



# Mountain Ear

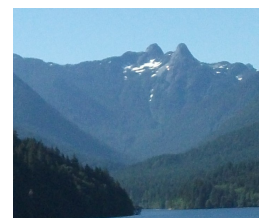
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## From the Desk of the President

*by Hugh Hetherington*

We are approaching the end of our summer break and ready to start another year of support meetings with our two monthly Sound Advice meetings and our guest speaker evening meetings. Summer Break is a bit of a misnomer because while we don't hold any meetings during July and August, the work still goes on in the background. We have government reports to prepare and file, a website to upkeep, an AGM to prepare for, newsletter articles to write for the next edition of our newsletter Mountain Ear and, of course, we are still available to answer queries via our website and telephone.

This year's AGM will be held on Monday, September 22<sup>nd</sup> via Zoom at 7:00 pm. We conduct board business first-electing board members and such. Then we have a presentation. We have invited Neil Bauman, Ph.D., a hearing loss coping skills expert to provide us with an update on his recently revised 4<sup>th</sup> edition of his mammoth work Ototoxic Drugs Exposed. The book is now available on Amazon in three volumes. Neil has presented to us many times in the past on various topics and is always a popular guest.

The first Sound Advice meeting will be held on Friday, September 5<sup>th</sup> at the West Vancouver Seniors' Centre at 10:00 am and will be an Hybrid meeting that you can attend in-person or on Zoom. It will continue on the first Friday each month through June 2026.

The Silver Harbour Sound Advice meeting will be held on the last Monday of each month from September through June 2026 starting September 29<sup>th</sup>.

Two additional Sound Advice meetings will be held in the evenings of November 17<sup>th</sup>, 2025 and February 16<sup>th</sup>, 2026 at 7:00 pm via Zoom for those who are unable to

attend the daytime sessions.

There will also be three guest speaker evening meetings: April 20<sup>th</sup> 2026, June 15<sup>th</sup> 2026, and September 21<sup>st</sup> 2026 our next year's AGM.

All are meetings are open to the public **and** open to people with or without hearing loss. We have a wealth of information to share about hearing loss and we also welcome the information we gather from you.

We look forward to seeing you at any or all of the meetings for the rest of this year and next year.

Till next time,

Hugh■

## June Evening Meeting Recap

*by Hugh Hetherington*

On June 16<sup>th</sup> 2025 we were very pleased to have a great presentation from Ken Jones called "Love Your Tinnitus for Success". Ken has 30 years experience with tinnitus which he developed from a couple of whiplash accidents many years ago. Ken is a director of the Tinnitus Association of Canada and President of the BC Tinnitus Association and President of the Greater Vancouver Tinnitus Self Help Group.

Kenneth discussed his experience with tinnitus, explaining that his condition was measured at 92 decibels, which is quite loud, and described it as a hissing sound in the range of 9,000 to 11,000 hertz. He shared that he was able to hear up to 18,000 hertz in his youth but developed tinnitus without any hearing loss. Kenneth mentioned his involvement in forming the BC Tinnitus Association in 1991 and his role as an MLA for Surrey Cloverdale, where he advocated for tinnitus education and awareness. He also described his ongoing work as president and facilitator of a self-help group for people with tinnitus, finding it both challenging and

rewarding. He invited people to join this self-help group meeting facilitated via Zoom on the third Tuesday of each month, where participants share their experiences in a relaxed and open environment. Kenneth also shared his role in promoting awareness and providing support to those dealing with tinnitus, emphasizing the importance of offering hope and assistance to those in desperate situations, including providing his contact information for 24/7.

Kenneth discussed tinnitus and its impact on individuals, emphasizing that while many are told by ear, nose, and throat specialists that tinnitus is a lifelong condition, there are effective treatments available. He explained Tinnitus Retraining Therapy (TRT), a program developed by Dr. Jastreboff in Baltimore and enhanced by Dr. Hazell in London, which aims to retrain the brain to ignore tinnitus by focusing on positive emotions and relaxation techniques. Kenneth highlighted that through habituation over three months to three years, TRT can reduce the perception of tinnitus by preventing its transmission to the auditory part of the brain. Kenneth discussed the availability of Tinnitus Retraining Therapy in the Lower Mainland, noting that only two audiologists, Glynis Tidball at Saint Paul's Hospital Hearing Clinic and Carol Lau at Sound id·Ears Hearing Clinic, are fully qualified to provide the program, though they have a year-long waiting list.

Kenneth discussed the global funding for tinnitus research, highlighting contributions from various countries including the UK, US, Japan, China, Australia, and Germany. He shared that ongoing research worldwide, including studies in Britain, the United States, Japan, and Australia, has not yet found a cure for tinnitus or a way to repair chemical damage, but Tinnitus Retraining Therapy has shown an 80% success rate for those who complete the program.

