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HAAA-LA CHAPTER MEETING
HUNTINGTON MEMORIAL HOSPITAL
EAST ROOM; WINGATE BUILDING
SEPTEMBER 23, 2017
10:00AM-12:00PM

(TECHNICAL ISSUES)

HEATHER: I WANT YOU EACH TO COME UP TO BE PRESENTED WITH SOMETHING THAT I WANT TO CALL THE WOW AWARD.

AND AS YOU GUYS KNOW, IN DEAF PARLANCE, DEAF PEOPLE WHEN THEY ARE WANTING TO SAY THE WORD "WOW" THEY SOMETIMES DO THIS (DEMONSTRATING) . . . RIGHT? SO THAT'S WOW. SO THIS IS OUR WOW AWARD. THE FIRST WOW AWARD FOR THE TECH CONFERENCE GOES TO JENNIFER NELSON FOR SCHMOOZING ABOVE AND BEYOND THE CALL OF DUTY. SCHMOOZING. THE SCHMOOZE MEISTER. MEETING TO EVERYBODY AND TALKING TO A LOT OF CUTE GUYS. I WAS NOTICING THAT.

SO EVERY CUTE GUY WHO CAME DID NOT GET PAST OUR TABLE. I'M TELLING YOU.

THE SECOND WOW AWARD GOES TO MITZI. BECAUSE SOMETIMES YOU KNOW WHEN YOU VOLUNTEER WHAT HAPPENS IS YOU VOLUNTEER AND THEN THE PEOPLE FLAKE AND THEY DON'T SHOW UP. AND SO SHE WAS AT HER POST AND NOBODY WAS SHOWING UP WHEN THEY WERE SUPPOSED TO. SO SHE JUST STOOD IS THERE, STOOD HER GROUND AND KEPT GOING. AND I REALLY APPRECIATE IT. SHE DIDN'T EVEN GET FRUSTRATED. SO YAY. MITZI. WOW AWARD.

(APPLAUSE) . . . SO LET'S ALL DO THE WOW SALUTE.

WOW, WOW. WOW.

OKAY.

I WANTED TO TALK THE YOU VERY BRIEFLY ABOUT OUR MEETING LAST WEEK. LAST MONTH WHERE WE CAME UP WITH ALL OF THESE AMAZING IDEAS ON HOW TO GROW AND IMPROVE OUR CHAPTER. I TOOK ALL OF YOUR IDEAS AS YOU CAN SEE HERE THAT WE TALKED ABOUT IN THE MEETING. I ALSO TOOK ALL OF THE MEETINGS OFF THE NOTES THAT EACH GROUP WAS TAKING AND I TRIED TO CONSOLIDATE THEM INTO TEAMS. LET ME EXPLAIN THIS TO YOU.

NOW HERE'S MY IDEA.

MY IDEA IS THAT WE ARE GOING TO BE LIKE HOG WART. AND EVERYTHING PERSON IS GOING TO JOIN A TEAM OR A HOUSE THAT IS GOING TO WORK ON ONE SPECIFIC THING. AND YOUR TEAM IS GOING TO BE YOUR FAMILY. AND IT IS GOING TO BE THE PEOPLE THAT YOU

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INTERACT WITH MOSTLY AND THE PEOPLE THAT YOU REALLY ROLL UP YOUR SLEEVES AND WORK WITH.

I HAVE COME UP WITH 7 TEAMS THAT WE CAN JOIN. AND I WAS HOPING THAT EVERY PERSON WOULD JOIN AT LEAST ONE TEAM OR IF YOU WANT TO JOIN MORE THAN ONE, YOU CAN.

AND AS STEERING COMMITTEE -- A STEERING COMMITTEE MEMBER WILL BE OVERSEEING OR SUPERVISE THE WORK OF EACH TEAM.

DOES THAT MAKE ANY SENSE TO EVERYBODY? OKAY.

SO THE TEAMS ARE -- I'VE GIVEN THEM STUPID NAMES BECAUSE I WAS REALLY TIRED LAST NIGHT. AND -- BUT SO OUR FIRST TEAM I'M CALLING IT **THE YOUNG AND THE RESTLESS**.

THEY ARE GOING TO BE WORKING ON WAYS TO ATTRACT YOUNGER AND MORE DIVERSE MEMBERS TO OUR CHAPTER. THEY ARE GOING TO BE REACHING OUT TO VETERANS BECAUSE SO MANY VETERANS THAT CAME HOME FROM IRAQ AND AFGHANISTAN HAVE HEARING ISSUES TO BRING THEM INTO OUR FOLD. WE ARE GOING TO TALK ABOUT HAVING THEM START A SCHOLARSHIP FOR HIGH SCHOOL STUDENTS SO THAT HIGH SCHOOL, HEARING IMPAIRED HIGH SCHOOL STUDENTS BECOME AWARE OF OUR CHAPTER AT AN EARLY AGE. AND THEY ARE GOING TO BE LOOKING FOR AND RECRUITING PRESENTERS WHO CAN JAZZ UP OUR MEETINGS A LITTLE BIT. SO THAT'S THE FIRST TEAM THAT I'M GOING TO PROPOSE.

THE SECOND TEAM WOULD BE **VISIBILITY VIRTUOSOS**.

THESE ARE PEOPLE WHO WILL GO OUT AND TRY TO DO MORE OUTREACH AND GET MORE VISIBILITY FOR OUR CHAPTER. AND I HAVE A NUMBER OF IDEAS ON THINGS THAT THE VISIBILITY VIRTUOSOS CAN WORK WITH.

THE NEXT GROUP I'M CALLING IT **HIPPIES WITH A PURPOSE**.

THAT GROUP IS OUR POLITICAL ADVOCACY GROUP. THE POSTCARD BOMBINGS, THE MARCHING AND GETTING INVOLVED IN THE MARCHES. GETTING INVOLVED IN ADVOCACY, FIGHTING FOR THINGS LIKE OVER-THE-COUNTER HEARING AIDS. SO THAT'S GOING TO BE THE TEAM THAT'S WORKING ON POLITICAL ADVOCACY.

THE FOURTH TEAM ARE THE **A-LISTERS**.

THESE ARE THE PEOPLE WHO ARE GOING TO BE REACHING OUT TO CELEBRITIES AND TO COMEDIANS AND PEOPLE LIKE THAT TO MAYBE HAVE THEM COME AND SPONSOR OR BECOME SPOKESPEOPLE FOR OUR GROUP TO PRESENT AT OUR GROUP, TO GIVE US A KIND OF HOLLYWOOD A-LIST CELEBRITY. BECAUSE EVERYONE SAID WE WANT TO FIND A CELEBRITY TO BE OUR SPOKESPERSON. SO IF YOU WANT TO JOIN THE A-LISTER TEAM, THAT'S WOULD BE THE ONE.

THEN I THOUGHT WE WOULD HAVE ANOTHER TEAM CALLED **THE SOCIAL MEDIA SIRENS**.

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THOSE ARE PEOPLE WHO WOULD INTERFACE WITH FACEBOOK, TWITTER AND INSTAGRAM. FOR EXAMPLE, WE WERE HAVING A BLAST AT A TECH CONFERENCE. AND NOBODY KNEW ABOUT IT BECAUSE WE WEREN'T ABLE TO UPLOAD OUR PICTURES ON TO FACEBOOK. WE WEREN'T ABLE TO PUT OUR STAFF ON INSTAGRAM. AND NOTHING ON TWITTER.

SO I WAS HOPING THERE MIGHT BE A GROUP WHO WOULD BE SORT OF THE KEEPERS OF THE SOCIAL MEDIA ACCOUNTS AND THE PEOPLE WHO WILL BE TAKING UP THE PICTURES AND POSTING THEM AT EVENTS WHEN WE ARE HAVING SUCH A GOOD TIME.

THE 6TH TEAM, **THE COOL-TECH CREW.**

I WAS HOPING THAT THIS GROUP WOULD DO QUARTERLY COOL TECH DEMONSTRATIONS TO THE CHAPTER. AND BE BASICALLY LOAN SOME OF THE TECHNOLOGIES BEHIND THE HEARING ASSISTIVE TECHNOLOGIES BE THE CONTEXT FOR WHAT PEOPLE DO HAVE TECH QUESTIONS AND CONCERNS. ESPECIALLY ABOUT WORK PLACE ISSUES. BECAUSE THINK LOT OF US HAVE WORK PLACE ISSUES AND WE ARE NOT EXACTLY SURE HOW TO SOLVE THEM. IF WE HAD A GROUP OF PEOPLE WHO WERE TECH SAVVY AND COULD HELP ANSWER THOSE QUESTIONS THAT WOULD HELP US ALL.

AND THEN THE LAST TEAM WOULD BE TEAM **RICH REWARDS.**

THE TEAM IN EXISTENCE IN TERMS OF DOING A LOT OF THE WORK FOR THE WALK 4 HEARING WHICH IS OUR FUND RAISING. OUR MAIN FUNDRAISER. BUT WE ALL TALKED ABOUT COMING UP WITH ANOTHER IDEA FOR DOING A GALA OR DOING SOME KIND OF A SILENT AUCTION TO HELP RAISE FUNDS THAT WE CAN USE IN OUR POLITICAL ADVOCACY, OUR OUTREACH AND OUR HELPING PEOPLE WHO NEED HELP WITH OUR HEARING ISSUES.

SO I DON'T KNOW HOW YOU FEEL ABOUT THAT, BUT WHAT I DID HERE IS THIS IS A SIGN-UP SHEET. AND I'M GOING TO PASS THIS AROUND. AND I WOULD LIKE EACH PERSON IF YOU CAN, PLEASE, TO SIGN UP FOR A TEAM. I'VE REMINDED YOU OF THE TEAMS AT THE TOP. CAN EVERYONE SEE THAT? TOO FAR AWAY?

AND I'M GOING TO PASS THIS AROUND. IF NOBODY WANTS TO JOIN A TEAM, IF THE TEAMS AREN'T INTERESTING TO YOU, THEN WE KNOW NOBODY WANTS TO DO THAT WORK. AND THEN WE JUST WILL DISBAND THAT TEAM JUST WON'T EXIST.

SO I THINK THIS IS A GOOD WAY FOR US TO FIND OUT WHERE PEOPLE ACTUALLY WANT TO WORK AND BECOME INVOLVED. AND MAYBE STUFF THAT WE ARE MORE OR LESS INTERESTED IN.

OKAY?

ALL RIGHT. GREAT. SO I'M GOING TO PASS THIS AROUND. I'LL START WITH KEN.

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ALL RIGHT.

OH, AS ANOTHER POINT OF BUSINESS, LIZ, DID YOU HAVE AN ANNOUNCEMENT? TWO ANNOUNCEMENTS. OKAY. DID WE HAVE ANY NEW MEMBERS TODAY? NEW PEOPLE COMING IN? NO NEW PEOPLE? OKAY.

ARE YOU A NEW PERSON?

>>AUDIENCE MEMBER: NO I'VE BEEN HERE. BUT MY WIFE THIS IS HER FIRST TIME. JUST CAME AS A VISITOR. MY WIFE HAD A --

NIKKI: I FOLLOW HIM.

>>AUDIENCE MEMBER: UNEXPECTED SATURDAY OFF. SHE'S RECOVERING FROM SURGERY. SO SHE WANTED TO DO THE THIRD SATURDAY OF EVERY MONTH. THIS IS NIKKI.

HEATHER: WELCOME, NIKKI, REALLY GLAD THAT YOU ARE HERE. THANKS FOR COMING.

HERE'S LIZ.

LIZ: OKAY. I HAVE A COUPLE OF ANNOUNCEMENTS AND ACTUALLY BOTH OF THEM INVOLVE OUR BUDDY KEN.

LAST MEETING YOU REMEMBER HE TALKED ABOUT ANNOUNCEMENT THAT OR A STATEMENT THAT THE CHAIR OF THE FCC MADE AT A MEETING HE ATTENDED ABOUT REMOVING LIVE CAPTIONERS FROM THE CAPTION TELEPHONE SYSTEM THAT'S THE TELEPHONE RELAY SYSTEM. AND THAT WAS JUST A THROW-AWAY COMMENT MADE AT THE MEETING HE ATTENDED.

I CALLED OUR ADVOCATE IN THE NATIONAL OFFICE OF HLAA TO FIND OUT MORE. BECAUSE OUR PRESIDENT HAS DISCUSSED THE FACT THAT MAYBE WE OUGHT TO HAVE A POSTCARD CAMPAIGN. SO I WANTED TO TELL YOU WHAT I FOUND OUT.

WE DON'T HAVE TO START OUR POSTCARDS JUST YET. OKAY. THE PERSPECTIVE. CURRENTLY CAPTIONED PHONE SERVICES ARE USING TOO MUCH MONEY FROM THE TELECOMMUNICATIONS RELAY SERVICE FUND. THE TRS FUND. THE FCC IS LOOKING AT WAYS TO MAKE CAPTIONED PHONES MORE COST EFFECTIVE. HLAA IS WELL AWARE OF THIS AND HAS BEEN INVOLVED WITH MULTIPLE DISCUSSIONS ABOUT IT. LISA HAMELIN, WHO IS OUR POLICY ADVOCATE AT HLAA, SHE'S A DIRECTOR OF PUBLIC POLICY, IS VERY MUCH ON TOP OF THIS. THE FCC KNOWS THAT ALTHOUGH VOICE RECOGNITION TECHNOLOGY HAS POTENTIAL, IT IS DEFINITELY NOT THERE YET. HLAA IS VIEWING POTENTIAL CHANGES WITH A SKEPTICAL EYE.

ITS FIRM POSITION IS: HLAA IS NOT OPPOSED TO LOOKING FOR WAYS TO MAKE CAPTIONED PHONE SERVICE MORE COST EFFECTIVE. HLAA IS NOT OPPOSED TO AUTOMATED VOICE RECOGNITION IF IT WORKS EFFECTIVELY. HLAA IS VIGOROUSLY OPPOSED TO USING VOICE RECOGNITION TECHNOLOGY BEFORE IT IS READY AND ABLE TO DO AN

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EFFECTIVE JOB.

THE FCC WILL BE PUBLISHING A NOTICE OF PROPOSED RULE MAKING FOR CAPTIONED PHONES SOMETIME IN THE OCTOBER, NOVEMBER TIME FRAME. THIS WILL GIVE THE SERVICE PROVIDERS AND THE PUBLIC AN OPPORTUNITY TO PROVIDE INPUT BEFORE ANY RULE CHANGES CAN ACTUALLY BE MADE, THE FCC MUST PUBLISH THE PROPOSED RULES AND INVITE PUBLIC COMMENT.

