

HAAA-LA_10/24/2015_jgoodman

PAT: MAKE SURE OUR CAPTIONER IS ON LINE WITH IT.

GOOD MORNING, EVERYBODY. SO GOOD TO SEE YOU ALL HERE. IF YOU HAVE A TELECOIL, T-COIL, T-MIC, WHATEVER YOU CALL IT, IN YOUR HEARING INSTRUMENT, BE SURE TO SWITCH IT ON. THE ROOM IS LOOPED SO IT ALLOWS WHAT SPEAKERS AND MYSELF ARE SAYING TO GO RIGHT INTO YOUR EARS. IF YOU HAVEN'T USED YOUR TELECOIL IN THE PAST, OR YOU DON'T HAVE ONE, WE HAVE OUR CAPTIONERS WHO WILL LET US KNOW WHAT'S BEING SAID. WE TRY TO MAKE OUR MEETINGS ACCESSIBLE TO EVERYBODY.

GOOD MORNING. MY NAME IS PAT WIDMAN, AND I AM THE NEWLY-ELECTED PRESIDENT OF THE CHAPTER.

[APPLAUSE]

WHEN WE STARTED THE CHAPTER 11 YEARS AGO, I WAS THE SECOND PRESIDENT. THAT WAS SEVERAL YEARS AGO NOW.

WHETHER YOU HAVE BEEN COMING TO MEETINGS FOR 10 YEARS OR THIS IS YOUR FIRST MEETING WITH US, SECOND MEETING, WE ARE SO GLAD YOU ARE HERE WITH US. AND WE HOPE YOU WILL GET TO KNOW US QUICKLY AND KNOW WHAT THE HEARING LOSS ASSOCIATION OF LOS ANGELES CHAPTER IS ALL ABOUT.

OUR SPEAKER WHO IS GOING TO BE TALKING ABOUT ASSISTIVE DOGS FOR THE HARD-OF-HEARING AND DEAF, WILL BE HERE AT 11. SHE'S COMING FROM MALIBU WHERE THEIR HEADQUARTERS ARE.

SHE AND HER DOG DUDE WILL BE HERE IN AN HOUR, SO WE WILL TAKE CARE OF BUSINESS FIRST THIS TIME RATHER THAN HAVE OUR SPEAKER FIRST.

UP WE GO.

IF YOU HAVEN'T ALREADY MET RICHARD AND SEEN THE HANDOUT HE NICELY WROTE UP FOR US. HE'S BACK THERE IN THE CORNER. STOP BY AND TALK TO HIM DURING THE BREAK OR AFTER THE MEETING.

HE'S WORKING ON AN ASSISTIVE LISTENING DEVICE HE BELIEVES WILL BE HELPING HIM. HE'S IN THE TRIAL STAGES AND JUST ASKING FOR FEEDBACK. WE ARE USERS OF THINGS LIKE THIS, AND HE WANTS TO KNOW WHAT WORKS AND WHAT DOESN'T WORK.

RICHARD, THANK YOU FOR BEING WITH US AGAIN.

STOP BY AND TALK TO HIM, CHECK WHAT HE'S DOING FOR US.

JUDY IS OUR NEWLY-ELECTED MEMBERSHIP CHAIR AND WANTS TO MAKE AN ANNOUNCEMENT ABOUT HER INVOLVEMENT WITH CSUN.

JUDY: I WORK AT CAL STATE NORTHRIDGE IN THE FACILITIES PLANNING DEPARTMENT. MANY TIMES THERE IS THE OPPORTUNITY TO DO THINGS WHERE I CAN INSTALL LOOP OR TRYING TO INSTALL LOOP SYSTEM OR OTHER ASSISTIVE LISTENING DEVICES.

I HAVE HEARD THAT SOME OF YOU ATTENDED CSUN. IF YOU HAVE OR GRADUATED OR NOT, OR IF YOU ARE A STUDENT UNDER THE UMBRELLA OF

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THE NATIONAL CENTER ON DEAFNESS, NCOD, IF YOU COULD INTRODUCE YOURSELF TO ME DURING BREAK, I WANT TO FIND OUT SOME INFORMATION ABOUT HOW NCOD CATERS TO THE HARD-OF-HEARING AS OPPOSED TO HOW THEY CATER TO THE DEAF TO SEE IF THERE IS ANY KIND OF A GAP BETWEEN THE TWO.

THANK YOU.

PAT: THANKS, JUDY. IT'S REALLY GREAT WE HAVE SOMEONE REPRESENTING OUR INTERESTS AND NEEDS AT CSUN, AND I HOPE YOU MAKE YOURSELF KNOWN TO JUDY; SHE SAID IF YOU DO HAVE EXPERIENCE OF ATTENDING CSUN.

WE HAVE A LOT OF THINGS COMING UP AS WE START THE NEW YEAR, OR AT LEAST OUR NEW YEAR.

OUR NEXT MEETING, NOVEMBER 21, IS THE THIRD SATURDAY OF THE MONTH. WE TYPICALLY, AS YOU SEE, MEET ON THE FOURTH SATURDAY HERE, BUT THANKSGIVING WE ALWAYS MOVE BACK A WEEK SO WE DON'T HAVE A CONFLICT WITH THE HOLIDAY WHEN PEOPLE ARE TRAVELING.

FOR THE 11 YEARS WE HAVE HAD THIS CHAPTER, WE'VE DONE THE SAME THING EVERY YEAR. IT'S ALWAYS A GREAT MEETING, WE HAVE LOTS OF FUN, LEARN A LOT, SHARE A LOT. WE HAVE A POT LUCK. I KNOW WE ALWAYS HAVE FOOD, BUT USUALLY IN THE MORNING. WE WILL HAVE A LITTLE MORE MEAT AND MASHED POTATOES, IF YOU WILL, FOR OUR LUNCHEON. WE WILL STILL HAVE GOODIES IN THE MORNING.

WHAT WE REALLY FOCUS ON AT THIS MEETING IN NOVEMBER IS DEALING WITH OUR HEARING LOSS DURING THE HOLIDAYS. I KNOW EVERY ONE OF YOU ENDS UP GOING TO SOME FAMILY EVENT OR WORK PARTY OR SOMETHING, AND IT'S SO STRESSFUL. WE TEND TO WANT TO AVOID THEM RATHER THAN DO ANYTHING TO HAVE TO GO AND DO WITH ALL THE NOISES AND STRESS.

WE SHARE COPING STRATEGY AND A LOT OF LAUGHTER, AND BITCH OUR FRUSTRATIONS OF WHAT HAPPENS WHEN WE ARE AT THE THANKSGIVING TABLE AND SOMEBODY ASKS YOU TO "PASS THE TURKEY" FOUR TIMES, AND YOU ARE STILL GOING "THE WHAT?" "THE WHAT?"

COME SHARE FOOD, GOOD TIMES AND TIPS HOW TO DEAL WITH IT.

THEN IN DECEMBER, WE WON'T HAVE OUR REGULAR MEETING THAT MONTH. INSTEAD WE HAVE OUR FAMOUS HOLIDAY PARTY. IF YOU ARE NEW TO OUR CHAPTER, YOU DON'T PROBABLY KNOW YET THAT WE ARE CONSIDERED THE "PARTY CHAPTER." WE HAVE LIVED UP TO THIS VERY WELL OVER THE LAST DECADE, AND WE CONTINUE TO DO SO.

COME DECEMBER 12 -- MARK YOUR CALENDARS -- WE WILL BE PARTYING IN THE HOME OF NANCY GRAY IN MOORPARK NEAR SIMI VALLEY.

COME AND EAT. WE HAVE A SILLY SANTA EXCHANGE AND JUST HAVE FUN. AGAIN, IT IS SUCH A DELIGHT TO PARTY WITH PEOPLE JUST LIKE ME WHO "GET IT," WHO I DON'T HAVE TO EXPLAIN THAT I HAVE A HEARING

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LOSS. I DON'T HAVE TO APOLOGIZE FOR NOT UNDERSTANDING, AND WE ALL JUST REALLY HAVE A GOOD TIME.

MARK YOUR CALENDARS. EVERYTHING GETS REALLY BUSY THIS TIME OF YEAR, AND WE WANT TO MAKE SURE YOU DON'T MISS OUT.

WATCH FOR MORE DETAILS ON OUR FACEBOOK AND NEWSLETTER AND YAHOO GROUP. KEEP IT ON TRACK.

LASTLY, COMING UP IS OUR GARAGE SALE. WE ARE ALREADY THINKING AHEAD TO OUR GARAGE SALE AND, THANKS TO JOE AND LISA BETH, WHICH I ALWAYS STUMBLE OVER, WHO ARE ALLOWING US TO USE THEIR HOME, WHETHER THEY ARE THERE OR NOT, GIVEN US CARTE BLANCHE TO USE THEIR YARD. WE USUALLY RAISE AROUND A THOUSAND DOLLARS, SOMEWHERE AROUND \$700, \$1200 EVERY YEAR; BASICALLY PAYS FOR JANE, OUR CAPTIONER.

YOU KNOW HOW IMPORTANT IT IS TO HAVE HER HERE. WE KEEP ALWAYS HAVING THE FUNDS TO MAKE SURE JANE IS ALWAYS WITH US. NOT JUST THROUGH THE GOODNESS OF HER HEART.

WE WILL PROBABLY BE DOING IT ON APRIL 16, SORT OF A POST-TAX THING. SO START PUTTING ASIDE ALL THAT STUFF THAT YOU HAVE IN YOUR GARAGE OR YOUR CLOSET.

YOU KNOW, YOU WOULDN'T BELIEVE THE STUFF THAT WE'VE SOLD OVER THE YEARS. THESE THINGS SHOW UP. WHAT ARE WE GOING TO GET SOMEBODY TO TAKE THAT? AND SURE ENOUGH IT GETS TAKEN.

THEN AFTERWARDS, EVERYTHING THAT ISN'T SOLD, USUALLY NOT THAT MUCH, WE ARRANGE FOR A CHARITY TO PICK IT UP AND TAKE IT AWAY.

START THINKING ABOUT IT. FIND A SPOT IN YOUR HOUSE OR GARAGE TO START PUTTING ASIDE SOME GOODIES. IT'S TAX DEDUCTIBLE. COME BUY AND SELL AND HAVE A GOOD TIME. IT'S FUN. ALMOST A PARTY.

THAT'S ALL THE ANNOUNCEMENTS.

ANYONE ELSE?

LISA BETH: ONE, LONG TIME NO SEE. I GOT A PROMOTION AT WORK THAT MAKES IT HARDER TO WORK WITH MY SATURDAY SCHEDULE.

BUT A COUPLE THINGS:

WE WENT TO THE MOVIES, AND WE WENT TO SEE BRIDGE OF SPIES. WE WENT TO THE AMC THEATER. AND FOR THOSE OF YOU WHO HAVE MILD-TO-MODERATE HEARING LOSS, THEY HAVE ANOTHER OPTION BESIDES THE CAPTIONING GLASSES OR THE CUP HOLDER THING. THEY HAVE EARPHONES THAT HAVE THE SOUND UP THAT YOU CAN WEAR, FORTUNATELY WORKED REALLY WELL FOR ME. I WAS ABLE TO HEAR PRETTY WELL WITHOUT THEM, BUT IT HELPED BECAUSE IT KIND OF JUST KEPT THE SOUND IN MY EARS. SO THAT'S ANOTHER OPTION.

AND THE OTHER THING I WANTED TO MENTION IS, ONE THING WE COULD CONSIDER IS THAT THINGS LIKE THE TELEPHONES YOU CAN GET THROUGH CALIFORNIA AND ALL THAT, AND OTHER ACCOMMODATIONS, IS MAYBE HAAA SHOULD WORK WITH THE AUDIOLOGISTS' ASSOCIATION AND

HAVE IT SO AUDIOLOGISTS SAY THIS PERSON NEEDS THIS SO YOU CAN TAKE SOMETHING TO WORK TO SAY "THIS IS WHAT I NEED AND THIS IS FROM A MEDICAL PROFESSIONAL."

JOE: FOR THOSE OF YOU WHO WANT TO SEE IT, WAIT FOR IT TO COME OUT ON DVD.

LISA BETH: I LIKED IT.

PAT: SO YOU CAN FAST FORWARD, JOE? I THINK THAT WAS HALF A STAR?

JUDY: I JUST WANTED TO SHARE ONE EXPERIENCE I HAD THIS LAST WEEK AT WORK. I HAD TO MEET WITH A CLIENT FOR A NEW PROJECT, AND WE WERE WAITING FOR ONE MORE PERSON TO SHOW UP. SO I HAD TO GET MY CELL PHONE OUT TO CALL THAT PERSON, AND I CANNOT DO IT WITH MY HEARING AID. SO I THOUGHT, "SCREW IT. I AM JUST GOING TO TAKE IT OUT AND LET THIS LADY, THIS CLIENT, SEE." I TOOK IT OUT AND GET ON MY CELL PHONE. I DID THAT. I TOOK THE HEARING AID OFF, MAKE A CALL, PUT MY HEARING AID BACK IN. AFTER THE MEETING SHE TOLD ME SHE WAS WEARING A HEARING AID, AND SHE SHOWED ME. YOU COULD BARELY SEE IT. I SAID, "OH, THEN YOU KNOW ABOUT THE TELECOIL, DON'T YOU?" "WHAT'S THAT?"

