Welcome New HLAA-WA President Greg Bawden

Sound Waves asked Greg to introduce himself and share his goals for HLAA-WA.

I began wearing hearing aids seven years ago. I find it amazing that I hesitated in purchasing that first pair of aids, telling myself that I don’t need them. Now I rely on hearing aids, t-coils, and the Bluetooth connections for almost all communications. I have worked with three audiologists, and it was only this year that I started working with one who really understands the needs of active people. In addition to evaluating my hearing loss, she has helped me select a variety of assistive listening tools for my work and other activities.

My wife and I live on a rural property in the Carnation/Duvall area, and we are fortunate to work within a ten-minute drive of our home. Our two college-age daughters have done a great job adapting to my hearing loss and helping me “hear” at home and when we are out and about.

For the past 15 years I’ve been a firefighter and now Battalion Chief with a small fire department. Because of my hearing loss, I am now restricted to primarily administrative duties.

In my free time, I serve as an elected member of the Riverview School District Board of Directors. The district installed a loop in the board room and I am teaching the board and administrators how to talk one at a time. I also race kayaks, which surprisingly is a sport dependent on good hearing. Competitors need to be able to hear the coach, the start, team members, and even competitors. I can’t wear my hearing aids when kayaking (I’d lose them for sure), so I am educating race directors on how to help deaf and hard of hearing athletes be able to participate.

I joined HLAA as part of my effort to “own” my hearing loss. I want to learn as much as I can, find out how other people cope, and find resources to help answer my questions. And I was not disappointed — the HLAA magazine and website are great sources of information; as have been the HLAA-WA newsletter and local chapter meetings. And the people! Several of the people I’ve met through HLAA-WA have provided valuable suggestions and steered me to resources I did not know existed.

My goals for HLAA-WA? First, I want to help recruit and retain future leaders. I’m a big fan of Jim Collins (who wrote From Good to Great) and his idea about having “the right people on the bus.” I also want to help HLAA-WA set attainable goals and then achieve those goals. This organization has thrived through the efforts of some talented and VERY hardworking people. We need to bring in new people to learn the ropes and then help the organization gain momentum and take advocacy, support, and education to new levels.

I look forward to meeting and working with many HLAA members in Washington State in the coming two years.
Long-time HLAA-WA member Karen Utter completed her two-year term as board president in December. During her tenure, our statewide organization continued to connect to a more diverse audience to share information, support, access, and advocacy for people who don’t hear well; and included the following achievements.

**Community Outreach and Wider Relationships**

- Expanded presence by HLAA-WA members in their communities with star advocate Cheri Perazzoli championing “Let’s Loop Seattle” — the statewide push as part of the national campaign to install hearing loop assistive technology in public and municipal venues
- Met with the Seattle Police Department, the Seattle’s Disability Commission, and the national leader for Communication Access via Captioning (CCAC)
- Outreach to parents of children who have hearing loss and schools administrators
- Presentations to civic, municipal and arts-related groups, and lobbying public commissions and officials to ensure greater hearing access
- Education by Cheri Perazzoli and Judi Carr of hospital “interpreter referral specialists” in Seattle about the communication needs of patients and families
- Workshops by four of our Washington members during the 2013 HLAA convention in Portland
- Participation at 2012 and 2013 state conventions of the Washington State Audiology Association and follow up with individual local audiologists
- Closer relationship with the state Office of Deaf and Hard of Hearing Services (ODHH), including the regional centers and staff
- Welcomed Tacoma HSDC Communications Specialist, David Viers, to HLAA-WA Board
- Southwest Washington Center of the Deaf and Hard of Hearing in Vancouver hosted newly forming HLAA-WA chapter
- ODHH hired a hard-of-hearing specialist to provide information and assistance regarding hearing assistive equipment, Computer Assisted Real-Time Translation or CART, hearing loops, and other ALDs
- Presentations made by ODHH staff and Telecommunication Equipment Distribution Program trainers to HLAA-WA chapters
- Website links provided to other HLAA state leaders, and groups such as TDI (formerly known as Telecommunications for the Deaf and Hard of Hearing, Inc.), ALDA (Association for Late-Deafened Adults), Cochlear Pioneers, and Wash-CAP

