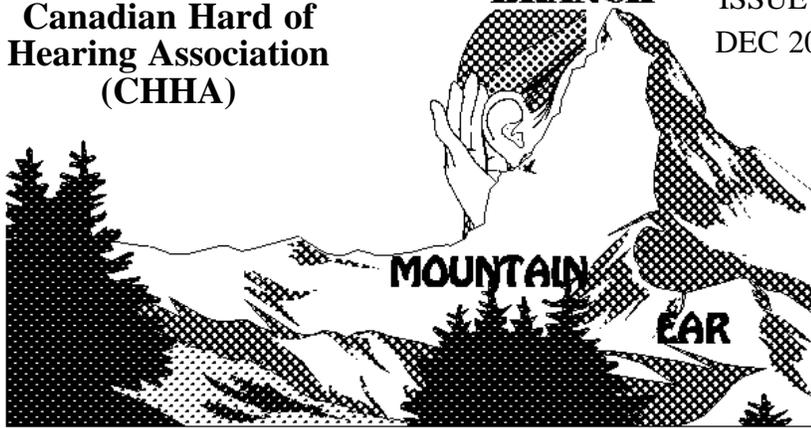


Publication of the
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(CHHA)

**NORTH SHORE
BRANCH**

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MOUNTAIN EAR is a publication of the Canadian Hard of Hearing Association North Shore Branch. It is Published 4 times a year on the 15th of March, June, September and December.

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PRESIDENT'S MESSAGE

THANK YOU MEMBERS: The Board would like to thank the members for the great turn out at our Annual Meeting. Our speaker was Alfred Kobbelvedt, our treasurer, who provided us with some wonderful information to mull over, see report in Newsletter.

NEW MEMBERS: We welcome our new members, Keri Armstrong who is our recording secretary, Rod Cameron who will be doing a project on Noise Pollution, Carell Hearn, Kathleen King, Hal Pover, Teresa Hemsing, Taj Virji, and Judy Belanger.

HOLIDAY GREETINGS: By the time you receive this newsletter it will be just a few days before the special event of the Holiday Season, so we extend to you our best wishes for a wonderful holiday.

DONATIONS: Included in this newsletter is a donation request with a reply envelope. All donations to the North Shore Branch are tax deductible and help our association to cover our expenses in reaching out into the community. Please consider donating to carry on our work making your commu-

nity more hearing accessible. Some of the expenses we face include printing and mailing the Newsletter, notices of meetings, posters in the community, advertising and many other items.

WHAT DOES CHHA NATIONAL DO FOR YOU? Have you ever wondered what your National Board does? Well over the next few newsletters I will provide some information on the activities they are participating in and their committees. I have requested a copy of their Annual Report, which will be available for all members to read at the office. Without communication with National and CHHA B. C. members are isolated from the advocacy we have built as an association. We who are hard of hearing know only too well what it is like when one is isolated because of a lack of communication. See part one in this newsletter for some of the things National does for those who are hard of hearing.

THANK YOU FROM YOUR TREASURER: Alfred would like to extend his appreciation to the association, via a thank you note addressed to me, for the beautiful gifts, cake, and plant for his wife, which were presented to him at the Annual. Alfred was to leave October 15th but that has been put on hold for a little while. In one way, as we have not got a

treasurer to take Alfred's place I am a bit relieved but also feel sad that the date of the move could not take place as was previously planned by Alfred and his lovely wife who gives generously many volunteer hours indirectly to our Branch. We will miss Alfred; it is our loss and Kelowna's gain. They are getting a real gem. The Board wishes to thank members for the contributions they sent for Alfred's gift and the plant for his wife.

THEME FOR THIS YEAR: Our theme this year is PREVENTION OF HEARING LOSS. We feel both the hearing and hard of hearing need to know more about being aggressive towards preventing hearing loss. During the 90's in the USA, there has been a 45 % increase in hearing loss by age 50 due to noise pollution. Noise is the biggest cause of hearing loss.

