Hearing Loss Association of America
Washington State Association

Sound Waves

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A Better Way to Get through Security

By Michael A. Bower, BA, ACC

I recently had the opportunity to do a training presentation for the Transportation Security Agency (TSA) at SeaTac Airport as a result of an incident involving a traveler with Alzheimer's disease. As it turns out, this experience introduced me to a whole different level of TSA agents.

TSA Cares is a program that operates throughout the United States. It created a second level of TSA agents who are specially trained to assist people with disabilities or medical conditions. Right now, TSA Cares seems to fall into the category of "best kept secret" as far as the public is concerned. It is there, but is under-utilized because the public is not aware of it.

TSA Cares provides assistance through the security screening, but they do have to be aware of the need. It is best if they are called a day or two ahead of the flight and informed of needs, especially for those who have mobility issues. There is a toll-free number available for that purpose, and curb-to-gate assistance can then be provided if requested ahead of time. For those whose needs do not require that level of assistance, it is sufficient to approach a TSA agent near security and request the assistance of a TSA Cares representative. Be sure to inform them if you are traveling with a hearing dog.

The key is that you have to make your needs known to TSA. Informing the airlines of your disability and special needs doesn't do it—the airlines do not give that information to TSA. No proof or documentation of your disability or medical condition is required; all you have to do is make the request. I recently talked to an HLAA-WA member who utilized TSA Cares and said that it really helped her to get through security with a minimum of trouble.

The TSA Cares agents receive special training in helping people with special needs, but they are always seeking more training. They are very receptive to having HLAA-WA representatives come and conduct training on hearing loss at some future date. What an opportunity for us in our efforts to make the world easier to navigate! We are in the process of arranging for that training now and it looks like it will be in the fall; the results of that meeting will be in a future article.

In the meantime, the TSA Cares is here for you now and waiting for you to call 1-855-787-2227, Monday-Friday from 5:00 a.m.-8:00 p.m. Pacific Time, and weekends and holidays from 6:00 a.m.-5:00 p.m. Pacific Time. Make that call the next time you are traveling by air and give us your feedback as to how it changed your travel experience.

For more information about TSA Cares, see their website at http://www.tsa.gov/traveler-information/travelers-disabilities-and-medical-conditions and the TSA Blog at http://blog.tsa.gov.

HLAA Convention Experiences

We asked conference attendees to share their experiences at this year's HLAA Conference.

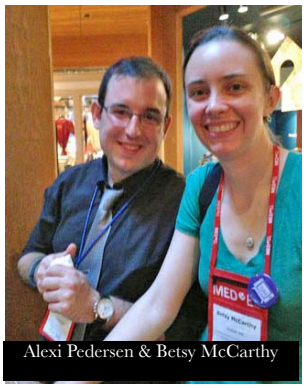
My husband and I attended the conference together. We attended one session on advocacy. An example was a city in Florida where people with hearing loss would talk to restaurant managers, explaining the type of listening environments they needed to enjoy their experience there—things like carpet to reduce reverberation, round tables, and other suggestions. They also explained that a high percentage of retired people had hearing loss, and that retired people had much more disposable income than the general population. To top it off, they let the restaurant managers know that they belonged to a hearing loss organization. They would be happy to let their friends from the organization know when the restaurant had made changes so that they and their friends could enjoy, and therefore patronize the restaurant. Guess what! That city now has *numerous* restaurants which are hearing friendly. Never underestimate the power of the bottom line! ***Susan Vincent, Tacoma Chapter***

I attended the convention as a first time attendee thanks to **Bob Branigin Scholarship Fund**. Instead of just one day I was going to attend, this scholarship allowed me to enjoy 5 days of camaraderie and a great experience. A big THANK YOU!!!!

First, I enjoyed the wonderful conversation with Penny and John Allen going and coming to the convention. Rooming with Barbara Moeller was also fun, an experience sharing a room with another person with hearing loss. With hearing aids out, lights out, no talking in the dark.

