



Fall 2020

Monthly Chapter Meeting

1st Monday of the month at 1:30-3:00 p.m.
Except June, July & August; on holidays, meets 2nd
Monday

**SEPTEMBER, OCTOBER, NOVEMBER MEETINGS
WILL BE ONLINE DUE TO COVID-19.**

Presentations

Monday, September 14
“Hear Other People’s Experiences”
Bob Hall leads a discussion on the problems
of hearing loss in the current environment of
masks, isolation, and how members are
copng with these problems

Monday, October 5
To Be Announced

Monday, November 2
Ellen Mastman, Lipreading Teacher, will talk
about practical methods to strengthen your
lipreading skills

Monday, December 7
HOLIDAY PARTY –
Save the Date
We’ll celebrate someway or other

Special Meetings

Saturday Connections

2nd Saturday of the month,
11:30 a.m. – 1:00 p.m.
except June, July, August, December
(Meeting online for the rest of 2020)

Meniere's

2nd Friday of the month
12 noon-1:00 p.m.
(Meeting online for the rest of 2020)

Please contact us if you are interested in
attending Saturday Connections or
Meniere’s.

info@hearinglosspen.org

Request which meeting you’re interested in
and ask that you be put on the roster for the
next meeting. You’ll then receive an
invitation and link to attend.



Newsletter Sponsor



3555 Alameda de las Pulgas,
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496 First Street, Suite 120
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CO-PRESIDENT'S MESSAGE

Bob Hall



What a difference a year makes. Last year I wrote that we would be introducing the use of Transcribe Live at our first meeting in September. That Automated Speech Recognition program worked well. But all that is to be put aside as we cannot meet face-to-face and the Veterans Memorial Senior Center remains closed.

We had to cancel Chapter meetings in April, May and June, as well as our summer picnic. In May, the Saturday Connections (monthly discussion group), started virtual meetings on Zoom. The Meniere's Support Group also began meeting on Zoom. As a result, our attendance at both meetings was higher than it had been before.

Participants were delighted they didn't have to drive to Redwood City or Los Altos, they could just log on from home. The other advantage is you are at home and not in public so participants don't have to wear a mask. That means it is easier to understand others,

The Board has decided our Chapter meetings will be on Zoom. The first meeting is September 14th.

If you are not already on Zoom, let me explain how this works. There is an option for everyone to participate.

First, download the Zoom app (free) for your desktop computer, laptop, tablet or smartphone. It does not matter if you use Apple, Microsoft or Android (Google) interfaces. If you have one of these devices you should be able to log in and see other participants and hear them. If your screen is big enough you will be able to see captions of what is being said. You need Wi-Fi or a high-speed internet connection in your house.

Second, select the Basic, free, version of Zoom. I suppose you could purchase the Pro or other options if you wish, but it is not necessary. I will be using the Pro version so we can have a meeting that goes for as long as we want.

Third, register yourself on Zoom. Put your name and a password into the Zoom App and you are all set.

Fourth, I will send you an invite to the chapter meeting a week or so before the date with a link you can click to join the meeting. You may have to cut and paste the link from my message to the line on the Zoom screen that requests the meeting information. Sometimes there may be a passcode on the invite that you will also have to enter. Be sure to save this invitation message so you can go back to it and get the information on the day and time of the meeting.

Fifth, you will enter the waiting room, where the host, me, will admit you. The waiting room was a security device set up earlier this year when kids started illegally entering a teacher/student zoom meeting and then posting inappropriate videos to the teacher and students.

(Co-President's Message continued on page 3)

CO-PRESIDENT'S MESSAGE (continued)

Sixth, when admitted to the meeting you need to turn on your camera and sound. On desktops and laptops and perhaps tablets there will icons of a microphone and camera typically in the lower left-hand corner of the screen. If they have a “/” mark through the icon it means they are turned off. You must click on each icon to remove the “/” so you can be seen and heard. During meetings it is useful if you keep your microphone muted when you are not talking. If there are others in your house and they are making noise, or your dog is barking, it is very difficult for Zoom participants to hear. Muting your microphone will allow everyone to hear what is being said.

