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HLAA-LA CHAPTER MEETING  
HUNTINGTON MEMORIAL HOSPITAL  
EAST ROOM; WINGATE BUILDING  
OCTOBER 28, 2017  
10:00AM-12:00PM

HLAA-LA 102817.

>> TIM: CAN YOU HEAR ME?

>> DIANE: I HEAR YOU BETTER WITHOUT THE T-COILS.

>> TIM: MITZI, CAN YOU HEAR ME?

>> MITZI: LET ME WALK AROUND THE ROOM. KEEP TALKING.

>> TIM: ONE, TWO, THREE. GOOD MORNING. OUR PROGRAM IS STARTING IN JUST A MINUTE.

MAYBE NO ONE IS GOING TO SIT THERE. CAN YOU STILL HEAR ME, 1, 2, 3? THAT'S ABOUT THE WHOLE ROOM.

HI. OKAY.

IT IS JUST DIANE HAVING TROUBLE.

>> HEATHER: THANK YOU, TIM, SO MUCH.

GOOD MORNING, EVERYONE. THANK YOU ALL SO VERY MUCH FOR BEING HERE. WE HAVE SOME GREAT THINGS TO DO TODAY. I'M VERY EXCITED ABOUT OUR MEETING TODAY. SOMEONE TOLD ME THAT IT MIGHT BE BENEFICIAL FOR PEOPLE TO KNOW WHAT MY HEARING STORY IS. BECAUSE I GUESS I'VE NEVER REALLY SHARED THAT.

I STARTED LOSING MY HEARING WHEN I WAS 20 YEARS OLD AT CONGENITAL DISORDER. AND I GOT A HEARING AID THEN. BUT BASICALLY JUST FAKED IT FOR A VERY LONG TIME. NOT KIDDING, I WAS A TELEVISION PRODUCER MANAGING MILLION-DOLLAR BUDGETS AND DEALING WITH AUDIO AND LIGHTING GUYS. AND I COULDN'T HEAR A DAMN THING.

AND I JUST -- I DON'T KNOW. I WAS JUST IN SUCH DENIAL AND I

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LIVED FOR YEARS IN FEAR THAT PEOPLE WOULD FIGURE OUT THAT I COULDN'T HEAR. AND SO, THIS GROUP HAS BEEN SO AMAZING FOR ME TO FACE MY SITUATION AND FIX IT AND FIX IT, REALLY FIX IT.

NOT ONLY MY WORK LIFE, BUT ALSO MY INTERPERSONAL LIFE, MY -- THE STRESSES AND CONFLICTS I HAD WITH FAMILY OVER ISSUES. SO ANYWAY I'M EXTREMELY GRATEFUL TO THIS ORGANIZATION AND I'M EXTREMELY GRATEFUL FOR THE SUPPORT OF ALL OF YOU. AND I'M VERY MUCH WANT TO REACH OUT AND HELP OTHER PEOPLE WHO WERE -- ARE AS STUPID AS I WAS AND WHO NEED SOMEONE TO SAY, HEY, THIS DISABILITY ISN'T A BIG DEAL. YOU CAN HELP YOURSELF AND YOU DON'T NEED TO DENY IT.

I'M SURE YOUR STORIES ARE BETTER THAN MINE. MINE WAS ONE OF VERY STUPID DENIAL. BUT I'M HAPPY TO BE HERE. AND I WOULD LOVE TO TALK TO YOU ALL ABOUT YOUR SITUATION.

ACTUALLY, OUR MEETING NEXT MONTH, FOR SOME OF YOU WHO ARE NEWER AND DON'T KNOW, EVERY NOVEMBER, OUR MEETING IS EARLIER. IT IS GOING TO BE ON THE 18<sup>TH</sup>. SO THAT -- I'M -- NOVEMBER. NOVEMBER. IT IS GOING TO BE ON THE 18<sup>TH</sup> INSTEAD OF ON THE -- BECAUSE DON'T WANT TO MESS WITH THE HOLIDAY. AND EVERY YEAR WE DO OUR HOLIDAY RAP SESSION WHICH MEANS WE GET TOGETHER AND TALK ABOUT HOW TO SURVIVE THE HOLIDAYS WITH OUR HEARING ISSUES.

AND WE WILL ALSO HAVE A POT LUCK AT THANKSGIVING FOR EVERYBODY. SO WE'LL HAVE SIGN-UPS FOR THAT COMING UP.

WHAT I'D LIKE TO DO NOW IS DO OUR "WOW" AWARDS. I HAVE TWO "WOW" AWARDS. THE PEOPLE WHO ARE DEAF, WHEN THEY WANT TO SAY "WOW" SOMETIMES THEY DO THIS (DEMONSTRATING) . . . THAT'S WOW. SO WE ARE GOING TO GIVE A BIG "WOW" -- WHAT IS THE WORD? CHEER FOR KATE. TO KATE FOR SERVICES ABOVE AND BEYOND. SHE,

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EVERY SINGLE MEETING SHE COMES AND SHE HELPS US SET UP THE LOOP. SHE HELPS US SET UP ALL OF THE TABLES. YET SHE DOES THIS WITHOUT US EVEN ASKING. SO I WANT TO GIVE HER A SHOUT-OUT FOR BEING SO EXTREMELY HELPFUL AND ALWAYS READY TO ROLL UP HER SLEEVES.

KATE, COME GET YOUR AWARD. (APPLAUSE) . . .

OKAY.

AND THEN LATELY -- YEAH. THANK YOU, KATE. THANK YOU. PICTURE. YOU WANT TO SAY SOMETHING?

>> KATE: THANK YOU, EVERYONE. YOU ARE A GREAT GROUP, SO I'M WILLING TO HELP ANY WAY I CAN. SO IF YOU SEE ANYTHING THAT NEEDS TO BE DONE, JUST DO IT. DON'T ASK, JUST DO IT. OKAY? GREAT.

>> HEATHER: THANK YOU, KATE.

THE NEXT "WOW" AWARD GOES TO DIANE, THE CRAZY FACEBOOK GURU WHO IS CHANGING OUR SOCIAL MEDIA PLATFORM AND HELPING US GO TECHNICALLY ENTERING INTO THE MILLENNIUM FINALLY.

(CHUCKLES). (APPLAUSE) . . .

THANK YOU, DIANE.

OKAY. SELFIE.

>> DIANE: MORE FACEBOOK PAGE LATER.

>> HEATHER: SHE'S BEEN WORKING VERY HARD AND WE ALL APPRECIATE HER VERY, VERY MUCH.

SO A FEW MORE LITTLE ANNOUNCEMENTS. OUR HOLIDAY PARTY IS COMING UP. I DON'T KNOW IF YOU GUYS REMEMBER THE WILD AND RAUCOUS PARTY WE HAD AT MY HOUSE LAST YEAR.

WE HAVE TWO DATES THAT WE ARE CONSIDERING. DECEMBER 2 AND 9. CAN EVERYONE -- I'LL PUT THEM ON THE YAHOO GROUPS AND I'D LIKE PEOPLE TO WEIGH IN ON WHAT DATE IS GOING TO BE BETTER FOR THE HOLIDAY PARTY.

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>> DANNY: ARE THOSE SATURDAYS?

>> HEATHER: THEY ARE BOTH SATURDAYS. YES. DECEMBER 2 AND 9 ARE SATURDAYS. WE ARE LOOKING FOR ONE TO HOST. IF YOU'D LIKE TO HOST THE PARTY AT YOUR HOUSE, PLEASE CONTACT ME DIRECTLY. AND THAT'S ALWAYS A REALLY FUN AND EVERY YEAR COCKTAIL EVENT. OKAY.

LET'S SEE. OH. ONE OF THE BIG THINGS THAT WE TALKED ABOUT DOING OUR MEETING WHEN WE WANTED TO THINK OF WAYS THAT OUR CHAPTER CAN BE MORE EFFECTIVE IS PEOPLE WANTED BROCHURES OR SOMETHING TO GIVE TO THEIR AUDIOLOGISTS AND GIVE TO THEIR FRIENDS WITH INFORMATION SO THAT THEY WOULD HAVE SOMETHING IN HAND. AND I HAVE THAT FOR US.