SO THAT REALLY HIT HARD FOR ME BECAUSE I KNOW PEOPLE – EVERYONE HAS SAID OVER AND OVER AGAIN, WE NEED TO GET THE WORD OUT ABOUT TELECOILS. I THOUGHT EVERYBODY KNOWS TELECOIL UNTIL I MET HER.

NOW I AM GOING TO SHOW HER THE ONE CONFERENCE ROOM THAT WE HAVE LOOPED. THERE IS A COMPANY – WHAT'S THE NAME OF THE COMPANY IN SANTA BARBARA?

>> OTOJOY.

JUDY: OTOJOY. THEY HAVE A TEST FOR USING YOUR CELL PHONE APP IN A LOOPED SYSTEM. SO I WILL SHOW HER HOW THAT WORKS.

I JUST COULDN'T GET OVER HOW WE REALLY DO NEED TO GET THE WORD OUT, NOT ONLY ABOUT TELECOIL. WE NEED TO GET THE WORD OUT THAT WE WEAR HEARING AIDS OR COCHLEAR IMPLANTS.

I WANTED TO SHARE THAT EXPERIENCE.

PAT: YOU ARE ABSOLUTELY RIGHT.

MITZI: FOLLOWING THAT, PROBABLY THE BEST WAY TO SHOW YOU ARE NOT ASHAMED, BE IN THE DOO-DAH A.D.A. CONGA LINE. I'VE BEEN IN IT BEFORE, MANY YEARS BEFORE AS A MUTANT QUEEN. IT'S QUITE AN EXPERIENCE. IT'S INSTANT CELEBRITY. ALL OF A SUDDEN YOU ARE SOMEBODY FOR WHATEVER REASON. IT REALLY IS A LOT OF FUN. THE DOO-DAH IS OFF THE RAILS. I PUT IT ON THE LIST SERVE. IT'S NOVEMBER 22, A SUNDAY.

RACHEL: REMINDED ME ABOUT MY ANNOUNCEMENT. THE CITY OF ORANGE CHAPTER, MISSION VIEJO CHAPTER AND HEARING NOW USA, THE COMPANY IN ORANGE COUNTY, WE ARE HAVING A -- ORANGE COUNTY EVENT

ON OCTOBER 30 AT THE CHURCH MY MOM WORKS AT. IT'S IN LAGUNA WOODS. IF THERE IS ANYBODY FURTHER DOWN IN THE ORANGE COUNTY AREA, THEY ARE DEMONSTRATING THE LOOP AND INFORMING PEOPLE ABOUT THE TELECOILS, AND INFORMING THE PEOPLE WHO WORK IN THE PUBLIC VENUE ABOUT THE VALUE.

PAT: GREAT. THANK YOU, RACHEL.
GET IT TO MINDY.

MINDY: I MAY HAVE MENTIONED THIS BEFORE. LAST YEAR, THE YEAR BEFORE.

AS A LOT OF YOU KNOW, I WORK IN JUNIOR HIGH, AND ONE OF THE STUDENTS I WAS HELPING AT THAT TIME IS DEAF. ALL OF SUDDEN THEY SAID HIS NAME OVER THE P.A. SYSTEM, AND I KNEW ENOUGH SIGN TO TELL HIM "YOU ARE BEING CALLED."

THE NEXT DAY I ASKED THE TEACHER WHO WORKS IN THE DEAF CLASSROOM, "WHY ARE THEY CALLING HIS NAME OVER THE P.A." I THINK HE WAS BORN DEAF, BASICALLY AS A BABY, FROM WHAT HIS MOM SAID. TO THIS DAY, LAUGHING STILL, THEY CALLED A STUDENT WHO HAS ABSOLUTELY NO IDEA HE'S BEING CALLED.

PAT: IT'S INCREDIBLE. SOMETIMES WE JUST FORGET HOW INVISIBLE WE CAN BE. AND PEOPLE FORGET TOO.

KEN: I WANT TO GIVE EVERYBODY AN UPDATE. MANY OF YOU I SENT OUT AN EMAIL ASKING FOR YOUR INPUT.

WELL, FIRST, MY NAME IS KEN, AND SOME OF YOU KNOW, BUT I SERVE ON A COMMITTEE UP IN THE BAY AREA, THE DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM. IT'S A STATE PROGRAM RUN THROUGH THE CPUC, CALIFORNIA PUBLIC UTILITIES COMMISSION. I SIT ON THE COMMITTEE THAT'S CALLED THE TELECOMMUNICATIONS ADMINISTRATIVE ACCESS PROGRAM FOR THE DEAF AND DISABLED. I MESSED THAT UP. TADDAC.

BUT I WILL GIVE YOU AN UPDATE ON THE INFORMATION YOU PROVIDED. IT WAS VERY, VERY HELPFUL. AND THE QUESTION THAT I HAD WAS "WOULD IT BE HELPFUL TO HAVE CONNECTIVITY FROM YOUR SMARTPHONE TO YOUR HEARING AIDS?" AND MANY PEOPLE RESPONDED, OF COURSE, BASICALLY. SO I TOOK THAT INFORMATION, AND RIGHT NOW I AM TRYING TO WORK THROUGH THE CPUC, THE STATE, AND OUR COMMITTEES TO TRY TO GET THEM TO CONSIDER A UNIQUE EQUIPMENT DEVELOPMENT CONCEPT AND ACTUALLY PRODUCT.

WHAT WE USUALLY DO IS TO RESPOND TO KNOW WHATEVER IS ON THE MARKET. IF YOU DON'T KNOW, OUR PROGRAM IS CALLED CALIFORNIA PHONES. BASICALLY WE PROVIDE FREE OF CHARGE TO PEOPLE WITH HEARING LOSS CAPTION PHONE SERVICE AND THE PHONES THEMSELVES AND ALL KIND OF ASSISTIVE LISTENING DEVICES, PHONES THAT ARE AMPLIFIED. GO CHECK WITH THE WEBSITE.

ANYWAY, I WAS A LITTLE FRUSTRATED ON THE PROGRESS, BECAUSE IT'S THE STATE, BUT THEY ARE MAKING PROGRESS.

YESTERDAY I WAS UP IN OAKLAND, AND THE CONCEPT IS BASICALLY ONE, FOR US TO GO OUT TO MANUFACTURERS, AND IF WE DEFINE ENOUGH A PRODUCT, A DEMAND, SOMETHING THAT WE DEMAND, THAT PEOPLE WITH HEARING LOSS DEMAND, AND WE WANT LIKE CONNECTIVITY WITH OUR SMARTPHONES TO OUR HEARING AIDS THAT'S REASONABLY-PRICED; AND WE DEFINE ENOUGH PRODUCT THAT WE CAN ACTUALLY GO TO THE MANUFACTURERS AND SAY "HEY, THIS IS WHAT OUR COMMUNITY IS DEMANDING, AND WHAT WE WANT AND WHAT WE NEED. SO IS IT POSSIBLE? CAN YOU MANUFACTURE SUCH A PRODUCT?" SO WE ARE TAKING STEPS. WE ARE GOING TO DISCUSS THIS IN A JOINT MEETING IN NOVEMBER.

BUT I WILL NOW TELL YOU ABOUT WHAT THE PRODUCT IDEA IS.

SO BEFORE I REALLY – I WILL JUST LET YOU KNOW. EVERYBODY KNOW WHAT QUATTRO IS? WE'VE SEEN IT, TALKED ABOUT IT, BASICALLY A NECK LOOP, HAS A BATTERY IN IT, AND IT CONNECTS TO YOUR CELL PHONE. IT'S AN INTERMEDIARY DEVICE, SO CONNECTS TO YOUR CELL PHONE AND THEN TO YOUR HEARING AIDS WITH THE HEARING LOOP. SO THE CONCEPT IS TO TAKE THAT DEVICE AND BUILD IT INTO A SMARTPHONE CASE THAT YOU PUT THE LOOP AROUND THE PERIMETER OF THE CASE AND HAVE A BUILT-IN BATTERY TO THE CASE. THIS IS A REALLY SMALL CASE. BUT THEY HAVE REALLY POPULAR CASES CALLED AN OTTER BOX, WOULD BE PERFECT BECAUSE IT WOULD BE THICKER, HAVE ITS OWN POWER SOURCE; LIKE HEADPHONES, BUT THE TRANSMISSION WOULD BE THROUGH THE LOOP BUILT IN TO THE CASE, TO YOUR HEARING AID. THAT IS THE CONCEPT.

UNFORTUNATELY, I CAME UP WITH THIS ABOUT TWO MONTHS AGO. THEN I DID A PATENT SEARCH. NOKIA CAME UP WITH IT IN 2010. MICROSOFT OWNS THE PATENTS OF NOKIA. SO GOING TO MICROSOFT AND ASKING THE QUESTION "IS IT POSSIBLE?" AND WOULD THEY BASICALLY LICENSE THE PATENT TO WHOEVER WILL MANUFACTURE IT THAT CAN PROVIDE US SERVICES. WE WILL NOT KNOW THAT UNLESS WE ASK THE QUESTION. AND I WANT TO REPORT THAT THE TADDAC COMMITTEE AND THE DEAF AND DISABLED TELECOMMUNICATIONS COMMITTEE ARE MAKING PROGRESS, AND WE ARE GETTING CLOSER TO DO THAT.

THANK YOU SO MUCH FOR INPUT AND PLEASE PROVIDE ADDITIONAL INPUT AND KEEP ON ASKING THOSE QUESTIONS.

[APPLAUSE]

PAT: OCCURRED TO ME, THINKING BACK WHEN WE STARTED THIS CHAPTER 11 YEARS AGO, PEOPLE WERE STILL USING – WITH HEARING LOSS - - WERE STILL USING PAGERS. WE HAD THE LITTLE BELT CLIP, AND IT WAS THE ONLY WAY WE COULD EFFECTIVELY COMMUNICATE. WE DIDN'T HAVE CELL PHONES, WE COULDN'T COMMUNICATE WITH CELL PHONES. LOOK A DECADE LATER WHAT TECHNOLOGY IS DOING FOR US. ALWAYS A POSITIVE SIGN MOVING AHEAD.

LISA BETH: EARLIER IN THE MONTH I WENT TO MY AUDIOLOGIST FOR SERVICE AT THE VA DOWNTOWN; GOING TO GET NEW HEARING AIDS WITH THE BLUETOOTH CLIP AND THE TELEVISION BLUETOOTH FROM RESOUND. THEY KNOW I AM THE TELECOIL PERSON. I TOLD HER ABOUT THE PASADENA PLAYHOUSE BEING LOOPED AND OTHER INITIATIVES LIKE THAT. MAYBE SHE WILL REMEMBER TO SAY IT TO OTHER VETERANS, TRIGGER THAT. MOST OF THEM JUST SIT IN THE WAITING ROOM. AND --

PAT: BIDE TIME.

LISA BETH: YEAH.

PAT: IT'S AN ONGOING BATTLE. WE DISCUSSED THIS ON LINE, IN OUR YAHOO GROUP, AND TALKED ABOUT THINGS, JUST RELAYING TO WHAT WE SAY ABOUT IT. LETTING PEOPLE KNOW YOU HAVE A HEARING LOSS, ADVOCATING FOR YOURSELF, SPEAKING UP, BEING AN EXAMPLE TO OTHERS THAT HAVING A HEARING LOSS IS NOT EQUAL TO SOMETHING SHAMEFUL. WE TALK ABOUT THIS, AND WE ARE MAKING PROGRESS, BUT WE STILL HAVE A LONG WAY TO GO. BUT THAT'S WHY HLA AND OUR LOCAL CHAPTERS EXIST. WE ARE DOING SOMETHING POSITIVE FOR OURSELVES AND THOSE WHO FOLLOW US. SO KEEP TALKING ABOUT IT. KEEP ASKING QUESTIONS. KEEP LETTING PEOPLE KNOW WHAT YOU NEED. DON'T SHRUG IT OFF AND SHRINK AWAY. IT'S SO EASY TO DO. SOME OF US HAVE BEEN SO FLOORED BY OUR HEARING LOSS IN THE BEGINNING, THAT TRYING TO SPEAK UP FOR OURSELVES IS THE LAST THING WE WANT TO DO. BUT COME, BE PART OF THIS GROUP. BE PART OF NATIONAL ORGANIZATION THAT SPEAKS FOR US, PEOPLE WITH HEARING LOSS, AND GET STRENGTH IN NUMBERS, SO WE ARE GOING TO KEEP DOING WHAT WE ARE DOING BECAUSE DOING GOOD THINGS. SPEAKING UP, DOING WHAT WE ARE DOING.

I WANT TO STEP IN IN THE HALF HOUR THAT WE HAVE. AS YOU KNOW WE HAD THE ELECTION LAST MONTH AND LISA AND KEN AND JUDY AND MYSELF WERE ELECTED TO THE STEERING COMMITTEE. TWO OF OUR MEMBERS WHO COULDN'T BE HERE TODAY, ALICIA AND TIM, ALSO ON THE STEERING COMMITTEE.