The many tools out there to help each of us with hearing loss energizes you to get back into life and share with those who have given up—helping them get back into life. Acceptance/attitude/humor—each of us needs to work on these. Since the convention, I have had such wonderful memories. ***Liz McDevitt, Tacoma Chapter***

Recharging the Hard-of-Hearing Mental Batteries: Portland 2013…. What a great opportunity to meet new friends for life and to regain the feeling of being connected to other individuals with hearing loss that know what I experience on a daily basis! I re-learned a valuable lesson that I learned long ago but seemed to have forgotten in recent days and that is to have a positive outlook on my deafness. It's a weary feeling to continually encounter barriers to effective communication every day on professional and personal level.


Alexi Pedersen & Betsy McCarthy

From listening to Howard Weinstein's amazing work with Solar Ear, Jacob Landis's ride around the USA to raise money for cochlear implants for needy children, Michael Richardson talking about ADA revisions, Gael Hannan's "Ear Rage!" comedy/inspiration presentation and my own panel discussion with Sam and Janet Trychin along with four other deaf young adults sharing experiences on growing up with hearing loss, the resounding theme was one of optimism. There are good things happening everywhere and we are not alone despite how easy it can be to get wrapped up in our own lives.

I left Portland feeling refreshed despite operating on just three to four hours of sleep every night of the convention. Am I going to get frustrated when communication breaks down? Of course I will, but I've been reminded that there are ways to find a solution and that attitude is half the battle. ***Alexi Pedersen, Seattle Chapter***

My family and I had a wonderful time at the conference! We enjoyed checking out the exhibit hall for new products and services. We also saw some old friends and met people from all over the country!
Laura Gramer, Seattle Chapter

I was only able to attend on Friday, but listened to several thought provoking presentations, and was able to talk to almost all of the vendors. Seeing several chapter members there added to my enjoyment of the conference.
Paul Jacobson, Tacoma Chapter

This was my first HLAA Convention and I felt a little bit like a kid showing up for the first day of class at a new school. That feeling quickly went away after being greeted by a very welcoming and helpful volunteer at the HLAA Information desk—I think her name was Jodi. I encountered her several times over the course of the convention and she always had a warm smile and a friendly wave for me. She made a big difference, by assuaging my apprehension. She is a shining example of what an emissary should be. ***Britney Casey, Seattle Chapter***

My first goal was to meet other CI users. I hit the motherlode! I can go weeks at a time and never see another implantee. My job lets me meet more than most people but at HLAA 2013 there were CI users everywhere I turned. The manufacturers of CIs were also present. My second goal was to see what is done at a national level. In the opening ceremonies and again in workshops I attended, one can see what is being done to assist people with hearing loss and there's a lot! Many late-deafened adults are completely unaware of what assistive devices or programs that are at their disposal. HLAA provides the means of getting that information out to the public and at advocating accommodation for people with (hearing) disabilities at state and national levels. ***Paul A. Benadum, East Jefferson County Chapter***

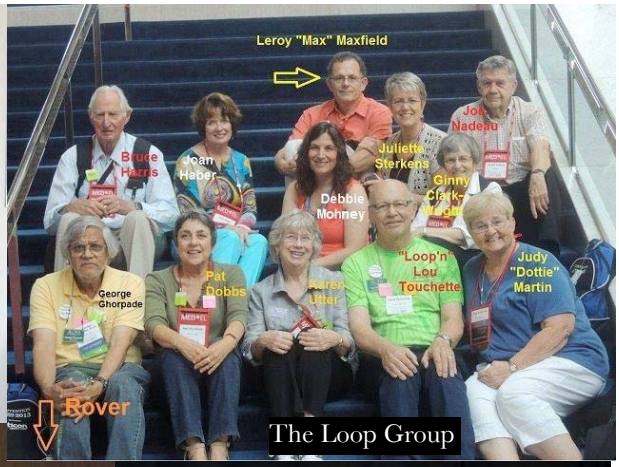
This was my first HLAA convention, and I'm still trying to absorb the volume of practical information presented. Of particular delight was when names and faces familiar only from the magazine turned into real people. My one-word memory of the convention: Openness. Every person regardless of age or hearing situation, background or profession—whether long-time SHHH member or newcomer —was willing to connect, engage, lend empathy and support, share their own experiences, and ask about mine. There's nothing as valuable as personal advice from someone else in the same or similar situation as mine. And fellow HLAA members are ready and willing to help.