WHAT THIS IS, IS THE BASIC HLAA NATIONAL BROCHURE. AND THEN ON THE BACK, IT HAS ALL OF OUR CHAPTER INFORMATION. OKAY. SO I'VE GOT ABOUT A HUNDRED -- YEAH, SURE. I'VE GOT ABOUT A HUNDRED OF THESE RIGHT NOW. WE CAN MAKE MORE. AND IF YOU FEEL LIKE YOU'D LIKE TO GIVE A COUPLE OF THESE TO YOUR AUDIOLOGIST, HAVE THEM IN YOUR PURSE TO HAND OUT TO FRIENDS, PLEASE COME UP AND TAKE AS MANY AS YOU THINK YOU'LL NEED. I'VE BEEN -- I HAVE THEM IN MY PURSE. WHEN I MEET PEOPLE WHO I'LL TELL THEM ABOUT THE HLAA AND THEN I HAVE THIS TO GIVE THEM RIGHT AWAY. AND IT IS VERY HELPFUL.

JUDY?

>> JUDY: SEVERAL MONTHS AGO, LISA, TIM AND I WERE TALKING ABOUT HAVING A BROCHURE LIKE, JUST LIKE THIS. SO, I HAVE THE NAME OF MY AUDIOLOGIST AND I DON'T KNOW IF YOU, TIM HAD ONE. I KNOW THAT MARILYN HAS HER AUDIOLOGIST. SO HOW CAN WE MAKE SURE THAT THESE GO OUT TO THESE PEOPLE? MAYBE WE CAN MAIL THEM OUT INSTEAD OF RELYING ON INDIVIDUALS.

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>> HEATHER: OKAY. THAT'S A GOOD POINT. BUT WHAT WE HAVE TALKED ABOUT IN THE MEETING WAS THAT WE WOULD EACH INDIVIDUALLY -- WE DIDN'T WANT TO JUST MAIL THEM OUT BECAUSE WE FOUND THAT TO BE INEFFECTIVE BECAUSE WHOEVER OPENS THE MAIL JUST DOESN'T DO ANYTHING WITH IT. SO THE IDEA WAS THAT THERE HAD TO BE A PERSONAL CONNECTION LIKE I'M GOING TO MY AUDIOLOGIST AND SAYING, CAN YOU PLEASE GET THIS OUT TO PEOPLE, RELEVANT PEOPLE?

SOMEBODY -- WAS IT, TIM? I CAN'T REMEMBER TALKING ABOUT HAVING A LITTLE COMMITTEE OF TWO OR -- TWO OR THREE PEOPLE AND WE PUT THE ADDRESSES AND THE NAMES OF THE AUDIOLOGISTS DOWN AND THEY WERE GOING TO GO OUT AND ACTUALLY HAND DELIVER THEM AND TALK TO THE VARIOUS PEOPLE. BUT I DON'T REMEMBER WHO DID THAT. DIANE?

>> DIANE: JUST WANT TO MAKE MENTION. I'VE BEEN AROUND HEARING LOSS ASSOCIATION SINCE IT STARTED IN THE VALLEY IN 1980. AND THIS IDEA ABOUT GOING TO AUDIOLOGISTS AND HANDING OUT BROCHURES HAS BEEN AROUND SINCE THEN. IT'S BEEN TRIED IN MANY, MANY WAYS. I THINK THE BEST THING TO IS JUST FOR INDIVIDUAL PEOPLE LIKE YOU, DO CARRY THEM IN YOUR PURSE, SOMETIMES I GET IN AN UBER RIDE AND START TALKING TO PEOPLE AND FIND OUT THEY HAVE A HEARING LOSS AND I HAND THEM SOME INFORMATION.

BUT THE BEST WAY PROBABLY JUST DO IT ON AN INDIVIDUAL BASIS, BECAUSE WE ALL GO TO AUDIOLOGISTS AND MANY OF THEM HAVE TABLES IN THE LOBBIES OR SOMETHING WHERE THEY HAVE DISPLAYS OR SOMETHING. ASK IF YOU CAN PUT THE BROCHURES OUT THERE. THAT'S REALLY I THINK MOST EFFECTIVE.

>> HEATHER: YEAH. OKAY.

SO, THERE IS THIS BOX UP HERE IN THE FRONT. AND BEFORE YOU

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LEAVE, PLEASE TAKE AS MANY AS YOU FEEL THAT YOU NEED.

OKAY. OH. ALSO, I DON'T KNOW IF YOU GUYS SAW THIS IN THE HEARING LOSS MAGAZINE, THE CLEAR SOUNDS QUATTRO SYSTEM, A STREAMING SYSTEM AND A MICROPHONE THAT YOU CAN USE AT WORK, I USED TO USE IN THE CAR A LOT WITH MY KIDS. THEY ARE GIVING 10% OFF TO HLA A MEMBERS. THERE'S A CODE RIGHT HERE THAT YOU CAN USE WHEN YOU ORDER IT.

I ACTUALLY HAVE ONE RIGHT HERE. LET ME SHOW YOU. SO IT IS THE BLUETOOTH STREAMING SYSTEM. THIS IS A LOOP THAT YOU CAN WEAR AROUND YOUR NECK. AND THEN THERE IS A MICROPHONE RIGHT HERE. THIS MICROPHONE IS STRONG ENOUGH THAT YOU CAN PUT IT ON THE MIDDLE OF A TABLE, LIKE AT A CONFERENCE, IF YOU ARE IN A CONFERENCE ROOM. IT ALSO HAS A CLIP ON THE BACK SO YOU CAN CLIP IT, SOMEONE CAN CLIP IT ON THEMSELVES. THAT'S WHAT MY KIDS WOULD DO WHEN I WAS IN THE CAR. I WOULD HAVE THEM CLIP THIS ON THEIR SWEATER OR JACKET AND THEN I COULD TALK TO THEM A LOT BETTER AND I WOULD WEAR THE NECK LOOP. IT'S A REALLY GREAT SYSTEM. YOU CAN GET THE NECK LOOP FOR FREE FROM THE CALIFORNIA COMMUNICATIONS -- WHAT IS IT? CTAP. AND THEN YOU HAVE TO BUY THE MICROPHONE SEPARATELY. BUT LIKE I SAID, THERE IS A NEW 10% OFFER THING FOR US. MITZI?

>> MITZI: AS YOU KNOW, I HAVE THE ONLINE BUSINESS HOT EARS AND I'M A DEALER FOR THE QUATTRO 4.0. AND I ALSO GIVE 10% OFF TO THE MEMBERS HERE. AND I ALSO GIVE YOU THE CHOICE -- HMMM? AND I ALSO GIVE YOU THE CHOICE IF YOU WANT TO DONATE YOUR 10% DIRECTLY TO THE GROUP HERE. (APPLAUSE) . . .

>> HEATHER: ALL RIGHT.

>> HEATHER?

>> KEN: I ALSO HAVE A QUATTRO. THIS HERE, THIS IS A OLDER

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VERSION. BUT I USE IT -- AND THEY SELL IT ACTUALLY AS A PHONE SYSTEM THAT I USE IT AT WORK. AND THE OLD PLUG-IN TYPE WHERE YOU JUST PLUG IT INTO THE CAPTEL PHONE. OR YOU CAN PLUG IT INTO ANOTHER PHONE TOO.

WORKS REALLY WELL. IT IS T-COIL BASED AND IT IS NECK LOOP. SO IT IS AMPLIFIED. OTHER NECK LOOPS ARE NOT AMPLIFIED. BUT THIS ONE IS. SO YOU CAN WEAR IT NORMALLY (DEMONSTRATING) . . . LIKE THIS. OTHER NON-AMPLIFIED NECK LOOPS, I HAVE TO AT LEAST PUT IT AROUND MY EARS. SO IT IS NICE THAT THIS IS AMPLIFIED AS A BATTERY.

>> HEATHER: YES?

>> JENNA: IS IT FOR PROGRAMS TOO?

>> HEATHER: IF YOU HAVE A T-COIL IN YOUR COCHLEAR IMPLANT.

THANK YOU KEN FOR BRINGING THAT IN. I USE MINE FOR THE PHONE TOO. SO I FORGOT THAT THERE'S THE MICROPHONE OPTION. IT WORKS FOR THE PHONE AS WELL. AND I LOVE IT. I USE IT A LOT. AND WHEN I WAS WORKING A LOT, I USED IT A LOT AT WORK FOR CONFERENCE KIND OF SITUATIONS WHEN I'D HAVE TROUBLE HEARING A LOT OF PEOPLE.

OKAY.

LET'S SEE. WE HAVE OUR TREASURER'S REPORT TODAY. WE HAVEN'T BEEN ABLE TO DO THAT IN A WHILE. AND SO, LET ME GIVE YOU OVER TO GARY.

