The important stuff
By Penny Allen, President

Desperate people frequently ask me why their parents or spouses won’t “do something” about their hearing loss. You’d think I would know.

What I do know is that people with untreated hearing loss are usually oblivious to what a burden they become to their families. And most families living with someone with untreated hearing loss don’t grasp its seriousness. It’s either “his problem” or “her problem,” but rarely is it “our problem.” Yet this apathy takes its toll. Communication barriers trigger psychological stress, confusion, anger, frustration, resentment, helplessness, etc. But it happens to the entire family!

The longer someone puts off getting a hearing evaluation, the less likely hearing aids are going to happen. There are lists of reasons why people don’t get hearing aids—fear, vanity, expense, misinformation—any of which may seem justified. But just as the person with a hearing loss adapts, so does the family. They become grudging enablers, taking charge and eventually easing him or her out of the picture for lack of involvement. It’s called marginalization, and it’s inevitable. It’s much like a family coping with an alcoholic family member who refuses treatment—life goes on.

I grew up in such a family, and it was my father who refused help. We yelled a lot—at least, we yelled at him. And he usually yelled back because he was irritated we yelled at him. Watching TV was not about togetherness. The volume was so loud the rest of us scattered. Conversations were generally one-sided—my father’s. If we got the chance to say something, we often had to repeat it even louder. Eventually we tired of the effort. But, ironically, we never discussed the elephant in the room. He was the father, after all.

After my own hearing loss was diagnosed at the age of forty, I had an “Aha!” moment. I was sure I could convince my father of the merits of hearing aids. I couldn’t. Over the years, he just sort of slipped away from me bit by bit. We had necessary talk but no small talk—the stuff that keeps you connected. He was preoccupied with solitary hobbies and had little contact with his children and grandchildren. I suspect we were all a bit lonely for the father and grandfather we should have had.

Hearing loss requires attention—whether you are the person with the hearing loss or the family member who resides with it. Do something about it, and don’t daily. Otherwise, you’ll miss the important stuff. But the saddest part is you won’t be the only one.
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.


Paid Advertising

7th annual HLA-WA family picnic

Saturday, July 31
11:00 am—3:00 pm (eat at noon)

Join us at our annual picnic—and bring your family and friends!

WE WILL PROVIDE hot dogs and condiments, bottled water, ice, paper plates, cups, napkins, and eating utensils.

PLEASE BRING a potluck dish to share (salad, dessert, etc.) and a beverage if you want something other than water. A folding chair and a blanket are handy, too.

DIRECTIONS: Lake Boren Park is located in Newcastle, between Factoria and Renton.

Traveling South on I-405, just after the I-90 interchange, take Exit 10, Coal Creek Parkway SE. Go about 4 miles. There is a small lake on your right. Turn RIGHT onto SE 84th Way (stop light). Look for a small brown sign high on a pole with the words "Lake Boren Park."

Traveling North on I-405, take Exit 5. Turn RIGHT onto Hwy 900 (NE Park Dr., which becomes Sunset Blvd.). Go about 3 miles, then turn LEFT at light onto Duvall Ave. NE, which becomes Coal Creek Pkwy SE. Go about 1 mile to SE 84th Way and turn LEFT at the light.

The park entrance is on the RIGHT, shortly after turning onto 84th Way. Follow it into the park, near the gray restroom building, and park here (the only building and parking lot in the park). Be hind the building is our shelter.

The park has walking trails, tennis courts, playground facilities. Contact: Penny 360-710-3156 or pallen@hearingloss-wa.org

HLAA hosts Webinars

HLAA has begun a series of free captioned lectures and meetings, referred to as Webinars, which are broadcast over the Internet and can be viewed on your computer.

Each Webinar focuses on a specific topic and is archived so it can be viewed at any time if you can’t join it when it’s broadcasted. These Webinars are captioned and are also audio-enabled. They are best viewed with a high speed (DSL or broadband) Internet connection. Topics are varied, and have included cochlear implant rehabilitation, tinnitus, hearing aid expectations, psychological strategies for surviving the holidays, and much more. Try it—you’ll like it! For more information see www.myhearingloss.org.
Involving loved ones in your hearing journey

By Kami Felig, Au.D., CCC-A
Doctor of Audiology, Spokane ENT

When I married my husband in 1997, his hearing loss was mild. Honestly, there didn’t appear to be many communication problems. I fit his older brother with his first set of hearing aids a year or two later, and we joked about how fortunate he was to have an audiologist in the family.