If you don't have a computer, tablet, or smartphone you can still participate with any telephone. You don't need the Zoom App. You won't be able to see the participants, nor the captioning, but you can hear the meeting and perhaps use a captioned phone. On the invite you receive, there will be a list of phone numbers you can use to call the meeting.

If you have trouble with the Zoom App or have questions, please feel free to email me (info@hearinglosspen.org). I will try to answer your questions online, but I may have to call you and do it over the phone. If I get a lot of requests, I may have to pass your request to another of our members who can help you.

Why Zoom? It is the best of the virtual meeting programs out there. The video of the participants is sharper and better, the sound is better, and it has many more features that allows a better experience for users.

We are going to add an ASR program to Zoom (ASR stands for Automatic Speech Recognition). Whatever is said in the meeting will be converted to text. It will be important, however, for each person participating, to position themselves close to the microphone on the computer, tablet or phone. If you are too far away the program cannot transcribe your speech accurately. The ASR will caption the speech of those calling in on a phone. But telephone users will not be able to see this captioning.

Another reason to use Zoom is that the Hearing Loss Association of America uses Zoom to put on Webinars. I have watched several and I was very impressed. If you have registered Zoom you can go to the HLAA website and watch the initial webinar when it is first taped. But HLAA puts them on YouTube and you can watch them directly on the HLAA website later. There was an excellent program on how to wear a Covid mask and avoid having your hearing aids come off when you take it off. That same webinar also talked about how a mask reduces the high pitches we associate with consonants. Since most of us have high pitch frequency losses, masks makes hearing more difficult. If you are nervous about Zoom, watching one of these webinars might help.

(Co-President's Message continued on page 4)

CO-PRESIDENT'S MESSAGE (continued)

Finally, the California HLAA is working to develop programs on Zoom that all people in Chapters across the State can join. There is even talk of extending this to Washington and Oregon Chapters. These would be webinars. Your camera will be on, but your microphone would be muted. Only the speaker would talk. When the speaker stops, the host may allow the audience to ask questions. In large groups like this, you go to the participant icon at the bottom of your screen, click on it and then click on the "hand" icon at the bottom. This is effectively telling the host you are raising your hand to ask a question. When prompted by the host, you turn on your microphone, ask your question, and turn it off when you are done.

This will be a big change and it may be frustrating at the beginning. Hang in there, because in the long run, we'll be able to connect and communicate more efficiently and frequently. Be sure to keep this newsletter so you can refer to it when it comes time to access Zoom. See you on September 14th.

Bob Hall, Co-President, Peninsula Chapter, Hearing Loss Association of America, Hearing Loss Support Specialist

CHAPTER NEWS

Bay Area



The Bay Area Walk4Hearing, our first in Northern California in ten years, occurred as a Virtual Walk on May 30, 2020. Although it was a real disappointment to miss having the actual Walk along the fabulous Crown Beach in Alameda, (where it hopefully will be held next year) it was still a real celebration. We raised \$41,735 and our chapter's and friends' donations were the second highest among the seven chapters. A huge thanks go to Bonnie Neylan and Raegene Castle whose work getting sponsors significantly helped in the fund raising. And to all of you in our chapter, and your family and friends who made donations, YOU ARE THE BEST! It was my privilege to be the local Walk Chair, under the expert leadership of Ronnie Adler, the National Walk4Hearing Chair. I renewed friendships and made new ones among the amazing folks who are HLAA members and supporters of HLAA in Northern California. God bless you all. We did our part in helping support our national HLAA organization and local chapters.

Sally

CHAPTER NEWS

HLAA – Peninsula Chapter Awards College Scholarships to Students with Hearing Loss

The HLAA – Peninsula Chapter Scholarship Committee is pleased to announce the award of three college scholarships of \$2,000 each to the following graduating high school seniors:

Mirian Hernandez of Daly City graduated from Westmoor High School and will be attending San Francisco State University, studying computer science.

Seamus Murphy of Moss Beach graduated from Pilarcitos High School and will be attending the Fashion Institute of Design & Merchandising in San Francisco.