Hilary Hilscher, Bainbridge Island

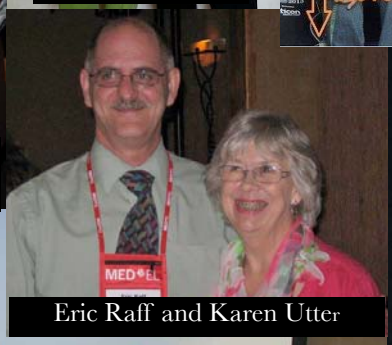
Marsha Gladhart and Hilary Hilscher at the World Forestry Museum

John Waldo receiving the Marcia Dugan Advocacy Award

Penny and John Allen



The Loop Group


Eric Raff and Karen Utter

HLAA-WA Group

Karen Utter receiving the Keystone Award

Chapter and Support Group News

BELLEVUE—2nd Sat. 1:00 p.m.
Lake Sammamish Foursquare Church, Chapel, 14434 NE 8th St. Bellevue

Hearing assistance: amplification, 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 during months of Sept.—Oct. and Jan.—May.

RENTON—2nd Fri. 12:30 p.m.
Renton Senior Ctr, 211 Burnett Ave. N., Renton

Hearing assistance: amplification
Glenda: philiofam@gmail.com or 253-631-2345 (evenings).

SEATTLE—2nd Tues. 7:00 p.m.
Aljoya Conference Room 450 NE 100th St., Seattle

Hearing assistance: Amplification, room 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 Spokane

Hearing assistance: amplification, CART, loop
Margaret Mortz, secretary: hlaspokane@gmail.com

TACOMA— 2nd Sat (alternates with CI support); meets in Feb, Apr, June, Sep, Nov, Dec 9:30 a.m. TACID, 6315 S. 19th St., Tacoma.

Hearing assistance: amplification, FM, CART (real-time captioning)
Gerry: 253-686-1816 or Penny: pennyallen@q.com.

WHATCOM CO.—3rd Sat. 9:30 a.m.
Christ The Servant Lutheran Church, 2600 Lakeway Dr., Bellingham

Hearing assistance: amplification, FM, loop, and CART (real-time captioning) at selected meetings
Don: 360-647-6728 or dongischer@comcast.net

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?

Bellevue Chapter

September 14: *Let's Loop Seattle Update* by Cheri Perazzoli

October 12: *Advances in Hearing Aids, Wireless and Bluetooth* by Dr. Ben Gilham, Au.D. HSDC

November 9: *Legal Rights of Persons with Hearing Loss* by John Allen

Seen and Heard

Seattle Arts & Lectures literary series will be captioned this season. Other series may be captioned as well, by request. Feel free to request accommodation! The literary series includes Malcolm Gladwell and Madhur Jaffrey.

Kate Johnston went with her family to Bellevue's downtown park to watch "Paranormal" on the huge outdoor screen. "It was 'Summer Outdoor Movies in the Park,' and I was expecting to be bored. But ... oh, joy—it was captioned! Big bold captions too."

NEW HLAA-WA Website

Please note our new and updated website has been launched. Should you reach our "old" home page, please use your "refresh button" and the new will site appear. Thanks so much to the hard work and dedication of our Webmaster, Kate Johnston. If you find things that may need her attention, please let her know. We hope this will be a more responsive and up-to-date website for us to use.

Nominations are Still Open for HLAA-WA Board of Trustees

Nominations are still open for positions on the HLAA-WA Board of Trustees. If you would like to be a part of this amazing self-advocacy group, please fill out the application found at hearingloss-wa.org and return it to the address on the application by September 15, 2013. All nominees must be members of the Hearing Loss Association of America. If you are not currently a national member, go to www.hearingloss.org to find membership information and join us.

Hearing Assistive Technology: 2013 HLAA Convention Update

By John Allen, Tacoma Chapter

What's new in hearing assistive technology (HAT)? HAT falls into three categories:

1. Assistive listening devices, which provide basic amplification via wire, or more sophisticated wireless help via FM, infrared, or induction loop
2. Alerting instruments that use visual, tactile, and/or sound modification
3. Telecommunications HAT, ranging from amplified to captioned phones.

