

**Publication of the  
Canadian Hard of  
Hearing Association  
(CHHA)**

**NORTH SHORE  
BRANCH**

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MOUNTAIN EAR, formerly ((SPEAK)) is a publication of the Canadian Hard of Hearing Association North Shore Branch. It is Published 5 times a year on the 15th of March, May, August, October and December.

Your submissions are always welcome. Please contact the Editor:

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### **President's Message**



Erica Barrett

As I sit at my computer, it is registering 34 degrees Celsius, and that is in the shade. Summer in North Vancouver has arrived.

I was delighted to be contacted by a Mexican student in July. She had seen some information about the CHHA North Shore Branch on the internet. She mentioned this

to the person she was boarding with, who happened to be a friend of mine. As a result, we arranged to get together and I was able to provide the student with a lot of information that she wanted to know about. She went off with some Listen magazines, our video "Communication Access" with captions, CHHA National brochures, as well as, our own, plus other information. We were able to answer numerous questions about listening devices and provide a lot of general information, as well.

I would like to take this opportunity to mention the subject of Telephone Switches (T-switch) on your hearing aid. Many hard of hearing persons do not realize how helpful a telephone switch can be. They are not only useful in using the telephone, but can also be of help in other situations. There are personal loop and amplifiers systems that can cut down on background noise and help you to hear better when commu-

nicating one-to-one in noisy environments, such as restaurants. The Queen Elizabeth Theatre, many other public buildings and some churches also have loop systems, or FM/infrared systems that can be used with a personal neck loop.

When you have a telephone switch, you will be able to hear better at our Branch meetings. Our member Hugh Hetherington has been doing some great things with listening devices to help us hear better in various circumstances.

When using your telephone switch with the phone, remember you do NOT hold the phone against your ear. Hold the receiver behind your hearing aid. You can move it about to get the loudest sound. Many people have said to me that the T-switch is of no use, that they need to take the hearing aid out of their ear. This is because they are holding the receiver in the wrong place. Like everything, it takes a little bit of practice, but once you get used to it, you will find it a big help. If you are having any problems please get in touch with us, or come to one of our meetings.

If you don't have a T-switch, there are phones available with amplifiers built in, or there are amplifiers that you can attach to your phone. One that clips over the receiver can be taken with you when travelling.

I hope you are enjoying the summer, whether at home or vacationing. We hope to see you at our Annual General Meeting and Social on September 28th at 7:00 PM. Please mark your calendar now for this important event.

### **Municipal Community Grants.**

The North Shore Branch of CHHA gratefully acknowledges the receipt of the following Municipal Community Grants.

\$2000.00 from the Corporation of the District of North Vancouver

\$800.00 from the Corporation of the City of North Vancouver

### **Annual General Meeting**

The CHHA North Shore Branch's Annual General Meeting will be held on Monday, September 28, 1998 at 7:00 PM. The location will be St. Martin's Church, 195 East Windsor Road, North Vancouver. This is one block east on Lonsdale.

The short AGM will be followed by a social with some very special entertainment and a 50/50 draw plus other prizes. Come along and join in the fun. Your support at this event will be greatly appreciated.

### **In Memoriam**

**The CHHA North Shore Branch was sad to hear of the death of Dennis Humphries on July 3, 1998.**

**Dennis will be remembered with love and respect by the North Shore Community. The CHHA North Shore Branch was extremely grateful for his assistance in the drafting and preparation of its Constitution and Bylaws.**

**Our community has benefitted over the years from Dennis' willing participation to help North Shore community groups to develop and become viable operating agencies.**

### **Aid for Hearing Aids!!!**

**Reprinted from *Sound Waves* CHHA Newfoundland Newsletter**

Summertime... BBQ's, warm weather, swimming, camping and the inevitable damp ear mould tubing! Fortunately, you can request a special kind of tubing called "Dri-tube" This special tubing inhibits the gathering of moisture in your ear mould tubing. Moisture in the tubing can distort or alter sounds as we hear them through our hearing aids. It can also corrode filters in your ear hook, and potentially damage the aid itself. So next time you have ear moulds made, make sure to ask for "Dri-tube".

### **Lionsview Senior's Planning Society**

Report on Meeting June 3, 1998

The meeting was attended by Erica Barrett where speakers Ruby Virani, Pharmacist and Pharmicare Consultant and Dr. David Martin, Family Physician gave some excellent information on medications.

