

Fall 2010

# THE HEARING LOSS CALIFORNIAN

Hearing Loss Association of California



## OUTREACH HLA-CA Gets "Alive & Well"

By Diane Gross

When the HLA-California Board of Trustees voted earlier this year to make Outreach and Membership the primary goals of our state organization, we had no idea that our first undertaking in this area would be so large – and so successful.

On the weekend of June 26-27, we participated in the annual Alive & Well Health Expo at the Los Angeles Convention Center. Volunteers from the Los Angeles and Orange County chapters worked the booth all weekend, greeting visitors and sharing information about hearing loss.

The Expo was co-sponsored by KNBC-tv and heavily advertised during the station's newscasts in the month leading up to the event. While World Cup soccer matches probably cut into the 50,000 visitors the event producers advertised (it seemed more like 10,000 to us), there were a steady stream of visitors to our booth, eager to share their stories and learn more about HLAA. Many people were not aware of our organization, so this was a great opportunity to spread the word.

"Everyone I talked to reminded me of all the people, including myself, who come to our meetings for the first time," said Pat Widman of HLA-LA and the HLA-CA BOT. "From ages 20 to 80, excited to know they're not alone, but grossly under-educated about hearing loss and how to live with it. Virtually nobody seemed to know anything at all about HLAA, so this was a great opportunity to get our name out there and start working toward some real name recognition."

Continued Pat: "Participation in health fair events is especially appropriate now that National is putting more effort into trying to change the perception of hearing loss from a disability to a health issue." Hearing loss is a major public health issue that ranks third in line after arthritis and heart disease as one of the most common physical conditions, according to [hearingloss.org](http://hearingloss.org).

Even if Expo visitors didn't stop at our booth, they were certainly made aware of our presence. Our shiny, new banner with the **Hearing Loss Association of America** logo was draped across the back of the booth, with an eye-catching four-fold display board set up on the table below. Both were visible to anyone who merely walked past our booth, and the banner even made a brief appearance on the KNBC Saturday evening news story about the Expo.

We had obtained promotional materials from the National office: the great new membership brochures, and glossy "fact sheets" titled **Do You Think You Have a Hearing Loss?** The latter replaces the "Q&A" brochures, and are a wonderful tool for first-time visitors to chapter meetings. These, along with a list of current Southern CA chapters, were gladly accepted by visitors to our booth. We also obtained names and contact information for people looking for further resources; one gentleman I spoke to stopped by to see if he could get resources for his brother in New Mexico. These materials can be ordered from <http://hlaaleaderswiki.wikispaces.com/> **Ordering+Brochures or by contacting Teri Canniff in the National office, [tcanniff@hearingloss.org](mailto:tcanniff@hearingloss.org)**.

Another handout that was well-received, and was a particular favorite of Southern CA Chapter Coordinator Nanci Linke-Ellis, was a **hearing assessment** form developed by Phonak. "We gave this test to spouses or partners; each one filled out the form about how the hearing loss person was doing," said Nanci. "The results were usually the exact opposite. The hearing loss person thought they did much better than their hearing counterpart did. [There were] a lot of shocked faces and 'what do you mean I don't hear well at dinner?' type reactions. It started a lot of dialogue between the two people. One couple decided to go home and take the test, rather than argue about it at our booth!" A shortened version of the form can be found at [http://www.phonak.com/com/b2c/en/hearing/recognizing\\_hearingloss/hearing\\_checklist.html](http://www.phonak.com/com/b2c/en/hearing/recognizing_hearingloss/hearing_checklist.html).

We approached booth visitors by asking if they, or someone close to them, had a hearing loss. "The crowd was younger, and far more interested in learning about hearing loss than we expected," said Nanci. Sometimes, people would see our banner, come into the booth, and just start sharing their stories. Many people had questions about tinnitus and how to deal with

it. There was a doctor at another booth who specialized in tinnitus, so we directed people there. We also referred visitors to the booths for CTAP, the California Telephone Access Program and WCI (Weitbrecht Communications), a company in Santa Monica that sells assistive devices; and they sent people our way as well.

One thing that we didn't have, and that was requested over and over, was the ability to do on-the-spot hearing screenings. We will look into this for future events, perhaps in partnership with organizations such as SERTOMA, the Lion's Club, or the House Ear Institute. (*Audiomed has a small screening booth with built-in ventilation, lighting, and a pre-wired jack panel. A two-day rental is \$500 which includes delivery and pickup. See John Buswold, johnb@audiomed.com*)

A few other exhibitors had something that we'd consider as a "draw" for future events. They had 'wheel of fortune' type spinning wheels that visitors could spin to win prizes ranging from emery boards to movie tickets. These were quite popular, more so than the big bowl of candy we had!

Kathy Rowsell of the Orange County chapter best summed up our weekend. "The experience of reaching out to people was excellent. We made people aware of the existence of HLAA and how we provide a wealth of resources, including support groups, to help them through understanding and knowing their frustration. I would do an event like this again in a heartbeat."



Kathy Rowsell, Pat Widman, Liz Pruyn, Dana Sunderland and Katherine Burns

Thanks to all of the volunteers who gave their weekend time to make this event possible: Katherine Burns, Mary & Gary Clark, Rhianon Gutierrez, Nanci Linke-Ellis & Steve Ellis, Alicia Fernandez & Michael Kaplan (with their daughter Samantha, fetching in her Snow White costume!), Rachel McCallum (and her boyfriend Daniel), Liz Pruyn, Kathy Rowsell, Heather Schuster (and her daughter Janis, who found all the best freebies), Dana Sunderland, Cindy Troyer and Pat Widman.



## PRESIDENT'S MESSAGE

Milwaukee was a great experience! I hope all those who were there found it as rejuvenating as I did. From the keynote speaker, Bill Barkeley, to the workshops, and exhibits, and of course the Rumble at the Harley Davidson Museum, we saw the "Information, Education, Advocacy and Support" that HLAA is committed to, throughout the convention. It appeared that there were many good times and great memories being created. There are many documents that have been posted on the national website or the wiki that are good records of the convention, but I would like to draw your attention to one in particular. Hearing Loss 101 is a presentation that Marcia Finisdore created for anyone to use when asked if you can do a presentation about hearing loss. It is very well done, includes good basic data about the population of people with hearing loss, and gives resources for people to find help. It is posted in the hopes that chapter leaders or chapter members can access and use this any time the opportunity arises to promote the issues of hearing loss, and HLAA. <http://hlaaleaderswiki.wikispaces.com/State+and+Chapter+Workshop+Presentations++2010+HLAA+Convention>.

One of the most significant changes I saw, is the shift in emphasis in HLAA Goals from treating hearing loss as a disability issue, to recognizing it as a health issue. This column is devoted to covering hearing loss as a health issue, and goes into some of the background about why this approach should result in an improved focus on hearing loss nationally, along with ways to help the public change their attitudes about hearing loss. The goals for HLAA were identified as:

- Hearing loss recognized as a health issue
- Hearing aids and cochlear implants standard of care
- De-stigmatize hearing loss in society
- Consumer protection = educated consumers

The full Executive Director's report is available at [www.hearinglossca.org](http://www.hearinglossca.org).

How does this change in emphasis to thinking of hearing loss as a health issue instead of a disability issue work? When was the last time you had a hearing test as part of a physical?

- 1 out of 10 people in the United States has a hearing loss
- Hearing loss ranks with arthritis, high blood pressure, and heart disease as one of the most common physical conditions
- At age 65, 1 out of 3 people has a hearing loss
- More than 10 million middle-aged Americans (45-64) have a hearing loss

# Stop guessing what they are saying!



Free Captioned Telephone Services by Sprint enables individuals with hearing loss to read what their caller says, while they speak and listen on the phone.

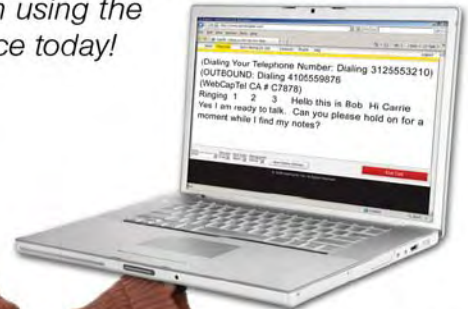
## Sprint CapTel® 800i

To buy today, to go [sprintrelay.com/800i](http://sprintrelay.com/800i)



## Sprint WebCapTel®

Register online at [sprintcaptel.com](http://sprintcaptel.com) to begin using the service today!



