

# Sound Waves



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Fall 2005

## Is there a hearing dog in your future?

By Charlene MacKenzie and Bert Lederer, Bellingham

The top three medical problems for seniors across America are high blood pressure, arthritis—and yes, hearing loss. We live loudly: TV's, movies, car radios, heavy equipment, emergency vehicles, etc. Genetic inheritance and medical prescriptions can quietly damage hearing. Meet two SHHH members who found hearing aids to be only part of the solution to coping with hearing loss.

Charlene MacKenzie lost her hearing from a prescribed antibiotic at the age of 20, but it wasn't until 1998 that Haley's Angel, trained and certified by *Dogs for the Deaf*, entered her life of work and pastime of canoeing.

Haley alerts Charlene to phone rings, door knocks, oven timers, smoke alarms, clock alarms, and more. Haley gets her attention and leads Charlene to the source of the sound. In public, Haley's presence with her orange vest and leash alerts others that Charlene, who can speak clearly but has poor speech discrimination, needs extra effort from others to communicate. Where Haley once faced a life of uncertainty in an animal shelter and Charlene was disconnected and isolated from the world of sound, they have become best



Charlene MacKenzie (L) and Bert Lederer (R) with Haley's Angel and Warren

friends and bonded through newly-discovered lives.

Bert Lederer, who has experienced a progressive hearing loss from the age of seven, is deaf without his powerful hearing aids. Once, during a business trip, he slept through a hotel fire because he did not hear the smoke alarm and the hotel did not conduct a room check. Fortunately he was safe, but he developed high anxiety about being alone at night and after that relied heavily on his wife to watch over him. Recently, *Dogs for the Deaf*

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### Membership

in SHHH is \$20 student, \$25 single/family, \$50 professional. It includes the award-winning bi-monthly magazine, *Hearing Loss*. Write to SHHH, 7910 Woodmont Ave., Ste. 1200, Bethesda, MD 20814; 301-657-2248 (Voice); 301-657-224 (TTY); 301-913-9413 (Fax) or online: [www.hearingloss.org](http://www.hearingloss.org).

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provided Bert with a teammate, Warren. Bert's wife jokes that she has been replaced by a dog! (But that's not entirely true.)

Warren performs similarly to Haley, but there are a couple of things Warren does that are critical to Bert's ability to function well. Family members can tell Warren to "Go get Bert" and Warren will find Bert anywhere in the house or yard, alert him, and lead him back to the name caller. This name recognition also comes in handy in a doctor's or dentist's office. Furthermore, when Bert and Warren are walking together, Warren will alert Bert to vehicles approaching from behind. Since Bert and his wife travel extensively in their motor home and stay in campgrounds, this is really a good safety factor.

### Civil Rights laws

The Americans with Disabilities Act (ADA) of 1990 supports these two individuals with their service animals. That means Charlene and Bert can take their dogs with them wherever they go—grocery stores, restaurants, motels, department stores, and hospitals, to name a few places. At no extra cost, they travel alongside Charlene and Bert on planes, trains, and other common carriers.

Because of the ADA, service dogs are recognized as a "reasonable accommodation" for employees in the workforce. Further, they rarely can be denied access in places open to the public, unless they are a threat to public health and safety. Occasionally Charlene and Bert do face discriminatory practices but take the opportunity to educate and correct such problems.

### Losing a hearing dog

It is important for those of us who have hearing dog teammates to understand the grieving process, because we inevitably will have to face the death of our beloved helper and friend.

The Delta Society's website aptly states, "The death of a beloved pet always affects the owner and, perhaps, also a small group of family and friends. But when that pet is also a service dog, the circle of mourners can be much larger. Because a service dog is often viewed as an extension of its owner—going everywhere, doing everything—the dog becomes acquainted with a wide and varied group of people. Co-workers, fellow hobbyists, members of a congregation—all of these people are touched in some way, because they have witnessed that special bond between service dog and owner and they come to know the dog as a friend."

### Hearing Dog providers

If you think a hearing dog may benefit you or a loved one, there are numerous providers. As of this writing, *Google* produces over 48,000 references to providers, articles, and a myriad of other pertinent information. Here is a synopsis of three interesting providers:

*Dogs for the Deaf, Inc. (DFD)*, 10175 Wheeler Road, Central Point, OR 97502, (541) 826-6696 Voice/TDD, (541) 826-6696 Fax. In 27 years DFD has rescued and placed over 2,500 dogs in homes as hearing dogs, special needs dogs, or career change dogs. One out of four rescued dogs makes it as a hearing dog; the others are provided complete medical and health care, and in some cases, training, and adopted to good homes as pets or placed in other "jobs."

### More online resources

<http://www.deltasociety.org>  
General information on service dogs.

[http://www.k9man.com/flying\\_service\\_dogs.htm](http://www.k9man.com/flying_service_dogs.htm)  
federal regulations governing service animals aboard aircraft

<http://www.adionline.org/>  
Offers a book for purchase on regulations that you can show to anyone challenging your right to have your service dog with you.

<http://www.iaadp.org/doglaws.html>  
Assistance dog laws and legal resources.

