Sound Waves

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About us
The Hearing Loss Association of
America (HLAA) is the nation’s lead-
ing organization representing people
with hearing loss. We provide re-
sources for people with hearing loss
and their families to learn how to ad-
just to living with hearing loss. HLAA
plays a leading role in communication
access, public policy, research, public
awareness, and service delivery relat-
ed to hearing loss. See
www.hearingloss.org or write HLAA,
7910 Woodmont Ave, Suite 1200, Be-
thesda, MD 20814.

Your Hospital Kit –
Don’t Leave Home Without It!

By Judi Carr, Everett

All sorts of scary things can happen when you go to the hospital - even more so if you have a hearing loss. You might not understand the doctor's question or some vital instructions. ("Is it the right knee or the left knee?" or "Take this pill three times a day.") A well-meaning cleaning woman might rinse out your hearing aid, or even toss it out with the trash. Yes, it's happened. Be prepared and take a hospital kit with you. You can make a kit or, better yet, purchase a Hospital Kit for People with a Hearing Loss, produced by HLA-WA. Kits can be obtained from Judi Carr: Judi.carr@comcast.net (please write "hospital kit" in the subject line) Each kit is $10 postpaid.

What we hope will happen is that hospitals will realize that a number of their patients need this kind of assistance and will make it available to them. Locally, Swedish hospital has done just that, using our kit as a tem-
plate. See www.swedish.org/Patient-Visitor-Info/Accessibility. You can even print some of the signage yourself. Take a couple of kits with you when you travel or give them to your hard-of-hearing fiends when you vis-
it. Put one in your emergency preparedness area, along with some extra hearing aid batteries. Don't leave home without it!

In the 9"X12" plastic bag is
(1) an instruction sheet
(2) a brochure "So You and Your-
Hearing Loss are Going to the
Hospital"
(3) "I am Hard of Hearing" lam-
nated placard
(4) Hearing Loss Stickers
(5) "Please Face Me" button
(6) Six "Tips for Communicating
with Hard of Hearing People" Spe-
cial Needs Cards
(7) Three Special Needs Cards
(8) Yellow writing pad and pen,
(9) 7" X 7 ¾" plastic bag with an ID label to temporarily hold your hearing aid, BAHA, or implant processor when needed.
Captions Calling Demystified

By Penny Allen, Port Orchard

Brief history of “the relay”
While the general population most likely welcomed the first telephone patented by Alexander Graham Bell in 1877, people with hearing loss most likely didn’t benefit. It wasn’t until the mid 1960s that deaf inventor Robert Weitbrecht modified a telegraph machine, to send and receive messages over phone lines. This was essentially the first teletypewriter, or TTY. It contained an acoustic coupler for the handset receiver, and it allowed deaf people to type back and forth to each other. However, since they also wanted to communicate with hearing people, the TTY relay service sprang to life. It connected TTY users with people who use standard telephones, and it was first staffed by volunteers. A communication assistant (CA) voiced what the deaf person typed and then typed back what the hearing person said. In 1991, Title IV of the Americans with Disabilities Act (ADA) mandated this free Telecommunications Relay Service (TRS) in all states and U.S. territories—twenty-four hours a day, seven days a week.

Text-based landline phones
Since the ADA was implemented, the Federal Communication Commission (FCC) has continually updated TRS services to include current technologies. The Voice Carry Over phone (VCO), developed and patented by Ultratec in 1988, was the first technology available for people who could speak, but whose hearing was too severe to use an amplified phone. While the user could read what was being said, he or she could not hear the other person speaking. The conversation was very slow because the CA typed the response, which was read on a very small screen. In 2003, the FCC approved CapTel, developed by Ultratec, to become part of the TRS. CapTel, which uses voice-recognition software, allows users to hear and read simultaneously.

In our state, the Office of Deaf and Hard of Hearing (ODHH) oversees the TRS and also maintains the Telecommunications Equipment Distribution program (TED).