SO KEEP YOUR EYES OPEN. HLA A WILL BE LETTING ALL OF US KNOW ON THEIR WEBSITE AND PROBABLY THEIR E-NEWS WHEN THE NOTICE OF PROPOSED RULE MAKING IS PUBLISHED.

WE WILL BE ADVISED ON THE HEARINGLOSS.ORG WEBSITE. WHEN THE PROPOSED RULES HAVE BEEN FORMULATED, WE WILL ALSO BE NOTIFIED. AND AT THAT TIME, WE CAN LOOK AT THE RULES. THERE WILL BE SOMEWHERE IN THE NEIGHBORHOOD OF 80 OF THEM LISA TOLD ME. AND HLA A WILL FOCUS ON THE SMALLER NUMBER OF THEM. BUT WE WILL BE ABLE TO MAKE OUR COMMENTS. THAT'S WHEN WE DO OUR POSTCARDS. IF ANYTHING IS IN THERE THAT WE FEEL IS NOT GOING TO WORK FOR US.

SO, I'LL GIVE YOU THIS, KEN.

AND THE SECOND THING IS, WE HAVE JUST HEARD BY OUR YAHOO GROUPS THAT KEN IS ON THE DISABILITY ADVISORY COMMITTEE NOW AT LAX. AND SO, I WANTED TO REMIND YOU, THERE WAS QUITE A LOT OF MESSAGING BACK AND FORTH ABOUT AIRPORT PROBLEMS. LAST YEAR IN ABOUT THIS TIME FRAME, LAWRENCE ROLAND, THE DIRECTOR OF DISABILITY SERVICES AT LOS ANGELES INTERNATIONAL AIRPORT CAME TO OUR MEETING AND GAVE A PRESENTATION. AND AT THAT PRESENTATION, HE TALKED ABOUT THE FACT THAT THERE ARE MEETINGS THAT ARE OPEN, DISABILITY COMMITTEE MEETINGS OPEN, OPEN MEETINGS FOR THE PUBLIC, ONCE A MONTH, AND HAPPY TO HAVE ANY MEMBERS OF THE PUBLIC ATTEND. HE MENTIONED THAT HE IS HAPPY TO HAVE FEEDBACK FROM MEMBERS OF THE PUBLIC WHO HAVE ANY PROBLEMS.

AND AT MY REQUEST, GRACE AND I PUBLISHED IN LAST DECEMBER'S WINTER ISSUE OF *THE HEARING LOSS CALIFORNIAN*, A FULL ARTICLE, WHICH ALSO INCLUDED MITZI'S HELPFUL SUGGESTION TO ASK FOR ASSISTANCE AT THE AIRPORT THROUGH THE **TSA CARES** SITE.

SO IF YOU DIDN'T GET THE NEWSLETTER, IF YOU DIDN'T READ THE ARTICLE, IF YOU GOT IT AND THREW AWAY THE NEWSLETTER AND CAN'T REMEMBER WHAT'S IN IT, KINDLY GO TO OUR *HEARINGLOSSCALIFORNIAN.ORG* WEBSITE. LOOK UNDER NEWSLETTER AND READ IT AND THEN BEFORE YOU TRAVEL. TSA HAS A RESPONSIBILITY, A LEGAL RESPONSIBILITY TO HELP YOU. SO GET HELP. ARRANGE FOR IT BEFORE YOU WIND UP IN THE AIRPORT STUCK,

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FRUSTRATED, UNABLE TO HEAR WHAT'S GOING ON.

THEY HAVE TO HELP YOU. BUT IT IS MUCH BETTER IF YOU MAKE PLANS AHEAD OF TIME AND THANK YOU AGAIN FOR MENTIONING THAT, KAT. THAT'S ALL I WANTED TO SAY. (APPLAUSE)

HEATHER: HEY?

DANNY: JUST REAL QUICK. I WANTED TO CLARIFY SOMETHING ABOUT VOICE RECOGNITION.

CAPTION CALL CURRENTLY USES VOICE RECOGNITION BUT THROUGH AN OPERATOR. SO, WHEN PEOPLE ARE SPEAKING ON THE PHONE, THE PERSON IS LISTENING AND THEN THEY ARE SPEAKING CLEARLY ENUNCIATION FOR VOICE RECOGNITION. THAT TECHNOLOGY IS BEING USED. AND IT IS GOOD.

IF THERE WASN'T AN OPERATOR AND THE VOICE RECOGNITION WAS COMING DIRECTLY FROM EACH PERSON SPEAKING, AND SO MANY DIALECTS AND LANGUAGES THAT'S WHAT MAKING THE VOICE RECOGNITION DIFFICULT. BUT THE TECHNOLOGY, THAT'S WHAT THEY ARE USING BUT THROUGH AN OPERATOR. REALLY ENUNCIATING THE DICTATION.

KEN: MAY I COMMENT?

THIS IS, THANK YOU VERY MUCH, LIZ, FOR THE UPDATE.

AND THIS IS HOW I COMPLETELY UNDERSTAND IT. AND I THINK WHAT IS COMING DOWN TO IS THAT THERE IS NO WAY TO MEASURE THE QUALITY OF CAPTIONS. AND THE FCC IN THE MEETING I WAS AT WAS BASICALLY SCOLDING THE ADVISORY COMMITTEE AND THE PEOPLE THAT THE CAPTIONERS, THE FOLKS THAT OFFER SERVICE TO THE CAPTION PHONE. THEY SAID, WE ASKED YOU TO PROVIDE A QUALITY-CONTROL MEANS SO WE CAN MEASURE HOW GOOD YOUR CAPTIONING ASSISTANTS ARE AND JUST HOW GOOD YOUR SERVICE IS TO US. BUT THEY SAID, WELL THE LAW SAYS THAT WE CANNOT STAY ON THE PHONE CALLS OR LISTEN ON THE PHONE CALLS FOR PRIVACY PURPOSES. I WISH WE COULD. SO THERE, I BELIEVE, LIES THE PROBLEM.

BECAUSE EVEN IF THEY GET RID OF THE CAPTIONING ASSISTANT AND WE COMPLAIN, THERE'S NO WAY TO MEASURE JUST -- WE ALL KNOW THAT IT IS TERRIBLE NOW. BUT THERE'S NO WAY TO MEASURE. SO IF THEY GET RID OF THE CAPTIONING ASSISTANT STILL NO WAY TO MEASURE IT BUT THEY SAVE MONEY.

SO THERE LIES THE PROBLEM. THEY ARE FOCUSED ON SAVING MONEY. TOO MUCH MONEY BEING SPENT. WELL THAT'S A SURPRISE. SO, WE HAVE TO FIGHT. AS AN ADA ISSUE. IT IS NOT A FUNCTIONAL EQUIPMENT. WE HAVE TERRIBLE SERVICE. HOW CAN THAT BE A FUNCTIONAL EQUIPMENT?

WENDI. I'M NOT SURE YOU YOU'LL GET TO INPUT TO. BUT THAT COMMENT THAT THERE'S NO WAY FOR THEM TO MONITOR AND THAT -- I

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JUST DON'T FIND THAT TO BE COMPLETELY ACCURATE BECAUSE IF WE CONSENT, THEN THEY CAN. SO IT WOULD BE VERY SIMPLE TO HAVE SOME TYPE OF PRE-CONVERSATION CONSENT. SO AS A MEANS FOR EXAMPLE, AS A MEANS TO IMPROVE OUR SERVICES WILL YOU ALLOW US TO LISTEN TO THIS CONVERSATION? AND THE ANSWER COULD SIMPLY BE YES OR NO. AND THAT'S IT. AND IT WILL ALL BE DOCUMENTED. AND WE KNOW WHETHER IT IS SOMETHING SUPER SECRETIVE AND PRIVATE OR WHETHER WE JUST -- YOU KNOW.

SO I DON'T FIND THAT TO BE A VALID EXCUSE AT ALL. WE CAN EASILY CONSENT TO HAVE SOMEONE LISTEN IN FOR THE QUALITY. AND WE DO IT ALL THE TIME WITH OUR INSURANCE COMPANIES AND OTHERS. YOU MAY BE RECORDED AND BLAH, BLAH, BLAH.

SO I DON'T UNDERSTAND AS AN EXPLANATION.

DANNY: THE PROBLEM IS, IT IS A TWO-WAY CONVERSATION. SO YOU MIGHT GIVE CONSENT. BUT YOU ARE DOING TO HAVE MANY PHONE CALLS WITH MANY DIFFERENT PEOPLE AND BE IMPOSSIBLE TO GET ALL OF THEIR CONSENTS. BECAUSE THE CONVERSATION IS A TWO-WAY THING.

KEN: THAT IS DEFINITELY A CONVERSATION WE NEED TO HAVE.

MARY: I HAVE A QUESTION. THE FCC INVOLVING NATIONAL? OR INVOLVE STATE? BECAUSE OF CAPTEL WITH DIFFERENT MONEY? RIGHT? AND FCC WITH THE FEDERAL MONEY. SO THAT'S --

KEN: IT IS ACTUALLY VERY CONFUSING.

THE MICROPHONE IS OFF.

BATTERIES?

BETTER?

>>AUDIENCE MEMBER: NO.

>>AUDIENCE MEMBER: NO.

>>AUDIENCE MEMBER: BATTERIES. THE CHANNEL? THE BATTERY IS DEAD.

>>AUDIENCE MEMBER: UH-OH.

KEN: ALL RIGHT. IT IS ACTUALLY A VERY CONFUSING THING THAT THE STATE, EACH STATE OFFERS SERVICES TO CAPTEL. BUT THEN FCC OFFERS, BUT THAT'S ONLY ANALOGUE. THAT'S ONLY ANALOGUE LINES. PHONE LINES, FAX LINES, OLD COPPER LINES. BUT WHEN YOU GO TO DIGITAL AND THAT'S LIKE YOUR CABLE, YOU GET YOUR PHONE THROUGH YOUR CABLE SERVICE, THAT GOES TO THE FCC. SO IT IS TWO DIFFERENT POTS OF MONEY. SO THE FCC CAN SAY WE ARE GOING TO TAKE AWAY THE CAPTIONING ASSISTANT BUT THE STATE, ESPECIALLY THE STATE OF CALIFORNIA, WHICH I SIT ON THE BOARD THE TADAC COMMITTEE, THAT'S THEIR OWN MONEY. THEIR OWN TAXES. SO THEY MAKE THEIR OWN DECISIONS.

I HOPE THAT IS MORE CLEAR.

MITZI: IS IT WORKING?

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OKAY.

THE FIRST THING THAT COMES TO MY MIND BECAUSE IT IS A MONEY ISSUE IS CAN WE GET THE STATS ON HOW MUCH THE FEDERAL GOVERNMENT IS SPENDING ON OTHER DISABILITIES? BECAUSE I SUSPECT THEY ARE SPENDING THE LEAST ON US ALREADY. AND THEN THAT BECOMES A MOOT POINT IF THEY ARE TRYING TO SQUEEZE OUR BUDGET AS COMPARED TO OTHER DISABILITIES.

GEORGIA: THE GENERAL PUBLIC PAYS FOR THE CAPTIONING I THINK ON OUR BILL FROM THE PHONE COMPANY THERE'S A LITTLE THING THERE THAT SAYS 25-CENTS OR 30-CENTS OR 50-CENTS TOWARD CAPTIONING FOR THE DEAF. IF YOU LOOK ON YOUR PHONE BILL THERE'S A LITTLE THING ON THERE. SO WE, THE PUBLIC IS PAYING FOR THAT. IS THAT CORRECT? OR PART OF IT.

KEN: YES. THERE ARE TAXES FOR THE STATE AND THEN THERE ARE TAXES FOR THE FEDERAL. SO, BUT IT IS TWO DIFFERENT POTS.

HEATHER: ALL RIGHT.

GREAT. I KNOW THIS IS A TOPIC OF GREAT CONCERN TO ALL OF US. AND THAT I AM -- I'M COMMITTED POLITICALLY FOR US TO HAVE A VOICE IN THIS. AND SO AS SOON AS WE REALLY -- THE RULES COME OUT AND WE TAKE THE DIRECTION OF NATIONAL, WE ARE GOING TO DO A POST COME PAIN TO MAKE SURE OUR VOICE IS HEARD AND OUR CONNECTIONS WITHIN THE OTHER CHAPTERS TO GET THE OTHER CHAPTERS TO DO POSTCARDS. SO HOPEFULLY ONCE WE'VE GOTTEN A LITTLE BIT MORE DIRECTION FROM NATIONAL, WE ARE GOING TO HAVE A GREAT BLITZ POSTCARD IN YOUR FACE, LET THEM KNOW THAT WE WANT QUALITY CAPTIONS AND WE ARE NOT GOING TO SIT AROUND AND LET THEM TAKE AWAY THE QUALITY OR MAKE THE QUALITY WORSE. WE ARE GOING TO BE PAYING ATTENTION AND WE WANT TO LET THEM KNOW THAT WE ARE GOING TO BE PAYING ATTENTION.

SO PLEASE STAY TUNED FOR THAT. LIKE LIZ WAS SAYING THAT'S SOMETHING THAT'S GOING TO BE COMING OUT IN THE NEXT MONTH OR TWO. AND I WILL DEFINITELY LET YOU KNOW WHAT THE PLAN FOR THAT IS.

AND HOW MANY OF YOU WANT TO HELP WITH THE POSTCARD CAMPAIGN? OKAY.

BECAUSE BASICALLY WHAT WE'LL DO IS CREATE, GET THE POSTCARDS AND PUT THE STAMPS ON THEM. THE CHAPTER WILL PAY FOR THE STAMPS. IT IS REALLY GREAT WHEN YOU HANDWRITING THEM THEY SEEM MORE PERSON -- (CHAIR FELL).

EVERYBODY OKAY?

OKAY? IT IS OKAY.

>> AUDIENCE MEMBER: JON IS ON THE ENTERTAINMENT COMMITTEE. (CHUCKLES).

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HEATHER: ALL RIGHT.

SO EVERYBODY OKAY? SO GREAT.

WHAT WE'RE GOING TO DO IS WE ARE GOING TO MOVE ON HERE. WE HAVE A WONDERFUL SPEAKER TODAY. WE ARE SO LUCKY TO HAVE HER. KATIE WRIGHT IS THE PRESIDENT OF THE LONG BEACH CHAPTER OF HAAA. AND SHE JUST WENT THROUGH A -- HOW LONG DOES THE TRAINING TAKE?

KATIE WRIGHT: ABOUT 8 MONTHS.

HEATHER: -- ON HEARING ASSISTIVE TECHNOLOGY PRESENTATIONS.

