

## CHAPTER CALENDAR

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

**June 6 – Walk4Hearing**, Marina Green Park, Long Beach.  
9:00am Registration 10:00am Walk

**June 11 – Chapter Meeting**, Weingart Center  
6:30 pm – 8:00 pm.   
**POTLUCK DINNER AND RAP SESSION**  
*see article below*

**June 19 – HLAA/HAT Information Table**  
10:00am - noon  
Weingart Senior Health Fair

No HAT Demos until September 18

**June 18 - Disabled Resources Center Annual Awards Dinner**, The Reef, honoring Louise Allen with the Community Service Award

**June 24 – HLAA Chapter Board Meeting** 12:30 pm at Weingart

**July 9 – Chapter Meeting** (*see page 6 for details*)

**HAT Committee meetings** resume on September 7

**Monday Lip Reading Class** resumes September 14

**Wednesday Lip Reading Class**: last meeting on June 24<sup>th</sup>, 9:30 am -11:30 am at Weingart; resumes Sept. 2



## JUNE MEETING

The meeting on June 11th will be a Potluck! Bring your best dish to share! We are also having a rap session, allowing us to share our successes and difficulties in dealing with our hearing loss. These sessions have proven to be very popular, as we each get and give practical advice on how to thrive in various situations.



## MAY VISITORS

We welcomed the following people to our May meeting: Russ Collison (returning for a second time), Claus and Cheryl Marx, Robert Smith and David Noble. We enjoyed meeting you. Please come back!

## A HOH IN THE DENTIST CHAIR

By Gael Hannan, April 1, 2013



Gael Hannan, Editor  
Better Hearing Consumer  
@Hearing Health & Technology Matters!  
Hear Well. Live Well

A Letter To My Dentist,

Having just escaped from your dentist chair for the second time in a week, I am writing while the experience is still painfully fresh in my mind. Actually, the pain wasn't nearly as bad as I expected – the drugs helped a lot.

As you know, Doc, I have hearing loss, and you've always been good about removing your mask when asked to repeat something. But I'm wondering if I might suggest a few other areas of your clinical service that could use some accessibility upgrades? And this isn't just about me – you probably have many other hard of hearing clients, although not all would have disclosed this choice bit of personal info.

If you're interested, keep reading. If not, please recycle the paper.

- Your waiting room has a lovely new 'high-def' TV which, unfortunately, is not accessible to your 'low-deaf' clients (excuse the bad pun). While waiting for my root canal last week, I asked for the closed captioning (CC) to be turned on, so I could understand the TV. My nerves were jangly because at the end of the hall I could see the empty dentist chair, waiting, and it reminded me of the previous night's episode of The Walking Dead in which a favourite character was handcuffed in a similar chair. (For non-Walking Dead fans, let's just say that a snarling, hungry zombie was approaching that chair...) So, I showed the receptionist how to turn on the CC – and it was still on two days later when I came back for more pills! I'm hoping it helped to soothe some other anxious tooth-achey person.
- May I suggest sensitivity awareness and communication training for your staff? Your receptionist is lovely, but tends to talk to her computer or appointment book rather than looking directly at me. This is important because when hard of hearing people are stressed – due to nerves before the appointment or from pain after it – our hearing tends to be at low ebb. We appreciate service providers who communicate well with us. You might also consider a counter loop that would enable your receptionist and hearing aid-users to communicate directly and clearly. Some clients may prefer email or text appointment reminders rather than phone calls. (Note: I would be happy to provide this communication training in exchange for a free tooth-whitening treatment.) (Cont. to page 3.)



## President's Message

*Dr. Bill Busch*

### Living With Hearing Loss: The Courts

How can you manage in a courtroom if you have hearing loss? I learned something about that when I was recently called for jury duty at the Los Angeles Superior Court in Torrance. A couple of years ago I was called for jury duty at the same court and explained that with my severe hearing loss I didn't feel I could be a juror unless they had assistive listening devices available. Since they did not have any at that time, they said they would contact me again when they had devices available.

I thought they had forgotten about me until about 6 weeks ago when I received another jury summons but this time it said that because of my previous request they had arranged for Communication Access Real-time Translation (CART) for me and wanted to verify that I was available on the date I was to appear. I knew exactly what they were taking about since CART is what we use to caption our meetings. I was excited at the prospect. When I arrived at the jury assembly room for orientation, I sat up front so I would be better able to hear. Shortly after that, a woman arrived with a suitcase and called out my name. She introduced herself to me as my CART provider and proceeded to set up her equipment at a table near the front. She invited me to sit next to her so that I could see the captions on her computer. It was wonderful to be able to understand everything that was being said.

