 14 Chapter Meeting - Dr. Juliette Sterkens,
National HLAA Looping Spokesperson

REFRESHMENTS - Treats will be provided by: Stephen Fisher,
Linda DeGuire, Ron & Elfriede MacIver and Eleanor Palmer.
THANK YOU!

- February 15 Rocky Stone Demonstration 10 a.m. to 12 noon
- February 27 Chapter Board meeting 12 noon

Chapter Contact: Gail Morrison
562-438-0597 gail7go@gmail.com

Our February 14 Speaker, Juliette Sterkens, Audiologist

Audiologist Dr. Juliette Sterkens, owner of a private audiology practice in Oshkosh, WI since the 1980's.

As the HLAA Hearing Loop Advocate, she is working to make all assistive listening directly hearing aid compatible to improve accessibility for people with hearing loss by reaching out to consumers, hearing care professionals, A/V professionals, architects, ministers, service organizations, theater professionals to name a few. She served on the Hearing Loss Association of America (HLAA) and American Academy of Audiology (AAA) Hearing Loop Task Force and helped launch a national educational campaign called "Get in the Hearing Loop". Her work has led to over 200 hearing loop installations in the Fox Valley and across Wisconsin, a number she hopes to double by the end of 2013. Her efforts have sparked hearing loop efforts across communities in Wisconsin as well as other states. She received the Wisconsin Audiologist of the Year, the Beltone Electronics Larry Mauldin Award, the AAA President's

Award and the HLAA Technology Access Award for her hearing loop advocacy work.

She says she moved to Wisconsin from the Netherlands in 1981 – where she was a licensed Speech- Language Pathologist. Hearing loops were already in use in the school for the deaf back in the 1970's where she did some of her student teaching. She received her Master's degree from the University of Wisconsin – Oshkosh in 1983 and her AuD from AT Still University in Mesa AZ in 2006. She heard Dave Myers speak in 2008 and this sparked a correspondence that now numbers in the 2000 emails. She started her looping advocacy in 2009 while Max took "retirement" from an engineering position at Oshkosh Corp and became a hearing loop installer. The local advocacy quickly grew into national advocacy which took up more and more time. In May 2012 she took a sabbatical from her practice and became the HLAA hearing loop advocate – see news release here: <http://www.hearingloss.org/content/hlaa-names-new-hearing-loop-advocate>.

Let's Loop America!

Let us all participate toward the motto of our central organization!

In most places, **hard of hearing people** hear the broadcast sound, but only after it has traveled some distance **from a loudspeaker**, reverberated off walls, and gotten mixed with other room noise. Even people with normal hearing often struggle with understanding in church or in an auditorium—meeting places with lots of natural reverberations. They all need some kind of **assistive listening systems** to understand communications. With **portable receivers** for those who don't yet have hearing aids with 'Telecoils,' **today's hearing aid compatible technology (loop systems) can serve everyone.**

Induction loop systems take sound straight from the source and deliver it right into the listener's head. It's as if one's head was located in the microphone, or inches from a television's loudspeaker - without extraneous noise, or blurring of the sound with distance from the sound source. Loop systems provide personalized sound, easy convenience, inconspicuousness, and universal applicability from home TV rooms to cathedrals. Hard of hearing people are most likely to use assistive listening that is hearing aid compatible.

Looping system can serve anyone anywhere, including transient venues such as ticket windows or airports--where checking out FM or infrared portable listening aids is impractical. **For optimal effectiveness, loop systems require hearing aids with telecoils,** and, vice-versa; *telecoil-equipped hearing aids need loop systems* to be fully functional.