JUDY IS TAKING ON THE ROLE OF MEMBERSHIP CHAIR. MEMBER SUPPORT. SHE WILL BE HELPING NEW PEOPLE COME AND INTEGRATE INTO THE GROUP. ONE OF THE SCARIEST THINGS I EVER DID WAS WALKING INTO A MEETING FOR THE FIRST TIME. WE WANT TO MAKE YOUR FIRST TIME HERE A POSITIVE IMPRESSION AND THAT YOU FEEL LIKE YOU ARE PART OF THIS AMAZING GROUP. LOOK TO JUDY, HELP JUDY AND GREET PEOPLE HERE.

KEN IS OUR TREASURER.

LISA IS OUR PAST PRESIDENT WHO SERVED US SO WELL. GOING TO REMAIN ON THE STEERING COMMITTEE AS -- RESPONSIBLE FOR THIS AWARD-WINNING NEWSLETTER.

WE ALSO HAVE TIM. HE'S TAKING ON A NEW CHAIR ON THE STEERING COMMITTEE, AS TECHNOLOGY CHAIR. HE WILL BE HELPING US WITH A BUNCH OF STUFF; UPGRADING OUR FACEBOOK, ON OUR WEBSITE. WE'VE

WORKING ON A MONTHLY BASIS, BUILDING A NEW WEBSITE. TIM WILL BE THE WEB MASTER. WATCH THE NEWS FOR THAT.

AND ALICIA IS OUR VICE-PRESIDENT.

WE TRY TO DO A LOT OF STUFF TO KEEP THIS CHAPTER RUNNING, BUT WE NEED YOUR HELP.

YOU KNEW THERE WAS A COMMERCIAL IN THERE SOMEPLACE, DIDN'T YOU?

WHAT WE ARE TRYING TO DO, MOVING FORWARD, TO SEE IF WE CAN BE A LITTLE MORE ORGANIZED ABOUT THIS?

THERE ARE JOBS THAT NEED YOUR HELP WHETHER MAKING THE COFFEE, CLEANING UP AFTER A MEETING –

ANYBODY ELSE GETTING THE FEEDBACK? OKAY. IT'S GOING AWAY AGAIN.

THERE ARE SO MANY THINGS WE CAN USE HELP WITH. YOU ARE ALL REALLY GREAT DOING THAT, BUT IF WE CAN GET A LITTLE ORGANIZED ABOUT IT SO WE KNOW SOMEBODY HAS IT COVERED AND LET YOU RUN WITH IT AND TAKE CARE OF IT.

SO WHAT I AM PROPOSING IS THE STEERING COMMITTEE COME UP WITH IS SIGNUP WITH AN AREA WHERE YOU CAN SAY, "YEAH, I CAN HELP YOU DO THAT."

ONE OF THE THINGS IS LIKE MEMBER SUPPORT. JUDY IS THE CHAIR OF THAT. THEY WELCOME ARRIVALS AT MEETINGS, GIVE SPECIAL ATTENTION TO FIRST-TIMERS, SIGNING PEOPLE IN.

HOSPITALITY. GET THE FOOD OUT, HELP CLEAN UP AFTERWARDS. DOESN'T TAKE SPECIAL SKILL.

THEN WE MIGHT HAVE SOMEBODY INTERESTED IN HELPING OUT WITH SPECIAL EVENTS. WE HAVE A HOLIDAY PARTY COMING UP AND THE GARAGE SALE, WALK4HEARING PROBABLY IN JUNE. THERE IS ALWAYS SOMETHING THAT NEEDS A LITTLE EXTRA HELP. IF YOU ARE WILLING TO STEP IN AND BE PART OF THAT WHEN THE TIME COMES, LET US KNOW SO WE CAN CALL ON YOU.

ONE OF OUR BIG SUCCESSES IN THIS CHAPTER IN THE LAST TWO YEARS HAS BEEN STARTING THE ADVOCACY COMMITTEE. AT FIRST TRIED TO COVER THAT WITH THE STEERING COMMITTEE, BUT IT'S A BIG JOB, REALLY SOMETHING THAT NEEDS TO BE A STANDALONE COMMITTEE, AND GEORGIA TOOK IT AND MADE IT HER OWN AND HAS A GREAT GROUP OF PEOPLE WHO WORK WITH HER. IF ADVOCACY IS YOUR THING AND YOU WOULD LIKE TO BE INVOLVED WITH THAT, SIGN UP.

I DON'T KNOW WHAT ELSE TO CALL IT. I CALL IT "ROOM MAINTENANCE" FOR NOW. YOU CAN CHANGE THE NAME. WHEN WE COME IN THE MORNING ON MEETING DAY, ABOUT ALL THAT'S SET UP IS THE TABLE IN THE MIDDLE AND A FEW CHAIRS. WE NEED TO MOVE THE CHAIRS AROUND THE PERIMETER AND GET THE PODIUM OVER THERE, FOR THE SIGNUP SHEET; BASICALLY SET UP THE ROOM SO WE ARE READY FOR THE MEETING, AND

AFTERWARDS MAKE SURE WE RETURN IT EXACTLY HOW IT WAS. PUTTING THE CHAIRS BACK AGAINST THE WALL, WIPING DOWN THE TABLE, VACUUMING UP A LITTLE BIT.

THE HEAR CENTER IS VERY GENEROUS. THEY LET US USE THIS MEETING SPACE EVERY MONTH, AND WE OWE IT TO THEM TO BE GOOD TENANT AND LEAVE IT HOW WE FOUND IT.

IF YOU ARE WILLING TO HELP OUT, COME 9:15, A LITTLE EARLY, HELP SET UP; OR STAY A LITTLE LONGER, CHECK THE BATHROOMS.

TALK ABOUT SOMETHING REALLY IMPORTANT BUT REALLY HAVEN'T HAD PEOPLE COMMITTED TO DOING IT. PUT ON THE BACK BURNER A WHILE, THAT'S OUTREACH. HOW YOU FOUND OUT ABOUT IT IS PROBABLY WORD-OF-MOUTH, FROM SOMEBODY LIKE ALISON FREEMAN. MAYBE YOU HEARD FROM YOUR AUDIOLOGIST. WE NEED TO LET THE COMMUNITY KNOW WE ARE HERE, READY TO GIVE YOU A HAND IN YOUR JOURNEY WITH HEARING LOSS.

THAT MEANS GETTING ANNOUNCEMENTS TO THE MEDIA. DOING HEALTH FAIRS; BASICALLY REACHING OUT TO THE COMMUNITY SO THEY KNOW THAT WE ARE HERE, BECAUSE OTHERWISE THE MILLIONS OF PEOPLE WITH HEARING LOSS WHO ARE STRUGGLING DON'T KNOW THERE IS HELP OUT THERE.

I WILL STICK THESE CLIPBOARDS -- WAS GOING TO PUT THEM ON THE TABLE, BUT THEY ARE NOT HERE TODAY.

AT BREAK I WILL TAKE THEM TO THE AREA WHERE THE SNACKS ARE. I KNOW YOU FOLKS WILL GO BY THE FOOD. AS YOU GO BY THE FOOD, PUT YOUR NAME DOWN. IT'S NOT A HUGE COMMITMENT. IDEALLY, WITH 10 OR 12 PEOPLE, 5 OR 6 ON THE COMMITTEE, YOU MIGHT HAVE TO HELP ONCE A YEAR. WE ONLY MEET HERE 10 TIMES A YEAR. IF YOU CAN HELP, PLEASE LET US KNOW AND THEN WE WILL HAVE A LIST OF PEOPLE WE CAN CALL ON TO HELP US OUT.

SO THAT'S WHAT TO LOOK FOR OUT THERE. I TRUST THESE SHEETS WILL GET FILLED UP COMPLETELY. I KNOW YOU GUYS ARE GOOD HELPERS AND FEEL VERY MUCH THIS IS YOUR CHAPTER AND KEEP IT GOING.

BEFORE WE BREAK IN ANOTHER 10 MINUTES, AT THE MOST, PROBABLY ABOUT 8 MINUTES. WE ARE NOT GOING TO HAVE A WHOLE LOT OF TIME, BUT I WANTED TO INTRODUCE THE SUBJECT, 2016.

I WOULD LIKE TO HEAR FROM YOU. WE WOULD ALL LIKE TO HEAR FROM YOU WHAT YOU NEED. WHAT YOU WANT US TO ADDRESS IN OUR MONTHLY MEETINGS. DO YOU NEED TO HAVE THE AUDIOLOGIST COME BACK AGAIN AND TALK ABOUT SOME PARTICULAR AREA. DO YOU WANT TO SEE A TECHNOLOGY, DEVICES, DISPLAYS AND TALKED ABOUT. DO YOU WANT TO HAVE A RAP SESSION ABOUT EMOTIONAL PROBLEMS OF HEARING LOSS? WHAT IS IT THAT'S IMPORTANT TO YOU? WHAT DO YOU WANT TO SEE US DO?

I AM GOING TO ASK OUR SECRETARY TO KIND OF KEEP NOTE OF WHAT PEOPLE'S SUGGESTIONS ARE SO WHEN STEERING COMMITTEE MEETS AGAIN,

WE CAN START PUTTING SOME OF YOUR IDEAS INTO ACTION. AND – OF COURSE THE SECRETARY ALWAYS HAS A NOTEPAD.

WHAT ARE SOME IDEAS YOU'VE GOT? WHERE DID THE MICROPHONE GO?

HERE YOU GO, MINDY.

MINDY: ONE IDEA I JUST HAD, AND I KNOW WE'VE DONE IT IN THE PAST AND SEEMS LIKE EVERYONE HAS ENJOYED IT, IF YOU ARE MARRIED OR DATING SOMEONE, IF ONE HAS A HEARING LOSS AND THE OTHER DOES NOT. WE ALWAYS ENJOY THAT ACTIVITY. WHETHER BEFORE 2016 OR START IT UP IN 2016.

PAT: THAT'S ALWAYS BEEN A REALLY SUCCESSFUL MEETING FOR US. "MIXED COUPLES." IF SOMEONE HAS THE HEARING LOSS AND THE OTHER PERSON DOESN'T, YOU KNOW HOW STRESSFUL THAT CAN BE. ME, IT'S WITH MY KIDS, TO REMIND THEM.

THANKS MINDY.

KAT: FAMILY DAY. SPOUSE, SIGNIFICANT OTHER, PARENTS, CHILDREN. SO MANY PEOPLE IN A FAMILY STRUGGLE WITH PEOPLE WITH A HEARING LOSS, IT'S NOT JUST THEIR SIGNIFICANT OTHERS.

PAT: HEARING LOSS AFFECTS EVERYBODY. YOUR CO-WORKERS. GET YOUR BOSS TO COME TO A MEETING? WOULDN'T THAT BE NICE? YOU ARE NOT A PROBLEM CHILD. EVERYBODY HAS ISSUES LIKE THIS.

>> WHAT WOULD BE HELPFUL FOR ME, DEVELOPING SOME SORT OF LIKE A TOOLKIT FOR NAVIGATING ISSUES AT WORK RELATED TO HEARING LOSS. I WORK IN A PUBLIC SCHOOL. I AM A SCHOOL PSYCHOLOGIST. I MANAGE PRETTY WELL. I WEAR THIS IF I HAVE TO RAISE THE VOLUME. THERE WAS AN ISSUE AT WORK A FEW WEEKS AGO. THEY DECIDED TO DO SOME DRILLING WORK OUTSIDE OF MY OFFICE. AND IT AFFECTS MY JOB WHEN I WORK ONE-ON-ONE WITH STUDENTS, BUT IT ALSO – I DON'T HAVE TO EXPLAIN.

BUT WHEN I ADDRESSED IT WITH MY – THE ADMINISTRATOR IN CHARGE OF THIS, "COULD I JUST GET SOME NOTICE? I COULD LEAVE THE ROOM, STOP WORKING WITH THE STUDENT." HIS RESPONSE WAS "I CAN'T SCHEDULE IT WHEN IT'S CONVENIENT FOR YOU."

I AM NOT GOING TO BRING OUT THE A.D.A. GUNS YET. I AM NOT ASKING FOR ANYTHING BUT SOME REASONABLE NOTICE. THAT'S IT. I THINK AT WORK IT CAN BE VERY TRICKY, ESPECIALLY IN KIND OF MORE POLITICAL KINDS OF THINGS. THESE ARE PEOPLE WHO EVALUATE YOU. YOU HAVE TO BE CAREFUL HOW YOU PHRASE THINGS. I WOULD LIKE TO DEVELOP SOME SORT OF A TOOLKIT OR CONVERSATIONS AND SCRIPTS FOR CONVERSATIONS OR THINGS YOU CAN SAY IN A NICE WAY BUT ALSO HAVE A HEAVY UNDERTONE. SOME OF US IT'S WALKING THAT FINE LINE, LIKE NAVIGATING A MINEFIELD, IN MY OPINION. WE HAVE TO BE CAREFUL HOW WE APPROACH THINGS. DEVELOPING THAT WOULD BE HELPFUL FOR US. NOT JUST WORK SITUATIONS, BUT ALSO OTHER TOUCHY SITUATIONS.

