

CHAPTER CALENDAR

Chapter and Board meetings held at:
Weingart Center, 5220 Oliva Ave, Lakewood 90712

April 9 - Chapter Meeting, Weingart Center 6:30 pm - 8:00 pm. **ELECTION AND INSTALLATION OF OFFICERS AND BINGO!**

Refreshments provided by **Margaret Pyo, Bill Busch, and Katie Wright. Thank you!**

April 6 – HAT Committee Meeting, Coco’s, 12:30 pm

April 11 - Walk4Hearing Kick-off Luncheon, Costa Mesa

April 15 – CTAP Event at Weingart 1:00 pm—3:00 pm

April 17 – HAT Demo 10:00 am - 12:00 pm
Weingart, Craft Room.

April 22 – HLA Chapter Board Meeting 12:30 pm
Weingart

June 6 - Walk4Hearing, Marina Green Park, Long Beach

Lip Reading Classes – at Weingart

Mondays 10 am-noon & Wednesdays 9:30 am-11:30 am.
No Lip Reading Classes on April 6 and 8.

CTAP EVENT



APRIL 15, 2015 1:00 pm – 3:00 pm
Location: Weingart Center

This is your chance to easily get a free specialized phone through the California Telephone Access Program (CTAP) if you have a qualifying hearing loss. There is no cost, obligation or income requirement. Our Professional Advisor, Dr. DeKriek, Au.D, will be on hand to certify you have a hearing loss and will fill out the necessary paperwork. A CTAP staff member will then determine which phone will best help with your particular hearing loss. *(This event is for new CTAP clients only. If you already have a phone from CTAP, this event is not for you.)*

The mission of the program is to provide access to basic telephone service for Californians who have difficulty using the telephone

Call the Weingart Center at (562) 630-6141 before April 15th to make an appointment.

Let your friends and neighbors know about this great opportunity!



Sat.
June 6



Connor Waterman is again the captain of our Walk4Hearing team: *The Beach Bums*. He’s the grandson of Chapter members, Katie and Alden Wright. His hearing loss was discovered during his kindergarten physical. He’s now in first grade and doing well with the support of his teacher and his parents.

We all know that kids and adults just like Connor need support, empowerment and help advocating for themselves and others who have hearing loss.

The Walk is just a few weeks away - June 6th. Please donate to this great cause. Here is what HLA does with the funds:

- Raises public awareness and providing education about hearing loss
- Leads efforts to de-stigmatize hearing loss;
- Advocates for the rights of people with hearing loss, including captioning in theaters and the internet;
- Offers local seminars on coping with hearing loss for families;
- Offers support for parents of children with hearing loss;
- Offers outreach to war veterans with hearing loss.

Forty percent of the money our Chapter raises comes back to us.

HOW TO DONATE

- Bring a check to a meeting
- Mail a check to Walt Lowrie
5072 Fanwood, Lakewood, CA 90713
- Online:
 - √ go to walk4hearing.org
 - √ Click on **Donate**
 - √ Find a **Walker**:
 - √ Type in **Connor Waterman**
 - √ Click on **Donate** or **Join My Team**

If you pledged a donation at the March meeting, don’t forget to bring your check made out to Walk4Hearing.



PRESIDENT'S MESSAGE

By Dr. Bill Busch

LIVING WITH HEARING LOSS: COMMUNICATION RULES

At our last chapter meeting, as part of an exercise, people were asked to volunteer to come forward and talk about some of the feelings associated with hearing loss such as frustration, isolation, anger and anxiety. I am sure all of us could identify with many of those emotions relating to hearing loss. It was brave of those people to step forward and share their experiences. Our speaker, Dave Cooper, told us these are common feelings and recognizing them is the first step needed to combat those feelings. The next step is to take action to improve our ability to communicate especially with loved ones because it reduces all these negative feelings.

After writing about Sam Trychin last month, I decided to take action by buying his series of booklets on improving communications. I started reading the first one, *Communication Rules*, and left it on my night stand to continue reading later. When I got into bed I discovered Barbara reading the booklet. I was very pleased since I thought we could both benefit from a tune-up of our communications. I asked what she thought of it and she said that she found there were a number of ways she could improve in the way she talks to me to make it easier for me to understand. It made me feel wonderful that she realized how hard it is sometimes for me to understand what is being said and was willing to do what she could to help. We agreed to both read more and discuss how we could do better. Here are some of the *Rules for speaking to people who are hard of hearing* that are especially important for communications between Barbara and me:

- Get the person's attention before you speak
- Face the listener while speaking
- Speak clearly at a moderate pace
- Give clues when changing the subject
- Rephrase when not understood
- Be patient, positive and relaxed

Here are some of the *Rules for people who are hard of hearing*:

- Anticipate difficult situations and plan how to minimize problems
- Tell others how to best talk to you
- Pay attention to the speaker
- Provide feedback that you understand or fail to understand
- Do not bluff
- Set realistic goals of what you can expect to understand

Communication is a two way street and requires both parties to do their best so that they both benefit. The booklet also provides 20 sample situations with scripts of the wrong way and the right way to respond. I think Barbara and I will both benefit from trying these exercises. It's important to keep a positive and constructive approach. Applaud each other for trying to communicate better. If you keep that attitude you are both more likely to have a satisfying result.