>> GARY: OKAY. SOME OF YOU PROBABLY DON'T SEE ME EXCEPT I'M HIDING BACK THERE ALL THE TIME. ANYWAY, I'VE TAKEN OVER THE JOB OF KEN WITH A KITTY. WE NEED YOU GUYS TO CONTRIBUTE TO THE KITTY. THE KITTY IS NOT JUST FOR THE FOOD. IT IS FOR THE HLAA DONATIONS ALSO. YOU CAN WRITE A CHECK TO HLAA-LA CHAPTER. YOU STILL GET YOUR TAX WRITE-OFF. JUST PUT THE CHECK IN HERE. WE'LL TAKE CARE OF EVERYTHING FOR YOU.

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LAST MONTH, WE ONLY GOT \$3. THAT'S -- THAT'S BAD. I DON'T WANT TO SAY IT, A FOUR-LETTER WORD THAT'S BAD.

WE NEED TO PUT MORE MONEY IN THE KITTY.

OOPS.

OKAY.

ANYWAY, GOOD NEWS. THERE WE GO. WE GOT OUR FIRST ONE. MAYBE I SHOULD PASS IT AROUND. HERE YOU GO. PASS IT AROUND. PUT THE MONEY IN. OKAY.

>>AUDIENCE MEMBER: LIKE CHURCH.

>> GARY: I THINK MOST OF YOU ALREADY KNOW, WE GOT OUR MONEY FOR THE WALK. (APPLAUSE) . . .

WE GOT \$4,856.90.

WE ARE GOING TO RAISE FIVE THOUSAND NEXT YEAR?

>>AUDIENCE MEMBER: YES.

>> GARY: THERE YOU GO. SHE'S OUR TOP FOR NEXT YEAR.

EVEN THOUGH WE HAVE THE MONEY IN THE CHAPTER, WE STILL HAVE TO RAISE MONEY FOR HLAA, BECAUSE WE CANNOT RUN ON FUMES. SO WE HAVE TO KEEP GOING.

AND THE BOOKS ARE UP TO DATE. AND IT WILL BE CURRENT EVERY SINGLE MONTH. I SEND A REPORT TO HEATHER. SO IF YOU HAVE ANY QUESTIONS, I HAVE EVERYTHING IN THE BINDER BACK THERE.

AND I PROBABLY WON'T BE HERE FEBRUARY AND MARCH, BUT BECAUSE OF THE BUSINESS. BUT I WILL KEEP UP WITH THE BUSINESS WITH YOU GUYS. SO IF YOU SEND ME AN EMAIL IF YOU HAVE ANY QUESTIONS. OKAY? REMEMBER FIVE THOUSAND NEXT YEAR. OKAY.

WE ALL HAVE TO WORK TOGETHER. (APPLAUSE) . . .

>> HEATHER: OKAY. SO THE TAX MAN IS THE TASK MASTER. ALL RIGHT. GANG.

ALL RIGHT.



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SO I WANT TO DIRECT YOUR ATTENTION TO OUR LOVELY TEAM  
POSTERS (WALL) . . .

THERE IS -- THANK YOU FOR REMINDING ME.

I WOULD LIKE TO INTRODUCE A NEW MEMBER. IT IS HECTOR -- I'M  
SORRY YOU CAN -- HECTOR? HI. CAN YOU PLEASE INTRODUCE YOURSELF  
AND TELL US YOUR HEARING STORY.

>> HECTOR: SURE. YES.

HI. EVERYBODY. HAPPY TO BE HERE.

MY NAME IS HECTOR PLOTKIN, I TEACH MATHEMATICS IN A  
COMMUNITY COLLEGE. AND IT'S BEEN INCREASINGLY BECOME A PROBLEM  
WITH MY STUDENTS BECAUSE I CANNOT HEAR WHAT THEY SAY TO ME.  
AND SO I'M NOT ABLE TO RESPOND. NOW I'M ASKING THEM TO WRITE  
THEIR QUESTIONS ON A PIECE OF PAPER AND GIVE IT TO ME. AND I'VE  
BEEN LOOKING FOR SOLUTIONS TO THIS. MAYBE HAVING A COIL IN THE  
CLASSROOM AND STUFF LIKE THAT.

AND SO, THAT'S WHY I'M INTERESTED IN PARTICIPATING IN YOUR  
MEETINGS TO FIND OUT MORE ABOUT TECHNOLOGY AND SEE WHAT CAN  
BE DONE IN A CLASSROOM SETTING FOR US TO KEEP FUNCTIONING  
EFFECTIVELY. OKAY?

SO THAT'S MY STORY.

>> DANNY: HOW DID YOU FIND OUT ABOUT HLAA?

>> HEATHER: THANK YOU, HECTOR. WE ARE HAPPY TO HAVE YOU  
HERE. HECTOR, I'M CERTAIN THAT WE CAN HELP YOU. WE HAVE HAVE A  
LOT OF PEOPLE WHO REALLY UNDERSTAND THE TECHNOLOGY. AND WHO  
HAVE TRIED VARIOUS TECHNOLOGIES THAT EITHER HAVE NOT WORKED  
FOR THEM AND MOVED ON CAN AND FOUND THE THING THAT DID WORK  
FOR THEM. SO WE WOULD VERY MUCH LIKE TO HELP YOU IN YOUR  
JOURNEY.

>> DIANE: I HAVE A FRIEND WHO IS AN ELEMENTARY

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SCHOOLTEACHER. (GETTING MIC) I HAVE A FRIEND WHO IS AN ELEMENTARY SCHOOLTEACHER WHO JUST STARTED USING TECHNOLOGY IN HER CLASSROOM. AND SHE HAS A HEARING LOSS. SO I CAN GIVE YOU -- PUT YOU IN TOUCH WITH HER.

>> HEATHER: GREAT. THANK YOU.

OKAY.

ALL RIGHT. IS THERE ANYTHING I'M -- ANY OTHER ANNOUNCEMENTS WE NEED TO MAKE BEFORE I MOVE ON?

>> DANNY: I JUST LIKE TO KNOW HOW HE KNEW ABOUT OUR GROUP?

>> HEATHER: HOW HE KNEW ABOUT THE GROUP? HECTOR, HOW DID YOU LEARN ABOUT OUR GROUP?

>> HECTOR: THANKS TO MY FRIEND HERE WHO INVITED ME TO THE MEETING. (APPLAUSE) . . .

>> HEATHER: YEAH. THANK YOU VERY MUCH FOR BRINGING YOUR FRIENDS HERE, GIVING PEOPLE WHO NEED IT THE SUPPORT THEY NEED.

I'M THRILLED TO HEAR THAT. OKAY.

>> KAT: JUST SOMETHING REAL QUICK. I BROUGHT SOME ITEMS FROM THE CONVENTIONS THAT I'VE BEEN GOING TO, THE LAST COUPLE OF CONVENTIONS. HELP YOURSELF. THERE'S SOME FABRIC BAGS AND A BACKPACK AND DOODADS. I DON'T WANT TO TAKE IT HOME AGAIN. SO PLEASE JUST TAKE IT.

>> HEATHER: YEAH. SO IT IS ALL GOOD SWAG. THERE'S LIKE LITTLE HEARING AID THINGS THAT WHERE YOU CAN PUT YOUR HEARING AIDS IN YOUR PURSE AND COOL PENS AND THINGS LIKE THAT. SO, PLEASE GRAB SOME SWAG ON YOUR WAY OUT.

ALL RIGHT.

PERFECT.

OKAY. LASTLY, ALL RIGHT. I WANT TO TALK TO YOU ABOUT THE

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TEAMS THAT WE ALL SIGNED UP FOR. SOME OF YOU MAYBE WERE NOT HERE FOR THAT MEETING. BUT IN THE MEETING WHAT WE HAD DECIDED UPON WAS SOME OF THE WORK THAT WE WANTED TO GET DONE IN THIS CHAPTER. THE ADVOCACY WORK, THE VISIBILITY WORK, TECHNOLOGY, LEARNING MORE ABOUT TECHNOLOGIES, REACHING OUT TO A MORE DIVERSE AND YOUNGER MEMBERSHIP. SO WE -- EVERYONE FILLED OUT A FORM SAYING WHAT TEAM THEY WANTED TO WORK ON. AND I PUT THESE BEAUTIFUL POSTERS OF MY FABULOUS HANDWRITING. I HAVE PUT UP ALL OF THE TEAM MEMBERS WHO SIGNED UP FOR THE VARIOUS TEAMS SO FAR. WE HAD TWO GROUPS THAT WE WERE CALLING A VISIBILITY GROUP -- YOU KNOW MORE OUTREACH GROUP, AND THEN A SOCIAL MEDIA GROUP. BUT MOST OF THE PEOPLE WHO WANTED TO SIGN UP FOR SOCIAL MEDIA ALSO WANTED TO SIGN UP FOR VISIBILITY. SO I KIND OF COMBINED THAT INTO ONE MEGAGROUP, BECAUSE YOU ALL SEEM TO WANT TO SIGN UP FOR BOTH OF THOSE THINGS.

