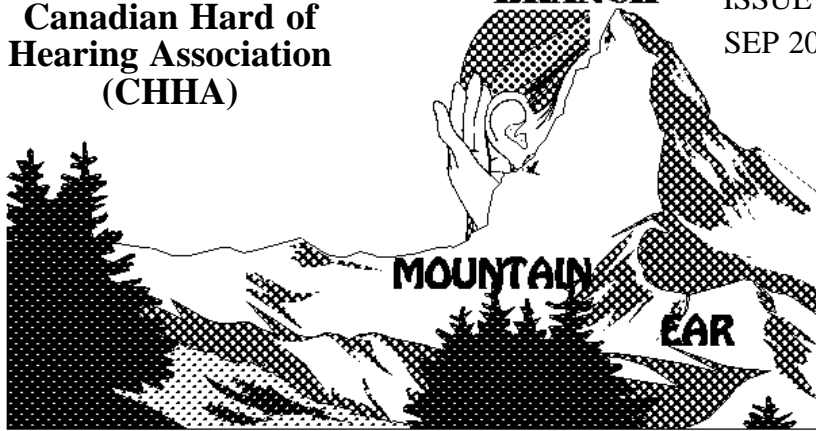


**Publication of the  
Canadian Hard of  
Hearing Association  
(CHHA)**

**NORTH SHORE  
BRANCH**

ISSUE 34  
SEP 2001



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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**YOU'RE INVITED BY THE**  
**Canadian Hard of Hearing Association**  
**North Shore Branch**  
**To Hear Special Guest Speaker**  
**Mr. Stuart Bird of the Vancouver Rotary Club**  
**at our Annual General Meeting**  
**September 17<sup>th</sup>, 2001 – 7:00 PM**

At last year's CHHA BC Conference, Mr. Bird gave a highly informative presentation on the Proposed Rotary ENT and Hearing Centre to be housed in a new complex at the Vancouver General Hospital. The Rotary club of Vancouver has raised over 20 million dollars to fund the cost of research and treatment of deaf and hearing impaired individuals. Because of the importance of this centre to the hearing impaired and the most informative presentation given at the B.C Conference, the North Shore Branch has arranged for Mr. Bird to speak at our Annual General Meeting.

At the short AGM portion, members will have the opportunity to vote on an important motion and will be able to meet and vote for the nominees for next year's Board of Directors.

The meeting will be held at St. John's Anglican Church, 220 West 8<sup>th</sup> Street, North Vancouver. There is plenty of parking and the meeting room is both wheelchair and hearing accessible. The meeting will be followed by a social with refreshments and door prizes. The public and family members and friends are most welcome to attend.

## PRESIDENT'S MESSAGE

As we now approach the autumn season, I hope you have all been refreshed by the wonderful summer break and will be ready to start our new working year with renewed energy and vigor.

This is my last message as President, as this year I will be stepping down and leaving room for others to carry on the work that I along with the past Board members have undertaken over the last 12 years. It has been my pleasure to serve with many dedicated individuals over these years and would like to feel that we have made an impact on the lives of many hard of hearing persons. I will remain available to assist the new Board, in the position of Past President, in any way that I can and intend to remain active as a volunteer, as long as my health permits.

In parting, I feel I would like to give you some history of the North Shore Branch and have, therefore, included a short article in this newsletter. See page 3.

## WE WELCOME OUR NEW MEMBERS.

We welcome all new members who have joined our association this year. It is our hope you will be able to take an active part. It is through your generous volunteer hours that we are able to keep moving forward in making our communities more hearing accessible and helping to acquaint the hard of hearing with the latest developments in hearing technology.

I am sure that through our efforts, many members are now aware of the various items available to help the hard of hearing. The less expensive neck loop and amplifier is really a tremendous help to hear in restaurants. A *Telephone Switch* is always a necessity in order to use most listening devices, and all hearing aids should be so equipped. There are also items now available for your car if you can not hear the emergency sirens. Some dealerships install these accessories free when you purchase a new car. All new television sets have closed captioning that so many hard of hearing people find invaluable. There are also many household items, such as light flashers for telephones and doorbells, vibrating alarms, etc.

## VISIT OUR INFORMATION TABLE AT MEETINGS

At our meetings we always have an information table, and I know Marion Ladkin will be only too happy to offer you and discuss the various pieces of literature she has on display.

## OUR BRANCH'S LIBRARY

Monica Craver will be able to help you with the various books and publications we soon will have available in our library to be set up at Capilano Community Services Society this fall.