As the years went by, it became apparent that not only my husband, but also most of his siblings, had a progressive hearing loss. Comprehensive audiologic and ENT work-ups revealed a hereditary condition.

I suddenly found myself on the receiving end of the counseling sessions for which I had so often been in the driver’s seat. I had often told my patients’ family members they needed to get the person’s attention before they started speaking, rephrase when not understood (rather than repeating over and over the exact same word or sentence), and avoid noisy background situations when trying to communicate. Now I asked myself if I was practicing what I was preaching.

I saw my husband go through the stages of grief and realized more than ever before what a real loss this was for not just him, but for all my patients. At first there was the denial and anger (“I am NOT going to wear a piece of plastic in my ear!”). Eventually there was acceptance and a desire to do whatever it took to hear the best he could. The fear of the hearing aids being noticeable became less important. His goal became hearing and understanding his two young daughters, being able to talk over the phone, and maintaining his position in the workplace.

I realized I could do much to help my husband in this journey. I started thinking about how many of my patients over the years had shared with me how depressed they felt over their hearing loss and how their family just didn’t understand. I wondered if we, the professionals, were doing enough to educate the families because hearing loss truly is the invisible disability. More than ever, I felt compelled to push my patients to involve their loved ones in their hearing loss.

I challenge you, too, to involve your loved ones in your hearing journey. Most often, those closest to you do not mean to be insensitive about your hearing loss—they simply do not know what to do. When you bring your loved ones into your hearing journey by inviting them to your audiology appointments, your audiologist can explain to them the importance of practicing good communication guidelines. Additionally, that professional can explain the nature of your particular hearing loss. For instance, if you have a high frequency hearing loss, it will be more difficult to hear women and small children. If you’re a man, this is really important information for your wife to hear straight from the horse’s mouth!

Hearing loss is often accompanied by a sense of isolation and depression. Letting even one person—that loved one closest to you—into this world can lessen those feelings. Let us, the professionals, help you by counseling your loved ones on your hearing loss, what impacts it has on you, and what can be done about it. What do you have to lose?

Communication Guidelines

For the hearing person
- Face the person who has a hearing loss.
- Be patient, positive, and relaxed.
- Avoid noisy backgrounds.
- Do not shout (it causes sound distortion).
- Get the person’s attention before you speak.
- Keep hands away from mouth.
- Speak clearly and at a moderate pace.
- Use facial expressions and gestures.
- Give clues when changing topics.
- Rephrase when not understood.
- Speak directly to the person with hearing loss, not about him or her.
- When in doubt, ask the person with hearing loss for ways to improve communication.

For the person with hearing loss
- Set the stage (i.e. don’t face a window and avoid difficult listening situations).
- Pay attention.
- Let conversation flow for awhile to gain understanding.
- Don’t interrupt.
- Look for visual clues.
- Ask for written clues, if needed.
- Don’t bluff.
- Admit when you don’t understand.

Editor note: HLAA sells two-sided communication tip cards online, similar to the above. They’re handy to give to family, friends, and co-workers. See www.hearingloss.org/bookstore/books.asp.
Interested in joining our Board?

If you have skills to share and time to share them, please consider applying for a Board position. Our organization focuses on issues at the state level. Board members are elected to three-year terms by the general membership, and ballots are included in the fall issue of this newsletter. The Board meets four times a year and communicates by e-mail extensively. Board members need not have a hearing loss to be considered. For more information or to apply, please contact Rick Faunt, Nominations Chair: rfaunt@earthlink.net.
We appreciate your support!
Your donations help us fund projects that benefit people with hearing loss. We are especially grateful for our newsletter advertisers in this issue: Cherri Hoyden, Au.D, CCC-A; Cochlear Americas; John F. Waldo, Attorney at Law; Med-El; and Washington Relay. Paid advertising helps us provide outreach newsletters to clinics, and hospitals, and to be distributed at health fairs. The following contributions are for January 2010 through March 2010:

