

Sound Waves



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Tips from a pro



Buying a new cell phone

By Don Pickens, Redmond

If you are an active and mobile person, or if you are employed, you'll probably agree it's difficult to function without a cell phone. If you are hard of hearing (HOH), purchasing a cell phone can be a difficult process.

I recently set out to replace my old reliable Nokia 5160 cell phone that I used with a Nokia loopset (a neckloop with a microphone). It had been a trusted solution for me for many years, but the phone was a victim of heavy use and had a cracked antenna. Additionally, it was difficult to find my loopset and hook it up to the cell phone every time I got an impromptu incoming call. I was looking forward to the first of this year, when cell phone carriers were required to allow customers to switch carriers and keep the same phone number. My plan was to check out all the options available with different carriers and then make a decision.

I restricted my search to Verizon and Sprint, because they use a CDMA transmission platform that has proven to be more compatible with hearing aids and cochlear implants. I feel it is important to work with a carrier retail store,

rather than an independent retail dealer not directly owned by the carrier. As a HOH person, it is easier to resolve issues and get assistance up the line with a carrier than with an independent dealer.

When you visit

- ❖ Do not go on the weekend or evening when the store is full and expect to get any meaningful attention.
- ❖ If the store does not have active phones, explain your HOH status and your need to try the phone in the store. Sometimes the store personnel have phones they can provide at this point. If not, try another store with the same carrier. If that does not work, arrange to meet with the store manager and ask for assistance in activating phones for you to try. If that does not work, ask them politely to provide you with their manager's name and politely work up the ladder.
- ❖ Consider accessories in the form of assistive listening devices (ALDs). If you think you want a particular ALD, then purchase it with a return policy and take it with you when you

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Join SHHH!

Membership in SHHH is \$20 student, \$25 single/family, \$50 professional.

It includes the award-winning bi-monthly magazine, *Hearing Loss*, full of good information about technology and people who live with hearing loss. Don't miss a single issue. Write to SHHH, 7910 Woodmont Ave., Ste. 1200, Bethesda, MD 20814 or join online: www.hearingloss.org.

Cell phone resources

Phone brands that have worked for other SHHH members are Samsung, Motorola, Audiovox and Sanyo. Models change frequently. There are a number of accessories or ALDs as well that have been reported to have good results and are T-Coil compatible, including HATIS, CHAAMP, Plantronic headsets, Humantechnik PL-100 neckloop, and Motorola and Nokia loopsets. For a good overview of these options, see <http://www.hacofamerica.com/cellamp.htm>

- Good SHHH resource article archive on digital cell phones and hearing aids, FAQ: http://www.hearingloss.org/html/qa_for_audiology_online_digita.HTM
- Cellular Telecommunications & Internet Association website. Good information: <http://www.accesswireless.org/index.htm>
- Good overview of accessories and ALDs available for cell phones: <http://www.hacofamerica.com/cellamp.htm>
- One resource for purchasing PL-100 neckloop (Harc Mercantile): Call 1-800-445-9968 or see <http://www.hacofamerica.com/>
Note: The reason for a microphone in the neckloop is because the phone microphone is deactivated when you plug a listening accessory into it.
- FCC summary of new regulations on wireless compatibility <http://www.fcc.gov/cgb/consumerfacts/accessiblewireless.html>

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test phones.

- ❖ Ask the salesperson to show you which phones have the most clarity and volume and adjust the volume to your needs. Eliminate phones that do not have a vibration alert option (most do).
- ❖ Try all their phones. Call at least one person you know (preferably more), so you can test your comprehension against known speech patterns.
- ❖ Try the phones in the normal setting on your hearing aids or implant and then with the T-Coil mode.
- ❖ Work with the salesperson to understand your calling plan and the return policy. Use the phone, even if you don't need to, immediately after activation. Try it in all of the hearing environments in which you might want to use—the car, a mall, on the street, and especially at home. Do not worry about your minutes. If it doesn't work, return the phone.

More accessible phones

A number of SHHH members with severe hearing loss have recently purchased phones and are happy with the results. Each hearing loss is different, and your hearing aids or cochlear implant will interface differently with cell phone selections than someone else's. Here's a good example: With my old Siemens analog hearing aids, I heard buzzing when I put my AT&T Nokia cell phone to my ear; so I was restricted to using a loopset to hear on the Nokia phone. When I purchased my new Widex digital hearing aids this past year, I could hear on the same phone without any electromagnetic interference (EMF), although the volume level was not adequate unless I used

the loopset. The difference was in the technology and immunity built into my new hearing aids. That is why you need to test phones in the store and make your own decision.

Have cell phones improved? Yes! I found lots of options. There were several phones with good volume and clarity that I could use without a listening accessory and several that had good quality speaker phones built into them. There were lots of clamshell model phones that flip open. These tend to be better for HOH people than a non-flip phone.