SO, WHAT I WAS HOPING, IS THAT, FOR EXAMPLE, WHERE DID I PUT THAT? OKAY. SO WE ARE GOING TO BE BREAKING UP IN A LITTLE BIT AND INTRODUCING SOME NEW REALLY COOL TECHNOLOGIES THAT WE'VE BEEN USING.

I AM VERY EXCITED TO SHOW YOU SOMETHING CALLED SLACK. I DON'T KNOW IF ANY OF YOU WORK WITH SLACK. BUT I HAVE BEEN USING SLACK IN MY REAL LIFE IN ORDER TO DO INSTANT CHATS WITH EVERYBODY. PEOPLE THAT I'M SITTING NEXT TO. PEOPLE THAT I'M TALKING -- I NEED TO TALK -- SO I LITERALLY DON'T USE THE PHONE ANYMORE BECAUSE I'M USING THIS WONDERFUL INSTANT CHAT SYSTEM. WHICH I WOULD LIKE TO SHOW YOU. BECAUSE IT MIGHT HELP SOME OF YOU.

BUT BEFORE WE DO THAT, WHILE WE ARE BREAKING UP INTO OUR LITTLE GROUPS AND PEOPLE ARE LOOKING AT THE DIFFERENT

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TECHNOLOGIES, I HOPE THAT YOU CAN COME OVER TO THE POSTERS, I HAVE YOUR TEAMS WRITTEN DOWN, AND I WAS HOPING WE COULD ALL IDENTIFY OURSELVES SO WE CAN START LEARNING OUR FELLOW TEAM MEMBERS.

SEE HOW I HAVE THIS H ON MY NAME TAG? THAT'S BECAUSE I'M A HIPPIE. AND THE HIPPIE TEAM ARE THE POLITICAL ADVOCATE TEAM. WE ARE THE PEOPLE WHO ARE GOING TO DO THE POSTCARD BOMBS AND THE EMAIL BLASTS AND TRYING TO WORK POLITICALLY TO GET SOME OF OUR GOALS MET. SO YOU CAN SEE THAT. THERE'S THE TEAM HIPPIES WITH THE PURPOSE. SO IF YOU ARE A HIPPIE, THEN YOU CAN COME AND GET YOUR H AND STICK IT ON YOUR NAME TAG.

IF YOU ARE ON THE VISIBILITY TEAM, WHICH IS THE SOCIAL MEDIA, COME AND GET YOUR V AND STICK IT ON YOUR NAME TAG. SO YOU CAN FIND EACH OTHER AND START TALKING ABOUT SOME OF THE THINGS THAT YOU -- WE WANT TO DO AND WE WANT TO ACCOMPLISH.

THERE'S ALSO THE YOUNG AND THE RESTLESS TEAM. YR. THE PEOPLE WHO ARE GOING TO BE REACHING OUT TO A YOUNGER AND TRYING TO HELP US RECRUIT OUR YOUNGER MEMBERSHIP ON A MORE DIVERSE MEMBERSHIP.

AND THEN THE COOL TECH CREW, THAT'S THE CT. THE PEOPLE WHO ARE GOING TO BE RESOURCING AND PRESENTING MODERN TECHNOLOGIES THAT CAN HELP OUR CONSTITUENCY. SO ANYWAY, WHEN YOU -- IF YOU GET A CHANCE WHEN YOU ARE MILLING AROUND, PLEASE GO FIND YOUR TEAM AND GET YOUR STICKER AND SAY HELLO TO YOUR FELLOW TEAM MEMBERS.

IF YOU HAVEN'T SIGNED UP FOR A TEAM YET, LIKE YOU WEREN'T AT THAT PARTICULAR MEETING AND YOU WOULD LIKE TO, I WOULD VERY MUCH APPRECIATE IT IF EVERYONE WOULD AT LEAST -- IF YOU ARE ON A TEAM NOT A LOT OF EXTRA EFFORT, BUT IT IS SORT OF YOUR FAMILY. IT

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IS GOING TO BE THE GROUP THAT YOU ARE GOING TO BE ROLLING UP YOUR SLEEVES AND GETTING WORK DONE WITH THE MOST. AND I PUT SOME BLANK SPACES SO PEOPLE CAN SIGN UP FOR ON DIRECTLY ON THE POSTER.

IF YOU HAVE NOT YET SIGNED UP FOR A TEAM, IF YOU ARE CONFUSED ABOUT WHAT THE TEAMS ARE FOR, PLEASE COME AND TALK TO ME AND I'LL EXPLAIN IT TO YOU SO I DON'T HAVE TO EXPLAIN IT TO EVERYBODY ELSE.

ARE THERE ANY QUESTIONS ABOUT THE TEAMS? OKAY.  
GREAT.

I'M REALLY VERY EXCITED ABOUT THAT.

OUR LAST BIT OF BUSINESS IS DIANE WOULD LIKE TO TALK TO YOU ABOUT WHAT'S HAPPENING WITH THE FACEBOOK GROUP, AND SO THAT WE CAN ALL HAVE THAT CLARIFIED.

>> DIANE: HELLO. JUST A QUICK INTRO. I MENTIONED MY NAME IS DIANE. I'VE BEEN AROUND SINCE THE BEGINNING. I JUST DON'T HAVE A CHANCE TO GET TO THE MEETINGS VERY OFTEN BECAUSE MY HEARING LOSS IS CONNECTED TO A GENETIC CONDITION THAT ALSO AFFECTS MY VISION. SO I DON'T DRIVE AND I'M DEPENDENT ON OTHERS FOR RIDES. AND SOMETIMES IT IS EASY, SOMETIMES IT'S NOT.

BUT I HAVE BEEN DOING A LOT OF STUFF BEHIND THE SCENES. FOR EXAMPLE, SPECIFICALLY ON A FACEBOOK PAGE, WHICH I'VE PRETTY MUCH BEEN MANAGING FOR THE PAST COUPLE OF YEARS OR SO. OUR ORIGINAL PAGE WAS SET UP BY DANNY WHO YOU SET IT UP FOR A WHOLE BUNCH OF CHAPTERS, RIGHT? AND I'M NOT -- I DON'T KNOW THE PROCESS YOU WENT THROUGH. BUT BASICALLY A CURRENT FACEBOOK PAGE WAS SET UP SO THE CHAPTER IS LOOKED UPON BY FACEBOOK AS A BUSINESS. AND WHEN I OPEN UP THAT PAGE, THERE IS A LOT OF CLUTTER AT THE TOP OF THE PAGE ASKING ME TO CREATE A VIDEO, CREATE AN AD, SEND

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A BLAST, YOU HAVE 30-DOLLAR CREDIT TO BLAST TO MORE PEOPLE. I HAVE TO GO HALFWAY DOWN THE PAGE BEFORE I CAN EVEN FIND A SPOT WHERE I CAN POST SOMETHING.

IT IS ALSO SET UP SO BASICALLY ONLY THE PEOPLE WHO ADMINISTER THE PAGE CAN PUT SOMETHING UP THERE. I'VE HEARD FROM SOME OF YOU WHO SAID THAT IT IS VERY DIFFICULT TO COMMENT ON THOSE POSTS. SO I'VE PRETTY MUCH BEEN TALKING TO MYSELF FOR THE PAST YEAR WHEN I PUT SOMETHING THERE.

I DISCOVERED THAT THERE IS ANOTHER WAY TO SET UP THE PAGE TO MAKE IT MORE LIKE -- FIRST OF ALL HOW MANY DO YOU USE FACEBOOK? MAYBE WE CAN GET MORE OF YOU THERE. THE -- IF YOU ARE FAMILIAR WITH IT, THE NEW PAGE THAT WE WHICH IS CALLED HLAAL-HEARING LOSS ASSOCIATION OF AMERICA-LOS ANGELES CHAPTER.

WE HAD TO DO THAT BECAUSE NATIONAL HAD A BRANDING THING ABOUT HOW THE CHAPTER NAMES ARE LOOKED AT.