Anthony Remedios of San Mateo graduated from Aragon High School and will be attending Arizona State University, majoring in sports journalism.

Each of the scholarship recipients went through an extensive application process that included recommendations from their high school teachers and counselors, a personal essay, an admittance letter from a college, university or accredited trade school and formal documentation of their hearing loss.

In a normal year, the Scholarship Committee would conduct a personal interview with each applicant and would award the scholarship checks at our Chapter's annual picnic in July. Unfortunately, none of that was possible this year due to the pandemic, so we hope to meet each recipient in person at a future Chapter meeting.

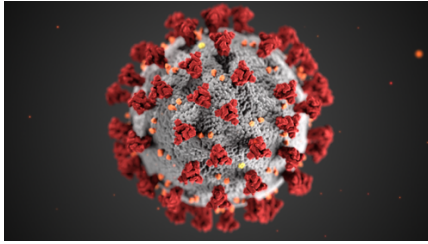
HLAA – Peninsula Chapter has been awarding college scholarship to students with hearing loss since 2017. The bulk of the funding for the program has come from The Easter Cross Association in Redwood City, with additional support from the Rotary Club of Redwood City and the Uccelli Foundation, also of Redwood City.

In the past three years we have awarded \$13,000 in scholarships to six deserving San Mateo county students. All of us in the HLAA – Peninsula Chapter are extremely proud of what these fine young students have accomplished despite their hearing loss.

The Scholarship Committee: Bob, Kate, Raegene, Eliot



Our Chapter Members Share How They Spent Their Time during COVID-19 Shelter-in-Place



Gardening, walking with my dog, visiting family and friends on Zoom, attending church and Jazzercise class online (which is not easy to navigate). I just dug out my accordion. Wish me luck, I'll see what I can play. Bonnie

Exercising; Cleaning out closets; Trying new recipes; Watching old movies - they are the best. Raegene

I walk every day and do Pilates. I enjoy reading and watching Netflix. I keep a schedule and a fixed bedtime. Bob

Phoning a lot, to my similarly bored friends and family. Trying to revive some old recreational math interests (I used to teach school math). Trying to recall how Excel works, trying to learn Zoom. Anne

I take a couple of neighborhood walks every day, enjoy FaceTime with family and friends, read entertaining books, magazines and the newspaper, ride with my husband on the golf course, and cook...a lot! Chris

"Ground Hog Day"! (Great movie if you haven't seen it.) Eliot

My favorite two things during this shelter in place has been taking painting classes on Zoom and a recent visit to Half Moon Bay Nursery when it reopened. So many varied and beautiful plants and flowers in a peaceful environment and the customers were so polite about social distancing. Margie

Watching streamed operas from [MetOpera.org](https://www.metopera.org) and TV specials from PBS. Connecting with friends and family via e-mail, Zoom group chats, and group texting. Genevieve

I spend some quiet time in prayer at the St. Charles Church. After prayer there, in the holy quietness, I walk out somewhat strengthened. Then I take a walk at the empty Burton Park. I pick up two free newspapers for the crossword puzzles. And I spend lots of time with my computer connections. Tommie

"Walking in the neighborhood, video chatting with friends, and eating Industrial chocolate ice cream." Jaynie

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CHAPTER NEWS (Chapter Members Share – continued)

I spend a lot of time watching and sending to friends and relatives all the great stuff Raegene digs up. I practice on my trumpet (I belong to the Los Trancos Woods Community Marching Band and the Woodside Village Band). And I try to keep my four websites current, HearingMarketResearch.com, TechnologyBloopers.com, WhyMenDieYoung.com, and Wilddancer.com. Bill

I am attending Zoom meetings for my food addiction program, for HLAA and with my family! Working on my to-do lists. I take my 99-year-old mother on a drive each week along the coast, picking up take out from one of her favorite restaurants...then we drive through SF to each of my children's apartments ... they come out and talk from a distance while we stay in the car! Kathy

John and I go food shopping about twice a month, challenging ourselves to see if we can get it done in record time, while dodging cooties right and left! The vegetable garden has grown into our little farm, giving us a lot of satisfaction with new projects to do each day. Most enjoyable! Cindy and John

Important Message on Membership from Sally

Dear Friends,

Now more than ever, with distancing keeping us apart, we need to be there for one another. And as we will not be physically together for the time being, staying connected by phone, email, Zoom or other virtual platforms including HLAA meetings and webinars, is really important.

