

CHIP The Communicaider



Making the most of
the hearing we have
Since 1979

Fall 2011

Drums of Hearing: North of 60

Lou Brock



Mandy Poon, Lou Brock and Gael Hannan at the CHHA Conference in Yellowknife, NWT

THIS YEAR, THERE WERE TWO DELEGATES representing CHIP at the CHHA Conference in Yellowknife, Northwest Territories (NWT): Mandy Poon and myself, Lou Brock. The following is our report of the plenary talks and workshops.

The opening ceremonies commenced with a bagpiper leading the way for the distinguished guests. A drummed prayer by the Aboriginal Delta Dene Drummers followed, wishing health and safe travel for all the delegates attending the conference.

The Commissioner of the Northwest Territories, George L. Tuccaro, was given the honor of officially opening the Conference. Included on the guest list was Michael Miltenberger, the Minister of Health and Social Services of NWT, who has a sister with a very profound hearing loss. Having witnessed this affliction all his

life, he became a strong supporter of the Hard-of-Hearing community, and was thrilled to be invited to the Opening Ceremonies of this Conference. In addition, Gordon Van Tighen, the Mayor of Yellowknife appeared personally to greet all the delegates to the Conference. In the past, the mayors of the cities in which the Conferences have been held have never attended the Conference, so this act was most appreciated by all in attendance.

We were informed that the Northwest Territories, being a vast land with spread out communities, still only had one audiologist. This makes it very hard for all communities to receive proper care, particularly since many of the daily activities up North (such as snowmobiling, mining, drilling) causes noise-induced hearing loss for many. However, audiologists and other health care specialists do

their best to help everyone in need. The Conference was another way for many living up North to bring information back to their communities, and in total, there were representatives from 24 of the communities in attendance.

Brief welcoming speeches were made by Louise Normand, the President of CHHA National, and Bill Adkins, President of the Yellowknife Branch. After the formal part of the evening, light refreshments were served and we were entertained by the

Aurora Fiddler Society

which consisted of 16 young fiddlers and two guitarists. The music they played was enjoyed by all in attendance.

The next day, the workshops and plenary presentations began.



Inukshuk outside hotel

Good Medicine Stories

The keynote speaker was Richard Van Camp, a best-selling children's book author, who told us stories about the beauty of life in the North. He was brought up in the North and spoke about his grandparents who were

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President's Message

Doreen Cons

IT IS AMAZING THAT CHIP WILL BE 33 YEARS OLD in October. The years simply soared by, and I'd like to take this opportunity to look back and reflect on how much we, and the services we provide for the hearing impaired community, have grown.

The HEAR Program continues to grow in popularity. We are always welcoming new members and when they arrive on Monday mornings, the change in their personalities is immediate. While some start off shy, they very quickly they realize that they are not alone. After six weeks of workshops are completed, they all leave happy, having shared their experiences and problems with the group. It is amazing to see how all of us share similar problems.

Also highly popular is our speechreading program, and I am happy to inform you that our new program and teachers are ready to greet you. This issue of the Communicaid, as well as the CHIP website (www.hearhear.org) has information on the dates and times for these classes.

However, we will be losing one member of our Executive Council who was near and dear to so many of our programs. After having been a part of the CHIP Executive for many years, Joodi MacDonald is retiring. She will be greatly missed.

In addition, please keep October 26, 2011 open on your calendar, as on this date, we will be honoring Alvin Goldman, our Executive Director, for his 33 years of incredible service. As many of you know, Alvin has chaired first class captioned film screenings for many years. His passion for this film program was evident, as his film selections were consistently excellent, and he always made sure the movie was discussed before the screening.

I am looking forward in greeting you this fall when our programs get underway. As a reminder, CHIP membership is from September to August of the following year, and we request that you check your membership card.

Finally, I would like to wish our Jewish members a very Happy New Year. I'm certainly looking forward to more opportunities for all of us to share our experiences with one another. ◀

Drums of Hearing: North of 60
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medicine people. He told stories of how he learned to listen and share what he has learned from his elders and family.

International Human Rights

Carole Willans, former President of CHHA, had a workshop on human rights for the disabled. She spoke of the collaboration between the UN and the International Federation of the Hard-of-Hearing to meet the needs of the world's poorest countries. This included promoting the understanding of hearing loss issues and improving access for the hearing impaired worldwide.

Tuned Out

This was a workshop was given by Gael Hannan and Myrtle Barrett at the Newfoundland Conference two years ago, which was extremely popular and was thus, repeated at this year's conference. The workshop dealt with communication and relationships between the Hearing and the Hard-of-Hearing. After a brief presentation, Gael

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and Myrtle opened the floor for comments from the audience. The stories that audience members revealed proved to be hilarious and a lot of fun. For example, there was a newly engaged couple, one of whom was hearing-impaired and the other was hearing. They took



over the floor and as they were blaming each other for misheard words and sentences,

they got angrier and angrier. They started yelling and screaming, practically having a hot battle until Gael and Myrtle stepped in to stop them! In the end, with the help of Gael and Myrtle, the couple forgave each other and their love was once again in bloom. This presentation was great, as many at the Conference (and many of our CHIP members, as well) have likely gone through similar experiences.

