

CHAPTER CALENDAR

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

October 8 - Chapter meeting: Dennis Merkley, MFT,
“Learning to Really Listen” 6:30-8:00 PM

Refreshments provided by Katie Wright, Gail Morrison,
Ellen Mathis, Lorraine Collins. *Thank you!*

October 5 - HAT Committee Meeting, 12:30pm., Mimi’s
Café, Lakewood

October 16 - HAT Demo, 10am - noon, Weingart Center

October 28 – Board meeting, 12:30 Weingart Center

October 30 – Let’s Loop Orange County! 2:00 pm, Geneva
Presbyterian Church, 24301 El Toro Rd., Laguna Woods, CA
92637

Every Monday - Lip Reading 10 am – noon

Every Wednesday - Lip Reading 9:30 am – 11:30 am



OCTOBER MEETING SUMMARY

Learning to Really Listen

Dennis Merkley, MFT

We will learn about listening skills that are needed to develop
and master listening in depth.

Dennis is a Licensed Marriage and Family Therapist and has
been a teacher and therapist for 30 years. A graduate of
CSULB with degrees in history and counseling psychology,
Merkley hails from a teaching and counseling family.

If you don’t like meetings because you can’t hear well, our
meetings are different. 1) We have a high quality sound sys-
tem. 2) You can borrow an assistive listening device. 3) If
you have hearing aids with t-coils we have a hearing induc-
tion loop. 4) If none of these help, we project captions on the
wall for you to read. We provide all these options free so you
can understand what is said. *Please join us!*

MEDICAL CENTER SETTLES WITH US JUSTICE DEPT; WILL IMPROVE ACCESS FOR DEAF & HARD OF HEARING

By Hearing Health Technology Matters,
September 1, 2015

WASHINGTON, DC - the US Justice Department announced
that it has entered into an agreement with Arrowhead Regional
Medical Center (ARMC) of Colton, California. The voluntary
compliance agreement was reached to help resolve allegations
that the hospital was in violation of Americans with
Disabilities Act (ADA) by not providing qualified interpreters
and other services to deaf and hard of hearing individuals.

As part of the agreement, ARMC will provide the necessary
equipment and services that allow deaf or hard of hearing
persons to have equal access to medical services and
communicate effectively with hospital staff.

Equal Access

According to the Justice Department, an initial complaint
against the hospital was received in 2012 from a deaf woman
who alleged that ARMC did not provide a qualified sign
language interpreter while her husband was a patient. Another
complaint was later lodged against ARMC, again alleging that
the 456-bed hospital had denied access to a sign language
interpreter for a patient in its care.

Following the second complaint, the US Attorney’s Office of
the Central District of California opened an investigation, and
after “extensive discussions” the hospital agreed to resolve the
allegations voluntarily.

“People who are deaf or hard of hearing have a right to clear
and effective communication with physicians, nurses and all
hospital staff members in order to ensure that they and their
loved ones receive the same medical care that is available to
every other person” - *Eileen M. Decker, U.S. Attorney,
Central District of California*

Settlement Reached

Under the agreement, ARMC will now be taking a number of
steps to improve its compliance with Federal law and improve
access for deaf and hard of hearing persons. It has also agreed
to provide ongoing reports to the US Attorney’s Office so that
it can assess the organization’s compliance with ADA.

The individuals who brought the complaints to the attention of
the Justice Department had also filed a lawsuit which was

(continued on p. 2)

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settled last week. Under that settlement ARMC has agreed to pay \$100,000 and comply with terms of the agreement reached with the U.S. Attorney's Office to improve access for deaf and hard of hearing persons.

According to the announcement by the Justice Department, the settlement reached with ARMC is actually part of the nationwide Barrier-Free Health Care Initiative (BFHCI). The BFHCI is a partnership of the Civil Rights Division and U.S. Attorney's Offices from across the US, helping ensure people with disabilities have equal access to medical services.