Kenneth expressed skepticism about a new treatment involving electrical stimulation of the tongue, comparing it to punishment-based methods rather than the brain's positive response to habituation, and advised against trying it until further evidence of its effectiveness is available.

Kenneth also presented information on its impact and potential treatments. He emphasized that there is no scientific proof for the effectiveness of many marketed products claiming to cure tinnitus, which he criticized as

exploitative. Kenneth shared his experience educating medical students about tinnitus and highlighted the importance of consulting pharmacists for information on drug-related tinnitus.

Thank you Ken once again for a great presentation. ■



*image by geralt from Pixabay*

## CHHA-North Shore Branch AGM + Evening Meeting

Monday, September 22, 2025  
7:00 pm via **Zoom**

**Guest Speaker:** Neil Bauman, Ph.D.

**Topic:** “Put the Odds in Your Favour When Taking Ototoxic Drugs”

Neil is a Hearing Loss Coping Skills Expert, researcher, and owner of the website [www.hearinglosshelp.com](http://www.hearinglosshelp.com)

Many drugs can damage your ears. Neil will discuss a number of simple things you can do to greatly reduce your chances of experiencing ototoxic side effects such as hearing loss, tinnitus, hyperacusis, ear pain, dizziness, vertigo, & other hearing & balance problems.

The meeting is open to the public and there are no restrictions on the number of people who attend. First, AGM business will be conducted quickly then we'll introduce our guest speaker. Neil's presentation is expected to last one hour, including questions and discussion. Please note that “Live Transcription/Closed Captioning” will be enabled on the Zoom meeting.

For **information** call: 604-926-5222

To **request** an invitation to join this Zoom meeting, please email:

[chhansb475@gmail.com](mailto:chhansb475@gmail.com)

## Hearing Your Name Called

by Neil Bauman, Ph.D.

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When you are hard of hearing, a common problem you often experience when going to a doctor's office or some other medical clinic is knowing when they are calling your name.

A few clinics give you a number and you can see it displayed on a monitor or other display device when your number is being called. Other places have a large monitor showing a queue of the patients waiting. Thus, you can see your name and where you are in the queue. When your name reaches the top of the queue, you know you are being called.

Both of these accommodations are good visual ways to know when they are ready for you. Unfortunately, many clinics don't use visual methods. In such cases, many of us hard-of-hearing folk sit facing the door from which the "nurse" will be calling our names and hope we can hear or speechread our names when we are called.

However, one problem that can arise is when there are two doors, one at each end of the waiting room. You don't know which door to sit near to try to hear when your name is called. (I usually ask the receptionist if she can tell me from which door I'll be called, then I sit close to that door, but this is not always foolproof, and trying to hear your name being called from the other end of the waiting room can be an exercise in futility.

Furthermore, in a busy clinic there may not be any empty chairs near or facing the door from which you'll be called. Thus, you can neither hear or speechread when your name is being called.

However, the good news is that you can put the odds in your favor with a bit of creative thinking and pre-planning. For example, Mary Hair, who is hard of hearing like I am, came up with an ingenious solution.

What she did was to make up a special card on a brightly-colored piece of 8½" x 11" paper. On it she wrote:

"Patient is hard of hearing  
I may not hear name called  
Please bring this with you when you call my name  
Mary Hair"

and finished it with a smiley face.

She hands this "card" to the receptionist at the front desk and asks them to pass it on to whomever will be calling her name and requests that they hold the card so it can be seen.

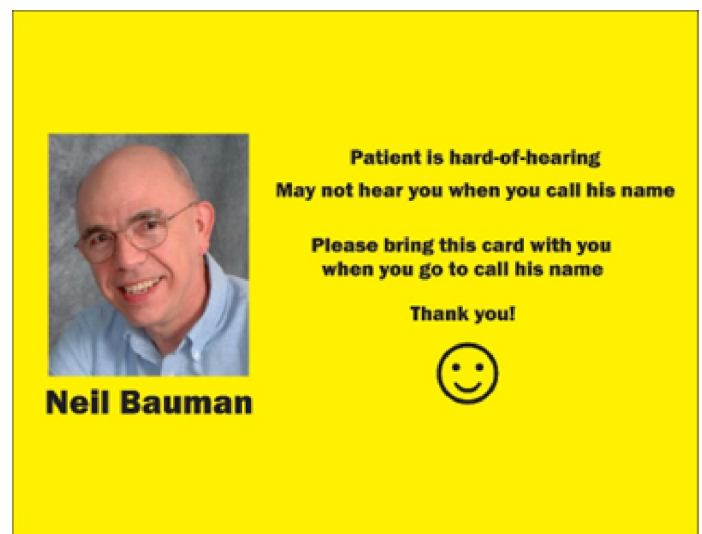
Does this strategy really work? Mary has been doing this for several years, and as she says, "Nine times out of ten they do bring the notice out, and I know it's for me."