- λ Pharmicare pays for lowest cost or generic medications.
- λ Pharmacist should inform the customer if their prescription is not covered.
- λ Prescription dispensing charges range from \$4.95 to \$7.50.
- λ Seniors pay a maximum of \$200 in dispensing fees per calendar year.
- λ For a new drug, ask for a two week supply, tell the pharmacist this is a new prescription. If this drug agrees with you they will charge the dispensing fee on the two weeks trial only, then when you pick up the full amount there is no dispensing fee. This is called trial medication. The purpose of this, the drug is not wasted and money is saved.
- λ You can ask your Doctor for a double pack if your drug is a long time drug, saving you one dispensing fee.

- λ Doctors are very busy so remember to ask questions.
- λ Out of date medications can be returned to the pharmacy for disposal.
- λ Do not use outdated medications - they can be useless or, in some cases harmful (ie. Tetracycline)
- λ Use 7 day boxes
- λ Reference based pricing presently covers three types of drugs:
  - (a) non steroidal anti-inflammatory (for arthritis)
  - (b) diuretics or beta blockers (for hypertension)
  - (c) medications for ulcers or stomach acid problems
- λ If you are allergic please wear a medi-alert bracelet with information. (There are also medi-alert buttons that are available that one can wear around the neck if you have other problems, ie. heart.)
- λ Many generic drugs are the same as name brand ones.
- λ Remember taking any medication of any kind can present a risk.
- λ Everyone taking prescription medications should keep a record of details with them at all times.

Notes taken from Lionsview Senior's Planning Society information sheet. If you have any problems you can phone Pharmacare 660-1738.

### “A SOUND FAMILY”

The 15th Annual CHHA 1998 Conference and Annual General Meeting was held in Edmonton, Alberta May 20-30, 1998. Our delegate to the conference was Alfred Kobbeltvedt, Treasurer of the North Shore Branch, who compiled a very detailed report on the conference and brought back a lot of material, too much to be included in this report. The information will, however, be put into our North Shore Branch Library and will be available to our members.

*A Sound Family* was the theme of the Conference hosted by CHHA - Edmonton Branch and was held at the Fantasyland Hotel in West Edmonton Mall. Because of the family theme of the many workshops, registrants were encouraged to bring along their family members to take part in the conference and also enjoy the exciting attractions of West Edmonton Mall. The following summary of some of the events was provided by our Branch Access Promoter (BAP) Alfred Kobbeltvedt.



### Plenary Session

Jed Roberts, an Edmonton Eskimos' professional football player, described his experiences growing up with a hearing loss. His talk was very inspirational. He lost his hearing when he was three years old and did not learn to sign. He found it difficult to adjust at such young age. He wears two hearing aids. He had a young friend who was also hard of hearing to talk to and whom he found was a great help. He says it is important to use all means to communicate. He attended the University of Colorado and now deeply regrets not having learned signing when he was three. He is trying to now and finds it to be a great language. He now works with children.

### **Session 1: *Attitude is Contagious: Is Yours worth Catching?* Presenter Pat Hughes.**

Communication is more than the sounds we hear and make: we have to decipher and decode the difference between Content (what) and Context (how). For instance the type of words we use in speech, for example, using positive sentences rather than negative ones, i.e. "request" rather than "demand". 87% of communication is non-verbal: body posture, tone of voice, and facial expression. When listening, hearing emotion, undertone, and melody of soul. For instance expressive communication is missing in e-mail, and, therefore, there is no congruency between content and context. Dress is also a powerful message. This all moulds attitude.