SPEAKERS FOR 2001 MEMBERS MEETINGS: The board is currently setting up dates with speakers for the 2001 members' meetings. It looks like this year's speakers will provide valuable information to those who attend. Please keep the following dates in mind for our 2001 Members' Meetings - February 19, April 16, September 17.

INFORMAL MEETINGS IN AFTERNOON: I would like to remind all of you about our informal meetings on the third Tuesday of the months we do not hold a members meeting. This is a way for you to get to know your fellow members on an individual basis. Hope to see you there. Upcoming afternoon meetings are: December 12, 2000, January 16, and March 20, 2001 - 1:30 p.m. at West Vancouver Seniors' Activity Centre Cafeteria.

LIBRARY, LISTENING DEVICES AND COUNSELLING: We have now moved to our new office just down the hall from where we were at Capilano Community Services Society (CCSS). We share the office with another group and plan to set up a library and a counselling room in the very near future. I am excited about getting this accomplished and it will be wonderful to finally have room to meet with our members who are experiencing various problems with their hearing loss.

B.C. CONFERENCE: Please take time to read the report by Keri Armstrong. There were close to 200 people at the conference, the largest yet.

QUESTIONS??? If you have any questions please phone the office at 988-7115 and your message will be directed to one of our members.

THANK YOU: In closing, I would like to add a special thank you to all members and friends for their best wishes, cards and flowers which I received following my recent surgery at Lion's Gate Hospital.

The flowers and good wishes raised my spirits to new heights and has helped me tremendously during my recovery. Thank you.

Erica Barrett,
President.



Managing Your Hearing Loss

A course sponsored by CHHA - North Shore Branch and made possible by municipal grants from the District of North Vancouver, the City of North Vancouver and the District of West Vancouver.

The next *Managing Your Hearing Loss* course is being presented at the West Vancouver Seniors' Activity Centre, 695 - 21st Street, V7V 4A7.

This course covers speech reading and other techniques to help you cope with your hearing loss.

Classes will be held on Tuesday mornings from 10:00 AM to 12:00 noon starting February 6 through April 17. There will be no class on Tuesday March 20.

The course fee is \$20.00 and includes a one year's membership in the Canadian Hard of Hearing Association.

For information or registration, please contact the

CHHA - North Shore Branch Annual General Meeting

The 11th Annual General Meeting of the North Shore Branch was held on September 18th, 2000 at St. John's Anglican Church, 220 West 8th Street, North Vancouver.

Following the formal AGM, Alfred Kobbeltvedt took over as Master of Ceremonies and introduced an evening of presentations, social activity and drawings for door prizes. Lynda Hepworth made the draw for the 50/50 money and the winner was Kathy Fox, this was Kathy's first meeting with the CHHA North Shore Branch. Door prizes went to Joan Bennett, Margaret Fraser, Dermott McInnes, and Monica Craver.

Alfred Kobbeltvedt made a presentation on *Leave a Legacy British Columbia*. This program is an initiative of the Canadian Association of Gift Planners in British Columbia. They promote interest in charitable giving through a will or an estate plan. The organization educates individuals in making a

gift in their will or estate plan to the not-for-profit groups of their choice, thereby continuing to help people in need or to promote a favourite cause. These donations benefit you through tax receipts. Leaving a legacy provides a unique opportunity for you to support organizations that are making a difference in British Columbia. For more information contact Alfred Kobbeltvedt or visit their website at www.leavealegacy.ca.

Alfred's second presentation was on Ways to Prevent

minute and rates are often high

5) Don't chase after lost money

Agencies set up to help you deal with fraud include the following:

1) The Canadian Direct Marketing Association is able to remove your name from mailing lists: Suite 607, 1 Concord Gate, Don Mills, ON M3C 3N6

2) B.C. Coalition to Eliminate Abuse to Seniors Association (affiliated with the Scotia Bank Fraud



Telephone Fraud. Telephone fraud is a common crime and can target almost anyone. He presented 5 tips on how to prevent telephone fraud:

- 1) Don't pay cash
- 2) Always be sceptical
- 3) Don't give any personal information over the phone
- 4) Beware of 1-900 numbers, they charge by the

Awareness Program) (604) 521-1235

3) The Better Business Bureau can verify and validate businesses in your community.