It shouldn't be surprising that the trend to reduce the size of components continues. "Smaller" has a limit, however, when it comes to a device with buttons and screens because "too small" becomes difficult to operate. I found two items at the convention exhibit hall that were both smaller and effective: a conference (environmental) mini-microphone and a silhouette. Both are produced by the ELT Group of Nashville, TN. The conference microphone is effective up to 12 feet from sound sources (previous microphones were effective up to 8 feet). The silhouette (more effective than a neckloop for someone with severe hearing loss) is flatter and thinner than previously available models and, therefore, lies more comfortably between the outer ear and the skull. This is an important feature when wearing behind-the-ear aids and/or glasses.

The most significant and surprising change in HAT is the merging of traditional assistive technology and smart phones. The mobile phone industry has long recognized the popularity and usefulness of smart phones to the general public and is now reaching out to people with hearing loss. First, some background. All smart phones already contain microphones to capture sounds, speakers, and the circuitry to transmit/receive/amplify electronic sound signals. These three features, ironically, create barriers to people with hearing loss. The microphones and speakers are relatively ineffective (small size, recessed installation, and sometimes covered with a thin film for environmental protection) and the amplification pattern is suited to people with *normal* hearing. In the infancy stages are plug-in microphones and listening accessories to better capture desired sounds and deliver them to the ear.

In the development stage (T-Mobile announced a roll-out soon, and others are working on apps) are programs to adjust the amplification pattern of your phone to your specific hearing needs. I watched one experimental app in which the listener self-administers an "audio quiz" by selecting the best and worst sounds among an assortment, repeating this quiz several times. At the end of the quizzes, the phone reprograms the amplification pattern to match the listener's hearing needs. In theory, the product will be the combination of a pocketalker, a hearing aid and a smart phone in one device. If you are in the market for a smart phone or a smart phone upgrade, look for these new features soon.

Related to HAT are new technologies in captioned telephones, Internet programs, and movies. Seahawks fans (with tickets) will see captioned scoreboards this fall in CenturyLink Field, while Husky fans (with tickets) can look forward to captioned scoreboards in the new Husky Stadium.

I think it is worthwhile to mention that while technology continues to advance, the principles of assistive listening will always remain the same. The three basics of assistive listening devices are to collect the desired sound at its source, amplify it comfortably, and deliver it directly to your ears. Likewise, alerting devices capture the desired event at its source, transmit it to your location and change it to an alerting method that you can recognize.

John Allen is a retired engineer, who together with wife Penny, uses and provides HAT in Washington and other states.

A Deaf Perspective on the HLAA Convention

By Eric Raff, Director of the Office of Deaf and Hard of Hearing Services

Recently, I had an opportunity to attend the HLAA convention in Portland, Oregon—usually attended by hard of hearing, late-deafened and some deaf individuals. As a deaf person with different communication needs, it was an enlightening experience to better appreciate where these individuals are coming from. While we can agree that we all want equal access opportunities to effective communication, the HLAA convention reminds me how we go about it in remarkably different approaches. Hard of hearing and late-deafened individuals typically seek solutions involving medical care, cochlear implants, hearing aids, and other assistive technologies. There is also a greater emphasis on coping with hearing loss, which happens later in life for most of these individuals. However, deaf, hard of hearing, and late-deafened do share some common issues or concerns involving civil rights, captioning, and telecommunication technologies. It was also a good opportunity to meet with active HLAA-Washington leaders with whom I've become acquainted and friends with over the past years as well. (To read issues of ODHH's Community Review and subscribe see http://www.dshs.wa.gov/hrsa/odhh/publications.shtml)

Seattle Foundation's BigGIVE Day a Success for HLAA-WA

Many thanks to the following donors who helped support HLAA-WA by donating to Seattle Foundation's May 15th BigGIVE Day! It was the first time HLAA-WA participated in the BigGIVE. Watch for us next year!