At the moment Sprint is a little more user friendly at the store level. In the newer Sprint stores, they have all of their phones active and available for testing. I found this to be the case in the Redmond stores in Overlake and the Redmond Town Center area. Verizon tended to use the "You can take the phone home, and if you don't like it you can bring it back" approach. I was able to get personal attention at the Bellevue Verizon store after I first contacted the national operations manager for a compliance division of the company. She was helpful in getting me hooked up with the store manager and a salesperson at the local level. I was then able to try the phones I needed. Verizon had some very good phone options. I selected a Sprint phone because of all the phones I tested, the one I finally settled on had excellent volume, clarity, and by far the best built-in speakerphone.

In July of 2003, the FCC finally passed a ruling requiring cell phone companies to make their phones accessible to the HOH community beginning in two

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years. Many of the carriers presently offer an upgrade program to a new phone if you sign a new two-year contract with them. If you need a cell phone, buy one now and don't wait. There are good options for you today, and in another two years they will just be better.

My solutions

I am a commercial real estate broker, and communication and cell phones have always been a necessity in my employment. I started using cell phones when they first came out. (Many of you may recall the old Motorola "brick" cell phones.) In the early years I really struggled with cell phones, because I simply could not get enough volume to hear with adequate comprehension. That is when I went to the expense of having a microphone and speakerphone installed in my car in what is called a "hands-free car kit." This allowed me to snap my cell phone into the car cradle and converse comfortably. I could set the speakerphone volume to a level that I needed. Still, there were problems: first I was tethered to my car; and second, if I had any passengers, they needed ear plugs.

Then Nokia came along with their loopset. I could still use the car kit but not be tethered to the car. I could take the phone with me and use the loopset—more freedom and more productivity.

Today, with my new phone, I have the best of all worlds: I have a clamshell phone from Sprint (you pick the carrier) with excellent volume control and no EMF. I can, without hesitation, answer an incoming call and do not need to grapple for a loopset. The outstanding speakerphone built into it has good clarity and volume if I need to be hands free and write

something down or if I have someone with me who needs to participate in a conference call. For added flexibility I purchased a neckloop that is similar to the Nokia loopset but more universal and also features a built-in amplifier. I use it when I am driving in the car for two reasons: first, safety; and second, because a car environment is the most challenging from a hearing standpoint. With the neckloop, I can hear clearly without any outside interference. I also use the neckloop when I am engaging in a series of long conversations. Most people of normal hearing, for safety reasons and perceived health reasons, use headsets with ear buds as an accessory today. My neckloop does the same thing for me.

Improving technology and matching that technology to my hearing aids has now allowed me to finally step forward in an employment environment and actually function pretty much as a "normal" hearing person.

The one side issue I have is that while my new cell phone has a vibrating function and a strobe light when ringing, I tend to need to hear it ring. I have various ring settings and volumes from which to choose. I have played with the settings; and unfortunately for me to hear the ringing sound, you would think that I was being announced as the President of the United States entering the chambers for a State of the Union address. If that is the only compromise I have to make, I will take it.

Editor: Don purchased a Sanyo RL2500 phone from Sprint and a Humantechnik PL-100 neckloop made in Germany. See sidebar page 2. You can contact Don at DPickens@wasa-shhh.org.

Telecommunication Equipment Distribution Program

If you live in Washington State and have a hearing loss, you are eligible for an amplified phone, Voice Carry-over phone, TTY, and/or telephone signaling equipment. Cost is based upon income. Contact Kelly Robison, Program Manager: 1-800-422-7930/V; 1-800-422-7941/TTY; Robiskd@dshs.wa.gov or write TED, PO Box 45301, Olympia 98504.

Low-interest loans

Washington Assistive Technology Foundation (WATF) offers low-interest loans to Washington residents for assistive technology (e.g., hearing aids, augmentative communication devices, computers with adaptive equipment). See the WATF website (<http://www.watf.org>) or call 206-826-1038 V/ or 800-214-8731V/TTY. No income restrictions.

HAIL (Hearing Aid Insurance Legislation) update

Per state law, any health care mandate needs to go through an in-depth analysis called a "Sunrise Review." Our bill is now entering this phase, and the completed study will be submitted to the Department of Health by September 1. A new bill will be introduced into the 2005 legislature. If you would like to be added to the advocacy list, or wish to help with the study, please contact Penny Allen, HAIL chair at Pallen@wasa-shhh.org. For more information on HAIL, see our website.

Timely renewals represent savings

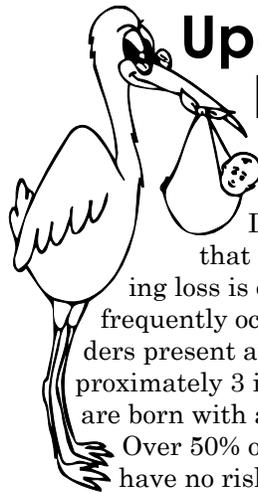
By Shervonne Murphy, SHHH Membership Assistant

I'd like to tell you a little about SHHH's renewal system, and why it's so important to us that you renew your membership when you get your first renewal reminder.