*International Hearing Dog, Inc. (IHD)*, 5901 E. 89th Avenue, Henderson, CO 80640, (303)287-3277 Voice/TDD, (303)287-3425 Fax  
IHD has trained more than 950 hearing dogs since 1979 for people who are deaf or hard of hearing. All of the dogs selected for this special training come from local animal shelters. The dogs are generally mixed breeds, six months to a year in age, in good health, with aim-to-please, energetic personalities.

*National Education for Assistance Dog Service (NEADS)*, P.O. Box 213, West Boylston MA 01583. (978) 422-9064 Voice or TDD, (978) 422-3255 Fax. NEADS is a national non-profit assistance dog training and education program. The national headquarters is located in Princeton, MA, a rural setting close to Worcester in Central Massachusetts. Founded in 1976, NEADS is the oldest continuing hearing dog program in the country and the only program of its kind in New England. NEADS has trained well over 850 assistance dog teams from all states since 1976.

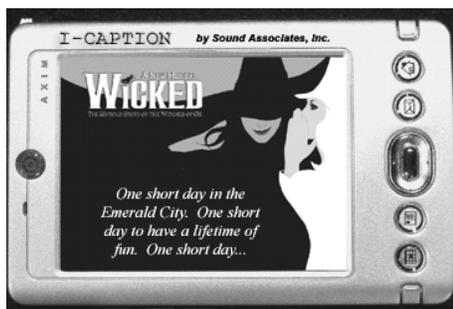
## I-Captions enhance theater hearing

By Ben W. Gilbert, Tacoma and Lona Lea Jennings, Federal Way

Once again, the computer has come to the aid of the hard of hearing and deaf. The assistance arrived as *I-Caption*, an individual captioning device that displays spoken dialogue and song lyrics in theaters.

The two of us, hard-of-hearing theater goers, often read the script in advance and, with the help of a tiny flashlight, follow it during the performance. We did not need to do this at a recent Seattle musical performance of "Big River," the delightful musical take-off of Mark Twain's "Huckleberry Finn" performed by the Deaf West Theater Group. *I-Caption* helped us understand the unfolding story.

The device (called a PDA or Personal Digital Assistant) is approximately 4 inches by 2.5 inches in size and displays every word as it is voiced or sung. We were among ten members of the audience who used the PDAs at the Sunday matinee performance. A dividend was sparing us and our neighbors the occasional annoyance and inconvenience of paper rustling.



Theaters install assistive listening systems to accommodate guests with hearing loss and to comply with legal requirements, but experience has told us they are not enough for us. While our stethoscope-type infra-red receivers were helpful, we understood only some

of the words. Shifting back and forth from the PDA to the big stage did not pose a problem, and it did increase word comprehension.

A base station "synchronizes text to a live performance," an *I-Caption* brochure explains. A series of slides is created at an initial performance or rehearsal for broadcast by the base station to be displayed on the PDA, assisted by the wonders of wireless technology.

Guided by the base computer, the slides are timed off the lighting and sound and pick up pre-set automation cues. The programmed slides are stored in the PDA with a removable flash memory card. The PDAs are powered by an extended-life lithium ion battery with a

*(Continued on page 4)*

## Low-cost loans for assistive technology

By Hillary Rossi, WATF Foundation

The Washington Assistive Technology Foundation (WATF) is a non-profit organization dedicated to improving the lives of people with disabilities through affordable access to assistive technologies. We provide low interest loans to Washington citizens with disabilities who require assistive technology devices and equipment, so they can independently live and work. Examples of assistive technology we will finance are hearing aids and augmentative speaking devices crucial to verbally communicate with the outside world. WATF also provides loans to people with disabilities requiring equipment for home-based employment. Examples of work equipment we will finance are FAX machines, computers (with or without adaptations), and furniture for a home office.

WATF's loans range from \$250-\$1000 with a prime to prime plus two interest rate. As a Community Development Financial Institution, we provide these loans to people with various income and credit histories and can assist individuals who are not considered "bankable" by other financial institutions. However, WATF does take clients of all income levels.

Our goal is to help people with disabilities gain access to all that life has to offer—whether at work, home, school, or play. If you are interested in finding out more, please log on to [www.watf.org](http://www.watf.org) or call 1-800-214-8731 (TTY or voice); e-mail WATF at [INFO@watf.org](mailto:INFO@watf.org).

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(Continued from page 3...*I-Captions enhance theater hearing*)

five-hour charge, enough for two regular-length shows. The battery on one of the two died during the second half of the performance, so we shared one for the rest of the production.

Unlike rear window captioning, which works only in a targeted section of the theater, *I-Caption* users can sit anywhere in the house. No permanent installation is required in the theater.

A representative of Sound Associates, Inc., the New York firm that provides the system, brought the *I-Caption* equipment to the theater. The whole outfit—wireless base station and dozens of PDAs—is portable. After the show, it went to New York for a separate production of “Big River.”

Developing and timing the script costs \$4,000 to \$7,000. The PDAs are valued at \$800 a unit and may be marketed for sale, as well as lease. The price is likely to drop if a continuing demand emerges. The costs to the theater, about \$250 to \$500 a week, depending on number of units required and the tour’s length, are underwritten by the production on a lease.