> High speed internet and a phone line are required.

**\$99.<sup>00</sup>** *Special price*

Retail value \$595.<sup>00</sup>

### CapTel® 800i

Limited to one (1) device per household for qualified individuals only. Sprint reserves the right to modify, extend or cancel offers at any time without notice.

For more information about Sprint Captioned Telephone products and services, visit: [sprintrelay.com/captioned\\_telephone](http://sprintrelay.com/captioned_telephone)

Although Sprint IP, Fed IP, Sprint IP using IM, VRS and CapTel can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. By using Sprint IP, Fed IP, Sprint IP using IM, VRS and CapTel for emergency calling, you agree that Sprint is not responsible for any damages resulting from errors, defects, malfunctions, interruptions or failures in accessing or attempting to access emergency services through Sprint IP, Fed IP, Sprint IP using IM, VRS and CapTel, whether caused by the negligence of Sprint or otherwise. Other restrictions apply. ©2010 Sprint. Sprint and logos are trademarks of Sprint. CapTel is a registered trademark of Ultratec, Inc. Other registration marks are the property of their respective owners.

# Hear. There and Everywhere.™

Every note of the flute solo in a child's music recital. The sound of an arriving text message. A toddler's first laugh. The cheers from teammates. The peeps, calls and trills in the backyard.

Life is a composition of finely detailed sounds. MED-EL's industry-leading cochlear implant innovations with FineHearing™ allow its recipients to hear and appreciate the most obvious and the most elusive of them all.

It's a noisy world out there. **Enjoy it.**



## The Hearing Implant Company

COCHLEAR IMPLANTS :: MIDDLE-EAR IMPLANTS

**TOLL FREE** (888) MEDEL-CI (633-3524) :: **V/TDD PHONE** (919) 572-2222 :: [www.medel.com](http://www.medel.com)



hear**LIFE**

These are some pretty compelling statistics, and yet, we are still seeing advertisements for hearing aids that talk about “no one will see them” or “no one will know” as if it is something we should hide!

When purchasing a hearing aid, did you know that there are regulations that cover the dispensing of hearing health equipment? Did you know that when hearing aids are sold, that T-coils are not automatically offered, but are at the discretion of the dispenser to offer the patient? For tips on these and other items, go to the HLAA website, and look under “Learn” at this link: <http://www.hearingloss.org/learn/hearingaids.asp>. My favorite in this list of 17 resource items is the “Purchasing a Hearing Aid Consumer Checklist (pdf)”. How many times have you been approached by a family member, or a co-worker, or even a friend of a friend who calls you to ask questions about how to go about getting a hearing aid. This checklist should be printed out and given to the doctor, as well as the hearing health professional, and together you need to go through the list, and ensure that the questions have been answered, or schedule a time for follow up to make sure that the questions are answered.

Most doctors are clueless about how to go about getting a hearing aid, since this topic is not covered in any depth in their medical training. Although the same could be said about glasses, there is no stigma about wearing glasses, so the resources are much more accessible.

When hearing loss is a health issue, then communication about health issues becomes more mainstream. For example:

- When you are going in for surgery, do you leave your hearing aids, or cochlear implants in?
- Does the staff know how to best communicate with you when you cannot hear them?
- If the medical provider has a heavy accent, will they provide a second person to help you understand what they are saying?
- When they ask you to watch a video about something are they prepared to have an additional staff person standing by to answer your questions, if the video is not captioned?
- How will the X-ray technician notify you when you can stop holding your breath, or move again?
- If you are admitted to the hospital, how will they ensure that the endless stream of people you will have contact with are ALL informed about how to communicate with you?
- Do they understand that they cannot use the intercom to talk to you?
- Are captions available on the TV?
- Is there anyone in your care team who knows how to change a hearing aid battery, or a CI battery if you need help?
- If you are traveling by plane, does the airline accept your explanation that you need to be notified in the event of an emergency, when communication is normally chaotic?
- If you are at the grocery store, and a scooter type cart with a grocery basket is provided for those who need them, do they also accommodate your need to be able to speak to the cashier, or the person at the deli counter in a way you can understand best?

Once hearing loss is considered a health issue, the battle to have better insurance coverage becomes more of a reality. Some insurance policies cover eyeglasses, or exams at some level, but hearing aids continue to be considered “ineligible” for coverage, and the effort to get hearing aids or CIs covered remains an elusive goal. HLAA has been one of the most diligent and tireless advocates for insurance coverage for hearing aids and cochlear implants in the country. We can advocate for this too. The next time the Open Enrollment period for your health insurance plan at work is up, why not schedule an appointment with the person in Human Resources who negotiates the coverage of the contracts? Every voice counts!

So, what do we do about these things ourselves? It’s easy to say we can tell the hospital staff about our needs now, but if we are in the hospital, we must assume we are there for good reason, which most likely includes being sick, and having a lot less energy or focus than normal, or not having someone at our side all of the time who can advocate for us. It is not a good assumption that we will be fully able to be our own advocate when we are in a hospital.

Some suggestions for what we can do ourselves, to help bring attention to hearing loss as a health issue include:

- Asking for a hearing test during your regular physical, at least every few years, and as we get older, on a more frequent schedule (AND at no additional charge!)
- When we pick up a prescription, and they ask if we have any questions, making sure that the pharmacist knows we have a hearing loss, and ensure they are confident that we got the answers we need to make sure we take our medicine correctly
- Prepare our own hospital kit, or “grab and go” bag with the essentials for being away from home. This could include:
  - Extra batteries
  - A communications tip sheet for staff (multiple copies)
  - Some ear/slash stickers for putting on your chart, or on your wristband to let people know you don’t hear well
  - A tablet and pen or pencil, for those times when communications is hopeless, and you need a method to understand what is being said
  - A sign, as large as you can, saying “Patient has a hearing loss” or Patient is deaf” or something to highlight the fact that communication with you will require extra care
  - A flashlight, so that when you are awakened in the dark, and someone is speaking to you, you can use the flashlight to help read lips, or bring attention to the signs that are probably not visible in the dark.
  - A case or box to put your hearing aids in when you are asleep or having a procedure where you cannot have them on – clearly labeled with your name, address and medical record number, in the event you become separated from it later
  - A quick reference card to share with the medical staff about how to handle your hearing aids or a cochlear implant.

## State Board of Trustees Call for Candidates

By Mary Clark

The more we each bring people's attention to hearing loss, whether our own, or someone else's, the perception of the public improves. If their only exposure to hearing loss is from the ads about "invisible" hearing aids, suggesting it is something to hide, then we have to help them see that hearing loss is not something we are ashamed of, and that accommodations are not difficult. I challenge each of you to try to help improve the public perception of hearing loss in some way, over the next month. You can simply say "I have a hearing loss, can you please speak slower" (instead of "I'm hard of hearing, and then expect them to know what to do) or you can talk to the manager at the local WalMart and ask if their announcements could also be placed on a display, with a scrolling script for those who can not hear the PA system. All of these things add up to making a positive impact in the public eye. Let's all work to change the perception of hearing loss from being a disability to being a health issue!

Good Bye. Since my husband and I were both laid off our jobs, we have decided to accelerate our retirement plans to New Mexico. We are moving to New Mexico before the holidays this year, and as a result, I have resigned my position on the Board of Trustees. It has truly been a wonderful experience, and I would not trade it for anything. Thank you all for your support and kind comments over the years. This is my last "President's Message" column.

Warmly,

Mary Clark

The Hearing Loss Association of California is losing at least 4 trustees over the next few months. Two have reached the end of their terms, and have chosen not to run for reelection. One has resigned, and another is moving out of state, and will no longer be qualified to serve.

Have you ever considered running for the board of trustees? I am targeting two groups, the professionals who receive this newsletter, and the HLAA members who have benefited over the years from your membership in HLAA.