I think this is a great strategy as it reduces your stress due to always having to be alert and straining to hear whether your name is being called or not. A quick glance at the person doing the name-calling is enough to see whether she has your "card". Furthermore, this tip could be invaluable if you have a common name and thus there is a good chance that someone else with the same name is also in the waiting room.

I slightly modified Mary's card. In addition to what she wrote, I added my picture and put my name underneath so the "nurse" can recognize me even if I somehow miss noticing I'm being called.

Here's what my version of Mary's card looks like.

Two important points:



1. Use a brightly-colored piece of paper so you can readily see the "card" when the person calls your name. (You'll probably only see the back side of the card so choose a color you can see well.) Hopefully, no one else there is using the same strategy and has chosen the same-colored card as you have.

2. Remember to get your “card” back so you can use it the next time you are at a clinic.

Make up your own card and use it the next time you visit a medical clinic and see how well it works for you. I think you’ll be pleasantly surprised how much doing this can reduce your stress level. ■

**Mike’s Musings**  
*by Mike Hocevar,*  
*Past President CHHA-NSB*

### **Losing a hearing aid and getting a replacement**

Hearing aids, as we all know, are costly. Wearing them, however, greatly improves the quality of our lives. Losing one of them can be an overwhelming stress and can greatly affect that quality of life. Apparently, losing a hearing aid is a common occurrence, as per info online and from my own audiologist—much to my surprise.

I myself have lost three in my lifetime of wearing the devices.

Once, I believe my cat took one of them off my bedside table—I couldn’t figure out where it went otherwise and I never did find it. My house insurance luckily covered me for that one.

Next loss followed a day of whacking blackberry bushes. It was very quiet out on my rural property. I didn’t notice that it was not in my ear until I went in to make dinner. It must have been snagged right out of my ear while in the thick of it. I went back & I couldn’t find it; I enlisted others to come and help me look but I gather, pardon the pun, it must have been swept up with all the cuttings as it didn’t show up. This time, being near the end of the model’s lifespan, I simply went with just wearing the one remaining hearing aid for a few months then bought a new pair.

But hey, I hardly had the new set about a week when I lost one on the SkyTrain—it was so annoyingly loud, instead of turning my hearing aids off, I just put them in my pocket but one somehow fell out. Trips to the Translink Lost and Found proved fruitless. Luckily my purchase included a replacement policy for just \$300.

Recently on my local neighbourhood Facebook page there was a post from a woman who lost one of her hearing aids while on a walk, with an appeal for people

to keep an eye out for it. She indicated her distress about having to put money out for a new one. I commented that she should contact her audiologist to check to see if she had a possible replacement insurance that came with the purchase of the hearing aid. Subsequently she followed up and reported that she did fortunately obtain a replacement at a much lower price than the original purchase.

So that’s something to keep in mind: does your hearing aid come with a replacement insurance? If so, it will likely be for a fixed amount of time and have a reasonable deductible for such. Further, a lot of hearing aids come with a phone app that may include a useful location tracking feature for your hearing in case it goes missing; your audiologist can advise you of such for your brand and model.

After that, perhaps your home or tenant insurance will work as it did for me. If your hearing aids are old, then maybe it prompts you getting new hearing aids then. I believe another option may be to check for a used hearing aid. I know the Western Institute for the Deaf & Hard of Hearing in Vancouver used to have available. They’re now called Wavefront Centre <https://wavefrontcentre.ca/> and also have assistive devices and alarms such as I mentioned for ALDS (Assistive Listening Device Systems) company in my last column.

As a last word, I would suggest getting in the habit of checking if your hearing aids are in place at different points in your day and after certain activities: getting in and out of cars; putting on and taking off hats, scarves, and sunglasses; gardening; lifting; exercising; medical appointments like doctor’s exams or massage therapy or chiropractor. You get the picture!. ■



*image by mohamed hassan from pixabay*



## Living Successfully with Hearing Loss

*by Lisa Dillon Edgett*

Living Successfully with Hearing Loss are courses offered through Vancouver Community College for adults with hearing loss and their communication partners. This fall, the courses will be offered online again; this means you will receive weekly information via email or a website and you will have the opportunity to meet with the course instructor/audiologist and other participants to review, discuss, and practice the skills that will allow you to communicate more effectively. We have small groups, 1½ hour meetings, and afternoon or evening options. Courses run once per week for 12 weeks.

In Lisa's own words: "I have taught these courses for many years and feel very passionately about the benefits they provide. I have seen the difference they make in people's lives. I will, however, be retiring after this Fall term. Have you been thinking you might register 'some day'? Why not join me for my last term? I'd love to meet you in Level 1 or continue our journey in Levels 2 or 3.