**Technology**

- Updated website by webmaster Kate Johnston now more user-friendly, with “info@” email addresses targeted to specific HLAA-WA effort
- Online newsletter updated with color by Sound Waves Editor, Marsha Gladhart
- Expanded Facebook and LinkedIn presence by Marsha Gladhart along with Let’s Loop Seattle online activities noted by Cheri Perazzoli

**HLAA-WA Growth**

- Updated HLAA-WA bylaws ratified
- Developing Seattle and Vancouver chapters offering monthly programs
- Scholarships for five HLAA-WA members to attend the 2013 HLAA Portland convention, with two attendees subsequently elected to our state board
- New emerging leadership on local and state level
- Attendance by Alexi Pederson at HLAA Assistive Listening Technology training

Karen Utter
Seattle Foundation's GiveBIG Reminder — May 6, 2014

Last year was HLAA-WA’s first year to participate in the Seattle Foundation’s GiveBIG program. As a result, HLAA-WA received generous donations that allow us to support a variety of events and resources related to hearing loss. Watch our Facebook page and website for more information in April. We hope you will keep us in mind as you plan your charitable giving for 2014. All donations made through The Seattle Foundation's website on GiveBIG day receive a percentage of the matching funds (or "stretch") pool. This percentage depends on the size of the stretch pool and how much is raised in total donations on GiveBIG day. For example, if the stretch pool is $500,000 and the total amount raised that day is $2,000,000, then the stretch percentage is 25% (or 25 cents on the dollar). In other words, it is a prorated match.

Donations made by credit card (Visa, MasterCard and Discover) via Click & Pledge (GiveBIG online donations provider) through The Seattle Foundation’s website qualify for the stretch pool. Because they cannot be tracked through their website, donations in other forms will not count toward the totals for the stretch dollars. For more information, see the Seattle Foundation’s website at www.seattlefoundation.org/givingcenter/givebig/

HLAA Convention 2014 Registration is OPEN!

It’s that time of year — time to register for Convention 2014! Two ways to register:

ONLINE
For quick and secure registration, begin by logging into the HLAA Portal (You may create a login on this page if you don’t have one yet). Once you login to the HLAA Portal, click on Convention Registration link on the left menu and read the instructions. Should you have any questions, please contact Nancy Macklin.

Note: On the same page where you will select your registration package, be sure to add on tickets for Texas Swing at the historic Scholz Bier Garten (sponsored by Sprint CapTel). Also be sure to RSVP for the Awards Breakfast and Ceremony (sponsored by CapTel Captioned Telephone).

OFFLINE
Print and mail the Registration Form (pdf) or use the form included in the November/December issue of Hearing Loss Magazine.

Donations to HLAA-WA: November 2013 through January 2014

We sincerely thank those subscribers and members who have sent us donations in the last three months. Your support is very important and helps us to share our newsletter with others who are looking for some help or information on hearing loss. You are appreciated!

Judy Barnes, Portland, OR  David Kietzke, Seattle  Joyce McDaniel, Edmonds
Danny Beatty, Anacortes  Brenda Kochis, Spokane  Jerry & Joanna Olmstead, Anacortes
Ed Belcher, Kenmore  Doris Linkletter, DesMoines  Carol Quigg, Spokane
Sue Campbell, Seattle  Erlene Little, Oak Harbor  Ida Rowe, Vancouver
George Cooper, College Place  Charlene Mackenzie, Bellingham  Wynona Tyson, Seattle
Bettie Dunbar, Seattle  Emily Mandelbaum, Port Townsend  John White, Stanwood
Many people who are hard of hearing (HOH) find it difficult or impossible to make telephone calls or use intercoms (ordering fast food, etc) due to being unable to understand what the person on the other end is saying.