AND SO SHE'S FINISHED HER TRAINING AND SHE HAS AGREED VERY GENEROUSLY TO DO A PRESENTATION FOR US SO THAT WE CAN LEARN ABOUT SOME OF THE LATEST TECHNOLOGIES THAT CAN HELP US AT WORK, WITH OUR FAMILIES, AND CHALLENGING ENVIRONMENTS LIKE RESTAURANTS. SO I WOULD LIKE TO LET HER TAKE IT AWAY.

KATIE: THANK YOU. (APPLAUSE) . . .

WE NEED TO SWITCH COMPUTERS HERE.

THANK YOU.

HERE WE GO. IS IT UP THERE NOW?

THAT'S OKAY. I KNOW THERE'S A SIGNAL. HANG ON.

OH, THANK GOODNESS. YOU ALWAYS WORRY WITH TECHNOLOGY. LET ME GET MY CLICKER HERE.

WHEN I GAVE LISA AND HEATHER A DESCRIPTION OF -- WHEN I GAVE -- WENDI, IF I -- YOU'RE -- IF I TALK TOO FAST YOU NEED TO GO "SLOW DOWN" BECAUSE I TEND TO TALK REALLY FAST.

IF I MOVE THE MICROPHONE AWAY, JUST -- YOU ARE MY SIGNAL. MY MONITOR.

WHAT WAS I SAYING?

I CAN'T REMEMBER WHAT I WAS SAYING. WE ARE GOING ON.

HERE WE GO.

WHEN I WAS TALKING TO LISA AND HEATHER ABOUT MY PRESENTATION, I FORGOT TO GIVE THEM MY TITLE OF MY PRESENTATION. DUH.

MY TITLE OF MY PRESENTATION IS, "WHEN HEARING AIDS ARE NOT ENOUGH."

BECAUSE WE ALL KNOW THAT OUR HEARING AIDS DON'T WORK IN EVERY SINGLE SITUATION. AND WE SPENT THOUSANDS ON OUR HEARING AIDS AND WE STILL GO PLACES AND DO THINGS AND WE HAVE FRUSTRATION AND ISOLATION.

SO LET ME DO THIS RIGHT NOW.

MY GOAL IS TO EMPOWER YOU. MY JOB IS TO INTRODUCE YOU TO DEVICES AND THINGS THAT ARE GOING ON TO HELP YOU DEAL, LIVE IN A HEARING WORLD.

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WE HAVE FRUSTRATION. WE FEEL ISOLATED. DEPRESSED. ANYBODY HAVE ANY OF THOSE THINGS HAPPEN TO THEM BECAUSE OF THEIR HEARING LOSS?

AT LEAST SOMETIMES? YES. YES. I'VE BEEN THERE. I AM THERE.

I'M HOPING THAT SOME OF THE THINGS THAT I SHOW YOU TODAY REMOVE SOME BARRIERS. QUESTIONS THAT I HOPE TO ANSWER:

WHY AREN'T HEARING AIDS ENOUGH ALL THE TIME?

WHY ARE THESE THINGS THAT I SPENT SO MUCH MONEY ON, WHY DON'T THEY WORK ALL THE TIME FOR ME? IT IS SO FRUSTRATING.

WHAT CAN I DO ABOUT IT?

I WISH I HAD ALL OF THE ANSWERS. I DON'T HAVE ALL OF THE ANSWERS. BUT I LIVE WHAT YOU GUYS LIVE EVERY DAY. SO I'M HOPING THAT I HAVE SOME ANSWERS FOR YOU AND CAN EMPOWER YOU A LITTLE BIT.

SO A LITTLE BIT ABOUT ME.

I AM A PART OF THE N-CHATT PROGRAM. LET ME SEE IF I CAN REMEMBER. NETWORK OF CONSUMER HEARING ASSISTIVE TECHNOLOGY TRAINERS.

EVEN THOUGH WE DO PRESENTATIONS, WE ARE SUPPOSED TO HELP YOU GUYS GO OUT AND DO THINGS. SO I WAS THINKING ABOUT YOUR COMMITTEES, WHAT YOU ARE DOING. MAYBE EVEN THOUGH I'M NOT A MEMBER OF YOUR CHAPTER, I CAN JOIN THAT COMMITTEE AND HELP YOU GUYS DEVELOP THINGS. I COULD DO THAT. PART OF WHAT I'M SUPPOSED TO DO.

I'M HARD OF HEARING, THIS IS A GENETIC LOSS. IT IS NOT AN OLD AGE LOSS EVEN THOUGH MY WRINKLES SAY OLD AGE. IT IS NOT AN OLD AGE LOSS. I'VE BEEN WEARING HEARING AIDS FOR ABOUT 15 YEARS. I PROBABLY NEEDED THEM 10 YEARS BEFORE THAT. ANYBODY IN THOSE SHOES TOO? YOU KNEW YOU NEEDED THEM A LONG TIME BEFORE YOU BROKE DOWN AND GOT THEM?

AND THAT WAS MY FIRST ONES WERE THE ANALOGUE ONES. THESE ARE SO MUCH BETTER.

I HAVE A HARD OF HEARING NINE-YEAR-OLD GRANDSON. HE IS YOUR CHAPTER'S MAIN COMPETITION FOR MONEY RAISED FOR THE WALK4HEARING. WENDI BEAT HIM OUT THIS YEAR. CONNOR WAS FOURTH.

IF YOU WENT TO THE WALK4HEARING THE LITTLE RED-HEADED KID THAT STOOD UP THERE WITH RONNIE AND MARLA AT BEGINNING OF THE WALK. CUTIE.

I'M A TEACHER. TEACHING GOT SO HARD EVEN THOUGH I HAD ADAPTED TO WHAT I WAS DOING, THE NEW THING WITH TEACHING IS YOU HAVE KIDS WORKING IN GROUPS. AND SO, I COULD USE THAT BECAUSE I COULD GO BACK TO GROUP. THEY ALWAYS KNEW TO HAVE AN

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EXTRA CHAIR AT THEIR GROUP AND I WOULD GO BACK THERE AND SIT AT THEIR GROUP. BUT IT GOT SO HARD AND I WAS EXHAUSTED AT THE END OF THE DAY FROM HAVING TO WORK SO HARD TO LISTEN.

YOU ALL KNOW THAT.

I AM, KEN AND I ACTUALLY ARE ON THE SAME CALIFORNIA PUBLIC UTILITIES COMMISSION ADMINISTRATIVE COMMITTEE FOR THE CALIFORNIA PHONES PROGRAM. I'M THE LATE-DEAFENED REPRESENTATIVE. I JUST STARTED THIS YEAR. AND I'M THE PRESIDENT OF HLA A LONG BEACH/LAKEWOOD CHAPTER.

I NEED TO TELL YOU, THE N-CHATT PROGRAM, WE DO NOT ENDORSE OR SELL ANY ITEMS, ANY THINGS THAT I MENTION OR TALK ABOUT DOES NOT IMPLY ENDORSEMENT. NEITHER DOES LEAVING THEM OUT SUGGEST DISAPPROVAL.

I HAD TO SAY THAT.

SO LET ME TELL YOU LITTLE BIT ABOUT OUR CHAPTER. WE'VE BEEN IN EXISTENCE FOR ALMOST 30 YEARS. WE MEET MONTHLY LIKE YOU GUYS DO. WE DON'T MEET IN THE SUMMER. WE ARE NOW -- OUR "HAT" DEMONSTRATION. WE HAVE A HEARING ASSISTIVE TECHNOLOGY DEMONSTRATION EVERY MONTH. WE'VE BEEN DOING IT FOR ABOUT EIGHT YEARS. FRIDAYS FROM 10:00 TO 12:00. YOU KNOW WHO WE GET? WE GET SENIORS. AND I THINK WE'VE DEPLETED THE SENIORS IN THE AREA THAT NEED OUR HELP. WE ARE TRYING OUT SATURDAY MORNINGS. OUR FIRST SATURDAY DEMO IS TODAY AND I'M NOT THERE.

I'M DELEGATING. THAT'S WHAT WE ARE SUPPOSED TO DO. WE DELEGATE.

WE HAVE -- IF YOU EVER WANT TO COME DOWN TO SEE OUR "HAT" DEMO, WE HAVE OVER 50 DEVICES WE PUT OUT ON TABLES. WE ADVERTISE IN LOCAL NEWSPAPERS. SOMETHING YOU MIGHT WANT TO CONSIDER IF YOU DECIDE TO BUILD UP A SUPPLY OF DEVICES. AND WE ARE ACTUALLY IN THE CITY OF LAKEWOOD RECREATION GUIDE. SO WE ARE REACHING PEOPLE THAT WAY. EVEN SO, WE ARE STILL ON THE 50 OR OLDER PAGE. WE ARE TRYING. WE ARE TRYING.

WE DON'T SELL ANYTHING. WE ONLY RECOMMEND VENDORS WITH A GOOD RETURN POLICY. AND I USUALLY RECOMMEND HARRIS COMMUNICATIONS BECAUSE THEY GIVE A 20% DISCOUNT TO HLA A MEMBERS. AND THEY HAVE A REALLY -- 30-DAY RETURN POLICY. SO IF YOU GET SOMETHING AND IT DOESN'T WORK FOR YOU BECAUSE WE KNOW THAT'S WHAT HAPPENS. EVERYBODY'S HEARING LOSS IS DIFFERENT, YOU CAN RETURN IT AND IT IS FANTASTIC. THE HARRIS CATALOGUE IS IN THIS BAG.

THERE IS HARRIS CATALOGUE IN THE BAG.

AND YOU CAN ALWAYS CALL THEM. THEY ARE VERY GOOD AT SENDING -- YOUR CHAPTER CAN CALL THEM AND THEY'LL SEND YOU A

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BOX OF 70 FREE. ASK, THEN YOU CAN HAND THEM OUT OR LEAVE OUT. OUR CHAPTER ALSO OFFERS LIP READING CLASSES DURING THE DAY SO IF -- WE DO LIP READING CLASSES. PRETTY GOOD ATTENDANCE. TWO SEPARATE CLASSES JUST TO LET YOU KNOW.

SO WE ALL KNOW -- I'M DOING THIS FROM MEMORY.

IT WON'T BE PERFECT. WAIT; I FORGOT TO SET MY TIMER.

I NEED TO KNOW WHEN TO STOP. I NEED TO KNOW WHEN TO STOP OR I'LL GO ON FOREVER. I'M TRYING MY APPLE WATCH.

OKAY. GOOD.

OKAY. GOOD. THIS DOESN'T WORK -- WHAT?

WE ALL KNOW THAT HEARING LOSS CAN HAVE MANY, MANY, MANY DIFFERENT CAUSES. IF YOU WERE TO TURN TO YOUR NEIGHBOR RIGHT NOW, YOU WOULD PROBABLY HEAR A DIFFERENT REASON FOR YOUR HEARING LOSS, FOR THEIR HEARING LOSS. IT IS INCREDIBLY COMPLICATED. HEARING LOSS IS INCREDIBLY COMPLICATED.

YOU'VE PROBABLY HEARD THIS BEFORE, IF ONLY HEARING AIDS COULD FIX HEARING THE WAY THAT GLASSES FIX VISION. AND I CAN'T TELL YOU AND WITH MY GRANDSON BEING IN SCHOOL WITH HIS HEARING LOSS AND I'M ON A FACEBOOK GROUP, A HEARING LOSS COMMUNITY ON FACEBOOK THAT'S FANTASTIC, WE GET A LOT OF PARENTS ON THERE THAT TALK ABOUT THE PROBLEMS THEY ARE HAVING WITH THEIR KIDS AND GETTING TEACHERS OF THE DEAF TO HELP THEM AND BEING MAINSTREAMED. AND WE ACTUALLY HAD -- ONE PERSON ACTUALLY HAD A SOMEBODY FROM THE SCHOOL SAY, "WELL, HE'S WEARING HEARING AIDS HE DOESN'T NEED ANYTHING ELSE."

I JUST -- I COULD PICTURE MYSELF WITH STEAM COMING FROM MY EARS. THEY JUST DON'T GET IT.

SO I WANT YOU TO THINK FOR A MINUTE ABOUT WHAT SITUATIONS DO YOU STRUGGLE THE MOST. TELL ME. AND I'LL REPEAT WHAT YOU SAY.

>>AUDIENCE MEMBER: BEING IN A GROUP OF PEOPLE MORE THAN TWO. AND EVERYONE IS TALKING AT ONCE. ESPECIALLY LIKE SUNDAY NIGHT I GO SEE MY DAUGHTER AND WE PLAY CARDS. FOUR OF US. AND THEY ARE ALL CHATTING. I DON'T KNOW WHAT THE HECK.

KATIE: BEING IN A GROUP OF MORE THAN ONCE, TWO OR THREE. GOES AND PLAYS CARDS WITH HIS DAUGHTER AND EVERYBODY IS TALKING AT THE SAME TIME AND YOU CAN'T -- ANYONE BEEN IN THAT SITUATION? GOING TO A DINNER, GOING TO A FAMILY DINNER. DINNER CAN BE AGONY.

SO REALLY THERE HAVE BEEN FOUR AREAS IDENTIFIED.

ONE IS THE FACE-TO-FACE COMMUNICATION. AND I CONSIDER FACE-TO-FACE COMMUNICATION TO BE SMALL GROUP ALSO. THIS IS ALSO FACE-TO-FACE COMMUNICATION. (INDICATING THIS ROOM).

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THERE ARE ALERTING. YOU HAVE MAYBE YOU HAVE TROUBLE HEARING YOUR ALARM. YOU HAVE TROUBLE HEARING THE DOORBELL. SMOKE ALARM. I WORRY ABOUT THE SMOKE ALARM. MY HUSBAND PASSED AWAY TWO YEARS AGO AND WITH HIM I LOST MY NIGHTTIME EARS. AND I SLEPT IN THE LIVING ROOM ON THE COUCH FOR TWO MONTHS BECAUSE WITH A HEARING AID IN BECAUSE I WAS JUST SO AFRAID THAT I WOULDN'T HEAR MY SMOKE ALARM, I WOULDN'T HEAR -- IT WAS HORRIBLE. IT WAS ABSOLUTELY HORRIBLE. AND I HAD AN ALARM SYSTEM PUT IN. AND I WAS AFRAID THAT I WOULDN'T SEE THE FLASHING LIGHT. I'D NEVER HAD TO USE A FLASHING LIGHT. ANYBODY HAVE A FLASHLIGHT? DOES IT WAKE YOU UP? I HAD NEVER DONE IT SHE SAID YES IT DOES. I HAD NEVER USED IT. SO I DO HAVE SOME HEARING WITH MY HEARING AIDS OUT. AND I HAVE THE ALARM GUY PUT IN A REALLY LOUD BUZZER THAT I CAN HEAR WITHOUT MY HEARING AIDS. BUT WHEN I TOLD HIM I NEEDED SOMETHING ELSE, HE GOES, "NO, REALLY? THIS IS REALLY, REALLY LOUD." I WENT "NO." HE GOES, I SAID, "GO AHEAD." I TOOK THE HEARING AIDS OUT. HE SET THE ALARM OFF. I SAID, "ARE YOU GOING TO DO IT? IS IT ON?" "YOU CAN'T HEAR THAT?" "NO. I CAN'T HEAR THAT." "OH. OKAY."