With this technology, people with hearing loss **can dream of a future** when hearing aids might also serve as wireless loudspeakers, delivering clear, customized sound from inside their ears. They can **dream of communities** where worship places, auditoriums,

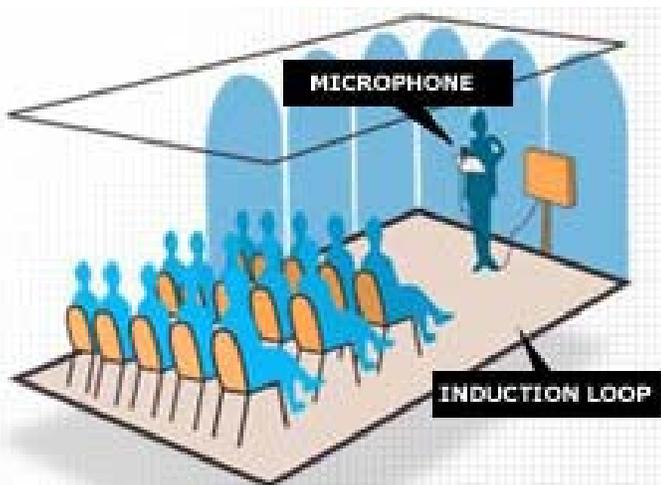
Continued from page 1

business windows, and home TV rooms all broadcast their sound through these in-the-ear loudspeakers. **Thanks to the refinement of "induction loop" systems--which magnetically transmit sound to hearing aids and cochlear implants with telecoils (T-coils) - that future can be now!**

About home installation: "Most modern televisions have an audio output--sometimes several of them. One needs to connect the hearing loop to this RCA or the **line out** from the TV or cable box. These home loops not only improve the understanding of the person through the hearing aid, **these are simple home loop amplifiers**. A handy grandson can put one in in less than an hour.

The Hearing Loop Process

1. Start with the source, for our example (shown below) let's make the source a TV.
2. The source (TV) signal is sent to the "loop specific" amplifier.
3. From the amplifier a wire is run around the perimeter of the room and brought back to the amplifier to create a complete loop.
4. Lastly, the hearing aid user turns their hearing aid to the t-coil mode and a clear sound is picked up by the t-coil thanks to the magnetic field created by the loop!



An induction loop system transmits magnetic energy to telecoil-equipped hearing aids through a wire that surrounds an audience.



Some installations, including for many **older wooden structures**, are easy installations and, with volunteer assistance in running wires, needn't cost much. Home loop systems, some of which put the loop in a thin pad that simply slips under a cushion, are available in the USA from \$140 and up. Using a **Radio Shack** phone connector with built-in on/off switch, most can receive telephone input as well, enabling improved two-eared listening.

Typical costs range from \$2000 to \$8000 for small to medium-sized homes & worship centers, **but it's more for very large facilities** with lots of embedded steel. For optimal performance in **institutional settings, professional installation** (and design, if needed) is highly recommended. Metal in the floor, walls, and ceilings, for example, may necessitate **special system design and extra amplification**. Adjacent rooms **may require systems designed to prevent spillover of sound from one room to the next**. The wires are typically installed not at ear level but rather either below the listener (under a carpet edge, a baseboard, or a floor) or above the listener. A professionally installed loop system is unseen by the audience and does not affect the venue's architecture or appearance.

Loop systems are becoming omnipresent in Northern Europe (where in some countries 90 percent of hearing aids have telecoils). For example, **in Britain nearly all hearing aids provided by the National Health Service now come with telecoils, and most churches and cathedrals are now looped**. In the next several years, **all London taxis and all London Underground ticket windows will be looped**. Britishers, but as yet few Americans, know about loop systems. That, we hope, is about to change... as caring communities seek to get hard of hearing persons in the loop!

So how might America become similarly supportive of people with hearing loss? One approach: we can all participate toward the motto and support people with hearing loss **by approaching our elected officials explaining about our concerns for accommodation and request for funding**.

The government owned public places like Community Center, Senior Centers, City Halls, Council Chamber, Post Offices, Metro stations, Airports... etc.; they all require major funding towards professional design and installation of Induction Looping systems. **It is definitely a marathon but it is possible to accomplish** if we all contact our City, Assembly and Congress representatives. One by one, we need to approach our elected representatives and make them aware of our needs as they will carry our message for some solutions. We all know they all visit the voters once in every two years and they explain about their positions.