Here are some helpful links:

Sam Trychin website: www.trychin.com/

Hearing Loss Association of America Tip Cards:

www.hearingloss.org/sites/default/files/TipCards.pdf

MARCH MEETING SUMMARY

At our March Chapter meeting, Marriage and Family Counselor Dave Cooper designed an activity for us to participate in to talk about our feelings about our hearing loss experience. He



had volunteers come up to the front of the room and stand on signs with words on them: fearful, jealous, ignored, rejected, angry, isolated, lonely, frustrated, depressed and anxious. The volunteers picked the feeling that they have experienced or struggled with the most. He then led a discussion on how they have managed to deal with those feelings. We want to do this again!

MARCH VISITORS

We welcomed four people to our March meeting. Dale Freeberg returned after a long absence and brought Loey Small. Horace Leftwich brought his mother, Virginia McDonald. It was great to see you all. Please come back!

REMINDER – DONATE YOUR OLD HEARING AIDS

Old hearing aids are still being collected for the John Tracy Clinic. Bring them to the next meeting. If you have a question or problem that relates to your hearing, please submit to: info@hllalongbeachlakewood.org. If you have old copies of the magazine "Hearing Loss" please bring them to the next meeting.

\$ TIME TO PAY YOUR DUES \$

It's time to pay your Chapter dues for the new year. Walt Lowrie will be accepting your of \$1.00 cash at the next few meetings. You can also mail it to him at Walt Lowrie 5072 Fanwood Ave., Lakewood, CA 90713.

HOW SONGBIRDS MAY HELP BUILD A BETTER HEARING AID



By Kate Rix, UC Newsroom Monday, January 5, 2015

Untreated hearing loss can have devastating and alienating repercussions on a person's life: isolation, depression, sapped cognition, even dementia.

Yet only one in five Americans who could benefit from a hearing aid actually wears one. Some don't seek help because their loss has been so gradual that they do not feel impaired. Others cannot afford the device. Many own hearing aids but leave them in a drawer. Wearing them is just too unpleasant.

"In a crowded place, it can be very difficult to follow a conversation even if you don't have hearing deficits," says UC Berkeley neuroscientist Frederic Theunissen. "That situation can be terrible for a person wearing a hearing aid, which amplifies everything."

Imagine the chaotic din in which everything is equally amplified: your friend's voice, the loud people a few tables over, and the baby crying across the room.

In that scenario, the friend's voice is the signal, or sound that the listener is trying to hear. Tuning in to signal sounds, even with background noise, is something that healthy human brains and ears do remarkably well. The question for Theunissen — a professor who focuses on auditory perception — was how to make a hearing aid that processes sound the way the brain does.

"We were inspired by the biology of hearing," Theunissen said. "How does the brain do it?"

Songbirds excel at listening in crowded, noisy environments

Humans aren't the only ones able to hone in on specific sounds in noisy environments. For the past two years, Theunissen and the graduate students in his lab have studied songbirds, which are especially adept at listening in crowded, noisy environments.

By looking at songbird brain imagery, the researchers now understand how chatty, social animals distinguish the chirp of a mate from the din of dozens of other birds.

They were able to identify the exact neurons that tune into a signal and remain tuned there no matter how noisy the

environment becomes. These neurons shine what Theunissen calls an "auditory spotlight" by focusing in on certain features or "edges" of a sound. Imagine you are looking for your cell-phone on a table covered with objects. In the same way that your eye can find for a specific rectangular shape and color, your ear searches for and finds certain pitches and frequencies: the sound of a friend's voice in a restaurant.

"Our brain does all this work, suppressing echoes and background noise, conducting auditory scene analysis," Theunissen says.

Algorithm replicates 'auditory spotlight'

The neurological "auditory spotlight" process has been reproduced in the form of an algorithm. Theunissen's team is working with Starkey Hearing Technologies, an international firm with a research office in Berkeley. Together, they are testing the algorithm's potential benefits for hearing-impaired subjects if loaded into hearing aids.