PAT: THAT SOUNDS LIKE A GREAT IDEA FOR A WORKSHOP DAY; REALLY INTERACT WITH EACH OTHER, MAYBE DO SOME ROLE-PLAYING, DIFFERENT THINGS LIKE THAT.

LISA BETH: KIND OF WHAT I WAS SAYING EARLIER, HAVING AN AUDIOLOGIST AND LEARNING HOW TO TALK TO THEM TO EXPLAIN SITUATIONS IN WHICH YOU NEED HELP HEARING IN.

AND OTHER THINGS LIKE, MITZI; SOME OF YOU KNOW MITZI AND I ARE RELATED. MITZI MENTIONED HOW SHE HAD HER AUDIOLOGIST BRING DOWN THE UPPER LEVELS. SO WHEN I WENT SHE BROUGHT DOWN THE UPPER LEVELS, AND THAT HAS BEEN SO PLEASANT THIS LAST MONTH SINCE I HAD HER DO THAT.

BUT IF MITZI HAD NOT LEARNED ABOUT THAT AND PASSED IT ON, WOULD HAVE FIGURED IT WAS JUST SOMETHING I HAD TO DEAL WITH.

MITZI: WHAT SHE MEANT BY "UPPER LEVELS," IN THE AREA WHERE WE NEED EXTRA VOLUME WHERE OUR HEARING IS THE WEAKEST, THEY BUMP IT UP BUT LEAVE IT OPEN SO ANY AMOUNT OF SOUND COMES IN. WHEN WE HAVE HEARING LOSS, WE ARE ALSO SENSITIVE TO VERY LOUD SOUNDS, MOST OF US. THEY NEED TO BUMP IT UP AND PUT A LID ON IT SO THERE IS A RANGE THAT'S COMFORTABLE FOR YOU TO HEAR IN. WHEN IT GOES TOO LOUD IT'S REALLY BAD -- ONE OF THE REASONS WE RUN HOME AT NIGHT AND RIP OUR HEARING AIDS OUT, WE ARE SO STRESSED OUT. I DON'T TAKE THEM OUT UNTIL I GO TO SLEEP. IT'S THAT COMFORTABLE.

PAT: I KNOW WHEN I HAD A HEARING AID I HAD SO MUCH TROUBLE WITH LOUD NOISES BECAUSE THEY HAD TO RAMP IT UP SO MUCH TO GIVE ME THE VOLUME. BUT THEN EVERYTHING ELSE AROUND IS SO LOUD.

THESE ARE REALLY GREAT IDEAS AND CERTAINLY GIVEN A GOOD PLACE TO START COMING UP WITH PROGRAMS FOR NEXT YEAR.

DON'T STOP LETTING US KNOW.

TALK TO ONE OF US IN A MEETING OR WRITE US AN EMAIL OR POST IT ON YAHOO. LET'S KEEP THE CONVERSATION GOING. WE WANT THESE MEETINGS TO BE RELEVANT TO YOU, TO WHAT YOU NEED. WHAT I AM HEARING RIGHT NOW IS WE NEED SOME GOOD PRACTICAL ADVICE ON HOW TO DEAL WITH AUDIOLOGISTS AND CO-WORKERS AND FAMILY MEMBERS. YOU KNOW IT'S NOT SO MUCH THE TECHNICAL STUFF AS HUMAN COMMUNICATION ELEMENT.

WE WILL DEFINITELY START PUTTING SOME THINGS TOGETHER WITH THAT.

REAL QUICK, MINDY.

MINDY: I REMEMBERED A FEW MINUTES AGO. WE HAVE A PARK DOWN THE STREET. WE HAVE A SMALL NUMBER AT ONE TIME GO DOWN TO THAT PARK A FEW BLOCKS FROM THIS OFFICE AND HAVE A TABLE SET UP WITH OUR INFORMATION AND HAVE AN INFORMAL -- YOU SEE SOMEONE, THEY STOP BY THE TABLE-TYPE THING.

PAT: AWESOME. ALL IT TAKES IS PEOPLE WILLING TO SPEND A COUPLE HOURS TO TAKE SOME MATERIALS OUT IN A PUBLIC VENUE OR VISIT AUDIOLOGISTS, WHATEVER IT TAKES TO GET THE WORD OUT.

SO IF YOU WOULD LIKE TO BE PART OF OUTREACH. WE HAD AN OPPORTUNITY A COUPLE WEEKS AGO, TO GO TO AN EXPO-TYPE THING AT NORTHRUP GRUMMAN IN WOODLAND HILLS. WE DIDN'T HAVE MATERIAL – NOTHING BEATS MEETING A PERSON WITH HEARING LOSS, ESPECIALLY IF YOU ARE STILL IN DENIAL. THAT'S WHAT SO MANY EMPLOYEES AT NORTHRUP DON'T WANT TO ADMIT THEIR HEARING LOSS.

IF YOU ARE INTERESTED, PLEASE SIGN UP FOR THE OUTREACH LIST. I WANT TO TAKE A BREAK. I DID SEE BARB COME IN THE DOOR. OUR SPEAKER IS HERE.

GRAB SOME FOOD, SOME BEVERAGES, SIGN UP ON THE CLIPBOARD. WE WILL COME BACK AT 11 AND START HEARING FROM OUR SPEAKER. ONE QUICK THING BEFORE YOU GO. THERE IS A KITTY JAR OUT THERE ON THE TABLE. IF YOU WANT PUT A DOLLAR, FIVE OR TWO, HELPS US TO SUPPLY THE COFFEE AND ALL.

PEOPLE BRING SO MUCH FOOD TO THESE MEETINGS, BUT WE NEVER EAT IT ALL. AND SPECIAL REQUEST, PLEASE TAKE YOUR LEFTOVERS HOME WITH YOU. I DON'T WANT TO TAKE GOODIES HOME WITH ME AND BE TEMPTED. NOBODY ELSE DOES EITHER.

WE WILL BE BACK HERE AT 11, THANK YOU.

[BREAK]

PAT: PUT YOUR TELECOIL BACK ON. CLEARED UP A LOT OF THE FOOD SO WE WON'T HAVE TO WORRY ABOUT TAKING HOME LEFTOVERS TODAY.

QUICK, BEFORE WE INTRODUCE OUR SPEAKER AND HER FURRY FRIEND, I WANT TO POINT OUT I WILL PUT THESE BACK ON THE SIGN-UP SHEET. MAKE SURE YOU DO SIGN UP. PARTICULARLY IF YOU HAVEN'T BEEN HERE BEFORE WE WANT TO KNOW HOW TO CONTACT YOU, MAKE SURE YOU KNOW WHAT WE ARE DOING AND EVERYTHING.

BUT THESE ARE BUTTONS THAT WE HAD MADE FOR THE LAST -- I DON'T KNOW -- EIGHT, NINE YEARS, THAT SAY "FACE ME, I'M HARD-OF-HEARING." SOME OF THE THINGS WE TALKED ABOUT TODAY, ABOUT BEING UP FRONT ABOUT YOUR HEARING LOSS, LETTING PEOPLE KNOW WHAT YOU NEED; THIS IS A GREAT NON-VERBAL TOOL.

WEAR IT ON YOUR SHIRT OR YOUR TOP WHEN YOU GO TO THE BANK SO YOU DON'T HAVE TO KEEP REMINDING THEM THAT YOU CAN'T HEAR.

I LIKE TO WEAR IT TO MY DENTIST'S OFFICE SO I DON'T HAVE TO TELL HIM 15 TIMES, "I CAN'T TELL YOU WHAT YOU ARE TELLING ME WITH YOUR MASK ON."

THIS IS A REALLY GOOD CONVERSATION-STARTER, IF NOTHING ELSE. GRAB ONE AND WE WILL MAKE SURE THESE ARE BACK ON THE TABLE BACK THERE; IF YOU HAVEN'T ALREADY SIGNED IN, SIGN IN AND TAKE ONE.

MINDY: THAT'S JON'S #1 COMPLAINT TO ME EVERY TIME AT THE DENTIST, WHAT YOU JUST SAID.

PAT: ONE OF MY MOST FRUSTRATING SCENARIOS AT THE DENTIST. INTRODUCE TO YOU BARB VELASQUEZ. BARB IS THE MANAGER -- ASSISTANCE DOG PROGRAM MANAGER AND SENIOR INSTRUCTOR, AND SHE'S COME TO TALK TO US ABOUT THE PROGRAM AT SAM SIMON AND WHAT THEY DO AND SERVICES THEY PROVIDE. AND SHE'S GOT WITH HER THE CUTEST LITTLE GUY I'VE SEEN IN A WHILE, DUDE. SO WITH THAT I WILL TURN THE FLOOR OVER TO BARBARA VELASQUEZ FROM SAM SIMON FOUNDATION.

BARB: MAKE SURE I AM TURNED ON HERE.

THANK YOU ALL. GOOD MORNING, EVERYBODY. I AM GOING TO LIFT UP MY LITTLE FRIEND HERE. SOME OF YOU MAY HAVE SEEN HIM AND SOME MAY HAVE NOT.

THIS IS DUDE. HE'S A ONE-AND-A-HALF-YEAR-OLD SHIH TZU. HE'S A RESCUE FROM L.A. COUNTY SHELTER IN BALDWIN PARK. WE RESCUED HIM THE SAME DAY WE WERE PULLING ANOTHER DOG FROM THE SHELTER. HE WAS REALLY ILL WITH PNEUMONIA, AND SO WE WERE UNABLE TO DO A PROPER EVALUATION WITH HIM AND SO WE BASICALLY JUST ADOPTED HIM, BROUGHT HIM BACK TO GET HIM WELL AND WAITED TO SEE WHAT WE HAD; BECAUSE WHEN THEY ARE THAT SICK, YOU ARE REALLY NOT GONNA GET MUCH OUT OF THEM IN TERMS OF ACTIVITY.

WE GOT HIM BACK AND FOUND WE HAD THIS KIND OF SPUNKY, OUTGOING, ENERGETIC LITTLE SHIH TZU – FUN TO WORK WITH, A CHALLENGE FOR ME.

THIS IS THE SECOND TIME WE'VE COME IN TO DEMONSTRATE. THIS IS KIND OF FUN FOR HIM. LIKE EVERY OTHER DOG, THERE'S ALWAYS QUIRKS OR SOMETHING UNIQUE ABOUT EACH ONE AND A CHALLENGE FOR THE TRAINER. THERE IS ALWAYS SOME UNIQUE CHALLENGE FOR THE TRAINER. AND DUDE HAS BEEN NO EXCEPTION TO THAT.

I AM HAPPY TO SAY WE'RE PROBABLY LIKE 99% SURE THAT HE WILL COMPLETE THE REST OF OUR PROGRAM AND GO ON TO BECOME A HEARING DOG. THAT DETERMINATION IS NOT ALWAYS SOMETHING WE CAN MAKE AT THE BEGINNING OF THEIR TIME WITH US BUT OFTEN SOMETHING THAT WE HAVE TO WAIT UNTIL WE ARE MORE CLOSER TO THEIR ADVANCED TRAINING BEFORE WE DECIDE THAT THEY ARE GOING TO COMPLETE TRAINING. BECAUSE WE ARE WORKING WITH A RESCUE, WE DON'T KNOW ANY OF THEIR HISTORY, AND SO WE ARE TAKING THEM OUT INTO THE WORLD AND REALLY GETTING TO KNOW THEM AND JUST TRYING TO FIGURE OUT WHETHER OR NOT THEY'VE GOT WHAT IT TAKES TO BECOME A PUBLIC DOG, SEPARATE FROM THE TRAINING.

SO I AM GOING TO GIVE YOU KIND OF A BACKGROUND ON THE PROGRAM THAT I WORK FOR AND ALSO THE TRAINING PROCESS. I AM GOING TO OFFER YOU A DEMONSTRATION OF A COUPLE SOUNDS THAT

WOULD BE TYPICAL WHAT WE WOULD PRACTICE AT OUR FACILITY, AND THEN I WOULD BE HAPPY TO TAKE ANY QUESTIONS FROM YOU.

I AM ONE OF THREE TRAINERS. WE ARE A SMALL ORGANIZATION, I WOULD SAY LIKE A LITTLE MOM-AND-POP ORGANIZATION. WE WERE STARTED IN 2004 BY PHILANTHROPIST-TV PRODUCER- DIRECTOR SAM SIMON, BEST KNOWN FOR HIS CREATIVE GENIUS WITH THE SIMPSON SHOW, ONE OF THE CREATORS.

HE WAS A LOVER OF RESCUE REALLY, AT THE END OF THE DAY. HE RESCUED NOT JUST DOGS. HE RESCUED CIRCUSES AND ZOOS AND REALLY JUST ALL KIND OF ANIMALS IN NEED, WHETHER THEY BE MARINE OR LAND ANIMALS.

ALSO HAS THE BOAT THAT GOES OUT WITH THE SEA SHEPHERD AND TRY TO SAVE WHALES FROM BEING HARPOONED. REALLY, HE WAS KIND OF A MENAGERIE JUST OF ANIMALS AND ALSO TO CHILDREN. LIKE SAVE THE CHILDREN.