SO THAT'S WHY I HAD TO DO THAT. THIS PAGE WILL ALLOW ANYBODY TO SHARE PICTURES, TO SHARE COMMENTS, TO COMMENT ON WHATEVER SOMEBODY ELSE HAS WRITTEN. IT IS VERY MUCH MORE USER FRIENDLY. JUST AS AN EXAMPLE, LAST NIGHT AFTER I GOT THE PAGE UP, MINDY CAME AND SAID SHE HAS TWO OR THREE FRIENDS WHO MIGHT BE COMING. THAT'S JUST THE KIND OF THING WE ARE LOOKING FOR ON THERE. IT IS A KIND OF, I LOOK AT IT WE USED TO HAVE A VERY ACTIVE EMAIL LIST WHICH IS KIND OF, IT IS STILL THERE, BUT SORT OF NOT AS ACTIVE AS IT USED TO BE. NOW WE ARE LOOKING TO SOCIAL MEDIA PAGES LIKE FACEBOOK TO BECOME A GATHERING PLACE FOR US. WE ALSO HAVE THE WEBSITE. AND I HOPE TO KICK AROUND IDEAS WITH TIM ABOUT HOW TO COMBINE AND CONTRAST THE TWO THINGS.

I KNOW THERE ARE OTHER SOCIAL MEDIA PLATFORMS OUT THERE. I DON'T USE THEM. SO MAYBE PEOPLE IN THE SOCIAL MEDIA TEAM CAN

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GET US SET UP ON INSTAGRAM AND OTHER PLACES. I'D LIKE TO TALK TO THE GROUP ABOUT DOING THAT.

SO ANYWAY, IF YOU HAVEN'T ALREADY SIGNED UP FOR THE NEW FACEBOOK PAGE, PLEASE DO SO. I SENT AN EMAIL LAST NIGHT ABOUT IT. IF YOU HAVE QUESTIONS, I'LL BE AROUND.

QUESTIONS NOW?

>> TERI: HI. I JUST WANT TO BE CLEAR, YOU ARE TALKING ABOUT A NEW PAGE? BUT THERE'S A DIFFERENCE BETWEEN A PAGE AND A GROUP. IS THIS NOW A GROUP THAT'S MORE INTERACTIVE?

>> DIANE: I DIDN'T WANT TO GET TOO TECHNICAL. IT CAN BE CONFUSING. THE PAGE THAT WE ARE NAVIGATING AWAY FROM IS ACTUALLY CALLED A PAGE. AND FACEBOOK LOOKS AT PAGES AS MORE FOR BUSINESSES OR ORGANIZATIONS. WHAT I SET UP LAST NIGHT WAS A GROUP. A GROUP MAKES IT MUCH EASIER FOR EVERYBODY WHO CAN, LIKE I JUST SAID, EVERYBODY WHO CAN PUT COMMENTS UP THERE. YOU GO TO A HOLIDAY PARTY, YOU CAN -- YOU DON'T HAVE TO SEND YOUR PICTURES TO ME TO GET ON THE NEW PAGE. YOU CAN JUST PUT THEM UP THERE. -- I'M SORRY. ON THE NEW GROUP AND PUT THEM UP THERE YOURSELF.

>> GEORGIA: --

>> DANNY: I KNOW YOU ARE ASKING PEOPLE TO GO JOIN THE GROUP. BUT ALSO HAVE SET UP MANY GROUPS. AND YOU CAN ACTUALLY ADD PEOPLE TO A GROUP AND THEN THEY CAN GET OFF IF THEY DON'T WANT TO BE ON. YOU CAN SPEND TIME TO FIND EVERYBODY IN THE ROOM AND ADD THEM AND THEY CAN GET OFF IF THEY DON'T WANT TO. BUT GROUPS ARE REALLY NICE. WE HAVE ONE SET UP FOR OUR LOCAL COMMUNITY AND TALK ABOUT WHEN COYOTES ARE ON THE STREET AND WHATNOT. I CAN SEE HOW IT WOULD BE REALLY GOOD FOR THIS CHAPTER.

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>> DIANE: I WAS THINKING ABOUT THAT TOO. I DO PLAN TO DO THAT. WE CURRENTLY -- THE CURRENT PAGE WE HAVE ALMOST 400 PEOPLE. AND THERE'S NO WAY FOR ME TO PICK UP ALL THOSE NAMES AND MOVE THEM TO THE GROUP. WHAT I CAN DO IS FIND CHAPTER MEMBERS' NAMES AND INVITE YOU TO JOIN THE NEW GROUP. AND LIKE DANNY SAID, IF YOU DON'T WANT TO BE PART OF IT YOU CAN TAKE YOUR NAME OFF.

>> TERI: JUST REALLY QUICKLY. I THINK ANOTHER WAY YOU CAN DO IT IS NOW LINK THE GROUP TO THE PAGE. SO WE CAN KEEP THE PAGE GOING FOR PEOPLE WHO MIGHT FIND IT THAT WAY. BUT YOU CAN CREATE EVENTS ON THE PAGE AND IT CAN LINK TO THE GROUP AND MORE INTERACTIVE NOW THAN IT USED TO BE.

>> DIANE: I CAN COME AND TALK TO YOU LATER. THIS IS NEW -- I'LL COME TALK TO YOU. THIS IS NEW TO ME.

>> GEORGIA: BUT WE HAVE TO SIGN UP AND THEN YOU ACCEPT US. RIGHT? YEAH. SO YOU CHECK OUT EVERY PERSON BEFORE THEY -- RIGHT? BEFORE THINK THEN ALSO I DIDN'T KNOW ABOUT IT UNTIL YOU TAGGED ME OR SOMETHING? SO I DIDN'T KNOW ABOUT IT.

>> DIANE: THERE WAS AN EMAIL LAST NIGHT AND I DID PUT UP SOME PICTURES. FACEBOOK ACTUALLY TAGGED YOU. I PUT UP THE PICTURES AND IT SAW -- THIS IS REALLY WEIRD, IT SAW GEORGIA'S FACE AND SAY THIS IS GEORGIA, WE'LL PUT HER NAME UP THERE. SO I WENT -- (CHUCKLES). IT IS VERY SPOOKY. I'LL TALK TO YOU LATER. I DON'T WANT TO TAKE UP ANY MORE TIME. THANK YOU. (APPLAUSE) . . .

>> HEATHER: OKAY.

SO, WE ARE GOING TO HAVE A TECH DEMONSTRATION. YOUR STEERING COMMITTEE, WE ARE GOING TO SHARE WITH YOU SOME NEW TECHNOLOGIES THAT WE'VE LEARNED ABOUT AND THAT HAVE HELPED US IN OUR -- OKAY -- JEN?



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>> JENNA: THE POCKETALKER.

>> HEATHER: CAN YOU EXPLAIN WHAT THAT IS?

>> JENNA: SURE. MITZI CAN PROBABLY DO THIS BETTER THAN I CAN. BECAUSE SHE -- BUT ANYWAY. THE POCKETALKER IS AN AMPLIFIED SYSTEM. YOU -- OH. YOU ARE MAKING ME STAND? OKAY.

CAN YOU SEE ME HERE? CAN EVERYBODY SEE ME?

OKAY.

SO THIS IS AN AMPLIFIED SYSTEM. ALL YOU DO IS YOU TURN IT ON. WELL THERE'S TWO WAYS TO USE IT. YOU CAN PUT IT ON A TABLE OKAY AND THEN IT PICKS UP PEOPLE'S VOICES AND -- THERE IS A LOOP. I DIDN'T BRING IT. BUT FOR ME, BEFORE I GOT MY IMPLANT I TOOK OUT MY HEARING AIDS AND THIS WAS SO MUCH BETTER THAN MY HEARING AIDS BECAUSE IT IS AN FM SYSTEM. YOU JUST PUT IT IN AND YOU CAN HEAR EVERYONE. IT IS INCREDIBLE.