With this in mind, I want to urge you to KEEP YOUR MEMBERSHIP CURRENT AND IF YOU HAVEN'T, PLEASE REJOIN. There are so many ways HLAA is reaching out to help us who are hearing impaired to cope with the isolation many are feeling. Webinars, Leaders' meetings, and the local chapter meetings keep us connected and learning and sharing what is helping us in this difficult time.

Memberships support all of this work and are now renewable yearly. See information below on how to do that. National does send out a reminder letter the month before your membership expires. And the date of your expiration is also on the Hearing Life Magazine if you are receiving it in hard copy. Kate Szentkuti, our Membership Chair, recently sent out a reminder to those whose memberships had expired in the past few months or were soon to expire. Thank you, Kate. (Note: since that email, we were informed of the new address for National effective Aug. 1, 2020. Please note that below.)

HLAA wants to help you as much as possible and also needs your support for this work. The cost is \$45/year with a hard copy of the Hearing Life magazine and \$35/year with an email copy of the magazine. I look forward to seeing many of you who have drifted away, returning and benefiting from your renewed membership.

Blessings to all and STAY CONNECTED SAFELY,
Sally

You can renew online: www.hearingloss.org

Or by mail: 6116 Executive Blvd, Suite 320, Rockville, MD 20852



How to Understand/Communicate When Everyone Around You is Wearing Masks

(This is a recap of tips gleaned from various sources: webinars, articles, members sharing, etc.)

A great source of information are the **webinars** put on by HLAA, one of which is “Face Masks and Hearing Loss: Practical Tips and Strategies”. (Bob mentions this in his Co-President’s message). To see it and a list of other webinars:

<https://www.hearingloss.org/programs-events/webinars/schedule-recordings/>

Ways to disclose that you have a hearing loss:

“I just tell the grocery store clerk I don’t hear well (while motioning to my ears). I’m sure they get this comment from a fair number of customers these days, so I don’t think it comes across negatively.”

If you have plain masks, use a Sharpie to write DEAF or whatever you want to say on them. You may have to rewrite your words after you wash your mask. (from a comment to Shari Ebert’s blog article <https://livingwithhearingloss.com/2020/07/21/hearing-loss-is-a-practice-not-a-perfect/#comments>)

Wear a vest, pin, or even put a strip of blue tape on your clothes stating, “I cannot lipread when you wear a facemask.” Then pull the tape off your clothes when you get home.

Understanding masked speech:

Pose yes or no questions to the person who is talking. Repeat back what you thought you heard.

Say “I really cannot hear anything. I need xxxxx” (be specific on what you need the person to do to help you understand).

Ask the other person to point (like if you’re in a store, trying to find an item).

Increase the volume of your hearing aid/CI. Use a remote mic and point it at the speaker (Roger Pen, Pocket Talker, etc.)

Use paper and pen. Make some index cards with some answers to questions you think you’ll be asked.

Use a speech-to-text app on your smartphone and point it at the speaker. Some apps are Otter and AVA for both IOS and Android phones. LiveTranscribe and Cardzilla are others.

Young Adults with Hearing Loss Meetup Group

Hi all! We are a meetup group for young adults (Ages 18-35) with hearing loss that have been meeting since September 2018 hosting and attending a wide range of fun activities. As we all face the Covid-19 Pandemic and shelter-in-place policies, our group has decided to postpone our meetups for the time being. The HearTogether team is still available to connect via email HearTogetherFriends@gmail.com if you have questions about the group. The team is exploring how we might pursue an online meetup next year if we are still in shelter.

HearTogetherFriends Team!

THANK YOU!

We want to thank the following donors who gave to our chapter or national organization since the last newsletter, above and beyond membership dues. Your donations have helped pay for our captioning, student scholarships, refreshments, convention scholarships, brochures, assistive listening demo devices.