Renewal reminders are important to an organization like SHHH because they help us maintain our membership. Renewal reminders are sent out every six weeks, in a 3-letter cycle – we send them about 10 weeks before your membership expires, 6 weeks before your membership expires and at expiration. We've found that this 3-letter cycle has helped with membership retention. These days, people are used to getting about 5 reminders for their magazine subscriptions, and when we send less than 3 reminders we lose members!

But of course, every reminder mailing costs us money. If you can renew promptly with your first reminder, then this helps SHHH use more of its dues to help people with hearing loss, rather than spending it on administrative costs.

To encourage prompt renewals, we are now offering a special membership discount if you renew with your first notice. So not only will you be helping to minimize the administrative and mailing costs to SHHH, you will also have the opportunity to sign up for a 2-year individual or family membership for just \$40. That means your SHHH membership costs just \$1.67 per month! Don't wait or be late, renew early and save \$10!
Editor—see membership information on Page 1.



Update on newborn hearing screening

By, Esther Ehrmann, EHDDI Project Coordinator
 Children's Hospital & Regional Medical Center

Did you know that newborn hearing loss is one of the most frequently occurring disorders present at birth? Approximately 3 in 1000 babies are born with a hearing loss. Over 50% of these babies have no risk factors for hearing loss, and 95% are born to normal hearing parents. Undetected hearing loss can cause significant delays in speech and language development, as well as negatively impact parent-infant bonding, social-emotional development, and educational achievement.

The Washington State Early Hearing Loss Detection, Diagnosis and Intervention (EHDDI) Program is striving to ensure that all infants born in our state are screened for hearing loss prior to discharge from the hospital or before 1 month of age, all infants that are referred from newborn hearing screening programs receive a diagnostic audiologic evaluation by 3 months of age, and all infants identified with hearing loss are enrolled in early intervention by 6 months of age.

In 1999, only 7% of newborns in Washington State received a hearing screening. That number has risen dramatically, with over 80% of infants born in Washington receiving a hearing screening during 2003. As of April 2004, only a handful of the 68 birthing hospitals in Washington have not yet implemented universal newborn hearing screening programs.

It is estimated that 90% of newborns in Washington State will receive a hearing screening prior to discharge from the hospital in 2004. Because there is no legislation in Washington State mandating newborn hearing screening, all hospitals that have implemented newborn hearing screening programs have done so on a voluntary basis. (37 states have legislation)

The Washington State EHDDI Program is comprised of a partnership between Children's Hospital & Regional Medical Center, the Washington State Department of Health, the Lions Early Assessment Program (LEAP) of the Northwest Lions Foundation for Sight & Hearing, and the Washington Chapter of the American Academy of Pediatrics.

Free technical assistance and training, as well as financial assistance, are provided to hospitals in the implementation of newborn hearing screening programs. In addition, outreach and education are provided to physicians, audiologists, and others in the community. The Department of Health has developed a statewide tracking & surveillance system and Best Practice Guidelines for Newborn Hearing Screening, Diagnostic Audiologic Follow-up for Infants Referred from Newborn Hearing Screening, and Early Intervention for Infants with Hearing Loss and their Families.

As newborn hearing screening is becoming the standard of care in

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Washington, the Washington State EHDDI Program is focusing on increasing access to diagnostic audiologic follow-up to newborn hearing screening and early intervention for those infants identified with hearing loss. Working together, we look forward to achieving our goal of screening ALL

newborns in Washington for hearing loss, and ensuring that those identified with hearing loss have access to the services they need.

For more information about the Washington State EHDDI Program, call (888) 365-7767 or send e-mail to unhs@seattlechildrens.org or visit us at: <http://www.newborn-hearing-screening.org>.



Cordless woes?

Cordless phone accessibility is covered by the Hearing Aid Compatibility Act of 1989. Until recently, people with hearing aids have been able to use their telecoils on cordless phones without problems. Some of the newer cordless phones are digital and are now causing interference with hearing aids. Consumers have advised SHHH that 2.4 GHz and 5.8 GHz and digital spread spectrum cordless phones are causing particular problems. Some models of phones even have disclaimers on the box that they may not be usable with hearing aids, even though they are required by law to be hearing aid compatible.

SHHH has brought this to the attention of the FCC and requested that the law be better enforced. If you have tried to purchase a cordless phone or actually purchased one and found that you cannot use it with your hearing aid, it is important that you let the FCC know by filing an informal complaint. Please provide the following specific information:

Model:

Make:

Frequency:

Where did you purchase or try to purchase the phone?

Why are you not able to use the phone?

Describe the problem.

How would you like to see this problem resolved?

Name:

Address:

Phone:

Email:

How to contact the FCC: E-mail: fccinfo@fcc.gov or write to: Federal Communications Commission, Consumer & Governmental Affairs Bureau, Consumer Complaints, 445 12th St. SW, Washington, D.C. 20554; or phone toll free: 1-888-225-5322 voice/1-888-835-5322 TTY, Monday through Friday, 8 am to 5:30 pm ET; or Fax: Toll-Free: 1-866-418-0232.