We had some time to chat while we waited for a panel of jurors to be called so she explained that she would shadow me wherever I went and sit beside me providing written captions for me even in the jury deliberation room if a trial reached that point.

She has been a court reporter employed full time by the court for about 17 years. Most of her time is spent as a court reporter providing the official transcript of the court proceedings but occasionally she is called to provide CART for participants in court proceedings who have hearing loss and need hearing assistance.

Later that morning, a large jury panel was called for a trial via a random draw of names. My name was not called so I stayed in the room the rest of the day without being called and at the end of the day was excused so I never had the chance to experience CART in the courtroom but it was wonderful knowing that I could serve and feel confident in my ability to understand the proceedings.

I also contacted the person who manages and trains the court reporters to provide CART services for the hard of hearing community and she confirmed that all the Superior Courts in

LA County have this service and most, if not all, also have assistive listening devices available.

I don't know the extent of such services in other courts in LA County or other counties, but if you are a participant in a court proceeding, you should check to see what the Court has to accommodate you.

I applaud the LA Superior Court for its progressive approach to providing accessibility to people with hearing loss.

## LINKS

### Stem Cells and Hearing Loss

<http://hsci.harvard.edu/hearing-loss-0>

### Gael Hannan's Blog

<http://hearinghealthmatters.org/betterhearingconsumer/>

### Hearing Health and Technology Matters

<http://hearinghealthmatters.org/>

### Hearing Loss Association of America

<http://www.hearingloss.org>

### Hearing Loss Association of America, California State Association

<http://www.hearinglossca.org>

### Hearing Loss Association of America, Long Beach/Lakewood Chapter

<http://www.hlalongbeachlakewood.org>

### HCAA Convention Registration

<http://www.hearingloss.org/content/registration>

## MAY CHAPTER MEETING SUMMARY

Speaker Robin Itzler spoke on her experience of purchasing a Smartphone. She stressed the importance of knowing as much as you can about what you're buying beforehand. Come ready with questions specific to your hearing loss needs and be assertive in getting the answers to those questions. Ms. Itzler suggests using the term "deaf" because a salesperson will understand that more than "hearing loss." She uses the term "legally deaf" when dealing with salespeople because she has found that those two words together seem to trigger an understanding of what she's dealing with. She also suggested taking someone with you if possible. Be assertive, tell the salesperson you can't hear them, repeat the questions you have until you get answers you need. You are there to spend a great deal of money. The salespeople are there to accommodate you, not the other way around. This advice, she said, applies to shopping for anything, not just a Smartphone.

(Continued from page 1.)

- Written follow-up information would make sure I don't miss anything important. Spoken instructions can be misunderstood or misinterpreted, whereas a comprehensive info sheet can be digested better in the leisure of our homes. For example, I asked you about pain and you said my mouth might be a little tender afterwards and, if so, to take a pain reliever. There was no mention of other possibilities – such as a lot of pain, or my face swelling to the point I couldn't wink or smile and that calling you would be a good idea. Now, Doc, if you did tell me this, I didn't realize you were talking to me, or I may have been focused on trying to bring both halves of my frozen jaw together.
- In fact, full written information on all your procedures would be helpful. Along with my appointment card, your receptionist could give me an info sheet such as 'You & Your Root Canal: Neat Stuff to Know'. It could include facts on why I'm having the damn thing in the first place, what's involved (i.e. three appointments), what will happen at each appointment, God willing, as well as payment expectations and the possible side effects.
- Now, here's the biggie communication challenge – understanding you during the procedure. My speechreading ability is limited during dental work, either because you are not in my line of sight or because you wear surgical masks to protect us both from deadly germs. Some good clear masks have been invented that allow speechreading, but no one uses them – why is that, Doc? Clear masks not only help people with hearing loss, but also have been proved to relieve anxiety with patients.

As it is now, you have to pull down your mask to tell me something. I understand when you throw me a "you OK?" and I respond with a visual thumbs up. But today, we did have a slight communication issue. As you turned away for a moment, you pulled down your mask and said, "Would you care to apologize?"

Me: Why?

You: Because it's the next step.

Me: The next step in my root canal is that I have to apologize?!

You: Huh?

Me: Can you repeat what you said?

You: I said, now we're going to do a polish.

Me: Oh, I thought you said I had to apologize. Sorry.