THE OTHER WAY TO USE IT -- AND I HAVE IT AND OF COURSE I DIDN'T BRING IT -- IS YOU CAN HAVE AN EXTENDED WIRE MIC. I CAN PUT IT ON KEN'S LAPEL AND WE CAN GO OUT TO DINNER. IT WORKS VERY SIMILAR I THINK TO THE QUATTRO. BUT SAME THING. SO THAT MIC IS RIGHT THERE. AND -- BUT OF COURSE YOU DO HAVE TO WEAR EAR BUDS OR EARPHONES. BUT I FOUND IT TO BE VERY EFFECTIVE. IT IS ALSO REALLY EFFECTIVE WITH MUSIC. IF YOU PUT THIS NEXT TO YOUR COMPUTER AND WEAR THE EAR BUDS AGAIN IT IS AMAZING. THE SOUND IS INCREDIBLE. AND YOU BARELY NEED TO TURN IT ON FOR -- BEFORE MY HEARING WENT TO DOUBLE TOOTHPICKS, ALL I NEEDED WAS TO TURN IT ON. THAT WAS ENOUGH VOLUME. THERE'S SO MUCH VOLUME IN THIS TINY THING. BUT IT DOES GO ALL THE WAY UP TO LIKE 9 OR 10. BUT ANYWAY, IF YOU WANT TO TRY IT, I BROUGHT IT. AND LIKE I SAID THERE'S OTHER THINGS YOU CAN USE. THE OTHER WAY I USED IT WAS, THERE IS LOOP. AND YOU PLUG IT RIGHT INTO YOUR LAPTOP AND YOU

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CAN HEAR YOUTUBE VIDEOS. YOU CAN HEAR -- YOU CAN USE IT FOR THE PHONE. THERE'S A MILLION WAYS TO USE THIS. AND IT IS REALLY GREAT BECAUSE IF YOUR HEARING LOSS IS NOT SEVERE TO PROFOUND, WHEN I FIRST TRIED THIS, I LITERALLY FELT LIKE OH MY GOD THIS IS BACK WHEN I COULD HEAR NORMALLY. THAT'S HOW INCREDIBLE THIS TINY LITTLE THING IS. IF YOU ARE INTERESTED, COME BY TO TRY IT. I WOULD SAY THE ONLY CON IS THAT EITHER YOU HAVE TO HAVE THE MICROPHONE NEAR SOMEBODY OR YOU HAVE TO HAVE A LAPEL CLIP. SO IT MAKES -- IT IS NOT BLUETOOTH. IT IS NOT -- YOU -- I ACTUALLY CONTACTED THE CEO AND SAID WHY HAVEN'T YOU MADE THIS BLUETOOTH? AND BASICALLY WHAT HE SAID WAS ONCE YOU HAVE A BLUETOOTH SYSTEM, THAT'S NOT WIRED, YOU LOSE THAT WHAT I CALL "MAGICAL UNICORN" FREQUENCY THAT IS LIKE INCREDIBLE FOR THE HARD OF HEARING PEOPLE.

AND SO, THEY ARE WORKING ON IT. AND I DO THINK THE TECHNOLOGY WILL PROBABLY, THEY INTIMATED THAT THE TECHNOLOGY WAS GOING TO PROBABLY COME IN THE NEXT COUPLE OF YEARS ONCE THEY GET LIKE 3D BLUETOOTH AND THEY CAN GET THE FREQUENCY THAT YOU GET THROUGH THIS. BUT ANYWAY, IT IS REALLY A COOL THING. I WOULD WEAR IT AT RESTAURANTS WITH MY HUSBAND. WE WENT HIKING AND I HAD THE EXTENDED -- I HAD A REALLY LONG MIC. SO HE COULD BE BEHIND ME AND WE WERE JUST YAKKING AWAY.

OH, ALSO, THE CAR. THIS IS A GODSEND FOR THE CAR. I WOULD JUST -- I WENT ON A LONG TRIP WITH MY HUSBAND, STUCK IT ON HIS LAPEL AND SAT BACK, I HAD THE EAR BUDS IN, AND SAT BACK FOR A 4 1/2 HOUR DRIVE AND NEVER LOOKED AT HIM. REALLY IS INCREDIBLE. IT HAS A LOT OF USES. SO COME TALK TO ME OR COME TRY IT IF YOU WANT TO.

>> GEORGIA: WHEN YOU PURCHASE THAT, IS THAT FREE FROM THE

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STATE OF CALIFORNIA FOR THE TELEPHONE PROGRAM?

>> JENNA: IT IS NOT FREE. MITZI IS STILL A RETAILER. SO I RECOMMEND MITZI JUST BECAUSE SHE IS ONE US. BUT IF YOU DON'T LIKE MITZI -- (LAUGHTER) -- JUST KIDDING. EVERYONE LOVES MITZI. BUT IF FOR SOME REASON YOU LIKE YOU CAN GET IT ON AMAZON. IT IS MADE BY WILLIAMS SOUND. YOU CAN GO TO WILLIAMS SOUND. IT IS NOT FREE UNFORTUNATELY. BUT IT IS --

I DON'T KNOW WHAT YOU ARE CHARGING.

THIS IS THE NEWER VERSION. I HAVE BOTH VERSIONS, AN OLDER VERSION. THIS IS ABOUT 200 BUCKS. SO I DON'T KNOW WHAT MITZI IS CHARGING. BUT I WOULD SAY GO TO HER FIRST. AND IF FOR SOME REASON YOU CAN'T OR WHATEVER, IT IS AVAILABLE -- IT IS REALLY AVAILABLE ANYWHERE. JUST GOOGLE POCKETALKER AND ALL ONE WORD.

AND NOW A WORD FROM OUR SPONSOR. (LAUGHTER).

>> MITZI: I WAS GOING TO MENTION IS THAT FOR THOSE OF YOU WHO DON'T HAVE T-COILS, IF YOU CAN LISTEN TO THE LOOP IN THE ROOM USING THAT, THAT'S WHAT THEY ADDED IN THIS VERSION OF THE POCKETALKER THAT WASN'T THERE BEFORE. SO IT IS A LOOP LISTENER FOR ANYBODY THAT DOESN'T HAVE T-COILS AND WANTS TO HEAR IN THE MEETING.

I ALSO USE THAT FOR YEARS BECAUSE HAVING REVERSE SLOPE. HEARING AIDS WERE NEVER ADJUSTED RIGHT FOR ME, AND THAT WORKED SO MUCH BETTER. BACK THERE IT WAS LIKE 139 FOR IT. WAY BEFORE I WAS A DEALER.

AND NO, YOU CAN'T GET THEM DIRECTLY FROM WILLIAMS SOUND. THEY ONLY SELL THROUGH DEALERS. BUT THEY ARE MADE BY WILLIAMS. BUT THERE'S LOTS OF DEALERS BESIDES ME. (CHUCKLES). BUT YOU ALWAYS GET YOUR 10% FROM ME.

>> JENNA: SO YOU CAN --

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>> MITZI: YOU CAN GO TO THEM FOR SUPPORT. I'VE DEALT WITH THEM DIRECTLY FOR YEARS.

>> JENNA: YOU PUT THE LOOP ON AND YOU DON'T HAVE HEARING --

>> MITZI: YOU DON'T HAVE T-COILS IN YOUR HEARING AID, WHAT YOU DO IS, YOU USE THE EAR BUDS, AND THIS PICKS UP FROM THE LOOP. THAT HAS THE T-COIL IN IT. OKAY. SO IF YOU DON'T HAVE T-COILS AND YOU WANT TO COME TO THE MEETING AND HEAR THROUGH THE LOOP, YOU CAN USE THE POCKETALKER. YOU'LL BE PUTTING EAR BUDS IN. BUT YOU'LL BE ABLE TO HEAR THE LOOP.

>> JENNA: REAL QUICKLY ON THAT NOTE. THANK YOU. BECAUSE A LOT OF AUDIOLOGISTS DON'T OFFER OR DON'T THINK TO OFFER T-COIL. AND SO I KNOW SO MANY PEOPLE WITH HEARING AIDS WHO ARE LIKE WHAT'S T-COIL? SO THAT'S ANOTHER THING WE SHOULD TALK ABOUT IF NOT TODAY, ANOTHER TIME. BECAUSE I THINK THAT T-COIL, THIS IS LOOPED, SO YOU ARE SPEAKING ABOUT LOOPING A ROOM AND IT IS INCREDIBLE. BECAUSE IT GOES RIGHT INTO YOUR HEARING AID OR YOUR COCHLEAR IMPLANT OR ANY OTHER EAR BUD. ANYWAY.

DOES ANYBODY HAVE ANY MORE QUESTIONS ABOUT THE POCKETALKER? OKAY.

>> HEATHER: ACTUALLY LET ME SAY ONE THING AND THEN GARY. SO IN A MINUTE WE ARE GOING TO BREAK UP INTO GROUPS. IF YOU HAVE MORE QUESTIONS, YOU CAN GO TO JEN AND SHE WILL LET YOU USE IT SO YOU CAN -- SHE'LL DEMONSTRATE IT AND LET YOU PHYSICALLY USE IT SO YOU CAN SEE IF IT IS SOMETHING THAT YOU LIKE AND THAT YOU MIGHT WANT TO USE IN YOUR LIFE.