Hearing Health in the North

This was a panel that discussed



Lou Brock and Gael Hannan in Yellowknife at the CHHA Conference

the issue of hearing health in the North, where there is a high prevalence of hearing loss. We found out that the Inuit, First Nations and Metis populations are two to three times more likely than non-Aboriginals to have hearing impairments. In addition to the lack of hearing health professionals in the North, there were also additional challenges to servicing these communities, including: travel to remote communities, getting proper mobile equipment to the communities, and continuing care. As difficult as it is to continue providing support to Northern communities, health professionals are continuing to try their very best to service as many as they can.

Voices Of Our People

"For a long time, no one told stories about us, the Hard-of-Hearing people. In the past, our hearing loss has been an issue for shame, a topic not to be discussed. It took a long long time but now it has changed, we tell stories of loss, struggles and triumph. And when we hear these stories they strengthen us."

In this presentation, Gael Hannan told stories of hearing loss and the individuals who live it, with fury, pain, and humour. Gael recreated the people she has met and told their stories of devastating loss and communication. The audience was enthralled by her interpretation of these people. ◀

Fall Captioned Film Screenings Cancelled

Alvin Goldman

Lou Brock



We have not been able to put together a program of screenings this fall that would satisfy those of you who have been coming to our screenings and have indicated what you like and what you don't like.

Rather than screen films that are not responsive to your inclinations, we have decided to have no screenings this fall. We simply don't have a sufficient number of suitable films to make up a program that will please you.

However, on the basis of information regarding captioned films that will become available in the months ahead, we are quite certain that there will be a sufficient number of appropriate films for a full program of screenings in the spring.

You will receive the customary Film Pamphlet containing reviews of the selected films, screening dates, etc., in the mail next spring.

We look forward to re-connecting with you then with films that will please you. ◀



Executive Update

Alvin Goldman

THERE HAVE BEEN SOME SIGNIFICANT CHANGES recently in CHIP's Executive Council.

Long-time Editor of *The Communicaid*, Carroll Salomon, has resigned, but Mandy Poon has fortunately volunteered. Carroll has generously provided her with ample orientation to the logistics and other matters related to the job, and here we have it: the first *Communicaid* under Mandy's editorship. Welcome, Mandy, and thank you for taking on the challenge of meeting Carroll's standards.

Long-time Treasurer of CHIP, Reg Weiswall, has stepped aside to make room for Jack Schiess whom

Reg has carefully groomed for the job. Reg, though no longer Treasurer, will continue to be personally involved as Vice-President,

Where will the new leaders come from? We have them in our organization; we simply have to avail ourselves of them and their desire to make CHIP even better than it has been.

Finance. Welcome, Jack, and thank you for also taking on the position of Director of External Relations, a job that requires your fluency in French.

Long-time Director of Aural Rehabilitation, joodi Macdonald, has resigned from the Executive but continues to supervise all the activities in her considerable domain including the HEAR Program, the Speechreading Program, the Workshops, Special Events, and other responsibilities. Thank you, joodi. We'll miss you at Executive meetings but we're grateful that you're still doing such an enormous job so well.

Long-time Executive Director Alvin Goldman is retiring from that position at the end of this year. However, he will do CHIP's grant application

for 2012-2013 and will attend to obligations related to the grant in 2012. (And he's looking for a replacement for himself.)

Though it's always a regret to lose officers who have served CHIP conscientiously over a lengthy period of time, change is inevitable — and often desirable. Change can be productive: new ideas, abundant energy to execute the ideas, and motivation to do so. Change does not, of course, mean throwing out what has worked well in the past; it means adding to the accomplishments of the past by responding to the needs of the present and the future.

Where will the new leaders come from? We have them in our organization; we simply have to avail ourselves of them and their desire to make CHIP even better than it has been. We are grateful to Ken Tatebe who has recently taken initiatives to identify and activate prospective new committee members and future leaders.

Thirty-two years ago, an idealistic young audiologist, Dale Bonnycastle, felt that there must be more to aural rehabilitation than giving her patients a hearing test and then sending them to an acoustician for a hearing aid. She suggested, to some of her patients, that we get together and discuss the possibility of forming a self-help group. The rest is history. And the future. ◀

Canine Speech-Reading by Alex Spencer



From the (New) Editor

Mandy Poon

HELLO, COMMUNICAIDER READERS!

First off, I want to say that I am excited, honored and humbled by the support and trust that the Executive and the former Editor Carroll Salomon have provided me during this period of change for *The Communicaider*.

I have only been with CHIP since 2009, and I know that I don't know the ins and outs of this amazing organization as the rest of the Executive and most CHIP members do. That being said, I hope to bring something fresh to *The Communicaider*, while maintaining its true purpose and intention. I am open to comments, and look to you for valuable feedback. My wish for the *Communicaider* is for it to remain a reliable source of information that brings you closer to CHIP and its other members. ◀

Happy reading!



Mandy Poon, new editor of *The Communicaider*

.....
Spring 2011

Special Event: 11th Annual Communication Conference

Alvin Goldman

TO CELEBRATE BETTER COMMUNICATION MONTH this year, CHIP and the MAB-Mackay Rehabilitation Centre's Department for the Deaf and Hard of Hearing offered "The Effects Of Hearing Loss On The Spouse", with guest speaker Jean-Pierre Gagné, PH.D., Professor in the Department of Audiology and Speech Pathology at the Université de Montréal and researcher at the Institut Gériatrique de Montréal. He generously shared his knowledge of hearing loss, rehabilitation and its relationship to aging. Dr. Gagné was introduced by CHIP's Director of Programming, Joodi M, who was the principal organizer and moving force behind this event. The presentation was interactive: a lecture with breaks for open discussion from the floor.