So, Dentist, My Dentist – you do take good care of my teeth and I thank you. With just a bit of improved communication in the clinic, I would nominate you for Dentist of the Year Award.

Sincerely yours,  
Gael Hannan

## WHAT WOULD WE DO WITHOUT THESE HARD-WORKING PEOPLE?

To be successful, all organizations rely on the hard work of their volunteers. The following people have freely given of their time, energy and talent to help our Chapter. We are so grateful to each of them.



### Officers

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

### Committees

Maxine Barton-Bauman	Information/Nominating/ Walk4Hearing
Herb Balkind	Hearing Assistive Technology(HAT)
Gordon Langsam	Hearing Assistive Technology(HAT)
Linda DeGuire	Lip Reading
Elfriede MacIver	Lip Reading
Ram Kakkar	Looping
Flo McDavid	Membership
Bonnie Strutin	Membership
Katie Wright	Newsletter Editor/Welcoming/ Nominating
Gail Morrison	Programs/Publicity
Sally Geiger	Refreshments
Marie O'Brien	Refreshments
Marion Camilleri	Refreshments
Stephen Fisher	Ways and Means/Lip Reading

### Support

Dr. David DeKriek	Professional Advisor
Peg Heglund	ALD Distribution
Helen Bologna	Greeter
Barbara Bostwick	Greeter
Lorraine Collin	Greeter
Kaiso Miyao	Meeting Room Setup
Jerry Collins	PA System
Mark Busch	Webmaster
Ron and Elfriede MacIver	Certificates of Appreciation

### HAT Committee

Helen Bologna	Bonnie Strutin
Peggy Heglund	Ron MacIver
Gordon Langsam	Elfriede MacIver
Bill Busch	Doug Green
Walt Lowrie	Flo McDavid
Don Hachiya	Herb Balkind

# FIT TO SERVE BILL WINS SUPPORT FROM A LEADING SENATOR

By David Kirkwood  
May 13, 2015



WASHINGTON, DC—The Fit to Serve campaign, designed to allow and encourage the Department of Veterans Affairs (VA) to hire licensed hearing aid specialists to treat veterans with hearing loss, got a boost when U.S. Senator Charles E. Schumer (D-NY) announced on May 8 that he would sponsor the Veterans Hearing Aid Access and Assistance Act (S. 564).

The measure is championed by Fit to Serve, which was launched by the International Hearing Society (IHS) in February 2013.

Schumer joined Senators Jerry Moran (R-KS), Jon Tester (D-MT), and Bill Cassidy (R-LA) in supporting S. 564, which was introduced in February and referred to the Committee on Veterans' Affairs. The endorsement from Schumer was especially welcomed by Fit to Serve, since Schumer, the third leading Democrat in the Senate, is expected to be elected as his party's leader in that chamber next year.

## WOULD CUT "EXCRUCIATING WAIT TIMES"

In announcing his support for S.564, Schumer said that because there are not enough VA audiologists available to meet the growing demand for their services, the result has been "excruciating wait times for veterans looking to be fitted for hearing aids at their VA centers."

Schumer, who was first elected to the Senate in 1998, stated, "It is inexcusable that the brave men and women in our armed services, many who lost some or all of their hearing while protecting the liberties we hold so dear, have to face such long wait times to get hearing aids when they return stateside."

He added that passing this "common sense legislation would cut through the red tape at the VA and give our hearing-impaired veterans the resource they so rightfully deserve. We have a moral obligation to pass this bill with strong bipartisan support and show our veterans that our support for them will never waiver."

## "A TIMELY ISSUE"

Alissa Parady, director of government affairs for IHS, said, "We were thrilled to have Senator Schumer co-sponsor S. 564." She noted that his support came about as a result of a constituent meeting with Schumer's staff in March. Parady

said, "His staff was very understanding of the challenges veterans are facing trying to access hearing healthcare through the VA. The issue continues to be very timely as hearing loss and tinnitus are the top two disabilities for which veterans are seeking care."

There has been growing support from veterans groups for S. 564 and for H.R 353, the House of Representatives version of the measure, which was introduced in January.

The Fit to Serve campaign is also endorsed by the American Academy of Otolaryngology-Head and Neck Surgery (AAO-HNS).

However, the legislative initiative also faces strong opposition, including from the major audiology organizations. Also, at a hearing of the House Veterans Affairs Subcommittee on Health in March 2014, Madhulka Agarwal, MD, a VA deputy undersecretary, insisted that passing the house bill would serve no purpose since, she said, the VA can already make use of hearing aid specialists under existing law.