Professionals: you are all receiving this newsletter for some relationship with hearing loss, and how HLAA can benefit you or your clients or patients. Why not take this opportunity to submit your application to run for the state Board of Trustees? We are a 501(c)3 non-profit incorporated in the State of California. The benefits you will gain from this experience will far outweigh your efforts and your expectations. You will gain exposure to advocacy opportunities that you would not have had access to as an individual. The information you can gather from the HLAA membership as a board member will astonish you, and both you and your patients will benefit.

HLAA members in California: How long have you been benefiting from your HLAA membership? Has HLAA made a difference in your life? Would you like to see that continue, and at the same time, enhance the presence of HLAA in the state? Being so far away from the national headquarters creates a definite distance factor that prevents the national office from participating in local issues. We have a chance to make a difference in the lives of about 1 in 10 residents of California, or about 4,000,000 people in the state.

What does the state BOT do?

- We represent ALL of the people with hearing loss in Sacramento when advocacy opportunities come up
- We sponsor leadership training for local chapters so they can grow and remain strong
- We publish this award winning newsletter, which contains the most comprehensive and complete list of resources I know of, in easy to use format (check out the back pages!)
- We participate in the Walk4Hearing events statewide, to help raise awareness of the organization, and help bring hearing loss out in the open at venues where people will see that those who cannot hear, are definitely not sitting at home in a rocking chair!
- We sponsor periodic state educational events, some for public, some for chapters, but all to increase the mission of HLAA: Information, Advocacy, Education and Support.
- We exhibit at health fairs, from local community events, to regional events, promoted by television stations who are sponsors.
- For an application, go to [www.hearinglossca.org](http://www.hearinglossca.org) and download the application form. We NEED you! The deadline for applications is September 30, 2010. Instructions for submissions are on the website. Take a look now!

### New! CLARITY<sup>®</sup> Professional W425 Pro™ Amplified Phone

Conversations on the W425 Pro™ are loud and clear with 45dB of amplification, Clarity Power™ and speech-enhancing technology.

Find Clarity® amplified phones, inline amplifiers, cellphone accessories and more at Harris Communications.

**HARRIS**  
COMMUNICATIONS

Free Catalog!

[www.harriscomm.com](http://www.harriscomm.com)  
(800) 825-6758



**HLAA Members  
Save 15%\***

Must be an HLAA member.  
Use code **hlaadisc** at checkout.

\*Save 15% off regularly priced items. Restrictions apply.

# We make living easier for people with hearing loss

## Comfort Duett



Personal amplifier

## Comfort Contego® HD



Digital wireless FM-system  
for individuals



Our innovative ALD products improve quality of life for people with hearing loss at work, at home and in many different daily situations.



COMFORT AUDIO INC. | 847-656-5450 | WWW.COMFORTAUDIO.US

## Captioned Movies a Giant Step Closer

by John Waldo

*He is a practicing attorney on Bainbridge Island, Washington. His practice focuses on advocacy for and representation of people with hearing loss, something he has lived with since childhood. (He got his first CI in July, an Advanced Bionics Harmony). He is founder and counsel for the Washington State Communication Access Project (Wash-CAP) and counsel to the Oregon Communication Access Project, non-profit membership corporations that advocate for accommodations that make public places accessible to people with hearing loss. He is representing Wash-CAP in the Washington lawsuit, and filed a friend-of-the-court brief in the Arizona case referred to in this article. More information is available at Wash-CAP's website, [www.wash-cap.com](http://www.wash-cap.com).*

On the twentieth anniversary of the Americans with Disabilities Act, the federal Department of Justice gave those of us with hearing loss a huge (and some would say long-overdue) present – a plan to require meaningful access to the movies.

Movies are America's favorite night out, especially during difficult economic times, when we look for affordable forms of entertainment. Movie theaters enjoyed record revenues and near-record attendance in 2009. Yet "movie night" remains inaccessible for a large and growing number of people – those of us with hearing losses such that we can't understand the soundtracks even with the volume-enhancing Assistive Listening Devices that the theaters provide. We don't miss the movies – we wait until they are available on DVD with captions, and watch them at home. But we do miss out on the social experience, which only furthers the isolation we all sense.

Technically, movie accessibility is easy – the movie dialogue can be put in writing and displayed in synch with the film as captions, much like subtitles for foreign-language films. The vast majority of mainstream, wide-release films are captioned. The captions are on a CD-ROM that the studios furnish free to theaters. All the theaters must do is purchase, install and operate the equipment needed to display the captions.

The problem isn't that the theaters *can't* show captioned movies. The problem is that they *won't*. And even after 20 years, the ADA has had distressingly little impact. Only a tiny fraction of movie auditoriums are equipped to show captioned movies, and even those that are equipped, display the captions infrequently.

The Department of Justice (DOJ), the agency charged with interpreting, implementing and enforcing much of the ADA, plans to change that. Just in time for the celebrations of the 20<sup>th</sup> anniversary of ADA, DOJ issued an Advance Notice of Proposed Rulemaking, stating that it intends to make national rules to require meaningful movie captioning. (The notice is available on line at [http://www.ada.gov/anprm2010/movie\\_captions\\_anprm\\_2010.htm](http://www.ada.gov/anprm2010/movie_captions_anprm_2010.htm)).

DOJ gets a lot right in the Notice. It correctly blames the lack of movie access on the theaters, rather than on the major studios, which arrange to have the vast majority of their movies captioned. (The computerized captioning is done by the Media

Access Group at WGBH public television in Boston. An up-to-date tally of captioned movies is available through the WGBH website, <http://ncam.wgbh.org/mopix/>).

DOJ also rejects an argument that the theaters have been making for years, namely, that the industry is converting from using film to using digital projection, and that any captioning requirement should be imposed only in conjunction with that conversion, and not before. DOJ says that the theaters have been promising digitally driven captioning for years but have not delivered, and that the timing of the conversion to digital remains uncertain. So DOJ declares that the millions of us with hearing loss shouldn't have to wait on movie access until the occurrence of some event in the indefinite future.

That's the good news. The less good news is that while DOJ apparently intends to impose a meaningful movie-captioning requirement, their preliminary proposals fall considerably short of full and equal access. Specifically, the preliminary proposal is to require that half of all movie screens be equipped to show captioned movies, and that theaters would be required to phase that in over a five-year period after the regulations become final. No rationale is given for why half-access may be good enough.

In the Advance Notice, DOJ indicates that it will not tell the theaters how to provide captions, but will leave that up to them. For reasons that are explained below, DOJ indicates that it will only require closed captioning, in which the captions are visible only to people who request and use viewing equipment, and that it will likely require that the closed captions be activated for every showing of the movie. However, it may offer theaters the option of showing open-captioned movies, in which the captions are visible to the entire audience (much like subtitles for foreign-language films), and that it may permit theaters electing that option to engage that captions for only some of the showings, so long as there are at least some prime-time captioned showings on weekend evenings.

In the Advance Notice, DOJ poses a number of questions about proposed requirements, and asked for comments from groups and individuals during the next 180 days. A very large number of comments will be filed, including comments from the theater industry and its lobbyists, and from virtually every organization representing deaf and hard-of-hearing individuals.

DOJ will read, analyze and respond to all of them – not individually, but it will respond to every even more-or-less pertinent idea. Then it will develop a proposed regulation, submit that for comments, and ultimately propose a final regulation. Congress may intervene at that point – this almost never happens – and anyone who believes themselves "adversely affected" by the regulation may file an appeal to the federal court of appeals in Washington, D.C. The Advance Notice is a very important step towards meaningful access to movies, but we are not there yet.

So why has it taken 20 years since passage of a law designed to provide us with "full enjoyment" of movies to even begin to talk about half-access? The answer is an illustration of how complex seemingly simple concepts can become when powerful, moneyed interests find it to their advantage to make those apparently simple things complicated.

Here is what the ADA says. Businesses covered by the ADA, specifically including movie theaters, are required to

furnish “auxiliary aids and services” when those are needed to provide patrons with “full enjoyment” of the business’s offerings. “Auxiliary aids and services” are defined by example, but include interpreters and captioning. So it would surely seem that movie theaters would have to show either open-captioned or closed-captioned movies.

But in the process of approving ADA, the House of Representatives attached a report stating that the law “does not require movie theaters to show open-captioned movies.” Also, the ADA states that the obligation to furnish “auxiliary aids and services” ceases at the point that doing so becomes an “undue burden” on the business – a term with no defined meaning.