- Adrian Bailey, Seattle
- Bob Branigin, Seattle
- Phyllis Buettner, Bellingham
- Sue Campbell, Seattle
- Mary Carter, Bellevue
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- Kay Filson, MS CCC-A, The Hear Center, Tacoma
- Diana Thompson, Bellevue
- T.F. Townsend, Federal Way
- Wynona Tyson, Seattle

Moving on?
We have many newsletter returns because people have moved. Each return costs us $1.05. Please help us keep our costs down by letting us know when you move. Send us an e-mail or fill out the form on the back of this newsletter.

Tune in!
E-News is the primary e-newsletter of HLAA: www.hearingloss.org/membership/Sen.asp. To keep abreast of our state issues, e-mail info@hearingloss-wa.org and ask to be added to the e-mail list.

Highline Audiology gets in the hearing loop
Audiologists (and long-time HLAA members) Eileen Freed and Rebecca Grady, of Highline Audiology in Burien, have picked up on the Let’s Loop America craze and done their own thing—Let’s Loop Highline and West Seattle. Along with HLA-WA, they kicked off their campaign on May 26 with a dedication ceremony to Dr. Stephen Bunch, a long-time physician who practiced internal medicine at Highline Community Hospital (later named Highline Medical Center) and who had a hearing loss. Highline Audiology donated an induction loop—these days referred to as a hearing loop—to Highline Medical Center’s Somers Auditorium. They invited the community, as well as leaders from various businesses and churches, and demonstrated how hearing loops benefit people with hearing loss. The plan is to educate their community about the need for hearing loops. Stay tuned for a progress report! Check out Let’s Loop America! at www.hearingloop.org.

United Way
Did you know you can make regular United Way contributions and help hard of hearing people in our state? Because we are a 501(c)(3) organization, this is an easy way to contribute.

Double your donation!
Better yet, check to see if your employer has a matching gifts program.
Implantcomer about cochlear implants
This section is edited by Bert Lederer from Bellingham, who is a HLA-WA Board member and also a Cochlear Awareness Volunteer. We strive for impartiality of cochlear implant manufacturers, and we invite you to submit articles or information of interest to cochlear implant users. E-mails are provided if you wish to contact the authors.

My return to the hearing world
As told by Deborah Cole, Oregon City, OR (deborah_anne419@yahoo.com)

Forty-seven years ago, at age six, I had Rubella (German measles) with a fever so high I was hospitalized. The fever damaged the nerves in my inner ear, slowly degenerating hearing, as well as optic nerve atrophy. I struggled all through my growing up years and was constantly neglected and ignored. I set out on my own at age eighteen to learn ASL and to visually communicate.

I was not aware of cochlear implants until June 2009. I was having lunch with a friend in her backyard. My friend told me her neighbor, who was deaf, had an implant. I then talked to the neighbor who happened to be gardening at the time, and was in awe at how well she could understand speech and generally hear. Also, a friend who is on the Guide Dog Users of Oregon team recommended I talk with another recipient, which I did, and was referred to a clinic for evaluation.

After verifying Medicare and supplemental insurance coverage, I was assessed and determined eligible for a CI. My surgery was April 1, 2010, and my processor was activated on April 20. What a joy! I have a new beautiful Cochlear America's Nucleus 5. I heard all the beeps and tones during the initial mapping and had my first experience in aural rehabilitation when the audiologist held up flash cards with pictures such as football, toothbrush, and hotdog. She said the words and I pointed to correct written words every time. During the activation session with my husband present, my daughter called my husband's cell phone and I actually heard him say, "It's Ashley on the phone." I turned to the audiologist and said "It's my daughter." This surely was an emotional day. Imagine my joy at hearing the raindrops on the roof of the car on the way home. Then I had a real surprise when I went to the restroom and found out for the first time why they call it "tinkle!" Wow—what I've been missing!

After a second mapping, I can now understand what others are saying more than ever before. It's wonderful to return to the hearing world after all these years!

