

HAAA-LA
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>> LISA: YOU READY? OKAY. EVERYONE HAVE – WHOEVER HAS A T-COIL, JUST A REMINDER THAT THIS ROOM IS LOOPED.

WELCOME BACK EVERYBODY, WE HAVE A NICE BREAK IN DECEMBER, SO IN CASE YOU FORGOT – IN CASE YOU FORGOT MY NAME IS LISA AND THE PRESIDENT OF THIS CHAPTER, THE LOS ANGELES CHAPTER OF HAAA, THE HEARING LOS ASSOCIATION OF AMERICA.

I HOPE EVERYONE HAD A HAPPY NEW YEAR.

WE HAVE A PRETTY FULL AGENDA. ONE THING WE LIKE TO DO IN JANUARY IS COME BACK HERE AFTER THE HOLIDAYS AND SORT OF RECONNECT. DOESN'T LOOK LIKE WE HAVE THAT MANY PEOPLE HERE TODAY, SO WE MIGHT BE ABLE TO GET THROUGH EVERYONE. BUT LATER ON IN THE MEETING WE WILL GO AROUND THE ROOM AND INTRODUCE OURSELVES. IN THE FIRST HALF OF THE MEETING WE HAVE A GUEST SPEAKER. HE'S GOING TO BE TALKING TO US ABOUT LOOPING TECHNOLOGY AND ADVOCATING FOR LOOPING. BUT BEFORE WE GET TO THAT, I HAVE TO GO OVER A LITTLE BIT OF CHAPTER BUSINESS.

COUPLE REMINDERS, THE FIRST THING IS THAT WE ARE A NON-PROFIT ORGANIZATION SO WE CANNOT ENDORSE ANY PRODUCT, ANY SERVICES, ANY BUSINESSES. WHEN WE HAVE GUEST SPEAKERS HERE LIKE TODAY, FOR INSTANCE, OUR GOAL IS REALLY TO INFORM AND EDUCATE YOU, WHICH IS IN LINE WITH THE MISSION OF HAAA WHICH IS TO PROVIDE INFORMATION, EDUCATION, ADVOCACY AND SUPPORT FOR PEOPLE WITH HEARING LOSS.

SO THAT'S OUR GOAL, AND I THINK WE WILL SEE A VERY INFORMATIVE PRESENTATION TODAY ABOUT LOOPING.

SECOND REMINDER, THIS FACILITY HERE IS THE HEAR CENTER. IT'S A NON-PROFIT ORGANIZATION, THEY OFFER A FULL RANGE OF AUDIOLOGY AND HEARING AID SERVICES. AND WE'VE BEEN VERY FORTUNATE TO MEET HERE FOR THE PAST 10 YEARS. WE NEED ON OUR PART IS TO BE MINDFUL OF CLEANING UP AFTER OURSELVES. IF YOU CAN STAY IN THIS ROOM, THE FOOD AREA, AND BATHROOM, NOT INTO THE OFFICE AREA,. DON'T TOUCH ANYTHING THAT DOESN'T BELONG TO THE CHAPTER. INCLUDING THE REFRIGERATOR. THAT'S NOT OUR FOOD IN THE FRIDGE.

ANOTHER REMINDER, IF YOU REMEMBER TO SIGN IN, WE ARE TRYING TO CLEAN UP OUR MEMBERSHIP ROSTER SO IT'S HELPFUL IF YOU SIGN IN.

I THINK THAT'S IT FOR THE REMINDER.

I WANT TO SHARE SOME GREAT NEWS, EXCITED TO SHARE THIS NEWS. I THINK MOST OF YOU KNOW GEORGIA FLEISCHER IS ADVOCACY CHAIR. SHE'S BEEN ON THE STEERING COMMITTEE FOR FOUR YEARS. AND SHE HAS WORKED TIRELESSLY TO GET CAPTIONING AVAILABLE AT LIVE PERFORMANCES AT VARIOUS VENUES IN LOS ANGELES. SO SOME OF HER ACCOMPLISHMENTS HAVE BEEN THE PANTAGES THEATER. SHE'S GOTTEN

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CAPTIONING THERE. THE HOLLYWOOD BOWL. LAST SUMMER I THINK MANY OF US TOOK ADVANTAGE OF SEEING CAPTIONED SHOWS AT THE HOLLYWOOD BOWL. AND HER LATEST ENDEAVOR IS THE LOS ANGELES MUSIC CENTER, AND WALT DISNEY CONCERT HALL. SHE MET WITH THE STAFF IN LATE DECEMBER, AND THEY'VE AGREED TO OFFER CAPTIONING FOR SELECT SHOWS AND ALSO BY REQUEST. AND I THINK THEY ARE ADDING AN ACCESSIBILITY PAGE, AND PROVIDING SIGNAGE FOR ASSISTIVE LISTENING DEVICES. THESE ARE MAJOR VENUES WE CAN GO AND ENJOY PERFORMANCES. SHE'S ALSO FORMED AN ADVOCACY COMMITTEE. INVOLVED IN LOOPING IN PASADENA AND SOME ACCESSIBILITY ISSUES IN PASADENA.

I DECIDED TO NOMINATE GEORGIA FOR A MARCIA DUGAN ADVOCACY AWARD. THEY ARE GOING TO BE PRESENTING THIS AWARD AT THE CONVENTION IN JOON. AND GEORGIA JUST TOLD ME THAT SHE WON!
[APPLAUSE]

SO YEAH I WANTED TO ANNOUNCE THAT TO EVERYONE.
CONGRATULATIONS GEORGIA. THANK YOU SO MUCH FOR ALL THE WORK YOU'VE DONE FOR PEOPLE WITH HEARING LOSS. YOU'VE HELPED IMPROVE QUALITY OF OUR LIVES BY ALLOWING US TO GO TO LIVE PERFORMANCES AGAIN. AND YOU MADE OUR CHAPTER LOOK GOOD. THANK YOU.

IF ANYONE IS INTERESTED IN JOINING THE ADVOCACY COMMITTEE. YOU CAN TALK TO GEORGIA. THEY MEET EVERY OTHER MONTH AND ALWAYS HAVE NEW PROJECTS THEY ARE WORKING ON.

I DID MENTION THE CONVENTION, THE LAST THING I AM TALKING ABOUT UP HERE.

MOST OF YOU KNOW THAT HLA A HAS AN ANNUAL CONVENTION. THIS YEAR IT'S IN SAINT LOUIS, IT'S IN A DIFFERENT CITY EVERY YEAR. AND I THINK THAT FOR FIRST-TIME ATTENDEES, MOST OF US WHO HAVE GONE WOULD AGREE IT'S REALLY AN AMAZING EXPERIENCE. IT'S INVIGORATING, INFORMATIONAL, THEY HAVE WORKSHOPS THAT COVER THE WHOLE RANGE OF HEARING LOSS ISSUES FROM EMPLOYMENT OR ADVOCACY, TECHNOLOGY, RELATIONSHIPS, COPING.

THEY ALSO HAVE AN EXHIBIT HALL WHERE VENDORS SHOW CASE THEIR LATEST PRODUCTS AND SERVICES, SO YOU REALLY CAN DEMO PRODUCTS AND LEARN ABOUT THE LATEST TECHNOLOGY AND PRODUCTS THAT ARE AVAILABLE FOR PEOPLE WITH HEARING LOSS.

AND THE REASON I AM BRINGING THIS UP IS THERE IS AN EARLY-BIRD REGISTRATION, AND I THINK THE DEADLINE IS JANUARY 31. SO IF YOU ARE THINKING ABOUT GOING TO THE CONVENTION, I HIGHLY RECOMMEND REGISTERING THIS WEEK BECAUSE FEBRUARY 1 THE PRICES GO UP. I AM NOT SURE HOW MUCH, BUT I THINK IT'S PRETTY MUCH. SO YOU CAN GET A PRETTY GOOD DISCOUNT IF YOU REGISTER NOW.

I HAVE IN THIS HEARING LOSS MAGAZINE, IF ANY OF YOU ARE MEMBERS OF NATIONAL, YOU SHOULD HAVE GOTTEN THIS, THERE IS INFORMATION ABOUT THE CONVENTION IN THIS MONTH'S MAGAZINE AND THERE IS A REGISTRATION FORM.

THEY ALSO HAVE AN OVERVIEW OF I THINK THE WORKSHOPS AND THE KEY NOTE SPEAKERS SO YOU CAN SEE IF IT'S SOMETHING YOU WOULD BE INTERESTED IN. I ALSO WANTED TO BRING UP THEY OFFER SCHOLARSHIPS FOR NATIONAL. IF YOU'VE NEVER BEEN TO A CONVENTION, I HIGHLY RECOMMEND AGAIN CHECKING OUT THEIR SCHOLARSHIPS. YOU CAN GO TO THEIR WEBSITES. ALSO INFORMATION IN THIS MAGAZINE.

THEY OFFER A ROCKY STONE SCHOLARSHIP. BASICALLY THEY PAY YOUR REGISTRATION AND GIVE YOU ANOTHER \$500 TOWARD TRAVEL EXPENSES. AND WE HAVE HAD SEVERAL PEOPLE FROM THIS CHAPTER WIN.

WHAT I DIDN'T KNOW IS THEY OFFER ADDITIONAL SCHOLARSHIPS ON TOP OF THAT. FEW YEARS AGO MALIK AND I APPLIED FOR THE ROCKY STONE AND HE WON, AND ANOTHER SCHOLARSHIP BECAME AVAILABLE, AND I GOT ONE TOO. WE WERE BOTH ABLE TO GO.

DEADLINE FOR THAT IS FEBRUARY 20. SO AGAIN, I WOULD CHECK THAT OUT.

AND WHAT I WANTED TO BRING UP AS WELL IS OUR CHAPTER IN THE PAST HAS OFFERED A SCHOLARSHIP. SIMILAR TO NATIONAL. IT WOULD BE REGISTRATION AND \$500 TOWARD TRAVEL EXPENSES. AND WE GIVE PREFERENCE TO FIRST-TIME ATTENDEES, BUT THAT'S NOT NECESSARILY A REQUIREMENT.

WHAT WE ARE LOOKING FOR IS SOMEONE WHO WANTS TO BE INVOLVED WITH THE CHAPTER. POSSIBLE FUTURE LEADERS OF THIS CHAPTER. GOING TO GO TO THE CONVENTION, BE INSPIRED AND COME BACK AND WANT TO BE INVOLVED.

QUICK SHOW OF HANDS. IF WE WERE TO OFFER A SCHOLARSHIP THIS YEAR, HOW MANY PEOPLE MIGHT BE INTERESTED IN APPLYING?

OKAY. SO WE ARE GOING TO BE DISCUSSING THIS FOR THE STEERING COMMITTEE. I WANT TO GET A FEEL FOR HOW MUCH INTEREST THERE WAS.

I THINK THAT'S IT FOR THE CHAPTER BUSINESS RIGHT NOW. WE CAN GET INTO THE GUEST SPEAKER.

WE ORIGINALLY HAD TWO PEOPLE COMING, BUT KASE WASN'T FEELING WELL.

SO THOMAS KAUFMANN IS HERE FROM OTOJOY AND LOOP-L.A. OTOJOY HAS INITIATED AND SUPPORT SEVERAL LOOPING CAMPAIGNS IN THE REGION. THEY RECENTLY WON THE MAYOR'S AWARD IN SANTA BARBARA, HOVER HONORS LOCAL BUSINESSES, WHO ACCOMMODATE PERSONS WITH DISABILITIES.

I PRINTED OUT THE PAGE OF THE SANTA BARBARA NEWS PRESS. NICE PICTURE.

AND LOOP LA IS A NON-PROFIT ORGANIZATION. THEIR MISSION IS TO OBTAIN EQUAL ACCESS FOR INDIVIDUALS WITH HEARING LOSS BY PROMOTING USE OF HEARING LOSS TECHNOLOGY AND, THOMAS AND KASE WERE INVOLVED WITH LOOP SANTA BARBARA, CALIFORNIA LOOPING FOUNDATION.

BEFORE THOMAS COMES UP, I THINK NANCY GRAY IS GOING TO COME UP AND TALK ABOUT HER EXPERIENCE WORKING WITH THOMAS AND KASE.