If you haven't used Zoom, it can be quite accessible. You control your own sound/volume, you can easily see everyone's faces, and there is automatic captioning. If you haven't used Zoom before, but would like to test it out, let me know. You also benefit by not having to deal with travel and parking and can attend from anywhere.

See more details about the courses:

Level 1: <https://www.vcc.ca/courses/dhhe-0618/>

Level 2: <https://www.vcc.ca/courses/dhhe-0619/>

Level 3: <https://www.vcc.ca/courses/dhhe-0621/>

The cost is currently around \$315. If you are low income, and qualify for the Adult Upgrading Grant, these courses qualify. See more at <https://studentaidbc.ca/explore/grants-scholarships/adult-upgrading-grant-application>

I recognize this is a significant amount to many. However, I also know the worth of these courses and the benefit they provide. As one of my students recently told me, "It's an investment in my health and my relationships."

The Fall schedule:

**Level 1:** 2 Zoom options 90 minutes

Tuesday afternoon: 1pm PT from Sept. 9 to Nov. 25

Tuesday evening: 7pm PT from Sept. 9 to Nov. 25

**Level 2:** 2 Zoom options 90 minutes

Wed afternoon: 1pm PT from Sept. 10 to Nov. 26

Wed evening: 7 pm PT from Sept. 10 to Nov. 26

**Level 3:** 2 Zoom options 90 minutes

Thursday afternoon: 1pm PT from Sept. 11 to Nov. 27

Thursday evening: 7pm PT from Sept. 11 to Nov. 27

Registration is now open. If you would like more information or would like to reserve a spot, please email me. [ldillonedgett@vcc.ca](mailto:ldillonedgett@vcc.ca) or [dh@vcc.ca](mailto:dh@vcc.ca)

Lisa Dillon Edgett, Ph.D., RAUD, Aud(C)

604-871-7348

To link to Lisa's info, you can use the following QR code.



Some testimonials from Lisa's students:

Going on the hearing loss journey alone is a choice, and not a good one. There's real value in sharing the journey, experiences and lessons learned with others.

The course has been extremely valuable as it provides both the tools to identify the problem and tools to address the problem.

Although I registered to "support" my partner, I am certain I got as much value as he did.

I only wish I hadn't been so stubborn in my 20's and early 30's and signed up for this at the first signs of hearing loss....rather than wait for it to have become a problem first.



## 2025 Annual CHHA National Virtual Conference

Date: Saturday, October 4<sup>th</sup>, 2025

Time: 11:00am to 4:00 pm EST

Pricing: CHHA Members: \$50.00  
Non-members: \$60.00

Join us for an inspiring day of connection, learning, and advocacy with incredible keynote speaker Dustin Giannelli, plus many more amazing presenters.

Gain invaluable insights into hearing loss advocacy. Connect with like-minded individuals who are passionate about making a difference. Be part of a movement to amplify access for all! Don't miss out on this incredible opportunity to learn, grow, and connect.

For more info, go to:

<https://livecast.live/chha-conference-2025/>



## Walk2Hear

We are excited to invite you to CHHA Vancouver's 15<sup>th</sup> Annual Walk2Hear fundraiser at Jericho Beach. Everyone with a hearing loss, family, friends, health care professionals, educators, students, and members of the local community are invited.

Date: Sunday, September 14, 2025

Time: Registration at 1:00 pm, Walk begins at 1:30

Location: Meet at the grassy area by the Jericho East parking lot and Jericho pond

For more info:

<https://chhavancouver.ca/events/walk2hear/>

## Sound Advice

Presented by:  
The Canadian Hard of Hearing Association  
North Shore Branch

When we meet, we discuss topics and issues dealing with hearing loss.

Subjects to be addressed include:

Technology;  
Speech Reading;  
Coping Strategies  
Improving Hearing Environments

We have 2 locations:

**West Vancouver Seniors' Centre** at 695 21<sup>st</sup> St, West Vancouver. These sessions will be held as **Hybrid** meetings to accommodate both in-person and Zoom attendees on the first Friday of each month at 10am.

In-person attendees must register at the front desk of the centre or by phone at 604-925-7280

To receive an invitation to join the Zoom meetings, please send an email to [chhansb475@gmail.com](mailto:chhansb475@gmail.com) to be added to the list.

**Silver Harbour sessions** at 144 East 22<sup>nd</sup> St, North Vancouver. These sessions will be held as **in-person** meetings on the last Monday of each month at 10am.

There are no meetings in July & August

For Information call:

604-926-5222

We look forward to seeing you.

All opinions expressed in this newsletter are those of the contributors and not necessarily those of the Canadian Hard of Hearing Association or CHHA-North Shore Branch.