Although some theaters did show captioned movies, including the prints prepared and distributed by **Nanci Linke-Ellis** and Insight Cinemas, the theater industry generally took the position that they were under no legal obligation to offer any kind of movie captioning. Not surprisingly, that position was soon tested in court.

The first case claiming that ADA requires captioned movies was brought in Oregon in 2002. The theaters raised a number of arguments, one of which was that the cost of equipping every theater in America to show captioned films would exceed the net worth of all of the theater companies. Such an expense, the court said, would constitute an “undue burden” as a matter of law, so it dismissed the case.

Two years later, a federal court in Texas came to the same conclusion. Again, the theaters argued that they couldn’t afford it to equip every theater in America to show captioned movies, the plaintiffs failed to offer any contrary evidence, and the case was thrown out. Worse yet, the judge said that the ADA only required theater owners to open their doors and let us in, and that if we can’t understand the movie dialogue, that is, essentially, our tough luck.

Efforts to achieve movie captioning through court action haven’t all failed. In a 2003 case from the District of Columbia, the judge refused to throw the case out of court. She said that while the ADA does not require open captioning, it might require closed captioning. After being denied a total victory, the AMC theater chain then agreed to equip a certain proportion of its theaters to show closed-captioned movies.

In New Jersey, the Attorney General’s office charged that the movie theaters there were violating the state law against discrimination by failing to show captioned movies. Again, that led to a settlement in which captioned movies were shown more frequently than had previously been the case, although even then, only a small proportion of movies were shown with captions.

Then disaster struck in Arizona. The Attorney General’s office and the state disability law center sued the Harkins theaters, a company with a very significant presence in Arizona but few theaters elsewhere. The Harkins attorneys didn’t argue that they couldn’t afford captioning. They argued that their “business is the showing of non-captioned movies, and that because ADA does not regulate the products or services that a business offers, the ADA cannot require captioned movies.

Stunningly, the federal district judge agreed that captioned movies are a different product than non-captioned movies, and that despite the requirement of “auxiliary aids and services,” nothing in the ADA limits a businesses’ freedom to sell the

“products or services” it chooses to offer. All the theaters must do, she wrote, is allow us to come into the theater and watch the same non-captioned movies shown to everyone else.

The case was appealed to the Ninth Circuit Court of Appeals. Interested organizations on both sides filed friend-of-the-court briefs, including the Hearing Loss Association of America, which signed on to the brief I wrote for the Washington State Communication Access Project. Significantly, DOJ chimed in with a friend-of-the-court brief on our side, and argued that the ADA does indeed require closed-captioned movies to be exhibited to the extent that doing so does not constitute an undue burden.

The oral argument in the case took place in San Francisco in January, and the small courtroom was packed. Both real-time captioning and ASL interpreters were provided.

The argument was a thing of beauty. Alex Kozinski, the chief judge of the Ninth Circuit, ridiculed the defense argument, asking why the court couldn’t take the position that it chose to offer justice in a building with steps, and that if people in wheelchairs couldn’t crawl up the steps or find someone to carry them, then that was just their tough luck.

Then he said to the attorney for the theaters, “Why don’t your clients want to do this? You are going to lose on this issue. Why don’t you get out in front of this and look like heroes instead of resisting and looking like jerks?”

On the last day of April, the Ninth Circuit decision came down. The court agreed that ADA does not require (although it does not forbid) open-captioned movies, but said there is nothing in ADA to exempt movies from a requirement to show closed-captioned movies. (The opinion is available online at <http://www.ca9.uscourts.gov/datastore/opinions/2010/04/30/08-16075.pdf>).

Meanwhile, we gave the theaters our own nudge in Washington State. We filed a case in Seattle under our state law, which requires businesses to make their services “accessible,” and defines “accessible” as being “usable or understandable.” We argued our case in March, and four days after the Harkins decision was announced, the judge in our case agreed with us, stating that theaters must do what is “reasonably possible in the circumstances” to make their soundtracks understandable. Trial is set for next March.

So what lies ahead? Both the DOJ and our Washington court are basically asking the question, “How much captioning can be done before it becomes overly burdensome?” That’s a purely economic question, and the answer will likely be different for different theater companies – some, like the Regal and Cinemark chains, are flush, and will likely have to do a great deal; other smaller independent theaters are struggling, and may have to do little or nothing.

For the last month, I have been in contact with some of the attorneys at Disability Rights Advocates in Berkeley. We are considering filing a captioning lawsuit in California to enforce the Harkins ruling there. We are asking ourselves, though, whether it makes much sense to go ahead, knowing that the DOJ may issue regulations that will become essentially “the law,” because there is a significant chance that a court may simply “stay” any case – put it on hold – until after DOJ issues its regulations.

Access to movies has been a long time coming – way too long. It isn’t here just yet. But we can smell the popcorn.



## Choices for your Lifestyle

There are many different needs for many different lifestyles. At WCI, we're here to help by offering a variety of choices backed by quality you can trust and the service you deserve. That adds up to the right solution to meet your individual hearing concerns.

**www.weitbrecht.com**  
**1-800-233-9130 (V/TTY)**



926 Colorado Ave • Santa Monica, CA 90401 • email: sales@weitbrecht.com



## VITAC® Getting it Done. Getting it Right.

A Merrill Communications Company

724.514.4000  
 info@vitac.com  
 www.vitac.com

Captioning

Subtitling

Encoding

Audio Description

## Captioning Unlimited

4740 Candleberry Ave.  
 Seal Beach, CA 90740

Seminars  
 Conventions  
 Depositions  
 CART  
 Closed Captioning  
 Business Meetings

Marilyn M. Cicerone, CSR, RPR  
 (562) 760-8315  
 (562) 596-8202 Fax  
 E-mail: Marimarc@aol.com

## Total TR Recall

Your Realtime Captioning Professionals

CART BROADCAST CAPTIONING TRANSCRIPTION COMMUNICATION FACILITATION

SANDY EISENBERG

phone (818) 991-2413

info@yourcaptioner.com

fax (818) 991-4368

## Quick CAPTION

WWW.QUICKCAPTION.COM

ANTHA A. WARD

REALTIME CAPTIONING  
 TRANSCRIPTION LED DISPLAY SALES

4927 ARLINGTON AVENUE RIVERSIDE, CALIFORNIA 92504  
 TEL 951.779.0787 EMAIL QUICKCAPTION@AOL.COM

Communicate Your Way.®

**CLARiTY**  
Amplify Your Life®



The State of California is now providing Clarity cordless and corded telephones at no cost to you through CTAP. These specialized phones are designed to assist those who are hard of hearing, have low vision or blind, are cognitive-disabled or mobility/manipulation, or have weak speech. Contact CTAP to find out how to qualify.



**XL50™**



**C4205™**



**C4230™**



**JV35™**



California Telephone Access Program  
[www.ddtp.org](http://www.ddtp.org)



Speech To Speech  
California Relay Service  
*The power to connect us all.*

Programs of the California Public Utilities Commission  
Deaf and Disabled Telecommunications Program

Voice: 1.800.806.1191  
Fax: 1.800.889.3974  
TTY: 1.800.806.4474  
Spanish: 1.800.949.5650  
Mandarin: 1.866.324.8747  
Cantonese: 1.866.324.8754  
Hmong: 1.866.880.3394



It was cold! At least Grace didn't get sunburned.

## CHAPTER NEWS

### Can You Hear Us Party? Good!

by Alicia Fernandez

HLA-LA has gained a reputation as a party chapter—and we work hard at maintaining it.

Six years ago, when seven of us founded the Los Angeles chapter of HLA, we decided that social events would be a high priority. We were aware hearing loss often isolates people, and from our own experience we knew that get-togethers are often felt stressful and frightening. We wanted to lift spirits and improve self-confidence.

After all who doesn't like to party with their peeps? People who don't get annoyed when you ask "what?" for the third time, who know what it's like not to hear the punch line of the joke, who don't think you are dumb or snobby because you don't turn around if they say hello and who actually make an effort to *understand* what the world is like for us. So when we get together—in groups large or small—we like to talk, talk, eat, talk and eat. Not necessarily in that order.