The road less traveled
By Paul Benadum, Sequim (bengineering@q.com)

Two roads diverged in a yellow wood, and sorry I could not travel both...

In early August of 2009, I stood where two roads diverged. One led to a world where silence reigns, the other to the possibility of hearing.

My hearing loss started early. Mandated hearing tests in elementary school had borderline results that didn't cause any action to be taken. By the 10th grade (15 years old) I had undergone Stapedectomy surgery in both ears. This restored a semblance of “normal” hearing for about 10 years. But I have otosclerosis, so my hearing loss has been progressive throughout my adult life.

My wife, who had become my real hearing aid, passed away in 2009. My hearing held steady for a couple of months, then decided to head south. All I could hear were myself and fuzzy environmental sounds.

I was deaf! I was standing where the two roads diverged. I could continue on the one I was on and withdraw more and more from social engagements and public venues. Granted, life goes on even when you can't hear, but hearing adds a richness that is difficult to express. For me it was a no-brainer.

I got a referral to UW Medical Center in January of 2010 and qualified as a CI candidate. My biggest decision then was to decide which “brand” to have implanted. I was given some nice kits of brochures for the brands that UWMC uses. But as a former engineer, I wanted matrices of specifications, hard numbers, design paradigms, not glossy sales literature.

I chose Advanced Bionics. In the end any brand will provide a means of hearing (again). How well? That seems to depend a lot on the individual. There are so many variables and unknowns that it is pretty much impossible to predict individual performance once the implant is on the inside and activated, regardless of the brand. Now, I'm pretty much a neophyte (Continued on page 7)
in using a CI. I was implanted on March 8, 2010 and “switched-on” March 22. So, as I write this, I’ve had only a little over three weeks of experience at using the implant. Sounds are a little fuzzy, sometimes very fuzzy. Tonal quality, for me, is shifted a little lower in frequency. Not quite the Darth Vader effect but leaning that way.

It is slowly clearing up. Because my hearing loss was progressive over 50 years I don’t have many WOW! moments. However, I am hearing sounds I haven’t heard in a very long time—clocks ticking, exhaust fans running, doorbell, smoke alarm, everything that moves makes sound. There are a few cases of “I didn’t know that made sounds.”

Music, the Holy Grail for implantees, is listenable. But if you had “normal” hearing and heard what I heard, you’d take the CD back to the store. One-on-one conversations are pretty good. Group settings (meetings, restaurants, etc) are still a challenge and very noisy (not much different than with hearing aids). It all takes time to retrain our brains to accept the new stimuli as sounds.

Would I do it again? Absolutely! I feel like the hearing equivalent of Benjamin Button; my hearing is progressing from a very old man to that of younger years. I can’t think of a good reason not to have chosen this path. I’m off on the yellow-brick road. I’ll let Robert Frost finish his poem here:

Two roads diverged in a wood, and I—I took the one less traveled by, and that has made all the difference.

Telecommunications Equipment Distribution

If you live in WA State and have a hearing loss, you are eligible for an amplified phone, text phone, or TTY, plus a ring signaling device. Cost is based upon income. Contact Kelly Robison, Program Mgr: 1-800-422-7930 V/TTY; or write to TED, PO Box 45301, Olympia, 98504; or download an application at www.dshs.wa.gov/hrsa/odhh/ted.shtml.

Low-interest loans

Washington Assistive Technology Foundation (WATF) offers low-interest loans for assistive technology (hearing aids, augmentative communication devices, computers with adaptive equipment, etc.). See www.watf.org or call 206-328-5116/V or 800-214-8731/V or 1-888-808-8942/TTY. No income restrictions.
Cochlear implant support groups

**North Sound:** The Hearing Loss Association (HLA) of Whatcom County’s outreach program, sponsoring the **Cochlear Implant Support Group, North Sound,** has been a resounding success. The CI group met for the third time in Bellingham on March 27, with 35 participants coming from as far south as Anacortes and Camano Island.

This enthusiasm goes well beyond the group itself, as several key resource people have volunteered to facilitate programs this year. The programs will be on the dates and times listed below at Christ the Servant Lutheran Church, 2600 Lakeway Dr., Bellingham. FM, CART, amplification. Refreshments are provided.