Although the captions are received in “real time,” they are created in advance, as noted. Work is underway, however, to add real time captioning capability. The providers see the device also being employed at corporate and multilingual events. Several languages can be stored on the memory card. As with TV captioning systems, the PDAs would be useful for persons learning English as well as the hard of hearing and deaf communities.

For more information, see ([www.soundassociates.com](http://www.soundassociates.com))

## Product review

# Phonak TelCom

By George Cooper, College Place

Thanks to my Phonak *TelCom*, in partnership with my FM hearing aids, I am able to listen to my choice of TV, FM, or CD-player and simultaneously monitor incoming telephone calls. I can do this while in the back room working at my computer, in the yard moving the garden sprinkler, in the kitchen preparing a meal, or anywhere else within the *TelCom*’s 15-meter range.

*TelCom* is a stationary FM transmitter housed in a small and attractive case. It boosts the sound it receives from television, radio, or other audio equipment and then transmits the boosted signal to my hearing aids. It is connected to my telephone line, allowing me to hear the telephone ring. The television or other audio signal is switched off automatically when the telephone is answered. If I choose to answer, I turn the TV, Radio, or CD speaker volume to zero, so there is no competing room noise.

We have a telephone answering machine hooked up to the telephone; so when the answering machine picks up the incoming call, I first hear my outgoing announcement and then the caller’s message. When the caller hangs up, the audio feed I was previously listening to returns.

I am unable to understand the playback of recorded messages from the telephone answering machine, so this task falls to my wife when she gets home in the evening.

The FM channel used by your hearing aids has to be entered into the



*TelCom* during initial set-up by a series of DIP switches on the bottom of the *TelCom*. Should you later acquire hearing aids set to a different frequency, the *TelCom* transmitting frequency is easily changed on the DIP switches.

*TelCom* is powered by an AC plug-in supply. An on/off rocker switch is conveniently located on the front of the device. The apex of the cone-shaped *TelCom* is a large disc-shaped combination status-indicator light and tap-switch to select operating modes:

- ❖ No light—power is off (check power switch)
- ❖ Amber—*TelCom* is in standby mode for telephone and is transmitting audio from TV or stereo. This is the usual mode of operation. *TelCom* will switch to telephone when the telephone handset is lifted.
- ❖ Red—Access to telephone is blocked (privacy for another person’s call). Audio of TV or stereo is being transmitted to hearing aids.

My wife and I can simultaneously hear and converse on calls to /from family members. When one of my wife’s students is on the phone talking to her, switching to “red” ensures the student’s privacy and I return to listening to the audio I was enjoying before the call.

*Editor: The TelCom can be purchased from your dispenser, along with the necessary FM “boots” or receivers. Some new hearing aids have FM receivers built into them. Consult with your dispenser.*

## In the news!

**SHHH annually recognizes individuals, chapters, and state organizations at its international convention. This year, the convention was held in Washington, D.C.**

### Sound Waves receives Best State Newsletter award

Penny Allen accepted the 2005 national award for Best State Newsletter. She has been editing the newsletter since the Fall 2000 edition, when she took over the *Washington State News for Hard of Hearing People* from former state leader, Gordon Nystedt. *Sound Waves* is sent to audiologists and hearing instrument dispensers throughout the state.

Penny received Honorable Mention for *Sound Waves* in 2001 and the national Advocacy Award in 2004. She lives in Port Orchard and currently serves as president of the WASA-SHHH Board of Trustees.



**Penny Allen (L), accepting award from Toni Barrient (R), Director of Member Services**

### DVR's Barb Gale honored for professional advisory support

Barb Gale, a vocational rehabilitation counselor with the Department of Vocational Rehabilitation (DVR), received the Professional Advisor Award for her support of the Spokane SHHH Chapter.

Barb has long seen the huge positive transformations that occur when someone isolated by hearing loss finds easy participation in a group. As a result, she and others at DVR-Spokane have worked with the Spokane chapter to achieve and maintain an exceptional level of communication access for local SHHH members.



**Barb Gale, using voice recognition software to provide captioning at the Spokane Chapter meeting**

### Telecommunications equipment

If you live in Washington State and have a hearing loss, you are eligible for an amplified phone, Voice Carry-over phone, or TTY, and/or a telephone signaling device. A contract trainer will deliver the equipment. Cost is based upon income. Contact Kelly Robison, Program Manager: 1-800-422-7930/ V; 1-800-422-7941/TTY; write to Telecommunications Equipment Distribution, PO Box 45301, Olympia, WA 98504; or e-mail Robiskd@dshs.wa.gov.

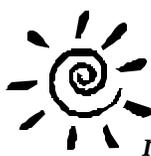
### Hearing aids for low income people

Lions Clubs work with dispensers to provide free refurbished hearing aids to anyone who qualifies. Contact your local Lions Club or dispenser to apply.

If your annual income is \$23,500 or below (single wage earner), you qualify for new high-quality, low-cost hearing aids through the Lions Audient program. More information: 1-877-283-4368 or see <http://www.audientalliance.org>.