Please let Brenda Battat, SHHH Deputy Executive Director, know if you contact the FCC. Email Brenda her at battat@hearingloss.org or write her at SHHH, 7910 Woodmont Ave., Ste. 1200, Bethesda, MD 20814. Include your name, date of contact with the FCC, and make and model of phone.

Hotline for air travelers with disabilities

Obtain assistance in resolving real time or upcoming issues involving service animals, seating accommodations, enplaning, deplaning and connecting assistance, the stowage of personal equipment and other accommodations. The Department of Transportation (DOT) has hotline operators well-versed in the Air Carrier Access Act and 14 CFR (Code of Federal Regulations) Part 382, which prohibit discrimination in air travel.

Learn and obtain written information about your rights as a hard of hearing person to help you better plan your next air travel experience.

Call Toll Free 7 am-11 pm EST:
1-800-778-4838 (Voice)
1-800-455-9880 (TTY)

Air travelers who want the DOT to investigate a complaint about a disability-related issue must submit the complaint in writing via e-mail at airconsumer@ost.dot.gov or postal mail to: Aviation Consumer Protection Division, US Dept. of Transportation, 400 7th St. SW, Washington, D.C. 20590

Good press for UW

In its annual ranking of graduate schools, published April 12, *U.S. News & World Report* rated the Vanderbilt University audiology program the best in the country, just ahead of the University of Iowa. The University of Washington audiology program ranked third, followed by Northwestern fourth, and the University of Texas-Dallas and Wisconsin tied for fifth.



Implant corner

Ben W. Gilbert, Editor

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

When hearing aids no longer work, it may be implant time

By Ernest C. Snyder, Sequim

I first noticed a hearing loss in my right ear when I was about 12 years old. Our family doctor used a tuning fork to determine that I really had a slight loss. My tonsils and adenoids were removed to no beneficial effect except I didn't have tonsillitis anymore.

Our doctor recommended that I see an eye, ear, nose and throat specialist. This doctor found my Eustachian tube not fully open so he treated it. This did not help my hearing. **He said there was nothing else to be done.**

I became used to the loss. Since my left ear was unaffected, I got by. As I look back, I was handicapped more than I realized. I am a poor speller, as I was taught to spell by sound. Too often, that didn't work. Music also did not sound good to me.

My first job was as a riveter at Lockheed Aircraft. After a year, I decided to join the Navy. I passed a preliminary physical, but two weeks later I was given another physical. I failed it when my hearing loss was noticed.

Later, declared 1A, I was inducted into the Army Air Force. I wanted to fly but could not pass a flight physical because of my hearing loss. Since I had aircraft experience, I served three years in a very noisy job that further damaged my hearing.

In 1944 an intense air raid left me almost totally deaf for several weeks. I regained some hearing in

my left ear, but my right ear suffered considerable loss. I could no longer understand speech in that ear. At war's end I was discharged with a hearing disability.

The VA fitted me with a hearing aid in 1947, a body aid worn under my clothes. The clothing noise nearly drove me crazy. It was fitted in my left (better) ear. As I look back, the aid should have been in my right ear. I was fitted with a BTE in 1960. It worked well, and I have continued to use one in my left ear since then.

My hearing continued to deteriorate slowly. By 1980 it was difficult to continue working as a high school teacher. I struggled until 1982 when I took early retirement.

Over the years I took speech reading courses. In 1999 my wife and I moved to Sequim, and I joined the SHHH group in Port Angeles. There I heard Dr. Backous (of Virginia Mason) speak about cochlear implants. I met people who had implants and heard their testimonies about the benefits and how well they liked their implants.

The VA in Seattle fitted me with Phonak aids with a remote control, that worked for about a year. Then I began having difficulty distinguishing sounds. I thought the aids needed to be reprogrammed, but Nancy Cambron, my audiologist at the VA, retested my hearing and found that it had deteriorated to a point where she felt I should consider an implant. In May 2003 I had implant surgery in my right ear at the VA

Deaf children benefit from early implants

Deaf children who receive cochlear implants prior to ages two or three learn language more quickly than those who receive their implants later, according to speech recognition studies in the Volta Review of the Alexander Graham Bell Association. Deaf children implanted after age five do not do as well as those implanted before that age, the studies showed, but they too begin to catch up over time.

hospital. Everything went well and a month later my Nucleus 24 was "turned on." I could hear sounds almost immediately but could not distinguish them. On the way home I heard the turn signal on my car for the first time. I was thrilled. I had not understood sound in that ear in over 40 years.

My progress has been steady if slower than I would like. Today I can understand speech with just the cochlear implant. It is not clear but it is improving and I am optimistic that improvement will continue. Most of the time I also use my hearing aid in my left ear along with the implant.