PEOPLE THAT ARE NOT HARD OF HEARING DON'T GET IT. THEY JUST DON'T GET IT. I SEE YOUR HEADS NODDING.

THEY ARE ALERTING DEVICES. TELEPHONE. YOU HAVE -- ALERTING DEVICES.

SO MANY DIFFERENT THINGS YOU CAN USE FOR THE TELEPHONE. AND MEDIA. MEDIA IS TV, COMPUTER, IPADS, LAPTOPS -- WHATEVER IT MIGHT BE FOR USING YOUR MEDIA.

WHEN I FIRST DEVELOPED MY PRESENTATION, I TOUCHED ON ALL OF THEM. AND I -- NO. IT DIDN'T WORK. TOO LONG. SO I KIND OF ASKED AND THOUGHT ABOUT YOUR GROUP. AND I'M THINKING THAT WHAT I'M GOING TO DO IS FOCUS ON FACE-TO-FACE COMMUNICATIONS. THE DEVICES THAT I BROUGHT TO SHOW YOU ARE FOR FACE-TO-FACE AND SMALL GROUP, I'M GOING TO OF SHOW YOU SOME OF THOSE. BUT I ALSO BROUGHT SOME ALERTING DEVICES. SO AFTER THE MEETING IS OVER, AFTER I FINISH I CAN SHOW YOU SOME OF THOSE WITH -- NO PROBLEM -- PERSONAL AMPLIFICATION.

IF YOU MEET FACE-TO-FACE IT CAN BE AT A PARTY. YOU GO, PARTY. CHURCH. SO MANY PEOPLE I KNOW HAVE GIVEN UP GOING TO CHURCH BECAUSE THEY CAN'T HEAR THE SERMON, THEY CAN'T HEAR THE SONGS, THEY CAN'T DO ANYTHING. MANY, MANY CHURCHES ARE BEGINNING TO GET ON BOARD WITH THIS AND BEGINNING TO LOOP. BUT IT IS A HARD BATTLE, OR USING ASSISTIVE LISTENING. IT IS A HARD BATTLE. IT IS A REALLY HARD BATTLE.

A MEETING AT WORK, AND DINNER, THANKSGIVING, CHRISTMAS,

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YEAH. IT IS HARD.

SO, NOW FOR THE TECHNICAL PART. THERE THREE MAJOR ACOUSTIC FACTORS ABOUT WHY YOUR HEARING AIDS DON'T WORK PERFECTLY. ONE, YOU KNOW THIS. BACKGROUND NOISE. IF THERE'S TOO MUCH BACKGROUND NOISE IT DOESN'T MATTER HOW CLOSE YOU ARE TO SOMEBODY.

REVERBERATION. I'LL TELL YOU WHAT THAT IS IN A MINUTE. YOU MAY ALREADY KNOW.

AND DISTANCE FROM THE WHICH IS ALSO CALLED TECHNICAL NAME IS CALLED SIGNAL-TO-NOISE. SIGNAL-TO-NOISE RATIO. SNR.

SO WHY DO WE NEED ASSISTIVE TECHNOLOGY IF WE SPENT THOUSANDS OF ON OUR HEARING AIDS? HOLD YOUR FIST UP. FIST BUMP WITH SOMEBODY NEXT TO YOU. DO IT RIGHT NOW. FIST BUMP WITH SOMEBODY. THAT'S IT. THAT'S THE IDEAL RANGE OF HEARING AIDS AND COCHLEAR IMPLANTS.

ONE OF OUR CHAPTER MEMBERS, DR. BRAD INGRAM, WAS THERE, HE SAID THAT AND I SAID OH MY GOD THAT'S SO TRUE. IF YOU ARE WITHIN FIST-BUMP DISTANCE VERY LITTLE INTERFERES WITH YOU BEING ABLE TO HEAR.

BACKGROUND NOISE.

WE LIVE IN A NOISY WORLD. I TAKE MY GRANDSONS TO SCHOOL. ANYBODY ELSE CARRY THEM IN THE BACK OF THEIR CAR OR THE KIDS IN THE BACK OF THE CAR? LORDY. CAN'T HEAR WHAT THEY ARE SAYING. OR THEY ARE INTERRUPTING, SO YOU WANT TO TURN YOUR HEARING AIDS IT IS HORRIBLE.

ESPECIALLY MY FOUR-YEAR-OLD GRANDSON I WANT TO HEAR WHAT HE' SAYING AND I CAN'T.

A TV IN A ROOM IS A BACKGROUND NOISE WHEN YOU ARE TRYING TO HAVE A CONVERSATION.

WHEN I FIRST GOT MY NEW DIGITAL HEARING AIDS ABOUT 18 MONTHS AGO, I DIDN'T REALIZE HOW NOISY MY CAR WAS. AND IT IS NOT JUST THE OUTSIDE NOISE. IT IS THE INSIDE NOISES. THE CREEKS AND SQUEAKS AND BUMPS. I COULDN'T BELIEVE IT. I WAS SO SURPRISED. I ACTUALLY WENT BACK TO MY AUDIOLOGIST AND SAID CAN YOU TURN DOWN SOME OF THE FREQUENCIES. BECAUSE I CAN'T TAKE THIS.

AND RESTAURANTS. HOW MANY OF YOU PICK YOUR RESTAURANTS BASED ON HOW NOISY IT IS INSIDE? YEP. YEP. THAT WAS BACKGROUND NOISE.

THEN REVERBERATION. REVERBERATION IS SOUND IS ENERGY, IT IS WAVES. HITS A WALL, IT HITS THE TABLE, IT HITS THE FLOOR, IT HITS THE CEILING, COMES BACK TO YOU. THAT'S REVERBERATION.

THIS IS WHAT HAPPENS TO SOUND WAVES. IT IS KIND OF LIKE AN ECHO, BUT AN ECHO IS ONE REVERBERATION THAT COMES BACK TO YOU.

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SO WHEN YOU ARE IN A BIG, CAVERNOUS ROOM YOU ARE GETTING SOUND, YOUR HEARING AIDS ARE GETTING SOUND BOMBARDED AT YOU ALL OVER THE PLACE -- AND YOU KNOW THOSE ROOMS THAT YOU JUST AVOID. THIS IS REALLY GOOD ROOM FOR YOUR MEETING. YOU HAVE A PRETTY GOOD ACOUSTICAL WALL BEHIND YOU. AN ACOUSTICAL CEILING. CARPETING. THE CHAIRS, NOT SO MUCH. BUT THE CARPETING AND WALLS AND CEILING, THIS IS A GREAT ROOM ACOUSTICALLY.

SO TAKE A LOOK AT THIS THING.

IS THIS A RESTAURANT YOU WOULD GO TO? CAN YOU TELL ME WHAT IN THERE IS ADDING TO IS CONTRIBUTING TO REVERBERATION? WHEN YOU SAY IT, I CAN HEAR YOU, I SHOULD TURN MY T-COILS OFF. I DON'T NEED TO HEAR MY OWN VOICE IN MY EARS. WHAT DO YOU KNOW.

WHAT DO YOU SEE IN THIS PICTURE? THE HIGH CEILING. WHAT ELSE?

>>AUDIENCE MEMBER: GLASS WINDOWS.

KATIE: GLASS WINDOWS. HARD SURFACE. THE GLASS WINDOWS ENTER INTO SOMETHING ELSE. WHAT ELSE IS REVERBERATION? IS THIS A PLACE TO GO TO? NO CARPETING ON THE FLOOR.

I ALSO SEE A LOT OF BACKGROUND NOISE IN HERE. NEVER SIT NEAR THE BAR. BECAUSE I CAN HEAR EVERY SINGLE GLASS THAT CLINKS. AND IT IS AS LOUD AS THE PERSON SITTING IN FRONT OF ME. SO FRUSTRATING. AND NO TABLE CLOTHS. YOU ARE RIGHT. NO TABLE CLOTHS.

THE ONLY GOOD THING MIGHT BE THAT THE CHAIRS ARE UPHOLSTERED BY THE BACK ROD.

PAT: ONE OF THE THINGS I SEE IS WINDOWS YOU HAVE -- YOU CAN'T SEE THE PERSON'S FACE.

KATIE: THE LAST THING IS DISTANCE OR SIGNAL-TO-NOISE RATIO. WHEN YOU ARE CLOSE TO SOMEBODY, THERE'S -- YOU ARE NOT AS TUNED IN TO THE BACKGROUND NOISE. WHEN YOU ARE SITTING IN A NICE QUIET PLACE AND HAVING A CUP OF TEA OR COFFEE, THERE'S NOT AS -- YOU ARE CLOSE. SO YOU HAVE YOUR PHONE IN YOUR PURSE OR PHONE IN YOUR POCKET. AND YOUR PHONE STARTS RINGING. YOU ARE JUST WALKING DOWN THE STREET. AND PEOPLE ARE LOOKING AT YOU LIKE, WHY ISN'T SHE ANSWERING HER PHONE? YOU DIDN'T HEAR IT. BECAUSE IT WAS SO FAR AWAY. NOW IF YOU HAD A WATCH, YOUR WRIST WOULD START VIBRATING AND YOU WOULD KNOW TO ANSWER YOUR PHONE. BUT I USE THE MOST OBNOXIOUS RINGER ON MY PHONE SO I CAN HEAR IT AND I STILL CAN'T HEAR IT IF I'M OUTSIDE. I CAN'T HEAR IT.

CUTE STORY WITH 4-YEAR-OLD GRANDSON LIKES TO LISTEN TO VIDEOS ON MY PHONE WHEN I'M DRIVING HIM TO SCHOOL. HE GIVES ME THE PHONE AND I PIT PUT IT IN ON POCKET. IF I FORGET TO TURN OFF THE VIDEO HE'S BEEN WATCHING THE VIDEO IS PLAYING IN MY POCKET

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THE WHOLE TIME I'M DELIVERING HIM TO CLASS. AND BY NOW, THE TEACHERS KNOW, KATIE -- UGH. I HAD NO CLUE. NO CLUE THAT THE VIDEO WAS STILL ON. SO FRUSTRATING.

SO, TAKE A LOOK AT THIS PICTURE.

SO YOU ARE TRYING TO HAVE A CONVERSATION WITH SOMEBODY. AND THE TV IS ON. WHICH OF THOSE THREE ACOUSTIC FACTORS IS THIS? BACKGROUND? REVERBERATION OR DISTANCE? COULD BE SEVERAL. COULD BE MULTIPLE. ANYBODY THINK IT IS JUST BACKGROUND NOISE? THE FIRST THING SOMEBODY WALKS IN THE DOOR, WHAT'S THE FIRST THING YOU DO? MUTE THE TV. SOMEBODY SAYS SOMETHING TO YOU, YOU MUTE THE TV. IT IS SO FRUSTRATING.

LOOK AT THIS RESTAURANT.

AND THEN I SEE THESE PANELS THAT ARE HANGING THERE. SO I SEE SOUND GOING UP THERE AND THEN BOUNCING HERE AND OVER THERE. I WOULD NOT GO INTO THAT PLACE. I WOULD NOT. SO YOU ARE IN A MEETING AT WORK. WHAT DO YOU SEE IN HERE? DO IS THERE MUCH BACKGROUND NOISE IN THIS PICTURE? PROBABLY NOT A LOT OF BACKGROUND NOISE. REVERBERATION? SEE HARD SURFACES? LOTS OF HARD SURFACES. LOTS OF HARD SURFACES.

HOW ABOUT DISTANCE? MAYBE DISTANCE FOR THE PEOPLE SITTING DOWN HERE. BUT LIKE PAT SAID, THE SPEAKER HAS HIS BACK TO THE WINDOWS. WHAT'S HAPPENING? HE CAN'T SEE HIS FACE. YOU CAN'T SEE HIS FACE. AND THAT'S NOT AN ACOUSTIC THING. BUT IT IS A HARD OF HEARING THING. AND DO YOU -- ANYBODY GOES INTO A RESTAURANT AND PICKS WHERE YOU SIT BASE ON WHERE THE WINDOWS ARE? HAVE YOU DONE THAT? OR YOU GO INTO A RESTAURANT WITH HIGH BACKS, HIGH-BACK SEATS.

WHAT ELSE IS HE DOING NOT HELPING THE PEOPLE AT MEETING? LOOKING DOWN AT HIS NOTES. THAT'S RIGHT.

HE IS LOOKING DOWN. AND EVERYBODY IS LOOKING AT HIM. THE BEST WAY TO SIT IN THERE IS TO SIT IN A CIRCLE. RIGHT? THEN YOU CAN SEE EVERYBODY'S FACE. BUT THAT DOESN'T ALWAYS HAPPEN.

ALSO A FACTOR IN THIS PICTURE IS LIKE PAT SAID, HE'S BACK LIT AND YOU CAN'T SEE THE FACES OF THE PEOPLE THAT ARE TALKING. I LOVE THIS PICTURE. AND I HAD TO INCLUDE IT. BECAUSE ONE OF THE FIRST SIGNS THAT SOMEBODY HAS HEARING LOSS IS THE TV IS ON TOO LOUD. SO I THOUGHT THAT WAS PERFECT. YEAH. ISN'T THAT GREAT?

I'D LIKE TO THINK I DON'T HAVE A TV ON -- IT IS VERY LOUD, ISN'T IT? YEAH. IT IS REALLY LOUD. IT IS KIND OF PUSHING HIM BACKWARDS.

>>AUDIENCE MEMBER: YEAH.

KATIE: DO YOU LISTEN TO THE TV THAT LOUD?

>>AUDIENCE MEMBER: NO.

KATIE: THEY SAY TURN IT DOWN. YEAH I THEY DO.

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>>AUDIENCE MEMBER: WHEN I DO LISTEN, IT IS (UNINTELLIGIBLE)
I ONLY TURN IT ON A LITTLE BIT.

KATIE: SO CUTE.

YOU REMEMBER FIST BUMP.

THAT YOU HAVE -- WE HAVE TO BE ABLE TO GO BEYOND FIST BUMP.