It is my personal observations: the Cities, the State, and even our Congress, all keep extra funding available to meet the real needs of the constituents. At the end of the budget year, they allocate the left over funding to projects as demanded by the elected members. The City of Cerritos has already looped **the Council Chamber** and in few months **its Senior Center** will be looped. For more than three years, I pursued this strategy single handedly; remained patient, approached and reminded elected officials, and I got them committed during and after two elections.

Once again, we must approach our representatives, remind them time and again and keep them aware about the need of our accommodation. I believe it is possible to accomplish this marathon!



Hearing Assistive Technology (HAT)

By Committee Co-Chair, Bill Busch

Is a Free Captioned Phone from CaptionCall Really Free?

If you are a skeptic of advertising claims, as I am, you will be pleasantly surprised to find out that it really is free. How can they afford to give you a highly functioned phone? The answer is they make their profit from providing the captioning service which is paid by the fees that all phone users pay. This allows equal access to phone service for all.

Since I last wrote about the CaptionCall phone, they have added some nifty features so I thought it was worth another look. The CaptionCall phone now allows you to save conversations so you can later write down important info. They have also made it easier to transfer contacts from your computer to your phone. Scrolling through your contacts list and recent calls has also been substantially speeded up. During a phone call, if you want to go back and look at something that was said earlier, you can scroll backward and then return to the live captioning without missing anything. Not all captioners are equally skilled, so if you are dissatisfied with the current captioner, you can tap the bottom of the screen and get a new captioner. All these new features were accomplished with software modifications sent over the internet so they just magically appeared on my phone. Very impressive! [See adjacent column for more features.](#)

If you don't already have a CaptionCall phone, you can get one free (they waive the \$149 licensing fee) and they make a \$50 donation to our chapter. There are no charges for shipping, installation or customer service. All you have to do is go to their website and enter the promo code HS3022. The website is: www.captioncall.com or call **Tyler Kropf** at **(949) 296-5613**.

I must make clear that neither HLAA nor our chapter endorses any product or service and that includes the CaptionCall phone and its captioning service. You must decide for yourself if this is something you want.

The phone requires a standard phone line, high speed internet connection and an available wall outlet.

You can also try the phone in person at our next Rocky Stone Hearing Device Exhibit on Friday, **February 15 from 10 to noon** in the **Weingart Center Craft Room**.

If you have any questions please contact me by phone at **310-540-6322** or e-mail billbusch@ieec.org.



- The screen size is 7" diagonally and has 3 different font sizes
- Volume, tone and ringer volume control
- 3.5 mm jack for telecoil induction loop connection to compatible hearing aid
- Incoming and outgoing calls are automatically captioned
- The broadband connection can be either by Ethernet cable or wireless
- You don't need a computer. The connection is made to your router. If you don't have a router, CaptionCall will provide one free
- Works with your present phone number
- Storage for up to 200 contacts with photos.
- Touch-screen user interface

AMTRAK INSTALLS HEARING LOOPS

Bethesda, MD: The Hearing Loss Association of America (HLAA) applauds Amtrak's commitment to travelers with hearing loss evidenced by the installation of hearing loops in New York City's Penn Station at two ticket windows, the information booth and the customer service desk. The NYC Loop Committee of HLAA's Manhattan Chapter, which advocates for and works to coordinate the installation of hearing loops in cultural institutions and public and private places, was instrumental in the effort to provide loops in Penn Station. New York's Penn Station is the first Amtrak station to utilize this technology.

Passengers with hearing loss using telecoil-equipped hearing aids or cochlear implants will be able to hear Amtrak personnel by accessing sound transmitted electromagnetically by the hearing loop - a wire that circles the area and is connected to a sound system. The telecoil functions as a wireless antenna that links to the sound system and delivers customized sound to the listener while eliminating background noise. No receivers are required.