For more information or to be added to e-mail list, contact Bert Lederer at bertlederer@msn.com (preferred) or 360.319.4540(V).

- **Sat., July 17, 11:30 am - 2:00 pm:** Summer potluck/luncheon with HLA Whatcom County
- **Sat., Sept. 25, 9:30 - 12:00 pm:** Phone with Confidence, Sound and Way Beyond, Troubleshooting. Linda Day, Cochlear Awareness Network Mgr. Pacific NW Territory, Cochlear Americas Corp.
- **Sat., Oct. 23, 9:30 am - 12:00 pm:** Med-El’s Bridge to Better Communications; Jamie Williams, Au.D. Clinical Account Mgr, NW Region, Med-El Corp.
- **Sat., December 18, 11:30 am - 2:00 pm:** Christmas Luncheon with HLA Whatcom County

**South Sound:** Meetings are sponsored by the Hearing Speech & Deafness Center. All meetings held at HSDC – South Sound, 3516 South 47th St, Suite 200, Tacoma 98409. FM, CART, amplification. For more information, contact Christine Seymour: 253-475-0782 or cseymour@hsdc.org. Contact Christine to be added to her e-mail notification. Meetings are open to anyone interested in cochlear implants.

- **Sat., July 24, 10:00 am - 12:00 pm:** Using the telephone and assistive technology with your CI; Alex Lewis, Advanced Bionics
- **Sat., September 25, 10:00 am - 12:00 pm:** Home alone: how to feel safe when you remove your processor; Christine Seymour, Communication Advocate HSDC-South Sound

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www.CochlearCommunity.com
People with hearing loss in Washington are a lot closer to being able to enjoy an evening at the movies, after two court decisions declared that movie theaters must show captioned films. The legal fight is not yet over, and many details remain to be resolved. But at this point, it appears that Washington state and the Washington State Communication Access Project (Wash-CAP) may play a pivotal role in making our dream of genuinely accessible movies a reality.

On April 30, the Ninth U.S. Circuit Court of Appeals ruled that Washington state law requires movie theaters to take those actions that are “reasonably possible in the circumstances” to make movie soundtracks understandable. The Ninth Circuit decision came in an appeal of a case from Arizona. In that Arizona case, the trial court agreed with attorneys for the theaters that the federal ADA does not regulate the content of products or services that a business offers, and that those theaters elected to show non-captioned movies. The judges on the appeals court ridiculed that argument, saying it would be like them taking the position that their courthouse chooses to offer justice in a business with steps, and that if people in wheelchairs couldn’t crawl up the steps or find someone to carry them, “that’s their tough luck.”

In its decision, the court agreed that in general, ADA does not regulate content. But it said that ADA does require businesses to furnish “auxiliary aids and services,” which are defined by example as including captioning. The court said the specific requirement to furnish aids and services is therefore an exception to the general rule that content is not regulated.

Then on May 4, a King County Superior Court ruled that Washington state law requires theaters to take those actions that are “reasonably possible in the circumstances” to make movie soundtracks understandable.

Wash-CAP update
By John Waldo, Bainbridge Island

Equal Access to 21st Century Communications Act of 2010

HLAA is a member of COAT (Coalition of Organizations for Accessible Technology), which has been instrumental in introducing SB 3304, “Equal Access to 21st Century Communications Act of 2010.” Senator John F. Kerry, chair of the Senate Subcommittee on Communications, Technology and the Internet, will chair a hearing May 26 (before this newsletter goes to print). “Key provisions of the bill are:

- Requires access to phone-type equipment and services used for advanced communications
- Adds improved accountability and enforcement measures, including a clearinghouse and reporting obligations by providers and manufacturers
- Requires telephone products used for advanced communications to be hearing aid compatible
- Allows use of Lifeline and Link-up universal service funds (USF) for broadband
- Allocates up to $10 million/year for equipment used by people who are deaf-blind
- Clarifies the scope of relay services to include calls between and among people with disabilities and requires interconnected VoIP service providers to contribute to the Relay Service Fund
- Requires FCC to develop real-time text digital standard Video Programming Access
- Requires caption decoder circuitry or display capability in all video programming devices
- Extends closed captioning obligations to video programming distributed over the Internet
- Requires easy access to closed captions via remote control and on-screen menus
- Requires easy access by blind people to television controls and on-screen menus
- Restores video description rules and requires access to televised emergency programming for people who are blind or have low vision

Read more about it at http://hlaa-advocacy.blogspot.com or see www.coataccess.com.