John Balciunas (Sammamish)
Tana Baumbach (Reno)
Danny Beatty (Anacortes)
Henry Burgess (Redmond)
Judith Carr (Everett)
Barbara G. Curtis (Edmonds)
Lee Fitchett (Seattle)
S. George Ghorpade (Tucson, AZ)
Deborah Girdler (Medina)
Hilary Hilscher (Bainbridge Island)
Elizabeth Hunt (Kirkland)
Kate Johnston (Bellevue)
Michele Kelly (Kirkland)
David King (North Bend)
Cathy Linn (Sammamish)
Erlene Little (Oak Harbor)
Cynthia Marriott (Redmond)
Jacqui Metzger (Seattle)
David Myers (Holland, MI)
Frances Pennell (Seattle)
Cheri Perazzoli (Redmond)
Glenda Philio (Renton)
Christina Quekett (Snoqualmie)
Peggy Rinne (Seattle)
Valerie Robinson (Bellevue)
Robert Rosenberg (Seattle)
Catherine Sindelar (Woodinville)
Lilia Smith (Camano Island)
Diana Thompson (Bellevue)
Paula Titus (Seattle)
Norm Tjaden (Seattle)
Wynona Tyson (Seattle)
Karen Utter (Edmonds)

Fast Food Fury: Hearing Loss & The Drive-Thru

By Gael Hannan, Editor of Better Hearing Consumer

It was early one morning at a Tim Hortons drive-thru, a few years ago……

"Mpray uh paken udda, heesh?"

"Oh yes, hi…I'll have a double-double, one apple juice, and 20 Timbits, please."

"Mprhhh?"

"Pardon me?"

"I'm sorry, I have hearing loss, I'm not quite getting…"

"MOM! She wants to know what size coffee you want!"

"OK, Joel, don't yell, I'm not deaf…uh, a medium coffee, please."

"Cattle-bees whore-hollers en finny sense. Prst inno, heesh." (Giving up, I look pleadingly at my son.)

"Mom, she says that'll be four dollars and fifty cents. Drive to the first window."

Rolling up my window, I feel embarrassed and my eight-year-old is frustrated – or maybe it's the other way around, or probably both.

For people with hearing loss, ordering food at a drive-thru ranks high on the list of frustrating experiences. It might have been easier and potentially faster if I had parked my car and gone inside to order. But hey, I'm just as busy as the next hungry motorist with a cranky kid, and I believe strongly in my right to use a fast food drive-thru like anyone else, without having to incur any extra, discriminatory stress.

According to retail experts, consumers have five key expectations from a drive-thru experience: accuracy, speed, value, quality and service. Yeah, right. For customers who are hard of hearing, deaf or have difficulty using speech, it's usually impossible to give a drive-thru full marks in any of these areas, especially when the experience depends on verbal transactions with the disembodied voice of an order taker who has not been trained on how to serve us. OrderAssist™, a company that manufactures accessible ordering systems, surveyed 6500 deaf and hard of hearing people about their drive-thru experiences. 42% responded that they left without buying anything. (I belong to the other 58% who would stick it out. No way am I going to waste all that waiting-in-line time, only to go away hungry. My motto is to eat first, be principled second.) But 94% said they would be willing to patronize a restaurant that installed a communication-accessible drive-thru system.

There are solutions to the drive-thru dilemma, some of which lie with the restaurant and others that are the responsibility of the consumers. The restaurant owner can:

Install a system like OrderAssist™, where drive-thru customers press a button that informs staff that they have communication challenges. Employees are alerted through a signal in their earpiece, as well as a light that turns on inside the store. Customers are directed to pull up to the window where they receive a form to write their orders. Now that I know this system exists, I can't wait to try it. And when I do, I'll be happy to place my order eyeball to eyeball with the order-taker rather than filling out a form, because as long as I can see the face, I'm fine. But how wonderful to have options.

Customer service would improve by improving the quality of order-speaker systems. Clear conversations make for better order accuracy and faster service times (always a good thing).

Install superior digital display and order confirmation screens that tell clients their orders have been clearly understood. Menu boards offering food combos simplify the order process for the client, and improve the quality of communication.

Provide communication and sensitivity training to staff, to improve their comfort level in communicating with people who have hearing loss and other disabilities.

Consumers have a job to do, too. We can anticipate communication challenges and let drive-thru staff know that we have hearing loss. We can ask drive-thru restaurants, especially those we use on a regular basis, to install a system such as OrderAssist™ – adding that this would guarantee the return business and undying loyalty of us and our 10,000 close friends who live in the area and who drink a LOT of coffee. But, if drive-thru's are just too much of a nightmare, we can give ourselves few extra minutes and order inside, which has the added allure of restrooms.

It was early one morning at a Tim Hortons drive-thru, very recently:

"Mpray uh paken udda, heesh?"