LOSING SAM WAS, OF COURSE, QUITE SAD FOR ALL OF US. HE LEFT, THOUGH, BEHIND A LEGACY THAT WILL CONTINUE. OUR PROGRAM WILL REMAIN FUNDED INDEFINITELY, AS WILL THE OTHER TWO PARTS OF HIS FOUNDATION.

BUT SAM'S GOAL WAS, THE SAM SIMON FOUNDATION, WAS TO RESCUE DOGS IN HOPES THAT THEY MIGHT BECOME ASSISTANCE DOGS. AND HE CHOSE HEARING DOGS BECAUSE HE KNEW HEARING DOGS COULD BE DOGS OF ALL SHAPES AND SIZES, AND HE FELT THAT A HEARING DOG WOULD BE REALLY THE MOST SUCCESSFUL WAY THAT HE COULD RESCUE THE MOST VARIETY OF DOGS AND BRING THEM IN. SO HE DIDN'T HAVE A PARTICULAR REASON FOR SELECTING HEARING DOGS EXCEPT THAT HE WAS VERY DEDICATED TO DOGS HELPING PEOPLE. AND HE WANTED TO DO THAT THROUGH RESCUE.

SO THAT'S HOW I CAME TO KNOW SAM YEARS AGO, WHEN HE WAS JUST PUTTING HIS ORGANIZATIONS TOGETHER, AND HE NEEDED SOMEBODY TO COME IN AND HAD SOME HEARING DOG TRAINING BACKGROUND AND START THIS PROGRAM. SO I DID, AND I BROUGHT A COUPLE TRAINERS WITH ME THAT I WORKED WITH UP NORTH.

SO I'VE BEEN TRAINING HEARING ON DOGS FOR 22 YEARS, AND I MODELED THE SAM SIMON FOUNDATION HEARING DOG PROGRAM BASED ON THE PROGRAM THAT I WAS WORKING FOR UP IN OREGON.

AND SO THE MODEL IS ACTUALLY QUITE SIMPLE. I WILL EXPLAIN IT. AND THE – AGAIN, THE TRAINING IS ALSO QUITE SIMPLE, AND AGAIN MODELED WITH KEEPING THAT PROGRAM IN MIND BECAUSE IT IS A SUCCESSFUL PROGRAM.

SO THE FOUNDATION IS VERY – AS I SAID, VERY SMALL, AND THE STAFF THAT RUN IT, YOU KNOW, ARE STRICTLY FOCUSED ON THE DOGS AND THEN THOSE PEOPLE THAT ARE APPLYING AND ON OUR WAITING LIST, FOR A

HEARING DOG OR FOR A SERVICE DOG, BECAUSE WE DO TRAIN SERVICE DOGS FOR COMBAT VETERANS WITH POST TRAUMATIC STRESS.

WE DIDN'T START OUT THAT WAY, BUT NOW WE ENCOMPASS BOTH OF THOSE TYPE OF DOGS.

SO WE DON'T REALLY HAVE ANY ADMINISTRATIVE STAFF ON HAND BECAUSE WE ARE NOT FUNDRAISING. WE ARE ENTIRELY FUNDED BY SAM'S TRUST. AND SO THAT'S REALLY GREAT FOR ME BECAUSE I CAN DEDICATE ALL MY TIME TO TRAINING AND FINDING DOGS AND THEN JUST KEEPING OUR APPLICATION PROCESS GOING – FOCUSED, AND GOING SMOOTHLY.

SO THE DOGS. WE HAVE DOGS THAT ARE 80 POUNDS AND DOGS THAT ARE 10. SO WHEN WE BRING DOGS INTO OUR PROGRAM, EVERYBODY HAS TO GET ALONG WITH EVERYBODY. YOU KNOW, EVERYBODY NEEDS TO LOVE EVERYBODY BECAUSE WE ARE UNCONVENTIONALLY A CAGE-FREE FACILITY. SAM INTENDED FOR THAT BECAUSE HE DIDN'T WANT DOGS LIVING IN KENNELS DURING THE TIME THEY WERE IN TRAINING.

SO THAT MEANS THAT WE HAVE A LIVE-IN SITUATION WHERE THE TRAINING STAFF LIVES IN WITH THE DOGS AND CARES FOR THE DOGS. THAT ALSO MEANS WE WILL ONLY KEEP A CERTAIN NUMBER OF DOGS THAT WE FEEL WE CAN MANAGE WHICH IS WHY WE WILL LIKELY REMAIN JUST A SMALL PROGRAM.

THERE IS ONLY SO MUCH LIVING SPACE, SO THAT MEANS WE NEED TO KEEP OUR NUMBERS PRETTY COMFORTABLE FOR THE TRAINERS.

USUALLY WE HAVE AROUND 23 DOGS ON FACILITY AT ALL TIMES. WHEN A DOG LEAVES US, WHETHER THEY GRADUATE OR GO ON TO BECOME SOMEBODY'S PET, WE REPLACE THAT DOG WITH ANOTHER SHELTER DOG. AND SO THAT'S GENERALLY WHEN WE GO OUT AND SEARCH FOR DOGS. THERE IS NOT A PARTICULAR TIMEFRAME; IT'S SIMPLY WHEN WE NEED TO REPLACE A DOG THAT HAS LEFT US.

SO WE MAY HAVE DOGS WITH US FOR QUITE A WHILE WITH NOBODY LEAVING, OR WE MAY SUDDENLY HAVE SEVERAL DOGS GOING ALL AT ONCE, WHICH MEANS THAT WE WILL BE BACK OUT IN THE SHELTERS LOOKING.

WHAT DO WE LOOK FOR? CERTAINLY WHEN WE ARE THINKING ABOUT HEARING DOGS, WE ARE LOOKING AT OUR WAITING LIST AND WHAT DO – WHAT IS OUR WAITING LIST ASKING FOR? DO THEY WANT BIG DOGS? DO THEY WANT LITTLE DOGS? WE HAVE MOST OF THE TIME A REQUEST FOR SMALLER-TYPE DOGS, SO THEY WILL BE ANYWHERE FROM 10 TO 30 POUNDS, MOST OF THEM. SOME WILL BE LARGER. BUT IT JUST DEPENDS.

SO WITH THE WAITING LIST IN MIND, WE HEAD OUT TO THE SHELTERS AND WE START LOOKING FOR YOUNG DOGS. WE WANT A DOG UNDER TWO YEARS OLD. WE DON'T WANT A LITTLE PUPPY. SO WE ARE KIND OF LOOKING AT THE ADOLESCENT AGE OF ANYWHERE FROM SIX MONTHS ON UP TO ABOUT TWO YEARS OLD. THEN DEPENDING ON THE SIZE I AM LOOKING AT, I CAN WALK THROUGH FAIRLY QUICKLY AND STOP AT THE SIZE

OF DOGS I AM LOOKING FOR AS WELL AS THE AGE OF THE DOG, SO I CAN GUESS. AGES ARE NOT ALWAYS PUT UP THERE FOR US.

I TAKE A LOOK AND KIND OF GUESS AT THEIR AGE, AND I START ENGAGING WITH THEM. ARE THEY INTERESTED IN ME? DO THEY SEEM FRIENDLY? IF SO, I TAKE A LOOK AT THEM OUT IN THE YARD AND THEN MAKE A DECISION ON WHETHER OR NOT I AM GOING TO BRING THAT DOG BACK WITH ME.

IF I DO, THEY COME BACK. THEY SPEND SOME TIME IN OUR ISOLATION KENNELS THAT WE HAVE, AND WE WAIT TO MAKE SURE THAT THEY ARE HEALTHY. WE DON'T WANT ANYTHING SPREAD TO THE OTHER DOGS, BEFORE THEY ARE ACTUALLY INTRODUCED TO THE GANG.

WITH THREE TRAINERS WE KIND OF HAVE OUR DOGS DIVIDED UP, BUT WE HAVE A LARGER GROUP AND A SMALLER GROUP OF DOGS THAT LIVE TOGETHER, AND AGAIN, ALL SIZES. SO REALLY, JUST WHERE THE DOG GOES DEPENDS ON THE TRAINER THAT HAS BEEN ASSIGNED TO THAT DOG.

REALLY, THAT IS OUR PROCESS FOR JUST GOING OUT AND FINDING THEM. DO WE GET IT RIGHT? HALF THE TIME? NOT REALLY. WE PROBABLY GET IT RIGHT – I MEAN, DOGS THAT COME THROUGH OUR PROGRAM, ARE – THEY MAY LOOK FANTASTIC AT THE SHELTER, AND THEN WE GET THEM BACK AND TAKE THEM OUT INTO THE WORLD AND FIND OUT THAT THEY JUST HAVE A LOT OF FEARS THAT WE DIDN'T SEE. GOING INTO COSTCO MAY BE HORRIFYING FOR SOME. AND FOR SOME – IT MAY BE – THEY MAY BE OKAY. AND WE MAY THINK THEY ARE HANDLING IT, AND THEN WE START GOING OUT MORE AND MORE, AND THEN WE SORT OF FIGURE OUT OH, THEY WEREN'T REALLY PAYING THAT MUCH ATTENTION TO EVERYTHING AROUND THEM AND NOW THEY ARE. SO THAT'S SORT OF JUST A TRAINER'S EYE FOR DOING THIS. YOU START TO SEE AFTER A LITTLE WHILE WHO IS REALLY COMFORTABLE IN ALL KINDS OF PUBLIC ENVIRONMENTS AND WHO ISN'T.

SO THAT IS THE #1 REASON A DOG DOESN'T MAKE OUR PROGRAM, IS THE PUBLIC WORK. THE SECOND REASON IS LACK OF INTEREST IN THE SOUND TRAINING, WHICH I WILL GET INTO IN A MINUTE.

SO WE ALWAYS – WE DON'T ALWAYS KNOW RIGHT AWAY THAT A DOG IS NOT INTERESTED IN SOUND WORK, AND SO AGAIN WE MAY HAVE TO HAVE A DOG IN TRAINING FOR A WHILE BEFORE WE FIGURE THAT OUT; NO, NOT REALLY THAT INTERESTED.

HOW MANY DOGS MAKE THE PROGRAM? ONE IN FOUR. SO THAT MEANS THAT A LOT OF OUR TIME HAS TO BE DEDICATED TO FINDING THEM HOMES BECAUSE WE DON'T TURN AROUND AND TAKE THEM BACK TO THE POUND.

SO WE SPEND A LOT OF TIME WORKING THROUGH REHABILITATING BEHAVIOR ISSUES. IF THERE ARE HOUSE MANNER ISSUES, POTTY TRAINING, DIGGING, CHEWING, BARKING, ET CETERA, YOUR TYPICAL ADOLESCENT ISSUES THAT COME UP, WE DEDICATE TIME TO THAT. AND THEN WE

DEDICATE TIME TO FINDING THEM A HOME. THAT'S JUST PART AND PARCEL WHEN YOU CHOOSE TO DO RESCUE.

AS AN ORGANIZATION, YOU KNOW MOST OF YOUR DOGS ARE GOING TO BE GOING OUT AS PETS AND NOT AS A WORKING DOG. IT'S THE #1 REASON WHY I DON'T INVITE OUR APPLICANTS OUT TO COME OUT AND SEE THE DOGS AND PICK ONE BECAUSE I DON'T KNOW WHO IS GOING TO MAKE THE PROGRAM. I NEVER KNOW WHO IS GOING TO MAKE THE PROGRAM. NOT REALLY.

I GUESSED IT RIGHT SOME OF THE TIME; YEAH, THIS DOG IS ABSOLUTELY GONNA MAKE IT. BUT THEN AS TIME GOES ON, YOU KNOW, THEN – I AM EITHER PROVED RIGHT OR PROVED WRONG, BUT CERTAINLY THAT HAPPENS 50-50 FOR ME.

DUDE: (WHINING)

BARB: SO OUR TRAINING IS SORT OF A THREEFOLD PROCESS. ONE AS I TALKED ABOUT, GOING OUT INTO PUBLIC AND SOCIALIZING. CAN THEY DO THAT PART? CAN THEY WALK IN TO LAX? TO COSTCO? THE MALL? RESTAURANTS? ARE THEY COMFORTABLE AND RELAXED AND AT EASE WITH EVERYBODY AND EVERYTHING? THAT'S FIRST. AND THAT TAKES MONTHS TO REALLY PROVE A DOG TO MAKE SURE THEY CAN DO THAT PART.

THE SECOND PART IS THE SOUND TRAINING THAT WE DO. WE DO TRAIN OUR DOGS TO ABOUT SIX DIFFERENT HOUSEHOLD SOUNDS. I WILL DEMONSTRATE A COUPLE TODAY. AND THAT IS A PROCESS THAT WE BEGIN WITH A SOUND AND THEN ADD ANOTHER SOUND AND THEN ANOTHER AND SO ON.

IT'S A PROCESS OF USING FOOD AND TOYS TO REWARD. IT IS REALLY THE ONLY TRAINING, ASIDE FROM PERHAPS A SEIZURE RESPONSE DOG THAT YOU ARE NOT TELLING THE DOG TO DO SOMETHING OR DIRECTING THE DOG TO DO SOMETHING FOR YOU.