HLAA is working for you:
Public policy and advocacy

Sound Waves
Summer 2010
Paid Advertising

John F. Waldo Attorney at Law
Advocating for people with hearing loss.

John Waldo is an experienced trial attorney who also serves as advocacy director for the non-profit Wash-CAP. The objective of his legal practice is to ensure that people realize in fact the benefits and protections they are entitled to under the law.

John’s practice focuses on anti-discrimination and legal advocacy for those with hearing loss. He represents clients who face issues relating to employment and education discrimination, disability benefits for work-related hearing loss, personal discrimination in public places and problems with health and disability insurance.

johndwaldo@hotmail.com 151 Finch Place, Suite C 206 842-4106 desk
www.hearinglosslaw.com Banbridge Island, WA 98110 206 849-5009 cell/text

(Continued from page 9...Wash-CAP)
theaters to show open-captioned movies, in which captions are visible to everyone in the auditorium. (Wash-CAP filed a friend-of-the-court brief in the Ninth Circuit for itself, HLAA-WA and the national organization, HLAA).

While that case was making its way through the federal court system, Wash-CAP was pursuing its case against five corporate movie-theater owners in King County. We brought that case under the Washington state Law against Discrimination. That law is substantially better than the federal ADA for people with hearing loss, because it specifically states that in order for business services to be “accessible,” those services must be “understandable.” In a decision issued on May 4, Judge Regina Cahan agreed with our argument. She rejected the theaters’ arguments that content is not regulated, and said each theater defendant must do whatever is “reasonably possible in the circumstances” to make all their services understandable.

Both cases stated broad legal rules, but neither specified exactly what any one theater must do. In our Washington case, we will either resolve that question with the individual defendants or conduct legal discovery into the economics of each of the defendants and ask Judge Cahan to decide the specifics at trial. In the Arizona case, the trial judge in Arizona will have to decide those specifics. The question of how far the theaters must go has both technical and practical limits – businesses don’t have to do what can’t be done, and they don’t have to do what they can’t afford to do. Because different theaters may have different economic limitations, we won’t expect to see captioning done in a uniform fashion, and it’s quite possible that some smaller, independent theaters won’t be able to afford to provide any captioning.

We suspect that as a practical matter, our Washington decision will have at least as much if not more impact than the Ninth Circuit decision. The reason is that the defendant in the Arizona case was the Harkins theater chain, which has a powerful presence in Arizona but little presence elsewhere. So what Harkins has to do may or may not be suitable for other theaters in other areas that may be larger or smaller. Our Washington case, by contrast, involves all three of the nation’s largest theater chains – Regal, AMC and Cinemark. So what we negotiate (or establish at trial) in Washington with those defendants may end up setting a “floor” for movie captioning in quite a few more theaters than any agreement or judgment in the Arizona case.

Editor’s note: For more information or to join Wash-CAP, see www.wash-CAP.com.
Chapters in Washington
Information, Education, Advocacy, and Support

Meeting times may change, and most chapters take a summer break. Visitors are welcome. If none of these locations are convenient to your home, contact our chapter coordinator about starting a new group. Note: chapters may request contributions to cover local expenses. See www.hearingloss-wa.org for more information.

