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Look for the 2014 Sound Waves subscription insert in this issue!

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Looping in the Washington State Bar Association Conference Center

By Jerry Paulukonis, Seattle

Early this year, I mentioned to a friend who works at the Washington State Bar Association (WSBA) how frustrating it was to obtain the required continuing legal education (CLE) hours necessary to continue my legal license. Hearing at live seminars was difficult at best, webinars and other on-line presentations weren’t captioned, and CD recordings were utterly useless to me. He asked me to write a letter to the WSBA and make some suggestions. I did that, and my main suggestion was that the WSBA loop its conference center, where many of the CLE seminars are held. Somehow, funding was found, and the installation was done in October 2013. I attended my first all-day CLE conference there at the end of that month.

As soon as the speaker began, I got tears in my eyes because he was so clear and I didn't have to strain to hear. The entire day I enjoyed speech of crystalline clarity through the telecoil in my hearing aids, and I left at the end of the afternoon absolutely elated (and with useful information on understanding and managing high-conflict personalities, which was the topic of the seminar). This is the first legal seminar I have not dreaded attending, because of my difficulty in hearing. Furthermore, at the end of a day's conference, I have usually been completely spent, exhausted from the effort of hearing. At the end of this one, I came home with a bounce in my step, not the least bit tired, and fully ready to take on any high-conflict people I should meet. (This was also probably the first conference ever where I didn’t sit in the front row! That alone to me is a marvel.) I wrote my friend at the WSBA the next day that he had no idea what a big deal all of this was. I suspect many of you reading this know exactly what a big deal it is.

I talked with the WSBA sound team during and after the seminar. They are eager to get feedback and make any tweaks that might be necessary to optimize the looping installation for the space. I am attending several additional seminars before the end of the year and look forward to seeing how looping works in different circumstances (such as a panel discussion) and from different locations in the room.

The staff of the WSBA has a long history of active service supporting attorneys in the state. I am humbled by and grateful for their quick responsiveness to my suggestion and their willingness to make this accommodation for attorneys with hearing loss. In addition to the WSBA staff, a shout out also must go to Cheri Perazolli, for her strong advocacy of looping and introducing me to it. And also to Spencer Norby, who was instrumental in installing the loop system successfully. I can’t help but think of Margaret Mead’s quote: Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it’s the only thing that ever has.
A police officer approaches your car window. As you roll down the window you start to feel a bit of panic. Did I run a red light? Was I speeding? Of if you are deaf or have hearing loss, you may be anxious for another reason; how will I hear the police officer? How will I know what he or she wants? Should I have a card that says I have hearing loss? How will the officer know?

Sergeant Cindi West is the Public Information Officer from the King County Sheriff’s Office. She also has a degree in Deaf Studies. With her background and job experience she is uniquely qualified to provide advice for all motorists — especially those of us who have hearing loss — about how to interact with police.

Sergeant West began by explaining that a police officer’s first concern is for his or her own safety. The very last thing we should do when pulled over for a traffic stop is to start reaching for something in the glove box, purse, or pocket. Sergeant West explained that this makes the police officer “really nervous.” Instead, she recommends the motorist sits calmly with your hands visible on the steering wheel.

When the police officer speaks, she suggested you “point to your ear, and if you can voice, tell him or her that you cannot hear. Usually at this point the officer will start writing or at least gesturing for what he or she wants.”

Sergeant West explained this same approach should be used for any police contact — even if you were the one who called the police for an emergency. “Keep your hands in plain view. You don’t need to put them up or anything, but point to your ear, and if you can, tell the officer you can’t hear.”

She acknowledged that some people who are deaf or have hearing loss carry a card indicating the extent of their hearing loss or explaining their communication needs. But she emphasized, “Do NOT immediately reach for the card in your pocket.” She recommends you explain by voice or pointing that you are deaf or hard of hearing and then tell the officer that you have a card and ask if it is OK to reach for the item. Sergeant West recognized that even if people cannot voice they can usually get the message across that they want to retrieve something.

Sergeant West suggested that people who rely on reading facial cues or lip reading can either explain verbally that they need to see the officer’s face to understand, or could perhaps gesture by pointing to his or her own eyes and lips. She points out that “we ALL started out gesturing before we talked and generally will revert back to that when we have trouble communicating. Additionally, in my experience deaf people are excellent at adapting to communicate since they spend much of their lives doing this.”