THE PHONE RINGS, MY DOG IS ASLEEP, YOU KNOW, LOOKING VERY COMFORTABLE. HE'S GOT TO GET UP AND WORK THAT PHONE FOR ME. I AM NOT TELLING HIM TO DO IT. SO I HAVE TO HAVE A DOG THAT WANTS TO DO IT, AND HE IS GOING TO DO IT FOR LOVE TO A DEGREE. TO A DEGREE. BUT THERE HAS TO BE SOME KIND OF PAYCHECK IN THERE. AND SO THE PAYCHECK FOR THIS GUY IS USUALLY A TOY. AND HE HAS VERY PARTICULAR – FAVORITE TOYS. HE'S VERY PICKY ABOUT HIS TOYS, AND SO I CAN PRESENT AN ARRAY OF TOYS THAT ARE SIMILAR IN TEXTURE AND SOUND, AND HE WILL SAY "NO THANK YOU" TO MOST OF THEM AND PICK OUT THE ONES HE WANTS. SO THAT SORT OF PRESENTED A CHALLENGE FOR ME. I'M LIKE DUDE, WE'VE ONLY GOT A COUPLE OF THESE TOYS THAT YOU REALLY LOVE. SO WE SORT OF MAKE THE MOST OF IT. LUCKILY, ALTHOUGH DOGS DON'T TECHNICALLY SEE COLOR, THEY SMELL COLOR, AND SO I CAN HAVE A COUPLE DIFFERENT COLORS OF THE SAME TOYS, AND I GUESS THEY ARE LIKE DIFFERENT TOYS FOR HIM. YEAH, THAT'S WHAT WE DO. AS YOU SEE OVER

HERE, I HAVE A LITTLE GREEN TOY AND A BLUE ONE IN MY POCKET. THEY CAN DETECT A DIFFERENCE IN THE COLORS THAT WAY.

SO THAT'S ONE OF MY CHALLENGES. I WOULD LOVE IT IF DUDE EXPANDED HIS TASTE IN TOYS TO OTHER TYPES OF TOYS. AS YOU KNOW, THERE ARE SO MANY DIFFERENT KINDS OF TOYS OUT THERE AS WELL AS TREATS. DUDE CANNOT GO FOR THE WHOLESOME ORGANIC JUST HEALTHY TREATS. HE'S GOT TO GO FOR THE MCDONALD'S OF ALL TREATS WHICH IS PUPPERONI. PUPPERONI.

IT WORKS BECAUSE HE STILL CONSISTENTLY WORKS FOR ME, AND HE HAS BEEN. BUT SOME DOGS THEY MIGHT TIRE OF THAT, AND THEN I AM OUT OF LUCK. WELL, HE'S EXHAUSTED THE FAVORITE TOYS THAT YOU LOVED SO MUCH THAT YOU DON'T WANT THEM ANYMORE, AND NOW WE HAVE NOTHING ELSE. THEN YOU HAVE TO DECIDE IS THERE ANYTHING ELSE TO FIND FOR THIS DOG OR GET HIM TO START LOVING OTHER THINGS OR JUST RELEASE HIM FROM THE TRAINING PROCESS?

THAT'S DEFINITELY ONE OF OUR DILEMMAS.

THE THIRD PART OF OUR TRAINING PROCESS –

AM I OKAY NOW? OKAY.

THE THIRD PART OF OUR TRAINING PROCESS IS OBEDIENCE, BECAUSE – AM I NOT – (MIC GLITCH)

PAT: I DON'T THINK IT'S YOU. IT'S STILL CUTTING IN AND OUT. LET ME TRADE MICS WITH YOU.

BARB: IS THAT BETTER?

THE THIRD PART OF OUR TRAINING PROCESS IS OBEDIENCE, AND OBEDIENCE COMES IN – THROUGHOUT THE DAY, EVERY DAY IN VARIOUS WAYS. BUT IT'S ALWAYS THE TOUGHEST IN PUBLIC BECAUSE YOU HAVE A LOT OF DISTRACTIONS. SO I AM GETTING OUR DOGS TO PAY ATTENTION TO OBEDIENCE IN A QUIET PLACE IS A LOT DIFFERENT THAN BEING IN A RESTAURANT OR IN A STORE WHERE THERE IS SO MUCH ACTIVITY. IT'S ALWAYS ONGOING. WE ARE PRACTICING THE OBEDIENCE AS WE GO.

THAT'S REALLY OUR THREEFOLD TRAINING THAT WE – PROCESS THAT WE GO THROUGH WITH EACH DOG; FOOD, TOYS. IF THEY DON'T DO SOMETHING, WE JUST WITHHOLD THE REWARD. THAT'S ABOUT AS MUCH A CORRECTION AS WE USE IN THE TRAINING.

IT'S REALLY THE ONLY WAY THAT WE WOULD BE ABLE TO WORK WITH – IT'S THE ONLY WAY WE WOULD REALLY BE ABLE TO RELY ON THESE GUYS FOR THE SOUND WORK IS TO WITHHOLD THE REWARD. OR THEY CAN BECOME A COMPANION PET FOR SOMEONE.

THAT'S THE TRAINING PART.

NOW, THE – JUST TO GIVE YOU A QUICK OVERVIEW OF WHAT HAPPENS WHEN THEY LEAVE. SO WE HAVE THIS WAITING LIST OF APPLICANTS THAT HAVE GONE THROUGH A PAPER TRAIL WITH US, AND WE'VE MET THEM BECAUSE WE INTERVIEW THEM IN THEIR HOME. WE MATCH UP A DOG THAT

WE KNOW IS GETTING READY TO GRADUATE WITH SOMEBODY IN OUR WAITING LIST, AND THEN WE DO AN ORIENTATION IN THE HOME.

AND THE ORIENTATION IS PRACTICING THE SOUNDS, THE HOUSEHOLD SOUNDS, AND GOING OUT INTO PUBLIC PLACES. AND WORKING ON OBEDIENCE. WE ESSENTIALLY DO ALL OF THAT IN A PERIOD OF FOUR OR FIVE DAYS.

THERE IS SOME DEDICATION TO THE ORIENTATION IN TERMS OF THE HOURS IN EACH DAY, BUT REALLY, IT IS THE TRAINING AFTERWARDS. YOU KNOW, MAINTAINING THE TRAINING THAT BECOMES REALLY MOST OF THE DEDICATION FOR (INAUDIBLE) ADOPT A HEARING DOG FROM OUR PROGRAM, ANYWAY.

WE ARE GOING TO ASK YOU TO SPEND TIME EVERY DAY DOING SOME PRACTICE WITH YOUR DOG, AND THAT'S JUST PART OF IT.

THEY ARE LIKE AN INSTRUMENT YOU HAVE TO KEEP IN TUNE, SO IF THEY DON'T GET THE PRACTICE, IF YOU ONLY HAVE SOMEBODY KNOCK AT YOUR DOOR ONCE A WEEK, IT'S NOT ENOUGH TO KEEP THEM IN TUNE. SO THEY NEED MORE PRACTICE WITH THE SOUND WORK.

NOW I DON'T THINK I ACTUALLY EXPLAINED WHAT THE DOGS DO WHEN THEY HEAR A SOUND. WE TRAIN THEM TO PHYSICALLY ALERT US. SO WITH DUDE, THAT'S TWO FEET ON ME, AND THEN HE RUNS BACK TO THE SOUND. YOU WILL SEE THAT. WITH A DOG THAT'S A BIT LARGER, MAYBE A HEAVIER DOG, WE WILL TEACH THEM TO PAW WITH ONE FOOT INSTEAD OF TWO FEET JUMPING UP. IF IT'S A BIGGER DOG THAN THAT, WE WILL TEACH THEM TO NUDGE WITH THEIR NOSE.

SO THOSE ARE THE DIFFERENT WAYS THAT WE DO ALERT.

IT'S IMPORTANT THAT OUR DOGS ALWAYS GET THAT PHYSICAL ALERT AND THEY DON'T JUMP ON FURNITURE NEXT TO US; BECAUSE I COULD HAVE A MAGAZINE IN FRONT OF ME, I COULD HAVE MY EYES CLOSED, AND I WOULDN'T BE AWARE THAT DUDE WAS TRYING TO ALERT ME TO A SOUND IF HE JUST STARES AT ME OR JUMPS ON THE FURNITURE.

IT'S REALLY IMPORTANT TO GET THAT CONCRETE IN TRAINING AND THAT THAT BE PRACTICED ONCE THEY GRADUATE. THAT'S JUST SOMETHING THAT'S ALWAYS ONGOING. ALL THAT PRACTICING OF ALERT AND SOUNDS AS WELL AS OBEDIENCE IN PUBLIC.

WE DON'T HAVE AN APPLICATION FEE. WE DON'T REQUIRE ANY FEE FOR OUR DOGS. IT IS JUST A PROCESS THAT WE ASK ANYONE WHO IS INTERESTED IN ONE OF OUR DOGS GO THROUGH TO BE PLACED OUR WAITING LIST FOR A DOG.

OKAY?

THE WAITING LIST IS PROBABLY AROUND A YEAR. SO, YEAH, WE'VE GOT – IT'S PROBABLY NOT AS LONG AS SOME PROGRAMS, AND THERE MAY BE PROGRAMS THAT HAVE LESS OF A WAIT TIME THAN WE DO. WE ARE PROBABLY A YEAR, MAYBE EVEN A LITTLE LONGER THAN THAT, JUST REALLY DEPENDS ON THE SITUATION AND THE DOG.

SO LET ME STOP HERE ACTUALLY AND GIVE YOU A QUICK DEMONSTRATION, AND I WILL BE HAPPY TO TAKE SOME QUESTIONS FROM YOU. I HAVE A LITTLE DIGITAL TIMER HERE: EVERYBODY THAT GETS ONE OF OUR DOGS GET THIS DIGITAL TIMER TOO, BECAUSE IT'S ONE SOUND THAT OUR HEARING DOGS DON'T HAVE TO LEARN WHEN THEY ACTUALLY GO INTO A NEW HOME.

AND I AM SURE THAT MIGHT SOUND A LITTLE ODD; WELL, YOU HAVE A DOOR, I HAVE A DOOR, THAT'S THE SAME. IT IS BUT THE SOUND THAT YOUR DOOR MAKES IS DIFFERENT THAN THE SOUND THAT MY DOOR MAKES, AND DOGS ARE HIGHLY DISCRIMINATING. WE DON'T TEACH THEM TO GENERALIZE THAT ALL DOORS AND THEIR DIFFERENT SOUNDS ARE SOMETHING TO WORK. THEY WORK IN THEIR HOME OR, IF THEY ARE GOING TO TRAVEL, THEN THEY MAY WORK A HOTEL ROOM DOOR, BUT THEY HAVE TO BE SHOWN THAT DOOR SOUND.

AND I WILL SHOW YOU WHAT THAT MEANS HERE IN JUST A MOMENT. BUT WITH THE TIMER IT'S A CONSISTENT SOUND. IF I HAND YOU THIS TIMER, THEN WE DON'T HAVE TO WORRY ABOUT YOUR TIMER, AND IT'S A SOUND HE KNOWS.

ALL DUDE HAS TO WORRY ABOUT IS I JUST HAVE TO LEARN THE NAVIGATION OF YOU TO THE TIMER AND THEN ALERT YOU. I DON'T HAVE TO PAY ATTENTION TO THE SOUND. IF WE WORK YOUR TIMER, I GOT TO CONCENTRATE, I GOT TO PAY ATTENTION TO THAT SOUND, NAVIGATE BACK TO YOU AND LEARN YOU AND HOW YOU ARE GOING TO RESPOND TO DUDE.

AND THAT'S REALLY THE CHALLENGE WITH A NEW DOG COMING IN BECAUSE THE PERSON THEY WORK FOR ISN'T GOING TO BE LIKE THE TRAINER. AND SO THEY REALLY HAVE TO LEARN TO WORK WITH SOMEBODY NEW.

DUDE IS PROBABLY GOING TO BE PLACED WITH A GENTLEMAN WHO IS NOT ORAL. THAT'S GOING TO BE A BIG DEPARTURE FOR HIM. SO WHEN WE TRAIN, I USE VERY LITTLE VOICE. AND I AM SIGNING TO HIM. AND SO BECAUSE HE – THIS IS GOING TO BE HIS WORLD, AND IT'S JUST VERY, VERY DIFFERENT.

BUT I DON'T KNOW WHERE HE'S GONNA GO WHEN I GET HIM. SO THE PART WHERE I TAILOR HIM FOR SOMEONE IS CLOSER TO THE END OF HIS TRAINING. BUT I HAVE A FAIRLY GOOD IDEA THAT THIS IS WHERE HE'S GOING TO GO.

SO THEN I JUST – I KNOW THAT THERE IS GOING TO BE SOME BUMPS IN THE ROAD BECAUSE IT'S GOING TO BE A LITTLE DIFFERENT FOR HIM TO WORK FOR: A, HE'S NOT WORKING FOR A WOMAN ANYMORE, NOW HE'S WORKING FOR A MAN, AND HE'S WORKING FOR SOMEONE WHO WILL BE COMMUNICATING THROUGH SIGN.