THANKS TO LORRAINE FANIZZA, THE FORMER SOUTH COAST CHAPTER & HERB BALKIND

We salute Lorraine Fanizza, leader of the South Coast Chapter of HLAA, and all its chapter members for their extreme generosity to our chapter. When their chapter disbanded last year they decided to help other California chapters with the remainder of their money. Our chapter received 2 banners, a table cloth for a six foot table and a table runner customized with our chapter logo on them to be used at our chapter meetings, HAT demonstration meetings and when we participate in Health Fairs and other outreach activities. In addition, Lorraine recently donated a sample hospital kit that their chapter developed for people with hearing loss, her originals used for various hospital brochures, signs, tips for hospital personal and hearing aid identification cards and various other materials for the hospital kits. All this material will make it easy for us to create hospital kits for our chapter members and for hospitals in our area.

Thanks also to Herb Balkind who did a lot of coordination to be sure that we got the picture we wanted on the banner and that all our items had our chapter logo on them.



Gordon Langsam



PRESIDENT'S MESSAGE

Dr. Bill Busch

NEW CAPTEL 2400I PHONE

When I was at the Walk4Hearing, CapTel had a booth showing their latest captioned phone the model 2400i which is a touch screen model. I thought I should give it a try. My first captioned phone was a CapTel 800i but when CaptionCall came along with its touch screen model, I liked it better so I kept the CapTel for upstairs in the kitchen and used the CaptionCall phone in my office. I had the 2400i installed just before I left for Wisconsin so I am just getting used to the new phone but so far I like it better than the CaptionCall. It has a bigger screen that is easier to read and a "Captions" button that you can use to turn the captions on and off easily. It automatically saves the captions for each conversation so you can easily go back and retrieve an earlier conversation.



Other features include an answering machine, 40 dB of amplification, multiple font sizes, standard keypad for easy dialing, redial, flash, mute and customer service buttons.

You can get the phone at no cost with a signed certification form from a healthcare professional attesting to your need for a captioned phone. This form is required by the FCC since it pays for the captioning service.

The phone requires high speed internet service (DSL or digital cable modem), a phone line and a standard power for the AC adapter.

For more information visit www.captel.com or call 1-800-233-9130.

HAT COLUMN

Guest Contributor: Peg Heglund

I don't ever remember hearing on my left side. No one ever identified me having a problem hearing. I thought everyone only heard out of one ear. As I was growing up, many ear infections brought me to the county hospital. I remember while I was in nursing training, my father had operations on both ears, so there must be a family link there somewhere. But no one in the family talked about it. I guess nature and my left ear helped me compensate for the loss - until the aging process set in and caused nerve damage to my "good" ear.

As it is for most of us, this loss was so gradual that I didn't notice it for a long time. I learned to monopolize conversations so I always knew what was being said; I was louder than everyone creating stress for everyone including myself. Looking back, my hearing loss probably caused me to lose a job or two. I was definitely in denial.

I took a class on how to make a movie on my computer using pictures of my son's wedding to an Irish girl in a castle in Ireland. I couldn't hear the instructor even after getting situated close to him; I took the class again with the same results. I could no longer deny my hearing loss.

I remembered an article in the paper about a group offering help for those with hearing loss. I called for information and attended the next meeting. They handed me a hearing gadget and said I would be able hear with it. There were also captions on a screen so I could read what was being said. It was wonderful! The meeting was the Long Beach/Lakewood Chapter of HLAA – our chapter. I bought the device that weekend. This was just the beginning; I have been learning ever since!

I was also told about a program offered by the Chapter for those who want to learn about the many other devices there are to help those with hearing loss. I loved this idea and asked if I could be a part of that group. Now I could help others learn about their hearing and I could keep learning myself!

This was how I became active with HAT – Hearing Assistive Technology. I have now been working with HAT for a little over 3 years. It is so rewarding that I want to share it.

I would love for you to join with me and the other volunteers to experience the idea of "passing it forward" – share your knowledge with others and continue to learn the new and up-and-coming technology available to those with hearing loss.

Give me a call if you want to join this adventure of learning and teaching.

Peg Heglund 562-431-2212 pheglund@yahoo.com
text my cell 510-684-5332

MORE CAPTIONED PHONE OPTIONS

Our chapter members are now using captioned phones from 3 totally separate companies. The number of options make it a bit confusing to someone thinking about getting a captioned phone, but more options are good since the competition is forcing all of them to work harder on the phone design and getting the best captioners for their companies. The first captioning phones that our members used were from CapTel. Their latest model is the 2400i which is discussed in the president's message. The second company that our members used was CaptionCall. Their latest model is the 67T. Most recently Danna Collins (714-308-0114) from ClearCaptions came to our September chapter meeting and HAT demonstration and talked about their model called the Ensemble. We plan to have a description of that phone in our November issue.