And finally, Sergeant West explained that the most common way police officers talk with people who are deaf or have hearing loss is by writing. However, someone who is arrested or is a victim of a crime and who relies on sign language to communicate has the right to a sign language interpreter.

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**Practical Suggestions for Communicating Effectively With Deaf and Hard of Hearing From the U.S. Department of Justice**

**Civil Rights Division, Disability Rights Section**

- Before speaking, get the person’s attention with a wave of the hand or a gentle tap on the shoulder.
- Face the person and do not turn away while speaking.
- Try to converse in a well-lit area.
- Do not cover your mouth or chew gum.
- If a person is wearing a hearing aid, do not assume the individual can hear you.
- Minimize background noise and other distractions whenever possible.
- When you are communicating orally, speak slowly and distinctly. Use gestures and facial expressions to reinforce what you are saying.
- Use visual aids when possible, such as pointing to printed information on a citation or other document.
- Remember that only about one third of spoken words can be understood by speech reading.
My interest in hearing issues began when seeking relief from tinnitus. For years, I perceived (and still perceive) a level of hiss apparently coming from each ear. With an audiogram in hand, an ENT at UW told me that I did not need hearing aids to function, but they could amplify sound above 5 kHz and mask the hiss. He gave me a list of audiologists that specialized in tinnitus. The audiologists offered hearing aids that ranged from $4000 to over $6000 a pair. I accepted the hiss.

My engineering background made me question why hearing aids cost so much. Audiologists and manufacturers’ literature told me that hearing aids are sophisticated and expensive to make. Also manufacturers do a lot of research and frequently come out with new models. They need compensation for these expenses. The reason why smartphone and tablet prices go down even with increased complexity is because of high sales volumes. Hearing aids are in the low millions and do not have the same volume advantage.

There is some truth in the above, but also there is markup. In 2011 Veterans Affairs purchased 561,212 premium hearing aids for an average price of $348.15. The five companies under contract with the VA were not selling at a loss. The difference between $350 and the $3000 per aid charged by private practices is markup shared by manufacturers, buyers groups, and the practices.

The multi-thousand dollar priced aids have an average lifetime of five years. The short lifetime further inhibited me from purchasing them, and inhibits many others as well. A statistic we have known for over a decade is that 80% of people with hearing loss do not use aids.

A different distribution system — selling hearing aids over the Internet is controversial not only in the opinion of audiologists but also by some members of HLAA. I hear arguments such as, “I could not get along without my audiologist. She is a lifesaver. She has literally held my hand as she helped me through my hearing issues.” That is certainly a valid reason to buy from a practice. Brenda Battat, past executive director of the Hearing Loss Association of America, argues for distribution of aids over the Internet as an experiment worth taking. How many people in that 80% can get the product and service they need at a price they are able to pay over the internet? And if they are not satisfied and return the aids within 30 days, federal law requires the company to give a refund. The article I wrote interviews three founders and one CEO of companies that participate in that experiment.

Ed’s complete article can be read in the September/October 2013 issue of Hearing Loss Magazine at http://tinyurl.com/qggp4ol

Welcome New 2014 Board of Trustees Members!

David Viers comes to HLAA-WA from southern Washington and Oregon where he was active for years with the Portland chapter and other organizations that support those with hearing loss. Now a resident of Tacoma, he works for the South Sound Hearing, Speech and Deafness Center and is involved with the local HLAA chapter there.

Britney Casey, a former firefighter and EMT, is currently a 911 operator and trained public speaker. She says, “I’m newly hard of hearing, new to HLAA, and meeting new people who give me hope and inspiration.” She was a first-timer at the national convention in June, and came back to Seattle “ready to learn and help others with hearing loss.”

Alexi Pedersen is new to the Pacific Northwest but not to HLAA. A Connecticut native, he was active with the organization back east before moving to Seattle in 2012. He attended the Portland convention and went to Hearing Assistive Technology training in Florida in the fall.

