



Winter 2020

## Monthly Chapter Meeting

1<sup>st</sup> Monday of the month at 1 p.m.  
Except July & August; on holidays, meets 2<sup>nd</sup> Monday

### Veterans Memorial Senior Center

1455 Madison Avenue, Redwood City, CA 94061  
One block from Jefferson Avenue & Valota Road

All HLAA Peninsula Chapter meetings are free of charge and open to the public. *Captioning at the monthly chapter meetings is donated by Sequoia Healthcare District and Kaiser Permanente San Mateo Area.* Refreshments are served without cost.

## Presentations

**Monday, January 6**

**“Update on Tinnitus – Latest Research, Including Possible Causes, Treatment Options, and New Apps”, By Dr. Ariel Freundt, Audiologist**

**Monday, February 3**

**“Music Enjoyment with Hearing Loss: Factors Influencing Music Perception, How Hearing Aids are Designed for Speech versus Music, and Tips for Better Enjoyment”, by Dr. Peg Lisi, Audiologist**

**Monday, March 2**

**“CTAP – Free Phones and Other Devices from California’s Telephone Access Program”, by Contessa Bunn**

## Special Meetings

### Rocky Stone Hearing Device Exhibit Demonstration of Hearing Devices

1<sup>st</sup> Wednesday of the month 10:30-11:30 a.m.  
Except January, June/July/August, December

### Redwood City Main Library

1044 Middlefield Road  
Redwood City, CA 94063

If you have questions about the above meeting, please contact us at  
[ALDmeeting@hearinglosspen.org](mailto:ALDmeeting@hearinglosspen.org)

## Saturday Connections

2<sup>nd</sup> Saturday of the month,  
11:30 a.m. – 1:00 p.m.  
except June, July, August, December

## Meniere's

2<sup>nd</sup> Friday of the month  
12 noon-1:30 p.m.  
Sequoia Health and Wellness Center  
749 Brewster Avenue  
Redwood City, CA 94063

Please contact us if you are interested in attending Saturday Connections or Meniere's:  
[info@hearinglosspen.org](mailto:info@hearinglosspen.org)

Newsletter Sponsor



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Suite 100  
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[www.pacifichearingsservice.com](http://www.pacifichearingsservice.com)

**CO-PRESIDENT'S MESSAGE**  
**Sally Edwards**



Dear HLAA Friends,

As I write this, tomorrow will be Thanksgiving. I am full of gratitude for so many things and would like to share just some of them with you. HLAA just celebrated our 40<sup>th</sup> anniversary in October. As our nation's foremost membership and advocacy organization for those of us with hearing loss, we have a hugely important role to play in helping ourselves and others learn all we can to live our lives to the fullest with our hearing loss.

Our chapter has many ways to do this. The chapter meetings provide expert speakers on a variety of subjects related to hearing loss and other subjects of interest. The Saturday Connections group is a smaller, sharing oriented group, with lots of tech-savvy folks in it. The Meniere's support group is a huge support for those with Meniere's Disease. At the Rocky Stone Exhibit at the Main Library, volunteers demonstrate the more than 25 ALDs (Assistive Listening Devices) and shares information on HLAA's numerous resources. The board members and committee chairs are the core group that directs and plans our activities. They are dedicated and do an amazing job. Thank you so much. We could not function without you.

Then there are all the members, each of you who come to learn and support one another. You bring the snacks each month, help set up and clean up as needed, share your questions and support one another. You are the hands and feet of HLAA. I am so grateful for each of you and the amazing friendships we develop while working and learning together.

So, as I think back over the past year, I feel honored to be your co-president and excited about our future. We have an awesome chapter. Keep coming and bring your friends with hearing loss. There's plenty of them out there! Don't forget to renew your membership yearly or join if you haven't yet.

By the time you read this, we will have had our annual Holiday party. I hope you were there. It's always a fun time and lots of good food. We have an exciting event coming up on May 30 – the Bay Area Walk4Hearing on a beautiful beach in Alameda. The last walk in Northern California was in 2010, so this will be a huge highlight of our upcoming year. Save the date. You won't want to miss it.

So, thank you all for all you are doing. I look forward to another amazing year with you.