### HAIL (Hearing Aid Insurance Legislation)

As of this writing, we intend to introduce a bill into the coming legislative session for insurance coverage for hearing aids. Rep. Sherry Appleton will be the primary sponsor in the House. We are still looking for sponsors in the Senate. If you have a rapport with your Senator, please let us know so we can work with you to set up a meeting. If you would like to be added to our HAIL e-mail information list, please contact Penny Allen, HAIL Chair, at PAllen@wasa-shhh.org.



## Implant corner

*For cochlear implant wearers and those who seek more information about this technology*

*By Ben W. Gilbert, Tacoma*

### **One of three personal cochlear implant stories**

#### **Evelyn Busick's story**

Measles at age three caused my sensory hearing loss. Fortunately, my first grade teacher ordered a hearing test. I still remember the look on my parents' faces when they learned I was very hard of hearing. I managed 12 years of schooling and graduated from high school at 17. However, it took its toll—I didn't make school friends and did not enjoy school. Exhausted when classes were over, I just wanted to go home and nap.

College was a disaster! The "modern" hearing aid that sat on top of my head was totally inadequate. I did not wear it after the first semester and dropped out. I got by as file clerk, evolving to other areas of office work. I never hid my hearing loss but didn't let it become an issue. Living in a hearing world has set the tone for my life. As I grew older, with a good government job, my hearing was getting worse. I worked for 35 years, retiring at 55. After I retired, my hearing seemed to nose dive, and I soon reached the point where hearing aids did not help.

Fortunately, technology and SHHH put me on the right track. Now I have better hearing in some ways than before, thanks to the implant.

The surgery was easy; "turn on" was low key. Hearing the first sounds and identifying them was exciting. Post surgery at Virginia Mason was excellent. They helped me with the telephone that I had not used for years. I talk on the

phone with family and friends but continue to experience difficulty with some situations, especially with "menu options." I have voice mail for incoming calls. When I do not understand a message, I use the relay service to have my messages typed to me.

Implant mapping software for both my Esprit 3G BTE and the body processor improves every year, especially for music. The music in the recent movie "Shall We Dance?" was especially enjoyable. Parties, restaurants, and public places continue to be too noisy. However, one 3-G program has a noise suppressor that I really like. When sound reaches a certain level, noise automatically goes down. I have to work a little harder to understand, but I am not trying to overcome an unbearable loud blast of noise.

Truly, the implant has been a huge success. No, the sound at first was not like normal hearing, but it began to sound normal to me. Friends told me they were so glad I got the implant, because now they can talk with me. Without this marvel of science, I am deaf.

*Editor: Evelyn is active in the Kitsap SHHH chapter and received her cochlear implant six years ago. E-mail her at [embusick@juno.com](mailto:embusick@juno.com).*

#### **Scottie Nix's story**

I have been hard of hearing all my life. For the last 5 or 6 years, I completely lost the ability to hear and understand normal speech and relied on lip reading. Co-workers often took notes for me at meetings, and I'd look over their shoulders to see what was being said.

### **New FDA criteria**

People with more residual hearing may be eligible for an implant. New FDA criteria is a 60% or less sentence discrimination score in the best aided condition with both ears and 50% or less in the ear to be implanted. Medicare is 40% or less in the best aided condition, regardless of implanted or non-implanted ear.

Audiologist Allison Zarkos said I was a perfect candidate for a cochlear implant. Once I found that insurance covered the implant, I got it as soon as I could. The process still took about seven long months! I was given a list of tests, including many I had no idea what they were. The hard test was the MRI—I am claustrophobic. In the end, I was sedated and made it.

My audiologist said I should have the left ear implanted, and that is the ear I chose. There is a lot to consider, since you lose residual hearing in the implanted ear. My left ear was my best ear. I do not regret having it implanted, because my right ear seems to hear better now. Selecting a CI was difficult for me. I visited manufactures' web sites, as well as the FDA sites. In the end, I selected the latest model on the market, the Nucleus 24 BTE Freedom model. Since I will never have anything to compare it with, I believe I made the best choice—and I hope I never learn differently (smile).

Group Health's Dr. David Mehlum performed the operation at Virginia Mason. I did have a hard time getting my energy back—it took me a full 4 weeks to get back to normal. I worked some from home and some from the office. In the last 4 weeks (by mid-June), I found that I hated

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(Continued from page 6...Scottie Nix)

to take my CI off for anything—even to go to bed. I love hearing.

Was I miserable at first when the CI was turned on? You bet! Can I hear all normal conversation? Not today, but in the future I should be able to get most all of it.

I can hear things I have never heard before. I can hear the person in the next room typing on a computer and I can hear a phone ring in the next room, I can hear birds sing—well, that is what people tell me they do. I am still having trouble adjusting to that one. Now I know why they call it “bird calls.” I also think that the key concept is to enjoy each sound you hear. Sure, you may feel like you are going crazy—but what a way to go!

*Editor: Scottie, an assistant city auditor for Seattle, is a grandmother of four granddaughters. She lives in Renton. E-mail her at snixer@comcast.net.*

## **CI for a romantic guy**

**Dean Olson** is a romantic guy at heart. In a talk to the Downtown Seattle SHHH Chapter, he listed the harm his severe to profound hearing loss did to his dating life. It was a factor prompting him to get a cochlear implant.