OKAY. SO WE'LL DO THAT IN A MINUTE. GARY HAD SOMETHING HE WANTED TO SAY.

>> GARY: OKAY. WE HAVE A MEETING NEXT MONTH. AND I WOULD BRING THIS UP NEXT MONTH, BUT THERE'S A PROBLEM. THE KID OVER

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THERE IS NOT GOING TO BE HERE NEXT MONTH. SOMEBODY NAMED KEN. NOW, WE WANT TO THANK KEN FOR DONATING \$300 FROM HIS GARAGE SALE. NOW IF YOU HAVE A GARAGE SALE AT HOME, WE'LL BE HAPPY TO TAKE YOUR DONATIONS. (CHUCKLES). NOW -- GIVE A HAND TO KEN. (APPLAUSE) . . .

>> KEN: THANKS.

I WANT TO THANK EVERYBODY WHO CAME TO THE GARAGE SALE AND PURCHASED SOME OF OUR JUNK. (LAUGHTER). SO, IT -- NOT ALL CAME FROM THE GARAGE SALE. WE'VE BEEN ABLE TO SELL SOME STUFF ON CRAIG'S LIST. SO BUT, YOU KNOW, THIS CHAPTER AND HLA A IS GIVEN SO MUCH TO ME PERSONALLY, BUT ALSO LISA TOO. SO THIS IS -- WE ARE REALLY GOING TO MISS THIS CHAPTER. SO -- THANKS AGAIN. (APPLAUSE) . . .

>> HEATHER: OKAY.

SO, JEN IS GOING TO BE DEMONSTRATING THE POCKETALKER. I'M DOING SLACK. DO YOU WANT ME TO DESCRIBE THAT OR JUST COME AND TALK TO ME DIRECTLY?

>> HECTOR: IF YOU CAN DESCRIBE IT, THAT WOULD BE GREAT.

>> HEATHER: WHAT DID HE SAY? I'M SORRY I DIDN'T WORK IT OUT SO I CAN PUT IT UP ON THE SCREEN.

BECAUSE I KIND OF WANTED TO SHOW PEOPLE DIRECTLY HOW TO GET INTO IT AND HOW TO USE IT. IT IS NOT COMPLETELY INTUITIVE. SLACK IS ACTUALLY A SOMETHING THAT PEOPLE ARE SUPPOSED TO USE FOR BUSINESS. IT IS AN APP THAT YOU CAN DOWNLOAD ON TO YOUR COMPUTER AND YOUR PHONE. IT GOES ACROSS ALL OF THE PLATFORMS. SO IF YOU ARE WORKING ON SOMETHING ON THE COMPUTER AND SWITCH TO YOUR PHONE, IT UPDATES RIGHT AWAY AS TO GO ACROSS PLATFORMS REALLY GREAT.

SUPPOSED TO BE A PLACE WHERE YOU LEAVE MESSAGES FOR YOUR

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CO-WORKERS. BUT SOME OF MY FRIENDS HAVE DEVELOPED THIS HACK WHERE WE USE IT TO DO REALTIME CHATS. SO IF YOU NEED TO TALK TO SOMEONE, YOU BOTH LOG IN TO SLACK ON YOUR APP AND THEN YOU CAN JUST CHAT WITH THEM IN REALTIME AND TYPE. AND THERE'S PLACES WHERE YOU CAN UPLOAD FILES OR YOU CAN -- IT IS KIND OF LIKE TEXTING, BUT YOU ARE TYPING ON A REAL COMPUTER. HOW DO I EXPLAIN THIS? KIND OF LIKE TEXTING BUT IT GOES A LOT FASTER. THE FORMAT IS A LOT EASIER AND SIMPLER. YOU CAN UPLOAD A LOT BIGGER FILES AND THAT'S ABOUT IT.

BUT IT IS JUST SO SEAMLESS AND SO EASY TO USE. I WOULD LOVE TO SHARE IT WITH YOU TO SHOW YOU HOW I'VE USED IT TO MAKE MY LIFE A LOT EASIER. SO IF ANYONE IS INTERESTED IN LOOKING AT THAT, I HAVE IT HERE. I CAN SHOW YOU HOW TO DOWNLOAD THE APP AND HOW TO MOVE WITHIN THE PROGRAM TO GET YOUR WORK DONE. MINDY?

>>MINDY: DO YOU USE THIS SNACK ON YOUR PHONE? OR IS IT ONLY THROUGH COMPUTERS?

>> HEATHER: I USE IT ON MY PHONE, ON MY COMPUTER AND ON MY IPAD. I USE IT -- I -- I'VE JUST STARTED TELLING PEOPLE INSTEAD OF TEXTING ME OR CALLING ME, WHAT I DO IS I TEXT THEM AND I SAY MEET ME ON SLACK IN TWO MINUTES. THEN I CAN HAVE A CONVERSATION, A REAL BACK-AND-FORTH CONVERSATION THAT GOES VERY QUICKLY, THAT'S EASIER TO READ THAN LIKE A TEXT. AND IT -- SO THAT'S HOW I'M USING IT.

>> GEORGIA: IS THE APP FREE?

>> HEATHER: YES. IT IS FREE.

AND IF YOU HAVE TO PAY FOR IT IF YOU HAVE A HUGE VOLUME OF -- IF YOU ARE POSTING A LOT OF STUFF ON IT LIKE HUGE DOCUMENTS AND PHOTOS AND VIDEOS. BUT I NEVER DO THAT. SO I JUST BASICALLY USE IT AS A CHAT FUNCTION. OKAY.

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SO JENNA IS DOING THE POCKETALKER. I'LL DO SLACK.

KEN, ARE YOU GOING TO DEMONSTRATE INNOCAPTION?

>> KEN: YES.

>> HEATHER: CAN YOU TELL US ABOUT IT A LITTLE BIT FOR SOME PEOPLE WHO DON'T KNOW ABOUT IT AND MIGHT WANT TO LEARN MORE?

>> KEN: HOW MANY PEOPLE USE THE CAPTEL PHONE? ALL RIGHT. WELL BASICALLY THIS IS THE CAPTIONING SERVICE LIKE THE CAPTEL PHONE OR CAPTION CALL ON YOUR CELL PHONE, ON YOUR SMART PHONE. IT IS -- IT IS VERY SIMILAR, BUT IT IS MORE ACCURATE AND TIMELY.

I THINK EVERYBODY -- WHO EXPERIENCES THE FRUSTRATION WITH ACCURACY AND DELAY? WELL, INNOCAPTIONS IS NOT PERFECT. I JUST HAD AN EXPERIENCE WITH IT THAT DEFINITELY WASN'T PERFECT. BUT MY EXPERIENCE IS, IT IS MUCH BETTER AND MORE ACCURATE. THE REASON IS BECAUSE OF THE TECHNOLOGY THAT THEY ARE USING.

THEY ARE ACTUALLY USING REAL PEOPLE, CART AND TYPING REALTIME, WHERE THE OTHER SERVICES ARE USING VOICE RECOGNITION. WHERE YOU HAVE A PERSON THAT IS LISTENING TO THE CONVERSATION AND THEY ARE REPEATING THE CONVERSATION INTO A MICROPHONE AND THE VOICE RECOGNITION TECHNOLOGY CONVERTS THEIR VOICE TO TEXT. AND THE CAPTIONING ASSISTANT, THAT PERSON IS SUPPOSED TO CORRECT THE ERRORS. AND THAT LEADS -- WELL, IT IS BECOME VERY CONTROVERSIAL. WHICH I CAN TALK ABOUT LATER. BUT THAT LEADS TO DELAYS AND INACCURACIES AND THE FRUSTRATION THAT WE ALL HAVE. SO INNOCAPTIONS IS DEFINITELY A BETTER PRODUCT RIGHT NOW.

AND I CAN DEMONSTRATE OR SHOW YOU HOW IT WORKS.

>> HEATHER: GREAT.

OKAY. AND THEN OUR LAST DEMONSTRATION IS GOING TO BE TIM. AND I KNOW SOME PEOPLE HAVE HAD FRUSTRATIONS WITH USING THE YAHOO GROUPS WHICH IS SORT OF OUR MAIN EMAIL FORUM, THE WAY

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WE TELL EACH OTHER ABOUT THINGS OR TALK BACK AND FORTH. AND OTHER PEOPLE DON'T KNOW 100% HOW TO INTERFACE WITH THE WEBSITE. SO HE WAS GOING TO HELP ANYONE WHO HAS BEEN HAVING ISSUES WITH THAT AND WHO OR WANTS TO LEARN HOW TO BETTER USE THE TECHNOLOGY TO GET THE INFORMATION THAT YOU NEED.