Thus was the plan as our chapter gathered on the day after the Fourth of July for its Second Annual Annenberg Beach Blanket Bash, at the Annenberg Beach House in Santa Monica, CA. The five-acre oceanfront site, originally developed during the Gold Coast era of the 1920s by William Randolph Hearst for actress Marion Davies, contains an historic estate, a public swimming pool, children's play area, sand volleyball courts, café and, of course, lots of sand and the Pacific Ocean.

The weather started out gray, but our moods were sunny nevertheless. We gathered on the sand at the edge of a boardwalk, pitched our umbrellas and folding chairs, and began to do what we do best: chat and snack. Our group ranged from a three-year-old to a 90-year-old and every age group in between. And when the sun finally arrived in early afternoon, it became a perfect way to celebrate America's independence and our own newfound independence...and our *interdependence*.

In these past six years, we've sponsored activities for all tastes and pocketbooks: parties and picnics, poker and pot-lucks, Dodger games and Super Bowl Parties, trips to movie theaters and live theatre, visits to The Huntington Museum and Arboretum gardens, annual holiday parties and Halloween haunts, and even a few baby showers. We are always up for something new from any suggestion, and everyone is always welcome.

Being in Los Angeles, we try to promote the creative arts by hearing loss community members. Many members went to the premiere screenings of Hilari Scarl's "*See What I'm Saying*," the deaf entertainers documentary. Another group went to see Rhiannon Gutierrez' Award Winning documentary "*When I'm Not Alone*." We've also gotten behind her latest creative effort, "*Transients*." We've long felt that Hollywood needs more diversity in its depictions of those with hearing loss, and Rhi is one of the up-and-coming talents that need to be heard and seen.

Yes, we have serious presentations and information at our meetings. We participate in workshops and are hoping to set up more programs at health and tech fairs. We work hard at one-on-one support on our message board. But we are also here for fellowship and fun. So why not enjoy ourselves and each other?

We invite all of you to come to an HLA-LA function. To find out what we're up to, check our webpage ([www.hla-la.org](http://www.hla-la.org)), our Facebook page or our Yahoo group. You will always be welcome.

Next up? A couple of monthly meetings, a bowling outing followed by drinks at a local cantina, a Los Angeles Dodger Game ... and that's just July and August. As our group grows, we expect fun and frivolity to remain one of the pillars of our chapter operations.



Alicia & daughter Samantha with Janis at the swings.



## Cindy Jagger Retires as NoCal State Chapter Coordinator

By Marilyn Finn

Nine years ago it was my privilege to appoint Cindy Jagger as California's Northern CA State Chapter Coordinator. I felt secure in doing this because before becoming staff for HLAA (then SHHH) in Bethesda, I had been a member of Diablo Valley Chapter with Cindy for many years. We were part of the first Working Women's Support Group, under Diablo Valley Chapter.

Around that same time, Cindy started a spin-off chapter from Diablo Valley Chapter in Fairfield, covering Fairfield, Suisun City and Vacaville. She served as Chapter President for four years. She always says that HLAA (SHHH for a long time) is her personal angel.

Appointing positive Cindy to shepherd, motivate, and nurture the eleven chapters of northern CA was something I was proud to do. Although she was working, married to husband Jim, with their son Michael at home, she was born with more energy than 90% of those of the rest of us. A coordinator position also comes with HLA-CA board membership and I knew Cindy would add a lot to the board.

Cindy has a severe/profound bilateral sensorineural hearing loss

that was discovered when she was three. Her father's military career meant that the family lived in many areas of the world. This lifestyle brought enormous challenges to a profoundly hard of hearing youngster trying to learn language and being educated in the mainstream. It was up to Cindy's mother to make sure that each school system gave as much as they could to her positive, curious, active, daughter. Today Cindy sports two cochlear implants and is delighted with them, served as a local go-to person for Cochlear Americas in recent years. She is forever grateful to her mother.

Since being appointed coordinator, Cindy served as president of Diablo Valley Chapter, was Co-Director of the 2003 SHHH-CA State Conference in Oakland and was a valued member of the committee for the 2005 Conference in Northern California. She dedicated many years to her belief that we must "educate, educate, educate" about our condition in our communities and in our state, and must continually seek those who need our organization for the step up that she herself received.

The national HLAA office appoints our state coordinators. They are looking for someone with Cindy's fire and desire to help others. A coordinator visits each chapter once a year, at a minimum, which in Northern CA is a lot of area. The position also is the connection for the members of chapters between the HLA-CA board and the national office. It is a big job with tremendous satisfactions.

Cindy has more friends and has inspired more people than almost anyone I know. She will still be, as she says, "behind the scenes" hard at work for HLAA. Thank you, Cindy, for your service.

Hear now. And always  
Our lifetime commitment to you.

Brought to you by Cochlear™

**Nucleus<sup>5</sup>** **Baha<sup>3</sup>**

**Open the doors to the world of sound**

For more than 27 years, Cochlear, the world leader in implantable hearing solutions, has offered innovative technologies that can help those with severe to profound hearing loss, single-sided deafness or conductive hearing loss. Learn more about the Cochlear Nucleus® 5 and the Cochlear Baha® 3 Systems.

Call or visit our website to learn more.

Cochlear Americas  
Toll Free: 1 800 523 5798

[www.CochlearAmericas.com](http://www.CochlearAmericas.com)  
[www.CochlearCommunity.com](http://www.CochlearCommunity.com)

© 2010 Cochlear Americas

Hear now. And always 

# If you just can't hear on the phone...

## Ask your Audiologist about Hamilton CapTel® and the new CapTel® 800i.

The CapTel 800i is as simple to use as a traditional telephone, with one important addition: it displays captions of what is being said to you on the phone\*.

- Free Captions On Every Call
- Simple and Easy to Use
- Available Nationwide

See what they say with Hamilton CapTel and the CapTel 800i.

For more information, ask your Audiologist or

Call: 888-514-7933

E-mail: [info@hamiltoncaptel.com](mailto:info@hamiltoncaptel.com) • Web: [www.hamiltoncaptel.com](http://www.hamiltoncaptel.com)

\* Phone and high-speed Internet connection required.



See what they say™

**HAMILTON**  
captel

Hamilton is pleased to be the exclusive provider of CapTel in California.

Starting in June 2010.

Copyright © 2010 Hamilton Relay. All rights reserved. • CapTel is a registered trademark of Ultratec, Inc.



# Go ahead Be mobile

Imagine the freedom to make and receive calls at any time and from almost anywhere—for free. It's all possible with Sorenson IP Relay® (SIPRelay®). If you have a computer or mobile device that uses Instant Messaging, then you have the power of SIPRelay right at your fingertips. To learn how SIPRelay can help you regain your freedom, visit [www.siprelay.com](http://www.siprelay.com) today.

For more information visit [www.siprelay.com](http://www.siprelay.com)

 **SIPRelay**

© 2009 Sorenson Communications, Inc. All rights reserved. For more information about local 10-digit numbers and the limitations and risks associated with using Sorenson's VRS or IP Relay services to place a 911 call, please visit Sorenson's website at: [www.sorenson.com/disclaimer](http://www.sorenson.com/disclaimer)



*Danny Tubbs and Ray McKeever*

## **RAY McKEEVER, 1939 – 2010**

Ray McKeever, age 71, passed away suddenly on July 17, 2010. He is survived by his ex-wife, three children and eight grandchildren. Ray was a beloved father, grandfather and friend to many in the deaf and blind community.

His son, Martin McKeever, had this to say about his father: "I received many emails from around the country with friends sharing their warm thoughts about my father or, as he was known in the chat groups, "Grandpa Ray." The consistent theme they all shared was how my father was always joking, or complimenting them, or talking about being a proud grandfather."