Because so many people with hearing loss use speech reading to compensate for what they don’t hear, being unable to see the speaker’s face can cause a significant communication barrier. This in turn causes anxiety and potentially may dissuade someone from making a call to 911. Emergency responders want everyone to not only have equal access to 911 but to feel equally confident in using this valuable resource. Your call to 911 may save someone’s life!

Here is some information on how a 911 call is processed and how you can easily access 911 in case of emergency.

Most agencies will answer the incoming call with one of the following phrases:

“911”

“911, what are you reporting?”

“911, what is the address of the emergency?”

What do I say?

1. Notify the 911 Operator that you are hard of hearing.
2. Advise him or her that you will be providing the needed information as best you can.
3. Tell the operator that you may not be able to understand their questions or ask that he or she speak slowly and clearly — whatever is optimal for you.

What 911 needs to know

WHERE? The first and most important information is the address of the problem or emergency. So remember, if your neighbor fell in his or her driveway, you need to provide the neighbor’s address. But if necessary 911 can start with your address and work from there (e.g., “next door to” or “three houses west of”).

WHAT? Once 911 knows WHERE the problem is, 911 needs to know WHAT the problem is. Do you need Police? Fire Department? Medical Aid?

For example:

Police: “My neighbors are fighting.”

Fire Department: “There is a fire in my kitchen.”

Medical Aid: “My husband is having chest pain.”

For police incidents, 911 wants to know several very important things after the address

When did this happen? How many minutes ago? Or is it happening now?

Are there any weapons involved? (guns or knives)

Is anyone injured?

What can you tell us about the suspect? (name? description?)

If the suspect has left, what direction did he or she go?

What is your name?

Where can police find you for contact?

For fire department incidents 911 wants to know a few very important things after the address

What type of emergency? What is on fire? What do you see? Smell?

Is anyone inside the car or house or apartment?

If fire, is the fire spreading?

Is there smoke or flames or both?

If odor, what type of odor? Electrical? Burning smell, natural gas or chemicals?

For medical aid incidents, 911 wants to know several very important things after the address

Is the patient conscious or awake?

Is the patient breathing normally?

How old is he or she?


For a cut-out of emergency information to display on your refrigerator or near your phone, see page 5 of this issue.
But….what should I say?

“Hello, I am hard of hearing and may not be able to understand you so I am going to tell you about my emergency. Please be patient with me as I speak.”

“The ADDRESS OF THE EMERGENCY is:”

**Example**

<table>
<thead>
<tr>
<th>101 Main Street</th>
<th><strong>Street Address:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Apt #C-302</td>
<td><strong>Apartment #:</strong></td>
</tr>
<tr>
<td>Panorama Apartments</td>
<td><strong>Name of Apt Complex:</strong></td>
</tr>
<tr>
<td>Seattle</td>
<td><strong>City:</strong></td>
</tr>
<tr>
<td>WA</td>
<td><strong>State:</strong></td>
</tr>
<tr>
<td>206-234-5678</td>
<td><strong>Phone #:</strong></td>
</tr>
<tr>
<td>Susan Bridges</td>
<td><strong>Name:</strong></td>
</tr>
</tbody>
</table>

**Example Address info needed**

Fill in your info below!

<table>
<thead>
<tr>
<th>Street Address:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Apartment #:</td>
<td></td>
</tr>
<tr>
<td>Name of Apt Complex:</td>
<td></td>
</tr>
<tr>
<td>City:</td>
<td></td>
</tr>
<tr>
<td>State:</td>
<td></td>
</tr>
<tr>
<td>Phone #:</td>
<td></td>
</tr>
<tr>
<td>Name:</td>
<td></td>
</tr>
</tbody>
</table>

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The Listen for Life Center at Virginia Mason Medical Center

The Listen for Life Center at Virginia Mason Medical Center specializes in protection, evaluation and treatment of hearing loss for infants to the elderly.