IT'S GOING TO BE A CHALLENGE, BUT ACTUALLY DOGS PICK UP SIGN LANGUAGE VERY QUICKLY. THAT'S THE EASY PART. THEY PICK IT UP REALLY FAST.

SO I AM GOING TO START WITH THIS TIMER HERE NOW THAT WE HAVE THE DOOR CLOSED.

IF YOU HAVE TO STAND UP TO SEE THAT, PLEASE FEEL FREE. BUT I AM GOING TO SET THE TIMER OVER HERE ON THE CHAIR. AND I AM PROBABLY GOING TO COME AND SIT OVER HERE.

OKAY?

SO HE IS GOING TO CHECK OUT THE SOUND, RUN BACK TO ME, HOPEFULLY -- AND NOT TO EVERYBODY ELSE -- AND THEN GO BACK TO THE SOUND, AND HE WILL BE REWARDED FOR IT.

SO DUDE. YEAH, IT'S ME. REMEMBER? I AM GOING TO SHUT OFF THIS MICROPHONE HERE FOR JUST A SECOND.

GOOD BOY. THAT'S A GOOD BOY.

[APPLAUSE]

OBVIOUSLY I SET THAT ONE UP.

I TALKED TO HIM. I TALKED TO HIM. I DIDN'T LET HIM RUN AROUND AND VISIT BECAUSE I WAS AFRAID SOMEBODY ELSE MIGHT GET ALERTED. I TALKED TO HIM, HE KNEW, "SHE'S GIVING ME SOME AFFECTION HERE." OF COURSE I KNEW HE WOULD COME RIGHT BACK, AND I WANTED HIM TO BE SUCCESSFUL SO YOU ALL CAN SEE WHAT IT LOOKS LIKE.

OBVIOUSLY, IN A REAL HOME SITUATION OR WHEN WE ARE IN TRAINING, HE'S NOT GOING TO BE READY FOR THE SOUND TO HAPPEN. HE WILL KNOW SOUNDS ARE GOING TO HAPPEN, BUT HE'S NOT GOING TO KNOW WHEN THEY HAPPEN. SO IT'S MORE NATURAL. I MAY BE DOING SOMETHING AND I SET THE OVEN TIMER FOR 30 MINUTES AGO, FORGET ABOUT IT. GO OFF AND DO SOMETHING, AND THEN MY TIMER GOES OFF.

SO DUDE IS -- BECAUSE HE ONLY LOVES THE LITTLE SQUEAKY TOMATOES, HE IS LIKELY NOT TO PLAY GAMES WITH ME THAT INVOLVE TAKING ME TO ANOTHER SOUND, BECAUSE HE WOULD PREFER THIS TOY OVER THAT TOY. THAT DOES HAPPEN WITH SOME OF THE DOGS, ESPECIALLY IN THE BEGINNING.

I CAN HAVE ALL THE SAME TOYS OUT AT A DIFFERENT SOUND, AND HE WILL USUALLY TAKE ME TO THE RIGHT SOUND BECAUSE THERE ISN'T SOMETHING ELSE BETTER. BUT THE REALLY SMART DOGS WE BRING INTO THE PROGRAM WILL PLAY LITTLE WAYS LIKE THAT. I AM LIKE DO IT NOW WITH ME, WITH YOUR TRAINER BEFORE YOU GO INTO THE HOME, BECAUSE WE CAN WORK THAT THROUGH.

HE'S RUBBING HIMSELF ON THE TOY. I HAVE NO IDEA. I DON'T EVEN KNOW WHAT THAT IS. WHAT IS THAT, DUDE? GET IT.

WE LET THE DOGS HAVE THEIR FAVORITE TOY FOR A COUPLE MINUTES, AND THEN THE TOY GETS PICKED UP AND PUT BACK NEAR THE SOUND. THE REASON FOR THAT IS IF I LEFT IT DOWN ALL THE TIME IT WOULD LOSE ITS LUSTER AND I WOULD LOSE MY LEVERAGE IN GETTING HIM TO JUMP UP ENTHUSIASTICALLY OR, DESPITE WHAT MIGHT BE GOING ON, TO ALERT ME TO A SOUND.

HE WILL HAVE IT. I WILL PICK IT UP. YOU ARE DONE. THEN IT GOES AWAY. IT'S GOING TO GO IN MY POCKET, BUT NORMALLY IT WOULD GO RIGHT BACK WHERE THE SOUND IS. BUT I KNOW HE CAN RUN RIGHT INTO THAT CHAIR AND KNOCK HIS TOY DOWN. AND HE KNOWS HOW TO DO THAT.

I WOULD LIKE TO DEMONSTRATE A DOOR KNOCK.

AND LISA, I MAY USE YOU FOR THIS. I THINK I WILL USE THIS DOOR HERE – I WANT TO BE FAIR TO EVERYBODY. I WANT TO MAKE SURE EVERYBODY CAN SEE. ANYBODY HAVE A PREFERENCE ON THAT DOOR OR THIS DOOR?

THIS DOOR? GETTING LIKE HALF AND HALF. I THINK THOSE OF YOU IN THE BACK CAN PROBABLY STAND UP AND WATCH.

THIS IS WHERE HE'S GOING TO LEAD ME RIGHT HERE.

SO THIS DOG DOES NOT KNOW THE SOUND OF THIS DOOR. AND LET'S JUST PRETEND WE ARE IN A HOTEL ROOM AND I WANT DUDE TO ALERT ME TO THE SOUND OF THE DOOR IN MY HOTEL ROOM. SO I NEED TO SHOW HIM THE SOUND. (KNOCKING) GOOD BOY. AND REMIND ME TO TELL YOU A STORY ABOUT THIS. GOOD BOY.

I AM USING CLASSICAL CONDITIONING, PAVLOV CONDITIONING FOR THOSE OF YOU GOING BACK TO PSYCHOLOGY 101. AND THIS IS BASICALLY HE HEARS THE SOUND, HE GETS THE TREAT. WE GET THE SALIVATION GOING FOR THE SOUND. GOOD BOY.

SO NOW THAT I'VE PRIMED THE PUMP, SO TO SPEAK, I AM GOING ASK LISA HERE TO GO ON OUT. AND SHE'S GOING TO TAKE HIS OTHER TOMATO, THE GREEN ONE, BECAUSE THAT'S ONE HE HAS NOT HAD YET, AND I WILL HAVE HER STEP OUTSIDE AND WAIT ABOUT OH, COUNT TO ABOUT 20, NOT REAL FAST. BUT COUNT TO ABOUT 20, AND I WILL GO PICK A PLACE TO BE, AND YOU WILL KNOCK, AND I WANT YOU TO KNOCK LIKE THIS.

OKAY? SO LIKE THAT. THEN JUST WAIT. DON'T OPEN THE DOOR, JUST WAIT FOR ME, AND I WILL OPEN THE DOOR AND GREET YOU LIKE I'M SEEING YOU FOR THE FIRST TIME. AND WE WILL REWARD DUDE FOR THAT. HOPEFULLY, BECAUSE DUDE IS GOING TO BE A ROCK STAR AND HE'S GONNA WORK THAT FOR ME. RIGHT, DUDE? EVEN THOUGH HE HAS SO MANY FANS HERE.

HEY, DUDE. DUDE, COME HERE. I KNOW, I KNOW.

CAN YOU ALL SEE ME IF I AM HERE? CAN YOU ALL SEE ME? DUDE. DUDE.

(KNOCKING)

BARB: GOOD BOY. NICE SIT. THAT WAS A NICE SIT. OPEN THE DOOR.

LISA: LISA.

BARB: HI, LISA, COME ON IN.

[APPLAUSE]

GOOD BOY. AS YOU CAN SEE, DUDE ALERTS WITH GUSTO SOMETIMES. EVEN THOUGH HE'S SMALL, HE'S JUMPING UP. ONE OF THE QUESTIONS WE

PUT IN OUR APPLICATION IS, CAN YOU HANDLE A DOG JUMPING ON YOU? THIS IS THE VERY REASON FOR THAT BECAUSE SOMETIMES THEY COME AT ME, AND THEY ARE COMING FAST. AND EVEN THOUGH HE'S A LITTLE DUDE, HE'S PACKING SOME PUNCH BEHIND THAT JUMP.

NOW, THAT DOESN'T ALWAYS HAPPEN, BUT WHEN YOU ARE PRACTICING, THEY ARE ANTICIPATING, AND THEY KNOW. IF YOU SET UP A SOUND, THEY ARE LIKE, "OH, YEAH, I GOT THIS, I AM READY FOR IT, AND I AM GONNA COME AT YOU." AND ESPECIALLY IF YOU GIVE THEM SOME DISTANCE WHERE THEY CAN RUN AND GET A GOOD FLYING START AT JUMPING AT YOU.

I'VE SEEN REALLY FUNNY THINGS WITH THIS. USUALLY. ONE OF THE MOST AWKWARD PARTS OF MY JOB IS WHEN I HAVE TO WORK IN THE BEDROOM WITH SOMEBODY. AND WHAT THAT MEANS IS I AM ASKING THE PERSON I AM WORKING WITH TO PRETEND TO LAY IN BED AND GO TO SLEEP BECAUSE WE ARE GOING TO PRACTICE SOUNDS. I AM IN THE OTHER ROOM, AND A SOUND WILL HAPPEN OR MAYBE IT'S ME DOING A NAME-CALL OR I AM MAKING THE TELEPHONE RING, AND ALL OF A SUDDEN I HEAR, "OOH!" BECAUSE THEIR DOG HAS JUST JUMPED UP ON THEM, THEY WEREN'T REALLY READY FOR IT, AND THEY'VE DONE IT WITH A LOT OF ENTHUSIASM.

I KNOW. HE'S BEING WEIRD. I DON'T KNOW WHAT THAT IS. I PROMISED YOU GUYS A STORY.

MANY YEARS AGO I WAS IN BOSTON FOR A – BACK THEN IT WAS SELF-HELP FOR HARD OF HEARING PEOPLE, AND I WAS IN BOSTON FOR A NATIONAL CONVENTION. AND I WAS – I HAD A BOOTH, AND I WAS DOING A DEMONSTRATION -- WOW. THAT'S NOISY. THAT'S REALLY NOISY. YOU STAY WITH ME.

YOU STAY WITH ME. AND TOY GOES BYE-BYE. BYE-BYE. I KNOW. IT'S SAD. SORRY, DUDE.

I WAS AT A NATIONAL CONVENTION, AND THE – THEY WERE HAVING TERRIBLE STORMS IN BOSTON, AND STREETS WERE FLOODING, AND MY CAR FLOODED, AND WE WERE IN AN OLD HOTEL. THEY WERE HAVING SMOKE DETECTOR PROBLEMS. AND THE SMOKE ALARM WENT OFF PROBABLY THREE OR FOUR TIMES IN THE SPAN OF THE WEEKEND, THE FRIDAY-SUNDAY CONVENTION. OR THURSDAY-SUNDAY -- NOT SURE WHEN PEOPLE ARRIVED.

GOOD NEWS AND BAD NEWS. BAD NEWS WAS SMOKE ALARM WENT OFF AND NOBODY GOT ALERTED TO THE FACT THE SMOKE ALARM WAS GOING OFF. THE GOOD NEWS IS THE ONES THAT WERE ALERTED, WERE AWARE OF IT AND GOT OUT OF THE HOTEL, HAD HEARING DOGS. SO THAT WAS KIND OF A COOL STORY AND NOT A COOL STORY BECAUSE OF THE HOTEL. I AM SURE THAT WAS IT. THEY PROBABLY HAD TO OFFER A LOT OF VOUCHERS AFTER THAT TO EVERYBODY THAT WAS THERE AT THE HOTEL.

BUT IT WAS INTERESTING BECAUSE JUST BECAUSE THE DOGS WEREN'T PREPARED FOR THAT SMOKE ALARM, THEY DIDN'T HEAR IT AHEAD OF TIME, BUT THEY RECOGNIZED IT BECAUSE SMOKE ALARMS DO TEND TO SOUND

ALIKE. MOST OF THEM HAVE THAT SAME SOUND AND THE SAME SENSE OF URGENCY. SO IT WAS ENOUGH TO ALERT ALL THOSE DOGS TO GET THEIR PERSON UP AND OUT OF THE ROOM.

THAT WAS A GREAT THING. AND AGAIN, ONE OF THE BENEFITS OF HAVING A HEARING DOG TRAVELING, THEY CAN RESPOND TO SOUNDS THAT ARE IMPORTANT WHEN YOU ARE OUT.

AND THAT'S KIND OF A COOL THING.

THERE WEREN'T ENOUGH KITS, LIKE DEVICES, LIKE STROBE ALARMS TO GIVE TO EVERYBODY SINCE THE HOTEL WAS FILLED WITH PEOPLE THAT WERE ATTENDING THAT CONFERENCE. SO THAT WAS UNFORTUNATE WITH THAT.

BUT ANYWAY, IT WAS JUST ONE OF THE – THE DOOR KNOCK REMINDS ME OF IT WHEN I SAID HOTEL ROOM. THOUGHT I WOULD SHARE THAT WITH YOU.