>> NANCY: WE MENTIONED THE CONVENTION. THE CONVENTION IN JUNE IN AUSTIN IS WHERE I MET THOMAS AND KASE. THEY CAME TO THE MEETING AND SAID THEY ARE IN SANTA BARBARA. I LIVE IN MOORPARK. TALKED WITH THEM ABOUT IT. THEY MET WITH ME IN JULY, AND WE WENT TO MOOPARK CHAMBERS AND ALSO TO THE LITTLE THEATER IN MOORPARK. WE HAVE A LIVE THEATER IN MOORPARK. SO I DECIDED YES, WE ARE GOING TO DO IT. I APPLIED – SINCE 1985 I WAS LIVE NOTHING MOORPARK AND I WAS LOSING MY HEARING.

AND DURING THAT TIME I ASKED THEM – THEY PUT THE CITY COUNCIL MEETINGS ON THE TV. BUT THEY WERE NOT CAPTIONED. AND I SAID, OKAY, MAYBE I CAN HAVE CAPTIONING – I WAS VERY ACTIVE. I WAS ACTIVE IN THE ASSOCIATION, IN PTA, BUT I WAS LOSING MY HEARING. THEY SAID NO, WE HAVE NO MONEY FOR T. SO I JUST KIND OF BECAME A RECLUSE. I DIDN'T GO TO CITY COUNCIL MEETINGS, DROPPED OUT OF MY HOMEOWNERS' ASSOCIATION. AND THEN – IN FACT THE PERSON WE TALKED TO AT THIS MEETING WAS ACTUALLY STILL – NOT A COUNCILMAN BUT VERY ACTIVE IN THE MEETINGS AT THAT TIME. WE TALKED TO HIM.

HE WAS VERY RECEPTIVE AT THE TIME. AND WENT AROUND TO SEE IF THEY CAN LOOP THE CITY CHAMBERS BUT CAN'T. SOME ROOMS CAN'T BE LOOPED BECAUSE OF ELECTRICAL. HE SAID WE ARE BUILDING ANOTHER BUILDING ANYWAY, SO WE CAN LOOP THAT ONE. WE WENT TO THE THEATER. IT'S A VERY SMALL THEATER. WE ASKED THEM TO LOOP THAT. I HAVE GONE TO MANY PLAYS THERE THAT I SAT THROUGH AND NOT HEARD A THING EVEN WITH MY COCHLEAR IMPLANT. I HAVE TO SIT IN THE FRONT ROW. VERY BAD ACOUSTICS. I AM WORKING ON THAT. THAT'S MY JOB. THAT'S MY ADVOCACY, AS GEORGIA'S FRIEND. I AM WORKING FOR THEM TO LOOP THE THEATER.

SO I WILL GET BACK TO YOU WITH THE – WHEN WE DO THAT.

>> THOMAS KAUFMANN: THE SENIOR EXPO THIS LAST WEEK?

>> NANCY: THIS LAST WEEK I WORKED WITH THE VENTURA COUNTY CHAPTER IN THEIR MEETING IN THOUSAND OAKS. WE HAD A HEALTH EXPO. THERE WERE OVER 500 ATTENDEES AND THERE WERE 70 BOOTHS. AND THE VENTURA COUNTY CHAPTER HEARING LOSS ASSOCIATION WAS THERE, AND WE ALSO HAD THE LOOP – OTOJOY. WE HAD THEM THERE AND INFORMATION. PEOPLE WERE VERY RECEPTIVE ABOUT THAT. WE HAD CARDS THEY COULD FILL OUT TO SAY WHAT PLACE THEY WOULD LIKE TO HAVE LOOPED. WE HAD A LOT OF PEOPLE SAY I DON'T GO TO CHURCH

ANYMORE BECAUSE I CAN'T HEAR. I DON'T GO TO THIS PLACE ANYMORE BECAUSE I CAN'T HEAR. OKAY. TAKE THE CARD, FILL IT OUT AND SEND IT BACK.

HOPEFULLY YOU WILL GET RESPONSES FROM THAT. WE HAD A VERY GOOD TURNOUT. THERE WERE OVER 500 PEOPLE, IN AND OUT OF DIFFERENT ROOMS.

HERE'S THOMAS.

>> THOMAS KAUFMANN: THE EXPERIENCE THAT NANCY JUST DESCRIBED IS WHAT MANY HARD-OF-HEARING PEOPLE IN SANTA BARBARA EXPERIENCE TOO WHEN WE WORK CLOSELY WITH THE CHAPTER AND GOT THE LOOP SANTA BARBARA CAMPAIGN OFF THE GROUND.

I WANT TO TELL YOU THE STORY HOW IT ALL HAPPENED, HOW WE GOT THE CAMPAIGN STARTED AND WHAT WE ACCOMPLISHED IN THE MEANTIME.

FIRST TELL IF YOU BASICS OF HEARING LOOPS.

WHO IN THIS ROOM DOESN'T KNOW WHAT A HEARING LOOP IS OR HOW IT WORKS.

THAT'S A GREAT START. MAKE THE NEXT COUPLE SLIDES GO FASTER.

IT TURNS YOUR HEARING INSTRUMENTS INTO WIRELESS HEADPHONES. YOU HAVE A MICROPHONE AS A SOUND INPUT, CONNECTS TO THE LOOP AMPLIFIER AND THE WIRING AROUND THE ROOM, SENDS OUT SIGNAL THAT THE HEARING AID CAN RECEIVE.

QUESTION IS WHY WOULD YOU USE A HEARING LOOP. A LOT OF TIMES IN A LARGE ROOM YOU ARE FAR AWAY FROM THE SPEAKER. SO THE SOUND IS SOFTER BY THE TIME IT GETS TO YOUR EARS. THAT'S THE FIRST PROGRAM. THEN YOU HAVE THE REVERBERATIONS AND ECHOES IN A LARGE ROOM THAT MAKES IT DIFFICULT TO UNDERSTAND THE WORDS BEING SAID.

ON TOP OF THAT, YOU MAY HAVE AMBIENT NOISE, A BABY IN THE CORNER, PERSON RUFFLING PAPER.

WITH THE HEARING LOOP YOU GET THE SOUND FROM THE MICROPHONE DIRECTLY INTO YOUR EAR. BASICALLY YOU ARE SHORTENING THE DISTANCE BETWEEN THE SPEAKER AND YOUR EARS BY PUTTING YOUR EARS RIGHT IN FRONT OF MY MOUTH WHERE THIS MICROPHONE IS. THAT'S THE SOUND YOU WILL HEAR. THEN THERE IS ANOTHER REASON WHY HEARING LOOPS MAKE SIMPLE A DIFFERENCE BECAUSE YOU ARE USING THE HEARING AID CALIBRATED FOR YOUR LEVEL OF HEARING.

MOST OF YOU HAVE SEEN WHAT AN AUDIOGRAM LOOKS LIKE. LOOKING AT HERE A DIAGRAM THE AUDIOLOGIST WOULD USE TO MARK DOWN YOUR PATTERN OF HEARING.

WHAT WE SEE HERE ON HORIZONTAL ACCESS IS THE FREQUENCY OF SOUND, FROM LOW-PITCHED ON THE LEFT TO HIGH-PITCHED ON THE RIGHT. THEN YOU SEE THE VOLUME, SOFT AT THE TOP TO LOUD AT THE BOTTOM. A TRUCK IS LOUD AND LOW IN PITCH, AND A BIRD IS HIGH IN PITCH AND VERY SOFT.

IN THE CENTER RIGHT HERE IS WHAT WE CALL THE SPEECH BANANA. YOU CAN SEE ALL THE DIFFERENT LETTERS IN THERE. ALL THE VOWELS, A, O, E, -- IN THE LOWER PITCH. AND A LOT OF THE CONSONANTS UP HERE, HIGH PITCHED AND SOFT.

A NOISE-INDUCED HEARING LOSS, TYPICAL HEARING LOSS MIGHT LOOK LIKE THIS. WE ARE LOOKING FOR THE FAVORED SOUND OF EACH PITCH A PERSON IS ABLE TO HEAR. EVERYTHING BELOW THIS LINE THE PERSON CAN STILL HEAR AND EVERYTHING ABOVE IS COMPLETELY CUT OUT. SO THIS PERSON CAN STILL HEAR ALL THE VOWEL SOUNDS HERE BUT CAN'T HEAR THE CONSONANTS.

THAT'S WHEN SOUNDS SEEM MUFFLED AND EVERYBODY AROUND YOU IS MUMBLING, AND NOT ENUNCIATING. MIGHT BE YOUR HEARING.

WHEN YOU GET FITTED WITH HEARING AIDS, WHAT HAPPENS IS THE HEARING AID AMPLIFIES THE SOUNDS MORE THAT YOU CAN'T HEAR WELL. SO THESE HIGH PITCHED SOUNDS ARE AMPLIFIED MUCH MORE THAN THE LOW PITCHED SOUNDS IN THIS CASE TO GET THAT PERSON UP TO THE FLAT ZERO LINE OF NORMAL HEARING.

THE HEARING LOOP, YOU ARE USING YOUR CALIBRATED HEARING AID TO GET THE CUSTOMIZED SOUND AND GIVES YOU CLARITY, AND NOT JUST VOLUME.

TELL YOU ABOUT THE SUCCESSES WE HAVE HAD IN SANTA BARBARA AND NOW RECENTLY IN VENTURA COUNTY AS WELL.

KEY TO SUCCESS IS EVERYBODY NEEDS TO WORK TOGETHER. THERE ARE THREE GROUPS OF PEOPLE WHO NEED TO WORK TOGETHER.

ONE IS THE ADVOCATES, YOU ARE THE HARD-OF-HEARING PEOPLE THAT WANT TO HEAR BETTER IN THE COMMUNITY. AUDITORIUMS, THEATERS AND CHURCH.

INSTALLERS. TRAINED TO INSTALL LOOPS, THAT HAVE EXPERIENCE IN RESIDENT FIELD, KNOW HOW TO INSTALL LOOPS, LICENSED AND BONDED, INSURED CONTRACTORS. YOU NEED SOMEONE WHO REALLY KNOWS WHAT THEY ARE DOING BECAUSE IT MIGHT SEEM EASY TO JUST RUN A WIRE AROUND THE ROOM, BUT IN MANY CASES IT'S A LOT MORE DIFFICULT THAN THAT AND IT NEEDS ENGINEERING EXPERTISE.

THIRD COMPONENT IS HEARING PROFESSIONALS. HEARING AID DISPENSERS AND AUDIOLOGISTS. IF THESE PEOPLE ARE NOT ON BOARD NOTHING WILL HAPPEN. CRITICAL THAT THE HEARING PROFESSIONALS EDUCATE THE CONSUMERS, THEIR PATIENTS AND CUSTOMERS ABOUT THE T-COIL AND THEIR HEARING AIDS THAT THEY ACTIVATE THE T-COIL AND HOW TO USE IT AND EXPERIENCE THEY WILL HAVE WHEN THEY USE IT.

NOW I WILL TELL YOU HOW IT ALL HAPPENED, HOW WE GOT THINGS OFF THE GROUND, HOW THE LOOP SANTA BARBARA CAMPAIGN GOT STARTED.

BASICALLY STARTED WITH ME CREATING A BUSINESS, ABOUT 2 AND A HALF YEARS AGO. AND AT THE TIME OTOJOY WAS ALL THINGS HEARING-

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RELATED. STARTED SELLING CUSTOM HEARING PROTECTION. CUSTOM MONITORS FOR MUSICIANS ON STAGE, STARTED WORKING WITH AUDIOLOGISTS IN SANTA BARBARA AND WORKING WITH THE SALE OF HEARING AIDS. THEN I WAS INTRODUCED TO THE SANTA BARBARA CHAPTER OF HAAA, AND MET CLAUDIA HERZOG, FORMER CHAPTER PRESIDENT.

SHE HAD BEEN TO A CONVENTION, EXPERIENCED THE HEARING LOOP. THIS IS GREAT THEY HAVE THEM ALL OVER EUROPE.

THEN JOYCE STURGEONS CAME TO SANTA BARBARA AND GOT THE WHOLE CHAPTER EXCITED. BY THAT TIME WE ACTUALLY HAD A LOOP IN SANTA BARBARA, BECAUSE I WENT TO A TRAINING WITH CONTACTA AND LISTEN TECHNOLOGIES, THE TWO LARGE DISTRIBUTORS FOR HEARING EQUIPMENT IN THE UNITED STATES. I GOT THE HEARING LOOP TRAINING AND WE DONATED TO THE SANTA BARBARA CHAPTER AND WENT TO BE THEIR MEETING, AND THEN ALSO DONATED A HEARING LOOP TO THE ART MUSEUM OF SANTA BARBARA. RIGHT AT THE TIME THE FILM FESTIVAL IN SANTA BARBARA WAS HAPPENING. ALSO STARTED THREE DAYS FROM NOW. SO PUT LOOP INTO ONE OF THE THEATERS THEY WERE USING AND THAT RESULTED IN AN ARTICLE IN THE SANTA BARBARA NEWS PRESS. AT THAT TIME WE WERE GETTING GREAT RECEPTION FROM THE PUBLIC AND MORE AND MORE PEOPLE GETTING EXCITED ABOUT HEARING LOOPS.