**SERVICES INCLUDE:**
- Comprehensive audiologic testing (includes specialized testing for the diagnosis of vestibular and auditory system abnormalities)
- Cochlear Implant Program
- Bone-Anchored Hearing Aid (BAHA) Program
- Hearing aid evaluation and fitting
- Full-service pediatric hearing program (including diagnosis and management)
- Custom hearing protection, swim molds
- Assistive listening devices
- Community service and awareness

Virginia Mason – Seattle
Lindeman Pavilion, 1201 Terry Ave.
Seattle, WA 98101
Appointments: (206) 223-8802
TTY: (206) 223-6362

Virginia Mason – Federal Way
33501 First Way S.
Federal Way, WA 98003
Appointments: (253) 874-1750
TTY: (253) 874-1714

Virginia Mason – Issaquah
100 N.E. Gilman Blvd.
Issaquah, WA 98027
Appointments: (425) 357-8040
TTY: (425) 357-8035

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They said nothing could be done about hearing loss.

Good thing he didn't listen.

What drove Dr. Graeme Clark to invent the first multi-channel cochlear implant over 30 years ago? What kept him going when others called him crazy and sometimes worse? His father was profoundly deaf and growing up, all he wanted was to find some way to help. His invention came too late for his dad, but for the hundreds of thousands of people whose lives he helped change, it’s been nothing short of a miracle. *Let there be sound.*

Today they can hear because one man chose not to listen.
Read their stories at Cochlear.com/US/Hear or to connect with a Cochlear Concierge call 800-483-3123 or email Concierge@Cochlear.com

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**Seen and Heard**

Greg Bawden attended *Saving Mr. Banks* at the Bella Bottega Theater in Redmond with his family. The captioned glasses worked great (unlike a previous attempt at another Regal Cinema). Greg met a very nice young man who works at the theater who gave him some pointers on their use and said that due to his own hearing loss, he uses them regularly!

Far Away Entertainment is installing a new assistive system for people who have hearing loss in theaters in Bainbridge Island and in Anacortes. The system will include upgraded headsets and closed captioned glasses and cup holder readers. Far Away Entertainment has worked closely with HLAA-WA members to make its theaters accessible.

The Bainbridge Performing Arts Center has an infrared assistive listening system installed. HLAA members are working with the sound technician to provide a variety of receivers for attendees who wear hearing aids or who have cochlear implants.

HLAA Videos Surpass 4.8 Million Online Views: Knowlera Media, Inc., reports that the HLAA video series "Understanding Hearing Loss" has surpassed 4.8 million views through Huffington Post, AOL, Daily Motion and MonkeySee sites, and will soon be on Yahoo. See [http://www.hearingloss.org/content/video-series-learn-about-hearing-loss](http://www.hearingloss.org/content/video-series-learn-about-hearing-loss).

**Washington Cochlear Implant Family Camp**

**June 13 – 15, 2014**
**YMCA Family Camp, Lake Wenatchee, Washington**

The Washington Cochlear Implant Family Camp is for all adults and children with cochlear implant(s) and their families. Some activities that will be offered at Lake Wenatchee YMCA Family Camp will be archery, crafts, swimming, canoeing, kayaking, and hiking. Other camp activities such as a scavenger hunt, a water carnival, the Y-lympics and zany campfires may be available. A variety of board games and puzzles are available in the lodge for families to use.

More information is available at [http://www.cifamilycamp.com/](http://www.cifamilycamp.com/)
Chapter and Support Group News

BELLEVUE — 2nd Sat. 1:00 p.m.
Lake Sammamish Foursquare Church, Chapel
14434 NE 8th St.
Hearing assistance: amplification, FM, induction loop,
CART (real-time captioning)
Bev: zbev@msn.com or 253-631-3141
or BellevueHLA@comcast.net

EAST JEFFERSON CO.— 4th Mon. 1:00 p.m.
Port Townsend Community Ctr.
620 Tyler St., Port Townsend
Hearing assistance: amplification, FM
Emily: 360-531-2247 or mandelbaum@olympus.net
Meetings are held Sept. - Oct. and Jan.- May.

RENTON — 2nd Fri. 12:30 p.m.
Renton Senior Activity Ctr. 211 Burnett Ave. N.
Hearing assistance: amplification and FM system
Glenda: philiofam@gmail.com or 253-631-2345 (evenings).