Incoming president Greg Bawden will take up the gavel January 1st, and Alexi will be vice-president. Continuing officers are Cheri Perazzoli as director of advocacy, Glenda Philio as secretary, Elizabeth Jensen as treasurer, Lilia Smith as chapter coordinator.

New Avenues Break the Cost Barrier: The Back Story

HLAA-WA member Ed Belcher wrote “New Avenues Break the Cost Barrier” in the September/October 2013 issue of Hearing Loss Magazine. He provided the following background for Sound Waves.

Hearing Loss Magazine is available online in digital format. Current issues are available to HLAA Members by logging into the HLAA Online Portal.

To receive the magazine, join Hearing Loss Association of America.
(http://www.hearingloss.org/content/hearing-loss-magazine)
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  
Glenda: philiofam@gmail.com or 253-631-2345 (evenings).

HLAA-WA in SEATTLE — 2nd Tues. 7:00 p.m.  
Aljoy 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 hlasporkee@gmail.com

TACOMA — 2nd Sat (alters with CI support) meets in Feb, Apr, June, Aug, Nov, Dec, 9:30 a.m., TACID, 6315 S. 19th St., Tacoma.  
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, FM, CART (real-time captioning), induction loop at most meetings  
Phone: 360-777-8193 Email: campbth@comcast.net  
Website: www.hearingloss-whatcom.org

VANCOUVER—Newly forming Chapter — First Monday at 6 PM. (SWCDHH)  
SW Center For the Deaf and Hard of Hearing  
301 SE Heathwood Blvd, Vancouver, Wa  
Hearing Assistance: Amplification, FM  
Contact Group Leader Christine to be added to email list:cheerfulsounds@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?  
The new Bainbridge Island Museum of Art has equipped its auditorium with assistive listening devices. The auditorium is used for community events so this is an important venue for Bainbridge Island and surrounding Kitsap County.  
Also on Bainbridge Island, the Cinemas at the Pavilion will soon restore closed captioning technology to one auditorium. Their previous units were not compatible with new digital technology.  
Marsha Gladhart attended a Social Justice Summit at Northlake Unitarian Universalist Church (Kirkland) which has installed a loop system in the sanctuary.  
Jerry and Joanna Olmstead report that the Anacortes Senior Activity Center looped the main room and the kitchenette and educated attendees how to use the system. The Anacortes Council Chambers Meeting room and the Anacortes Library Community Room are also looped. The Anacortes Community Theater will also be looped so people with hearing loss will be able to enjoy its wonderful plays.

Reviewed by Ed Belcher

I bought this book at the HLAA conference in Portland. It is well worth reading and keeping as a reference. Monique Hammond is a hospital pharmacist and an instructor in pharmacology. In one of her classes that went from 3 p.m. to 7 p.m. on a Monday afternoon (she now calls D-Day) she began losing her hearing in the left ear. By 7 p.m. her ear was totally deaf. At 10 p.m. she lost her balance and gained a violent onset of nausea which lasted through the night. D-Day changed her life. To pass on what she learned, she wrote a comprehensive book on hearing loss and what can and cannot be done about it.

The section titles of the book well describe the contents: My Story; A Journey of Discovery; When Hearing Loss is Only the Beginning; Hearing Instrument Basics, Styles, Technology, Sales; Assistive Listening Devices; Surgical Implants; Feelings and Emotions; Support Groups, and Organizations; and an Appendix of Checklists for those who experience a similar fate. The book is available at Amazon.com and has received top ratings from reviewers.

You can read more about Monique Hammond and hearing loss at her website and blog: http://what-did-you-say.org. Her blog provides the following tips for avoiding noise-induced hearing loss.

- Don’t linger in noise or, if you stay, use ear protection. Remaining in the din will eventually give the faulty feeling that one “got used to it,” or that it is not so loud anymore, which is a wrong assumption.
- Limit exposure times when listening to music, especially if using ear buds. As different devices have different volume scales, a general rule is not to exceed 50-60% on the dial.
- Ask for the music volume to be turned down at parties, reunions or restaurants.
**Wash-CAP Update**

*By Dean Olson, Wash-CAP President*

In 2013, Wash-CAP had some significant victories to bring captioning to folks with hearing loss. Wash-CAP is a non-profit organization dedicated to enabling people with hearing loss to fully enjoy public venues by being able to have spoken works in real time and displayed so all can read them. We have worked since 2008 to help Washington state’s (and other states’) public venues.