## NEW PRESIDENT

I am excited and thankful that we have found a nominee for president. Under new leadership, I am confident the Branch will be successful in moving forward with the goals of our Branch of CHHA. My dream has always been that younger people would come forward to serve on the board and this year my dream is finally fulfilled. Please make sure that you attend our AGM on September 17th to meet our Board nominees and place your vote for next year's Board of Directors.

## DONATIONS

The Branch is a charitable organization and welcomes all donations, memorial gifts, and legacies to further our services in helping hard of hearing people to cope with and manage their hearing loss. For memorial gifts the treasurer needs the name of the person who is being remembered and the address of the person to be notified of your gift. Please consider doing this for the North Shore Branch to help us continue on with our work for the hard of hearing. Because of noise pollution, the number of hard of hearing continues to grow in our society. Hearing impairment now ranks as the number one disability in North America.

## THANK YOU

I would like to thank the Board and our many members for the wonderful volunteer work you have all freely given, and even sometimes when it was most difficult to give. I thank one and all for the tremendous support you have shown me over the past 12 years with the struggle to make our needs heard and known in our Communities on the North Shore.

*L. Erica Barrett*

## A Bit of History of the North Shore Branch

By Erica Barrett

The early beginnings of our Branch go back to 1989 when a group of people of all ages became interested in forming a hard of hearing branch of CHHA. Some of our first meetings were held at Mary Pool's and Wendy Maxted's homes.

Our first president, Monica Craver applied for and received the Federal Society Charitable Number shortly after the Branch received its charter in the spring of 1990.

In early 1992 we were left with 5 members and since then have slowly increased our membership, which now stands at about eighty members. It was hard for the North Shore Branch to do a great deal in the community with a limited number of members. The \$5.00 membership fee gave the branch very little to work with. After starting out with about 15 hard of hearing people, our membership roles decreased over the next couple of years as many moved away to other communities in the lower mainland, and even as far away as Victoria, Calgary, Montreal and Iceland. We felt strongly that we had to keep the Branch alive so that our future needs would be met. We met regularly, first in some Anglican Churches, but as nothing is free in this world and we had no finances to speak of, we continued to meet in my home for about the next two years. Around this time, we found out we could meet at the North Shore Disability Resource Center in Lynn Valley, where our board and members meetings were held for a couple of years. We eventually had to move on, for with membership growth, the room quickly became too small.

Looking for a suitable place to meet that was central and within our means took time. Once our finances started to increase we could pay rent on rooms to hold our members meetings. These are now held at St. John's Anglican Church in September, February and April. Our board meetings are held at the North Shore Community Services Society where our office is located. The building is at the corner of Windsor Road and Stanley Avenue in the Delbrook area.

Our first newsletter was started by Alfred Kobbeltvedt in 1992 and in 1995 Evan Hamilton took

over as editor. Evan, however, moved to Calgary in 1996. Hugh Hetherington, who joined our Branch in 1996 became our listening device technician and volunteered to carry on the newsletter. He spends many hours gathering information, giving us a wonderful newsletter.

A course *To Hear Again* was offered by Marilyn Dahl which I took along with Rosemary Paxon in the early nineties. I then volunteered weekly at Lions Gate Hospital's Evergreen House for over three years to help the residents and staff in understanding the needs of the hard of hearing and helped them with their hearing aids and listening devices. The residents really enjoyed having someone who was hard of hearing talk with them. We will now hopefully be continuing this work with the Advisory of Disabilities, Lions Gate Hospital.

We had a challenging time trying to increase our membership in the early years. We gave presentations wherever we could in an effort to increase awareness of hearing loss in the community. We had speakers come to our members' meetings and we would invite anyone we knew who wore a hearing aid, as well as, community representatives to our meetings so there would be more people present. Often, we had more guests than members. To get ideas for help and how to increase our membership, we talked about our needs to various people who were involved in the North Shore community organizations. In talking with a friend of mine from our church, we were introduced to Jean Taylor, who became our recording secretary. Jean passed away in January of 1999. Although a hearing person, Jean was a wonderful and enthusiastic volunteer worker for the hard of hearing and brought a lot of Community and organizational experience with her.

As our membership grew the need for a membership chair became apparent. This function was looked after by Alfred Kobbeltvedt until 1997 when Clarence Bleackley took on the job. It was then done by Audrey Kirkpatrick from 1998 until this year when Andrea Gauthier assumed the position.

After Alfred Kobbeltvedt, Hugh Hetherington and Jean Taylor became members, we moved in the direction of applying for grants. With some donations and grants now coming our way, it was possible to print brochures and posters to put out in the community and this also allowed us to do a small

amount of advertising. This continues to increase awareness of our organization and our needs in the community.