The Top Scams of 1999 as produced by the Better Business Bureau include:

- λ Pyramid Schemes
- λ Foreign Lotteries

- λ Quebec Telemarketers
- λ Bogus Charities
- λ Home Renovators
- λ Phony Business Directory Invoices
- λ Florida Timeshare Travel Promotions
- λ Bogus Employment Opportunities
- λ Identity Theft
- λ Junk Mail and Faxes
- λ Credit Card Insurance
- λ Internet Fraud
- λ Recovery Cons

Hugh Hetherington followed with a short presentation on Assistive Listening Devices and showed a new video distributed by the League for the Hard of



Hearing New York called *Come Hear with Me*. This video showed and demonstrated products that assist hard of hearing individuals cope with daily activities.

Question: Margaret Charles asked if the devices are available in Canada?

Answer: Hugh felt most devices were available in Canada although the make and model may vary. More information about ALD's is available from the Western Institute for the Deaf and Hard of Hearing, ALDS, Inc. in Richmond, from audiologists or by contacting CHHA - North Shore Branch at (604) 988-7115. Hugh invited further questions during the social and offered to demonstrate any of the items shown.

Awards: Alfred Kobbeltvedt

Erica Barrett made a presentation to Alfred Kobbeltvedt in thanks for his contributions to the Branch as:

- λ Treasurer
- λ Dedication to hearing loss
- λ Time and advice



λ Legal work for the North Shore Branch

λ Community presentations

On behalf of the North Shore Branch he was presented with a Chrysanthemum by Erica Barrett and a gift basket by Hugh Hetherington. Alfred will be moving to the Okanagan Valley shortly and will be greatly missed by all. Alfred Kobbeltvedt presented plaques to the following individuals for their work with the North Shore Branch:

Lynda Hepworth

Lynda has served as director for four terms beginning in 1995 and is recognized for her work, effort, and skills. Lynda was instrumental in developing the incorporation of the North Shore Branch as a B.C. Society.

Audrey Kirkpatrick

Audrey has served as director for three terms beginning in 1997 and has been integral in developing, and working on, the membership committee.

Margaret Fraser

Margaret has served as executive director for five terms at the Capilano Community Services Society beginning in 1994 and is recognized for her dedication to our work. Margaret will be running for council in the upcoming municipal election.

Alice Keating

Alice is recognized for her contributions as director since 1997. She brings many skills and accomplishments to the North Shore Branch.

BOARD OF DIRECTORS 2000/2001

Erica Barrett, President

Hugh Hetherington, Vice President

Alfred Kobbeltvedt, Treasurer

Alice Keating, Secretary

Peter Jones, Member-at-large

Flo Spratt, Member-at-large

Marion Ladkin, Member-at-large

CHHA BC Annual Conference

Report by: Keri Armstrong

On a rather gusty Friday afternoon over 175 individuals interested in learning about hard of hearing issues, made their way to the Delta Vancouver Airport Hotel in Richmond to hear speakers and attend workshops. The conference commenced with a warm welcome by Maggie Dodd, the President of CHHA-BC. Other members of the Hard of Hearing community in BC also made welcoming remarks including Counsellor Linda Barnes who is the liaison for the Richmond Committee for Disabled Individuals.

Dr. Daniel Ling led the conference with his discussion on *Where we Have Come From and Where we are Going*. Dr. Ling is an acclaimed researcher and teacher of the hearing impaired. His life-long interest has related to the use of emerging technology in the rehabilitation of hearing impaired children and has worked and studied worldwide. As a pioneer and renowned authority in the uses of technology and the development of spoken language for the deaf and hard of hearing, Dr. Ling offered his unique personal and historical perspective to lead us through the important developments of hearing and sound technology as they have made an impact on the educational and auditory experience of hard of hearing and deaf individuals. With this background

we can consider the technology and remaining challenges of today and better prepare for tomorrow's. From programs for spoken language development in infants to how to get the most out of your cochlear implant for late-deafened adults, Dr. Ling offered the wealth (and wit) of his long lived experience in this field working with countless individuals of all ages.