Dean had briefly attended sign language classes, but they “failed to cut the mustard.” Hearing aids didn't give him enough benefit, a key eligibility factor. Moreover, “As a single guy, I needed to work,” he told SHHH. He was losing touch and depending too much on the good will and knowledge of others.

During training to become a high school teacher, Dean encountered problems generated by his poor hearing. Although a natural

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## **Hearing comprehension, not age, predicts success with CIs**

Topics at the cochlear implant workshops at the SHHH convention in Washington D.C. included CIs in the workplace, seniors and CIs, team approaches to the device, and bi-lateral implants. Worldwide, 90,000 persons have implants—possibly one-third of them in the United States.

Age is not necessarily a predictor of success, **Dr. John Niparko**, implant surgeon at the Johns Hopkins Center in Baltimore, reported. In fact, some older people may do better than youngsters. Niparko noted that patients with residual hearing fare better. Ones bringing 50% hearing comprehension to surgery are likely to rise above 90% comprehension.

Making the case for CIs, Niparko asserted that CIs have been “consistently successful,” providing “exceptional benefits,” enhancing quality of life, and improving social well-being.

Just as enthusiastic about the CI, **Donna Sorkin**, Vice President of Consumer Affairs for the Cochlear Corporation, said that implants allow wearers to remain in the workplace as productive citizens. “If you are a candidate, don't wait,” the former SHHH Executive Director, said. “The sooner, the better.”

One-on-one work with a hearing/speech therapist may be required, particularly if one has been deaf for a long period, she cautioned. Getting used to an implant depends on commitment, Sorkin asserted. That worked for her. She got her implant a decade ago.

One shouldn't expect instantaneous results after being “turned on,” although for 10% of users, it does

work well from the outset, she noted. Within six months, 90% have made the adjustment. It may be necessary to supplement the implant in the workplace and other environments with assistive listening devices (and a telecoil).

To meet ADA requirements, employers should provide a compatible telephone, Sorkin said. Two-thirds of CI patients report using the phone daily and gained self-confidence by mastering it, Sorkin said. Noise reduction programming was cited as another valuable tool to use the CI's full potential.

**Dr. Nancy Beard Scholle** of Johns Hopkins provided information about pre-surgical psychological evaluations of CI candidates. They are designed to make sure that patients understand what it means to get an implant, an irreversible procedure. Implant surgeons don't want patients to ask after surgery, “What have I gotten into?”

Niparko and Sorkin told of persuading Medicare to pull back from plans to trim financial support for the procedure that may cost \$30,000 or more. Niparko pointed out that total expenditures for implants have amounted to only three-tenths of one percent of Medicare's budget.

**Heather Whitestone**, 1994 Miss America who acquired an implant in 2002, proved to be their secret weapon. She charmed **Secretary Tommy Thompson**, then head of the Department of Health and Human Services, into maintaining benefit levels. Medicare and Medicaid Services is a unit of the department.

(Continued from page 7...CI for a romantic guy) teacher, he now is working for King County in the computer field. He has had difficulty hearing on the phone and keeping abreast of work meetings. Even being with friends and relatives was work. High blood pressure readings reflected the stress.

Implanted on February 8, the implant failed to provide an instant fix. The surgery didn't cause much discomfort, although he left Virginia Mason Medical Center with a black eye (and swollen temple) that soon healed. For a week, he "heard" ringing in his ears and some dizziness, but he's returned to a physically active program that includes co-ed soccer.

"Now, I hear sounds I have not heard since Bellevue High—eons ago!" he said. I converse at about the same level as before, but I want more." Romantic benefit? He's not saying.

*Editor: Dean lives in Seattle and is active on the WASA-SHHH Board. E-mail Dean at deanolson@wasa-shhh.org*

## WA CI clinics

- ❖ Children's Hospital & Medical Center, Seattle
- ❖ Madigan Army Medical Center, Tacoma
- ❖ Puget Sound Hearing & Balance, Seattle
- ❖ Seattle Ear Clinic, Seattle
- ❖ Spokane Ear, Nose, & Throat, Spokane
- ❖ Tacoma Ear and Balance, Tacoma
- ❖ UW Otolaryngology Clinic, Seattle
- ❖ VA Medical Center, Seattle
- ❖ Virginia Mason Listen for Life Center, Seattle

## Deaf man runs for elective office

Ed Pottharst, who was born deaf, is running for the King County Council as an Independent in District 4. Ed has been involved in several groups on behalf of people with hearing loss, including SHHH and the WA State Chapter of the Alexander Graham Bell Association for the Deaf and Hard of Hearing.

As chair of the WA State Telecommunications Relay Service Advisory Committee, he helped establish the state's first telephone relay service to enable deaf and hard of hearing people to use the telephone. He has also lobbied public opinion and movie theaters to bring rear-window captioning into movie theaters (Pacific Place and Cinerama). Ed was a founding

board member of Listen and Talk (1995-1998), an oral school for children with hearing loss. In 2003, his younger daughter, Amy, who is also deaf, began receiving services from Listen and Talk.



Ed Pottharst

Ed, who does not know sign language, received a cochlear implant last year and is pleased with the results. He finds that it helps him in meetings, and lipreading is easier for him. For more information, see [www.edpottharst.com](http://www.edpottharst.com) or e-mail Ed at [epottharst@aol.com](mailto:epottharst@aol.com).