WHAT WAS REALLY IMPORTANT WAS THE CHAPTER WAS INVOLVED. WE GOT A LOT OF SUPPORT FROM THE LOCAL CHAPTER. THE CHAPTER MEMBERS WORKED CLOSELY WITH US, OTOJOY TO INSTALL THE INTEREST P AND THE INDEPENDENT LIVING RESOURCE CENTER. WROTE LETTERS TO THE EDITOR OF THE NEWSPAPER, ADVOCATED IN THE COMMUNITY, AND DISTRIBUTE CAMPAIGN MATERIALS AND ALSO PRESENTED AT SENIOR EXPOS, JUST LIKE NANCY GRAY WAS TELLING YOU ABOUT HER EXPERIENCE LAST WEEK.

SO THE INDEPENDENT LIVING RESOURCE CENTER IS A NON-PROFIT ORGANIZATION TO HELP PEOPLE WITH UPON DISABILITIES. THEY ARE RESPONSIBLE FOR THE CURB CUTS IN SANTA BARBARA FOR PEOPLE WITH WHEELCHAIRS, THEY HELPED GET RAILS INSTALLED IN A NUMBER OF PLACES. AND CLAUDIA HERZOG THE PRESIDENT AT THE TIME WAS FRIENDS WITH THE EXECUTIVE DIRECTOR OF INDEPENDENT LIVING RESOURCE CENTER, CAN'T WE DO SOMETHING TOGETHER. SO GOT TOGETHER WITH ILRC WITH OURSELVES AND DECIDED WE WANTED TO LAUNCH THE LOOP SANTA BARBARA CAMPAIGN TO MAKE EVERYONE AWARE OF HEARING LOOPS AND THE BENEFITS THEY PROVIDE.

WE DECIDE WE NEEDED MONEY FOR THAT AND NEEDED A DEDICATED PERSON WHO PUTS ALL HER EFFORTS AND HEART AND SOUL INTO THIS. SO APPLIED FOR GRANT FUNDING FOR CALIFORNIA COMMUNICATIONS ACCESS FOUNDATION. CREATED A PROPOSAL THAT WAS A PARTNERSHIP OF ILRC, LOCAL CHAPTER, AND THE COMPANY TO MAKE THIS HAPPEN. WE RECEIVED THE GRANT FUNDING. \$35,000 FOR THE FIRST YEAR AND LOOP SANTA

BARBARA WAS BORN. AND THE MAJORITY OF THAT MONEY ACTUALLY WAS TO FUND THE LOCAL HEARING WILL LOOP ADVOCATE. KASE MARTIS. SHE WAS PAID THROUGH THE GRANT TO FACILITATE OF SANTA BARBARA CAMPAIGN. AND WE CREATED THE CAMPAIGN MATERIALS AND WEBSITE TOGETHER. KASE DID A GREAT AMOUNT OF OUTREACH TO EDUCATE HEARING PROFESSIONALS, VENUES AND CONSUMERS. GAVE PRESENTATIONS TO ROTARY CLUBS, RETIRED – THERE WERE INTERESTING EVENTS AROUND SENIOR EVENTS IN SANTA BARBARA. ALWAYS A COLLABORATION WITH ILRC AND THE CHAPTER AND US THE COMPANY. WE DONATED TO GRAPHIC DESIGN SERVICES FOR ALL THE MATERIALS. OFFERED A WEBSITE, ALL OUR STAFF IN THE CAMPAIGN AND, DONATED DOLLARS TO FACILITATE AND MAKE THIS CAMPAIGN HAPPEN.

A BIG PIECE – VERY IMPORTANT IS WORK WITH HEARING PROFESSIONALS AS I MENTIONED BEFORE. AND WHAT WE DO IS APPROACH THE HEARING PROFESSIONALS AND OTOJOY AND COMPANIES DONATE TO HEARING PROFESSIONAL AND OFFICES SO THEY CAN DEMONSTRATE WHAT IT SOUNDS LIKE WHEN THE PEOPLE TRY THE HEARING AIDS.

WE NOW HAVE 15 HEARING PROFESSIONALS IN SANTA BARBARA COUNTY, WHICH IS ALL THERE ARE, THAT HAVE LOOPS IN THEIR OFFICES AND SUPPORTING THE CAMPAIGN AND OVER 38 IN VENTURA COUNTY AND I THINK WE HAVE TWO OF THEM COVERED BY NOW AND WORKING ON THE LAST COUPLE TO GET THEM INVOLVED AS WELL.

HERE ARE THE RESULTS WITHIN LESS THAN TWO YEARS. WE IS LOOPED 40 SPACES IN THE AREA NOW, INCLUDING EIGHT AUDITORIUMS, 14 PLACES OF WORSHIP, SIX SENIOR FACILITIES, AND THE REST – ACTIVITY ITS ROOMS AND THEATERS, AND NINE GOVERNMENT FACILITIES, CITY COUNCIL CHAMBERS.

HERE ARE SOME PHOTOS. CAMPBELL HALL AT UCSB, THE LOBERA THEATRE, ENSEMBLE THEATER.

ON TOP OF THAT WE HAVE 42 PARTICIPATING HEARING PROFESSIONALS IN THE AREA, AND THAT NUMBER IS GROWING. 16 NEWSPAPER ARTICLES. WE HAVE THE COVER PAGE ABOUT THE MAYOR'S AWARDS, THIS ABOUT THE FIRST LOOP THAT WAS INSTALLED. PACIFIC COAST BUSINESS TIMES WROTE ABOUT US AS A COMPANY, TECHNICAL SIDE OF THINGS, OJAI VALLEY NEWS, A MOVIE THEATER IN OJAI INSTALLED A LOOP SYSTEM.

THIS WAS CAMPUS AT UCSB, CAMPBELL HALL, ON THE COVER PAGE OF THE CAMPUS.

AND ARTICLES ABOUT ALL THESE ARTICLES YOU CAN FIND ON THE LOOP SANTA BARBARA WEBSITE. IF YOU GO TO LOOPSANTABARBARA.ORG, YOU CAN FIND THESE ARTICLES.

WE HAD TWO RADIO INTERVIEWS, ONE SANTA BARBARA TV SEGMENT.

WHAT IS THE ASK THE. HOW DID ALL THIS HAPPEN? THE SECRET IS THIS, WE NEED ADVOCATES, EXPERT INSTALLERS AND HEARING

PROFESSIONALS TO WORK TOGETHER. THE EXPERTS OF ILRC,, HLA A CHAPTER OF SANTA BARBARA, AND ALL – THIS IS NOT ALL THERE ARE, THIS IS JUST AN EXCERPT. WE ALSO WORK WITH COSTCO AND ACTUALLY INTERESTED IN SUPPORTING THE LOOP MOVEMENT ON A NATIONAL LEVEL. SO TALK TO GO THEIR DIRECTOR OF OPERATIONS FOR THE HEARING AID CENTER AND SOMETHING MAY HAPPEN WITHIN THE NEXT YEAR OR TWO.

YOU LOST THE LOOP?

>> SOMETHING DIED.

>> THOMAS KAUFMANN: WHAT I WOULD LIKE TO SHOW YOU IS THE SANTA BARBARA TV SEGMENT THEY PRODUCED. I WILL PLAY THIS VIDEO FOR YOU.

UNFORTUNATELY WE DON'T HAVE LARGE LOUD SPEAKERS. AND THE VIDEO IS CAPTIONED SO I HOPE YOU ARE GETTING FULL INFORMATION OUT IT.

(VIDEO) (CAPTIONED)

>> PUT THE MICROPHONE NEAR IT.

>> THOMAS KAUFMANN: SO THAT'S WHAT WE WERE TO BE ABLE ACCOMPLISH IN SANTA BARBARA OVER THE LAST 1 AND A HALF, TWO YEARS. WE ARE WORKING ON ONE PROJECT RIGHT NOW THEY JUST HAD A PHONE CALL WITH (INAUDIBLE) HALL. AND HLA A IS INTERESTED IN COLLABORATING WITH US ON THIS PROJECT, AND IT'S GOING TO BE THE LOOP FINDER. WE ARE DEVELOPING AN IPHONE APP THAT WILL HELP YOU LOCATE LOOPS. AND YOU CAN LET THEM KNOW IF IT'S NOT WORKING.

THIS IS SOMETHING COMING UP IN THE NEXT COUPLE MONTHS. WE ARE QUITE A BIT ALONG THE WAY, AND THINGS ARE LOOKING PROMISING.

IS THERE A QUESTION?

>> WHAT PEOPLE WHO'S COCHLEAR IMPLANTS. THERE IS A DIFFERENCE IN HEARING AID, WE WANT TO GO TO A CONCERT. YOU CANNOT PUT ON – IT'S IMPOSSIBLE. IS IT?

THIS IS FOR HEARING AIDS, WHAT YOU SHOW.

>> THOMAS KAUFMANN: FOR HEARING AID AND COCHLEAR IMPLANTS. ANY DEVICE THAT HAS A T-COIL. YOU CAN USE A LOOP WITH YOUR COCHLEAR IMPLANT. THEY HAVE T-COILS TOO.

LET ME WRAP UP WITH THE NEXT SLIDE AND THEN GO INTO QUESTIONS. I AM SURE THERE WILL BE MORE.

ANOTHER PART OF THE FUTURE IS MAYBE MAKING LOS ANGELES ONE OF THE MOST HEARING ACCESSIBLE CITIES IN CALIFORNIA. WE ACTUALLY JUST RENTED OFFICE SPACE IN CULVER CITY, AND I WANT TO SPEND A LOT MORE TIME DOWN HERE IN LA. I HAVE A MEETING WITH A COUPLE HIGH SCHOOL STUDENTS IN SANTA MONICA THIS AFTERNOON. AND THEY ARE MAKING THEIR HIGH SCHOOL CLASS PROJECT TO GET LOOPS INSTALLED IN PUBLIC VENUES IN SANTA MONICA. AND YOU GOAL TO GET HEARING LOSS ADOPTED IN THE ZONING LAWS OF THE CITY. AND NANCI LINKE-ELLIS IS FACILITATING THAT.

>> GEORGIA: I AM THE ADVOCACY CHAIR OF THIS CHAPTER, AND TRYING TO GET CITY OF PASADENA TO LOOP. SOME OF THE CHAMBERS ARE REALLY OLD, AND THEY ARE LIKE WE CAN'T DO THAT BECAUSE THE FLOOR IS CEMENT AND SO ON AND SO FORTH, AND THEY CAN'T CHANGE THE WAY THE BUILDING IS PUT TOGETHER TO PUT A LOOP IN.

MY QUESTION IS, HOW DO YOU GO ABOUT APPROACHING A GOVERNMENTAL AGENCY. I MEAN, WITH THE CITY OF SANTA BARBARA, DID YOU HAVE ANY – LIKE IN PASADENA THERE IS A LOT OF RED TAPE WITH POLITICS INVOLVED. WHO TO TALK TO? AND YOU KNOW, WE'VE BEEN AT THIS FOR ABOUT TWO YEARS, AND – ROUTES I KNEW ABOUT. EVEN THAT ISN'T WORKING THAT WAY, FROM WHAT I HEAR.

THIS COMPANY, NON-PROFIT, ORGANIZATION, DO THEY PROVIDE FUNDING FOR LOOPING INSTALLMENTS. THAT'S MY QUESTION.

>> THOMAS KAUFMANN: SO WITH THE CITIES. WE WORKED WITH THE CITY OF GOLETA, SANTA BARBARA, CARPENTERIA, OJAI, CERRITOS, AND NEXT WEEK INSTALLING RANCHO PALOS VERDES.