Dr. Ling continued in the afternoon session offering information on *Getting the Most out of Current Technology*. His clear understanding of the technology available and the ability to interpret test results provided insight that left many attendees wanting to pull out their audiogram for analysis and revisit the basis of their hearing loss. Dr. Ling was gracious enough to have provided a complete set of his notes on this discussion, which will be available at the North Shore Branch Office shortly.

Sometimes out of the woodwork comes something unexpected but delightful to all. In the second afternoon session we were fortunate to have Mr. Stuart Bird of the Vancouver Rotary Club present information on the Projected Rotary ENT and Hearing Centre. The Rotary Club is a group of businessmen who are determined to uphold the high ethical standards set out in their business and personal lives. It started in 1913 in raising funds for buildings, programs, and education. Their test of ethics is based on the following four questions: Is it the truth?; Is it fair to all concerned?; Will it build good will and better friendship?; and will it be beneficial to all concerned? Today they have raised over twenty million dollars in funds towards charitable contributions.

The Rotary Club of Vancouver has dedicated its fundraising efforts into developing the Rotary Hearing Foundation, which began in July 1987. This proposed fund would support the cost of research and treatment for deafness and hearing disabled individuals. Since 1987 the Vancouver Rotary Club has partnered with the Pacific Otolaryngology Association, UBC, Westcoast Energy, and the Rotarian Hearing Clinic at St. Paul's Hospital, to name a few. The foundation has provided research funds to Dr. Stapells at UBC for deafness in newborns to six-month-old babies. It has committed to community outreach by providing greater than one million dollars to the Hard of Hearing Associations and its biggest goal is to develop the Rotary Hard of Hearing and ENT Institute.

The proposed Rotary Hard of Hearing and ENT

Institute would provide research, education, Audiology services, and clinics to residents of British Columbia. Through their hard work and dedication they have procured 65,000 square feet in a new complex at the Vancouver General Hospital site that will house this dream. Work with the Past President of VGH and UBC Hospitals, Dr. Murray Morrison, has provided them with opportunities that thirteen years ago did not exist. An outstanding aspect of this development will be the contributions and integration of varying medical and professional fields in a combined private and public facility. The Rotary Club has incorporated academic, teaching, administrative, research, and clinical space requirements, including space for commercial and community offices.

The contribution of \$15-\$20 million by the Vancouver Rotary Club has made this a possibility. The Institute will be coordinated with the Children's Hospital and will become the referral facility for the Province. Ongoing outreach clinics around the mainland and in rural communities will be maintained and public awareness campaigns will be heightened. However, due to the recent disintegration of the Vancouver/Richmond Health Board, plans to begin construction in 2001 have been put on hold. Mr. Bird was pleased with the outstanding dedication demonstrated by the Rotarians of Vancouver and the Medical community and committed to seeing this facility become a reality. He has the involvement of the Western Institute for the Deaf and Hard of Hearing, the Vancouver Oral Centre and CHHA-BC to ensure the needs of the hard of hearing are being met in its development. His main focus is on awareness, long-term support, publicity, and advocacy on behalf of the hard of hearing in all communities.

After such thrilling news the attendees were treated to a wonderful dinner catered by the Delta Vancouver Airport Hotel. Following dinner we were presented with *Unheard Voices*, written by Dalene Uveges, writer and actress, and performed by Gael Hannan, actress and President of CHHA Ontario Chapter. The sketch portrayed various individuals and their emotions and actions as a hard of hearing individual or caretaker of a hard of hearing individual. It powerfully portrayed the stigma and discrimination experienced by individuals with hearing loss. After the presentation, therapist Larry Green who works with hard of hearing individuals discussed the "Human Condition" in order to stay connected to family and friends as hearing loss is

experienced. Part of staying connected is completing a grieving process because "if we don't have the capacity to grieve our capacity to love may shrink". Mr. Green provided us with the realistic expectations of what happens during a hearing loss experience and how to successfully transform back into a fully capable individual. He emphasized that everyone in the family suffers the loss of hearing and needs to deal with the denial in order to fully recover.