Blessings,  
Sally

## CHAPTER NEWS

TECHNOLOGY NOTES by Jaynie Kind

The Saturday Connections group shared some tidbits you might find of interest:

- If you have a smartphone, Otter.ai is an app worth checking out when you're having **trouble understanding conversations, either live or recorded**. Here is the link <https://otter.ai> along with some examples: (you get ten free hours a month.)
  - i. Skype calls difficult? Here's what Eliot says: *"I use it when I'm on conference calls on Skype, Zoom, GoToMeeting, or similar services. In these cases, the audio is coming through my laptop, so I simply start Otter and prop up my iPhone right next to my computer. Voila, instant transcribing, which is very fast and amazingly accurate. It will even pick up poor quality audio that I could never understand. It's been extremely helpful."*
  - ii. Can't understand podcasts? Do the same thing Eliot did while you're listening to a podcast. Or you can download it to otter.ai and you'll get a transcript to read later.
- **Noisy restaurant?** Remember to consider going early, late, or sitting in the patio area if there is one.
- **Losing your hearing devices?** One person puts a "tile" on the box that holds her hearing aids. Maybe it could be added to your ALDs? Keys? There's a variety of sizes. Here's the link: <https://www.thetileapp.com/en-us/how-it-works>
- There is a list of **Smartphone Apps for Hearing Loss** here: <https://www.hearinglossdv.org/apps>

### ***Young Adults with Hearing Loss Meetup Group***

*A meetup group for young adults (Ages 18-35) with hearing loss have been meeting since September 2018 attending a wide range of fun activities. We have met to play tabletop games at Joe and the Juice in San Mateo, ate great Chinese food in San Carlos, had fantastic food at Hot Pot restaurant in San Mateo, and looking to have more fun for 2019.*

*If you are interested, come connect with us. You can email us [HearTogetherFriends@gmail.com](mailto:HearTogetherFriends@gmail.com) for more information or if you have questions.*

*HearTogetherFriends Team!*

## ASSISTIVE LISTENING DEVICES MEETING



### Trouble hearing?

If you have hearing aids or cochlear implants and find that you still have difficulty hearing in some situations, this meeting is for you.

Join us to learn about new technologies to help with your hearing. Meetings include:

- Overview and introduction to the field of assistive listening devices.
- A large number of devices on display.
- Knowledgeable volunteers available to explain and demonstrate the devices.

These meetings are sponsored by the Peninsula Chapter of the Hearing Loss Association of America, a non-profit organization helping its members and others with hearing difficulties.

The meeting is free & open to the public.

1<sup>st</sup> Wednesday of the month 10:30-11:30 A.M.

Except January, June/July/August, and December

Redwood City Main Library, 1044 Middlefield Rd, Redwood City

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[ALDmeeting@hearinglosspen.org](mailto:ALDmeeting@hearinglosspen.org)



### 2020 Open captioned performance dates:

*The Pianist of Willesden Lane*: February 2 at 2pm & 7pm, February 5 at 2pm

*They Promised Her the Moon*: March 22 at 2pm & 7pm, March 25 at 2pm

*Ragtime*: April 19 at 2pm & 7pm, April 22 at 2pm

*The Book of Will*: June 21 at 2pm & 7pm, June 24 at 2pm

<https://www.theatreworks.org>

## Sound Advice by Ruth D. Bernstein (lightly edited and reprinted with permission)



Ruth Bernstein, Consumer Advocate

I have a history as an advocate for people with hearing loss which goes back many years. In the process of advocating, I've learned many lessons, a few of which I want to share with you in recognition of Better Hearing and Speech Month.

**Lesson One** – Coping with hearing loss is a 24/7/365 business. It is an integral part of life. I've chosen to make advocacy one of the priorities in my life because I have been very lucky and had constructive, compassionate help from the professionals I've dealt with. I want to return that help and compassion to others. I also discovered along the way, I'm a bit of a ham and like sharing my ideas with an audience.

**Lesson Two** – Asking for what we need in detail, in writing and in advance is useful, e.g. asking for CART, an assistive listening system, a seat that gives a good view of the speakers or stage, a hotel room that is wired with alerting devices. These requests allow us to participate in activities we might not have been able to enjoy otherwise. They also encourage people with hearing loss who don't know about these accommodations to learn about them.