BELLEVUE—2nd Sat. 1:00 pm; Lake Sammamish Foursquare Church, Chapel, 14434 NE 8th St., Bellevue. Hearing assistance: amplification, FM, Induction Loop, real-time captioning. Bev: zbev@msn.com or 253-631-3141

BOTHELL—4th Mon. 1:30 pm; Northshore Senior Center, 2nd floor conference room 202, 10201 E. Riverside Dr., Bothell. Hearing assistance: amplification, FM. Karen: 206-817-3213 or klutter@verizon.net

EAST JEFFERSON CO.—4th Mon. 1:00 pm; Port Townsend Community Center 620 Tyler Street, Port Townsend. Hearing assistance: amplification, FM. Emily Mandelbaum: 360-531-2247, mandelbaum@olympus.net or Sandy MacNair: 360-385-1347 or smacnair@cablespeed.com

KITSAP CO.—3rd Sat. 1:00 pm; Iris Room (lower level) at Silverdale Harrison Medical Ctr., 1800 N.W. Myhre Rd., Silverdale. Hearing assistance: amplification, FM. John Allen: 360-871-0997; jcallen@q.com

RENTON—2nd Fri. 12:30 pm; Renton Senior Ctr., 211 Burnett Ave. N., Renton. Hearing assistance: amplification. Glenda Philio: philiofam@juno.com or 253-631-2345 (evenings)

SKAGIT CO.—2nd Tues. 1:00 pm; Fidalgo Center, 1701-22nd St., Anacortes. Hearing assistance: amplification, FM. Jerry Olmstead: 360-299-3848 JOlsm623@aol.com or Donna Sherman 360-299-2035 2oldies@verizon.net

SNOHOMISH CO.—3rd Sat. 11:00 am; Providence Regional Medical Center, Pacific Campus, 916 Pacific Ave., Everett (Main Level meeting room); Hearing assistance: amplification, FM, real-time captioning. Steve Pettijohn: spettijohn@msn.com or Dusty Hansen 425-353-7515

SPOKANE—1st Sat. 9:30 am; Eastern WA Center for the Deaf and Hard of Hearing, 1206 N. Howard, Spokane. Hearing assistance: amplification, FM, Induction Loop. Margaret Mortz: mortz@gmail.com or 509-893-1472 or hlaspokane@gmail.com. Note: summer break and then meetings resume in Sept. at St. Luke's Rehab, 711 S. Cowley St. 2nd Sat. 9:30 am.

TACOMA—2nd Sat. 10:00 am, TACID, 6315 S. 19th St., Tacoma. Hearing assistance: amplification, FM, real-time captioning. Melinda Wagner 253-851-6183 or gracelavendar@comcast.net

WEST SEATTLE—3rd Wed. 1:30 pm; West Seattle Christian Church Library Room, 4400 42nd Ave. SW, Seattle. Hearing assistance: amplification. Jack Eldridge: 206-937-5996 or David Kitezke:206-932-7538 or krddrk@yahoo.com

WHATCOM CO.—3rd Sat. 9:30 am; Christ The Servant Lutheran Church, 2600 Lakeway Dr., Bellingham. Hearing assistance: amplification, FM, and captioning at selected meetings. Joyce Sweeney: 360-734-0469 or jamlpl@comcast.net

Member highlights

Dan Zimsen, Kitsap Chapter, usually speaks up when he finds there are no hearing accommodations. This time, he was a chaperone for his granddaughter’s third-grade class to the Museum of Glass in Tacoma. When he couldn’t understand the tour, he asked about hearing assistance and was told there wasn’t anything available. Since then, he’s been meeting with receptive staff at the museum. They plan to introduce a tour-guide FM system and captioning of videos.

Virginia Pace, Kitsap Chapter, is a relatively new hearing aid user who has discovered what telecoils are all about and has become a true advocate for hearing access in her community. She recently discovered the new hearing loop at the Unitarian church in Port Townsend during a musical presentation there and has been enjoying music more than ever before.

Bruce Rafford, Spokane Chapter, was recently honored by the Spokane City Council for his advocacy work. The city did not have a designated ADA Compliance Officer or a publicized ADA grievance process, and the city has implemented these changes after Bruce brought this to their attention.

Diana Thompson, Bellevue Chapter, is a whirling dervish when it comes to PR. Because of her connections, we’ve had information about our organization on the AARP-Washington web site. She’s visited local hospitals to set up speaking engagements, advertised us in the local community bulletins, and has distributed literature in the local area about HLAA. We appreciate her!
Mission Statement:
To open the world of communication to people with hearing loss by providing information, education, support and advocacy.

Subscription/membership

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