Advocates for Fit to Serve dispute that claim and are working to have a new hearing scheduled on the 2015 legislation.

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## STEM CELLS AND HEARING LOSS

**Harvard Stem Cell Institute**  
<http://hsci.harvard.edu/hearing-loss-0>

Seventeen percent of Americans have some degree of irreversible hearing loss. Harvard Stem Cell Institute scientists want to bring it back.

HSCI scientists have discovered which stem cells can become hair cells as well as the molecules that bring about this change. Using this information, our researchers are developing techniques to grow hair cells in the laboratory and implant them into the ear.

Stem cells can also be used to screen for drugs that could stimulate the regeneration of hair cells. This method has already produced drugs capable of partially restoring hearing in deaf rats. The next steps are identifying the right mixture of drugs that will regenerate the largest number of hair cells and assessing ways that these drugs can be delivered to the ear. The success in rodent models will eventually lead to drug tests in human stem cells.

## SCOREBOARD

	MEMBERS	GUESTS	TOTAL
May '15	22	6	28
April '15	25	0	25
March '15	30	3	33
Feb. '15	26	3	29

## OPEN – CAPTIONED THEATER EVENTS

<b>AHMANSON THEATER</b> Open-Captioned Performances 2:00pm	213-628-2772 or 213-680-4017 (TTY)
<a href="http://www.centertheatre.org/tickets/Project-DATE/">http://www.centertheatre.org/tickets/Project-DATE/</a>	
<b>MATILDA, THE MUSICAL</b>	6/27/15
<b>SEGERSTROM CENTER FOR THE ARTS</b> Open-Captioned Performances 2:00pm	
714-556-2787	
<a href="http://www.scfta.org/access">www.scfta.org/access</a>	
Tickets in the open captioned section can be purchased online or by contacting the ticketing services department at <b>714-556-2787</b> Seats are available at every price level (while available).	
<b>MOTOWN THE MUSICAL</b>	6/27
<b>THE PHANTOM OF THE OPERA</b>	8/15
<p><b>Assistive Listening Devices</b> Patrons with hearing impairments are encouraged to use Segerstrom Center's Sennheiser System for performances in Segerstrom Hall. Wireless, lightweight devices are available at no cost.</p> <p>Induction Neckloops: If you have a hearing aid that is equipped with a t-coil, we have induction neckloops available that can interface with your hearing aid. Just ask the usher working the podium.</p> <p>You may bring your own headphones/earbuds to use in place of our headphones for Segerstrom Hall shows. It just needs to have a 3.5mm audio jack.</p>	
<b>PANTAGES THEATER</b> Open-Captioned Performances 1:00pm	323-468-1780
<a href="http://hollywoodpantages.com/accessibility">http://hollywoodpantages.com/accessibility</a>	
<b>THE PHANTOM OF THE OPERA</b>	6/28
The Hollywood Pantages Theatre is equipped with an Infrared Listening System and offers 3 different devices. These devices amplify all stage sounds and may be checked out at the Audience Services desk located in the lobby and are available free-of-charge	

## 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:

Bill Busch, 310-540-6322, [billbusch@ieee.org](mailto:billbusch@ieee.org)  
Gail Morrison, 562-438-0597, [gail7go@gmail.com](mailto:gail7go@gmail.com)

## HLAA

**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. 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

To join online, go to <http://hearingloss.org/>

Membership brochures are available at our chapter meetings.

### CTAP

California Telephone Access Program  
Information, Repair & Exchange  
**English** Voice 1-800-806-1191  
**Spanish** Voice 1-800-949-5650



[HLAALongBeach.Lakewood](http://HLAALongBeach.Lakewood)

CONVENTION  
Hearing Loss Association of America **2015**

June 25 - 28, 2015

St. Louis Union Station Hotel  
St. Louis, Missouri

## **FUTURE PROGRAMS**

**June 11, 2015** - Pot-Luck and Innovative Rap Session. *See page 1 for details.*

**July 9** – Robbin Hill from the LA Superior Court, CART services provided for those with hearing loss.

**September 10** – Dr. Fred DiTirro, Head and Neck Surgeon, Kaiser Permanente, cochlear implant surgery.

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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), the hearing Induction loop and Williams Sound System. Light refreshments are served.  
For more information, please call **562-438-0597** or visit [www.hlalongbeachlakewood.org](http://www.hlalongbeachlakewood.org).



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**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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