Through TED, anyone with a hearing loss may apply for specialized telecommunications equipment, which includes the CapTel phone. A contractor installs and trains, and cost to the applicant is determined by income.

The CapTel 800 is an analog phone that must use an analog line or DSL (digital subscriber line) with a filter. All outgoing calls are automatically captioned, but incoming calls must be placed through a toll-free captioning service so they are captioned. By adding a second dedicated phone line (this phone has two jacks), all calls are captioned without the need to call a special number. The drawback is obvious. If you don’t want to ask people to call a special number, you will be paying for a second line. In our state, this phone can be obtained only through TED.

Since TED started distributing the CapTel phone, there has been an alarming increase in digital (different from DSL) phone service providers. People with hearing loss should be aware of other ways to use CapTel if they cannot obtain an analog or DSL line in their area.

Text-based Internet phones
In 2006, the FCC approved IP (Internet Protocol) Captioned Telephone Service, which uses a high-speed Internet connection, rather than a telephone line. Ultratec meanwhile introduced the CapTel 800i phone. This phone is available for purchase online. The great thing about the 800i is that all incoming calls are captioned—no need for a second phone line. Unfortunately, it is somewhat difficult to set up unless you have some technology expertise or someone to help you. While you do not need a computer, you do need a high-speed Internet connection with a router or modem.

This year, Sorenson Communications, a company that has historically provided services for the deaf, rolled out with CaptionCall. Like the CapTel 800i, this is an Internet-based phone. And like our TED program, Sorenson provides installers who train. That means you’re not left to wing it on your own. Since it is still a new phone, there is no track record. Preliminary feedback shows it is faster than CapTel, which is often annoyingly slow. However, it presently lacks some features of the CapTel phone, which may or may not be important to you. But it will likely continue to evolve.

Web-based CapTel
In 2008, both Hamilton Relay and Sprint Relay began offering Web CapTel. It’s handy to use, especially if you’re not home but have access to a computer. You log on to either web site with your phone number and the number you’d like to call. Click “Place Call” and your phone rings. Pick it up, and you...
(Caption Calling from page 2) hear it calling your party. When the other person answers, you read the conversation on your computer while also hearing it on your phone. Best news is it’s free and you don’t need any special equipment.

Mobile CapTel
In 2010, Hamilton CapTel started offering CapTel on smart phones, and Sprint CapTel soon followed. Since then, other companies have joined the market, notably ClearCaptions and PhoneCaption. While the service is free, smart phones are not cheap.

How CapTel Services are funded
ODHH funds intrastate TRS (within the state) through a contract with Sprint Relay. The cost of intrastate TRS is recovered by states either through rate adjustments or surcharges on local telephone bills. Our state charges .19 cents per each household landline.

All Internet captioned calls are compensated from the interstate TRS (between two or more states). The interstate TRS fund is recovered through a shared-funding mechanism set forth in the FCC’s rules. All providers of interstate TRS contribute to the TRS Fund, and TRS providers recover the costs from the TRS Fund on a minutes-of-use basis.
(See http://transition.fcc.gov/web/tapd/trs)

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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 1-800-422-7930 (V/TTY) Visit www.washingtonrelay.com
Many of the pieces that have appeared in this publication have concerned movie captioning. That was a significant battle, and major parts of it took place in court. The battle appears largely over.

America’s first and third largest movie exhibitors – Regal and Cinemark – committed in early 2011 to equipping all of their first-run theaters to show closed-captioned movies upon conversion of those theaters to digital projection. The Harkins chain – a dominant presence in Arizona and a significant exhibitor in California – recently committed to full captioning, thereby resolving the lawsuit that led to a ground-breaking favorable decision by the Ninth Circuit Court of Appeals. In July, a court in Washington ordered AMC, America’s second-largest exhibitor – to provide full captioning capability following digital conversion, and subsequently, AMC announced that it would also provide full captioning on a nationwide basis.