This year, the Washington state courts ended the movie theaters’ appeals against helping the major movie theater chains bring captions to the majority of Washington state movie theaters. The practical effect is that we should be able to go to most Washington state theaters, check out the devices and get captions. Also, we should be able to get neck loops to work with telecoils. Please head to movies and “get back in the game!”

Additionally, the Seattle Seahawks NFL team and the Washington Huskies college football team are captioning their home games. This is a significant victory brought by years of requests and patience. Several other college and NFL teams, as well as major league baseball teams, have captions.

During the past year, Seattle live theaters increased their captioning efforts. The Rep and ACT have processes to add captioned shows. The Paramount continues to show captioned Broadway shows.

Most of Washington state’s bus systems have captions or “Reader Boards.” These include the county and city systems from Vancouver, WA to Everett, WA. In fact, bus systems from Eugene, OR to Everett, WA have reader boards. Wash-CAP applauds these efforts and hopes that Bellingham, Spokane, and Boise will implement reader boards on buses soon. For more information, please see the HLAA powerpoint at the Wash-CAP website, [www.wash-cap.com](http://www.wash-cap.com). From there, please click on “links” and go to [http://wash-cap.com/wp-content/uploads/HLAA.pdf](http://wash-cap.com/wp-content/uploads/HLAA.pdf). Under links, we have some information with captioned schedules. We continue to add information.

**HLAA-WA in Action**

Karen Utter and Cheri Perazzoli attended the Telecommunications for the Deaf and Hard of Hearing, Inc. (TDI) and the Association of Late-Deafened Adults (ALDA) Conference in Albuquerque, NM during the week of October 16-20. They enhanced connections with the national HLAA through meeting Anna Gilmore Hall as well as working with and sharing time with Steven Frasier of the NM State HLAA Chapter Coordinator and Loop proponent. They learned of programs that had helped other HLAA groups to increase access and recognition for HOH people in that state.

Judi Carr, Cheri and Karen were involved in a program explaining the hospital communication needs to a group of local “interpreter referral specialists” at a number of Seattle Area hospitals and medical centers. For more information on our hospital kits, see [hearingloss-wa.org/hospital-kits-2/](http://hearingloss-wa.org/hospital-kits-2/).

Several HLAA-WA members attended a program on Smartphone Apps for people who don't hear well held by the Hearing & Balance Lab in Mill Creek.

**Planning for a New Vancouver HLAA-WA Chapter in Vancouver, WA at the Southwest Washington Center for Deaf and Hard of Hearing (SWCDHH)**

(Left to right)

Karen Utter, HLAA-WA President

Chris Balduc, SWCDHH Client Advocate

Christine Carver, New HLAA-WA Meeting Facilitator

Lilia Smith, HLAA-WA Chapter Coordinator

Cheri Perazzoli, HLAA-WA, Director of Advocacy
Let’s Loop DSHS

By Katie Doyle (Intern) and Berle Ross (ACT Program Manager)
Office of the Deaf and Hard of Hearing (ODHH)

Induction loops (also referred to as hearing loops) make sense, allowing people with hearing aids or cochlear implants to go about their business with equal communication access. Audio input captured by a dedicated microphone is routed through an induction loop amplifier, which then drives the sound current through an established loop cable. This can be either in a piece of portable equipment or installed around a whole room. The cable creates a magnetic field which is picked up by a telecoil in cochlear implants and specific hearing aids, and amplified as high quality audio signal. For users it only takes the click of a simple t-switch on their aid or implant to connect to the system. The majority of aids dispensed today have the t-switch, yet too few consumers are aware of how they work.

The looping trend was brought to the U.S. by Michigan psychologist David Myers, a Seattle native who has hearing loss and experienced the clarity of loops in Europe in the 1990s. Myers’ informational website offers much information at www.hearingloop.org. The systems comply with the revised 2010 ADA requirements. Advantages include convenience for the user who does not have to seek, pair or return a separate device. Loop systems are currently the best solution for transient situations such as a train station or airport kiosk where checking out a device is impractical.