Individuals: Raegene Castle, Sally Edwards, Thomasina Fogliani, Jaynie Kind, Bonnie Neylan, Sister Ann Rooney

Organizations: Easter Cross Association, Uccelli Foundation

Those who donated **anonymously** (you know who you are)

If we have missed someone, please let us know as we want to acknowledge each of you.



Whether you would like to donate to our chapter directly or have your family or friends donate instead of giving you a present, please make checks payable to HLAA-Peninsula Chapter and mail it to:

If it's an occasion, please tell Eliot, our chapter treasurer, if it's a Birthday, In Memory Of, Congratulations, etc. and to whom to send the acknowledgement.

Eliot Terborgh
57 Parkwood Drive
Atherton, CA 94027

(We are a nonprofit 501c(3) organization and all donations to our chapter are tax deductible.)

CHAPTER BUSINESS

BUYING FROM AMAZON

Welcome to
amazonsmile

**Shop AmazonSmile and support our chapter.
Use this web site address:**
<http://smile.amazon.com>

AmazonSmile Foundation will donate **0.5%** of the purchase price from your eligible AmazonSmile purchases.

Type Hearing Loss Association of America into the “pick your own charitable organization” window. Click Search. Select our chapter, Redwood City.

Or pick your own charitable organization:

Charity name, location, or keyword

Hearing Loss Association Of America Inc [\(About\)](#)
Deaf/Hearing Impaired Centers, Services

Redwood City, CA
Founded 2001

AmazonSmile. It’s Amazon in every way, except that with every purchase you make, 0.5% of your eligible purchases will go to a charity of your choosing. Our chapter has registered. We hope you’ll designate our chapter as your charity.

Note that there are many HLAA chapters registered. When you select a charity, look for our chapter, either in Emerald Hills or Redwood City. (We are trying to change the address to Redwood City.)

(Your wish lists, account history, free shipping through Amazon Prime, etc. is all exactly the same.) All you need to do is make sure to go to smile.amazon.com when you shop. Then, once a quarter, our donation will automatically go to our chapter. It’s so easy and a great way to help our chapter!

If you have any problems, please contact Raegene Castle, raegeneandjack@gmail.com, 650-369-4717; or Jaynie Kind, info@hearinglosspen.org and they will help you get started.



A message from National:

Effective [August 1, 2020](#), the HLAA national office’s new address will be [6116 Executive Blvd, Suite 320, Rockville, MD 20852](#).

We encourage you to do online transactions, if you can, such as membership, donations, etc. We do handle regular mail; but it might take a little bit longer to respond. For a faster response, email your questions to [HLAA staff](#). We hope that everyone in our HLAA community stays safe and well.

FIRST CLASS MAIL

Contact : Email: info@hearinglosspen.org; Telephone: 650-365-4868

HEARING LOSS ASSOCIATION OF AMERICA

The Hearing Loss Association of America (HLAA) is the nation's foremost membership and advocacy organization for people with hearing loss. The National support network includes the Washington D.C. area office, 14 state organizations, and 200 local chapters. 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.

Resources:

Hearing Loss Association of America-Peninsula Chapter:

<http://www.hearinglossca.org/Chapters/peninsula-chapter>

Hearing Loss Association of America: www.hearingloss.org

Hearing Loss Association of California: <http://www.hearinglossca.org>

Hearing Loss Web has resources for people with hearing loss: <http://www.hearinglossweb.com>

Hearing Aid Reviews, Audiologists, etc. www.hearingtracker.com

CTAP and CRS (telephone access): <http://ddtp.cpuc.ca.gov>

Young Adults Social Network 18-35: https://www.hearingloss.org/hearing-help/communities/students_youngadults/

American Tinnitus Association: www.ata.org

Hearing loops: www.hearingloop.org

To find and add venues that offer ALDs and Loops: www.ALDDLocator.com, www.loopfinder.com

To find and install loops: www.loopamerica.com

Hearing aid resource: <https://www.hearingtracker.com>