The presentation, designed to help us understand "the other side of hearing loss", attracted a good crowd of hearing-impaired persons, family, friends and people working in the field of health and social services.

The subject matter covered was wide-ranging, superbly well-researched and admirably presented — and cannot be summarized fairly in the space available here. But an effort must be made to "do justice" by indicating some of the content:

Psycho-Social Effects of Hearing Loss

The able-hearing partner of a

couple has as much difficulty adjusting to hearing loss as does the one with the loss. For example:

- ◆ We don't go out any more.
- ◆ We talk to each other less than we used to.
- ◆ Constant repetition is tiring and sometimes annoying.
- ◆ We don't watch TV together because of the volume he/she requires.
- ◆ I have to make important phone calls for him/her/us. I'm the telephone receptionist in the house.
- ◆ When we're physically intimate, his/her hearing loss sometimes interferes with spontaneity and responsiveness.
- ◆ Our social life has diminished.
- ◆ His/her hearing loss is embarrassing when he/she makes an inappropriate response.

Adaptation

- ◆ I try to position myself so that he/she can read my lips when I speak.
- ◆ I use notes, fax, email, texts to communicate with him/her.
- ◆ In many situations that require verbal communication, I find that I have to assume control because of his/her hearing loss.
- ◆ In social situations, I often have to answer a question that he/she has been asked. I have to "protect" him/her in order to avoid embarrassment caused by "saying the wrong thing".

(Note: Research clearly indicated that female partners of males with hearing loss are much more accommodating than male partners of

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Gael at the 2011 AGM

Lou Brock

Communication Conference continued

females with hearing loss. Nearly all of the observations in this section are from female able-hearing partners.)

Acceptance

- ◆ I've learned to live with it.
- ◆ We've been together a long time. That's just the way it is. It's not his/her fault.

Benefits of Being The Partner of Someone With Hearing Loss

- ◆ It has made us more aware of each other's needs.
- ◆ It has brought us closer together.
- ◆ Instead of blame, we try to find solutions.
- ◆ I am now less shy in social situations (because I have to do most of the communicating for both of us).
- ◆ I have become more assertive than I used to be regarding my (our) needs.
- ◆ I have met some wonderful people and made new friends by accompanying him/her to CHIP events, like this one!

Overall, this year's "May Month" Communication Conference was a great success, setting a new standard for conferences of this kind in the future. ◀

The 32nd CHIP Annual General Meeting was held on June 7, 2011. After the social and business part of the meeting was finished, the entertainment part of the evening began.

This year we were fortunate enough to have Gael Hannan perform for us once again. Gael has appeared at previous AGMs, and her performances are always a hit.

Gael, who has profound hearing loss and wears two hearing aids, bases her performances for us on the challenges of the hearing impaired. Her subject for this evening was *The Masks of Hearing Loss — Bluffing 101*.

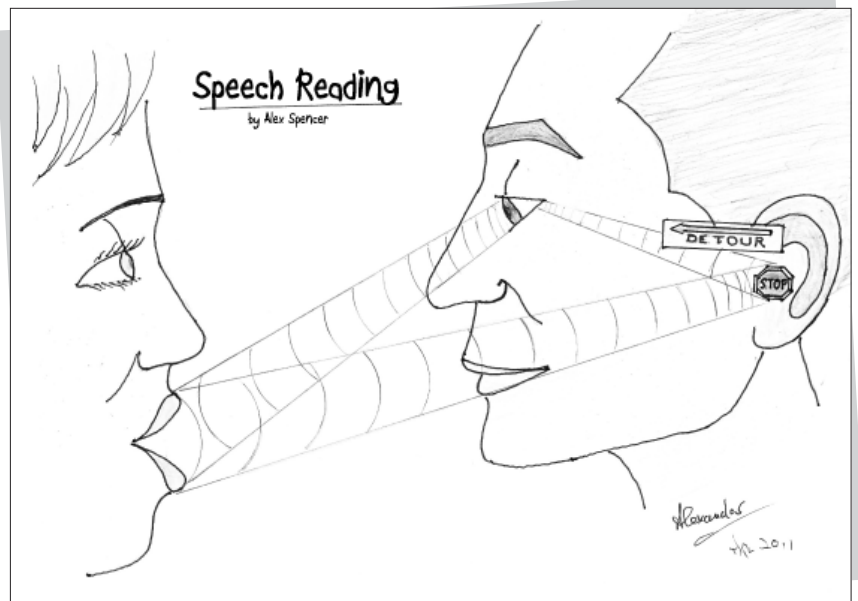
Many who suffer from hearing loss, for one reason or another, bluff. They appear to understand what is being said when they haven't a clue what going on. This is something you

may have done before as well. Gael, in her own inimitable way explained the effects of bluffing and some of the reasons as to why people bluff. Also she showed the various ways to stop bluffing.

Besides being educational, her performance was entertaining and humorous. The audience appreciated her performance with a standing ovation.

Gael ended her presentation asking all those who are Hard-of-Hearing to make the ...

No Bluff Pledge:
In my life I will not bluff.
I will not pretend to understand when I do not.
Instead I will do all that it takes to engage, interact
And communicate. ◀



CHIP Fall 2011 Program

Please Register! By mail, fax, phone or in person at the CHIP office.