The trend has been promoted locally by Let’s Loop Seattle, an educational and advocacy organization founded by Cheri Perazzoli in 2012. Let’s Loop Seattle’s campaign to “Share the Sound” addresses our whole state. Information can be found at www.loopseattle.org, including how Perazzoli also discovered the new international standard for hearing access in Europe.

ODHH is now promoting the use of loop systems in Community Service Offices throughout the state. We started this project in April 2013 with a pilot site at the Tumwater CSO and expanded to South Pierce in November. ODHH has also purchased counter loops for the regional service centers in Seattle, Tacoma, Bellingham, Vancouver, Pasco and Spokane. These are compact, close proximity loop systems. We are educating client advocates on using this equipment at the office and during one-on-one meetings.
Hearing is Not a One-Way Street
By Marsha Gladhart, Bainbridge Island

One of my favorite ASL signs is “communication.” Both hands make a “C” shape and move back and forth — clearly showing that communication is a two-way street. As those of us with hearing loss know, actually getting the other person’s communication involves more than just identifying sounds and words. Communication is a reciprocal process with responsibilities for both speaker and listener.

We don’t all listen the same way. Each of us brings specific expectations, assumptions, and personal “filters” to a conversation. What I think I hear is influenced by what I expect to hear. Context is important as well. If the conversation’s context is clear, then my job as a listener is easier. When the context is unknown or uncertain, I may find myself trying so hard to understand words that I miss the meaning completely. Asking for a context or advising friends and family to provide a context instead of everyone repeating the same thing can be a relief to all. Listening successfully also depends on how interested I am in the subject, my emotional response to that person, or other distractions.

Those of us with hearing loss have special sensitivity to non-verbal cues the speaker gives. Research indicates that a larger percentage of meaning is determined from non-verbal cues than from words. Extraneous face and body movements, activity in the environment, and misleading expressions can throw us off. For example, trying to listen in a meeting with people walking around behind the speaker can be very distracting for us. I try to sit so that I’m not facing a hall or window that might reveal distracting activities. Eyes and facial expressions can provide important clues to the meaning and message. Sunglasses shut down an important listening tool and hands held up to the chin or face can inhibit our understanding. When I explain why I need speakers to remove their sunglasses or move their hand away from their face, they may be a bit embarrassed that they hadn’t thought of that but I’ve never met someone who didn’t try to comply. I’ve even resorted to holding the hands of people who habitually hold their hands to their mouths or chins while they talk.

Because people with hearing loss must concentrate so heavily on nonverbal cues as well as sounds, we sometimes give nonverbal signals we don’t mean to. Working hard to hear can cause our foreheads to wrinkle and make us look concerned or intimidating. On the other hand, staring intently at the speaker and leaning toward him/her to hear better can cause the speaker to assume we are more open than we really are. It can appear that we are “coming on” to somebody when we are just struggling to understand what he or she is saying.

When my mind reaches overload from working so hard to hear, my ability to listen well shuts down along with my speechreading and hearing abilities. At this point I can either fake it or ask for clarification. I admit to faking it when the situation seems impossible to remedy or I’m just worn out. My daughters call this zoning out and they can spot it immediately. This stops the two-way communication process, and isn’t fair to either party. So I try to keep that sign for communication in my head and remember that I have half the responsibility to make the communication work both ways.

HLAA has helpful information on how to communicate with a person who has a hearing loss and how to advocate for yourself in difficult situations. For more information, visit HLAA communication tips at http://tinyurl.com/kaeb3ax

How to communicate with a person who has a hearing loss:

- Provide background information on the topic to be discussed in writing in advance.
- Background noise, music, cross-conversations, reverberation, and distance from the speaker all contribute to a difficult listening environment. Ask what can be done to make hearing easier.
- Face the person with hearing loss and make sure the lighting is even and that you are not backlit to allow speechreading (lipreading) to augment his or her hearing.
- Speak clearly at a moderate pace.
- Don’t shout: shouting distorts your voice and increases the tension level.
- Rephrase, rather than repeat, misunderstood words; make written note of essential information.