HLAA-WA in SEATTLE — 2nd Tues. 7:00 p.m.
Aljoya Conference Room
450 NE 100th St.
Hearing assistance: Amplification, induction loop,
CART (real-time captioning)
Karen: 206-817-3213 (voice msg. or text),
425-742-3228 or SeattleHLA@gmail.com

SPOKANE — 2nd Sat. 9:30 a.m.
Spokane Hearing Loss Center, 1206 N Howard
Hearing assistance: amplification, induction loop,
CART (real-time captioning)
Margaret: 509-893-1472 or hlaspokane@gmail.com

TACOMA — 2nd Sat (alternates with CI support)
meets in Feb, Apr, June, Aug, Nov, Dec, 9:30 a.m.,
TACID, 6315 S. 19th St.
Hearing assistance: amplification, FM, CART (real-time captioning)
Jerry: 253-686-1816 or Penny pennyallen@q.com

PACIFIC NW CHAPTER — 3rd Sat. 9:30 a.m.
Christ the Servant Lutheran Church
2600 Lakeway Dr., Bellingham
Hearing assistance: amplification, audio loop, CART
(real-time captioning)
Charlene: 360-738-3756
or charmackenzie@comcast.net

VANCOUVER— Newly forming Chapter —
First Monday at 6 PM. (SWCDHH)
SW Center For The Deaf and Hard of Hearing
301 SE Hearthwood Blvd., Vancouver, Wa
Hearing Assistance: Amplification, FM
Contact Group Leader Christine to be added to email list: chearfulsounds@gmail.com

SOUTH SOUND CI SUPPORT GROUP —
2nd Saturday, 9:30 a.m.-12:00 p.m.
Meets Jan, Mar, May, July, Oct. TACID, 6315 S. 19th St., Tacoma.
Hearing assistance: amplification, FM, real-time captioning. Refreshments.
Contact Christine to be added to email list: christine@cs-dhhrs.com or phone 253-256-4690 for info.

What's Happening?

Sandra Bunning and the Renton Chapter members hosted the Bellevue chapter Christmas Raffle on December 14. Other members provided cookies to make their annual December activity a fun and successful event. Ursula Fink, of the Bellevue chapter, used her artistic talents and made all the prizes for the shopping raffle. This year 27 beautiful items graced the four tables in front of the shopping bags. Members and friends bought tickets, then they wrote their names on the tickets and went shopping, placing their tickets in the bag of the item they hoped to win. Stephanie and Timothy, children of Erik Iwasyk, our sound technician, played Santa by drawing the winning ticket and delivering the prize to the winner.
Approaching the Front Desk

Sound Waves asked HLAA-WA Members for Tips in Communicating with the Front Desk of an Office

Approaching the front desk or a receptionist can be intimidating for people with hearing loss. Will I be able to understand the person at the front desk? Will he or she talk to the computer monitor or look at me so I can hear? Is she talking into her headset or greeting me? Will I be able to hear my name called for my appointment? Sound Waves asked HLAA-WA members what they wish every front desk knew about communicating with people who have hearing loss. Here is our wish list. Share this with your doctor or dentist office or any other place of business that uses a front desk to greet customers.

- Face the client or person who needs the information. It’s helpful if a front desk person is at eye level when communicating with clients. While it may be inconvenient to stand up, this helps avoid communication breakdowns because both parties can see and hear each other better. At least be certain you are in the client’s line of sight.

- Speak in a normal tone while directly facing the person. Enunciate the words you speak as you would with anyone else. Do not increase the volume of your voice, slow down your speech (unless requested), or exaggerate lip movements.

- Use short declarative sentences.

- Keep hands, microphones, and other things away from your face while speaking.

- When asked for directions, a front-desk person will often point to a location behind or off to the side. Pointing is helpful. Frequently that person will also turn his or her head in that direction, too, which is NOT helpful. Why? The speaker’s speech volume is reduced and the questioner can’t speech-read or see facial expression — all of which help a person with hearing loss fully understand the answer to the question.