THEY MAY NOT HAVE THE FUNDING RIGHT AWAY. IF THEY ARE RECEPTIVE, AND UNDERSTAND THIS IS THE RIGHT THING TO DO. WE REACHED OUT TO THE CITY OF PASADENA DINA, AND I WAS INSIDE THE COUNCIL CHAMBERS AND WE TOOK MEASUREMENTS THERE. THE LOOP SYSTEM FOR THAT ROOM IS ONE OF THE MORE COMPLEX ONES WHERE YOU NEED TO CROSS THE ROOM MULTIPLE TIMES WITH THE WIRE. AND THAT ROOM IS ALL CARPETED. TO DO A LOOP IN THAT ROOM THEY WOULD HAVE TO REPLACE THE CARPET. THAT MAKES THE PROJECT MORE COSTLY. WHAT YOU MENTIONED ABOUT THE POLITICS, SEEMS TO BE QUITE AN ISSUE OF POLITICS IN THE CITY OF PASADENA DINA. I DON'T KNOW EXACTLY WHAT'S HAPPENING THERE. WE'VE TALKED TO A NUMBER OF PEOPLE AND ALWAYS SEEM TO HIT A WALL. WE ARE NOT BEING PASSED ON TO THE RIGHT PEOPLE. SOUNDS LIKE THEY HAVE A HEARING LOOP INSTALLER THAT DID THEIR LAST ROOM, AND THEY DIDN'T REALLY LET US IN. I'VE NEVER HAD SUCH RESISTANCE FROM ANYBODY THAN WITH THE CITY OF PASADENA DINA.

CAN YOU SPEAK TO THAT?

>> LISA BETH: THE CITY OF PASADENA DISABILITY HAS BEEN HIJACKED BY PEOPLE WHOSE SOLE FOCUS IS HANDICAPPED PARKING SPACES. NOT EVEN ACCESS WHEN YOU GET INTO THE BUILDING. I WORK IN A STORE AND THIS LADY CAME UNTIL AND SAID YOU DON'T HAVE ENOUGH HANDICAPPED SPOTS, BECAUSE WE ARE DOING RENOVATION. WE HAVE EXACTLY THE SAME WE DID BEFORE. DID SHE COMPLAIN THAT BECAUSE OF THE RENOVATION IT COULD BE DIFFICULT AND POSSIBLY HARD TO GET DOWN AN AISLE IN A WHEELCHAIR. DID SHE COMPLAIN THAT BECAUSE OF THE RENOVATION MIGHT BE HARD FOR SOMEONE WITH VISION PROBLEMS. NO. THEY HAVE BEEN HIJACKED BY THE WE ARE GOING TO SUE YOU BECAUSE YOU DON'T HAVE ENOUGH PARKING PEOPLE, IN PASADENA.

>> MITZI: I AM ON THE ADVOCACY COMMITTEE, AND WE'VE WORKED WITH THE CITY OF PASADENA DINA AND MET WITH THEM A COUPLE TIMES. YES, THE FIRST INSTALLATION WE WEREN'T HAPPY WITH.

TWO QUESTIONS. HOW DO YOU DEAL WITH THE BUDGET ISSUE BECAUSE THAT'S USUALLY THE THING THEY PUT FORWARD FIRST.

BUT THE OTHER THING I WANTED TO ASK YOU ABOUT, BECAUSE THE COUNCIL CHAMBERS ARE CARPETED. I BELIEVE WE WERE IN THE SAME TRAINING WITH RICHARD – YOU IN SAN DIEGO TWO YEARS AGO?

>> THOMAS KAUFMANN: I WAS IN AUSTIN.

>> MITZI: WE'VE GOTTEN THE TRAINING FROM THE SAME PEOPLE. HIS WAS KNOW YOUR CARPET PEOPLE. YOU CAN WORK WITH THE CARPETING. YOU CAN CUT IT AND GLUE IT DOWN. THIS CARPET ISN'T ALL IN ONE PIECE. THERE ARE SEAMS SOMEWHERE YOU DON'T SEE. THEY ARE GOOD AT THAT. THAT OBJECTION I DON'T GET THAT ONE EITHER.

PRIMARY QUESTION THOUGH IS, BECAUSE YOU HAVE A NON-PROFIT FOUNDATION FORMED, BUT OTOJOY IS A FOR-PROFIT COMPANY, RIGHT? AND YOU ARE WORKING WITH THE HEARING LOSS ASSOCIATION SANTA BARBARA, WE GET A LOT OF PROBLEMS HERE. WE HAVE TO BE VERY CAREFUL OF WHO WE ADVOCATE FOR AND ADVOCATING FOR A COMPANY, FOR-PROFIT COMPANY.

HOW DOES THAT WORK WITH HLA A SANTA BARBARA THAT THEY CAN ADVOCATE FOR YOUR COMPANY, BASICALLY, AND NOT RUN INTO THESE CONFLICT PROBLEMS.

>> THOMAS KAUFMANN: I WILL ADDRESS THAT CARPET ISSUE. ACTUALLY BACK TO THE FUNDING, BECAUSE THAT'S COME UP TWICE NOW.

THE LOOP SANTA BARBARA PROJECT DOESN'T PROVIDE FUNDING FOR LOOP INSTALLATIONS. THE FUNDING COMES FROM THE ORGANIZATIONS THAT INSTALL THE SYSTEM, OR IN A LOT OF CASES, THEATERS AND CHURCHES CAME FROM PRIVATE DONORS. JUST WANTED TO SEE IT HAPPEN.

WITH THE CITIES, A LOT OF THEM WERE VERY RECEPTIVE BECAUSE IT IS AN ACCESSIBILITY ISSUE, AND THAT'S SOMETHING THEY TYPICALLY PUT UP HIGH ON THEIR LIST. HAVEN'T RUN INTO TOO MANY PROBLEMS WITH THAT. MIGHT BE A LONGER PROCESS BUT IT TYPICALLY HAPPENS.

THEN WITH THE CARPET ISSUE. YES, IN MANY CASES YOU CAN CUT THE CARPET AND REGLUE IT. HERE IN THE CHAMBERS IT'S AN OLDER CARPET AND A REALLY NICE ONE. AND SO MUCH METAL IN THE STRUCTURE,, VALID TO CUT EVERY 8 OR 10 FEET. ONCE THEY GET READY TO CHANGE THE CARPET WOULD BE A PERFECT TIME.

THEN THE PARTNERSHIP BETWEEN THE FOR PROFIT AND NON-PROFIT. NOT THAT HLA A IS ENDORSING US AS A BUSINESS. WE FORMED – EACH PARTY IS CONTRIBUTING THEIR SHARE TO THE PROJECT. WE ARE SUPPORTING TO THE PROJECT. NOT JUST US DOING ALL THE LOOP INSTALLATIONS AND HLA A IS SUPPORTING THE PROJECT AND ILRC, SO

EVERYBODY PUTTING THEIR SHARE IN, NOBODY IS ENDORSING US AS A BUSINESS. JUST TURNS OUT THIS WAY WE DID MANY OF THE INSTALLS BECAUSE WE ARE INVOLVED. SOME INSTALL SOUND SYSTEMS. BUT FOR US LOOPS.

WE TALKED TO NANCI LINKE-ELLIS ABOUT THIS ISSUE AS WELL, AND SHE'S SUPPORTIVE ABOUT THE MOVEMENT. SO DOESN'T SEEM TO BE AN ISSUE. I AM HAPPY TO GET ANNA GILMORE HALL'S INPUT ON THAT TOO TO MAKE SURE WE ARE ALL ON THE SAME PAGE.

>> I KNOW YOU CAN'T GIVE ME EXACT DATA, BUT I AM CURIOUS ABOUT COST. A ROOM LIKE THIS IF IT WERE LOOPED, IS IT \$20,000, %50,000, \$2,000?

>> THOMAS KAUFMANN: SO THE COST ISSUE IS ALWAYS DIFFICULT TO ADDRESS UNLESS YOU'VE ACTUALLY SEEN THE BUILDING. SO WHAT WE TYPICALLY TELL PEOPLE FOR AN AVERAGE SIZE ROOM LIKE THIS ONE OR LIKE AN AVERAGE SIZE CHURCH WE USUALLY GIVE A RANGE OF 3 TO 9 THOUSAND DOLLARS DEPENDING ON THE SPACE, JUST TO GIVE A BALL PARK. AND OBVIOUSLY FOR LARGER SPACES LIKE THEATERS OR MASSIVE CHURCHES, COST WOULD INCREASE T. IN ANY CASE WE HAVE TO GO INTO THE SPACE, TAKE MEASUREMENTS, SEE WHAT INSTALLATION IS POSSIBLE AND GIVE ESTIMATION.

>> WENDI: I JUST HAVE A COUPLE QUESTIONS.

I KEEP HEARING ABOUT THE CROSSING OF THE CARPET. DOESN'T – ISN'T IT POSSIBLE TO JUST GO AROUND THE ROOM OR DOES THAT GIVE A DIFFERENT SOUND? IS THAT THE DIFFERENCE? I ALSO WANTED TO KNOW BECAUSE I HAVE A LOOP, HAD IT FOR A LONG TIME, BUT ONE OF THE THINGS THAT HAPPENS IS I HEAR THIS HUMMING – AND IF KU TELL ME HOW I COULD MAYBE GET RID OF THAT SOUND AND THEN MY LAST QUESTION IS DO YOU BY ANY CHANCE HAVE HEARING LOSS OR YOU ARE COMMITTED TO LOOPING AND HEARING LOSS CONCERNS? IF I MAY ASK.

>> THOMAS KAUFMANN: THOSE ARE THREE GREAT QUESTIONS. I DO NOT HAVE ANY FORM OF HEARING LOSS. I HAVE THAT FLAT ZERO LINE, GOT MY HEARING TESTED LAST YEAR AND JUST COMMITTED TO PEOPLE WHO ARE HEARING-IMPAIRED. I KNOW WHAT THE FRUSTRATION IS LIKE. AND I KNOW HOW PEOPLE LIGHT UP WHEN THEY HEAR THROUGH A LOOP THE FIRST TIME, AND HEAR MUSIC AND START CRYING.

THE LOOP AROUND THE PERIMETER OF A ROOM WORKS IN MANY CASES BUT NOT ALL OF THEM. THE ISSUE IS IF YOU MAKE THE LOOP TOO LARGE YOU LOSE THE FIELD STRENGTH AND CLARITY IN THE CENTER OF THE ROOM. AND WHEN THERE IS A LOT OF METAL IN THE STRUCTURE IT ACTUALLY ABSORBS THE SIGNAL. IN THAT CASE YOU HAVE TO MAKE THE LOOP SMALLER. BUT IF IT'S TOO SMALL FOR THE ROOM, YOU NEED MULTIPLE LOOPS. YOU NEED TO DESIGN A SPECIFIC PATTERN FOR THE WIRING AND THAT'S WHERE THE BACKGROUND AND EXPERTISE AND ENGINEERING COME IN. IN LARGE THEATERS YOU ALWAYS HAVE TO DO THE MORE COMPLEX

INSTALLATION WHERE YOU RUN THE WIRE ALONG EVERY COUPLE SEE ROWS BASICALLY. IN A SMALL ROOM LIKE THIS ONE, TYPICALLY THE PERIMETER LOOP IS SUFFICIENT.

AND THE BUZZING IN THE BACKGROUND, THAT IS SOMETHING YOU FIND WITH SOME SPACES AND THAT'S CALLED ELECTROMAGNETIC INTERFERENCE. AND THAT'S COMING FROM ELECTRICAL WIRING IN THE BUILDING. AND IF IT'S NOT PROPERLY INSTALLED AND HAPPENED QUITE A BIT IN THE 1970S. THEN YOU CAN GET THIS BUZZING SOUND IN THE BACKGROUND. AND THAT IS ALSO SOMETHING WE LOOK AT WHEN WE VISIT A SPACE TO SEE IF THERE IS ANY OF THAT INTERFERENCE, BUZZING SOUND. IN MANY CASES WE CAN ACTUALLY REMEDY THE ISSUE AND RESOLVE WITH A LICENSED ELECTRICIAN.

CAN'T ALWAYS RESOLVE PROBLEMS.

>> WENDI: YOU DO COMMERCIAL AND RESIDENTIAL?

>> THOMAS KAUFMANN: WE ARE FOCUSED ON THE COMMERCIAL INSTALLATIONS. WE CAN DO RESIDENTIAL BUT IT'S NOT REALLY OUR FOCUS. IF YOU ARE INTERESTED, WE SELL EQUIPMENT FOR PEOPLE TO INSTALL IT THEMSELVES.

WHAT'S IMPORTANT TO US IS GETTING LOOPS INTO PUBLIC SPACES SO THE MAJORITY OF PEOPLE CAN ENJOY THEM.