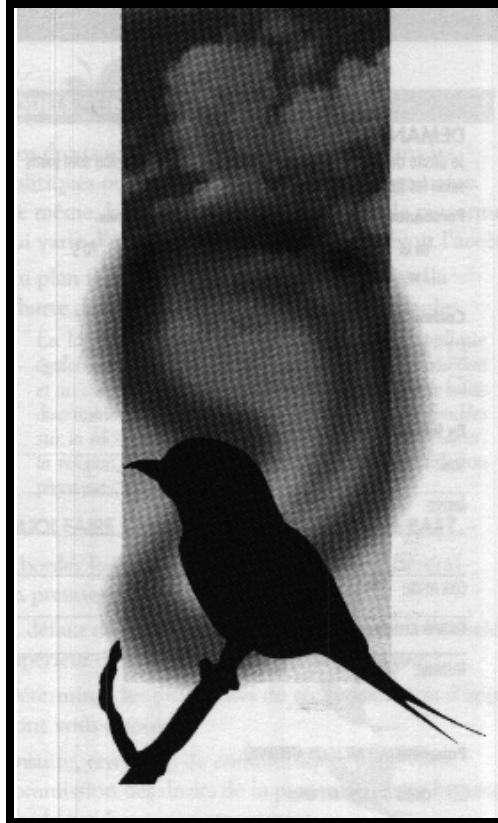
Attitude comprises manner, temperament, spirit, approach, philosophy and feeling. It is contagious. (The Banner in the room reads: "Attitude is a little thing that makes a big difference")

Facial expressions are of the greatest importance. Congruency as indicated by Pat is to fit the 13% verbal messages together with the 87% non verbal to succeed in communication. Do not to forget to smile, which, in any language, is powerful and contagious.

### **Session 2: *Revitalizing a Branch or Chapter.* Presenter: Bob Sochowski.**

"Preparing your Branch for the 21st Century".

Bob presented a view into the operation of the Victoria Branch and shared some of the successes and solutions which has helped it to grow to 120 members. Three issues have helped keep the branch growing: Board of Directors, programs, fundraising.



New Image now incorporated on all CHHA National's Brochures

1) Board of directors: It is important to have a full slate on the board. Look for people with the right skills and include hearing people where appropriate. Share your responsibilities with other members and learn to delegate. Board meetings should be no more than 90 minutes in length. Use pre-written motions. A detailed agenda should be prepared and have only one set of supporting informative materials. Keep the process simple.

2) Programs: Try to have a theme running through the programs selected for members' meetings. Include open house sessions. There are many subjects which will be of interest to members besides hearing problems, such as, prescription drugs, vitamins, and investments. Invite guests to meetings, ie. CHHA President, WID representatives, Audiologists, ENT's, Pharmacists. Varying meeting times can also be successful: evenings, mornings, weekends.

3) Fundraising: Governments have recently cut back on grants which affects all charities. Be creative with new ideas. The key factor to remember is what does CHHA do for your community? How will it benefit everyone, not just members. Start fundraising early in the year. Some sources

are Municipal grants and Charity Foundations, audiologists, bequests, donations, newsletter advertising, lottery tickets.

### **Session 3: *Use and Abuse of Audio Visual Equipment.* Presenter Ian Kershaw.**

This was a very useful session on current tools to support the delivery of presentations.. Some of the highlights were: get the attention of the audience at the beginning, allocate about 7 minutes of discussion time for every minute of video, when using an overhead projector, check the equipment thoroughly before starting. Have extra bulbs in case the bulb burns out in the middle of the presentation. Use coloured highlighters and large letters on acetates

The key to successful presentations: rehearse, rehearse, rehearse.

**Session 4: Advocacy: How to Get What You Need In a Learning, Meeting or Everyday Situation. Presenter: Ruth Warick.**

This workshop focused on how self-advocacy is a key in making the most of any situation. Requests should be reasonable and we should be able to show a documented need. Do not compromise the essential nature of a program. They must not pose a threat to personal or public safety or pose an undue financial or administrative burden.

### ADVOCACY

- λ **A**ccept your disability
- λ **D**efine your needs
- λ **V**oice your concerns
- λ **O**rient yourself
- λ **C**ommunicate with others
- λ **A**dvocate
- λ **T**ry technological support
- λ **E**ducate others

**Session 5: Branch Access Promoters' Accomplishments. Presented by Panel, moderated by Fred Clark, CHHA national president**

Five branches presented individual accessibility reports: Sudbury ON, Prince George BC, North Shore BC, Moncton, NB and Manitoba.

The NSB had its own CHHA North Shore Branch Accessibility Report which was made available at the session. Our Communication Access video was made available and one was sold to the Sudbury Branch.

Presenter John Lutz of Moncton detailed his model "Hospital Access for Hard of Hearing People".