## FCC reaffirms commitment to people with hearing loss



- ❖ The "Tier 1" carriers (five largest wireless carriers) must ensure that 25% of their handset models are hearing aid compatible (HAC) by September 1, 2005, or make available four hearing aid compatible (HAC) handset models and five by the following year.
- ❖ The wireless carriers that are replacing older TDMA networks with a different technology have until September 18, 2006, to comply with HAC requirements, provided they meet certain conditions.
- ❖ All wireless carriers must ensure that 50% of their handset models are HAC by February 18, 2008.
- ❖ HAC digital wireless phones must have prominent labeling on the exterior to show the handset's technical rating.
- ❖ More detailed information

must be included inside the package so the consumer can quickly determine which phones are HAC.

Brenda Battat, Senior Director of Policy and Development at SHHH, worked with the Cellular Telecommunications and Internet Association (CTIA) to develop a package of offerings. Consumers will be allowed to test the phones in-store before making a purchase and will have a 30-day return policy. CTIA member companies agreed to promote HAC phones using their own in-store displays.

*For detailed information on compatibility issues, see <http://www.hearinglossweb.com/Issues/Access/telecomm/cell/cell.htm> or see the FCC ruling at <http://www.fcc.gov/cgb/consumerfacts/accessiblewireless.html>*

## New products on the market

By Penny Allen, Port Orchard

The highlight of a national convention, for me, is always the Exhibit Hall. Here are a few of the things that caught my eye this year.

**Bluetooth®**, a wireless technology, seems to be the latest rage. Phonak is incorporating it in their hearing aids and even making receivers that can be used with cochlear implants. This gives you a hands-free way to use your cell phone—or anything else you want to listen to.

**ELI** is a miniature Bluetooth® device that communicates wirelessly between your hearing aid and cell phone. You need to have a Bluetooth® phone or else buy an inexpensive adapter to make your phone compatible. Your BTE aid will need a direct audio input (DAI) boot so the ELI can plug into it. It's a pricey gadget, but this technology holds a lot of promise because the sound is going straight to your hearing aid. To order the ELI, check with your dispenser.



**Uniden's Bluetooth 5.8GHz Telephone System** can expand to ten wireless handsets. This system enables you to link up with your cell phone to use your calling minutes. It can be used as a speaker phone, a baby monitor, or five-way conference calling.



While some of these features may be difficult to access for some hard of hearing people, a little experimenting may find it useful. Costco online carries this phone, and you can find it elsewhere online if you do a search.

**Williams Sound** has come out with a nice little pocket talker. It feels good in your hand and has a tone control for better clarity. You can order it with a neckloop (shown right) if you have telecoils in your hearing aids or an ear bud or headset if you don't have telecoils (or don't wear aids).



ClearSounds® has introduced the **CLA-7 Amplified neckloop** for telecoil-equipped hearing aids or cochlear implants. It has a 30 dB gain and can be used with a cell phone, cordless phone, or corded phone with a 2.5mm jack. The 2.5mm to 3.5mm adapter also allows you to use it with any device having a 3.5mm audio jack (assistive device, CD player, iPod, etc.). The cord is 40 inches long from the microphone to the jack and is powered by two standard AA batteries—worth the hefty price they're charging, as far as I'm concerned. *Note: The pocketalker and neckloop can be purchased from companies specializing in hearing-related products. Search online, or we'll be happy to provide a resource list.*



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## Getting support

There's no reason to go it alone. If you can't find a chapter near you, contact us (see WASA-SHHH Board, page 11). We will try to locate someone in your area to meet with you.

If you have e-mail, that's even better. We have a strong online support network—people just waiting to "talk" to you and help you solve your hearing-related dilemmas.

SHHH also has message boards, a chat room, and listserves. Join SHHH today and take advantage of these great ways to receive online support:  
<http://www.hearingloss.org>.

## Chapters in Washington

# Chapters in Washington

*Meeting times and days sometimes change, and most chapters take a vacation break. See our website for program listings.*

**BELLEVUE**—2nd Sat. 1:00 pm; Lake Sammamish Four Square Church, Rm. 104, 14434 NE 8th St., Bellevue; amplification, FM. Prudence Clem: 425-746-1074 or e-mail chapter coordinator.

**CRISTWOOD**—Time/location in retirement complex varies. 350 N. 190th St., Shoreline; amplification, infrared. Rose Inouye: 206-542-5541 or e-mail inou@wasa-shhh.org.

**DOWNTOWN SEATTLE**—4th Thurs. 6:00 pm; HSDC, 1625 19th Ave., just off Madison; amplification, FM. Focus is on issues in the workplace. Judi Carr: 206-935-6637 or jstarbright@wasa-shhh.org.

**EAST JEFFERSON COUNTY**—4th Mon. 1:00 pm; Pt. Townsend Community Center, 620 Tyler Street, Pt. Townsend; amplification, FM. Emily Mandelbaum: mandelbaum@olympus.net or 360-379-4978 or Sandy MacNair: 360-385-1347 or smacnair@cablespeed.com.