THOSE ARE THE TWO SOUNDS I WANTED TO DEMONSTRATE WITH YOU TODAY, JUST SO YOU GET AN UNDERSTANDING OF HOW THESE DOGS RESPOND TO SOUND. AND THE SIT THAT YOU SAW AT THE END IS ON PURPOSE; THAT'S THE DOG'S COMMITMENT TO THE SOUND. IF HE GOES WHERE I THINK HE'S GOING TO GO, IT'S A VERY SMALL APARTMENT, AND SOUNDS ARE GOING TO BE FAIRLY CLOSE TOGETHER. SAY I HAVE A TELEPHONE NEAR THE DOOR, IT'S IMPORTANT THAT HE TAKE ME NOT JUST DANCE AROUND IN A CIRCLE NEAR THE SOUND, BUT THAT HE GO AND HE COMMIT TO THE SOUND THAT HE HEARS. AND THAT'S WHY WE TEACH THE SIT. SO THAT'S SOMETHING THAT APPARENTLY I HAVE DONE A GOOD JOB OF DRILLING INTO HIM, BECAUSE HE HAS REMEMBERED, EVEN THOUGH WE ARE NOT IN THE TRAINING AREA, TO PLANT IT WHEN HE GETS THERE AND WAIT.

DUDE IS NOT ONE – I DO LIKE MY DOGS TO COME BACK AND CHECK IN AND, HEY, ARE YOU FOLLOWING? IF HE WERE GOING TO GO A BIG HOME I WOULD PROBABLY WORK ON PERSISTENCE THAT WAY. BUT DUDE IS LIKE "NO, I ALERTED YOU AND HERE I AM, I HOPE YOU FIND ME BECAUSE I AM SITTING HERE WAITING FOR MY REWARD. THAT'S OKAY. IT WOULD HAVE WORKED OUT FINE FOR HIM.

QUESTIONS. WHAT CAN I TELL YOU THAT I HAVEN'T – YES?

JUDY: YOU SAY YOU CAREFULLY SELECT THE DOGS. DO YOU DO THE SAME PROCESS WITH THE POTENTIAL OWNER? ARE THERE CERTAIN POTENTIAL OWNERS THAT ARE NOT SUITABLE?

BARB: THAT'S A GREAT QUESTION. WHAT DOES OUR SCREENING PROCESS LOOK LIKE? AND DO WE DENY PEOPLE?

YES. WE START INITIALLY WITH A SCREENING PROCESS FOR HEARING LOSS. SO ANYBODY THAT APPLIES FOR A DOG MUST HAVE A SEVERE-TO-PROFOUND OR SEVERE-TO-TOTAL-LOSS IN BOTH EARS. SO WE ASK FOR AN AUDIOGRAM WITH AIDS AND WITHOUT AIDS. SO OBVIOUSLY SOMEBODY APPLIED, SO THEY HAVE BILATERAL COCHLEAR IMPLANTS, THEN I KNOW

THAT THEY HAVE A TOTAL LOSS. SO I AM NOT GOING TO ASK AN AUDIOGRAM OF THAT PERSON BECAUSE I KNOW ALREADY.

SO IT WOULD JUST REALLY DEPEND ON WHETHER YOUR HEARING LOSS – HEARING LOSS IS PROGRESSIVE AND MAYBE JUST SEVERE, AND THEN WE WOULD -- I WOULD PROBABLY ASK FOR ONE IF IT'S BEEN A VERY LONG TIME SINCE THAT PERSON HAS HAD AN AUDIOGRAM.

FROM THERE, WE HAVE A BIT OF A PAPER TRAIL. WE DO HAVE TO OCCASIONALLY ASK FOR A MEDICAL REPORT JUST TO MAKE SURE THE PERSON IS PHYSICALLY ABLE TO DO THE WORK. AS YOU CAN SEE, IT'S BEING ABLE TO GET UP, BEING ABLE TO BEND DOWN, PLAY WITH THE DOG, BEING ABLE TO TAKE THOSE ALERTS. AND THEN WE WILL GO AND INTERVIEW THAT PERSON IN THEIR HOME.

I PROBABLY TURN DOWN HALF THE APPLICATIONS THAT COME IN. YEAH. PROBABLY HALF.

MINDY: WITH THE DOGS THAT YOU GET, ARE THEY ALSO SOME OF THEM TRAINED FOR OTHER THINGS JUST BESIDES HEARING LOSS? SAY YOU HAVE A MEDICAL CONDITION PLUS HEARING LOSS, YOU GET DOGS LIKE THAT TOO?

BARB: WE ARE SELECTING DOGS THAT ARE BEING SPECIFICALLY FOR A COMBAT VETERAN OR FOR SOMEONE WITH HEARING LOSS, SO AT THE END OF THE DAY, WHAT I AM REALLY SELECTING IS A DOG WITH THE RIGHT TEMPERAMENT. I AM REALLY JUST LOOKING FOR A DOG THAT HAS THE TEMPERAMENT I WANT. I CAN USUALLY TEMPER ENERGY IF I NEED TO. I CAN'T CREATE ENERGY. MY SERVICE DOGS FOR COMBAT VETERANS, I DON'T WANT THEM TO HAVE OVER-THE-TOP ENERGY, BUT IT'S OKAY IF THEY HAVE VERY LITTLE ENERGY TOO FOR THE WORK THEY ARE DOING.

MY HEARING DOGS HAVE GOT TO HAVE SOME ENERGY, AND BE ENERGETIC.

WOULD THERE BE ADDITIONAL TRAINING IN THERE? YEAH, BUT IT WOULD DEPEND WHAT IT IS. WE DO TEACH OUR DOGS TO RETRIEVE ARTICLES. IF IT WAS VERY IMPORTANT TO ME -- IF SOMEONE SAID TO ME, "I NEED TO KNOW IF I DROP MY KEYS OR SOMETHING OUT OF MY POCKET." YES, WE CAN TEACH A DOG TO RETRIEVE AND JUMP UP, NO MATTER THEIR SIZE. JUMP UP AND ALERT YOU DROPPED YOUR KEYS OR SOME MONEY.

PERHAPS I HAVE SOMEBODY THAT SUFFERS FROM MENIERE'S DISEASE AND THEY GO THROUGH OCCASIONAL BOUTS OF VERTIGO, AND THEY NEED A DOG THAT RETRIEVE A CELL PHONE FOR THEM, SOMETHING THEY CAN'T PHYSICALLY GET UP AND DO. I NEED TO CALL FOR HELP. WE CAN TRAIN THEM FOR THAT. WE HAVE DONE THAT. FLIPPED ON LIGHTS FOR SOMEONE, YES. RETRIEVING DIFFERENT ARTICLES, YES. SO A CANE, A CELL PHONE, YES.

BUT IT'S A LITTLE DIFFERENT BETWEEN THE VETERANS AND OUR PEOPLE WHO APPLY FOR HEARING DOGS. WE ARE ALSO ASKING PEOPLE THAT APPLY FOR HEARING DOGS TO BE PHYSICALLY ABLE TO GET UP AND DO

THINGS. SOMEBODY WHO APPLIES AND THEY HAVE MOBILITY AIDS LIKE A CANE, THAT MAY OR MAY NOT BE AN ISSUE IN TERMS OF BEING ABLE TO TAKE CARE OF AN ACTIVE HEARING DOG OR ABLE TO FOLLOW THROUGH ON THE TRAINING.

>> I UNDERSTAND CORRECTLY YOUR CORE TRAINING PROGRAM FOR A NEW DOG TAKES ABOUT ONE WEEK OF INTENSIVE TRAINING?

BARB: THE ORIENTATION, FOUR OR FIVE DAYS.

>> AND YOU MAKE A DECISION TO GRADUATE THE DOG.

BARB: THAT'S JUST FOR ORIENTATION. THEY ALREADY GRADUATED. TO COMPLETE THE TRAINING PROGRAM FROM START TO FINISH IS ABOUT SIX MONTHS.

>> OKAY. AND THE FOLLOW UP TRAINING WITH THE OWNERS IS KIND OF ONGOING. THEY CALL YOU FOR ADDITIONAL HELP? THAT HOW IT GOES?

BARB: USUALLY DONE THROUGH WRITING. DONE THROUGH EMAIL. MOST OF THE QUESTIONS ARE EASY ENOUGH. WE WILL ASK A FEW QUESTIONS ABOUT WHAT THE ISSUE IS AND THEN HELP THEM RESOLVE IT. BECAUSE WE ALREADY WORKED TOGETHER. WE ALREADY HAVE A LAYOUT OF THE HOME. ALREADY KNOW HOW THE TEAM WAS DOING INITIALLY. IT'S GENERALLY NOT A PROBLEM TO DO THAT THROUGH WRITING.

>> ANOTHER THING. BEFORE YOU LEAVE, IF SOMEONE HERE HAS A CELL PHONE CAMERA, WE WOULD LIKE A PICTURE OF YOU HOLDING DUDE? AND YOU HAVE A WEBSITE?

BARB: WE DO. AND I HAVE BROCHURES HERE. OUR WEBSITE IS THERE, AND THERE ARE A FEW GOODIES IN THIS BAG.

PAT: WE ARE RUNNING OUT OF TIME.

IS THERE ANOTHER QUESTION?

KAT: FOR THE REJECTS, BOTH THE DOG AND THE APPLICANTS, IS THERE A WAY TO PUT THEM TOGETHER? SAY, A PERSON WAS REJECTED BECAUSE THEIR HEARING WASN'T BAD ENOUGH, COULD THEY BE PUT WITH A REJECT AND MAYBE WORK IT OUT? IS THERE EVER.

BARB: IT DEPENDS WHAT "WORKING IT OUT" MEANS. IF WE RELEASE A DOG FROM TRAINING, KEEPING IN MIND THAT THIS IS A DOG THAT PROBABLY WOULDN'T BE A PUBLIC DOG OR NOT ABLE TO BE A PUBLIC DOG OR NOT MOTIVATED TO DO THE SOUND WORK, SO IT MAY NOT BE A GREAT MATCH. BUT IT MAY BE THAT YOU HAVE A NICE PET. MAYBE YOU WORK SOMETHING OUT IN YOUR OWN WAY WITH YOUR DOG.

OUR DOGS, I AM SURE AND KNOW THIS TO BE TRUE, WE RELEASE DOGS FROM TRAINING AND SUDDENLY HEAR FROM THE ADOPTIVE FAMILY THEY ARE LIKE A DIFFERENT DOG. IT HAPPENS. MAYBE BECAUSE THEY DON'T HAVE THE STRESS OF THE TRAINING ANYMORE. WHO KNOWS? WHO KNOWS WHAT IT IS? THEY TRANSFORM AND THEY ARE LIKE THIS DIFFERENT DOG. I AM LIKE, I DON'T KNOW WHO YOU ARE.

THANK YOU ALL SO MUCH. FEEL FREE, PLEASE, IF YOU HAVE ANY OTHER QUESTIONS, YOU CAN SHOOT ME AN EMAIL. I WILL BE HAPPY TO

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ANSWER ANY QUESTIONS YOU MIGHT HAVE ABOUT THE PROCESS, ABOUT THE DOGS THEMSELVES.

SamSimonFoundation.org, THAT'S OUR WEBSITE.
SamSimonFoundation.org. MY NAME IS BARB. I AM
Barb@SamSimonFoundation.org.

I HAVE BROCHURES AND A FEW GOODIES OVER HERE.
THANK YOU ALL FOR YOUR ATTENTION AND ENTHUSIASM. THAT WAS
GREAT.

PAT: YOU GET A TREAT. AND I DON'T KNOW. YOU MAY NOT BE
SOMETHING –

BARB: HIS FRIENDS WILL.
PAT: THANK YOU SO MUCH, BARB, FOR BEING WITH US. I THINK WE
ALL LEARNED QUITE A BIT ABOUT THE WORK INITIATED BY SAM SIMON
FOUNDATION AND HOW MUCH IMPACT THEY CAN MAKE IN DOGS AND
PEOPLE'S LIVES. SO WE ARE VERY GLAD TO YOU HAVE HERE.

BEFORE WE FINISH UP, I WANT TO LET YOU KNOW THAT I HAVE SOME
THINGS UP HERE THAT I – WHEN I AM GOING THROUGH ALL MY STUFF AT
HOME, I BROUGHT BACK SOME EXTRA BAGS FROM THE CONVENTION. I
WASN'T HERE AT THE MEETING AFTER THE CONVENTION. THERE IS SOME
INFORMATION UP HERE; SOME BROCHURES AND THINGS AND THE BAGS.
HELP YOURSELF TO ANYTHING. I DON'T WANT TO TAKE THINGS HOME. WE
WILL SEE YOU ALL ON 21ST, THREE WEEKS FROM TODAY, FOR A BIG POT LUCK
CELEBRATION.

AND THANK YOU ALL FOR BEING HERE.
THANK YOU JANE, FOR DOING THE CAPTIONING FOR US.
AND I HOPE TO SEE YOU ALL REAL SOON. THANK YOU.
[APPLAUSE]