Patrons across the country, and particularly in Washington and California, can now see most movies in captioned form, with the captions displayed on individual viewing devices that do not alter the movie-going experience for others. The theater chains tell us that this full captioning capability should be available everywhere by the end of 2013.

The high-profile nature of the fight for movie captioning has somewhat overshadowed a number of other significant steps toward access that have been undertaken cooperatively and voluntarily. I’d like to highlight some of those advances.

One particularly exciting and high-visibility step came from the University of Oregon in Eugene, which has indicated that it intends to provide scoreboard captioning of the public-address announcements made at major sporting events. While we are still trying to hammer out some details, the current plan, if carried out, will make U of O the national leader in venue accessibility.

That effort has been under way for several years, and was instigated by some deaf and hard of hearing sports fans in the Eugene area. U of O initially offered to provide captions visible on hand-held personal devices. In trial runs, the fans found the hand-held devices to be ineffective, and explained their objections. The leadership of the Oregon State Communication Access Project (OR-CAP) then convened a community meeting, from which we formed a task force to deal with the University.

The initial response was that while it might be nice in theory to show the captions on the scoreboard, it was not technically possible. Fortunately, a tech-savvy caption provider that was part of our task group knew otherwise. She demonstrated how the display screens on the big Jumbotron could be slightly reconfigured to take two lines of captioning. U of O agreed to do it, and the results are now visible to everyone in the stadium and, at least occasionally, the television audience.

That voluntary action by U of O follows two lawsuits brought by the National Association of the Deaf that sought to require captioning of stadium public-address announcements – one against the professional Washington Redskins football team, and one against Ohio State University. The Redskins argued, among other things, that one need not understand the public-address announcements to fully enjoy a football game, and therefore, a failure to make those announcements understandable to deaf fans did not violate the full-enjoyment objectives of the Americans with Disabilities Act. The court disagreed. It noted that the Redskins, like other sports organizations, provide an entertainment that involves considerably more than just an athletic contest. The court said that those of us with hearing loss are just as much entitled as anyone else to enjoy the full spectrum of that entertainment.

I agree with the NAD that accessible athletic venues are very important. For better or worse, athletics are perhaps the most highly visible outreach of many universities to their communities. Letting the entire communities see what accessibility for people with hearing loss actually looks like may go a long way towards demonstrating that access for us does not detract from anyone else’s experience. We hope other universities follow U of O’s lead, and make their sports venues fully accessible.

Another voluntary agreement came from the nationally renowned Oregon Shakespeare Festival. OSF had been increasing the number of its captioned offerings, but it sprinkled the captioned performances throughout the eight-month season. While that approach may work in a major city, where patrons go to the same
venue a number of different times in a year, it is less viable in an isolated location like Ashland, Oregon. Patrons from throughout the country go to Ashland once a season, at most, and attend several performances.

Because OSF has broad appeal outside of Oregon, the Washington State Communication Access Project (Wash-CAP) joined OR-CAP in working for improved captioning at OSF. We noted that the greatest expense of captioning live theater comes in preparing the captions from the script. Those captions are then displayed on a portable reader-board in synch with the pace of the performance, letting us read along and comprehend dialogue that we cannot understand just through listening. We observed that the cost of an operator is relatively modest, and therefore, additional captioned performances don’t add a great deal to the overall cost, so we asked OSF to dramatically expand its captioned offerings.

At a meeting last October, OSF officials agreed with us. OSF expanded the number of scheduled captioned performances. In addition, though, OSF said that once the captions were prepared for a given play, it would thereafter offer captioned performances upon request. That arrangement creates something close to full accessibility at all performances, something that hasn’t been achieved at any live-theater venue with which we are familiar.