Some thoughts from his HLAA family:

- Chris: He was a trouper. He knew how to get anywhere and everywhere in this sprawling metropolis. I admired him. He was / is a stellar role model for us all.
- Katherine and Danny: I just saw Ray at the Health Expo on June 26th... so typical of Ray, getting around downtown all on his own... making it happen, making the effort to live life in the fullest. His funny observations of life will be sorely missed.
- Georgia: He has been a fixture with the hearing loss group here in Los Angeles for many years. He was upbeat and positive and always had a nice thing to say about everyone. He would be down at times, but then he would pick himself up again. That is a great attribute that he had.
- Bernie: He so much impressed me with his positive outlook on life. His words that I will remember him by were, "Things will get better"
- Liz: Ray was a cheerful and often funny fixture at our HLA-LA meetings. I remember one of his favorite sayings, "I'm 99...(with a beat added for comic timing of course)...upside down"! And one had to love that all the women in our group were forever known to him as "young lady," regardless of our actual ages. He was one of a kind, and will be missed.
- Pat: His customary signature, "Grandpa Ray", says it all. He loved being a grandfather and was always excited to share the news when a new baby was on the way or had safely arrived.
- Alicia and Michael: This is very sad news. Grandpa Ray was a good friend to all of us in HLAA. He was a mainstay for many groups. He will be greatly missed.
- Lisa: I am so sad to hear the news. Ray was a special member of our group for a long time. If he wasn't telling a joke, he was either complimenting us or acting like a proud granddad. We will really miss him. He signed off on all his emails with "Smile"... and that's how I'll remember him, as he always brought a smile to our meetings and social events.

A celebration of life mass was held on Aug 7, 2010 at Holy Angels Church of the Deaf in Vernon CA. He will be missed.

## **OUTREACH Peninsula Chapter**

*By Liz Furber, Health Fairs Chair and Commission on Disabilities member*

On Monday, July 26<sup>th</sup>, our Peninsula chapter of the Hearing Loss Association of America joined over 40 other organizations in a celebration of the 20<sup>th</sup> anniversary of the signing of the Americans with Disabilities Act. We had an especially successful opportunity to contact County employees and the general public about hearing loss, and our crew of volunteers kept very busy explaining hearing loss and Hearing Loss Association of America to the many visitors to our booth. We attracted a lot of younger people.

We have obtained a beautiful canopy and banner, which attracted a lot of attention, and we were located right next to the Commission on Disabilities' hospitality table, which helped a lot.

The event was hosted by the San Mateo County Board of Supervisors and the San Mateo County Commission on Disabilities and took the form of a resource fair located in the plaza of the County Center. The plaza is surrounded by three large buildings housing hundreds of County employees, and visited by hundreds of people with business with the County. San Mateo County is one of four counties in California that have Commissions on Disabilities separate from and somewhat independent of Commissions on Aging. The Commission on Disabilities advocates for disabled adults between the ages of 18 and 64.

Our thanks to our volunteers, Raegene Castle, Sally Edwards, Mary Shafer and Kate Szentkuti.

Two popular handouts were:

- Audient - Explaining how to get help paying for hearing aids through the Lions club.
- Our "Rocky Stone Hearing Device Exhibit" flyer . This gives information about our monthly demonstrations of 20-25 devices to be used with hearing aids



*Elizabeth Furber, Raegene Castle, Mary Shafer, Sally Edwards.*

# Fremont Oak Gardens

55+ Living in Beautiful Fremont

2681 Driscoll Road  
Fremont, CA 94539



Live in this BEAUTIFUL,  
BELOW MARKET RATE apartment  
community for adults that want to have  
fun and enjoy life. Section 8 Welcome!



## AMENITIES

- Extensive Design Features for the Deaf & hard of hearing
- Computer Room w/6 Computers w/Video Cameras
- Controlled Access
- ASL Supportive Services
- Community Rooms
- Cable Ready
- Outdoor Courtyard
- Elevators
- Laundry Facilities
- Small Pets welcome
- Community Garden

**APPLICATIONS AVAILABLE**  
M-F, 1:00 PM – 5:00 PM AT:

\$935

AVAILABLE

2681 Driscoll Road  
Fremont, CA 94539  
510.490.4013 TTY: 866.327.8877  
(510.490.4019)

OR ONLINE AT  
[http://www.satellitehousing.org/  
pages/  
applyforhousing.html](http://www.satellitehousing.org/pages/applyforhousing.html)

**All one bedroom apartments**  
**Income limits apply & rents listed**  
**above depend on the applicant's**  
**income.**

## PLUS ~

- ◆ Bus stop in front of building & BART
- ◆ expansion
- ◆ Blocks to shopping
- ◆ Live theater close
- ◆ Lake Elizabeth for walking & boating
- ◆ Fremont Senior Center
- ◆ Mission District Historic Area
- ◆ Hike up Mission Peak



062310

# Communicate Your Way<sup>®</sup>

Have you experienced being hung up on making CRS calls?

**Don't give up!**



Operator



- Customize your own greeting
- Just call CRS and tell the operator what you'd like them to say
- Remember, it's your call!

**DIAL 711**

Enjoy using the phone again, with a Captioned Telephone.



“ It's been years since I really enjoyed using the telephone. This captioned telephone is amazing! ”

See everything that your callers say with the captioned telephone! Using the captioning service, you can hear and read conversations on the same phone. Use the amplified handset to hear speech and the bright display to read captions on your calls.\*

\*You must be CTAP-Certified to be eligible for the captioned telephone.

**FAST AND EASY CTAP APPLICATION FORMS AVAILABLE**

**Visit [www.ddtp.org](http://www.ddtp.org) or Call**  
**English 1-800-806-1191**  
**Español 1-800-949-5650**  
**TTY 1-800-806-4474**



Programs of the California Public Utilities Commission  
 Deaf and Disabled Telecommunications Program



# RESOURCES FOR HEARING LOSS QUESTIONS OR CONCERNS

## Hearing Loss Resource Specialists

**Jennifer Stuessy**, Greater Los Angeles Agency on Deafness (GLAD), Los Angeles 323-478-8000, [jstuessy@gladinc.org](mailto:jstuessy@gladinc.org)

**Pauline Strickland**, Center on Deafness Inland Empire (CODIE), Riverside 951-275-5000, [pstrickland@codie.org](mailto:pstrickland@codie.org)

**Colette Noble**, Sacramento 916-359-1893, [cnoble@gmail.com](mailto:cnoble@gmail.com)

**Sr. Ann Rooney**, Burlingame [arooney@hearinglossca.org](mailto:arooney@hearinglossca.org)

**Bruce Harris**, Berkeley [bjharris@ieee.org](mailto:bjharris@ieee.org)

## For Parents

### **Independently Merging Parents Association of California (IMPACT)**

Parent group focused on securing the best for children regardless of methodology, [www.impactfamilies.org](http://www.impactfamilies.org)

### **Hands and Voices**

Similar approach as IMPACT but nation wide <http://www.handsandvoices.org>

### **Education**

Helen Walter [hwalter1@dc.rr.com](mailto:hwalter1@dc.rr.com)  
951-849-6713

## For Youth

### **HLAA Young Adults Group**

Interactive social website <http://hearinglossnation.com>

### **Training and Advocacy Group (TAG), Los Angeles**

A self-advocacy group for deaf/hard of hearing children and teens. <http://www.tagkids.us>

## Cochlear Implants

**Cindy Jagger** (Northern CA) 707-422-3753, [cjagger@hearinglossca.org](mailto:cjagger@hearinglossca.org)

**Darlene Fragale** (Southern CA) 909-907-1188, [dmfragale@gmail.com](mailto:dmfragale@gmail.com)

## Clinics

### **The HEAR Center**

Hearing/speech therapy, Community outreach, hearing aid dispensing. All ages, <http://www.hearcenter.org>, 626-796-2016

### **House Ear Institute**

213-483-4431, <http://www.hei.org>  
Research on hearing loss and vestibular disorders. Cochlear implant services.