I'M GOING TO TELL YOU THREE THINGS ABOUT ASSISTIVE
LISTENING SYSTEMS AND WHAT THEY DO.

FIRST OF ALL, AN ASSISTIVE LISTENING SYSTEM HAS TO CAPTURE
THE SOUND. THAT'S USUALLY GRABBING THE SOUND AND THAT'S A
MICROPHONE.

MICROPHONE.

THEN THEY HAVE TO CARRY THE SOUND TO WHERE IT NEEDS TO BE.
THIS MIGHT BE A WIRELESS, IT COULD BE WIRED. AND THERE ARE MANY
DIFFERENT SYSTEMS FOR CARRYING THE SOUND TO WHERE IT NEEDS TO
BE.

SO YOU HAVE CAPTURE. YOU HAVE CARRY.

AND YOU'VE GOT COUPLE. YOU HAVE TO COUPLE THE SOUND TO
WHAT YOU NEED. IF YOU LOOK AT THIS LOOP, THE MICROPHONE IS
CARRYING THE SOUND -- I GET KIND OF CONFUSED. IT IS COMPLICATED.
NOT QUITE THIS SIMPLE. CARRYING TO THE LOOP. THE LOOP IS SENDS
IT TO THE PA SYSTEM AND THEN YOUR T-COILS ARE CAPTURING THE
SOUND.

I HAD THE WHOLE THING ON THIS AND I CUT THAT OUT SO WE CAN
GET OUT OF HERE BEFORE 4:00.

SO YOU ALSO HAVE WHEN YOU HAVE ASSISTIVE LISTENING DEVICES
TRANSMITTERS AND RECEIVERS. THIS IS REALLY IMPORTANT. YOU NEED
TO KNOW WHICH THINGS ARE THE TRANSMITTERS AND WHICH ONES ARE
THE RECEIVERS. SO A TRANSMITTER SENDS A SIGNAL. A LOOP IS A
TRANSMITTER. THIS IS THE TRANSMITTER. THIS END IS GIVEN TO THE
SPEAKER, THE MICROPHONE. AND THE RECEIVER RECEIVES THE SIGNAL.
WHO HAS A STREAMER THAT GOES WITH HAIR HEARING AIDS? ANYBODY
HAVE A STREAMER THAT YOU HANG AROUND YOUR NECK OR YOU WEAR A
NECK LOOP? THAT'S YOUR RECEIVER. MY STREAMER THAT GOES WITH
MY HEARING AIDS I HAVE A CONNECTION WITH MY TV. AND IT SENDS
THE BLUETOOTH SIGNAL TO MY STREAMER AND THEN UP TO MY HEARING
AIDS.

AND I HAVE SINCE LEARNED THAT I DIDN'T NEED TO SPEND ALL OF
THAT MONEY ON THAT FANCY LITTLE BOX THAT CAME FROM OTICON.
DIDN'T NEED TO DO THAT.

AND THE RECEIVER COULD BE THROUGH A NECK LOOP. RAISE YOUR
HAND IF YOU HAVE USED NECK LOOPS? OH GOOD. AND I HAVE SOME
EXAMPLES OF NECK LOOPS ALSO.

HOW MANY CAN USE HEADPHONES? CAN YOU USE A HEADPHONE?

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ANYBODY USE HEADPHONES? I DIDN'T -- ON MY LIST OF THINGS THAT I DIDN'T BRING, WAS -- WILLIAMS MAKES A REALLY GOOD HEADPHONE THAT FITS REALLY WELL OVER THE HEARING AID. AND IT DOESN'T CAUSE FEEDBACK AND IT ISN'T PAINFUL. I WISH I HAD BROUGHT IT.

FOR THE NECK LOOP IS JUST THE THING THAT GOES AROUND YOUR NECK. IT IS A WIRE. THE LOOP. IT IS THE LOOP ON THE FLOOR, THE NECK LOOP STREAMER IS JUST A WIRE THAT GOES AROUND YOUR NECK.

HERE'S AN EXAMPLE OF NECK LOOPS AND RECEIVERS. SO THIS IS AN FM SYSTEM. THIS IS THE TRANSMITTER BECAUSE IT HAS THE MICROPHONE. THIS IS THE RECEIVER AND YOU PLUG A NECK LOOP OR HEADPHONES INTO IT.

THIS IS THE POCKET TALKER. I BELIEVE OUR CAPTIONER USES A POCKET TALKER. SHE DID LAST TIME. SHE IS TYPING AS SHE IS REALIZING -- DID YOU BRING YOUR POCKET TALKER?

>>AUDIENCE MEMBER: NOT THE SAME ONE.

THIS IS -- THE NEWER POCKET TALKER. I DIDN'T BRING IT EITHER. BECAUSE IT IS A VERY POPULAR ITEM FOR OUR "HAT" COMMITTEE TO SHOW AND THEY ARE MEETING RIGHT NOW AND I COULDN'T BORROW IT FROM THEM.

THIS I BROUGHT THIS UNIT. THIS IS GOT A NECK LOOP BUT YOU CAN ALSO PLUG HEADPHONES INTO IT. IT HAS THE TRANSMITTER AND THE RECEIVER.

SO, PERSONAL AMPLIFICATION. YOU CAN WEAR BODY-WORN FOR ONE-ON-ONE CONVERSATIONS. DRIVING OR RIDING IN THE CAR. IF YOU HAVE TROUBLE HAVING A CONVERSATION WITH YOUR PASSENGER OR YOUR DRIVER IN THE CAR, YOU CAN WEAR PERSONAL AMPLIFIERS TO HELP YOU DO THAT.

SMALL GROUP MEETINGS. THERE ARE PERSONAL AMPLIFIERS THAT CAN SIT IN THE MIDDLE OF THE TABLE. THAT CAN BE WIRELESS AND SIT IN THE MIDDLE OF THE TABLE KIND OF LIKE A CONFERENCE MIC. AND IT WILL PICK UP THE SOUND OF PEOPLE AROUND YOU AND GO TO YOUR HEARING AIDS OR NECK LOOP OR WHATEVER YOU ARE USE FOR THE RECEIVER. SOME WORK BETTER THAN OTHERS. WHICH IS WHY YOU WANT TO BE SURE THAT WHENEVER YOU GET IT FROM HAS A RETURN POLICY.

YOU CAN USE NECK LOOPS OR HEADPHONES. MY DAUGHTER HAS A MILD TO MODERATE LOSS. SHE IS 38. SHE DOESN'T WANT TO ADMIT IT. SHE HAS MY GENETIC LOSS AND HER SON'S GENETIC LOSS. SHE DOESN'T WANT TO ADMIT. SO SHE IS IN REAL DENIAL ABOUT HOW HARD IT IS FOR HER TO HEAR AT HER WORK MEETINGS. I'M WORKING ON HER. I'M SHOWING HER THESE THINGS THAT SHE CAN USE THAT NOBODY WILL KNOW. THE OVER-THE-COUNTER HEARING AIDS WHEN THEY START TO COME OUT. THEY ARE GOING TO BE MORE MODERN. SHE'LL LIKE THEM

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BETTER. WE'LL SEE.

THESE ARE WIRED AMPLIFIERS. SO, DUET, THIS -- THE PICTURE I COULD FIND WITH EAR BUDS AND NONE OF US CAN USE THEM. PROBABLY. MORE THAN LIKELY.

I BROUGHT THIS. THIS IS THE MAXI. YOU CAN HOOK A LOOP UP TO IT OR HEADPHONES UP TO IT.

THIS A MINO. OUR HAT COMMITTEE JUST RECENTLY BOUGHT THIS. BUT I THINK WE ARE GOING TO RETURN IT BECAUSE IT IS NOT VERY USER FRIENDLY. BUT THE REASON THAT WE BOUGHT IT TO TRY IT OUT IS IF YOU LOOK -- OVER HERE, YOU SEE THIS IS JUST ONE MICROPHONE. THAT'S WHERE THE MICROPHONE IS AND IT IS OMNI DIRECTIONAL, PICKS UP SOUND FROM EVERYWHERE.

THIS OVER HERE, MINO HAS AN OMNI DIRECTIONAL AND A DIRECTIONAL MIC. SO YOU CAN ACTUALLY POINT THIS AT SOMEBODY AND IT WILL -- IT WON'T PICK UP EVERYTHING, JUST PICK UP DIRECTIONAL. IT WORKED REALLY WELL. BUT THE UNIT ITSELF WAS NOT VERY USER FRIENDLY. WHICH IS WHY YOU GO WITH A COMPANY THAT LET YOU RETURN IT.

THIS IS A POCKET TALKER. WE REALLY LIKE THE POCKET TALKER. AHH HA. THAT'S MY -- THAT'S MY HALFWAY TIMER. ALL RIGHT.

THIS IS STREAMER AND THIS IS STREAMER THAT I USE WITH MY HEARING AIDS. THIS HANGS AROUND MY NECK. AND IT CAN CONNECT WITH MY A LAND LINE PHONE. I DON'T HAVE A LAND LINE PHONE. I DON'T KNOW ANYBODY THAT -- DO YOU HAVE A LAND LINE PHONE? IF YOU USE THE FREE CAPTIONING SERVICE FROM CALIFORNIA, YOU HAVE TO HAVE A LAND LINE PHONE. MY TV IT WORKS THROUGH BLUETOOTH WITH MY TV. AND LITTLE MICROPHONE, THIS IS GREAT. THE LAST TWO YEARS WHEN I WAS VOLUNTEERING IN MY GRANDSON'S CLASSROOMS I WOULD USE, PUT MY STREAMER ON AND HOOK IT UP AND USE THIS MICROPHONE AND THE KID -- THEY LOVED IT -- I WOULD GIVE THEM MY LITTLE MICROPHONE AND THEY WOULD TALK INTO THE MICROPHONE AND I COULD HEAR. OTHERWISE I WAS RIGHT IN THEIR FACE TRYING TO READ THEIR LIPS AND THEY ARE READING LISTS OF WORDS, NO CONTEXT. AND I HAD TO BE SURE THEY KNEW THE WORDS. AND THEY LOVED TALK IN THE MICROPHONE. BUT OTHER COMPANIES, STARKEY, ALL OF THE OTHER COMPANIES THEY'LL HAVE DIFFERENT MICROPHONES. THIS ONE IS NOT VERY DURABLE. I'M ON MY THIRD ONE. I'M NOT GOING TO REPLACE IT.

QUATTRO, REMOVABLE MICROPHONE THAT CLIPS TO A MAGNET. I COULD GIVE IT TO HEATHER SHE COULD TALK INTO IT AND I WEAR THE NECK LOOP AROUND MY NECK. YOU CAN PAIR IT WITH A TELEPHONE. YOU CAN USE IT A NECK LOOP. YOU CAN USE IT WITH HEADPHONES. IT CONNECTS THROUGH BLUETOOTH TO YOUR CELL PHONE, TO AN IPAD. TO YOUR COMPUTER. WHATEVER YOU MIGHT DO.

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THIS UNIT WITHOUT THE MICROPHONE I JUST LEARNED IS AVAILABLE THROUGH THE CTAP PROGRAM, THE CALIFORNIA TELEPHONE PROGRAM AND FREE THROUGH THERE. BUT BECAUSE IT IS TELECOMMUNICATIONS YOU CAN'T GET THE MICROPHONE.

IT IS NOT ALL THAT EASY TO USE. I FINALLY FIGURED OUT HOW TO USE IT. AND I HAVE TO TELL YOU, SOMETIMES WHEN I MENTION BLUETOOTH I SEE THIS (DEMONSTRATING FOG OVER THE EYES).

HEATHER: I HAVE THE SYSTEM. AND YOU CAN GET THE NECK LOOP FOR FREE THROUGH THE CALIFORNIA SYSTEM. YOU GET IT FREE. AND IF YOU HAVE -- IF YOU ARE INTERESTED, ASK KATIE. SHE CAN TELL YOU HOW TO FILL OUT THE FORMS AND GET IT FOR FREE. THEN YOU HAVE TO PURCHASE THE MICROPHONE IF YOU WANT THE MICROPHONE. COST ME \$99 OR \$89. SO IT WASN'T CHEAP. BUT USED IT A LOT IN THE CAR WITH MY KIDS. I WOULD WEAR THE NECK LOOP AND THEY WOULD HAVE THAT MICROPHONE IN THE BACK. I STUCK IT TO THE BACK OF THE SEAT AND SO THAT I COULD HEAR WHAT THEY WERE -- OTHERWISE I'D BE DRIVING AND GOING LIKE THIS (TURNING HEAD AROUND) AND SWERVING ALL OVER. AND MY KIDS WERE LIKE, "NO, YOU CAN'T DO THAT ANYMORE." BUT THEY -- THEN I WOULD SAY, "FINE DON'T TALK TO ME IN THE CAR." THIS DIDN'T WORK EITHER. THEY ARE ASKING ME ABOUT SOCCER PRACTICE OR WHATEVER. I FOUND THIS SYSTEM TO BE -- AND IT TOOK ME A WHILE. LIKE YOU SAID TO FIGURE OUT HOW TO USE IT. YOU HAVE TO LIKE PUSH THE BUTTON AND THEN IT BEEPS AT YOU. WHY WOULD THEY HAVE SOMETHING THAT BEEPS AT YOU TO TELL YOU THAT IT WAS READY? I COULD NEVER HEAR IT.

ANYWAY, ONCE I FIGURED IT OUT, IT WAS HUGELY USEFUL AND I GOT HALF OF THE SYSTEM FOR FREE. SO, AND THE MIC IF YOU SET IT IN THE MIDDLE -- I USE IT FOR WORK TWICE WHERE I PUT IT IN THE MIDDLE OF THE CONFERENCE TABLE. BOY THAT REALLY HELPED. IT REALLY DID HELP. SO, UM, IF ANYONE HAS QUESTIONS ABOUT THAT, PLEASE COME SEE KATIE OR ME.

KATIE: I HAVE ONE FOR YOU TO LOOK AT. I BROUGHT IT. TIME?
HUH? WE OKAY?
ALL RIGHT.

SO -- LARGE AREA. WE HAVE FM. WE HAVE INFRARED. AND WE HAVE LOOP. WE HAVE A LOOP. SO THREE MAIN FORMS OF CARRYING THE SIGNAL.