- Write down what you said if communication begins to break down.

- If someone who experiences hearing loss requires sign language and no sign language interpreter is present, offer your business card and find paper and pen and write down what you would like to say.

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At Hearing Specialty Center, our patients are always our top priority. We have a wide variety of hearing devices available and will work with you to find a solution that meets your individual needs. With over 15 years of experience, you can rest assured Hearing Specialty Center will provide the quality service and care you deserve.

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Peer Mentoring Program Offers College Credentials

By Hilary Hilscher, HLAA Board Member

Paramedics. Paralegals. But, as yet, no “para-audiologists.”

Despite the large and growing need for widespread information about the “invisible disability” of hearing loss, relatively few audiology clinics, practitioners, dispensers, or other hearing professionals offer much education beyond the short time segments allowed by insurance companies or other reimbursement agencies. Most billable time is spent on the technical aspects of hearing loss: testing, audiograms, fitting and adjusting hearing aids or cochlear implants.

Gallaudet University wants to revolutionize the current system by including certificated hearing support specialists on audiology teams.

The primary reasons I took the two-year course of study were to improve the quality of my life through self-awareness and education, and to be a more informed advocate for others. 

Kimberly Parker, Poulsbo

The program gave me college credentials for the services that I had already been providing for years to private clients -- and gave me tools beyond my personal experience to connect with others, put them at ease, and encourage willingness to change.

Christine Seymour, Tacoma

I want to help build an inclusive world using the insights and information I got in the program. The more that people know about their hearing loss, the more they can advocate for themselves and be successful in everyday life. Paula Titus, Seattle

The two-year, 16-credit program, which began in 2005, now boasts 35 graduates around the country. Hearing loss is a requirement for admission so Peer Mentors help others from both their own personal experience as well as their education.

I lost my hearing when I was 4 1/2 years old and now use bilateral cochlear implants and lip reading for communication.

Paula

I have hereditary progressive hearing loss first detected when I was ten, got my first two hearing aids at age 20, gave up on them 24 years later and learned sign language. I lived as a deafened adult for nine years before receiving a cochlear implant.

Christine

I had undiagnosed, untreated progressive hearing loss, and I became deaf at age 38 and hearing again when I was 46, thanks to the miracle of cochlear implants, which is essentially electronic hearing. Kimberly

Unlike the technical emphasis of most audiology practices, Peer Mentors focus on the biological, psychological, and social aspects of hearing loss. They provide information, support, empathy, validation, and training in practical skills to improve interpersonal communication.

As I took the course, I learned that what I thought were shortcomings in my character were really just ways I’d tried to cope with my hearing loss. The program has given me confidence in myself and knowledge and skills I can share in my new career as advocate and presenter. Paula

I require Peer Mentoring as a condition of employment in my business. Along with modeling effective communication strategies, we also help clients understand how the stages of grief and Maslow’s pyramid of needs relate to hearing loss. I developed and delivered a six-week course, “Living Successfully with Hearing Loss,” for Virginia Mason’s Listen for Life Clinic, and we get referrals from audiology clinics, Department of Vocational Rehabilitation, and senior and health services providers. Christine

As a performance artist and writer, I am using theatre as a vehicle to inspire and empower others toward positive social change. My one-woman play, “Lost in Sound” debuted in December to a standing-room only audience. My greatest joy came afterwards, when people told me how my play helped them and inspired them to help others. Kimberly

For more information:
• Details of Gallaudet’s program can be found at http://www.peers4access.org/about/index.php
• More info on Christine: http://www.cs-dhhrs.com
• Kimberly’s one-act play: http://www.lostinsound.biz

HLAA also offers a practical, self-paced course (without college certificate) to support others dealing with hearing loss. The HLAA Hearing Loss Support Specialist Training provides core knowledge and understanding for individuals who work with, or wish to work with, people impacted by hearing loss. It is not restricted to any one profession or discipline. The program is beneficial to professionals or volunteers who provide support for people with hearing loss. The training consists of four classes.