I would recommend a cochlear implant to anyone who can no longer function with just a hearing aid.

Implant corner...continued from P. 6

Hears sounds she's never heard before

By Lee Holland, Kent

My Esprit 3G was activated January 8, after having cochlear implant surgery December 12. Having been profoundly deaf since birth, getting a CI was the best thing I'd ever done.

Since activation, I learned many sounds that I had never heard in my entire life. I can hear my dog running, raindrops on the roof, crows callings, someone honking a car horn at me, my own breathing, "S" sounds, and light/key alarms in my car. The list goes on—chickadees, broom sweeping, railroad crossing bells ringing, and more awareness of speech. I still struggle with high frequencies—sounds I never heard until the implant was activated.

I believe my self-esteem has sky rocketed. Friends tell me repeatedly that they don't remember seeing me so happy. Truth is, I *am* happy, as I am discovering what I missed for the last 46 years. I have since picked up some common everyday phrases such as "Good morning", "How are you?", and "Have a nice day" without lip-reading. One night I caught "bubble gum" on a cartoon commercial on a TV program that wasn't captioned. However, I still have a long way to go.

My family is very supportive. The kids now "tolerate" lower TV and radio volumes (non-blasting) for my sake. My two college-age daughters are confused. Their whole life was spent telling me to be quieter, to talk at lower levels. Now the roles are reversed: I'm telling them to be quieter, which they haven't gotten used to.

Many of my friends are just as excited. Still, some haven't a clue yet,

thinking I should be talking on the phone now. One thing I still hear from strangers is "Never mind" when I ask them to repeat, and I hate that! Recently, a good friend told me my voice volume is a lot lower and my speech is clearer.

I'm still making progress...been talking on the phone nightly with my older daughter. My understanding has improved. She has noticed that she does not need to repeat things as much. At the last testing, it showed I can hear around 30 dB across the chart. I'm still in disbelief that the test was indeed mine. This is a far cry from pre-implant days, when I could hear only about 90 dB at 250 Hz with no response above 1,000 Hz with a hearing aid and 65 dB in the low frequencies.

The high pitches, so bothersome at first, that I asked that they be toned down, are not "killing" me any more. Robbi Bishop, my audiologist at Virginia Mason's Listen for Life Center, put the high pitches back where they belong after resting them for a few weeks. I am still a bit dependent on signing and lip-reading.

With my CI, my need to ask people to repeat has greatly decreased, and I am understanding people—even strangers. At church recently, using the Esprit 3-G's T-coil setting with the church's FM system and lip-reading, I caught about 30 percent of the sermon (something I have dreaded all my life). Robbi and I are still "looking" for the right programming. Robbi is not "just my audiologist" but also a good friend I can count on to help me be the best I can be.

I want to thank everyone who helped me fulfill my lifelong dream

Cell phone choices— analog or digitals?

Linn Tearney of Cochlear Co. has found that analog cell phones work better with implants than digital cell phones, but analog models will soon become obsolete. Interference is a problem with digitals and can drown out the speech signal.

Nucleus BTE processors are now being shielded to reduce such interference, Linn said. Static can be managed by connecting a headset to a digital phone with a jack. A neckloop designed for use with the speech processor may be an alternative, along with patch cords and silhouettes. An accessory that turns the cell phone into a speakerphone is another option. Most cell phones today are equipped to vibrate as well as ring, a feature of possible value to the deaf and hard of hearing.

to hear better, particularly my late Auntie Esther who found the article that "triggered" my dream in an engineer's magazine about a cochlear implant experiment around 1970.

Lee Holland attended the pre-school program at the Hearing, Speech and Deafness Center in Seattle, Green Lake Primary School, and Meadowdale High School (where she was the lone deaf student). She learned to sign at Gallaudet University in Washington, DC. Currently, with her "new hearing," Lee is aiming to realize a life-long dream to study law. She plans to start at Highline Community College this fall to become a paralegal.

Projection equipment fundraising



In order to accommodate hard of hearing people at our state and chapter meetings, we need to have captioning. We have been fortunate to have volunteer captioners, but most do not have the projectors to display text on a large screen or wall. WASA-SHHH has determined a need for four data projectors to be used throughout the state, at a cost of \$10,000. If you can help us attain our goal, please make a note in your enclosure that your contribution is for projectors. We also welcome used projectors in good working order.

Watch your back



Sandra Bunning, WASA-SHHH board member and South King County Chapter past-president, isn't shy about her communication needs. She also sports a lapel button with the same message.

Equipment donations welcome

WASA-SHHH regularly gets questions about equipment donations, such as phones and assistive devices. We will gladly put you in touch with someone who can use them.

Chapters

Support and education

Although some chapters meet monthly year round, most meet from September through June and host a summer picnic. Meeting times and days sometimes change, so check first with the contact person. See our website (<http://www.wasa-shhh.org>) for program listings.