"Hi, I'm hard of hearing, I'd like two medium coffees with milk, two carrot muffins, and for you not to say another word until I see you at the window. Coming through."

"Good job, Mom."

"Thanks, son."

Adapted from The Blogs @ Hearing Health & Technology Matters

HLAA Sessions Focus on Vets

By Hilary Hilscher (Third of a three-part series)

The Department of Defense has identified auditory injury—hearing loss and tinnitus—as the number one service-related disability among all U.S. Veterans. This is the third article in a series.

"You deserve to hear!"

Audiologist and researcher Brad Ingrao opened this year's special workshop series at the June HLAA convention with a primer on how we hear—and don't—and solid advice for veterans, their families (and the rest of us).

"It's tempting to have a bit of pride and pretend you hear better than others do. But this takes too much energy. Get over yourself," he said, and encouraged the 80+ attendees to get "whatever you need to stay involved" with your community.

"Sure, 'it ain't fair'," he continued. "Being hard of hearing takes more gadgets, more money, more patience. But take back your right to see a movie, take a class, have dinner at a restaurant AND hear what your companions are saying."

"Everyone will have trouble hearing at some point—both because of ear issues and because the brain slows as we age. By about 60 years, our brains are no longer 'young' and have a harder time keeping up with rapid speech, high-pitched tones, complicated sound coming from different directions."

Above all, he recommended, educate yourself about hearing aids—"Never get one without a t-coil!"—and the wealth of hearing assistive technology that can add quality to your life.

Seven veterans representing various branches of the military and U.S. conflicts abroad from Vietnam to Iraq joined forces with co-moderators Dr. Joseph Montano and Lt. Allen Ford to recount their challenges with hearing loss/tinnitus and how they cope. Their session included many practical tips but, more powerfully, deeply personal stories about how the invisible disability of hearing loss impacted their sense of themselves as men, as military officers, as husbands and fathers, and as professionals in their fields.

Mark Brogan: Talk about it! No bluffing. Come up with a family plan to deal with your needs and theirs. It's not just about you. Connect with a good audiologist at the VA—there are good people there.

Donald Doherty: Join an aural rehab group, a regular support group if possible. Participating breaks down denial—a very big deal—because we're all too proud. Test out all available technology.

Bobby Ehrig: I feared separation from the military, so I minimized my hearing loss. I've had to go through grieving. My kids have helped me realize it's a mutual learning process to really communicate—to really communicate goes beyond the issue of hearing loss.

Kent Ewing: I wasn't going to stop flying just because I have ringing in my ears. Tell your audiologist what you do, what your lifestyle is. Teach him or her about your needs. Do your own research about your hearing.

Tony Seahorn: At first, treating physical wounds seemed the most important. But each time the tinnitus starts, it's a blast from the past, plunging me into war again, PTSD. So we've got to talk through the emotional trauma and treat the whole person.

Myron Smith: Hearing aid providers through the VA give a six-month trial period, so different from civilian providers. Try and use all the technology.

Stephen Springer: Panels like this are the best thing for learning acceptance and ways of handling hearing loss. Don't buy into the theory that technology alone will solve things so you don't need coping skills. You do.

Longtime mental health and rehabilitation advisor to the HLAA, author and psychologist Dr. Sam Trychin wrapped up the series with Q&As about interpersonal relationships at home or work when hearing loss is involved. Above all, he said, "Hearing loss is a communication disorder that affects both the listener with hearing loss and the person speaking to him or her. Hearing loss isn't my problem or your problem; it's *our* problem. And hearing loss exacerbates every other challenge of a relationship."

Proceedings of all sessions, including biographies and contact information for participants, are available at http://hearingloss.org/content/convention-archives.

***Clarification**: The Veterans story in the summer HLAA-WA issue said that Navy retiree Joe Mandich had been referred by Tricare to the Bremerton Naval Hospital for hearing aids. The hospital is not affiliated with Tricare, and offers its audiology service as a voluntary expansion of its clinical and rehabilitative efforts. Tricare only provides hearing aid service to dependants of active duty personnel.*

On Dealing with the VA

By Rick Faunt, Auburn

In 1983, during my last few days at Whidbey Island Naval Air Station, my chief petty officer said, "You will be at the pre-retirement seminar tomorrow at 0900." I grumbled to myself that this was the last order I was going to have to follow. But about an hour into the seminar I realized the chief did me a great favor as I listened to the experts' advice. Best single tip: NEVER give the VA original documents, always copies.