Here's the line-up of CHIP's fall programs and classes:



Speechreading

(Lipreading)

Our terrific teachers — Eva, Roz and

Chantal — are back and the fun and camaraderie continue this season. New students should attend the Beginners' class on Tuesdays. Returning students should attend their assigned levels.

► New students and Beginners — Tuesdays from 10:15 to 12:15, September 6 to December 13
► Intermediate — Thursdays from 1:15 to 3:15, September 8 to December 15

(No classes on September 29)

► Advanced 1 & 2 — Thursdays from 10:15 to 12:15, September 8 to December 15

(No classes September 29)

Please see the calendar for days, dates and times.



HEAR Program

(Hearing Education for Aural Rehabilitation)

Coping with hearing

loss does not come naturally, but fortunately the skills you need are easily learned. You can learn to make the most of the hearing you have!

This program is a series of six two-hour units, one per week, and it is FREE. A family member or friend can participate along with you, learning together to communicate better.

► **Mondays from 10:15 am to 12:15 pm, beginning on September 12** (No class on October 10) Please see calendar.



Reports from the Conferences

Each year, members of the CHIP Executive attend major confer-

ences on hearing impairment. This workshop will inform you of the happenings at these conferences.

► **Tuesday, September 20, from 1:15 to 3:15 pm**



Assistive Listening Devices (ALDs) and Cell Phones

Technical info is one of the most sought after types of information. In response, CHIP's technical expert, Ken Tatebe, will offer this workshop on ALDs and cell phones.

► **Tuesday, October 11, from 1:15 to 3:15 pm**



Captioned Films

Please note that there will be no film screening series this fall.



Resource Centre

Try out assistive listening devices, including telephones, TV systems

and alarms, that can help you enjoy life and function more independently. We demonstrate equipment from a range of manufacturers but do not sell any products. Visits are FREE. Make an appointment today!

Please Register! By mail, fax, phone or in person at the CHIP office.

CHIP

3500 Boul. Decarie

Montreal Qc H4A 3J5

Phone: 514-488-5552, ext. 4500

Fax: 514-482-4536 (attention: CHIP)

Email: info@hearhear.org

Website: www.hearhear.org

CHIP Fall 2011 Calendar



September 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	5 Labour Day	6 ▶ Beginners speechreading 10:15 am – 12:15 pm	7	8 ▶ Advanced speechreading 1 & 2 10:15 am – 12:15 pm ▶ Intermediate speechreading 1:15 – 3:15 pm	9	10
11	12 ▶ HEAR NO. 1 10:15 am – 12:15 pm	13 ▶ Beginners speechreading 10:15 am – 12:15 pm	14	15 ▶ Advanced speechreading 1 & 2 10:15 am – 12:15 pm ▶ Intermediate speechreading 1:15 – 3:15 pm	16	17
18	19 ▶ HEAR NO. 2 10:15 am – 12:15 pm	20 ▶ Beginners speechreading 10:15 am – 12:15 pm ▶ Reports from the Conferences 1:15 pm – 3:15 pm	21	22 ▶ Advanced speechreading 1 & 2 10:15 am – 12:15 pm ▶ Intermediate speechreading 1:15 – 3:15 pm	23	24
25	26 ▶ HEAR NO. 3 10:15 am – 12:15 pm	27 ▶ Beginners speechreading 10:15 am – 12:15 pm	28	29 Jewish Holiday	30 Jewish Holiday	

October 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
2	3 ▶ HEAR NO. 4 10:15 am – 12:15 pm	4 ▶ Beginners speechreading 10:15 am – 12:15 pm	5	6 ▶ Advanced speechreading 1 & 2 10:15 am – 12:15 pm ▶ Intermediate speechreading 1:15 – 3:15 pm	7	8
9	10 Thanksgiving	11 ▶ Beginners speechreading 10:15 am – 12:15 pm ▶ ALDs and Cell Phones 1:15 pm – 3:15 pm	12	13 ▶ Advanced speechreading 1 & 2 10:15 am – 12:15 pm ▶ Intermediate speechreading 1:15 – 3:15 pm	14 Jewish Holiday	15
16	17 ▶ HEAR NO. 5 10:15 am – 12:15 pm	18 ▶ Beginners speechreading 10:15 am – 12:15 pm	19	20 ▶ Advanced speechreading 1 & 2 10:15 am – 12:15 pm ▶ Intermediate speechreading 1:15 – 3:15 pm	21	22
23	24 ▶ HEAR NO. 6 10:15 am – 12:15 pm	25 ▶ Beginners speechreading 10:15 am – 12:15 pm	26	27 ▶ Advanced speechreading 1 & 2 10:15 am – 12:15 pm ▶ Intermediate speechreading 1:15 – 3:15 pm	28	29



November 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 ▶ Beginners speechreading 10:15 am – 12:15 pm	2	3 ▶ Advanced speechreading 1 & 2 10:15 am – 12:15 pm ▶ Intermediate speechreading 1:15 pm – 3:15 pm	4	5
6	7	8 ▶ Beginners speechreading 10:15 am – 12:15 pm	9	10 ▶ Advanced speechreading 1 & 2 10:15 am - 12:15 pm ▶ Intermediate speechreading 1:15 – 3:15 pm	11	124
13	14	15 ▶ Beginners speechreading 10:15 am – 12:15 pm	16	17 ▶ Advanced speechreading 1 & 2 10:15 am - 12:15 pm ▶ Intermediate speechreading 1:15 – 3:15 pm	18	19
20	21	22 ▶ Beginners speechreading 10:15 am – 12:15 pm	23	24 ▶ Advanced speechreading 1 & 2 10:15 am - 12:15 pm ▶ Intermediate speechreading 1:15 – 3:15 pm	25	26
27	28	29 ▶ Beginners speechreading 10:15 am - 12:15 pm	30			

Please Register! By mail, fax, phone or in person at the CHIP office.