People who were aware of OSF’s outstanding efforts, and who asked in advance for captioning, had high praise for OSF, and reported that their experience had been wonderful. That said, getting those of us with hearing losses back into live theater is still something of a work in progress, and much of that is work that we need to do. Some OSF patrons weren’t aware that the captions aren’t visible from every seat, and they failed to request seats in the caption area. Some patrons found their view of the reader-board blocked by taller folks sitting in front of them. We’ll continue trying to iron out glitches of that nature.

We continue to believe that our organizational advocacy model is paying off. By taking a systematic and strategic approach, we continue to see accessibility to public life expanding for those of us with hearing loss.
Implant Corner

My Second Implant—Four Months from Hookup

By Emily Mandelbaum, Port Townsend

For three months after hookup I delayed graduating to two-sided hearing. Setsuko Murakami, my audiologist at Virginia Mason’s Listen For Life Center, said it was necessary for the opposite side of my brain, unused to sound for some 20 years, to accept and interpret stimulation from the new implant. Acceptance was gradual indeed. My brain was as good as the Freedom 22.

And the white crowned sparrows I heard with the N22 seemed to have doubled their population. The N5 was better in background noise. While riding my bike with the Freedom 22, I always reduced sensitivity to zero or one because traffic noise was so jarring. However, I biked comfortably with the N5 Everyday program on its usual sensitivity settings. Sounds jumped around so harshly while singing to myself with the Freedom 22, I’d banish the songs to my imagination. But singing with the N5 sounded pleasant, nicely modulated, almost true to the intended melody.

At three months it was time to go bilateral. Initially sounds from the two sides seemed to interfere with each other, and reduce my comprehension. Now, after a month, that effect has diminished. Still I am aware of the differing sound qualities—the N5: mellow, full, smooth, sometimes nearly muffled; the Freedom 22: tinny, sharp, thin. A friend suggests I think of them as orchestral instruments that produce different sounds but can go well together. I like that and am considering the squeaky but sometimes sweet violin for the Nucleus 22, and the resonant and modulated French horn for the N5.

Although previously I could comprehend quite well using each separately, now hearing that way seems deficient. I want sound from both sides—the full, rich, balanced effect that bilateral implantees call stereo. Using both doesn’t increase the volume; it does increase the amount and dimensions of sound. However, I cannot localize sound, a benefit some bilateral implantees notice.

It’s easy to just float along using each processor’s everyday program on comfortable volume and sensitivity settings. It also seems logical to combine the two Everyday programs, the two music programs, the two noise programs. But exploring different combinations is worthwhile. At a family dinner I was surprised that the N5 Noise program combined with the Freedom 22 Everyday program worked best. Another strategy for background noise is to use a telecoil-microphone mix on one or both processors. At a cavernous restaurant with one friend, I heard well combining the Freedom 22’s telecoil-microphone mix with the N5 Noise program.

Setsuko mentioned reduced stress as a possible bilateral benefit. Pre-implantation I couldn’t imagine how that might happen, but it has.

Speech comprehension was my main reason for getting the first implant, and I did well. I don’t think it’s changed much. What has changed is the effort required to understand, to interpret any sound. Although still difficult, comprehending in noise is easier, probably because my brain has more to work with. I have twice as much sound.

Feel free to contact me:
mandelbaum@olympus.net.

National Center on Accessible Media –
dedicated to providing television programs for people with hearing loss as well as people who are blind.
http://main.wgbh.org/wgbh/access/
Sound Waves

Winter 2011-12

Back-ups

By Wynona Tyson, West Seattle

I was in one of my happy downsizing moods. I love these moods. They mean less stuff, more delicious space. I opened the drawer containing my back-up hearing aids with remote control and FM system. Why was I hanging on to these, I wondered, when I hadn’t used them in over three years? Yes, they cost a lot of money I’d worked hard to earn. Yes, I could lose my current aids while traveling. Yes, I’d feel totally out of control without hearing aids. Though I’ve given previous aids to charitable organizations in the past, I’ve always kept an extra set as back-ups. I have a history of feeling more secure with lots of back-up stuff and plans.