LET ME JUST TELL YOU ABOUT FM. IT IS LIKE A RADIO TOWER IN YOUR CAR RADIO. THAT'S HOW THIS IS A RADIO SIGNAL. YOU SPEAK INTO A TRANSMITTER AND YOU WEAR A RECEIVER. YOU CAN WEAR NECK, HEADPHONES, NECK LOOP OR YOU CAN HAVE BOOTS ON YOUR HEARING AIDS. MY GRANDSON IN THE CLASS ROOM, THE FM SYSTEM IS HOW INSTRUCTION IS USUALLY DELIVERED FOR HARD OF HEARING KIDS. THEY

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HAVE BOOTS THAT CLIP ON TO THEIR HEARING AIDS AND THE TEACHER WEARS AN FM TRANSMITTER AROUND HER NECK. AND CONNOR'S HEARING THAT AND HE CAN HEAR EVERYTHING THAT'S SAID. IF THE TEACHER'S IN THE BATHROOM AND IT ISN'T TOO FAR AWAY, HE CAN HEAR HER THERE TOO. IT IS EMBARRASSING. THE TEACHER HAS TO LEARN TO TURN THEM OFF.

IT IS EMBARRASSING.

FM WORKS GREAT IN CHURCHES, CLASSROOMS, RESTAURANTS, LARGE GROUP MEETINGS. AND AN EXAMPLE OF FM UNITS. I BROUGHT ONE OF THESE. I DON'T KNOW IF I BROUGHT -- THERE'S A PICTURE OF THE BOOT. IT IS A RECEIVER AND A BOOT THAT FITS ON THE HEARING AID.

SOMETIMES -- STATIC? NEED ME TO MOVE IN? OKAY.

AND HERE'S ANOTHER. FM UNITS ARE EXPENSIVE BECAUSE THEY ARE FM THEY ARE MUCH MORE EXPENSIVE THAN IF YOU USE INFRARED OR SOMETHING ELSE. I'LL GET INTO THAT EXPENSE THING IN A MINUTE.

PERSONAL FM SYSTEMS THEY ARE FAIRLY PORTABLE. -- CAN YOU SEE OKAY?

THEY ARE FAIRLY PORTABLE. USE THEM INDOORS OR OUTDOORS. YOU CAN STILL HEAR THE TALKER CLEARLY. IT COMES INTO YOUR EARS LIKE THE LOOP DOES. YOU CAN BE A DISTANCE AWAY. YOU CAN BE A LONG DISTANCE AWAY AND STILL BE ABLE TO HEAR THE FM SIGNAL. IF YOU ARE USING AN FM SIGNAL AT HOME FOR YOUR TV, YOU CAN WALK INTO THE OTHER PART OF THE HOUSE AND HEAR. IF YOU ARE USING INFRARED, YOU HAVE TO BE IN LINE WITH THE TV.

YOU CAN SIT BEHIND A WALL AND GET THE SIGNAL. WHICH CAN BE A PROBLEM WITH PRIVACY AND INTERVIEWS SOMETIMES.

YOU CAN GET UP AND WALK AROUND WITH AN FM SYSTEM. LITTLE OR NO BACKGROUND NOISE. THE DISADVANTAGES ARE INTERFERENCE AND YOU HAVE TO BE SURE YOU ARE ON THE RIGHT CHANNEL.

HOLLYWOOD, UNIVERSAL STUDIOS, HOLLYWOOD HAS AN FM SYSTEM THAT YOU CAN CHECK OUT AND USE WHEN YOU GO INTO THE SHOWS. YEAH, NO. IT DOESN'T WORK VERY WELL. I HAVE NOT YET GOTTEN IT TO WORK AND I'VE BEEN MEANING TO GO BACK AND TALK TO THEM. I GET ALL FIRED UP WHEN WE GET THERE, THEN I COME BACK AND I LOSE INTEREST.

INFRARED. THIS IS LIKE YOUR REMOTE CONTROL ON YOUR TV. THAT LITTLE INFRARED SIGNAL. IT IS USUALLY USED IN CONFERENCE ROOMS, THEATERS. IF YOU GO TO THE PANTAGES, THEY USE AN INFRARED SYSTEM.

REMOTE CONTROL ON YOUR TELEPHONE. IT USES LIGHT WAVES. THE FM USES RADIO WAVES, INFRARED LIGHT WAVES. NOT USUALLY FACE-TO-FACE. BUT SITUATIONS LIKE THIS. LISTEN TECHNOLOGIES, IF

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YOU GO SOMEWHERE WHERE THEY SAY THEY HAVE ASSISTIVE LISTENING DEVICES IT IS USUALLY LISTEN TECHNOLOGIES; THAT COMPANY IS USING THAT. AND I'VE GOT TO CONTACT THEM BECAUSE I CAN'T TELL YOU THE NUMBER OF TIMES I'VE GONE IN THERE AND THE ONLY THINGS THEY HAVE ARE EAR BUDS. SO THE SALESPEOPLE DON'T KNOW WHAT THEY ARE DOING. THEY ARE SELLING.

LITTLE OR NO BACKGROUND NOISE. YOU CAN USE THEM WITH A LOOP OR HEADPHONES. THE DISADVANTAGES, YOU CAN'T USE THEM OUTSIDE DURING THE DAYLIGHT BECAUSE THEY ARE LIGHT WAVES AND LIGHT CAN INTERFERE WITH THE LIGHT WAVES. YOU CAN'T USE INFRARED SYSTEM OUTSIDE VERY WELL. CAN'T TRAVEL THROUGH WALLS, WHICH COULD BE GOOD FOR PRIVACY OR CAN'T TRAVEL FOR OBJECTS OR PEOPLE. SOMEBODY IN FRONT OF YOU STANDS UP, YOU LOSE THE SIGNAL FROM THE ASSISTIVE LISTENING DEVICE.

HERE'S AN EXAMPLE OF INFRARED SYSTEM.

THEY ARE LESS EXPENSIVE. I SHOULD JUST TURN MY BACK TO YOU. CAN'T DO THAT.

THANK YOU.

LOOP. I KNOW YOU KNOW WHAT LOOP IS. WE WISH THAT MORE PLACES WERE LOOPED. I WISH THEY WOULD LOOP THE STARBUCKS COUNTER. (CHUCKLES). AND THAT'S REALLY ON MY BUCKET LIST OF WHAT I WOULD LIKE TO DO IS GET SOMETHING GOING SO THAT STARBUCKS WOULD LOOP SOMEHOW LOOP THEIR COUNTERS. THERE ARE SOME STORES BACK EAST WHERE THEY HAVE LOOPED ONE CASHIER STATION. GROCERY STORE THEY HAVE LOOPED CASHIER STATIONS. WOULDN'T THAT BE GREAT IN WE ARE TRYING TO GET THIS LOOPED AND THEY ARE TALKING ABOUT CASHIERS.

IT CREATES A ZONE. PICKED UP BY THE TELEPHONE COIL. LITTLE OR NO BACKGROUND NOISE. YOU CAN BE ANYWHERE INSIDE THE LOOP. YOU DON'T NEED ANY OTHER DEVICE TO HELP YOU HEAR. IT IS REALLY THE ONLY LARGE AREA SYSTEM THAT WORKS RIGHT NOW. THERE ARE SO MANY OTHERS USING WI-FI, USING -- YOU HAVE TO HAVE A SMART PHONE TO USE THEM. YOU WALK INTO A ROOM, YOU TURN ON THE T-COIL AND YOU CAN HEAR.

WE WISH MORE DID THAT.

OUR CHAPTER IS WORKING WITH THE CITY OF LONG BEACH TO TRY TO GET THEM TO LOOP.

WE HAVE BEEN WORKING WITH THE ARCHITECTS TO TRY TO GET THEM TO LOOP THE NEW CONSTRUCTION. WE THINK WE MAY BE GETTING SOMEWHERE.

DISADVANTAGES. (LOT OF STATIC FROM LOOP).

ALMOST. (TRYING TO FIND A GOOD SPOT)

SO WE ARE -- YOU KNOW TOW A LOOP IS. I HAVE ONE OF THESE. I

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HAVE ONE OF THESE OVER THERE. IT IS A COUNTER LOOP. YOU CAN ACTUALLY CARRY IT WITH YOU. AND YOU CAN -- A BANK COULD USE THIS. THEY CAN PLUG IN IT. HAVE ONE TELLER THAT HAS IT PLUGGED IN AND THEY TALK INTO A MICROPHONE AND YOU TURN ON YOUR T-COIL AND IT TALKS TO YOU. I HAVE ONE. I'M POINTING OVER THERE. IT IS CALLED A COUNTER-LOOP.

HERE'S WHAT YOUR TELEPHONE COIL LOOKS LIKE. DID YOU KNOW THAT -- TELECOIL. THIS IS WHAT IT LOOKS LIKE INSIDE YOUR HEARING AID.

SO, WHY ARE HEARING AID -- WHERE AREN'T THEY GOOD ENOUGH ALL THE TIME? TELL ME THE THREE THINGS? BACKGROUND NOISE. REVERBERATION. DISTANCE.

DISTANCE. SIGNAL-TO-NOISE. AND REMEMBER ALWAYS REMEMBER THE FIST BUMP THING.

I SPENT THOUSANDS ON THESE HEARING AIDS AND I STILL HAVE TO USE ASSISTIVE LISTENING DEVICES IN -- WHEN DR. BRAD WAS TALKING TO THE ORANGE COUNTY GROUP, WHAT HE SAID WAS -- WHAT HE TELLS THE VETERANS, DON'T SPEND A FORTUNE WITH ALL OF THE BELLS AND WHISTLES ON YOUR HEARING AIDS. SO YOU SPEND, I DON'T KNOW, \$2500 WHICH IS STILL RIDICULOUS ON YOUR HEARING AIDS, THEN YOU USE THE OTHER MONEY TO BUY THE THINGS THAT ARE GOING TO HELP YOU IN OTHER SITUATIONS. THEY SAID THAT AND THAT MAKES A LOT OF SENSE. LIKE WITH ME BUYING THE THING THAT GOES WITH MY TV, I DIDN'T NEED TO SPEND ALL OF THAT MONEY THAT OTICON WANTED ME TO SPEND.

WHAT CAN YOU DO ABOUT IT?

PERSONAL AMPLIFIERS. YOU HAVE BLUETOOTH. FM SYSTEMS. INFRARED SYSTEMS. TELECOILS. NECK LOOPS. I HOPE I'VE GIVEN YOU SOME IDEA OF THINGS THAT YOU CAN HAVE. AND I THANK YOU VERY MUCH.

(APPLAUSE) . . .

BECAUSE WE ARE OUT OF TIME. I HAVE SOME NECK LOOPS. DOOR KNOCK BEACON. I'LL STAND OVER HERE, YOU CAN COME UP AND ASK ME ABOUT THEM. ALL RIGHTY? THANK YOU.

(APPLAUSE) . . .

HEATHER: THANK YOU SO MUCH FOR ALL OF THAT INFORMATION, KATIE. THAT WAS REALLY HELP. AND YOU ALL KNOW THAT YOU CAN FOR THE REST OF THE MEETING YOU CAN APPROACH KATIE WITH YOUR QUESTIONS. AND SHE WILL BE ABLE TO ANSWER. IF YOU HAVE A CERTAIN SITUATION THAT YOU DON'T KNOW HOW TO SOLVE YOUR PROBLEM, I THINK SHE CAN DO THAT FOR YOU.

OKAY.

SO TODAY IS THE VERY LAST -- WE ARE GOING TO HAVE A BREAK.

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I'M SORRY --

>>AUDIENCE MEMBER: WE SHOULD TAKE A BREAK FOR THE CAPTIONIST.

HEATHER: GIVE ME ONE MINUTE AND WE WILL BE BREAKING.

TODAY IS LISA'S VERY LAST MEETING WITH US. AND WE ARE ALL JUST HEART BROKEN OVER THERE.

TIM?

>>AUDIENCE MEMBER: BREAK AND THEN COME BACK AND DO EVERYTHING?

HEATHER: I'M CONFUSED.

>>AUDIENCE MEMBER: TAKE A BREAK AND THEN WE'LL COME BACK.

HEATHER: I THOUGHT NOW AND HAVE A PARTY? (OVERLAPPING SPEAKERS).

PEOPLE NEED A BREAK RIGHT NOW SO LET PEOPLE TAKE A BREAK RIGHT NOW. TEN-MINUTE BREAK. THANK YOU. (11:17 BREAK)
(LAUGHTER)

HAAA-LA MEETING.

HEATHER: SORRY FOR THE QUICK BREAK.

SORRY FOR THE QUICK BREAK. BUT WE'LL HAVE A MOMENT IN JUST A MINUTE TO EAT TO GET SOME MORE AND TO VISIT SOME MORE.

OKAY.

THANK YOU, VERY MUCH.

OKAY. EVERYBODY.

WOW. TODAY IS OUR VERY LAST CHAPTER MEETING WITH THE WONDERFUL LISA WHO HAS BEEN WITH US FOR TEN YEARS, WHO WAS DEVOTED SO MUCH TIME AND ENERGY SO OUR CHAPTER. AND WE HAVE SOMETHING THAT WE WOULD LIKE TO PRESENT TO HER. AND I KNOW THAT MANY OF YOU HAVE, WOULD LIKE TO SAY SOMETHING TO HER. SO WE WILL PASS AROUND THE MIC IF ANYONE HAS ANYTHING THEY WOULD LIKE TO SAY. AND PAT WIDMAN WAS GOING TO HELP ME. PAT? WITH THAT? READY?

PAT: MORNING, EVERYONE.

HIDE YOUR FACE, GIRL. BECAUSE THEY ASKED ME THIS MORNING TO SAY SOMETHING ABOUT THIS FANTASTIC YOUNG WOMAN. AND IT IS HARD BECAUSE I AM IN DENIAL FOR THE LAST MONTH. NOW I CAN'T BE ANYMORE.

ABOUT 12 YEARS AGO I GUESS IT WAS, LISA CONTACTED ME BY EMAIL. SHE GOT MY ADDRESS OFF OF THE YAHOO GROUP WHEN WE FIRST STARTED. AND I INVITED HER TO COME TO OUR, HER FIRST MEETING.

THE GIRL THAT SHOWED UP WAS VERY QUIET, VERY DEPRESSED ABOUT HER HEARING LOSS, HOTLY OVERWHELMED BY THE WORLD WITH

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TRYING TO FUNCTION WITHIN THE HEARING LOSS THAT SHE HATED.
THAT SHE DIDN'T WANT TO BE PART OF.

HEARING ME?

>>AUDIENCE MEMBER: LOTS OF STATIC.

PAT: IS THIS BETTER? OKAY.

DO OUR BEST, HERE.