Late-Deafened Support Group

Dale Bonnycastle and Marc Gervais, both professionals in the field of deafness, offer a support group for late-deafened and hard-of-hearing people. There is no cost and real-time captioning (similar to tv closed captioning) is provided to assist in communication.

When: **Wednesdays from 10:00 am to noon**
from October 5 to November 23, 2011

Where: **Room 219,**
MAB-Mackay Rehabilitation Center,
3500 Decarie

For whom: Participants must have a significant hearing loss. Hearing spouses or family members are welcome and encouraged to attend.

Learn more about: Coping and communication strategies, resources and technology available for the hard of hearing. The group will be a place where people can share feelings, strategies and ideas.

For more information, or if you would like to join, please contact:

Secretary, Deaf and Hard of Hearing Program

Tel: 514-488-5552 ext. 2402

Audiologist Dale Bonnycastle

Tel: 514-488-5552 ext. 2409 to leave a message

Email: dale.bonnycastle.mackay@ssss.gouv.qc.ca

Counselor Marc Gervais

Tel: 514-482-0487, ext. 2408 (TTY only)

Email: mgervais.mackay@ssss.gouv.qc.ca



December 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 ▶ Advanced speechreading 1 & 2 10:15 am – 12:15 pm ▶ Intermediate speechreading 1:15 – 3:15 pm	2	3
4	5	6 ▶ Beginners speechreading 10:00 am – 12:15 pm	7	8 ▶ Advanced speechreading 1 & 2 10:15 am - 12:15 pm ▶ Intermediate speechreading 1:15 – 3:15 pm	9	10
11	12	13 ▶ Beginners speechreading 10:15 am – 12:15 pm	14	15 ▶ Advanced speechreading 1 & 2 10:15 am - 12:15 pm ▶ Intermediate speechreading 1:15 – 3:15 pm	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Please Register! By mail, fax, phone or in person at the CHIP office.

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Email: info@hearhear.org

Website: www.hearhear.org



Pens

Thanks to Reg, please enjoy your free sample of the special pens that CHIP has recently ordered, included with this issue of the Communicaider. These pens have a magnet on the one end that is strong enough to pick up or pick out the hearing aid batteries, which is ideal for worn out fingers. This pen's magnet can also help replace hearing aid batteries — a troublesome event that happens at least once a week.

These pens are also available at the CHIP office and of course, we are always happy to see you. The cost for additional pens is only \$3.00 each, and not only are these pens useful for our specific needs, pens are also a practical item for every day. We invite you to stop in anytime to see Doreen or Reg for more pens.



Mackay

Centre de réadaptation **MAB-MACKAY** Rehabilitation Centre

Adult Services for Deaf and Hard-of-Hearing

Open Daily from 8:30 a.m. to 4:00 p.m.

Evening Office Hours on Thursdays, 4:30 to 8:00 pm

Call for an appointment 514-488-5552

For audiology appointments: extension 2320

For all other appointments: extension 2402

For CI emergency: 4016

For admissions (new client, or client with closed file):
extension 1250

Assistive Devices: 514-482-0505 TTY: 514-482-0487 ext. 6313



Hear (T)here

joodi MacDonald

NO—IT IS NOT A TYPO. This is the last of the Hear Here column. I am retiring from CHIP after almost 18 years. It was not a decision I made lightly. I will miss you all very much, but I know you will understand when I say that I am wearing out. My stamina has abandoned me, my creaky joints are slowing me down significantly, and add to that, my ever-decreasing hearing. Everything I do now takes twice as long and even longer to recover from.

In my opinion, spring and fall are the best seasons for so many reasons, including courses and lectures, to visits to the Botanical Gardens. All of this has been happening during these seasons and for the past while, I've been missing them. I'll be focusing my decreased energies on family, friends and activities I have long put off, but I'll also be thinking of you. I will be in the office every so often this year to make sure there is support and continuity as my various tasks change hands. I will, from time to time, send in articles to *The Communcaider*, especially whenever there is something I think that might be of interest. I will miss you.

Change is always a hassle—but whom better than us to deal with it? If you can deal with your hearing loss, you are definitely up to the challenge. Maybe then, it is your opportunity to contribute your strengths to CHIP by volunteering. Make no mistake, volunteering is a responsibility and while there is no paycheck, there is a payoff! My

experience has been that those who come to CHIP are among the best of people: people who have accepted that they have a problem and are determined to resolve it. I have learned so much, as each of our members has brought something special to CHIP. In fact, you are CHIP!

CHIP is delighted with the growth of our speechreading program. Participants laugh every class, find friendship and develop skills they could not imagine before. Our team of teachers is outstanding. Not only do they do a terrific teaching job, they also grow and develop the program with new ideas and enthusiasm. Make time for some speechreading classes!