This next generation of hearing aids will detect the features of the signal and separate it from any background noise. Unlike a traditional hearing aid, it will have a variable gain so that signal sounds get a boost without distortion, while background sounds are attenuated without being completely muffled out. "This hearing aid should not eliminate all of the noise or distort the signal," Theunissen says. "That wouldn't sound real, and the real sound is the most pleasant and the one that we want to hear."

The funding from UC Research Initiatives — \$100,000 for one year — moved Theunissen's research from his lab and closer to the marketplace. The hearing aid algorithm is the first potential commercial application of his lab's work.

"We are a lab doing basic science," he says. "There is a purist pleasure in solving problems, but also an excitement that there are real problems to be solved."

HEARING AID TAX CREDIT BILL

In spite of a snowstorm that closed down federal agencies on March 5, HLAA Board members teamed with members of AGBell Association for the Deaf and Hard of Hearing (AGBell) and Hearing Industries Association (HIA) to visit senators, representatives and staff urging them to support the Hearing Aid Tax Credit. Although many meetings were cancelled, our brave Board members persevered through snow and slush to urge Congress to support the legislation.

An optimist is the human personification
of spring.

—Susan J. Bissonette

NEW CAPTION QUALITY RULES TAKE EFFECT IN THE U.S.

The Federal Communications Commission (FCC) has introduced new quality rules for closed captions on television which come into effect in the US on 16 March 2015.

Under the new rules, TV broadcasters and other video programming distributors (VPDs) must ensure that captions meet quality standards in the following areas:

- **Accuracy:** captions must match program dialogue, be correctly spelled and punctuated, and provide essential non-verbal information.
- **Synchronicity:** Captions must coincide as closely as possible with the audio.
- **Completeness:** The entire program should be captioned.
- **Placement:** Captions should be viewable, not block other important on-screen information, and be the appropriate size for legibility.

The FCC acknowledges that the above standards will not always be achievable for live and near-live programs, and that there will be delays in live captions, but expects broadcasters to do everything they can to help facilitate the captioning process.

Broadcasters and VPDs must also keep records of their caption monitoring and equipment maintenance activities for a minimum of two years, and submit these to the FCC upon request.

This is the first time that the FCC has imposed rules about caption quality, and follows years of lobbying by Deaf and hearing impaired viewers and their advocacy groups. The rules are similar to those put in place in Australia through the Australian Communications and Media Authority's Television Caption Quality Standard.

APRIL PROGRAM

On the agenda for the April Chapter meeting is the election and installation of the Officers for 2015. We're also going to have a little fun by playing BINGO! No money involved ... just prizes. Come and have fun!

INTERESTING FACTS

If you think the face most representative of hearing loss is etched with lines and mostly looks like your grandparents, think again:

- 360 million (approximately 5.3% of the world population) people live with disabling hearing loss.
- 32 million children under the age of 15 have hearing loss.
- 328 million (approximately 15% of the world's adult population) adults have some degree of hearing loss.
- 75% of adults with hearing loss are younger than age 65.

HAAA JOINS FCC'S NEW DISABILITY ADVISORY COMMITTEE

The Federal Communications Commission (FCC) held the first meeting of its newly-formed Disability Advisory Committee (DAC) on March 17, 2015. HAAA is a charter member, with Lise Hamlin, Director of Public Policy for HAAA serving as co-chair of the Video Programming subcommittee, and as a member of the Communications subcommittee. These meetings are open to the public and streamed with captions at: <http://www.fcc.gov/live>. Meeting minutes will be available on the committee's website at www.fcc.gov/disability-advisory-committee. This committee will provide advice and recommendations to the Commission on a wide array of disability issues within the FCC's jurisdiction some of which are: telecommunications relay services, closed captioning, access to televised emergency information, hearing aid compatibility, and access to 911 emergency services.

NOMINATING COMMITTEE REPORT

The slate of Officers for 2015 is as follows:

President: Bill Busch
Vice-President: Gail Morrison
Treasurer: Walt Lowrie
Corresponding Secretary: Ken Saw
Recording Secretary: Craig Bowlby

No additional nominations were made from the floor at the March 12th meeting. Voting and installation will take place at the April 9th Chapter meeting. You must be a member of the Chapter to vote. You may give your \$1 to Walt Lowrie at the meeting.