### **Stanford University**

Cochlear implant services [cochlearimplant@stanford.edu](mailto:cochlearimplant@stanford.edu), 650-736-4351  
<http://www.med.stanford.edu/ohns>

**Hearing and Speech Center**, San Francisco 415-921-7658, [info@hearingsspeech.org](mailto:info@hearingsspeech.org)  
<http://www.hearingsspeech.org>

### **Lucile Packard Children's Hospital, Stanford**

Pediatric hearing loss  
**Jody Winzelberg** AuD, FAAA 650-498-2738, [jwinzelberg@lpch.org](mailto:jwinzelberg@lpch.org)

### **John Tracy Clinic**

Pediatric hearing loss, free services world wide  
<http://www.johntracyclinic.org>, 213-748-5481

### **Oberkötter Foundation**

Pediatric hearing loss, free materials, oral schools  
<http://www.oraldeafed.org>

## Financial Aid

### **Audient Alliance**

<http://audientalliance.org>, 206-838-7194

### **Let them Hear Foundation**, Palo Alto

650-462-3143, <http://www.letthemhear.org>

## Career Counseling/Employment Services

### **HLAA Employment Toolkit**

Interview strategies; hearing loss and ADA; communication tips; insurance coverage for hearing aids. [www.hearingloss.org/advocacy/Employment.asp#jobtoolkit](http://www.hearingloss.org/advocacy/Employment.asp#jobtoolkit)

### **GLAD/EDD**

GLAD/Employment Development Department  
<http://www.gladinc.org>  
213-478-8000, [info@gladinc.org](mailto:info@gladinc.org)

### **Vocational Rehabilitation** provides service

for clients who meet eligibility requirements. Assistance with hearing aids and devices may be provided to clients who need such devices to secure or retain employment. <http://www.dor.ca.gov>

## Deaf/Disabled Telecomm Access (DDTP)

### **Administrative Committee (TADDAC)**

**Colette Noble** (Hard of Hearing) 916-359-1893, [cnoble@gmail.com](mailto:cnoble@gmail.com)  
**Nancy Hammons**, (Late Deafened) [hammonsn@aol.com](mailto:hammonsn@aol.com)

**Chriz Dally**, (Deaf)

**Patrick Boudreault**, (Deaf)

### **Equipment Program (EPAC)**

**Brian Winic** (Hard of Hearing),

[lovetwohear@aol.com](mailto:lovetwohear@aol.com)

**Richard Ray** (Deaf),

[rrayada@aol.com](mailto:rrayada@aol.com)

**Ken Rothschild** (Deaf)

**Vacant** (deaf/blind)

### **Free Telephones (CTAP)**

[www.ddtp.org/ctap](http://www.ddtp.org/ctap)

## Looping California

Chris Vigeant, 323-850-8837  
Loop Installer/Engineer  
[christhemixer@gmail.com](mailto:christhemixer@gmail.com)

## Online Videos

### **HLAA**

[www.hearingloss.org/learn/hearingloss\\_vids.asp](http://www.hearingloss.org/learn/hearingloss_vids.asp)

### **Listen and Speak, children**

[www.oraldeafed.org/movies/index.html](http://www.oraldeafed.org/movies/index.html)

## Captions

### **Captioned movies search engine**

[Captionfish.com](http://Captionfish.com)

### **Captioned videos of world's leading thinkers.**

[TED.com](http://TED.com)

## How to get Real Time Captioning

Captioning for workshops, lectures, courts

### **Arlene Patton**,

[arlepatt@aol.com](mailto:arlepatt@aol.com), 626-337-8331

Captioning at College

### **Colette Noble**

916-359-1893, [cnoble@gmail.com](mailto:cnoble@gmail.com)

## Assistance Dogs for hard of hearing/deaf

### **Canine Companions for Independence**

<http://www.cci.org> 800-572-2275

### **Sam Simon Foundation**

Rescues and trains assistance dogs for the deaf and hard of hearing  
<http://www.samsimonfoundation.com>, 310-457-5898

## Other Resources

### **Lip reading classes**

[hearinglossca.org/html/lipreading.htm](http://hearinglossca.org/html/lipreading.htm)

### **Aural Rehab Group for CIs, San Diego**

### **Mellisa Essenburg, M.S., CCC-SLP**

[mellisasl@yahoo.com](mailto:mellisasl@yahoo.com), 858-232-5842

[www.SanDiegoSpeechPathology.com](http://www.SanDiegoSpeechPathology.com)

[www.auditoryverbaltherapy.blogspot.com](http://www.auditoryverbaltherapy.blogspot.com)

### **Hearing Aids 101**

Info about all brands of hearing aids

<http://www.hearingaids101.com>

### **Better Hearing Institute**

Educates the public and medical profession on hearing loss, its treatment and prevention, 202-449-1100, <http://www.betterhearing.org>

### **Living and Coping with Hearing Loss by**

### **Sam Trychin**

[samtrychin@adelphia.net](mailto:samtrychin@adelphia.net)

<http://www.trychin.com>

### **Hearing Loss Network & Web**

<http://www.hearinglossnetwork.org>

<http://www.hearinglossweb.com>

[larry@hearinglossnetwork.org](mailto:larry@hearinglossnetwork.org)

### **Hearing Loss Help E-zine**

[www.hearinglosshelp.com](http://www.hearinglosshelp.com)

[neil@hearinglosshelp.com](mailto:neil@hearinglosshelp.com)

### **Deafness in Disguise**

A fascinating look at the history of hearing devices.

<http://beckerehibits.wustl.edu/did>

# HEARING LOSS ASSOCIATION OF CALIFORNIA CHAPTERS

## NORTHERN CALIFORNIA

**Northern CA Chapter Coordinator**  
Elizabeth LeBarron  
elebarron@hearingloss.org

**Diablo Valley Chapter**-Walnut Creek  
HLAADV@hearinglossdv.org  
Message Center 925-264-1199

**East Bay Chapter** - Oakland  
Barbara Bishop, ptownmoma@aol.com  
510-601-9828 V/TTY  
Dorothy Brookover, Tulipup007@cs.com

**Napa Valley Chapter** - Napa  
Bern Klein  
bern3280@aol.com  
707-226-9832 V

**Peninsula Chapter** - Redwood City  
Raegene Castle, peninsula@hearinglossca.org  
650-369-4717  
Marjorie Heymans, 650-593-6760 V

**Sacramento Chapter**  
Kathleen Bower  
kathmail@gmail.com  
530-302-6222

**San Francisco Chapter**  
Ronda Bonati,  
RondaBonati@sbcglobal.net  
415-705-0550 V  
Marilyn Finn, mfinn@hearinglossca.org

**Shasta County Chapter** - Redding  
Sharon Hunter  
530-242-1574  
sleehunter@sbcglobal.net

**Silicon Valley Chapter** - San Jose  
Esther Snively  
408-267-4015  
hlasv@me.com

**Tri-Valley Chapter** -Pleasanton  
Hiram Van Blarigan, 925-455-6591  
Hvanblarigan@hotmail.com

**Woodland Chapter** - Woodland  
Clare Childers,  
hearherewoodland@gmail.com,  
530-662-5102

## SOUTHERN CALIFORNIA

**Southern CA Chapter Coordinator**  
Nanci Linke-Ellis,  
nlinke-ellis@hearinglossca.org  
310-922-3884 cell  
310-829-3884 phone  
linkeellis@sprint.blackberry.net, text pager

**Beaumont Chapter**  
Barbara Tucker, babsjt@aol.com

**Escondido Chapter**  
Bill & Audrey Klein  
William2002k@yahoo.com

**Long Beach/Lakewood Chapter** -  
Lakewood  
Gail Morrison, gailgo2@msn.com  
562-438-0597

**Los Angeles Chapter** - Pasadena  
Pat Widman, pwidman@hearinglossca.org  
Katherine Burns, kjump7@earthlink.net

**Mission Viejo Chapter**  
Lola Attinger, Lattinger@cox.net  
949-858-9024 V  
Pril Kirkeby, pwkirkeby@cox.net  
949-855-6786 V

**Orange County Chapter** - Orange  
Cynthia Troyer, cbtroyer@yahoo.com  
714-251-0120

**San Diego Chapter**  
Bill Zitrin, wdzitrin@aol.com  
760-695-2737  
Larry Sivertson, lsivertson@juno.com  
858-278-9630

**San Fernando Valley Chapter** - Encino  
Phil Kaplan, philillini@aol.com  
818-368-1303

**Santa Barbara Chapter**  
Bonnie Adams, adams@silcom.com  
805-968-2777  
Claudia Herczog, czog16@cox.net

**Santa Monica Chapter**  
Carpool to HLA Los Angeles Chapter  
Nanci Linke-Ellis  
nlinke-ellis@hearinglossca.org  
310-922-3884 cell  
310-829-3884 phone  
linkeellis@sprint.blackberry.net, text pager

**Simi Valley Chapter**  
Dan Smith, danr\_smith@sbcglobal.net  
805-526-0518

**South Coast Chapter - Irvine**  
Lorraine Fanizza, hear@hearpros.com  
714-669-0401 V/TTY/FAX

## **Where/when do chapters meet?**

<http://www.hearinglossca.org/html/chapters.htm>

**Please join us.** Meet others who are facing the challenge of everyday life with a hearing loss. Meetings are free and informal. Bring a friend or family member. Everyone is welcome. Hearing loss is a daily challenge you can overcome. **You do not have to face hearing loss alone.**

## **No chapter near you?**

Our Chapter Coordinators will help you to set up a local group.