Now, as a woman-of-a-certain-age, I enjoy challenging old behaviors. It scares me...and yet it’s fun to see what happens. I began to imagine myself without back-up aids... visualizing giving them to a person who could use them and offering support and friendship on this anxiety-ridden journey called hearing loss. I felt uplifted and curiously sure I’d meet such a person.

A few days later, five hard-of-hearing women friends arrived at my home for a weekend gathering that included a trip to Vashon Island. We explored for some time and suddenly we were six hungry women with no idea where to eat. I poked my head into a door and saw a young woman sitting at a counter in a small boutique. All of us dashed in quickly and began pummeling her with questions about where the locals like to eat.

We noticed her leaning towards us, her eyes glued to our lips. It was obvious she was hard of hearing, and she timidly reached for a nearby pocket talker. Yes, she needed hearing aids, but said they were expensive. I’d found the person I was looking for!

Since that moment, we’ve sent her information about HLAA, our local organizations, and the great benefits of membership. She’s been to my home and I’ve given her my back-up hearing aids and an audiologist referral. She’s just beginning her journey into “living well with hearing loss” and basking in the blessing of six—count them, six—hard-of-hearing women spontaneously showing up in her shop on that brisk autumn day. And I’m basking in the joy of an empty drawer and a new friendship.
Hearing Loss Terminology

By Hearing Loss Association of America

We have an obligation to call attention to and correct terminology. The reason we use the phrase "hard of hearing" rather than "hearing impaired" is to call attention to a specific population. This is important for program development and funding. The words "deaf" and "hearing impaired" are often confused and misused. When the phrase "hearing impaired" is used, there is no way to know if this refers to a person who is hard of hearing or deaf. People who are hard of hearing in a title or reference, establish a specific population.

We have found that many do not like the word "impaired" because it implies that people with hearing loss are less than perfect or afflicted. Also, terms such as "the" blind, "the" deaf, "the" hard of hearing refer to people as objects (nouns) rather than individuals. It is important to recognize hard of hearing people as people first and the hearing loss as secondary. We are people who are hard of hearing. If your terminology is correct, others will catch on in time.

Chapter Meetings

BELLEVUE MEETING — 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 MEETING — 4th Mon. 1:30 pm Northshore Senior Ctr., 2nd floor conference room 202, 10201 E. Riverside Dr., Bothell. Hearing assistance: amplification, FM. Karen: 206-817-3213 or utterkl@gmail.com.

EAST JEFFERSON COUNTY MEETING — 4th Mon. 1:00 pm; Port Townsend Community Ctr. 620 Tyler St., Port Townsend. Hearing assistance: amplification, FM. Emily: 360-531-2247 or mandelbaum@olympus.net.

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

SKAGIT COUNTY MEETING — 2nd Tues. 1:00 pm; Fidalgo Ctr., 1701-22nd St., Anacortes. Hearing assistance: amplification, FM, Induction Loop, Jerry: 360-299-3848 JOlmst623@aol.com or Donna 360-299-2035 or 2oldies@frontier.com.

SNOHOMISH COUNTY MEETING — 3rd Sat. 11:00 am; Providence Regional Med. Ctr. Pacific Campus, 916 Pacific Ave., Everett (Monte Cristo room) Hearing assistance: amplification, FM, real-time captioning. hla-snoco@hotmail.com or David: 360-653-6746


TACOMA AREA MEETING — 2nd Sat. 9:30 am, TACID, 6315 S. 19th St., Tacoma. Hearing assistance: amplification, FM, real-time captioning. Melinda: 253-851-6183 or gracelavendar@comcast.net.

WHATCOM COUNTY MEETING — 3rd Sat. 9:30 am; Christ The Servant Lutheran Church, 2600 Lakeway Dr. Bellingham. Hearing assistance: amplification, FM, and captioning at selected meetings. Joyce: 360-734-0469 or jampls@comcast.net or see www.hearingloss-whatcom.org.