For more information: http://www.hearingloss.org/content/support-specialist-academy
Approaching the Front Desk

(Continued from page 8)

- If the person repeats the information you just shared incorrectly, do not just repeat what that person misunderstood. Write down the information or phrase it in a different way.
- If you have an accent, it may be difficult for people who experience hearing loss to understand what you are saying. Be prepared to repeat what you say and possibly, if requested, spell or write down a specific word that is not well understood.
- If an interpreter is present, make certain to speak to the person and not to the interpreter. A person who uses a sign language interpreter should be the one to request where the interpreter sits or stands. If you are introduced to someone who uses a sign language interpreter, speak directly to the person with hearing loss and maintain eye contact with that person. Do not direct your conversation to the interpreter. Your facial expressions, gestures and expressions of animation and the intensity of your speech are important and will be noted by the person to whom you are speaking.
- Remember that a mustache can be a barrier to someone who is a speech reader if the mustache hangs over the upper lip.
- Remember that people with hearing loss rely on facial expressions as well as sound and lip reading to comprehend. If you act impatient or irritated when someone doesn’t understand, you will further fluster the person and make communication even more difficult.
- A person with a hearing loss may not hear his or her name when called in the waiting room or when questions are asked at the front desk. Be sure anyone who calls the client in for an appointment knows to walk up to the person before speaking.
- Be sure the patient clearly understands any medications or instructions such as medication dosage, purpose, and precautions. Provide written instructions or directions. Unfortunately, many people with hearing loss are hesitant to let you know that they don’t understand, especially if you appear impatient with them.

Need Assistance Processing Phone Calls?

The Washington Relay Service can help you make a convenient connection. Washington Relay is a free service provided by the Washington State Office of the Deaf and Hard of Hearing (ODHH) ensuring equal communication access to the telephone service for people who are deaf, deaf-blind, hard-of-hearing and speech-disabled.

For more information:
Call 800-422-7930 (Voice/TTY)
Visit www.washingtonrelay.com
Swedish Audiology Services

We offer a full range of testing and treatment options for those with hearing-related problems and balance disorders, from infant through geriatric populations. Our audiologists work closely with otolaryngologists and neurotologists within the Swedish network if a medical evaluation is warranted.

Services include:
- Hearing aid fitting and rehabilitation
- Bluetooth streaming options and assistive listening devices
- Cochlear implant services and research
- Bone anchored implant services (Baha)
- Comprehensive diagnostic testing including electrophysiologic evaluation, ABR and vestibular testing

Locations:

**Center for Hearing & Skull Base Surgery**
Swedish Neuroscience Institute
500 17th Ave., Suite 520
Seattle, WA 98122
T 206-215-4327

**Swedish Otolaryngology-Audiology**
Seattle
600 Broadway
Suite 230
Seattle, WA 98122
T 206-215-1770

Issaquah
751 N.E. Blakely Dr.
Suite 5010
Issaquah, WA 98029
T 425-313-7089

**Minor & James Audiology**
Seattle
515 Minor Ave., Suite 150
Seattle, WA 98104
T 206-622-9916

Bellevue
1200 112th Ave. N.E., Suite B250
Bellevue, WA 98004
T 425-462-1132

Ballard
1801 N.W. Market St.
Suite 411
Seattle, WA 98107
T 206-781-6072

Swedish www.swedish.org/audiology

HLAA-WA Board of Trustees

We serve as an extension of HLAA in an effort to make hearing loss an issue of concern within our state by promoting the HLAA philosophy

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- Vice President: Alexi Pedersen, Edmonds
- Vice President & Director of Advocacy: Cheri Perazzoli, Redmond
- Secretary: Glenda Philio, Renton
- Treasurer: Elizabeth Jensen, Shoreline
- Chapter Coordinator: Karen Utter, Edmonds
  206-817-3213 voice/text or chapters@hearingloss-wa.org

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- Lilía Smith, Camano Island
- David Viers, Tacoma

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Mission Statement:
To open the world of communication to people with hearing loss
by providing information, education, support and advocacy.

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