>> KEN: I THINK EVERYBODY HERE IS – KU TELL IS A VERY BIG FAN OF LOOPS. SO THANK YOU VERY MUCH FOR THE INFORMATION. I HAVE A QUESTION REGARDING IN PARTICULAR HOW A LOOP WORKS. THIS ROOM – I'VE BEEN IN MANY DIFFERENT LOOPS, BUT IN PARTICULAR, THERE IS A LOOP INSTALLED AND YOU WILL SEE THIS WHEN YOU COME SPEAK TO OUR CHAPTER IN SANTA MONICA, WHERE YOU WALK ONE FOOT OUTSIDE THE LOOP, YOU CAN'T HEAR ANYTHING. I CAN GO IN THE BATHROOM WHILE YOU ARE SPEAKING IN THIS ROOM AND KI HEAR YOU.

>> THOMAS KAUFMANN: THE DIFFERENCE IN THE DESIGN OF HEARING LOOP CAN BE QUITE DRAMATIC. WHAT HAPPENS IS WHEN YOU ARE INSIDE THE LOOP YOU HAVE A STRONG AND EVEN SIGNAL IF IT'S DESIGNED PROPERLY. WHEN YOU STAND OUT OF IT OR RIGHT BELOW THE WIRE YOU HEAR SOMETHING. THEN YOU STAND OUTSIDE OF IT, YOU GET SOME SIGNAL AND IT'S LOWER IN VOLUME SO NOT AS STRONG AS IN THE CENTER OF THE LOOP. AND THAT OVERSPILL OUTSIDE OF THE LOOP IS MORE IF THE LOOP IS LARGER. SO IF YOU HAVE A NARROW LOOP THEN YOU HAVE LESS OVERSPILL THAN IF YOU HAVE A LARGE ONE. AND I THINK IN SANTA MONICA IN THAT ROOM THEY HAVE IT IN A DWIGHT SMALL CONTAINED AREA IN THAT ROOM BECAUSE IT WAS DIFFICULT TO INSTALL IT UP IN THE ATTIC OR THE SOFFIT SPACE. THAT'S SMALLER AND YOU STEP OUTSIDE AND DON'T GET MUCH OF THAT OVERSPILL.

WHEN I WAS AT THE MEETING AND PRESENTED TO THE SANTA MONICA COMMISSION ON DISABILITY, I TESTED THE SIGNAL OF THAT LOOP. IT WAS LOWER THAN INTERNATIONAL STANDARD DICTATES. SOMETHING TO LOOK

INTO AS WELL. THAT IT IS PART OF WHAT WE DID IN SANTA BARBARA. THERE WAS ONE LOOP INSTALLED IN A RETIREMENT HOME PRIOR TO ANY OF THAT MOVEMENT. IT WASN'T WORKING. WE DONATED OUR TIME TO GO IN AND FIX THAT LOOP. THEY ENDED UP PURCHASING A SECOND LOOP FOR ANOTHER ROOM THEY HAD. WE DONATED OUR TIME TO FIX THE LOOP SYSTEM OTHER PEOPLE DID A BAD JOB ON.

ANOTHER THING I WANT TO TELL YOU ABOUT, HOW MULTIPLE PARTIES CAN WORK TOGETHER AND BE VERY SUCCESSFUL. I SHARED THAT INFORMATION WITH NANCY GRAY BECAUSE SHE LIVES IN THE AREA.

IN CAMARILLO THEY HAVE A MULTIPLEX. WE'VE BEEN WORKING WITH AN AUDIOLOGY GROUP CALLED WEST COAST IMBALANCE – WHAT'S HAPPENING IS THE AUDIOLOGY GROUP IS PAYING FOR HEARING LOOPS FOR ALL 11 MOVIE THEATERS IN EXCHANGE FOR ON SCREEN ADVERTISING AT THE MOVIE THEATER. SO THEY ARE GETTING A FIVE-YEAR ADVERTISING DEAL WHERE THEY ARE ADVERTISING HEARING AIDS AND THE FACT THAT THEY PROVIDED THE FUNDS TO INSTALL THE LOOP SYSTEM, AND AT THE SAME TIME THE THEATER BENEFITS FROM IT BECAUSE THEY ARE OPENING UP TO A NEW DEMOGRAPHIC AND PEOPLE WITH HEARING AIDS AND COCHLEAR IMPLANTS CAN ENJOY THE MOVIES NOW, SO EVERYBODY WINS IN THAT SITUATION. AND THAT IS SOMETHING WE HELP FACILITATE BECAUSE THE MOVIE THEATER DOESN'T KNOW HOW THE AUDIOLOGY PRACTICE OPERATES, AND THE AUDIOLOGISTS DON'T KNOW HOW THE MOVIE THEATER OPERATES, BUT WE IN THE MIDDLE SEE BOTH SIDES AND WE CAN HELP FACILITATE THAT. AND WE JUST GOT THAT CONFIRMED TWO DAYS AGO AND IT'S HAPPENING REALLY QUICKLY. THAT'S EXCITING NEWS FOR VENTURA COUNTY.

THANK YOU. [APPLAUSE].

AND WE ARE HOPING WE CAN MAKE THINGS LIKE THAT HAPPEN IN SOUTHERN CALIFORNIA IN OTHER PLACES AS WELL.

>>LISA: WE HAVE TO WRAP IT UP.

WILL YOU BE HERE DURING THE BREAK SO PEOPLE CAN ASK QUESTIONS.

ONE MORE QUESTION.

>> GRACE: I HAVE ONE MORE.

>>LISA: I WILL TAKE TWO MORE QUESTIONS.

>> ARE YOU MOVING INTO THE ORANGE COUNTY AREA. THAT'S WHERE I LIVE. I MEAN, LIKE IS YOUR BUSINESS – YOU HAVING A STRONGER INFLUENCE ORANGE COUNTY.

THOMAS KAUFMANN: ORANGE COUNTY IS NOT OUR FOCUS FOR NOW. THERE IS A GOOD INSTALLER DOWN IN DANA POINT, CALLED HEARING NOW USA. SO THOSE ARE PEOPLE TO REACH OUT TO IN THAT AREA. IF WE GET REQUESTS IN THAT AREA, WE TYPICALLY MAKE IT HAPPEN AS WELL. I AM GOING DOWN TO A CHURCH IN OCEANSIDE BECAUSE THEY ARE INTERESTED. MIGHT TAKE A LITTLE LONGER TO SCHEDULE THINGS.

GRACE: I LIVE IN PASADENA. PASADENA HAS A MAYOR'S BREAKFAST EVERY YEAR, AND I'VE GONE FOR THREE YEARS NOW. AND I AM HEARING A LITTLE BIT MORE. BUT I UNDERSTAND THEY ARE GOING TO LOOP THE PASADENA CONVENTION CENTER. YOU KNOW ANYTHING ABOUT THAT?

SO ANYWAY, I PRAYED THIS YEAR. I WILL BE LUCKY.

PASADENA PUT YELLOW MATS FOR THE BLIND ALL OVER PASADENA.

HAVE YOU EVER SEEN A BLIND PERSON IN PASADENA? NO.

THOMAS KAUFMANN: LET ME ASK YOU A COUNTER QUESTION. HAVE YOU EVER SEEN A HEARING PERSON? HOW DO YOU KNOW?

OBVIOUSLY THERE IS A LOT MORE HEARING-IMPAIRED PEOPLE THAN BLIND PEOPLE, BUT BLIND PEOPLE ARE MORE VISIBLE. YOU KNOW – IF YOU GUYS SPEAK UP AND TALK TO THE CITY, I AM SURE EVENTUALLY WE CAN MAKE SOMETHING HAPPEN.

FOR THE CONVENTION CENTER FOR THE MAYOR'S BREAKFAST IF THE ROOM WILL NOT BE LOOPED BY THAT TIME. WE ALSO DO TEMPORARY INSTALLATIONS.

PUTTING TOGETHER A PRODUCTION AT UCLA, AND THEY WILL HAVE A HEARING-IMPAIRED ACTOR ON STAGE, AND ATTRACTING A LARGE HEARING-IMPAIRED AUDIENCE, AND HAVING A LOOP FOR THE WEEK OF THAT SHOW.

I HAVEN'T HEARD ABOUT THE LOOPING FOR THE CONVENTION CENTER. BUT I WOULD BE CURIOUS.

>> THE LOOP, DOES IT GO ON THE SIDE OF THE HOUSE, YOU NEED TO INSTALL IT ON THE HOUSE. STARTING TO BEING EXPENSIVE ISN'T IT?

>> THOMAS KAUFMANN: SO FOR A HEARING INSTALLATION IN THE HOME, TYPICALLY PEOPLE INSTALL IT IN THEIR LIVING ROOM, IN THE TV AREA, BECAUSE THEY NEED THAT AUDIO SOURCE, INPUT INTO THE SYSTEM. YOU NEED TO HAVE SOMETHING YOU WANT TO LISTEN TO AND IN MOST CASES THAT'S THE TV. SO PEOPLE RUN THE WIRE AROUND THE PERIMETER OF THE LIVING ROOM AND CONNECT TO THEIR TV, OR ALSO ON THE CUSHION UNDER YOUR SEAT COUGH OR ARM CHAIR. SYSTEMS TYPICALLY COST 250, 300, OR 500 DEPENDING HOW COMPLEX THE INSTALLATION IS. IN MANY CASES PEOPLE JUST PUT IT IN THEIR LIVING ROOM AND THE SMALL AMPLIFIER CAN COVER UP TO 500 SQUARE FEET. SO THAT'S THE AREA THAT'S USUALLY SUFFICIENT. AND IT'S NOT THAT EXPENSIVE. PEOPLE DON'T USUALLY LOOP THEIR ENTIRE HOUSE EVEN THOUGH IT'S BEEN DONE IN SOME CASES.

>>LISA: OBVIOUSLY, YOU ARE VERY POPULAR. AND WE HAVE TO TAKE A BREAK, GIVE JANE A BREAK. AND ARE PEOPLE ABLE TO CONTACT YOU VIA EMAIL OR –

>> THOMAS KAUFMANN: ABSOLUTELY.

I BROUGHT A STACK OF BROCHURES FOR YOU FOR THE LOOP LOS ANGELES CAMPAIGN, AND ON THE BACK SIDE THERE IS A PHONE NUMBER AND EMAIL ADDRESS AND THAT GOES TWO CASES, ADVOCATE FOR THE CAMPAIGN – [APPLAUSE].

>>LISA: THANK YOU. AGAIN.

KEN WANTED ME TO ANNOUNCE THERE IS A KITTY JAR. WHEN YOU GO OUT AND GET MORE FOOD WE ARE ALWAYS OPEN FOR DONATIONS.

AT THIS TIME OTHER THING I WANTED TO JUST POINT OUT QUICKLY, THERE ARE TWO CARDS UP HERE. ONE IS FOR BETTE ANN, SHE JUST MOVED TO ASSISTED LIVING. FOR THOSE OF YOU ON THE YAHOO GROUP, YOU KNOW THAT GILA (PHONETIC) PASSED AWAY. WE HAVE A SYMPATHY CARD UP HERE.

IF WE CAN JUST TAKE A QUICK BREAK, MINUTES AND BE BACK HERE AT 11:15.

>> PAT: SIGN THE SIGN-IN SHEET.

(BREAK)

>> LISA: WE ARE GOING TO GET STARTED.

JILA, I DON'T KNOW HOW MANY OF YOU KNOW HER, BUT MICHAEL THAL HAS BEEN AN ACTIVE MEMBER FOR MANY YEARS, AND IT'S HIS PARTNER; SHE PASSED AWAY ON THURSDAY. SO AGAIN, WE HAVE A SYMPATHY CARD HERE IF ANYONE WANTS TO SIGN IT, AND AS A TRIBUTE TO HER, MICHAEL WROTE A EULOGY.

>> GEORGIA: JILA JOON -- I AM READING THE EULOGY WRITTEN BY HER PARTNER, MICHAEL.

TODAY WE ARE HERE TO CELEBRATE THE LIFE OF OUR JILA JOON.

DURING MY 65 YEARS I'VE MET AND KNOWN MANY GOOD PEOPLE, BUT NO ONE COMPARES TO JILA. HER PRESENCE ON OUR WORLD MADE IT A BETTER PLACE.

JILA HAD AN ENORMOUS HEART. IF SHE HAD BUT ONE SHIRT TO WEAR AND YOU HAD NONE, SHE WOULD GIVE IT TO YOU.

BEFORE COMING TO AMERICA JILA WAS A HEAVY MINERAL SPECIALIST STUDYING LEAD, COAL, IRON AND URANIUM SAMPLES FROM DIFFERENT MINE FIELDS THROUGHOUT IRAN. SHE WAS ALSO PUT IN CHARGE OF TRAINING NEW EMPLOYEES.