We are very grateful for the grants and donations we have received to carry on with our work in the communities of the North Shore.

In the early nineties, the North Shore Health Committee was holding a community meeting for input. The late Lloyd Dahl, former president of CHHA B.C. and his wife Marilyn set up a system of captioning so we would be able to hear at the meeting. We were told after the meeting that the only ones who heard were the hard of hearing.

In the mid nineties we delivered our brochures to most medical offices, community health departments and many other organizations on the North Shore. This venture took many volunteers hours by a number of our members.

In 1996, Lynda Hepworth, our secretary at that time, spent many volunteer hours attending to and printing our Bylaws and Constitution. The following year, on April 22, 1997 the North Shore Branch was incorporated as a B.C. Society.

One of our major ventures in 1997 was the production of a video called *Communication Access*. This came about through the efforts of Jean Taylor with the cooperation of West Vancouver Municipal Transit, who also provided the funding. North Shore Branch members were the performers for the video. We sold a number of copies of our video. Other videos have been purchased from the New York League for the Hard of Hearing. These videos along with our own have been donated to the North Shore Libraries to create awareness of hearing loss.

Up until two years ago, Bill Tivy was our Vice President and also served as our nomination's chair. Hugh Hetherington became our Vice President in 1999.

Over the last few years, informational presentations have been given to various groups and organizations. These have included the Seniors' Hub and Keep Well Societies, which have various branches on the North Shore, North and West Vancouver Kiwanis, Howe Sound Lions Club and North Vancouver Shrine Club. Presentations have also been given to various hospi-

tals, including Lions Gate, Holy Family Hospital in Vancouver, to the Ear, Nose and Throat Specialists at Vancouver General Hospital and to the U.B.C. School of Audiology.

Over the years, we have also attended various advisory, as well as, community meetings on the North Shore to create awareness of hard of hearing needs.

Our treasurer and funding committee chair, Alfred Kobbeltvedt, has done a wonderful job of looking after our finances over the past number of years. Alfred has also taken care of all of our grant applications and making application to become a B.C. Society. The treasurer's job is a very important position in any organization and we have a lot to thank Alfred for.

Our Branch started teaching *Managing Your Hearing Loss* courses in 1997, with our hearing member Joan Bennett who is a teacher of the deaf and hard of hearing in our community. These courses have helped to increase the membership, as well as, finding many new volunteers.

The branch has won some National Awards from our parent organization. In 1996 our recording secretary, Jean Taylor, was presented with the CERTIFICATE OF RECOGNITION. This award is given to a hearing person who has provided outstanding and significant service to the hard of hearing community. In 1997, Erica Barrett, in Hull, Quebec was presented with the MARILYN DAHL Award of Merit, which recognizes a member of CHHA who has contributed outstanding service to the work of the Association at National and Branch level. At our 1999 Annual General Meeting which was the branch's 10th anniversary, we received the CHARLES LASZLO Award. This award is given for the Provision of Exceptional Access for its members through the use of Modern Technology and for Community Contributions. Hugh Hetherington, won this award for the Branch with his work on an inexpensive neck loop and amplifier.

At this 10th Anniversary and AGM, we presented a BRANCH AWARD to Lloyd Dahl, who at that time was the president of CHHA BC Chapter and our provincial spokesperson for the hard of hearing, for his support of the North Shore Branch. Lloyd passed

away on February 29, 2000. Other board members also received Branch Awards at the AGM, one being to Hugh Hetherington for his technical expertise and work in making our meetings more hearing accessible. Our board members for their volunteer work have won many other awards over the years and these will be recorded in our full history report.

Our Listening Device Technician, Hugh Hetherington has looped some community meetings this past year, so hard of hearing members could attend and hear. We also have given free neck loops away to churches to use with their assistive listening systems. Some neck loops for their FM system and a hearing aid compatible telephone and were donated to the West Vancouver Seniors' Activity Centre so hard of hearing people could make use of the telephone in the lobby. Of course, all board and members meetings are looped and we have headphones so all hard of hearing people can hear and participate.

The Branch now has an office phone number 988-7115 and an office from which we can serve the community.

A Full History Report is in the making. The work

## **CHHA BC Conference and Annual General Meeting Friday and Saturday October 26-27, 2001**

The B.C. Conference this year will again be held at the Sheraton Guildford in Surrey and starts at noon on Friday, finishing up with the AGM on Saturday afternoon about 4:00 PM.

For those who enjoyed the Sheraton Guildford in 1999, we're using the same facilities. The program will feature many workshops including one concerning accessibility in the courts and other facilities, and also one on the new gaming legislation.