THE FIRST TIME SHE WAS ASKED TO INTRODUCE HERSELF AT A MEETING, SHE BARELY COULD. SHE COULD BARELY HANDLE SITTING DOWN WITH THE MICROPHONE AND TALKING. DURING THE NEXT DECADE OF WATCHING THIS GIRL TURN INTO A VERY FUNCTIONAL, EFFECTIVE, EMPOWERED, WONDERFUL FRIEND AND WONDERFUL ADVOCATE FOR ALL OF US WHO HAVE A HEARING LOSS.

WHEN LISA FIRST STARTED WITH OUR CHAPTER, SHE DIDN'T WANT TO TAKE ON ANY RESPONSIBILITY AS FAR AS THE STEERING COMMITTEE. SHE WAS STRUGGLING WITH A JOB THAT SHE REALLY DIDN'T LIKE BUT WAS HEARING FRIENDLY, IF YOU WILL. DURING THE TIME SINCE SHE'S EVOLVED THROUGH SEVERAL DIFFERENT JOBS TO THE POINT WHERE NOW SHE'S TAKING ON THIS MOMENTOUS -- I COULDN'T EVEN SAY, MONUMENTAL OPPORTUNITY WITH THE NATIONAL INSTITUTE OF HEALTH.

FROM SOMEBODY WHO WAS TRYING TO IGNORE HER HEARING LOSS, SHE'S BECOME EMPOWERED, EDUCATED, JUST FULL OF ENERGY TO REPRESENT HERSELF FROM THE REST OF US. SHE'S TURNED INTO SOMEONE WHO BECAME, UNDER DURESS, THE CHAPTER PRESIDENT. GOT UP AND SPOKE IN FRONT OF ALL OF YOU EVERY MONTH. EVEN THOUGH SHE WAS TICK TO HER STOMACH SHE PUSHED HERSELF -- SICK TO HER STOMACH, PUSHED HERSELF AND PUSHED HERSELF AND PUSHED HERSELF AND WE ARE ALL BETTER FOR WHAT SHE ACCOMPLISHED.

ON A PERSONAL LEVEL I JUST LOVE THIS YOUNG WOMAN. I THINK OF HER AS YOUNG WOMAN. BECAUSE SHE IS TO ME. SHE'S MY KID. I LOVE HER.

COME ON UP HERE. GIVE ME A HUG. (APPLAUSE) . . .

I HAVE TO PUT THIS DOWN SO I CAN HUG YOU FIRST.

YOU ARE GOING TO DO SO MUCH IN DC. YOU ARE TAKING ALL OF US WITH YOU. (STATIC) DON'T EVER FORGET THAT YOU'VE CHANGED SO MANY LIVES. YOU HAVE BROUGHT SO MUCH TO SO MANY OF US AND WE WANT YOU TO TAKE THIS WITH YOU AND LOOK AT IT EVERY DAY WHEN YOU ARE HOME SICK, REMEMBER THAT WE ARE HERE WITH YOU EVERY DAY AND WE ARE CLOSE AS A TEXT OR EMAIL.

SO YOU'LL NEVER BE FORGOTTEN AND WE ARE ALL GOING TO COME AND BUG YOU. AND I THINK THAT NATIONAL CONVENTION ALTERNATES FROM DC JUST ABOUT EVERY OTHER YEAR. SO WE'LL ALL COME TO YOUR HOUSE AND HAVE A PARTY.

SO FROM THIS CHAPTER, WE THANK YOU FOR ALL THAT YOU ' GIVEN

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THE CHAPTER -- THE NEWSLETTERS, THE FACEBOOK UPDATES, THE INFORMATION, THE -- JUST BEYOND WORDS. SO THANK YOU FOR EVERYTHING. AND WE'LL BE SEEING YOU AGAIN REAL SOON WHEN WE COME TO DC. AND YOU COME BACK AND VISIT.

(APPLAUSE) . . . YOU LEFT A DEPOSIT. IT IS LIKE A DEPOSIT THAT YOU HAVE TO COME BACK AND RECLAIM YOUR DEPOSIT LATER.

WE LOVE YOU. LET'S GIVE HER A BIG ROUND OF APPLAUSE.

(APPLAUSE) . . .

LISA: I STILL HATE TALKING IN FRONT OF PEOPLE. AND NOW I'M CRYING AT THE SAME TIME.

(STATIC).

THIS IS SO NICE. THANK YOU SO MUCH, PAT, AND YOU WERE THE FIRST PERSON THAT I REACHED OUT TO AND I'M FOREVER GOING TO BE GRATEFUL FOR TO YOU AND THIS ENTIRE GROUP. ANYTHING I'VE GIVEN TO THE CHAPTER WAS JUST MY WAY OF GIVING BACK BECAUSE I'VE ALWAYS SAID THIS, THIS CHAPTER REALLY SAVED MY LIFE. AND I'M NOT EXAGGERATING. I WAKE UP IN THE MORNING AND I LOOK IN THE MIRROR AND I WISH I COULD GO BACK TEN YEARS WHEN I SEE MY FACE IN THE MIRROR. BUT THEN I THINK ABOUT HOW FAR I'VE COME IN THE LAST TEN YEARS SINCE I JOINED THIS CHAPTER. AND I'M JUST SO GRATEFUL FOR THE PLACE THAT I'M IN NOW. THIS OPPORTUNITY THAT I HAVE, THIS JOB OPPORTUNITY, I WOULD NEVER BE IN THIS PLACE IF IT WEREN'T FOR THIS GROUP. AND LIKE PAT SAID, WHEN I JOINED, I WAS IN SUCH A HORRIBLE PLACE WITH MY HEARING LOSS. AND I'VE GAINED SO MUCH KNOWLEDGE FROM YOU. I'VE GAINED SO MUCH SUPPORT. I'VE MADE LIFELONG FRIENDS. I'VE BASICALLY GAINED A FAMILY HERE. I THINK THE MOST IMPORTANT THING THAT I GAINED WAS ACCEPTANCE OF MY HEARING LOSS. AND ACCEPTANCE OF MYSELF AND SOMEONE WITH HEARING LOSS. I REALLY DID HATE MYSELF. I MEAN, [GIGGLES] -- I HATED MY HEARING LOSS AND I DIDN'T KNOW WHAT TO DO AND I FOUND THIS CHAPTER. AND WHEN I WAS ABLE TO ACCEPT IT, THAT'S REALLY WHEN I WAS ABLE TO GROW.

NOW I FIND MYSELF IN THIS POSITION. AND I'M SO GRATEFUL. I DO WANT TO SHARE THIS WEEK I WENT WITH KEN TO HIS COCHLEAR IMPLANT ACTIVATION AND THANK YOU EVERYONE FOR YOUR GOOD VIBES THAT YOU SENT HIM. I THINK IT WORKED. BUT I WAS SITTING THERE WATCHING HIM TAKE THE HEARING TEST, RIGHT, WHEN YOU ARE LISTENING TO THE BEEPS. AND I COULD JUST SO RELATE TO WHAT HE WAS GOING THROUGH. IT WAS THAT INTENSE STRUGGLE LIKE THAT FOCUS TO JUST HEAR THAT FRIGGIN' BEEP. HE'S CLOSING HIS EYES AND IF YOU CLOSE YOUR EYES AND YOU DON'T BREATHE YOU MIGHT BE ABLE TO HEAR THAT BEEP. AND I WAS JUST SITTING THERE AND I COULD EMPATHIZE SO MUCH WITH WHAT HE WAS GOING THROUGH. AND THAT'S

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REALLY WHAT I GOT HERE I THINK WHEN I FIRST STARTED COMING HERE WAS JUST TOTAL EMPATHY. AND IT WAS LIKE, OH MY GOD THESE PEOPLE FINALLY -- PEOPLE FINALLY GET IT. PEOPLE UNDERSTAND WHAT I'M GOING THROUGH.

AND I THINK THAT WAS THE MOST IMPORTANT THING FOR ME AS FAR AS MY, THE BEGINNING OF MY PATH TO ACCEPTING MY HEARING LOSS WAS JUST THAT SUPPORT AND THE EMPATHY. AND SEEING OTHER PEOPLE LIVING WITH THEIR HEARING LOSS, IT WAS SO INSPIRING TO ME.

SO I JUST, AGAIN, THANK YOU SO MUCH FOR THE SUPPORT THAT YOU'VE GIVEN ME. THAT YOU HAVE CONTINUED TO GIVE ME. THAT'S WHAT HELPED ME STAND UP HERE AND THEN STEP OUT OF MY COMFORT ZONE AND TALK. WHICH I HATE TALKING IN FRONT OF PEOPLE. BUT YOUR SUPPORT HELPED ME DO THAT. I USED THAT ON MY RÉSUMÉ. SO AGAIN, THANK YOU. THIS WAS LIKE I USED A LOT OF MY EXPERIENCE HERE WITH HLA A ON MY RÉSUMÉ. SO I JUST -- I STEPPED OUT OF MY COMFORT ZONE BECAUSE I HAD SO MUCH SUPPORT AND SO MUCH LOVE FROM ALL OF YOU. AND I GENUINELY LOVE YOU ALL. THIS IS GOING TO BE MY HLA A FAMILY NO MATTER WHAT OTHER CHAPTERS I GO TO. AND WHEN I COME BACK, I CAN SEE THAT THIS CHAPTER IS REALLY THRIVING. WE'VE HAD A HUGE TURN-OUT THE LAST COUPLE OF MEETINGS WITH HEATHER IN CHARGE AND THE STEERING COMMITTEE. SO I'M CONFIDENT THAT IT IS IN REALLY GOOD HANDS. SO THIS IS NOT GOOD-BYE. BUT I JUST WANT TO SAY I LOVE YOU ALL AND I'M GOING TO BE ON THE YAHOO GROUP STILL SO YOU CAN'T GET RID OF ME COMPLETELY.

SO THANK YOU FOR THIS. THIS IS SO NICE. AND THAT'S ALL I CAN SAY. THANK YOU AND I LOVE YOU. (APPLAUSE) . . .

(STANDING OVATION)

HEATHER: WE HAVE AN OPEN MIC HERE. DOES ANYONE WANT TO SAY ANYTHING? OR DO WE WANT TO JUST --

DANNY: OH, MY GOSH.

IS THIS A ROAST OR A GOOD-BYE?

(CHUCKLES).

I WORKED FOR YEARS WITH LISA ON THIS STEERING COMMITTEE. AND SHE HAS SOME GREAT, FRESH IDEAS AND I THINK SINCE THE MOMENT YOU JOINED THE STEERING COMMITTEE YOU'VE JUST WORKED NONSTOP DOING THE NEWSLETTER. LISA AND I ALSO WORK TOGETHER RIGHT ABOUT THE TIME SHE BECAME PRESIDENT OF THE CHAPTER. SO SHE'S COMING IN THE MORNING AND WE'D SPEND A LITTLE TIME. THAT'S WHEN WE HAD TO CHANGE THE NAME FROM HLA-LA, TO HLA A-LA. SO WE HAD TO CHANGE THE WEBSITE NAME. THE CARDS. DO A LITTLE HLA BUSINESS IN THE MORNING AND THEN GET BACK TO WORK. SO WONDERFUL WORKING WITH YOU. FOR A YEAR AND A HALF AND YOU LEFT MY COMPANY. I CRIED THEN, TRYING NOT TO CRY NOW.

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BUT, SHE'S LIKE A SISTER TO ME. I CALL HER THE LITTLE ONE.
AND I LOVE HER. (APPLAUSE) . . .

>> AUDIENCE MEMBER: JUST BRIEFLY. I ONLY KNEW LISA BRIEFLY.
BUT I BELIEVE SHE WAS PRESIDENT AT THE TIME. AND AFTER MEETINGS
ENDED I THOUGHT WHO'S THIS LADY VACUUMING THE CARPETING? AND
SHE'S PRESIDENT? (LAUGHTER) (APPLAUSE) . . .

MALIK: SOME OF YOU HAVE HEARD THIS BEFORE.

BUT WHEN I LOST MY HEARING, VAL IS THE REASON THAT I FOUND
THIS CHAPTER. AND I WAS INVITED TO THE FIRST, WELL TO AN EARLY
HALLOWEEN PARTY. AND LISA WAS ONE OF THE REASONS I KEPT COMING
BACK BECAUSE OF COSTUMES SHE WORE AT THAT PARTY.

SHE HASN'T DONE ANYMORE SIMILAR SINCE THEN. MAYBE A
MECHANISM TO MAKE SURE I CAME BACK TO THE MEETINGS.

BUT BEYOND THAT, YOU TALKED ABOUT EMPATHY AND I THINK
THAT'S ONE OF THE THINGS THE CHAPTER DOES WELL IS ONE OF THE
THINGS THAT IT GAVE ME AND YOU EMBODY THAT.

I ALSO WANT TO SAY, IF YOU WERE TO HEAR LISA TALK ABOUT
HERSELF AND THEN COMPARE THAT TO THE ACTIONS THAT SHE'S TAKEN
SINCE SHE'S BEEN IN THE CHAPTER, YOU WOULD REALLY SEE TWO
DIFFERENT PEOPLE. SO, IN MY LITTLE NOTE ON THE CARD I TOLD YOU TO
CONTINUE TO BE BOLD, BECAUSE THAT'S HOW I SEE YOU. I SEE YOU AS A
BOLD PERSON WHO DESPITE ANY ANXIETY OR FEAR OR CONCERN, DOES
THE RIGHT THING AND TAKES BIG STEPS AND A PERSON WHO CONTINUES
TO TAKE CARE OF OUR COMMUNITY. SO YOU'VE DONE THAT HERE. AND I
LOOK FORWARD TO YOU CONTINUING TO DO THAT ON THE NEXT PART OF
THE JOURNEY.

NIH AND DC AND THAT COMMUNITY IS GOING TO BE REALLY
FORTUNATE TO HAVE YOU. AND I'M LOOKING FORWARD TO HEARING THE
STORIES. GOOD LUCK. (APPLAUSE) . . .

JENNA: I'M A MESS.

I JUST REALLY WANTED TO THANK YOU BECAUSE I WAS YOU STILL
FEEL LIKE I'M YOU. STILL HAVING PROBLEMS WITH MY HEARING LOSS.