Cristwood—350 N. 190th St., Shoreline. Amplification, infrared. Time/location in retirement complex varies. Contact Rose Inouye at 206-542-5541 or e-mail inou@wasa-shhh.org.

Downtown Seattle—2nd Mon. 6:00 pm; Community Service Center for the Deaf and Hard of Hearing (CSCDHH), 1609 19th Ave., just off Madison. FM. Focus is on issues and access in the workplace. Judi Carr, facilitator: 206-935-6637 or jstarbright@wasa-shhh.org.

East Jefferson County — 4th Mon. 1:00 pm; Auditorium, Jefferson General Hospital, 834 Sheridan, Pt. Townsend; amplification, FM. Emily Mandelbaum at mandelbaum@olympus.net or 360-379-4978 or Sandy MacNair: smacnair@cablespeed.com or 360-385-1347.

Everett Area— 2nd Sat. 11:00 am; Snohomish Co. PUD Commission Rm., 2320 California, Everett; amplification, FM, real-time captioning. Myrna Kain: 425-438-0432 TTY (via relay: 711) mkain1@wasa-shhh.org; 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 Marianne Kelly: 335-206-363-4924

Grays Harbor—2nd Tuesday, 6:00 pm, Timberline Public Library, 121 E. Market, Aberdeen. Contact Wes Brosman: wesbro@olynet.com or 360-537-0456.

The Hearthstone—2nd Tues. 10:30 am; 6720 E. Greenlake Way N., Seattle; amplification, infra-red; Shelleyrae Murphy: 206-525-9666 or shmurph@hearthstone.org.

Kitsap—3rd Sat. 1:00 pm; Givens Community Center, Cascade Rm., 1026 Sidney Ave., Port Orchard; amplification, FM, real-time captioning. Evelyn Busick: 360-697-3884 Voice/TTY; 360-697-7890 FAX; e-mail: embusick@juno.com or call Linda Nopp at 360-307-8358.

Orcas Island—2nd Wed. 10:00 am, Orcas Senior Center, 62 Henry Rd., Eastsound; amplification, FM. Contact Susan Kosiur: 360-376-5746 or e-mail: swkosiur@aol.com.

Pasco—3rd Thurs. 1:00 pm, Pasco Senior Center, 1315 N. 7th Ave., Pasco. ALDs are available. Contact Robin Traveller: RTraveller@wasa-shhh.org or toll-free 1-888-543-6598

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Sequim—2nd Tues. 10:00 am, St. Luke's of Sequim, 525 N. 5th Ave., Sequim. Amplification, FM. Ginger Nichols at 360-681-2055 or dalenann@olympus.net.

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

Shoreline—1st Wed. 10:30 am; Shoreline Senior Center, 18560 1st Ave. NE, Shoreline; amplification, FM. Mr. Laurel Martinson: 206-525-3389 or contact chapter coordinator.

Skagit—2nd Tues. 1:00 pm; Fidalgo Ctr., 1701- 22nd St., Anacortes; amplification, FM, captioning. 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. Rick Faunt: 253-833-9147 or rfaunt@wasa-shhh.org.

Spokane—2nd Sat. 9:30 am at Rock Pointe-East, 1313 N. Atlantic, Spokane, in the DVR conference room; amplification, FM, computer captioning. Please be sure to arrive at 9:30 am. If you arrive late, there will be no one to let you in since the doors are locked and everyone will be in the meeting. Contact Bob Roberts: 2bob2@comcast.net; Mary Jo Harvey: harvemj@netzero.net; or Denise Jones: mdj@wasa-shhh.org or 509-328-2740.

Tacoma—2nd Sat. 10:00 am at TACID, 6315 S. 19th St., Tacoma. Amplification, infra-red, real-time captioning. Jerry Hansen: jerryhansen@earthlink.net , 253- 531-6532; or Marcee Widland at mwidland@msn.com.

Tri-Cities—3rd Tues. 7:00 pm; Kennewick Library, 1620 Union St. Kennewick; amplification, FM, and captioning. Robin Traveller at toll-free 1-888-543-6598 or RTraveller@wasa-shhh.org

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

Whatcom County chapter starting soon

Interested in being part of a new chapter starting in Bellingham? There's an organization meeting in August, with the first meeting starting the 2nd Saturday in September. For more information, Contact Charlene MacKenzie at 360-738-3756 or CharMacKenzie@cs.com; Bert Lederer 360-319-4540 or bert@lederers.net

Wenatchee & Yakima—New chapters forming. For information contact Robin Traveller, Eastern WA Chapter Coordinator: Toll-free 1-888-543-6598; RTraveller@wasa-shhh.org

2004 WASA-SHHH meetings

WASA-SHHH meetings are open to SHHH members and the public. General meetings are scheduled in the morning, followed by lunch, with the board meetings in the afternoon. Visitors may observe the afternoon board meetings. All meetings are captioned and have ALDs. *Plan to take part in our raffle! Quality raffle items will be raffled at each of our meetings.*

- ❖ Saturday, August 28, 10:00 am, St. Luke's Rehab Institute, 711 S. Cowley, Spokane, Large Conference Room, near the reception area
- ❖ Saturday, November 20, 10:00 am (annual meeting and elections), TACID, 6315 S. 19th St., Tacoma

Editor: Please see our website or contact Judi Carr, Meeting Planner (jstarbright@wasa-shhh.org), for more information.