AFTER THE IRANIAN REVOLUTION, SHE WAS ABLE TO OBTAIN A MEDICAL VISA TO THE UNITED STATES. SHE ONCE SAID "THE FEELING OF ISOLATION IN IRAN WAS SO SEVERE FOR ME THAT I OFTEN FELT LIKE AN OUTSIDER IN MY OWN COUNTRY." THROUGH THE EFFORTS OF HER OLD FRIEND, FERRY, WHO MOVED TO THE UNITED STATES BEFORE, JILA WAS ABLE TO GET AN INVITATION TO COME TO CALIFORNIA TO RECEIVE TREATMENT FOR HER HEARING PROBLEM.

ONCE ARRIVING TO THE UNITED STATES, SHE WAITED 15 YEARS BEFORE SHE GOT THE COCHLEAR IMPLANT SHE HAD DREAMED ABOUT. THERE WAS A WAITING LIST, AND HER HEARING THOUGH MINIMAL, WAS TOO GOOD TO BE A RECIPIENT. ONCE IT DETERIORATED TO AN ACCEPTABLE LEVEL, SHE WAS APPROVED.

AS SHE WAITED, SHE GAVE BACK. JILA HELPED JANET RAISE HER THREE CHILDREN AS SHE PREPARED FOR HER DEGREE IN PHARMACY. WHEN

ELDERLY RELATIVES AND FRIENDS TOOK ILL, JILA WAS THERE TO CARE FOR THEM.

HER YOUNGEST SISTER JULIET ONCE TOLD ME, "JILA ALWAYS TAUGHT ME HOW TO TURN A NEGATIVE INTO A POSITIVE. WHEN I FIRST IMMIGRATED TO AMERICA SHE TOOK OVER MY ROLE AS MOTHER TO MY SON SO I COULD TAKE THE DENTAL BOARDS.

WATCHING OVER THE YEARS HOW HER BIG SISTER COPE WITH DEAFNESS MADE JULIET STRONGER. "I WOULD LOOK AT JILA, THEN SEE MY SITUATION, AND REALIZE THAT I DON'T HAVE WORRIES ABOUT MY FUTURE. IF MY SISTER CAN DO IT, WHY CAN'T I?"

CAMERON, JILA'S BROTHER, FELT THE SAME WAY. HE ONCE TOLD ME "I DIDN'T HAVE ASPIRATIONS TO GO TO COLLEGE, BUT WHEN I SAW JILA'S SUCCESSES, IT AFFECTED ME. SHE WAS MY CATALYST." TODAY CAMERON IS A PHYSICIAN.

JILA WAS DEAFENED AT AN EARLY AGE. AT TEN SHE SAW TWO CLASSMATES TALKING ABOUT HER. SHE WAS SITTING ALONE NIBBLING HER PITA SANDWICH READING THEIR LIPS. "THAT JEW GIRL IS WEIRD," ONE SAID, POINTING IN HER DIRECTION. "DOES SHE HAVE COTTON IN HER EARS?" SAID THE OTHER. THEY WERE SEIZED WITH LAUGHTER THAT GREW WITH INTENSITY AS JILA WATCHED. SHE WENT HOME, QUIETLY CLOSED HER BEDROOM DOOR, AND CRIED ALONE. SHE MADE A SOLEMN VOW, "I WILL NEVER GIVE UP NO MATTER WHAT."

AND SHE NEVER DID GIVE UP, EVEN WHEN SHE WAS DIAGNOSED WITH COLON CANCER AT 60. THE DOCTORS TOLD ME SHE WOULDN'T LIVE MORE THAN TWO YEARS. JILA IGNORED THE PROS, FOUGHT BACK, AND BROKE RECORDS.

CANCER RIPPED JILA AWAY FROM US, BUT WHAT IT CAN'T TAKE IS THE LOVE WE HAVE FOR THIS INCREDIBLY WARM AND LOVING HUMAN BEING.

SO I ASK YOU TODAY TO ALL REMEMBER JILA IN YOUR HEART AND IN YOUR MIND. AND IF YOU SEE A HOMELESS MAN ON THE STREET, GIVE HIM ONE DOLLAR AND SAY "THIS IS FROM JILA." IF YOU HAVE OLD CLOTHES TO DONATE, THINK GOODWILL, JILA'S FAVORITE PLACE TO GIVE. AND WHEN YOU GO TO THE PARK, BRING PLENTY OF BREAD CRUMBS FOR THE BIRDS AND TELL THEM, "THIS IS FROM JILA JOON."

>> LISA: THERE WILL BE A MEMORIAL SERVICE TOMORROW EVENING, I BELIEVE IN ENCINO. IF YOU ARE ON THE YAHOO GROUP THERE WAS SUCH AN OUTPOURING OF CONDOLENCES AND LOVE. IT'S WONDERFUL TO SEE THE SUPPORT WE HAVE FOR EACH OTHER.

WITH THAT SAID, WE ARE GOING TO RECONNECT AND JUST GO AROUND THE ROOM, INTRODUCE YOURSELVES, SAY YOUR NAME, MAYBE SOMETHING ABOUT YOUR HEARING LOSS, AND IF YOU WANT TO SHARE A GOAL FOR 2015, YOU CAN FEEL FREE.

I THINK LAST YEAR WE TALKED ABOUT HEARING LOSS GOALS, BUT YOU CAN TALK ABOUT ANY GOALS. IF YOU WANT TO LOSE 15 POUNDS OR CLEAN THE GARAGE.

WE ARE JUST GOING TO START, AND IF YOU COULD JUST BE MINDFUL OF THE TIME, MAYBE ONE OR TWO MINUTES AT THE MOST. WE ARE GOING TO TRY TO GET DONE BY 12:00, BUT IF WE GO OVER A LITTLE, THAT'S FINE TOO.

>> KAT: HI, EVERYBODY. I AM KAT. I HAVE SEVERE HEARING LOSS AND I WEAR BEHIND-THE-EAR HEARING AIDS. I REMEMBER THIS TIME LAST YEAR, AND I SAID ONE OF MY GOALS WAS TO BE MORE POSITIVE ABOUT MY JOB, BECAUSE SOME OF YOU WHO KNOW ME, I COMPLAIN A LOT ABOUT WORK. SO I MADE A COMMITMENT TO BE MORE POSITIVE AND QUIT COMPLAINING SO MUCH, AND I HAVE DONE THAT, AND ACTUALLY THINGS HAVE GOTTEN BETTER FOR ME AT WORK.

MY ENVIRONMENT CHANGED A LITTLE BIT. I WAS MOVED – SOMEBODY WAS MOVED OUT OF MY AREA SO I HAVE MORE PRIVACY AND IT'S QUIETER, AND IT'S JUST EASIER FOR ME. THAT MADE A HUGE DIFFERENCE. IF I HAD KNOWN I WOULD HAVE WANTED THAT EARLIER.

I AM THINKING MY POSITIVE ATTITUDE HAD SOMETHING TO DO WITH IT BEING MUCH BETTER FOR ME, SO IT WORKED.

AND MY GOAL FOR THIS COMING UP YEAR IS TO BE MORE INVOLVED WITH THE HEARING LOSS COMMUNITY AND TO BE MORE MINDFUL OF THINGS THAT ARE HAPPENING IN MY LIFE.

THANK YOU.

>> ALICIA: I AM ALICIA. I HAVE GENETIC HEARING LOSS STARTING IN MY 30S. I NOW WEAR TWO COCHLEAR IMPLANTS, AND I DO QUITE WELL.

2014 WAS A REALLY GOOD YEAR FOR ME. MY GOAL HAD BEEN TO BE MORE COURAGEOUS AND PUT MYSELF OUT THERE, AND I DID. AND LIKE KATHERINE, A MORE POSITIVE ATTITUDE REALLY HELPED ME. ACHIEVED A LOT OF GOALS FOR MYSELF. I WANT TO KEEP GOING IN THE SAME DIRECTION AND TAKING ON THINGS THAT (INAUDIBLE). ALSO, OF COURSE, LOSE 15 POUNDS. I THINK THE FIRST ONE MAY ACTUALLY BE EASIER. BUT ANYWAY, LOOKING FORWARD TO A GREAT YEAR WITH EVERYONE HERE.

>> PAT: MY NAME IS PAT, AND I HAD A COCHLEAR IMPLANT IN AUGUST. AND I AM LOOKING FORWARD TO WHEN THE YEAR'S UP AND BEING ABLE TO HEAR MUCH BETTER.

A GOAL I HAVE RIGHT NOW IS TO BE ABLE TO BETTER COMMUNICATE WITH MY AUDIOLOGIST AT HOUSE CLINIC.

I ASK THEM QUESTIONS, AND THEY DON'T GIVE ME WHAT I CONSIDER SATISFACTORY ANSWERS. THEY BEAT AROUND THE BUSH. AND I AM TRYING TO FIGURE OUT A WAY TO GET INFORMATION I NEED TO HELP ME BETWEEN NOW AND WHEN MY HEARING WILL BE AT ITS BEST. AND I APPRECIATE ALL OF YOUR SUPPORT.

>> CAROL: MY NAME IS CAROL; AND I HAD A HEARING LOSS ABOUT 20 YEARS NOW. I AM ON MY THIRD PAIR OF HEARING AIDS, WITH A T-COIL. SO THIS IS THE FIRST TIME I'VE BEEN IN A LOOPED SITUATION. AND IT'S VERY – I ENJOYED IT A LOT. THANK YOU.

>> LIL: THIS IS LILLIAN. I HAVE A LOOPED DEN IN MY HOUSE THANKS TO HAVING COME TO THESE MEETINGS AND FOUND OUT THERE WERE PEOPLE WHO COULD LOOP MY DEN. AND I NOW CAN HEAR ON MY TV BY PUSHING ONE BUTTON ON MY HEARING AID WHICH I DIDN'T KNOW ABOUT UNTIL I ASKED THAT A T-COIL WAS NECESSARY. I LEARNED BY COME TO GO THIS MEETING THAT A T-COIL WAS NECESSARY. IT WAS IMPORTANT. I LEARNED A LOT HERE. AND I'M COMING ALONG WITH MY HEARING LOSS, WHICH IS SEVERE. BUT I THINK I AM DOING OKAY.

NICE TO BE HERE.

>> GEORGIA: I AM GEORGIA AND I HAVE HAD A PROGRESSIVE HEARING LOSS FROM BIRTH. I NOW HAVE TWO COCHLEAR IMPLANTS. AND I DO PRETTY GOOD WITH THEM. AND MY GOAL THIS YEAR IS CLEAN OUT MY CLOSETS.

>> GOOD LUCK.

>> NANCY: MY GOAL IS TO TO HAVE GEORGIA COME TO MY HOUSE. I HAVE HAD A PROGRESSIVE LOSS SINCE I'VE BEEN ABOUT 35. AND NOW I HAVE TWO COCHLEAR IMPLANTS, AND AS I WAS TALKING UP THERE WITH THOMAS, MY GOAL IS TO GET A LITTLE THEATER GROUP LOOPED.

>> KATIE: AND I HAVE A BEHIND-THE-EAR HEARING AID BEHIND MY RIGHT EAR, AND MY GOAL IS TO ATTEND MORE MEETINGS HERE AND THE ORANGE CHAPTER AS WELL.

>> MARCIA: I WON'T GO INTO MY PAST. I THINK YOU ALL KNOW ABOUT IT.

I HAVEN'T HAD A CHANCE TO THANK THE GROUP FOR THE CHRISTMAS PARTY. AND I FIRST WANT TO THANK GRACE FOR HAVING US AT HER HOME. [LAUGHTER] AND THANKS TO LISA AND KEN FOR ALL THEIR SCHLEPPING AND CARRYING THAT THEY DID THAT NIGHT. IT WAS HARD WORK.

AND MITZI, SURE DID THE TURKEY. I GET THE BONES AND HAD SOUP FOR TWO WEEKS. THAT WAS GREAT.

AND THANK FOR (INAUDIBLE). WAY THAT THEY ENDED THE EVENING. IT WAS EXCITING.

AND THANKS TO DAN FOR BEING SANTA EVEN THOUGH HE DIDN'T HAVE A BEARD. [APPLAUSE].

>> PHYLLIS: I CAN GIVE YOU MY BEARD FROM HERE.

MY IS PHYLLIS. A LOT OF THINGS I AM NOT SURE ABOUT THE – FOR MARCIA, BECAUSE SHE HAS IT AT HOME, WHEN I PUT THE CAPTIONS, IT'S GOOD ENOUGH FOR ME. I DON'T KNOW. SO I AM THINKING THAT (INAUDIBLE).

>> LISA: I WANT TO INTERJECT.