**EVERETT AREA**—2nd Sat. 11:00 am; Snohomish Co. PUD Commission Rm., 2320 California, Everett; amplification, FM, real-time captioning. Dave Pearson: 360-653-6746 or DCPearson@wasa-shhh.org.

**FOUR FREEDOMS**—1st Thurs. 1:30 pm; Four Freedoms House, Rm. 9, 747 N. 135th St., Seattle; amplification. Eleanor Kowalski: 206-364-3837 or Kelly Richards, Service Coordinator: krichards@prudentproperty.com or 206-364-2440.

**GRAYS HARBOR**—2nd Tues. 6:00 pm, Timberline Public Library, 121 E. Market, Aberdeen. Wes Brosman: 360-537-0456 or wesbro@olynet.com.

**IDA CULVER HOUSE BROADVIEW**—2nd Thurs. 2:00 pm, 12505 Greenwood Ave. N. Seattle; Michael Craig: 206-368-3713 or MCraig@ERACARE.com.

**KITSAP**—4th Sat. 1:00 pm; Iris Room at Silverdale Harrison Hospital, 1800 N.W. Myhre Road; amplification, FM, real-time captioning. John Allen: 360-871-0997 or jcallen@wasa-shhh.org

**ORCAS ISLAND**—Meetings times irregular; Orcas Senior Center, 62 Henry Rd., Eastsound; amplification, FM. Susan Kosiur: 360-376-574 or swkosiur@aol.com.

**PORT ANGELES**—3rd Tues. 10:00 am; Pt. Angeles Senior Ctr., 328 E. 7th, Port Angeles; amplification, FM. Gladys Snyder: gladysjs@olypen.com or 360-683-9887.

**RENTON**—2nd Fri. 12:30 pm. Renton Senior Center, 211 Burnett Ave. N., Renton.; FM, real-time captioning. Mary Hollenbeak: 425-430-0594 or Sandra Bunning: Sandrab@wasa-shhh.org

**SHHH KIDS**—Just for hard of hearing children and their families. South King County area. Time and location change due to scheduled activities. Sidney Weldele-Wallace: (wk) 253-833-9111, ext. 4705 or 253-833-6487 (h) or sweldele@greenriver.edu.

**SKAGIT**—2nd Tues. 1:00 pm; Fidalgo Ctr., 1701-22nd St., Anacortes; amplification, FM. Danny Beatty: 360-293-2793 or dflyb@telcomplus.net.

**SOUTH KING COUNTY**—2nd Fri. 6:45 pm; Auburn Regional Med. Center, Rm. 327, 202 N. Division, Auburn; amplification, FM, real-time captioning. Tom Weicht: trweicht@netzero.net or 253-939-9332.

**SPOKANE**—2nd Sat. 9:30 am at Rock Pointe-East, 1313 N. Atlantic, Spokane, in the DVR conference room; amplification, FM. Please be sure to arrive at 9:30 am or doors will be locked. Barbara Brassard: sina@icehouse.net or 509-326-6712.

### All-chapter lunch

November 5, 12:00 pm - 3:00 pm, Laurent Clerc Hall (formerly CSCDHH), 1609 19th Ave., Seattle (one block off Madison on 19th) Sandwiches provided—bring a dish to share.

### Interested in working with chapters?

State Chapter Coordinator, Bev Ziarko, is retiring in November. We are looking for several people throughout the state to be part of our Chapter Development Committee. This is volunteer work that entails visiting existing chapters and helping start up new chapters—it's a team effort. E-mail is essential. Contact Bev at bevziarko@wasa-shhh.org.

**TACOMA**—2nd Sat. 10:00 am at TACID, 6315 S. 19th St., Tacoma; amplification, FM, real-time captioning. Jerry Hansen: 253-531-6532 or jerryhansen@wasa-shhh.org.

**THE HEARTHSTONE**—2nd Tues. 10:30 am; 6720 E. Greenlake Way N, Seattle; amplification, infra-red. Donna Leggett: 206-517-2204 or ilactivitiescord@hearthstone.org.

**West Seattle**—3rd Wed. 1:30 pm; Fautleroy Church, UCC Lounge, 9260 California Ave. SW, Seattle; amplification, induction loop. Elaine Maros: elainemaros1@juno.com or Doug Gray at 206-932-6427.

**WEST SEATTLE GOLDEN EARS**—3rd Thurs. 1:00 pm; West Seattle Sr. Center, 4217 SW, Oregon St., Seattle. David Kietzke: drkietzke@att.net or Judi Carr 206-935-6337.

**WHATCOM-BELLINGHAM**—3rd Sat. 10:00 am; Christ the Servant Lutheran Church, 1600 Lakeway Dr., Bellingham; amplification, FM. Charlene MacKenzie: 360-738-3756 or CharMacKenzie@cs.com; Bert Lederer 360-319-4540 or bertleder@msn.com.