There will be a banquet with The Laf Lady entertaining afterwards. This is Dawn Fuller who is a Laughter Therapist, Instructor, Group Facilitator, Clinical Counsellor, Stand-Up Comic, and Author. She is very much aware of the communication needs of hard of hearing and deaf people and how they may become subject to depression and other forms of

emotional and mental distress.

The Parents' Branch also has their own activities planned, including a research team from UBC. They're hoping to have a few more volunteers to work with the tiny tots and the not-so-tiny bigger kids.

Be sure and mark your calendar now with the dates, October 26/27 2001. Information packages will be sent out in September to all CHHA members. For further information contact Maggie Dodd at 1-866-888-2442 Voice, or 1-866-888-2443 TTY/VCO or email [chha\\_bc@yahoo.com](mailto:chha_bc@yahoo.com).

## **Managing Your Hearing Loss Course**

The next Managing Your Hearing Loss Course is being held at West Vancouver Seniors' Activity Centre commencing on Tuesday, September 25th. Sessions will be held for 8 consecutive Tuesdays from 10:00 AM to 12:00 Noon. The course fee is \$20.00. For information or registration, please contact Joan Bennett at 604-983-3131 or the West Vancouver Seniors Activity Centre at 604-925-7280.

In addition, there will be practice sessions held on Thursday mornings beginning the 27th of September. Each session will be from 10:00 AM to 11:00 AM. The practice sessions are open to members of the course and to those who participated in previous courses.

### **Municipal Community Grants**

**The Canadian Hard of Hearing Association gratefully acknowledges the receipt of the following Municipal Community Grants:**

Corporation of the District of North Vancouver - \$2052.00

Corporation of the City of North Vancouver - \$650.00

Corporation of the District of West Vancouver - \$100.00

The North Shore Community Foundation - \$350.00

## Travel Tips for Hearing Impaired People

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Travel is a very important aspect of our lives. Whether for business, pleasure, or education, the traveler strives to be as relaxed and comfortable as possible. The 20 million people in the United States with hearing impairments are faced with numerous obstacles that can make traveling a difficult and frustrating event. Consider for a moment the everyday travel routines that may cause problems for the hearing impaired.

- Inability to hear or understand airline boarding and in-flight announcements;
- Difficulty in using public telephones, hotel phones, etc.
- Difficulty making hotel and transportation reservations;
- Inability to hear or understand scheduled events such as planned activities, tours, museum lectures, and theater presentations;
- Inability to hear hotel room telephones, someone knocking on the door, or warning signals such as smoke detectors;
- Lack of oral and/or sign language interpreters;
- Lack of accommodations for hearing ear dogs.

### Making Travel Arrangements

Here are some tips for making traveling easier for hearing impaired people.

- Try to make all travel arrangements in advance. Once transportation reservations have been made, request written confirmation to insure correct information.
- Always inform the ticket representative that you are hearing impaired. If possible, plans should be arranged in person with a travel agent to allow the opportunity for speech reading or, if

necessary, written exchange to help confirm travel plans. Agents can contact airlines, hotels, and attractions to make necessary reservations.

- It is important to arrive early at the airport, bus terminal, or train station. Inform the individual at the boarding gate that you are hearing impaired and may not hear the boarding announcement. Request that the agent contact you when it is time to board.
- Confirm the flight number and destination before boarding.
- Inform the flight attendant that you are hearing impaired and request that any in-flight announcements be communicated to you in person.

TDDs are available in many major airports. Ask at the Traveler's Aid desk for information.

The full text and more information can be found on the website of the American Academy of Otolaryngology - Head and Neck Surgery at:

[www.sinuscarecenter.com/herimaa.html](http://www.sinuscarecenter.com/herimaa.html)

### In Memoriam

We were saddened that our long time member, Mary Pool, passed away on July 25, 2001. Mary was well known on the North Shore for her active participation and organizational skills in community events, whether large or small. One of Mary's famous remarks at committee meetings was "*well don't just talk about it, just get on and DO IT, then we will all feel satisfied.*" Mary worked tirelessly, never expecting any thanks, just the reward of doing a good job with an energetic group of volunteers.

Mary was not only our social convenor, but also active in St. Martin's Anglican Church, North Shore Community Concerts, Meals on Wheels, The Historical Society, and no doubt others that we are unaware of. The Pool's also shared their home, garden and pool with a variety of local groups as a meeting place. Mary always enjoyed and organized the weekly badminton group at her church. Mary will be sorely missed by all of us. Our heartfelt wishes go out to her husband, Don and the rest of her family.