Ben Gilbert has been elected to the SHHH National Board of Trustees. Ben is a member of the WASA board and past president of the Tacoma Chapter. He will remain a non-elected member of the WASA Board. He has just received separate awards for work on behalf of hard of hearing people from Listen for Life Center and Pierce County Rotary chapters.

Penny Allen has been honored with the SHHH 2004 National Advocacy Award, which will be presented at the national convention in June.

WASA-SHHH Board

- **President:** Rick Faunt, Auburn; RFaunt@wasa-shhh.org or Ph: 253-833-9147
- **Vice President:** Penny Allen, Port Orchard; (Access/Advocacy Chair, Sound Waves Editor); PAllen@wasa-shhh.org or Ph: 360-871-0997
- **Secretary:** John Allen, Port Orchard; JCallen@wasa-shhh.org
- **Treasurer:** Sue Campbell, Seattle; SueCampbell@wasa-shhh.org (Newsletter Chair)
- **Acting Past President:** Don Pickens, Redmond; DPickens@wasa-shhh.org (Finance Committee Chair)
- **Western WA Chapter Coordinator:** Beverly Ziarko, Kent; (Database Manager); bevziarko@wasa-shhh.org or Ph: 253-631-3141
- **Eastern WA Chapter Coordinator:** Robin Traveller, Pasco; RTraveller@wasa-shhh.org or toll-free 1-888-543-6598.
- Michael Bower, Auburn; MABower@wasa-shhh.org
- Sandra Bunning, Renton; Sandrab@wasa-shhh.org (Correspondence Coordinator)
- Judi Carr, Seattle; jstarbright@wasa-shhh.org (Speakers Bureau Chair, Meeting Coordinator)
- George Cooper, College Place; sargeo@wasa-shhh.org
- Ben Gilbert, Tacoma; bengilbert@wasa-shhh.org (Implant Corner Editor)
- Jerry Hansen, Tacoma; jerryhansen@earthlink.net
- Denise Jones, Spokane; mdj@wasa-shhh.org (E. WA Outreach/Access Chair)
- Sidney Weldele-Wallace, Auburn; sweldele-wallace@wasa-shhh.org (Captioning Committee Chair)

WASA-SHHH Board of Trustees

By Michael A. Bower, Nominations Chair

Since its birth WASA-SHHH has been served by dedicated individuals who have given of their time and talents to develop a dynamic organization. Following in the footsteps of its first president, Gordon Nystedt, WASA-SHHH continues to publish an award-winning quarterly newsletter. In 2002 WASA-SHHH fulfilled Gordon's dream of hosting the annual international SHHH Convention in Puget Sound, setting a new convention standard.

Chapter development has continued and there are close to 20 chapters throughout the state. WASA-SHHH developed a four-hour training course for employees of the Office of Deaf and Hard of Hearing (ODHH) and received a grant from that office to provide training at the six Regional Service Centers for the Deaf and Hard of Hearing in 2003-2004, with plans for expanding the training.

WASA-SHHH has lobbied for hearing aid insurance legislation (HAIL) and has made significant progress in bringing the hope of affordable hearing aids to realization. All this, and more, has been accomplished by the members of the Board of Trustees and their committee members—and there are ambitious plans for the future!

WASA-SHHH is seeking nominations for the Board of Trustees upcoming election. Only people willing to work need apply, because, as you can see, this Board has accomplished much and has much to accomplish!

The WASA-SHHH Board of Trustees is made up of 9 to 18 elected

members, each serving a 3-year term. Every year a third of the board positions become available, so it is the duty of the Nominations Committee to recruit candidates to fill the board openings. Although there is no limit to the number of terms a person can serve on the board, the officers are limited to two consecutive terms in any one office.

Every board member is expected to participate in one or more committees, which include: executive, nominations, finance, outreach, access, event planning, newsletter, and special committees (ad hoc) as needed. Board meetings are held four times a year, with executive committee meetings held in between. The fall meeting is the annual membership meeting and installation of the new board members and officers. At this time, new board member training is also held.

Board positions are open to people who are hearing and hard of hearing alike, and we encourage family members and professionals who advocate and provide services to hard of hearing people to apply.

If you are interested in joining the WASA-SHHH Board of Trustees and being a part of a great organization that does great work, or know someone who is, please contact: Michael A. Bower at mabower@earthlink.net (Please put "WASA-SHHH" in the subject line to avoid being deleted as an unknown). I will send you a nomination application and copy of the Board Position Descriptions. To paraphrase the Marines, "We need a few good people."

Thanks!

We appreciate you!