MARCIA, I WANT TO THANK YOU TOO. YOU ARE ALWAYS HERE EARLY AT THE MEETING. YOU COME TO EVENTS EARLY, AND YOU ALWAYS HAVE A HUGE SMILE ON YOUR FACE. IT'S SO NICE TO SEE YOU. I WANT TO THANK YOU AS WELL. YOU HAD A LOT TO DO WITH THE CHRISTMAS PARTY AS WELL. SO THANK YOU. [APPLAUSE].

>> GRACE: MY NAME IS GRACE, AND I FOUND HLAA IN 1984, SO I'VE BEEN A MEMBER FOR 30 YEARS.

I ALSO DO THE STATE NEWSLETTER, AND I'VE BEEN DOING THIS FOR ABOUT 10, 12 YEARS, SOMETHING LIKE THAT. AT MY AGE I DON'T DO GOALS – TO HECK WITH IT. [LAUGHTER]. BUT I AM GRATEFUL TO BE LIVING IN MY OWN HOUSE AT MY AGE. I HAVE EIGHT PEOPLE LIVING IN MY HOUSE NOW. MY SON LIVES THERE. AND I HAVE TWO KITCHENS NOW. HE MADE A KITCHEN IN THE GARAGE. SO FOUR PEOPLE EAT IN THE HOUSE AND 4 IN THE – ALL I DO IS DIRECT TRAFFIC.

>> CARLOS: I AM HARD-OF-HEARING ON MY RIGHT EAR AND I HAVE SOMETHING CALLED – I DON'T HAVE A COCHLEAR IMPLANT. I HAVE SOMETHING CALLED ABI. AND MY GOAL FOR THIS YEAR IS TO GET INVOLVED MORE AFTERNOON BECAUSE I WAS – I AM AT SCHOOL. SEE HOW THAT GOES.

>> LISA BETH: I DON'T KNOW ABOUT GOALS FOR THIS YEAR. BUT TELL YOU ABOUT MY EXCITING THINGS LAST YEAR. I GOT PROMOTED TO FULL TIME. I GUESS THIS YEAR THEY ARE LOOKING TO ME TO MOVE INTO A DEPARTMENT. I WORK IN ORCHARD SUPPLY HARDWARE IN EAST PASADENA. MY OTHER GOALS ARE TO BE MORE INVOLVED IN TRYING TO HELP VETERANS, PARTICULARLY WITH THEIR HEARING LOSS AND TO GET MY ROOF FIXED. AND IF ANY OF YOU NEED HELP CLEANING OUT YOUR CLOSETS AND GARAGES. I WILL HELP YOU. BUT BEFORE YOU TAKE ME ON, TAKE ON THE OFFER, REMEMBER, I AM A RETIRED MASTER SERGEANT. I WILL THROW THINGS OUT.

>> MITZI: I'M HER AUNT. SHE MEANS THAT. RUTHLESS.

I AM MITZI. AND WE HAVE THE FAMILY REVERSE SLOPE HEARING LOSS, HEARING AIDS IN BOTH EARS. PROGRESSIVE SINCE MIDDLE AGE. MY GOAL IS FINDING OUT MORE AND MORE ABOUT THE COMPLEXITIES OF HEARING LOSS AND WHAT WE CAN DO TO FIX IT. THE REASON I TRAINING. – ORIGINALLY I TOOK THE TRAINING IN HEARING LOOP INSTALLING. ON THE ADVOCACY COMMITTEE WANTED TO KNOW IT. HAVE GONE FROM THAT TO INSTALLING LOOPS. THAT'S MY GOAL. CONTINUE TO DO THAT, AND ADVOCATE FOR THAT. AND ALSO GET THE AUDIOLOGISTS ON BOARD. THAT WOULD BE MY GOAL THIS YEAR. I WOULD REALLY LIKE TO SEE THE BOARD AUDIOLOGY IN CALIFORNIA MAKE A REQUIREMENT TO EDUCATE US ABOUT T-COILS AND LOOPS AND THE EMOTIONAL ASPECTS OF HEARING LOSS.

I HAD VISUAL LOSS FOR YEARS. YOU KNOW WHETHER YOUR GLASSES WORK OR NOT IMMEDIATELY. YOU DON'T KNOW ANYTHING ABOUT HEARING LOSS WHEN IT FIRST HAPPENS TO YOU. THERE IS A TREMENDOUS EMOTIONAL AND EDUCATIONAL COMPONENT AND THEY ARE NOT

ADDRESSING IT. THEY CAN'T JUST TAKE SEVERAL THOUSAND DOLLARS OFF OF US AND SEND US OUT THE DOOR WITH HEARING AIDS. THERE NEEDS TO BE MORE. [APPLAUSE].

>> ALAN: GLAD TO BE HERE, AND I APPRECIATE THE COLLABORATIVE INFORMATION HERE AND YOU FOLKS.

>> JANE: I HAVE A COCHLEAR IN ONE EAR AND A HEARING AID IN THE OTHER. AND MY GOAL IS TO GET #6 AND FIGHT MY HMO IF I HAVE TO.

>> THOMAS KAUFMANN: YOU ALREADY KNOW EVERYTHING ABOUT ME. BUT I WANT TO SAY ONE MORE THING. MANY OF YOU SEEM TO HAVE THE GOAL OF GETTING AUDIOLOGISTS ON BOARD. IF YOU HAVE AN AUDIOLOGIST OR HEARING AID DISPENSER WHO WANTS TO KNOW ABOUT LOOPS, WE WILL GIVE THEM FOR FREE –

>> PUAY: MY GOAL IS TO LIVE ON WILL ANOTHER PLANET. WHERE I DON'T HAVE TO DEAL WITH ALL THESE WIRES STICKING OUT. IT'S OVERWHELMING LIVING IN A WORLD NOT MEANT FOR HEARING – PEOPLE WITH HEARING LOSS. SO MY GOAL IS TO MOVE TO ANOTHER PLANET.

>> I DON'T KNOW HOW TO BEAT THAT. I AM GOING TO STAY ON THIS PLANET. I JOINED THIS WONDERFUL GROUP LAST AUGUST, I THINK, AND PRIOR TO THAT I WAS LIVING IN A WORLD OF FUNCTION. I WAS BORN WITH MODERATE-TO-SEVERE HEARING LOSS. NO HIGH FREQUENCY REALLY NOW. SO ALL I LIVE UNDER THE ASSUMPTION THAT I AM DIFFERENT, AND ASK ALL THESE CHALLENGES I FACE IS BECAUSE OF WHO I AM. SINCE I JOINED THIS GROUP I'VE HAD A CHANCE TO LEARN ALL YOUR EXPERIENCES, HELPED ME TO BETTER UNDERSTAND MY CHALLENGES AND I AM NOT ALONE NOW.

I THINK FOR EXAMPLE, LIVING THROUGH THE HOLIDAYS AND SO FORTH, HELPFUL FOR ME TO UNDERSTAND THAT STEPPING OUT IS OKAY, AND LETTING YOUR BRAIN REST IS OKAY.

I THINK MY GOAL FOR THIS COMING YEAR IS TO CONTINUE TO LEARN FROM ALL OF YOU, BECAUSE THIS IS FAIRLY NEW TO ME. DAY ABOUT LOOPING IS VERY SPECIAL TO ME. REALLY A LOT OF MY NEW ADDED RESPONSIBILITIES, AND ENCOUNTERING ALL OF YOU GUYS PLUS OUR SESSIONS HELPING ME GET THROUGH MY MANY CHALLENGES.

THANK YOU VERY MUCH.

>> TRESSA: I HAVE TWO COCHLEAR IMPLANTS. THE MOST RECENT ABOUT EIGHT MONTHS AGO. I'VE BEEN A MEMBER OF HLA FOR YEARS AND GOT THE MAGAZINE SENT TO ME. I MADE AN EXECUTIVE DECISION TO NOT COME TO MEETINGS. MY BIG CONCERN IS ABOUT AURAL REHABILITATION PEOPLE GET. AND PEOPLE ARE NOT TOLD THEY HAVE TELECOILS. NOT TOLD THEY HAVE NOISE-CANCELLATION HEARING AID AND SIT IN SITUATIONS TO MAKE THAT WORK. I READ THAT HLA TALKS ABOUT A PROGRAM AT GALLAUDET UNIVERSITY, PEER MENTORING. IT'S BEEN A REAL ISSUE FOR ME. OVER THE YEARS – I'VE WORN HEARING AIDS OVER 40 YEARS. ALONG THE WAY, ALL THE STORIES ALL OF YOU HAVE, I GUARANTEE YOU HAVE HAD THEM. AND IT'S IMPORTANT TO ME TO SEE – I THINK IT'S DANGEROUS TO

HAVE ONE SOLUTION. THERE IS NOT ONE SOLUTION. IT'S NOT HEARING AIDS, IT'S NOT COCHLEAR IMPLANTS. IT'S NOT HEARING LOOPS. IT'S EVERY PERSON IS A UNIQUE INDIVIDUAL.

CAME TO ME, SO MANY PEOPLE I RAN INTO HAD HEARING AIDS THEY SPENT \$5,000 ON THESE HEARING AIDS AND WON'T WEAR THEM BECAUSE THEY HATE THEM. AND EVERYBODY SAYS IT'S BECAUSE THEY ARE STUBBORN AND THEY DON'T WANT IT'S LIKE. MY GOAL IS YEAR IS TO FIGURE OUT WHAT I CAN DO TO HELP OTHER PEOPLE. AND MY SECOND COCHLEAR IMPLANT IS NOT WORKING WELL FOR ME. SO GIVES ME A HINT OF AUDIOLOGISTS. I HAVE ONE FROM THE HOUSE GROUP, AND I KNOW THEM PRETTY WELL, AND I HAVE ONE FROM USC, AND KNOW THE AUDIOLOGISTS FROM THERE PRETTY WELL. I JUST THINK THERE IS A NEED FOR REHABILITATION FOR ADULTS WITH HEARING LOSS.

>> DANNY: I AM DANNY. I AM KAT'S HUSBAND, HEAR TO SUPPORT HER AND FOR THE FOOD.

>> KEN: MY NAME IS KEN. AND I WILL GO A LITTLE OFF SUBJECT HERE. FIRST I AM HARD-OF-HEARING, AND HAD HEARING LOSS PROBABLY SINCE MY EARLY 20s AND GOT MY FIRST PAIR OF HEARING AIDS WHEN I WAS 27 BUT REALLY DIDN'T LIVE THE HARD-OF-HEARING LIFE UNTIL ABOUT SEVEN YEARS AGO WHEN I GOT INVOLVED WITH HLA. AND THEY HAVE BEEN TREMENDOUSLY HELPFUL IN ADAPTING AND LEARNING. AND I'VE BEEN VERY INVOLVED FOR THE LAST 7 YEARS HELPING AND ADVOCATING AND SUPPORTING HLA.

AND I DID WANT TO SAY A COUPLE THINGS. I AM THE TREASURER OF THIS CHAPTER, AND WE HAVE OUR – I DID THE YEAR END NUMBERS. AND JUST RECENTLY, SO I DID WANT TO COMMENT AND SAY A FEW THINGS.

AS OF BEGINNING OF 2014 WE HAD A GOOD 2014. DID A LOT OF GREAT THINGS. BUT ALSO WE HAD – DID A LOT OF GREAT THINGS TO RAISE MONEY. BEGINNING OF 2014 WE HAD \$8,513 IN THE BANK, NOW AS OF DECEMBER 31 WE HAVE \$11,811. WE RAISED A LOT OF MONEY. SO I WOULD LIKE TO SAY CONGRATULATIONS TO DANNY OUR FINANCE AND FUNDRAISING CHAIR, AND OUR PRESIDENT LISA, AND TO EVERYBODY IN THIS ROOM THAT MADE THAT HAPPEN. SO THANK YOU VERY MUCH. AND 2015 WE CAN DO MORE GREAT THINGS AND RAISE MORE MONEY. THAT'S WHERE THE KITTY JAR CAME IN. SO THANKS A LOT. [APPLAUSE].

>> PAT: I HAVE A PROGRESSIVE HEARING LOSS THAT STARTED IN MY 30s, REALLY, AND SCLEROSIS AND MENIERE'S SYNDROME THAT LED TO MY DEAFNESS.

I HAVE A COCHLEAR IMPLANT.