OPEN – CAPTIONED THEATER EVENTS

Master Chorale		NEW 213-972-7282
Walt Disney Concert Hall		
<p>http://www.lamc.org/box-office/accessibility Captions are “Projected English Supertitles” visible to all audience members. ALDs are available as well. This new program is due to the efforts of HLA Los Angeles Chapter members Georgia Fleisher and her committee, Mitzi Shpak and John Orr!</p>		
THE WATER PASSION	4/11 @ 2pm 4/12 @ 7pm	
MUSIC OF WHITACRE & PÄRT	5/16 @ 2 pm 5/17 @ 7 pm	
THE RUSSIAN EVOLUTION	9/26 @ 2 pm 9/27 @ 7 pm	
MADE IN L.A.	11/15 @ 7pm	

Ahmanson Theater		213-628-2772
Open-Captioned Performances 2:00pm		
http://www.centertheatregroup.org/tickets/Project-DATE/		
CINDERELLA	4/25/15	
MATILDA, THE MUSICAL	6/27/15	

Segerstrom Center for the Arts		714-556-2787
Open-Captioned Performances 2:00pm		
www.scfta.org/access		
Tickets in the open captioned section can be purchased online or by contacting the ticketing services department at 714-556-2787 Seats are available at every price level (while available).		
GUYS AND DOLLS	4/18	
ANNIE	5/23	
MOTOWN THE MUSICAL	6/27	
THE PHANTOM OF THE OPERA	8/15	
Assistive Listening Devices		
Wireless, lightweight devices are available at no cost.		
Induction Neckloops: Induction neckloops are available that can interface with your hearing aid t-coil.		

Pantages Theater		323-468-1780
Open-Captioned Performances 1:00pm		
http://hollywoodpantages.com/accessibility		
NEWSIES	4/12	
MOTOWN THE MUSICAL	5/17	
THE PHANTOM OF THE OPERA	6/28	
The Hollywood Pantages Theatre is equipped with an Infrared Listening System and offers 3 different devices.		

HEARING LOSS ASSOCIATION OF AMERICA LONG BEACH / LAKEWOOD CHAPTER

Officers

President - Bill Busch
 Vice - President - Gail Morrison
 Treasurer - Walt Lowrie
 Recording Secretary - Craig Bowlby
 Corresponding Secretary - Ken Saw

Committees

Hearing Assistive Technology - Herb Balkind / Gordon Langsam
 Information - Vacant
 Lip Reading - Linda DeGuire
 Looping - Ram Kakkar
 Membership - Flo McDavid / Katie Wright
 Newsletter - Katie Wright
 Programs/Publicity - Gail Morrison
 Refreshments - Marie O'Brien and Marion Camilleri
 Ways and Means - Stephen Fisher

Support

Newsletter Layout - Lisa Rettino
 Professional Adviser - Dr. David DeKriek, Au.D.

Chapter Contacts:

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 Gail Morrison, 562-438-0597, gail7go@gmail.com



HLAALongBeach.Lakewood

SUBSCRIPTION REMINDER

If you wish to receive the Informer paper copy in the mail, please send \$10 to Walt Lowrie, 5072 Fanwood Ave., Lakewood, CA 90713.

EMAIL COPIES OF THE INFORMER

Electronic copies of the Informer are available to all members. If I do not have your email address on record and you would like to receive an emailed copy of the newsletter, please send a message to hlaabl.informer@gmail.com.

SCOREBOARD

	MEMBERS	GUESTS	TOTAL
Mar. '15	27	3	30
Feb. '15	26	3	29
Jan. '15	28	0	28
Dec. '14	25	3	28



Remember to register for AmazonSmile!
Every eligible purchase you make at smile.amazon.com
will result in a donation to our Chapter.

On your first visit to AmazonSmile (smile.amazon.com),
type into the search box:

Hearing Loss Association of America Long Beach/Lakewood

The next page will show **Hearing Loss Association Inc Redondo Beach.**

This is the one to **select.**

*(The city listed is Redondo Beach because that is where our President
lives and files the taxes for the Chapter).*

FUTURE PROGRAMS

April 9, 2015 - Installation of Officers and Bingo. *See page 4 for details.*

May 14, 2015 - Robin Itzler, Marketing Maven from the Orange County Breeze, "Purchasing My First Smartphone."

HLAA Long Beach/Lakewood Chapter Meetings are on the second Thursday of each month at 6:30 pm.
We meet at the **Weingart Center, 5220 Oliva Ave, Lakewood 90712**

All meetings are Captioned with CART (Communication Access Realtime Translation).
We also have a Hearing Induction Loop, loudspeaker and Assistive Listening Devices available.
Light refreshments are served.

For more information, please call **562-438-0597** or visit www.hlalongbeachlakewood.org.



The Hearing Loss Association of America (HLAA) opens the world of communication to people with hearing loss through information, education, support and advocacy. The national support network includes the Washington, D.C., national office, state organizations and local HLAA Chapters. **Join HLAA now** to receive *Hearing Loss Magazine* and become part of the one organization that represents the interests of 48 million people with hearing loss in the United States.

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