## We appreciate you!

Your donations help us fund projects that benefit people with hearing loss. These contributions are for the last quarter, May through July:

- ❖ Sandra Bunning, Renton
- ❖ George Cooper, College Place
- ❖ Anonymous organization

## United Way

You can make regular United Way contributions and help hard of hearing people in our state. These readers have supported this newsletter throughout the year through United Way:

- ❖ Erlene Little, Seattle
- ❖ Dave Pearson, Marysville
- ❖ John C. Robbins, Renton
- ❖ Della Ramsden, Seattle
- ❖ George Ross, Seattle
- ❖ Lilia Smith, Camano Island
- ❖ Timmie Mauck, Poulsbo
- ❖ Bev Ziarko, Kent
- ❖ United Way Kitsap Co., unknown donor

## Microsoft Matching Program

- ❖ Mark and Susan Svancarek—Redmond

**Double your donation!** Many employers will match their employees' donations to non-profit organizations. If you are planning to make a donation to WASA-SHHH, please ask your employer if your company has a matching gifts program. We are a 501(c)3 organization.



## Captioning fund

WASA-SHHH plans to place data projectors in strategic areas of the state for our chapters to share for captioning and training. With your generous donations, we have purchased one projector. We would like to add three more. If you would like to make a contribution, please specify that it is for the captioning fund. We thank **Emily Mandelbaum of Pt. Townsend** for her recent contribution.

**WASA-SHHH Board meetings** are scheduled four times a year. Our last meeting of the year is a general meeting with installation of the new board. Meetings are open to SHHH members and the public. Captioning and ALDs are provided.

Saturday, December 3, TACID, 6315 S. 19th St., Tacoma. 10:00 am.  
Please contact Judi Carr, Meeting Coordinator, for more information: [jstarbright@wasa-shhh.org](mailto:jstarbright@wasa-shhh.org).

## Opportunities for volunteer work

You don't have to be a WASA-SHHH Board member to participate in state activities. We need help in the following areas:

- ❖ Web design
- ❖ Grant writing
- ❖ Public speaking, training
- ❖ Newsletter writing/editing, proofreading
- ❖ Fundraising, sponsorship
- ❖ Advocacy
- ❖ Financial/auditing
- ❖ Outreach
- ❖ Chapter coordinator

Please e-mail us if you wish to be of help: [info@wasa-shhh.org](mailto:info@wasa-shhh.org)

## WASA-SHHH Board

- President: Penny Allen, Port Orchard (Sound Waves Editor); [PAllen@wasa-shhh.org](mailto:PAllen@wasa-shhh.org) or Ph: 360-871-0997
- Vice President: Don Pickens, Redmond (Finance Committee Chair) [DPickens@wasa-shhh.org](mailto:DPickens@wasa-shhh.org)
- Secretary: John Allen, Port Orchard (Access & Communications Committee Chair); [JCallen@wasa-shhh.org](mailto:JCallen@wasa-shhh.org)
- Treasurer: Rick Faunt, Auburn; [RFaunt@wasa-shhh.org](mailto:RFaunt@wasa-shhh.org)
- Chapter Coordinator: Beverly Ziarko, Kent (Database Manager and Chapter Outreach Committee Chair); [bevziarko@wasa-shhh.org](mailto:bevziarko@wasa-shhh.org) or Ph: 253-631-3141
- Michael Bower, Auburn (Nominations Committee Chair) [MABower@wasa-shhh.org](mailto:MABower@wasa-shhh.org)
- Sandra Bunning, Renton (Correspondence Coordinator) [Sandrab@wasa-shhh.org](mailto:Sandrab@wasa-shhh.org)
- Sue Campbell, Seattle (Newsletter Chair) [SueCampbell@wasa-shhh.org](mailto:SueCampbell@wasa-shhh.org)
- Judi Carr, Seattle (Meeting Coordinator) [jstarbright@wasa-shhh.org](mailto:jstarbright@wasa-shhh.org)
- Sandra Carr, Spokane; [sjcarr@wasa-shhh.org](mailto:sjcarr@wasa-shhh.org)
- George Cooper, College Place; [sargeo@wasa-shhh.org](mailto:sargeo@wasa-shhh.org)
- Ben W. Gilbert, Tacoma; (Implant Corner Editor and National SHHH Board member) [bengilbert@wasa-shhh.org](mailto:bengilbert@wasa-shhh.org)
- Jerry Hansen, Tacoma; [jerryhansen@wasa-shhh.org](mailto:jerryhansen@wasa-shhh.org)
- Mary Jo Harvey, Spokane; [mjharvey@wasa-shhh.org](mailto:mjharvey@wasa-shhh.org)
- Lona Lea Jennings, Federal Way; [lonaj@wasa-shhh.org](mailto:lonaj@wasa-shhh.org)
- Dean Olson, Seattle; [deanolson@wasa-shhh.org](mailto:deanolson@wasa-shhh.org)
- Jennifer Stone, Seattle; [jstone@wasa-shhh.org](mailto:jstone@wasa-shhh.org)



# Sound Waves ~

Fall 2005

**A quarterly publication of the Washington State  
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*Subscription renewal is January of each year and runs through December. We will gladly provide back issues if subscription is made during the year. WASA-SHHH is a 501(c)3 organization and relies on your support to fund outreach projects that help people with hearing loss. Please make checks payable to WASA-SHHH and mail this completed form to WASA-SHHH, PO Box 4025, Kent, WA 98089. Note: names and addresses are strictly confidential. We do not sell or distribute this information.*