We are now forming chapter planning groups in both Olympia and the University of WA/North Seattle area. Please let me know if we can put your name on the list. Email: Chaptercoordinator@hearingloss-wa.org or phone 206-817-3213.

CI Support Groups

North Sound: Meetings are sponsored by HLA of Whatcom Co. and held the 4th Sat., every other month, starting in Jan. 9:30 am—12:00 pm. Christ the Servant Lutheran Church, 2600 Lakeway Dr., Bellingham. FM, CART, amplification. Refreshments. Contact Bert Lederer at bertlederer@msn.com or 360-319-4540(V).

South Sound: Is held the 4th Sat., every other month starting in January, 10:00 am—12:00 pm. TACID—Room 21, Tacoma WA 98465. CART and Assistive Listening System provided. Refreshments. Contact Christine Seymour: 253-475-0782 or ChristineSeymour@comcast.net

Please Note:
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 info@hearingloss-wa.org about starting a new group. Note: chapters may request contributions to cover local expenses. See www.hearingloss-wa.org for more information.
David Myers, a professor of psychology at Hope College, never thought the technology he fell in love with and advocated for would become a model for the nation — but he dreamt it would.

“My real dream is exactly what’s happening right now.”

Myers, who has had hearing loss since he was a teenager, has been campaigning for nine years to have hearing loops installed in schools, churches, public venues and businesses.

After the initiative caught on and was installed throughout Holland, Zeeland and Grand Rapids in February 2010, the Hearing Loss Association of America and the American Academy of Audiology partnered with him to start the “Get in the Loop” campaign. Myers’ project gained national credibility.

Now the technology is spreading throughout the nation and to the heart of the U.S.: New York City, where it was featured recently in the New York Times.

Hearing loops transmit audio from a PA system to a telecoil, which is already installed in most hearing aids and cochlear implants.

Using a mini controller, the hearing aid relays sounds directly to the user’s ear and removes any background noise, making for a crisp and clear sound.

“It’s almost like binoculars for your ears,” said Brenda Battat, executive director of the Hearing Loss Association of America. “The sound comes directly into your ear, and it’s like somebody really just putting the sound straight into your ear.”

For the 36 million Americans who have hearing loss, Myers said, being able to clearly hear a church service, theater performance or the attendant behind the glass window at the train station makes a world of difference.

“This is what people with hearing loss like,” Myers said.

“I have a friend, his mother-in-law said she would rather sit in church and not hear than look like a World War II aviator,” he said of the alternative to a hearing loop, a cigarette box-sized receiver and cumbersome headset.

The technology has been around for awhile, but Battat said it has taken time for the U.S. to jump on the bandwagon.

“It’s been rippling around for a while. A lot of people are working on it from different angles,” she said.

In New York, loops have been installed at the ticket windows of Yankee Stadium, Citi Field, the Apple store in SoHo, at exhibits and information kiosks at Ellis Island, the Metropolitan Museum of Art, the American Museum of Natural History and the city’s subway system.

But Richard McKinley of Contacta, a Holland-based loop manufacturer, said it never would have made it that far had it not been for Myers’ push in West Michigan.

“We needed to prove that the technology can be effectively implemented here in the U.S., and Holland/Zeeland proved to be a great location to do that. Once a few systems were installed, it spread like mad.”

Other areas of the country are also picking up the technology, including Florida, New Mexico and Wisconsin.

Myers said the next step is for the AV companies that install sound systems to be persuaded by the new technology, for audiologists to educate their patients and companies to manufacture, market and install the products.