Many of you are endlessly eager for workshops and information on the latest in technology. While I don't blame you, you may want to consider that there are unlikely to be any miracles that will give you back your perfect hearing. That being said, if there is anything new worth finding out about, our Technical Director, Ken Tatebe, knows about it. What's more—he is always willing to share. He is available by appointment to help you find out what technology is available and best suited for you. *Do not miss the workshops on Tuesdays September 20 and October 11, both from 1:15 to 3:15.* You will be brought right up to date. (Please find more details in this issue of the *Communicaider* and on the website, www.hearhear.org.)

The HEAR Program (Aural Rehabilitation) will continue with all the excellent professionals who have been with this program all along. Once you have heard from them, you will be fully informed. I will lead the sixth session on the CHIP point-of-view as usual for the time being, as I have all the information at my fingertips. It will also give me a chance to see some of you. Did I mention I miss you?

Also, *The Communcaider* has a new editor, who is a young professional with talents and skills to spare. This goes to show that while one old Executive member retires, several new and upbeat people have joined you in the business of making the most of the hearing we have.

If there is one thing above all else I would like you to remember, it is that hearing loss is a medical issue. If you would not hesitate to get a broken leg set and follow up with rehabilitation, then you should do no less for your hearing loss. The professionals (ENTs, audiologists, acousticians, social workers and others) can offer a great deal toward helping you to return to your usual life. CHIP and its programs can offer skills, personal insights and support to help you make the most of the hearing you have.

Speechreading is a special part of this road back to normal. Too many people feel that they cannot take time out of their days for classes, and yet these same people would attend physical rehabilitation to deal with a broken bone. The point is: *anything you need to do to deal effectively with your hearing loss is worth it and is no less important than any other type of medical intervention.* The MAB-Mackay is a Quebec government rehabilitation centre,
continued on next page

Hear (T)here continued

and is part of the Medicare system. You pay for it with your taxes. Its very existence should say, loud and clear, to you, your family, friends, colleagues and employers that the medical attention needed by those of us with hearing loss are respected as valid and important. You can make more of your life if you are in the best shape possible. This includes your hearing, whatever is left of it.

Thank you all for a wonderful opportunity to learn and grow with some of the finest folks around (I'm talking about you, of course). I will see you from time to time, think of you often and I will miss you. Best wishes to all of you. ◀



Experience CHIP in Yellowknife

Mandy Poon

NOT TOO MANY OF US WHO LIVE in Eastern Canada have ever had the opportunity to go “North of 60”, or to visit our Territories. That is why, ever since I caught wind of the fact that the 2011 CHHA National Conference, “Drums of Hearing,” would be happening in Yellowknife, Northwest Territories, I had been anticipating the journey.

Once again, I was honored by CHIP's kind invitation to be a delegate at the CHHA Conference. I was looking forward to this conference for several reasons: firstly, I'd never been to the Northwest Territories before and we were lucky enough to be going during a 24-hour daylight period of time — how exciting! Secondly, I would get to see some of the friends I had made at last year's conference in Sudbury, all of them ambitious, inspirational young adults. Lastly, I was happy to get to spend some time with Lou Brock, the CHHA Conference veteran who had introduced me to the entire CHHA experience last year.

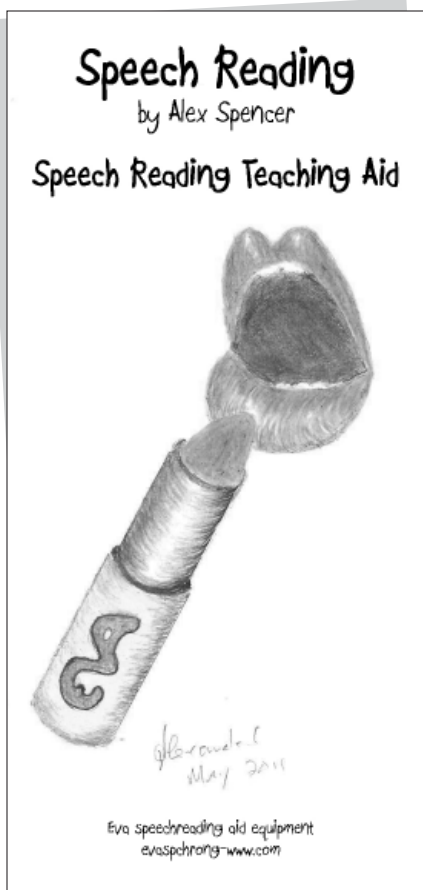
This year's Conference was much less focused on the trade shows, presentations and lectures, and more focused on the culture, people and environment of the Territories, which I greatly appreciated. We were allowed long periods of time to discover the city, and that I did during our downtime. I walked along the water, explored little fur shops and checked out what locals call “Old Town.” The weather was lovely: sunny, fresh and brisk. Also,

it was amazing to exit a restaurant at 10 PM and have it still be bright outside. In fact, the evenings never got much darker than twilight — very disorienting when you feel that you should be in bed, with blinds drawn! It was certainly a once-in-a-lifetime experience.

CHHA organized a bus tour of the city for us, which both Lou and I had the opportunity to enjoy (although just barely – the bus was packed and we almost didn't get on). The bus brought us to a pilot's monument, aptly named “The Rock”, where I got to climb to the top and see the entire city. What I saw was that Yellowknife is definitely a city of contrasting environments. There were parts of the city that were still being developed, other parts that were still in their natural state, and other parts with multimillion-dollar condominiums. There were boat-houses and teepee-styled houses and houses plated completely in steel boards.