TRIBUTE TO GORDON LANGSAM

Hearing Assistive Technology (HAT) Committee Co-Chairman, Gordon Langsam, passed away suddenly on Saturday, September 19. He was 82 years young. Gordon is remembered as a person with hearing loss who refused to be victimized by it. In 2008 he started attending lip reading classes and our chapter meetings. He became a founding member of HAT in 2009. Even after his wife passed away four years ago, he continued to be active socially and continued to volunteer to help others with hearing loss as he had been helped. When his co-chair of the HAT Committee became ill last year, Gordon stepped up to take responsibility.

Numerous health problems over the past couple of years did not stop him. The day before he died, he was one of the first people to arrive for the HAT demonstration and showed visitors his favorite Pocketalker personal amplifier. After the demo, he stayed to put the equipment away and spent another hour organizing the HAT catalogs and gathering supplies for an upcoming health fair where he was going to be our chapter's lead person. Gordon will long be remembered as a friendly, caring and helpful man. Our Chapter will miss his smile and support.

SCOREBOARD

	MEMBERS	GUESTS	TOTAL
Sept. '15	25	5	30
August '15	28	2	30
July '15	27	1	28
June '15	21	2	23

NOISY RESTAURANT? HOW TO HEAR BETTER

by Katherine Bouton 9/09/2015
<http://blog.aarp.org>
(edited for space)

Are restaurant owners finally getting the message that dining out shouldn't come with a giant helping of noise?

This summer, articles appeared in the *Philadelphia Inquirer*, the *New York Times* and **Bloomberg.com** extolling the efforts some upscale restaurants are making to tone down the din.

Many of these improvements came after customers complained and/or restaurant critics measured the eatery's decibels on a sound meter and found them equivalent to dining next to a jackhammer or a subway train.

In the annual **Zagat restaurant survey**, noise (occasionally alternating with service) has been the No. 1 complaint for several years running. So what can we do to improve the restaurant experience?

Choose the right restaurant

Before you even make a reservation, Google the name of the restaurant and "noise" to see if recent reviews mention the sound level. The Zagat guide also publishes a list of "**Quiet Conversation**" restaurants in many cities. In addition, carpeting on the floor, acoustic tiles on the ceiling, curtains on the windows and tablecloths are all good signs of a restaurant's noise-dampening efforts. So are booths.

Choose the right table

Sit far from the entrance, the kitchen, the busing station and the bar.

Avoid banquettes. The tables are usually close together and it's hard not to overhear conversations on either side of you.

Avoid sitting next to a party of four or six: The more people at the table, the louder the conversation. Plus, the louder people speak at one table, the louder the conversation at all the others as more and more diners strain to be heard. There's even a scientific term for this: the **Lombard effect**.

Outdoor dining can be a good solution, but it depends on the location. Tables in front of a restaurant facing a busy street will be even noisier than indoor tables.

Some restaurants have patios or gardens in the back, but check first to see if that's where the air conditioning unit for the building is situated. Trees and trellises help baffle sound. If you've ever eaten in an outdoor café in a Mediterranean country with a grape arbor overhead, you've probably experienced acoustic heaven, as far as dining is concerned.

Choose the right seat

Most people with hearing loss will do better if they sit in a corner with their back to the wall. But for some with directional microphones, it's better to sit with your back to the noise. Try it both ways and see which works better for you. Whether your back is to the wall or the room, it's also important that the space is well lit. Don't sit facing a window, because the light from the window will obscure the speaker's face. Choose a round table if possible, so you can see all the speakers' faces.

Be prepared

Look on the restaurant's website to preview the menu. Ask the waiter to give you a written list of the specials. Bring along a pad and pen so your companions can jot down information for you.

Be honest and use technology

Tell your fellow diners, the host or hostess, the waiter and anyone else you encounter that you are hard of hearing. Ask them to speak one at a time and slowly. Ask that background music be turned down.