For group meetings that include people with hearing loss:

- Provide agenda items, names of attendees and supporting materials in writing in advance.
- If assistive listening devices (ALDs) are being used, ensure that no one speaks until recognized and speaks directly into the ALDs microphone.
Tips From HLAA-WA Members

We asked HLAA-WA members to share their coping strategies for those everyday situations that challenge people with hearing loss.

I use the Control Company’s Extra-Extra-Loud Traceable Timer in the kitchen. I rely on its 100 decibel ring to avoid overcooking food. I also have an Extra Loud program on my hearing aid. This setting enables me to hear many persons at a meeting who are not seated close to me. Finally, I am comfortable telling persons I have a hearing loss and they need to speak louder or repeat what they just said. The trick is to say it calmly. Diana Thompson

I have missed more elevators than I can count on two hands, due to not being able to hear the "ding" when they arrive. So here is what I do: I station myself at one end of the elevator bay, so I can see the light over each door. I keep close watch. (No daydreaming!) If there are 8 or 12 elevators, hopefully, I don’t have to run to the other end of the hall to catch my car. However, this method always works! Linda Worley

For meetings, I try to get to the meeting early, anticipate where the "front" of the room will be, and then position myself in a corner. This way I can see the speaker/facilitator and have most of the conversation where I can see it. I have several strategies when I teach classes. When the class starts, I explain that I cannot hear very well and ask that the participants minimize side conversations. When someone asks a question, I ask him or her to hold for a moment while I walk out to the person with the question. The person asks the question and I can then repeat it for everyone to hear. By walking to the person with the question, I draw the room’s attention to that person. By repeating the question, I make sure everyone in attendance can hear. And finally, I attend large conferences several times a year. Even when the conference center provides assistive listening equipment, I have found that there is less than a 50/50 chance I will be able to make it work with my neck loop or streamer. So I am putting together a kit with every possible wire, neck loop, silhouette/ear hook, and adaptor I can think of to increase the chance that I will be able to connect to every system. I mark all my cables and parts with green tape, so I can tell later which parts are mine. Greg Bawden

I have had much success with visiting my dentist. I’m not able to hear when the doctor tells me what to do (open, shut, grind back and forth) so the hygienist uses sign language for me to do what he says. She uses her hands to make the necessary motions to tell me what I need to do to complete the checkup. (Beats having her write notes!!!) Virginia Borth

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 14 years of experience, you can rest assured Hearing Specialty Center will provide the quality service and care you deserve.

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Kirkland, WA 98034
(425) 821-6600
www.hearingspecialtycenter.com

CHERRI HOYDEN, AU.D.
A Big Thanks to HLAA-WA 2013 Donors!

While HLAA-WA received special funding and donations through the BigGIVE and the Seattle Foundation earlier this year, our faithful members and subscribers to Sound Waves have also supported our endeavors with their donations.

A sincere thank you to the following people who have generously supported us:

Judy Barnes, Portland, OR  
Janet Dahl, Mountlake Terrace  
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Sue Campbell, Seattle  
Bill Henderson, Pasco  
Carol Quigg, Spokane

Mary Carter, Bellevue  
Brenda Kochis, Spokane  
Diana Thompson, Bellevue

George Cooper, College Place  
Lynn Lewis, Gig Harbor

Holiday Gifts That Keep on Giving!

It’s that time of year when many people look for just the “right” gift to give. For people who don’t hear well there are many items that might be welcomed. For those who have the TV too loud, consider one of the many assistive listening devices that bring the sound just to their ears at the proper and comfortable level…and saves everyone else from being driven from the room! For those who may wear hearing aids or not, listening in a noisy environment may be more than what they are willing to deal with. A solution may be a personal listening device such as a “Pocket Talker” that can be used with hearing aids that have Telecoils via a neckloop or a simple earbud or headset depending on personal preference. There are devices to make the lights flash when the phone rings or the doorbell is pushed.

Resources are available at HLAA online and in all of the issues of the bi-monthly Hearing Loss Magazine that we each will receive as members of HLAA. Visit a local chapter to find out what others are using, meet new friends and JOIN HLAA today! A gift membership in Hearing Loss Association of America for a hard of hearing person will keep on giving for an entire year. http://www.hearingloss.org/content/join

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 electro-physiologic 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** 425-313-7099

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

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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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