Our bus tour ended at an outdoor fish fry by the water, which was supper for the evening. Entertainment by a local folk band and the never-ending sunshine on our party made this an evening to remember.

Of course, there were some fabulous presentations lined up for the Conference. A young man named Francis Smith told his inspirational story of being born with Treacher Collins syndrome, leaving him with



Video Relay Service

Alvin Goldman

several craniofacial anomalies. He had, essentially, no ears, as his inner ear drum was filled with bone and there was no appearance of outer ears either. Francis also had the traumatic experience of being given up, at birth, by his biological parents who didn't know what to do about his deformities. This led to a very frustrated and lonely childhood during which communication was stressful and almost impossible. However, his adoption into a kind and loving family, who made sure he got hearing aids, speech therapy and support through several reconstructive surgeries, changed his life. Working through constant bullying and discrimination as a child, he discovered a love for music and academics, and eventually went to university to study the same condition that he suffers from. Francis ended his touching story with a grand performance on his signature item, his green violin.

I also heard Dr. Charles Laszlo speak on the Status of Accessibility in Canadian Television in 2010. He described the difficulties that still plague today's television captioning: bad timing, poor quality, lack of reliability, the inability to change the font/size/color of the caption, and the large number of jumps one must go through before being able to select the "turn on caption" option on the television – I'm sure everyone at CHIP knows these obstacles all too well! However, Dr. Laszlo discussed the broad steps he and his team have been taking to improve

CHIP HAS BEEN PARTICIPATING IN A SURVEY by a consulting firm hired by Bell Canada to do a feasibility study regarding a potential offer of Video Relay Service (VRS) to the Canadian hearing-impaired population. To date, our participation has included a presentation of CHIP's interests and priorities by Executive Director, Alvin Goldman, and a round-table discussion that included Alvin, Jack Schiess, Director of External Relations and representatives of a number of Quebec organizations that serve the Deaf and Hard-of-Hearing. Other CHIP members have also contributed, via an online survey, indicating their personal priorities.

VRS would add new dimensions to the Bell Relay Service, which has been available for many years, with its textual display of the words spoken by the person with whom you are communicating. The additional advantages of Video Relay Service include options such as sign-language provided by an onscreen interpreter, real-time captioning provided by voice-recognition systems, and the ability to see the person you are communicating with, making it possible to read the other party's lips, facial expressions and body language to complement the captioning.

Implementation of VRS will be of great benefit to hearing-impaired Canadians, and we intend to continue our participation in the lobbying for this service, aspects of which have been in use in the U.S. and Europe for years. Canada has been lagging behind, but there is a good chance that VRS will, in fact, become a reality here.

As for the question of when? We don't know. It probably will be introduced in stages, based on the priorities recommended by the consulting firm in their presentation this fall, to the Canadian Radio-television and Telecommunications Commission (CRTC), a federal body that has right-of-approval of this project and subsequent supervision of it. We'll continue to keep you updated on the development of VRS in Canada in the coming issues of the *Communicaid*. ◀

captioning for all Canadians by ensuring that television stations account for a level of availability and quality in captioning.

Our CHHA Yellowknife experience ended with a banquet and dance, where we were treated to

a performance by traditional Dene drummers, and a poetry reading by a local poet. All in all, the "Drums of Hearing" CHHA Conference was a unique, eye-opening experience that introduced me to the beauty of the North. ◀



Summary of Hearing Loss Convention

Ken Tatebe

As in previous years, we report what we learn from the Hearing Loss Conventions on the latest technologies and devices applicable to people with hearing loss. Our main goal is to keep you up to date on what is currently available on the market. Some of these devices and technologies however, may not yet be available in Canada.

The emphasis on this year's Hearing Loss Association of America (HLAA) Convention was text captioning with landline and cell phones. The pioneer of this technology is CapTel (Captioned Telephone), currently available in the USA. However, Bell Canada is now conducting a feasibility study on this technology together with Video Relay Service (VRS) that includes signing. This issue of the Communicaider contains additional information on VRS.

CapTel is a huge improvement over TTY (teletype) and VCO (voice carry over) systems. TTY and VCO are limited to one person talking or typing at any one time, and requires users to say "GA" or "Go Ahead" to indicate it is the other person's turn to speak.

CapTel eliminates this inconvenience and allows both parties to speak at the same time if desired. A special CapTel phone is required with built-in software capable of downloading updates, and the ability to channel the text to the screen and audio to the handset.

These phones are like an ordinary phone with one major difference: captioned text of the conversation is displayed on the screen.

The person with hearing loss dials the number of the other party just like an ordinary call. The CapTel phone automatically connects to a captioning service. The operator repeats what the called party is saying into a computer with voice recognition software. The text and audio are then bundled and sent to the CapTel phone where audio is sent to the handset and text to the screen. Therefore, the hearing loss person can read what is being said as well as hear it. As well, unlike TV captioning, CapTel captioning is near verbatim and almost instantaneous.

There is also an option for CapTel with two separate phone lines. This way, if a call from a doctor's office or children's school comes in while you're on the phone, that call can also be captioned. The technology has even now advanced due to the Internet, as many companies are using high speed connections for their captioning.

Further, one company introduced a hearing aid compatible phone with a large seven-inch screen capable of displaying approximately eight lines at a time. In addition to captioning, it features touch-screen, telecoil connection, one-touch dialing, photo phone book, text size adjustment, and adjustable volume for handset and ringer. It can even

adjust certain frequency amplification for maximum tone control. It has the capability to review the conversation after each call but is erased from memory when another function is chosen.