- **Northern CA Chapter Coordinator**  
Elizabeth LeBarron  
elebarron@hearingloss.org
- **Southern CA Chapter Coordinator**  
Nanci Linke-Ellis,  
nlinke-ellis@hearinglossca.org  
310-922-3884 cell  
310-829-3884 phone  
linkeellis@sprint.blackberry.net, text pager



## Board of Trustees

**Mary Clark, President**  
Orange County Chapter  
714-529-0218  
mclark@hearinglossca.org

**Sister Ann Rooney**  
Peninsula Chapter  
650-343-0114  
arooney@hearinglossca.org

**Diane Gross, (2 CIs)  
Secretary**  
Los Angeles Chapter  
dgross@hearinglossca.org

**Jeffrey Chess, Treasurer**  
Orange County Chapter  
jchess@hearinglossca.org

**Marilyn Finn**  
San Francisco Chapter  
mfinn@hearinglossca.org

**Jim Montgomery, (CI)**  
Diablo Valley Chapter  
Jmontgomery@hearinglossca.org

**Rhianon Gutierrez, (CI)**  
Orange County CI Chapter  
rgutierrez@hearinglossca.org

**Grace W. Tiessen, (2 CIs)**  
San Fernando Valley Chapter  
Gtiessen@hearinglossca.org

**Carol Waechter**  
Sacramento Chapter  
cwaechter@hearinglossca.org

**Pat Widman, (CI)**  
Los Angeles Chapter  
pwidman@hearinglossca.org

**Don Senger, Emeritus (CI)**  
Diablo Valley Chapter,  
dsenger@hearinglossca.org

**No. CA Chapter Coordinator  
Elizabeth LeBarron**  
elebarron@hearinglossca.org

**So. CA Chapter Coordinator  
Nanci Linke-Ellis, ex officio  
(2 CIs)**  
310-922-3884 cell  
310-829-3884 phone  
nlinke-ellis@hearinglossca.org  
linkeellis@sprint.blackberry.net,  
text pager

**FOUNDER Howard E. "Rocky" Stone, 1925-2004.** In 1979, Rocky Stone founded the organization as Self Help for Hard of Hearing People (SHHH).

**JOIN US! Membership** includes national and state memberships, *Hearing Loss Magazine* and *The Hearing Loss Californian* newsletter. Rates are \$20 Student, \$35 Individual, \$45 Couple, \$60 Professional. For international and corporate rates, please visit [www.hearingloss.org](http://www.hearingloss.org).

Please make check out to HLAA and send it to Hearing Loss Association of America, 7910 Woodmont Avenue, Suite 1200, Bethesda, MD 20814 (include name/ mailing address/zip code/ email/phone) OR you can join on line at [www.hearingloss.org/membership/renew.asp](http://www.hearingloss.org/membership/renew.asp)

**Remember**, in order to **VOTE** in state elections, you must be a National member.

**SUPPORT BRENDA BATTAT & HLAA.** Join the Premier Club.

Please join the **Premier Club** by giving an ongoing monthly pledge of \$20 or more. Premier Club donations help HLAA predict their financial resources more reliably and manage their expenditures more wisely.

This is automatically deducted from your credit card and applied directly to the work of HLAA, to open the world of communication to people with hearing loss through information, education, advocacy, and support.

**I have joined the Premier Club. Have you?** [www.hearingloss.org/donations/index.asp](http://www.hearingloss.org/donations/index.asp).

**ITINERANT TEACHERS OF HOH/D** support your graduating seniors in their transition from high school by giving them a **FREE** trial subscription to *The Hearing Loss Californian*. Please send student name/ mailing address/zipcode/email to [gtiessen@hearinglossca.org](mailto:gtiessen@hearinglossca.org).

**YOUNG PEOPLE ages 28 to 35, Socialize.**

**HearingLossNation** is a non-profit online social network community designed specifically for HoH individuals between the ages of 18 and 35. HLAA member **Patrick Holkins**, a Harvard University senior, moderates the discussions for young adults. Go direct to <http://hearinglossnation.ning.com> OR access it thru <http://hearingloss.org>.

**FREE trial subscription to *The Hearing Loss Californian*.** Please send your name/ mailing address/zipcode/email to Grace Tiessen, 714 Prospect Blvd., Pasadena, CA 91103, [gtiessen@hearinglossca.org](mailto:gtiessen@hearinglossca.org).

**FREE. *Hearing Health* magazine**, a quarterly publication of Deafness Research Foundation. Sign up on line at <http://www.drff.org>.

HLA-California publishes *The Hearing Loss Californian* quarterly in mid February, May, August and November. The newsletter is available through mail, and on line at <http://www.hearinglossca.org/html/newsletter.htm>.

**Demographics.** Our database consists of 5300 records--1250 California HLAA members; 1345 California audiologists; 1350 California Hearing Aid Dispensers; Dept of Rehabilitation HoH/D counselors; Itinerant Teachers of the HoH/D; Office of Deaf Access outreach centers; members of the Assn of Late Deafened Adults; Kaiser Permanente audiologists; members of AG Bell Assn for the D/HoH; Costco Hearing Aid Centers; HEARx Hearing Aid Centers; Sonus Hearing Aid Centers and others interested in hearing loss issues.

Editor: Grace Tiessen, [gtiessen@hearinglossca.org](mailto:gtiessen@hearinglossca.org)

Layout: Lisa Rettino, [leftylisa63@yahoo.com](mailto:leftylisa63@yahoo.com)

Contributions are eligible for income tax deductions as provided in Section 501(c)3 of the Internal Revenue Service Code.

Mention of goods and services in articles or advertisements does not imply endorsement, nor does exclusion suggest disapproval.

Any portion of this newsletter may be reprinted or disseminated, as long as credit is given to the individual author or to this publication.

Submissions for the Winter 2010 issue are due no later than November 1, 2010, and should be sent to [gtiessen@hearinglossca.org](mailto:gtiessen@hearinglossca.org). Inclusion and/or editing will be at the full discretion of the Editor.



Grace W. Tiessen  
714 Prospect Blvd,  
Pasadena, CA 91103

Non Profit  
U.S. Postage  
**PAID**  
Pasadena, CA  
Permit #740

Address Service Requested

**HEARING LOSS ASSOCIATION OF CALIFORNIA**  
*A Hearing Loss Association of America*  
*state association supporting chapters throughout California*

**Who We Are**

**Hearing Loss Association of California (HLA-CA)** is a state association affiliated with Hearing Loss Association of America. Residents of California who join our national organization automatically become members of HLA-CA.

**Hearing Loss Association of America (HLAA)** is an international, non-sectarian, educational, consumer organization of hard of hearing people, their relatives and friends. It is devoted to the welfare and interests of those who cannot hear well but are committed to participating in the hearing world.

**Hearing Loss Association of America**  
7910 Woodmont Avenue, Suite 1200  
Bethesda, MD 20814  
(301) 657-2248 Voice  
(301) 657-2249 TTY  
(301) 913-9413 Fax  
**info@hearingloss.org**

**Hearing Loss Association of America**

The Nation's voice for people with hearing loss.

**Hearing Loss Association of America** 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. area office, 14 state organizations, and 200 local chapters.

Our clear, straightforward message has changed the lives of thousands of people.

*Hearing loss is a daily challenge you can overcome.*  
*You do not have to hide your hearing loss.*  
*You do not have to face hearing loss alone.*

HLAA: [www.hearingloss.org](http://www.hearingloss.org)

HLA-CA: [www.hearinglossca.org](http://www.hearinglossca.org)

**Find a chapter near you:** [www.hearinglossca.org/html/chapters.htm](http://www.hearinglossca.org/html/chapters.htm)