"This was a collaborative effort by many organizations, demonstrating how important it is for the 36 million Americans with hearing loss to have access to hearing assistive technology when traveling," said Ellen Semel, chair of the HLAA Manhattan Chapter's NYC Loop Committee.

Chapter Officers

President - Gail Morrison
Vice - President - Bill Busch
Treasurer - Walt Lowrie
Recording Secretary - Flo McDavid
Corresponding Secretary - Ken Saw

Programs - Gail Morrison
Ways and Means - Stephen Fisher
Professional Adviser - Dr. David DeKriek

Newsletter

Publisher - Lisa Rettino
Editor - Louise Allen
Contributor - Louise Allen
Photographs - Ellen Mathis
Distribution - Chuck & Temple Roath

Committees

Educating Parents - Maxine Barton-Bauman
Hearing Assistive Technology - Herb Balkind / Bill Busch
Refreshments - Joan Schlegel
Lip Reading - Linda DeGuire

Newsletter Subscription is \$10/year; send to Treasurer.
(Attend meetings and get a free subscription)

HLA Websites

Long Beach/Lakewood: www.HLALongBeachLakewood.org
California: www.hearinglossCA.org
National: www.hearingloss.org

CTAP California Telephone Access Program
 Information, Repair & Exchange

English Voice 1-800-806-1191 **Spanish Voice** 1-800-949-5650

What Is HLAA?

Hearing Loss Association of America was founded in 1979 as Self Help for Hard of Hearing People, Inc. (SHHH). It is a national non-profit, nonsectarian, educational organization devoted to the welfare and interests of those who cannot hear well. Our members are catalysts that make mainstream society more accessible to people who are hard of hearing. We strive to improve the quality of life for hard of hearing people through: education, advocacy, and self-help.

Many of our chapter members have joined national and look forward to its publication, **HEARING LOSS**. An excellent magazine.

To join send \$35/\$45 for individual / family membership to:

Hearing Loss Association of America
 7910 Woodman Avenue, Suite 1200,
 Bethesda, MD 20814.
 phone: (301) 657-2248 Voice;
 (301) 657-2249 TTY

Membership brochures are available at our chapter meetings.

SUMMARY

An evening spent with Dr. DeKreik as speaker is always a pleasure – and so it was at our January Chapter meeting.

David spoke about his recent trip to Starkey Labs in Eden Prairie, Minnesota where he observed the production of hearing aids. He explained how each aid is custom made for each wearer, from the making of the ear mold in the audiologist's office, to the inclusion of microphones, circuits, telecoils and all the components decided upon in its production. The Starkey facility has many million-dollar machines, some of which make the shell of the aid by layering the material to shape it to specification. They also have the means to identify each aid so it can be tracked all the way through production and delivery to the customer. David had some interesting pictures taken in the factory of technicians performing the soldering operations required, as well as photos of the layering process which makes the shells.

It was interesting to learn that very few analog hearing aids are still being made; digital has taken over. Analog aids do not have the ability to be programmed, as do digital aids.

There was also an explanation of hearing aid batteries: that the largest ones go into the most powerful aids, and smaller ones are used in smaller in-the-canal devices. The larger batteries are the most long-lasting. He also spoke about the need for a hearing aid user to be reasonably deft to be able to change the batteries which can be a problem for some people.

Many other aspects of the manufacturing process were described and pictured, making for a very interesting presentation. Dr. DeKreik knows his subject, excels as a public speaker, and our Long Beach/Lakewood Chapter of HLAA is fortunate to have him as our Professional Advisor. Thanks David!

JANUARY MEETING VISITORS

Please come back! We look forward to seeing you again. Current members: bring a guest to our next meeting.

We welcomed the following guests:

Larry and Elizabeth Creasey
 Bonnie Rettgers
 Alyssa Cohen
 Elan Goldman
 Warren Willard

SCOREBOARD

	Members	Guests	Total
January 2013	38	6	44
December	35	0	35
November	33	2	35
October	30	3	33
September	35	10	45
August	29	3	32