John Waldo, Attorney and HLA-WA Board Member

At its national convention, the Association of Late Deafened Adults (ALDA) highlighted the importance of access to public facilities by honoring John Waldo with the I. King Jordan award. The award, named for the first deaf president of Gallaudet University, was given in recognition of the work done to increase the availability of captioned entertainment, particularly at movie theaters.
Plans for Convention 2012 are in full swing! Read about our keynote speaker, Howard Weinstein, the Research Symposium, How the Brain Makes Sense of the World of Sound, and much more, on the Events page of our website. Convention Registration to Open Very Soon!

Check the HLAA Updates section on the main page of our website for an announcement about our new secure online registration system.

Call for Papers
Interested in presenting a workshop at Convention 2012? Please visit the Call for Papers page on www.hearingloss.org where you will find the Instructions as well as the Call for Papers form. The deadline for submission is Friday, November 18.

Check it off Your List
Make your reservation now at The Westin Providence and cross it off your to-do list. The Westin is connected by sky bridge to the Rhode Island Convention Center where all of the workshops, plenary sessions, and exhibit hall will be housed (it is also connected to the Providence Place Mall). The Westin is walking distance to shops, restaurants, and historic attractions.

Convention Scholarships
Once again we will offer scholarships to HLAA members who have never attended a Convention before. The information and application will be posted on our website about the middle of November (following the November national Board of Trustees meeting).

Convention Archives
Take a look back at Convention 2011 the Program and Exhibit Guide is posted there along with a video of Chris Artinian’s keynote address, photos and speaker presentation slides.
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 and Listen for life Center at Virginia Mason Medical Center, Cochlear Americas, Washington Relay Service and CaptionCall. Paid advertising helps us provide outreach newsletters to clinics and hospitals, and to be distributed at health fairs. The following contributions are for April through September 2011:

**Barbara Grout**, Kingston.

**Diana Thompson**, Bellevue, made a generous donation to help with a special mailing project.

**Text Interpreting Professionals Seminar (TIPS)**, Bellingham, made a generous donation to support CART or other text interpreting at the HLA WA Conference held in August.

**United Way**

Did you know you can make regular United Way contributions to HLA-WA because we are a 501(c)(3) organization? Check to see if your employer has a matching gifts program and **double your donation**!

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We are pleased to offer a new benefit to HLAA members. HLAA has contracted with American Hearing Benefits (AHB) to offer significant discounts on various hearing aids and styles. For a complete description of this new program, visit the Member Benefits page on our website. You will also see what’s included with in HLAA membership.

If you’re a member of the Hearing Loss Association of America, you are part of a national organization that works on behalf of the 36 million people with hearing loss. Hearing loss is a public health issue and HLAA advocates to keep it in the forefront of those making laws and setting health care policies. If you are not a member, please considering joining or referring HLAA to friends and family who may need information and support.

_Brenda Battat_

Executive Director

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Get more from your conversations—and from life!

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

Subscription/membership

This newsletter is published quarterly and is free online. To be notified when it is posted, send an e-mail to pallen@hearingloss-wa.org. If you would like it mailed to your address, there is a $10.00 subscription fee to cover our costs. Subscription renewal is January and includes issues through December. If you subscribe during the year, we will provide back issues if you request them.

Membership in the Hearing Loss Association of America (HLAA) is $20 student, $35 single, $45 family, $60 professional. Membership includes the award-winning bi-monthly magazine Hearing Loss, special convention rates, and discounts on a variety of products. Subscribe/renew here (or online at www.hearingloss.org).

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Please check all applicable:  ____$10 Sound Waves subscription. _____HLA-WA Donation  ____Please provide back issues for the year.

Membership in HLAA:_____ $35 Single_____ $45 Family_____ $20 student _____ $60 Professional  ____Total enclosed (no cash, please). The Hearing Loss Association of Washington (HLA-WA) is a 501(c)(3) organization and relies on your support to fund outreach to people with hearing loss. Please make checks payable to HLA-WA and mail this completed form to HLA-WA, 4820 156th Pl. SW, Edmonds, WA 98026-4846. Names and addresses are strictly confidential. We do not sell or distribute this information.