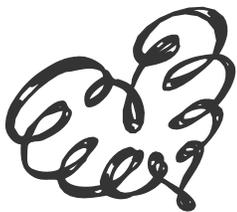
Your donations help us fund projects that benefit people with hearing loss. These contributions are for December through January:

- ❖ Audiological Services—Pullman
- ❖ Judy Barnes—Portland, OR
- ❖ Janet Dahl—Mountlake Terrace
- ❖ Nita Christoe—Marysville
- ❖ Everett Area Chapter of SHHH
- ❖ Kay Filson—Auburn
- ❖ Ursula Gallagher—Snohomish
- ❖ Frances Hayes—Issaquah
- ❖ James Julien—Bellevue
- ❖ Shelby Kahn—Seattle
- ❖ Emily Mandelbaum—Port Townsend
- ❖ Ruth Wynn Miller—Spokane
- ❖ Gordon Mowat—Seattle
- ❖ Carol Nichols—Auburn
- ❖ Judy O'Connor—Woodinville
- ❖ Lillian Richards—Seattle
- ❖ Betty Ruble—Auburn
- ❖ Washington Hearing Society—Vancouver
- ❖ Dorothy Wood—Austin TX

United Way

You can make regular contributions to WASA-SHHH through United Way 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
- ❖ Mark and Susan Svancarek—Redmond



Special thanks to the Office of Deaf & Hard of Hearing for funding printing for outreach newsletters through June. We send our newsletters throughout the state, and rely on this funding.

Newsletter information

We welcome your articles, letters, and notices of coming events. Articles may be abbreviated due to space constraints. Opinions expressed in this newsletter are not necessarily those of WASA-SHHH or of SHHH. Mention of goods or services does not mean endorsement, nor does exclusion suggest disap-

proval. Any portion of this newsletter may be reprinted or disseminated, as long as credit is given to the individual author or to this publication. This newsletter is posted on our website, along with back issues. We encourage hearing health professionals to make copies available to their clients.

Fond farewells



SHHH members Sue Campbell (L) and Erla Musser (R)

Erla M. Musser

1931-2004

We are saddened by the death of longtime SHHH member, Erla Musser, who passed away suddenly in March. Erla was one of the founders of both Tacoma and South King County chapters. She attended the South King County Chapter for many years, and was a WASA-SHHH board member. She was a bright light in our lives—always there when we needed a helping hand.

The family has requested memorial donations be made to her chapter: South King County Chapter, c/o 4902 Mill Pond Loop Auburn, WA 98092. Please note "In memory of Erla Musser."

Dorothy Wood

1922-2004

Former WASA-SHHH board member Dorothy (Dodie) Wood passed away in April. She had been active in the Tacoma Chapter and was on the Office of Deaf and Hard of Hearing Advisory Committee. She and her husband, Bob, had moved to Texas in 2002. Dodie was an advocate for hard of hearing people, and she will be greatly missed.

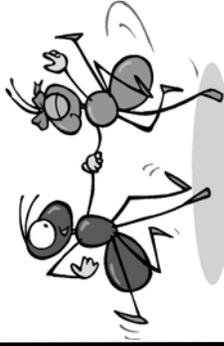
1st Annual SHHH Family Picnic

Where: The Renton Lions Youth Camp
21235 SE 184th Street, Maple Valley, WA

When: Saturday, July 31, 11:00 am to 4:00 pm

WASA provides: BBQ grills, plates, napkins, cups, plastic ware, soft drinks, catsup, mustard, mayo, & WATERMELON. Covered area available.

Please bring: A potluck item to share (salad, dessert, etc.); Meat to grill (and buns), outdoor games (balls, bats, mitts, badminton, etc.); chairs or blankets to sit on; family & friends, and a willingness to have fun!



Directions to the camp

From the North:

Take I-5 South; take Exit 154A to I-405 and go 4 miles. Take Exit 4, Bronson Way/Maple Valley, for less than 0.1 mile. Bear right on WA 169 South and go 7.5 miles. Turn left on Cedar Grove Rd SE; go 0.1 mile and turn right on Byers Rd SE. Go 0.1 mile and turn left on SE 184th St. Go 0.3 mile to camp at end of road.

From the South:

Take WA-18 East to Maple Valley Exit 169 towards Renton. Go 0.3 miles and turn right on SE 232nd St. After less than 0.1 mile, turn right on Byers Rd SE. Go 0.1 mile and turn left on SE 184th St. Go 0.3 mile to camp at end of road.



Sound Waves

Summer 2004

*A publication of the Washington State Association
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A "wild" convention



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International
Convention
Omaha, Nebraska*

Visit our state website at <http://www.wasa-shhh.org>

WASA-SHHH, Washington State Association of Self Help for Hard of Hearing People, is affiliated with the national organization of Self Help for Hard of Hearing People, Inc., headquartered in Bethesda, MD. SHHH is an educational organization devoted to the welfare and interests of hard of hearing people.

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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.