We saw that others were offering the service for mobile phones, iPads, BlackBerry devices, laptop computers, Android phones (phones utilizing the Android operating system, created by Google) and devices with a wi-fi connection in addition to landline phones. However, it is not compatible with all mobile phones. It is a free service but requires an online CapTel account.

As a demonstration, one cell phone service provider used a Nokia E5 smartphone (a mobile device with computer capabilities) that was hearing aid and Bluetooth compatible. The E5 had the captioning application pre-installed, and thus, had the ability to change text size, scroll back in conversation, and save and retrieve sessions. All that was required was a simple login, and immediate captioned communications with anyone, anywhere, anytime could be established.

As we all know, carrying on a conversation in a noisy environment is difficult and very challenging for one with hearing loss. Even the noise reduction features of hearing aids are sometimes not enough. As a solution to this problem, one company came up with a unique and fun training program for understanding speech in noisy places. "Read My Quips" is a web-based program that uses visual clues, much like a crossword puzzle. The user selects a blank line with a few words as a clue horizontally and/or vertically. The video clip with background noise shows a person repeating

specific phrases. The user must then fill in the blanks with words instead of letters in each box. If the answer is correct, a congratulatory message pops up with the number of points earned. If the answer is incorrect, the box turns red. There is no need to install or download anything since it is accessible online. However, a one-time registration to create login information is required for access. "Read My Quips" is both challenging and entertaining at the same time, especially when background noise is increased to try and understand speech.

In 2007, the Telecommunication Industry Association (TIA) introduced a standard to reduce interference from cordless phones when used with a telecoil in a digital hearing aid. Research showed that the interference was caused by the digital hearing aid telecoil, rather than the radio frequency signal from the cordless. The TIA-1083 logo with the broken ear symbol and a small "T" in the lower right corner is now bilingual to conform to Canadian standards.

Therefore, if the cordless phone packaging displays the bilingual blue logo, it conforms to the standard for interference. With these phones however, we found that the maximum volume was not high enough for moderate to severe hearing loss, since they are not amplified phones like adapted landlines and some cordless. Therefore, these phones are best suited for people with mild hearing loss.

In November 2010, the standard was revised as TIA-1083-A that now covers wireless interface with the Internet. The standard now covers wi-Fi (Wireless Fidelity), VoIP (Voice-over Internet Protocol), Bluetooth, and USB (Universal Serial Bus). ◀

Digital and Mobile Communications for Deaf or Hard-of-Hearing Students

Maria Barile, Jillian Budd, Catherine Fichten and Jennison Asuncion of Adaptech Research Network

As its name suggests, the term "social media" refers to digital media that are used to interact socially. Examples of social media include: microblogs (essentially, an online "diary" with brief descriptions events, opinions, views — the most popular microblogging platform is Twitter); social networking (i.e. Facebook, LinkedIn, Google+); photo sharing (i.e. Picasa, Flickr); blogs; and vlogs (videoblogging, shared on sites like YouTube).

Some popular applications of social media that would be useful for Deaf and/or hearing impaired persons are instant messaging services (such as Windows Live Messenger, AIM, Yahoo! Messenger) and texting via mobile phone. Not only are the online services free, one is not required to type GA to indicate "Go Ahead" or SK to end the conversation. Another difference is that with messaging systems, more than one person can communicate at the same time.



We, at the Adaptech Research Network, recently completed a study to determine the social media and mobile technologies that post-secondary students with disabilities use. This study looked at whether students found these discussed technologies useful and easily accessible, or if they found limitations. 722 postsecondary students with disabilities responded to our survey in 2009-2010. The following are some

responses of the 51 students surveyed who self-identified as Deaf (10 students) or Hard-of-Hearing (41 students).

In terms of cell phone usage:

- ▶ 38 out of 51 respondents (75%) used a cell phone or mobile device
- ▶ In total, 29 respondents used a cell phone without adaptations and 9 used a device with adaptations
- ▶ Of those 29 respondents who used a cell phone without any adaptations, almost half (48%) wanted a device with adaptations

When asked what type of adaptation they used, students reported the following:

- ▶ Hearing aid compatible technologies
- ▶ iCom Bluetooth
- ▶ Neckloop telephone
- ▶ Amplifier

Key problems with cell phones and Deaf or Hard-of-Hearing students:

- ▶ Poor reception
- ▶ Poor speech clarity

Difficulties with phones are not a new issue, and go as far back as the 1980s, when organizations such as CHIP were advocating for T-coils. Since phones provide the greatest barrier for hearing aid users, it is not surprising that young adults with hearing impairments would want adaptations to these technologies.

Today in Canada, mobile phones
continued on next page



HEAR Program



Resource Centre



Speechreading



Signed English Classes



Captioned Film Screenings



School Program



Reach Out

Digital and Mobile Communications for Deaf or Hard-of-Hearing Students continued

are not regulated and do not have to be hearing aid compatible. However, in the USA there are rating scales for cell phones. The scale starts at M1 or T1 (poor), and moves on to M2 or T2 (fair), M3 or T3 (good), then finally, M4 or T4 (excellent). There is an opportunity for the Hard-of-Hearing communities to advocate for unlimited access regulated mobile devices. ◀



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