**Lesson Three** – Explaining why we need accommodations educates the people we deal with. It puts a human face on the problems people with hearing loss encounter. I'm always pleased to hear "Thank you. I learned a lot from you." Sharing resources and making referrals to your network can be helpful in solving a particular situation.

**Lesson Four** – Having a sense of humor is a big asset in dealing with the frustrations of hearing loss. At a job interview, the batteries in my hearing aids went dead. Very calmly, I looked at the interviewer and said, "The number you have reached is temporarily disconnected. I have to change the batteries in my hearing aids." The look of astonishment on her face was wonderful. I had not told her I had a hearing loss when I went into the interview! My other favorite line is "Don't speak until you can see the whites of my eyes." It is much more effective than saying "Please face me when you speak."

**Lesson Five** – Saying "please" and "thank you" are invaluable tools in smoothing the way to requests that, for one reason or another, may be difficult to fulfill. Everyone wants to be treated with respect and appreciates having their efforts recognized.

(continued on page 7)

## **Sound Advice** (continued from page 6)

**Lesson Six** – Look for *win-win solutions* to accessibility problems. You get the accommodation. The supplier gets more business, good PR and a grateful citizenry.

**Lesson Seven** – Getting angry accomplishes nothing!

**Lesson Eight** – Join organizations like the [Hearing Loss Association of America](#) (HLAA) so you can meet others who are dealing with the same problems you are – you are not alone! – and learn as much as you can about your hearing loss, hearing aids, cochlear implants, assistive devices and helpful coping techniques. CHC also has support groups for people with hearing loss.

**Lesson Nine** – Hearing loss is not a fatal disease. It is frustrating, annoying and difficult to cope with. Although recent research shows untreated hearing loss can affect your physical and mental health and your memory, there are a growing number of ways to address hearing loss through technology and counseling. Take advantage of them by coming to CHC and joining HLAA.

(source: <https://chchearing.org/blog/hearing-loss-advocacy-lessons/>)

## **Coping with the Emotional Repercussions of Hearing Loss by Kathy Fairbanks**

An excerpt from HLAA-East Bay Chapter Newsletter, 5/14/2016, about a talk given by Dr. Bottum-Morgan, Ph.D, Clinical Psychologist

Watch for our negativity bias because they tend to promote three types of mistakes for those of us with hearing loss:

- “Overestimating threats by anticipating situations are going to be more difficult than they ever turn out to be.
- Underestimating opportunities that may actually occur when we are able to connect with other people.
- Underestimating resources that are available when we start feeling we have a disability and become isolated.”

“...Dr. Bottum-Morgan reminded us how to effectively cope with the emotional side of hearing impairment:

\*The pain of hearing loss may be unavoidable, but suffering is optional, as we get to choose what to do about it.

\* Acceptance of hearing loss is not synonymous with giving up; it is simply recognizing we must deal with it as it is.

\* We must counter negativity with the positive and treat ourselves in a skillful, kind and compassionate manner.”

# I'M DEAF / HARD OF HEARING AND I WANT YOU TO KNOW...

*by: Christina, Dave, Rebecca, Shyla, Miriam, Tracee, Isabelle*

If I ask you to repeat yourself, it doesn't mean I'm not paying attention.

\*sigh\* Are you even listening?

Seriously, dude?!

My intellect has not been affected. So talking more slowly? It doesn't help.

I liiike CHEEEESE.

what is he doing with his lips??

Please don't say "I'll explain later." That robs me of the chance to participate NOW.

Don't worry about it. I'll tell you later.

AH HA HA!  
SNORT  
HA!  
HA!

**HOW TO HELP**

- ✓ Face me when speaking
- ✓ Subtitles ON
- ✓ Don't cover mouth
- ✓ Take TURNS talking

Don't insist that I ought to follow a certain course of treatment. I'm aware of my options & will make my own decisions.

lip reading

Cochlear implant

Sign language

Hearing aids

ALL OK!