BUT BACK IN DECEMBER, WHEN I WAS THINKING ABOUT GETTING A
COCHLEAR IMPLANT I WAS DISTRAUGHT. I COULDN'T GET OUT OF BED. I
WAS SO UPSET. AND LISA SAID, I'LL COME OVER TO YOUR HOUSE AND
ANSWER ANY QUESTIONS YOU HAVE. AND SHE SAT WITH ME FOR THREE
HOURS WHILE I JUST SAT THERE ASKING HER QUESTIONS AND CRYING
AND JUST TRYING TO UNDERSTAND WHAT, HOW TO GET THROUGH TO THE
OTHER SIDE. AND WHEN I JOINED HLAA TWO YEARS AGO I WAS SORT OF
SPORADIC AND IT WAS REALLY YOU THAT KEPT ME COMING BACK. AND
FINALLY I REACHED OUT TO LISA AND I WAS LIKE I WANT TO BE FRIENDS
WITH YOU. YOU ARE JUST -- I LOVED YOUR ENERGY AND I NEVER LOOKED
AT YOU AS SOMEBODY WITH HEARING LOSS. BUT YOU'VE JUST NOW THAT

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I'M ON THE STEERING COMMITTEE I REALIZE HOW MUCH YOU DO, BECAUSE I'VE HAD TO DO A BUNCH OF STUFF NOW AND I'M LIKE, THIS SUCKS (CHUCKLES).

SO IT IS REALLY -- IT IS INDICATIVE OF HOW MUCH YOU DO, WHETHER IT IS THE EMAILS OR RUNNING OUT AND DOING STUFF. YOU TO ME ARE HAAA-LA. YOU ARE. AND YOU LEAVING IS JUST GOING TO LEAVE THIS GAPING HOLE IN ALL HEARTS BECAUSE YOU HAVE GIVEN SO MUCH. TO ME, PERSONALLY, I WOULD HAVE NEVER GOTTEN THROUGH MY JOURNEY WITHOUT YOU BEING AT MY SIDE AND YOUR ENCOURAGEMENT AND EMAILS. SHE WROTE ME A HANDWRITTEN NOTE BEFORE MY COCHLEAR IMPLANT. WHO DOES THAT THESE DAYS? THAT'S INCREDIBLE.

SO WE ARE GOING TO MISS YOU SO MUCH. AND I THANK YOU FOR EVERYTHING YOU'VE GIVEN TO ME PERSONALLY. (APPLAUSE) . . .

KAT: HELLO.

CAN'T LOOK AT LISA.

I'M KAT. I REMEMBER LISA COMING IN JUST LIKE PAT WAS SAYING 12 YEARS AGO TO HER FIRST MEETING AND WOW, WHO IS THIS CUTE CHICK. THIS IS WHAT WE NEED FOR HAAA, SOMEBODY YOUNGER AND DIFFERENT NATIONALITIES. SO I WAS REALLY HAPPY TO SEE HER. THEN THE FACT SHE WAS SO SWEET IT JUST WAS THE ICING ON THE CAKE.

YOU KNOW HOW HEARING IMPAIRED PEOPLE EITHER DON'T MUCH OR A LOT BECAUSE THEY DON'T WANT TO HAVE TO LISTEN SO THEY TALK A LOT.

I'M ONE OF THE PERSONS THAT HANG BACK AND TRY TO LISTEN AND CATCH THINGS. BUT WITH LISA, SHE IS SUCH A GOOD LISTENER AND THAT I FIND MYSELF POURING OUT MY HEART, POURING OUT MY EXPERIENCES. AND SHE LISTENS SO WELL.

CASE IN POINT, AT THE SALT LAKE CITY CONVENTION WE WERE ON THE BUS COMING BACK FROM THE ACTIVITY THEY HAD. AND IT WAS LIKE A 40-MINUTE BUS RIDE. AND I REMEMBER JUST TALKING ALL ABOUT (CHUCKLES) MY SURGEON BECAUSE I HAD SURGERY LAST YEAR. AND TALKING ABOUT EVERYTHING ABOUT HIM. LISA'S LISTENING SO WELL AND SAYING THINGS ABOUT IT. AND I THOUGHT, WOW, I CAN'T BELIEVE SHE'S JUST SUCH A GOOD LISTENER AND SHE'S EMPATHETIC AND SO KIND AND SWEET AND I JUST FEEL SO BLESSED TO HAVE HER AS SUCH A GOOD FRIEND THESE PAST 12 YEARS. I CAN'T LOOK AT HER.

(CHUCKLES).

I'M GOING TO MISS HER SO MUCH. OH. I JUST -- I'M DEFINITELY GOING TO MAKE A POINT OF COMING OUT TO DC AS OFTEN AS I CAN JUST SO I CAN SEE YOU AND TALK TO YOU AND LISTEN TO YOU AND CONTINUE OUR RELATIONSHIP. I LOVE YOU VERY MUCH. (APPLAUSE) . . .

MITZI: TRY TO FIND A STATIC-FREE ZONE HERE. AM I STATIC FREE HERE?

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IT IS INTERESTING THAT YOU DID YOUR THESIS ON STIGMA. BECAUSE I LOOK AT YOU AS WHAT WE NEED AS THE IMAGE TO CHANGE THAT STIGMA. YOU ARE A ROLE MODEL AND YOU ARE AN ICON FOR CHANGING THAT IMAGE. EVERYTHING THAT YOU ARE AS A PERSON, YOUR ATTRACTIVENESS, YOUR COMMITMENT, NOBODY LOOKS AT YOU AND THINKS, HEARING LOSS FIRST. THAT'S EXACTLY WHAT WE NEED TO MAKE THE CHANGE. TO CHANGE IT FOR ALL OF US. AND YOU ARE A LEADER IN THAT. THANK YOU. (APPLAUSE) . . .

WENDI: DO I NEED TO GO UP FRONT? CAN I -- KATIE SAYS I NEED TO GO UP FRONT.

SO THEY NEED TO GO UP FRONT.

OKAY.

SO, I'M GOING TO BE IN THE STATIC-FREE ZONE TOO. IS THIS GOOD?

OKAY.

SO I'M LIKE KAT, NOT GOING TO BE ABLE TO LOOK AT LISA TOO MANY MUCH. I'M HEARING STATIC.

SO, WHEN I CAME TO HLA-LA, LISA WAS ONE OF THE FIRST PEOPLE THAT I MET. AND I'VE BEEN -- YOU KNOW, FRIENDS EVER SINCE.

BUT THE WORK SHE'S DONE IN THIS ORGANIZATION IS JUST NOTHING SHORT OF AMAZING; AND WHEN I LOOK AT WHAT HAS BROUGHT US THIS FAR, SHE'S AN INTEGRAL PART OF IT. A LOT OF PEOPLE HAVE DONE A LOT OF THINGS. BUT I JUST REMEMBER JUST LOOKING AT HER, THIS GIRL IS ABSOLUTELY AMAZING WITH HER LITTLE SELF. JUST EVERYWHERE. THE NEWSLETTER, THE ANYTHING THAT NEEDED TO BE DONE SHE WAS DOING. BUT NOT ONLY WAS SHE DOING THAT WELL, BUT SHE HAD HER OWN CHALLENGES. MANY OF YOU KNOW THAT OR I DON'T KNOW, SHE HAS A COCHLEAR IMPLANT AND SHE HAD TO HAVE THAT TWICE. AND I JUST REMEMBER TOO THAT DESPITE -- DESPITE THE CHALLENGES SHE HAD WITH THAT FIRST ONE, SHE -- WE TALKED ABOUT IT BUT SHE NEVER STOPPED WORKING, STOPPED DOING THINGS. SHE NEVER REALLY COMPLAINED. BUT IT WAS VERY CHALLENGING TIME FOR HER. BUT HER STRENGTH WAS JUST ABSOLUTELY AMAZING. AND I WILL MISS HER SO MUCH.

I APPRECIATE ALL OF THE LAUGHS AND SHE IS ACTUALLY VERY FUNNY TOO IN CASE YOU DIDN'T KNOW. BUT I JUST CAN'T TELL YOU HOW MUCH I'LL MISS HER AND HOW MUCH I APPRECIATE EVERYTHING SHE'S DONE FOR OUR GROUP. AND JUST WHO SHE IS. SHE'S JUST ABSOLUTELY AMAZING. THANK YOU. (APPLAUSE) . . .

TIM: I HAVE AN IDEA.

WHOEVER IS GOING TO FIND THAT CELEBRITY WITH ALL OF THE MONEY, LET'S FIND THEM. GET THEIR MONEY AND WE CAN FLY LISA TO EVERY MEETING. (LAUGHTER).

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YEAH?

I'VE KNOWN LISA ABOUT FOUR YEARS. AND LISA AND I HAVE HAD CONVERSATIONS TOGETHER BECAUSE I DON'T LIKE SPEAKING IF IN FRONT OF PEOPLE EITHER. I'M KIND OF QUIET. I AM SHY AND SO FORTH. BUT HERE I AM ON THE STEERING COMMITTEE. AND TRYING TO HELP GET THE CHAPTER SUCCEED AND ALL OF YOU SUCCEED. SO MANY WONDERFUL PEOPLE HERE. I'M BLOWN AWAY BY ALL OF THE PEOPLE HERE. I COULDN'T HAVE HAPPENED BACK IN AUGUST OF 2013 WHEN I CAME HERE I MET LISA'S ONE PEOPLE I MET AND I GOT TO KNOW HER A LITTLE BIT. AND THROUGHOUT THE YEARS I STARTED TO LEARN MORE ABOUT HER STORY AND HOW SHE INSPIRED ME. SHE'S DOING THIS, SO I CAN DO THIS.

YOU HAVE AN AMAZING STORY, LISA. AND I THINK YOU'VE INSPIRED ALL OF US OF TREMENDOUSLY. I KNOW FOR MYSELF. AND I'M ON A PERSONAL LEVEL, I HAVE HARD WEEKS AT WORK PERSONAL SIDE OF THINGS. COME TO THE CHAPTER AND WORK WITH PEOPLE LIKE LISA. WEBSITE. LOOPING, WHATEVER IT IS, IT IS JUST A BREATH OF FRESH AIR. IT REALLY IS.

SO WE ARE GOING TO TAKE EVERYTHING YOU'RE ACCOMPLISHED AND HELP US TO INSPIRE TO CONTINUE. BUT WHEN YOU GO TO DC AND YOU ARE HAVING THOSE DOUBTS AGAIN -- AND I KNOW YOU -- JUST REMEMBER THE OUTPOURING OF LOVE FOR YOU FOR WHAT YOU'VE BEEN ABLE TO ACCOMPLISH AND OVERCOME.

I CONSIDER THIS A CELEBRATION FOR A NEW CHAPTER IN LISA'S LIFE. WE WILL NOT FORGET IT. WE WILL SEE HER WHENEVER WE CAN. WE CAN SKYPE, IM, DO WHATEVER. BUT YOU'LL NEVER BE FORGOTTEN. AND I WISH YOU ALL THE BEST IN YOUR FUTURE. SO BEST TO YOU. (APPLAUSE) . . .

DANNY: JUST ONE OTHER LITTLE FOOTNOTE. NOBODY HAS MENTIONED IT. THANK YOU FOR YEARS OF THOSE DEVEILED EGGS. (LAUGHTER) INCREDIBLE. I KEPT TELLING PEOPLE, THERE'S A ONE-EGG LIMIT. PUT IT BACK. BUT THEY ARE VERY GOOD. THANK YOU.

HEATHER: THANK YOU EVERYBODY FOR COMING TO THE MEETING. IF YOU HAVE MORE TO SAY TO LISA, WE CAN FIND HER NOW AND THERE'S STILL SOME YUMMY THINGS UP HERE. SO THANKS VERY MUCH. AND I LOOK FORWARD TO SEEING YOU NEXT MONTH.

(APPLAUSE) . . . WE HAVE A CAKE. I'M SORRY. I'M SORRY, HONEY.

TIM: WE HAVE CAKE.

>> AUDIENCE MEMBER: YOU HAVE THE BEST YOKO ONO EVER. THE FIRST HALLOWEEN PARTY. YOU WERE DRESSED AS YOKO ONO. MUCH BETTER THAN THE ORIGINAL.

HEATHER: GREAT. THAT'S -- ENJOY CAKE.

KEN: OH. SO MUCH CAN BE SAID, I DON'T KNOW IF I CAN SAY

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MUCH MORE THAT HASN'T ALREADY BEEN SAID. IT IS JUST REALLY AMAZING JUST OVER THE LAST TEN YEARS HOW MUCH LISA HAS GIVEN TO THIS CHAPTER AND THE RELATIONSHIPS THAT SHE'S BUILT THROUGH EVERYBODY HERE. AND I'M A NEWCOMER COMPARED TO MOST OF YOU GUYS. AND IT'S PRETTY AMAZING. REALLY, LISA, YOU'VE REALLY TOUCHED LIVES OF EVERYBODY IN THIS ROOM. IT IS QUITE IMPRESSIVE.

WHEN I FIRST STARTED WITH HLAA I WAS IN CHICAGO, AND I LOST ALL MY HEARING. AND I WAS LOOKING FOR ANSWERS AND I WAS DESPERATE. AND I WENT TO THE CONFERENCE CAME BACK STARTED A CHAPTER. AND SOMEONE SAID TO ME, THAT YOU KNOW WHAT? WHEN YOU START THIS CHAPTER, IT IS GOING TO BE ABOUT YOU. BUT SOON, YOU'LL SEE IT WILL COME AND IT WILL BE ABOUT OTHERS. AND I THINK LISA IS JUST EXEMPLIFIED THAT. I THINK A LOT OF TIMES WE ALL COME TO THESE MEETINGS BECAUSE WE ARE LOOKING FOR ANSWERS. BUT SOON IT BECOMES ALL ABOUT US, US AS A FAMILY, US AS A HEARING LOSS COMMUNITY HELPING EACH OTHER. TO LIFTING US ALL UP. LISA IS KIND OF A POSTER CHILD OF SUCCESS. OF PERSEVERANCE, OF WHERE SHE STARTED. PAT DESCRIBED IT. IT IS JUST AMAZING. AND I'M SO PROUD OF YOU.

SO, AS I DO WANT TO SET SOMETHING STRAIGHT, THOUGH.

I WAS -- WE WENT AND STARTED THE SANTA MONICA CHAPTER TOGETHER. AND LISA IS LIKE, OH, YOU ARE SUCH A BETTER PRESIDENT THAN ME. AND I'M LOOK. NO. YOU ARE SUCH A BETTER PRESIDENT. I'D LIKE TO SET IT STRAIGHT. LISA BY FAR WAS A BETTER PRESIDENT THAN I. BY FAR. I WOULD GO AROUND PISSING PEOPLE OFF AND LISA WOULD BE CLEANING UP AFTER ME. (LAUGHTER) BY FAR.

SO I THINK EVERYBODY IN THIS ROOM THANKS YOU PROFUSELY FOR ALL YOU'VE DONE. AND I KNOW YOU WILL BE VERY MUCH MISSED. SO THANK YOU. (APPLAUSE) . . .

HEATHER: OKAY.

NOW IT IS TIME FOR CAKE?

THANK YOU VERY MUCH.

(END AT 12:08)