The following week, I went to my appointment with "Comp & Pen," aka the Compensation and Pension process. It's what the VA uses to determine the amount of disability each service-connected medical issue warrants under federal standards, now consolidated under the VA.

I received a disability rating for my hearing loss, and received (despite some glitches) tuition, books, and a small stipend that helped me get my college degree; the VA provides my hearing technology. Service-connected medical help from the VA has generally been very good for me. I've usually gotten appointments when needed. Recently, though, the VA has begun adopting the common civilian health care approach: veterans are assigned to a primary care clinic and team that may refer them to specialty care. Once a vet has been to a speciality such as ENT or audiology, he or she can often make an appointment directly if follow-up visits are within 18 months. Otherwise, the vet must start over with his/her primary care team.

In my job at Boeing, my community in general, and specifically HLAA-WA and Vietnam Veterans of America, I continue to "educate" people about hearing loss and how to cope and live well in spite of it.

From my years of dealing with the VA, here's my advice to those about to leave the Service: start your claim as you out-process from active duty. Even if you don't think you qualify or want benefits, is it much easier to start the paperwork early with supporting documentation readily available. Find a Service Officer at one of the Veterans' organizations such as the VFW, AM-Vets, American Legion, Vietnam Vets, etc. These dedicated people know the paper trail. Then be patient as the system takes time to crunch its way through to a decision.

When you are seen by a VA clinic and a follow-up visit is needed, do NOT leave until that appointment is made and you have the reminder card in your hand. Call ahead to verify that an appointment has been made.

On that note:
Welcome Home, Brother and Sister.

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- 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 425-313-7089

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

Minor & James Audiology

Seattle
515 Minor Ave., Suite 150
Seattle, WA 98104
T 206-622-9916

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Bellevue, WA 98004
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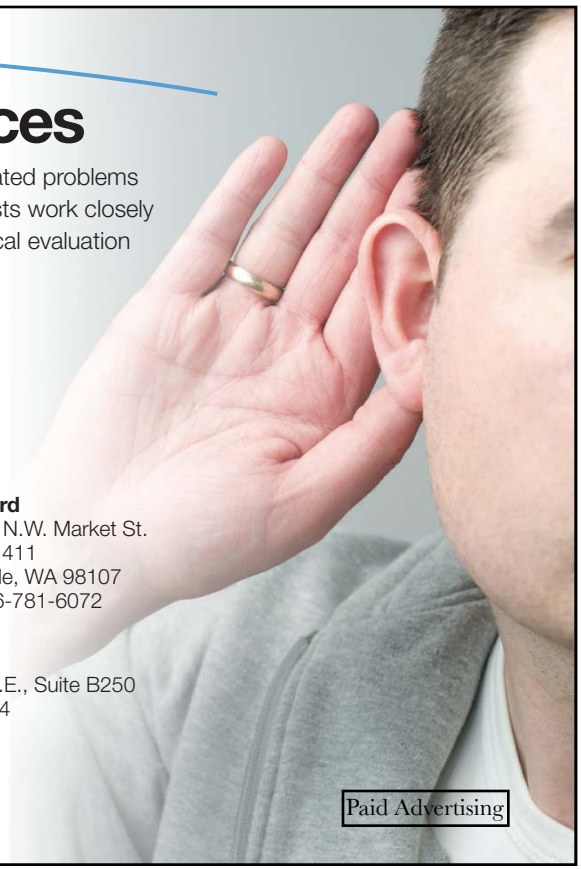
SWEDISH

www.swedish.org/audiology



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

SERVICES INCLUDE:

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

VirginiaMason.org/listen

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

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

Virginia Mason – Issaquah
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Sound Waves is a quarterly publication of the Hearing Loss Association of America, Washington (HLAA-WA), 4820 156th PL, SW, Edmonds, WA 98026-4846. Newsletters are published August, November, February, and May and can be downloaded free from http://www.hearingloss-wa.org. To receive a copy by US Mail, there is a $10.00 subscription fee (see back of this newsletter for information). Sound Waves is now available in color at the HLAA-WA website. The new online format allows for live linking to email addresses and online resources in articles.

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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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