AFTER FOUNDING OF THIS CHAPTER, I LEARNED ABOUT COCHLEAR IMPLANTS AND LIFE SAVING THING FOR ME TO HAVE THAT AND GET MY LIFE BACK, TO BE ABLE TO PARTICIPATE, COME OUT OF THE ISOLATION. BUT MORE THAN THE TECHNOLOGY WAS GETTING TO KNOW OTHER PEOPLE WHO SHARED THE JOURNEY WITH ME, WHO SHARED THEIR JOURNEYS WITH ME.

JUST LISTENING AGAIN, STARTING OFF EVERY YEAR, ALL TOGETHER AGAIN. WE CELEBRATED OUR 10TH ANNIVERSARY IN SEPTEMBER. AND THIS GROUP HAS IMPACTED SO MANY PEOPLE, WHETHER THEY ATTEND REGULARLY OR COME VISIT OCCASIONALLY.

IT'S SO WONDERFUL TO KNOW THAT WE CAN MAKE A DIFFERENCE IN OTHER PEOPLE'S LIFE. SO MY GOAL THIS YEAR IS TO RECOMMIT MYSELF TO MAKING SURE THAT WE GET THE WORD OUT, THAT PEOPLE KNOW THAT THERE IS HOPE AFTER THEY LOSE THEIR HEARING OR WHILE THEY ARE LOSING THEIR HEARING, THAT THERE ARE A LOT OF PEOPLE LIKE THEM. AND EVEN THE LOOP PROJECTS, THAT'S – WE GAIN SUCH AWARENESS TO SO MANY PEOPLE THAT MAY THINK THEY ARE UNIQUELY AFFECTED BY THIS AND DON'T KNOW OTHER PEOPLE WITH HEARING LOSS. I HOPE WE GET INVOLVED IN THIS LOOP LA CAMPAIGN, INDIVIDUALLY AND AS A GROUP, AND THAT WOULD BE MY GOAL FOR 2015.

>> PETE: I GOT MY FIRST HEARING AID IN MY EARLY 20s. I AM DEAF NOW. SHOULD BE WEARING TWO HEARING AIDS. YEARS AGO I SAID TO MY DOCTOR, I HAVE AN EAR PAIN. HE SAID YOUR EARS ARE FINE. IN 2013 I BOUGHT A NEW ONE FOR MY LEFT EAR. THE AUDIOLOGIST ASSURED ME THAT THEY BOTH HAD T-COILS.

AT FIRST I KIND OF – PEOPLE COULDN'T HEAR ME WHEN I TALKED. GOT TO WHERE I COULD TALK TO THEM BUT I COULD NOT HEAR THEM. WHEN MY BROTHERS CALL, I TELL THEM CALL ME ON MY CELL PHONE. SO IF I REALLY WANT TO TALK TO SOMEBODY ON THE PHONE, HAVE TO USE MY CELL PHONE. OTHERWISE, WITHOUT MY HEARING AIDS, I AM PROFOUNDLY DEAF.

>> RACHEL: I AM TRYING TO GET A CHAPTER STARTED IN ORANGE. THAT'S KIND OF MY GOAL FOR THIS IT YEAR. WELL, I HAVE A LOT OF – ONE OF MY GOALS IS TRYING NOT TO TAKE ON TOO MANY GOALS. [LAUGHTER]. BUT FEBRUARY 7 AT UCI MEDICAL CENTER, IF ANY OF YOU ARE INTERESTED OR AROUND THE NORTH ORANGE COUNTY AREA, WE WOULD LOVE TO HAVE YOU.

SO GETTING THAT CHAPTER STARTED IS ONE OF MY GOALS. I DO HAVE A HEARING AID IN MY LEFT EAR AND IT DOESN'T DO ANY GOOD IN MY RIGHT EAR ANYMORE, BUT APPARENTLY I AM NOT A CI CANDIDATE. SO NO USE OUT OF MY RIGHT EAR ANYMORE.

AND FOR THE NATIONAL CONVENTION, A GOAL TO GET MYSELF THERE, AND ALSO THE GOAL TO GET A LOT OF YOUNG ADULTS THERE BECAUSE WE DID A PRETTY GOOD JOB IN PORTLAND, WORKING WITH PORTLAND STATE UNIVERSITY FOR LODGING AND THEY HAD THE NICE LIGHT RAIL TO GET TO THE HOTEL. HOPING TO WORK SOMETHING OUT WITH WASHINGTON UNIVERSITY IN SAINT LOUIS AND GETTING THINGS GOING THERE. BE [APPLAUSE].

>> WENDI: I HAVE SEVERE HEARING LOSS. WITHOUT MY HEARING AIDS I CAN HEAR VERY, VERY, VERY LITTLE. WITH THEM IT'S A DIFFERENCE BETWEEN DAY AND NIGHT. I HAVE TWO BEHIND-THE-EAR HEARING AIDS.

I'VE BEEN A MEMBER OF THIS CHAPTER FOR MAYBE ABOUT 7 YEARS NOW. BUT HAVE BEEN A MEMBER OF HLAA NATIONAL FOR MUCH LONGER. SO I KIND OF DID THE REVERSE. I KNEW ABOUT THE ORGANIZATION AND GOT THE MAGAZINE AND WAS VERY MUCH AWARE OF THEM, AND THEN WHEN I MOVED TO CALIFORNIA I STARTED GETTING GRACE'S NEWSLETTER. THAT'S WHEN I FOUND OUT ABOUT THIS CHAPTER.

I READ ABOUT IT FOR YEARS BEFORE I FINALLY DECIDED TO GO TO AN EVENT AND THEN IT WAS SO EXCITING TO ACTUALLY MEET PEOPLE WHOSE NAMES HI ONLY SEEN IN PRINT. OH, THAT'S GRACE. OH, THAT'S PAT WIDMAN. OH, THAT'S NANCI LINKE-ELLIS. I FELT REALLY CONNECTED BECAUSE I HAD READ ABOUT PEOPLE OR SEEN THEIR NAMES A NUMBER OF TIMES. BUT MORE SO THAN THAT, I AM VERY GRATEFUL FOR THIS GROUP. THEY ARE MORE THAN JUST A HEARING SUPPORT GROUP. THEY ARE THERE FOR YOU WHEN ANYTHING HAPPENS.

HELPS MY REALIZE WHEN I HEAR YOU TALK ABOUT AUDIOLOGISTS. THERE REALLY IS SOMETHING TO BE SAID ABOUT THAT. I FEEL ESPECIALLY GRATEFUL BECAUSE I HAVE HAD SO MANY HEARING AIDS OVER THE YEARS, AND I HAD A GOOD AUDIOLOGIST SINCE DAY ONE, THIS IS IN NEW YORK. AN ELDERLY GENTLEMAN NAMED RICHARD KIDDLESON – HE HAD A HANDLEBAR MOUSTACHE.

HE TOLD ME ABOUT THE ORGANIZATION. I HAD A T-COIL. IT STAGGERS ME TO KNOW THAT SO MANY PEOPLE ARE NOT GETTING WHAT THEY SHOULD BE GETTING FROM AUDIOLOGISTS. I FEEL ESPECIALLY BLESSED BECAUSE EVEN WHEN I CAME TO LOS ANGELES, MY OTHER AUDIOLOGIST, NAMED MARTINEZ, TOLD ME ABOUT HLA -- I THINK IT WAS STILL SHHH. THERE ARE SOME AUDIOLOGISTS. I ALWAYS HAD A T-COIL. I CAN'T BELIEVE THAT SO MANY PEOPLE DIDN'T KNOW ABOUT IT, DIDN'T HAVE IT, AUDIOLOGISTS WEREN'T DOING ANYTHING. IT REALLY DOES MATTER. MAKES A WORLD OF DIFFERENCE. I HOPE TO SEE THIS YEAR EVERYBODY HAS A GOOD EXPERIENCE WITH HEARING AIDS BECAUSE THEY REALLY ARE THE DIFFERENCE BETWEEN DAY AND NIGHT FOR US.

THANK YOU.

>> I AM WITH HER. I HAVE A PROJECT FOR THIS NEXT YEAR AND THAT'S TO BE MUCH MORE PATIENT WITH HER BECAUSE SOMETIMES I GET IMPATIENT BECAUSE HER COCHLEAR IMPLANT SOMETIMES SEEMS TO WORK AND SOMETIMES IT DON'T. I NEED TO BE MORE PATIENT. THAT'S MY PROJECT. [APPLAUSE].

>> ALICIA: IF YOU HAVEN'T SIGNED A CARD TO SAY FEEL BETTER TO BETTE ANN, OR TO MICHAEL THAL.

LAST MEETING I SPACED AND FORGOT TO BRING SOME OF THE LITERATURE. AND ONE WAS TIPS TO HANDLE FAMILY GATHERINGS DURING THE HOLIDAYS, BY VALERIE STERN.

ALSO ROCKY STONE, WHO WAS THE FOUNDING HEART BEHIND HLA, HIS LIFE BIOGRAPHY RIGHT HERE. SO PLEASE TAKE WHATEVER YOU WOULD LIKE, AND DON'T FORGET TO SIGN THE CARDS, PLEASE.

>> WENDI: IF WE HAD AN EXTRA MOMENT. I WANT TO SAY THAT AT THE BEGINNING OF THE YEAR WE USUALLY DOT GOALS, AND I DIDN'T SAY ONE. I HAVE ON MY PHONE GOALS FROM LAST YEAR, SO I WANTED TO SAY THAT WE HAD OUR CHAPTER GOALS AND OUR INDIVIDUAL GOALS. IF WE HAD A MINUTE I WAS GOING TO SAY THAT WE SEEM TO BE DOING PRETTY WELL. WE WANTED TO BUY A PERSONAL RECEIVER, AND DEFINITELY A NEW MICROPHONE. THOSE KIND OF THINGS WE TALKED ABOUT. OUR RAP SESSIONS. WE DID THAT. AND TALKED ABOUT HEALTH AND EXERCISE. I THINK WE ARE STILL TRYING TO LOSE 30 POUNDS. ONLINE COMMUNICATION SEEMS TO BE WORKING WELL.

I JUST HAD THAT LIST, AND THEN WE HAD PERSONAL THINGS. A LOT OF PEOPLE SAID A LOT OF THINGS. I WON'T LIST THEM ALL. I DON'T KNOW IF WE HAVE TIME. MAYBE GO BACK TO SEE HOW WE DID ON LINE OR WHATEVER.

I THINK WE ARE DOING GREAT. [APPLAUSE].

>> LISA: INSTEAD OF HAVING THE GOAL OF LOSING 10 POUNDS IN HERE, JUST GOING TO HAVE THE GOAL TO FINALLY ACCEPT SHE NEEDS TO BUY A BIGGER SIZE OF PANTS.

WE ARE OUT OF TIME.

ONE MORE COMMENT. OR...

GRACE THIS IS FOR PUAY SO SHE DOESN'T HAVE TO MOVE. I DON'T USE A CELL PHONE. I DON'T DO FACEBOOK. I DON'T TWEET. I DON'T DO ISN'T THAT RIGHT PHONES. MY SON BOUGHT ME I THINK A \$500 IPAD. IT'S IN A DRAWER. SO YOU ARE ME. I DON'T KNOW TO DO THIS INSTEAD OF TALKING TO PEOPLE.

>> LISA: I WANTED TO SHARE ONE GOAL BECAUSE WE WERE TALKING ABOUT HEARING LOSS AFFECTS OUR PARTNERS ALSO. AND ONE OF MY GOALS THIS YEAR IS TO LEARN A LITTLE SIGN LANGUAGE SO KEN AND I ARE ACTUALLY TAKING A SIGN LANGUAGE CLASS SO WE CAN TRY TO COMMUNICATE BETTER SO WE DON'T KILL EACH OTHER. I AM GLAD WE HAVE SOME HEARING PARTNERS HERE. I THINK IT'S IMPORTANT. THEY ARE AS MUCH AFFECTED BY OUR HEARING LOSS AS WE ARE.

NEXT MEETING, ON THE NEWSLETTER SAYS WE ARE GOING TO HAVE JEFF GRAMA, WHO IS AN AUDIOLOGIST, THAT REALLY TAKES INTO CONSIDERATION – I BELIEVE HE CANCELED FOR FEBRUARY. SO HE WILL PROBABLY BE IN MARCH NOW. SO THE NEWSLETTER IS INCORRECT. AND I THINK NEXT MEETING WE WILL HAVE A RAP SESSION. WE DON'T KNOW WHAT TOPIC YET.

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I GUESS THAT'S IT. PERFECT TIMING. THANK YOU SO MUCH.
THANK YOU AGAIN, TO THOMAS KAUFMANN.
>> STEERING COMMITTEE?
>> LISA: ANYONE IS WELCOME TO STAY.