Early Saturday morning the attendees arrived back at the hotel to continue learning at the conference. The morning session, CHHA Branches in Action, provided insight as to what other activities branches in

What does CHHA National Do?

This is the first in a series of articles by Erica Barrett on your National Organization.

For more information, you may visit the CHHA website at www.chha.ca.

- λ CHHA advocates for the Hard of Hearing and late deafened adults at the National level.
- λ They hold an Annual General Meeting and Conference yearly. The past two years they were in New Brunswick and Newfoundland. Next year it will be held in Regina. (Getting closer)
- λ Publishes and distributes the Listen/Ecoute magazine to all members
- λ Elections for the Board are held every three years. The Board consists of people from coast to coast. The present B.C. Board Member is the President of the Victoria Branch, Bob Sochowski.
- λ A major goal is to have all children tested for hearing loss, and see that this information is as readily available to the proper authorities as vaccination records. Address hearing loss at its core with early diagnosis.
- λ The head office is in Ottawa and has three paid staff members.
- λ They publish many educational documents. The North Shore Branch will soon be able to have these publications available in our new library which will be up and running in the near future.
- λ They have a number of committees which I will report on over the next two newsletters.
- λ Projects: The creation of the CHHA Foundation, Senior's Independence Program, Print Interpretation Study, Branch Access Promoters, National Educational Campaign, Captioning and Captioning Quality, Access to Post-Secondary Education, Working and Coping with Hearing Loss.

VOLUNTEERING

Your National Board puts in numerous volunteer hours for us, and please remember that they are also volunteering for their own Branch or Chapter.

STATISTICS

- λ 2020 Members as of March 31, 2000
- λ 45 Branches
- λ 6 Chapters
- λ 1 Provincial Office
- λ B.C. has the most members at 688 and Ontario has 627.

NEW BRANCHES AND CHAPTERS

- λ Bulkley Valley, B.C. - August 1999
- λ Yukon Chapter - May 1999

ANNUAL GENERAL MEETING 2000

Through corresponding with their Vice President to find out if they had any formal long term plans, I found out that their Annual Report is available. They do not appear to have such plans but they do have goals. Their annual report is available at the Conference but is not distributed to Branches. I have always been concerned about being isolated from the National Organization, and took it upon myself to ask some questions. At this time I found out I could send for their annual report. I believe that it is important for all Branches to receive the report and to know what took place at the Conference and A.G.M. even if there has to be an additional charge for this. The Hard of Hearing know about the problem of isolation and I feel strongly that it is important to stay connected at all levels. With that said, let's go on to the A.G.M.

The A.G.M. was held in St. John's, Newfoundland in May 2000. The usual motions for minutes, reports from president, treasurer and committees, etc. were passed. I will comment on three of the other motions.

Motion 8 - That the PROPOSED BOARD MOTION BE ACCEPTED AS WRITTEN. This was carried and I summarize it, as follows: The complete motion was displayed on a flip chart. The concept is that the family unit membership will consist of a maximum of 2 people and all others living in the same household. The family will receive 2 votes. This membership will cost \$25.00 per year. At the present time, no consideration has been made for two

lifetime members residing at the same address, but the idea will be noted. When the National Bylaws are reviewed in the future, the new Family Unit Membership will be considered.

Motion 9 - THAT CHHA ESTABLISH A COMMITTEE FOR PERSONS WITH A COCHLEAR IMPLANT. This motion which was presented by Edmond Jarjour was carried.

Motion 10 - THAT CHHA ESTABLISH A LEADERSHIP DEVELOPMENT COMMITTEE FOR THE PURPOSE OF TRAINING FUTURE LEADERS OF CHHA. This last piece of business was presented to the A.G.M. by Leon Mills and was followed by discussion and carried.