*Stephanie, Isolde, Sally, Miriam, Cypriot, Marie, Kay, Vineia, Celia*

illustrated by @introvertdoodles

(source: <https://introvertdoodles.com/tag/i-want-you-to-know/>  
And her books are available on Amazon and Barnes and Noble)

## NEWS NEAR AND FAR

### Bay Area



Mark your calendars! The walk will be on Saturday May 30th at Robert W. Crown Memorial Beach in Alameda. It will be at 8th Ave and Otis. More details to follow.

Any questions, contact Ronnie Adler at [radler@hearingloss.org](mailto:radler@hearingloss.org) More info on the 2020 walk website is [www.walk4hearing.org](http://www.walk4hearing.org)

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Not the Hearing or Deaf World – Heather Artinian – TEDxGeorgetown

“I think that we all should reach out, build bridges, be your own ripple effect in the world, and I think that you will be very surprised at what you will find at the other end of the bridge. So, reach out, allow other people in, try to understand different experiences, allow others to understand yours. No matter what your experiences are, positive or negative, you will make an impact.”

<https://www.youtube.com/watch?v=jhm5OaXIVMQ&feature=youtu.be>



Our chapter congratulates our newsletter sponsors!

The Academy of Doctors of Audiology (ADA) announced that Jane Baxter, AuD, and Deborah Clark, AuD, along with their entire practice, Pacific Hearing Service, were selected by a distinguished panel of their peers to receive the Leo Doerfler Award. The Leo Doerfler Award, the ADA’s “most prestigious honor,” recognizes a private-practice audiologist who has demonstrated outstanding clinical services in the community throughout his or her career.

(source: <http://www.hearingreview.com/2019/11/ada-recognizes-drs-jane-baxter-aud-deborah-clark-aud-leo-doerfler-award/>)

## Chapter Business

### Membership Renewal

Please check that your HLAA membership is current, and RENEW it if it isn't. (Expiration date is on your "Hearing Life" magazine's mailing label.) If you don't have a membership, there are many good reasons to join. Our chapter gets a portion of your dues, so this way you are helping Hearing Loss Association of America locally and nationally.

Hearing Loss Association of America speaks for people who have hearing loss in the political arena. **The greater the membership, the more clout.** HLAA puts out a very helpful and enjoyable magazine. Though membership is NOT required to participate, our Peninsula Chapter offers friendship, pertinent speakers, and a place where "HUH?" is just not an issue.

You can renew online: [www.hearingloss.org](http://www.hearingloss.org)

Or by mail: 7910 Woodmont Avenue, Ste 1200  
Bethesda, MD 20814-7022

**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.**

Members: Clarice Dominge, Jaynie Kind

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.)

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

Redwood City, CA   
Founded 2001

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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](http://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](mailto:raegeneandjack@gmail.com), 650-369-4717; or Jaynie Kind, [info@hearinglosspen.org](mailto:info@hearinglosspen.org) and they will help you get started.*



**“Although access to communication through my hearing aids is partial, it is crucial. Hearing aids amplify sound in order to make use of a person’s remaining hearing ability, increasing the volume of sounds but not the clarity. Natural hearing is the ability to zero in and listen to whatever a person pleases, similar to the way eyes can focus on things near and far. Hearing aids pick up all nearby sounds, which explains why many hearing aid wearers complain of background noise. The sounds are scrambled; the brain work required to piece together everything is much more difficult than that needed in a quieter environment.”**

(source: “Neither-Nor: A Young Australian’s Experience with Deafness” by Paul Gordon Jacobs)

## FIRST CLASS MAIL

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Contact : Email: [info@hearinglosspen.org](mailto: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](http://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](http://www.hearingtracker.com)

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

**Young Adults Social Network 18-35:** <http://www.hearingloss.org/content/young-adults-0>

**Hearing loss message board and chat rooms:** <http://www.hear4life.org>

**Message board & chatroom:** <http://www.myhearingloss.org>

**American Tinnitus Association:** [www.ata.org](http://www.ata.org)

**Induction loops:** [www.hearingloop.org](http://www.hearingloop.org)

**To find and add venues that offer ALDs and Loops:** [www.ALDDLocator.com](http://www.ALDDLocator.com), [www.loopfinder.com](http://www.loopfinder.com)

**To find and install loops** [www.loopamerica.com](http://www.loopamerica.com)