**Session 6: With a Red Hat and a Purple Dress: Seniors' Issues. presented by Marilyn Dahl.**

Because of the large number of seniors with a hearing loss in the population, this session was

devoted to the particular issues and problems related to aging. The workshop focused on issues affecting hard of hearing seniors and how to address them within a family context, whether the senior lives independently, with family or in a care facility.

**Session 7: Applying Industrial Hearing Conservation to Home Business and Family Life. Presenter Dr. Susan Haske.**

The session covered the risk for injury by SIHL (sound induced hearing loss) which according to the presenter is the greatest cause of the loss of hearing. Strategies were shown for prevention in different environments: home, work, entertainment and family.

The hearing conservation projects needs partnering with and endorsement by CHHA with a program component to include: noise measurement, education and training, engineered noise control, hearing protection, posting of noise hazard areas, annual hearing test and annual program review.

The single most important tool for measuring noise is a sound level meter. It is most useful to use for demonstration, explanation, and educating the public. (currently available at Radio Shack).



Example of protection required as required in industry by BC and Alberta:

dBA exposure/day before hearing protection is required	B.C.	ALBERTA	EXPOSURE
80		85	8 hours
85		90	4 hours
90		95	2 hours
95		100	1 hour
100		105	30 minutes
105		110	15 minutes
110		115	0 minutes

**Session 8: *To Identify or Not to Identify, That is the Question:***

Transportation Issues. Presenters Colin Cantlie and Chris Stark.

Colin Cantlie is the new President of CHHA National and Chris Stark is with CTA, the Canadian Transportation Agency in Ottawa.

Barriers to and obstacles when travelling by air were the issues for this session. These relate particularly to communication in airport and in aircrafts. It is a matter of finding and identifying the common barriers and weak links and make up recommendations for the CTA.

The Canadian Transportation Agency regulates certain aspects of the airline industry in Canada and responds to complaints regarding some of the problems encountered when travelling by air.

The CTA publishes brochures for travellers with disabilities and has been involved with a number of issues: personnel training at airports and in aircrafts, PA system, terminal information, TTY and phones with volume control, self identification, announcements, reserved seating at boarding gate, itineraries in alternate formats, and other issues. CHHA through Colin Cantlie sits on the CTA advisory Board.

The main problem remains with the passenger. It is the responsibility of the Hard of Hearing person to identify themselves and ask for help.

Personnel and staff training at airports is greatly needed to improve accessibility. Technological advances are also needed which include signage, safety alarms, noise pollution in terminal buildings, in-flight announcements. Staff training should be ongoing.

CTA has published a Code of Practice for passenger rail car accessibility specifically for persons with disabilities. (A copy is available in the Branch Library)

**Session 9: *CHHA Annual General Meeting.***

The total proposed budget for CHHA National for the 1998/1999 year is \$232,200. Detailed explanations of revenues and disbursements were given by President, Fred Clark.

Some highlights include an entirely new image for all of CHHA's materials, the bird on all brochures (see Page 4) and a cover page for the Annual Report.

Dr. Charles Lazlo, a director of CHHA Foundation started about one year ago, advised that the fund has now accumulated 200,000. The interest of these funds are to be used for the operation of CHHA, the capital has to remain intact.

The other highlight was the tentative date for the 1999 National Conference in Moncton, New Brunswick.

**Session 10: *Awards Banquet.***

The banquet started at 6:30 and lasted to 10:30. Entertainment was provided: the Northern Alberta Zirka Ukrainian Dancers with their colourful costumes representing various regions of the Ukraine.

Another highlight was the awards ceremony. Some of the awards went to Carole Theberge, Dr. Laszlo, the Prince George Branch (Dr. Laszlo branch technological innovation award) and the new Branch award was given to the Victoria Branch.

**Summary.**

By all reports, the Conference was a huge success and had something to offer everyone who attended, whether hearing or hard of hearing. The above outline attempts to give you a flavour of the Conference through the notes made by our BAP, Alfred Kobbeltvedt at the sessions he was able to attend. Other sessions included the following:

- λ What Does it Sound Like? A mother and son cochlear implant story presented by Shery Barron-Gaudette and Kathryn Ritter-Brinton, Ph.D.
- λ Conflict Resolution Project presented by Colleen Walker.
- λ Branches and Chapters of CHHA presented by Joan Miller.
- λ Speechreading presented by Lynn Wheadon
- λ Family Impact of Hearing Loss. Presented by a panel.