COMMITTEE REPORT - CAPTIONING

Highlights of the report are as follows:

- λ A report has been filed with the CRTC on the poor quality of captioning.
- λ The Chair watches for renewals of licenses of the networks.
- λ Complaints have been received about news programming.
- λ The importance of captioning was identified by members through an Angus Reid survey.
- λ Captioning is important for accessibility for the hard of hearing.

The issue of the quality of or lack of captioning was raised at the CHHA BC Conference in November. This will be covered in the January issue of *The Loop* newsletter. If you have any immediate concerns about captioning you can call CHHA BC toll free at 1-866-888-2442 Voice or 1-866-8882443 TTY/VCO or you can email chha_bc@yahoo.ca.

Instalment #2 on CHHA National will be published in the March issue of Mountain Ear.

Donations

The Canadian Hard of Hearing Association - North Shore Branch gratefully acknowledges the receipt of the following donations:

Royal Canadian Legion Branch 60	\$500.00
Kiwanis Club of West Vancouver	\$500.00

THANK YOU MEMBERS

The Board would like to thank all its members who have renewed their membership for 2000/2001 year. Your support is greatly appreciated and helps us to carry on with our efforts to make your community more hearing accessible.

The North Shore Branch forwards the National portion of your membership fee to CHHA in Ottawa and this ensures that you continue to receive the LISTEN Magazine published by CHHA National. You will also continue to receive our North Shore Branch newsletter Mountain Ear and the many other benefits of belonging to our organization.

RECYCLING OF USED HEARING AIDS

If you have any old hearing aid that you would like recycled to needy people or third world countries, please bring them along to our meeting.

Your Branch really needs your help!

As you know, we depend on your generous donations to keep the Branch going, especially when you, the members, want assistance with hearing problems, information about new medical and technology advancements or simply meeting other fellow hard of hearing people. So we are appealing to you to use the enclosed form and addressed envelope to send in your donation.

Did you know that any donations up to \$200.00 gives you back about 25 cents on the dollar in income tax savings and for the portion of donations exceeding \$200.00 you receive back 43 cents for every dollar donated. Here are some examples of combined federal and provincial tax savings triggered by donations:

A \$100.00 donation creates a tax credit of \$25.42

A \$200.00 donation creates a tax credit of \$50.83

A \$300.00 donation creates a tax credit of \$94.19

We were asked what we do with the donations. If you have attended the Annual General Meeting, you would have received a copy of the Financial Statements which detailed the disbursements and the projects. For example we publish the Mountain Ear, we give and sponsor Assistive Listening Devices such as loop systems in places where you, the members, congre-

gate, for example in churches, seniors homes, etc. We conduct a highly successful Managing Your Hearing Loss course, a self help program that has helped so many people. We print and distribute brochures containing a wealth of helpful information, both for our members and for the hearing public. And several other projects.

If you want, we would be pleased to add a copy of the financial statements together with the official receipt that we issue as a registered charitable organization. Just leave a short note with your cheque.

Some of our members receive a growing number of phone calls from people asking for donations and the question is how do you know if the callers are legitimate charities?

Ask for written information including full name, telephone and address, if the canvasser is employed as a professional fundraising agency, and, very important, the charitable organization's official tax number. At a minimum, ask the canvasser to send you a brochure. If the canvasser says that the charity does not have a brochure and that it cannot afford to print a simple information brochure, chances are that it is not a legitimate charity. Look carefully at the name of the charity. Some fraudulent operators use names similar to registered legitimate charities. If you have the slightest apprehension, phone the Better Business Bureau, or Phonebusters at 1-888-495-8501 or visit their website at www.phonebusters.com.

Alfred Kobbeltvedt, Treasurer, CHHA North Shore Branch

Next Members' Meeting.

The next members' meeting will be held on Monday, February 19 at 7:00 PM at St. John's Anglican Church, 220 West 8th Street, North Vancouver. In keeping with our theme for the year, Prevention of Hearing Loss, we plan to have a speaker from the Workman's Compensation Board speaking on Hearing Loss Prevention.

The meeting will be followed by a social with refreshments. We will also have ALD's on display and available for demonstration.

Please mark February 19 on your calendar now.