Don't be shy about bringing and using your **FM system**, a **handheld microphone**, a **smartphone app**, your **Roger Pen**, **Pocket Talker** or any of the wireless microphone systems that can be used with hearing aids, implants or headsets. Learn how to use your hearing aids' directional microphones.

Enjoy your dinner

Even with all these tips, some people with hearing loss still may not be able to hear well in a restaurant. Try not to get frustrated. Take your hearing aid off if it's just too noisy. Enjoy the food, enjoy being with friends, duck out to the restroom for noise relief or even out of doors. Leave early if it's all just too much for you.

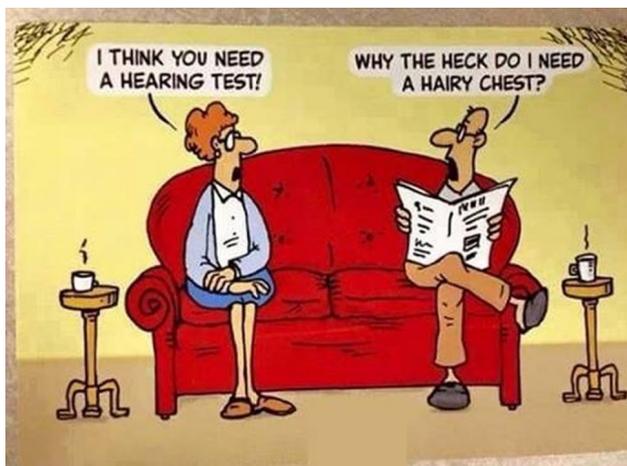
*These tips are based on an excerpt from Ms. Bouton's book **Living Better With Hearing Loss: A Guide to Health, Happiness, Love, Sex, Work, Friends... and Hearing Aids**, available at bookstores and libraries.*

LET'S LOOP ORANGE COUNTY! Informational Community Meeting

Friday October 30, 2015 2:00 pm
Geneva Presbyterian Church
24301 El Toro Rd Laguna Woods, CA 92637

Pastor Dr. Linda Flatley, Geneva Presbyterian Church
Hear what she says the Hearing Loop has meant to her congregation

Special guest: Dr. Juliette Sterkens - Audiologist, HLA Hearing Loop Advocate; Wisconsin Audiologist of the Year and HLA Technology Access Award winner



SUPPORT THE CHAPTER BY SHOPPING AT RALPH'S!

If you shop at Ralph's Supermarkets, Ralph's will make a contribution to our chapter each time you shop at Ralph's and use your Ralph's Rewards card. It is a part of their Community Rewards program. It costs you nothing but you have to sign up each year and designate our chapter to receive the contribution. We appreciate it if you did this last year, but in order for us to continue to get the contribution you must renew it again now.

There are 2 ways. First you can go online to the Ralph's website and follow the instructions there. Here is the link to create an account or to sign in if you already have one. <https://www.ralphs.com/account/create>. Then just designate the Long Beach/Lakewood Chapter of the Hearing Loss Association of America as your charity.

The second way is to use a Scan Code Letter. You can also arrange to have a letter mailed to you; contact Bill Busch at 310-540-6322 to do so. If you still have your scan bar letter from last year, it can be used again.

Once you get the letter, take it with you to the store. Before the cashier starts your order, give them this letter and ask them to scan the bar code and your rewards card during your order. That will tie our organization to your card so that every time you make a purchase through August of 2016, we will get a contribution from Ralph's equal to a small percentage of the amount you purchase. Feel free to make extra copies and give them to your relatives and friends to help us. You can also save this letter and use it again in September of 2016 to renew your contribution.

Thanks so much for your support!

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
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
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
Gail Morrison, 562-438-0597, 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

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 hlaalbl.informer@gmail.com.

FUTURE PROGRAMS

November 12: Dr. Fred DiTirro, Cochlear Implant Surgeon (rescheduled from September)

December 10: Holiday Potluck and Rap Session

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**

If you don't like meetings because you can't hear well, our meetings are different.

- We have a high quality sound system.
- You can borrow an assistive listening device.
- If you have hearing aids with t-coils we have a hearing induction loop.
- If none of these help, we project captions on the wall for you to read. We provide all these options free so you can understand what it said.



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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