DID YOU WANT TO TALK ABOUT THAT A LITTLE BIT?

>> TIM: SURE.

YEAH. SO, I'VE NOTICED THROUGH YAHOO GROUPS A LOT OF QUESTIONS ASKING ABOUT WHAT TO HEAR, WHERE'S THE MEETING AND WHAT TIME IS IT AND STUFF LIKE THAT. IT IS ON THE WEBSITE. SO, THAT'S ONE EXAMPLE WHERE YOU CAN FIND EVERYTHING ON THE WEBSITE IF YOU JUST KNOW HOW TO USE IT.

ALSO A LOT OF THE LATEST NEWS ARTICLES, NEWS STORIES ABOUT HEARING TECHNOLOGIES AND SO FORTH IS ON THE WEBSITE. SO THERE'S NEWS FEEDS, ALL SORTS OF INFORMATION THERE.

SO I WANT TO MAKE SURE PEOPLE KNOW HOW TO USE THE WEBSITE EFFECTIVELY. A LOT OF THE INFORMATION YOU ARE LOOKING FOR IS JUST RIGHT THERE.

YAHOO GROUPS IS THERE TO HELP YOU WITH ANY QUESTIONS. HOW TO JOIN, HOW TO START A TOPIC OR JUST HOW IT IS USED AND SO FORTH. SO I JUST WANTED TO MAKE SURE I'D HELP WITH THAT AREA. THAT IS ONE OF OUR PRIMARY AREAS OF COMMUNICATIONS. ALTHOUGH I'M PRETTY EXCITED WITH THE FACEBOOK OPPORTUNITY WITH DIANE. THAT WILL BE A NEW OPPORTUNITY FOR US.

(APPLAUSE) . . .

>> HEATHER: OKAY. GREAT.

SO HOW ARE WE GOING TO DO? DO YOU WANT A SEPARATE TABLE FOR EACH ONE OF US? OKAY.

SO -- JEN, YOU ARE GOING TO BE THERE. KEN, DO YOU WANT TO



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MOVE OVER A LITTLE BIT SO THAT? OKAY. SO KEN IS GOING TO BE OVER HERE. I'LL BE RIGHT HERE.

>> TIM: THE OTHER ROOM IS AVAILABLE. SO IF YOU WANT TO USE THE OTHER ROOM AS WELL TO BREAK OUT AND NOT BE SO CLUTTERED. I VERIFIED THAT ROOM IS AVAILABLE TO US.

>> HEATHER: YEAH. BUT THERE'S NO LOOP IN THERE. WE CAN'T LOOP EVERYTHING THAT'S RIGHT. OKAY.

LET'S TRY TO DO IT IN HERE AND IF IT IS TOO MUCH NOISE, THEN WE'LL TRY TO USE SOME OF THAT SPACE. YES.

OKAY.

SO LET'S -- IF YOU HAVE -- LET'S BREAK INTO THE GROUPS. PLEASE IF YOU DON'T HAVE -- WANT TO TALK TO ANYBODY ABOUT THE TECHNOLOGIES, PLEASE SIGN UP FOR A TEAM OR TALK TO YOUR TEAM MEMBERS. COME AND GET YOUR TEAM STICKER SO WE CAN START FIGURING OUT HOW THOSE TEAMS ARE GOING TO WORK.

OKAY. GREAT..(REMOVE THIS SECTION)

>> HEATHER: WHEN YOU NEED THE TALK IN REALTIME (THIS IS FOR SLACK) LOG ON.

AND I HAVE -- YOU HAVE TO INVITE -- I'M SORRY. I'M NOT A VERY GOOD TEACHER. YOU HAVE TO INVITE THE PEOPLE TO YOUR GROUP. I TEXT THEM AND SAY, HEY, I'M GOING THE MEET YOU. SO THEN -- SO THEN I'M WRITING, SO I'LL SAY MEET ON. AND THEN WE JUST START CHATTING. AND HAD YOU CAN SEE ONE OF OUR TALKS. WE ARE TALKING ABOUT --IC YOU CAN SEE WHO'S TALKING.

>> I'M IN THE WRONG GROUP. I'M PART OF THE OLD ADVOCACY COMMITTEE. AND ALSO I'VE SPENT MORE TIME IN SACRAMENTO AND DC THAN ANYWHERE HERE. I'M ON THE POLITICAL GROUP. SO I'M -- I'M GOING TO MOVE MY NAME.

>> HEATHER: YOU CAN MOVE. (HEATHER'S GROUP) SO THIS IS

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SLACK. YOU CAN DOWNLOAD.

>> CHECK AND SEE?

>> HEATHER: CAN YOU SEE THAT? AND YOU CAN DOWNLOAD THE APP.

>> HOW DO YOU --

>> HEATHER: YOU WANT MANY TO SHOW YOU EXACTLY HOW TO DO IT?

GO TO GOOGLE. I'M GOING TO SHOW YOU RIGHT NOW.

I'M JUST GOING THE TYPE SLACK. I CAN'T TYPE WITH ONE FINGER. SO GUY TO SLACK.

IT IS SAYS SLACK. SO I CLICK ON SLACK.

SO THEN IT SAYS WHERE WORK HAPPENS. IF YOU ALREADY ARE USING, YOU CAN SIGN IN. BUT IF YOU DON'T, YOU JUST HIT GET STARTED.

AND THEN -- OKAY. I'VE ALREADY SIGNED IN. BUT WHAT IT WILL SAY IS, PUT IN YOUR EMAIL. PUT YOUR NAME. AND THEN IT WILL SAY, NAME YOUR WORKSPACE. SO YOU WORKSPACE MIGHT JUST BE GRACE AT MY WORK -- THAT'S ALL YOU HAVE TO DO. THEN IT WILL ASK YOU, DO YOU WANT TO DOWNLOAD THE APP? AND YOU CAN EITHER JUST HAVE A LITTLE ICON ON YOUR COMPUTER --

>> GRACE: SAY THE WORD SLACK AND IT WILL COME UP --

>> HEATHER: YOU DON'T HAVE TO DOWNLOAD ANYTHING. YOU CAN DO IT THAT WAY.

AND THEN, IT WILL GIVE YOU HERE'S MY WRITING. NOW I'M IN, THIS IS MY SLACK. THEN I CAN -- YOU'LL SEE THIS ON THE SIDE. THEN THERE'LL BE THIS IN THE MIDDLE. WHEN YOU TYPE, I'LL DO IT RIGHT NOW.

SO LET'S PRETEND -- I CAN'T SEE -- I NEED TO GET TO OF BOTTOM OF THE SCREEN. SHE'S TYPING ON HER COMPUTER OR HER PHONE. AND

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IT COMES UP.

AND -- I WONDERED ABOUT THAT.

OKAY.

(END OF HEATHER'S PRESENTATION INDEPENDENTLY)

>> HEATHER: CAN WE -- EVERYONE, WE HAVE AN ANNOUNCEMENT TO MAKE HERE.

I HOPE EVERYONE LEARNED WHAT THEY NEEDED TO LEARN ABOUT THESE EXCITING TECHNOLOGIES.

HELLO? OKAY. WE ARE GOING TO -- OKAY.

>> YOU HAVE TO GET THEM INSIDE THE LOOP.

>> HEATHER: SOMETIMES IT TAKES FOREVER TO CHARGE. THAT'S ONE THING ABOUT IT.

I'M -- THANK YOU, I HOPE YOU ALL LEARNED WHAT YOU NEEDED TO LEARN ABOUT THE TECHNOLOGY.

(LOTS OF TALKING IN HERE).

OKAY. EVERYONE, PLEASE? CAN WE SETTLE DOWN?

>> DANNY: LISTEN UP!

>> HEATHER: OKAY.

I HOPE EVERYONE LEARNED WHAT YOU NEEDED TO LEARN ABOUT TECHNOLOGY. OBVIOUSLY AFTER THE MEETING, ALL OF US WILL BE AVAILABLE TO YOU TO DO MORE DEMONSTRATIONS OR ANSWER YOUR QUESTIONS.

WELL, TODAY IS A SAD DAY. TODAY IS A SAD DAY. BECAUSE OUR FABULOUS KEN IS GOING TO BE LEAVING US. HE IS -- HE HAS BEEN ABSOLUTELY A ROCK IN THIS CHAPTER. ONE OF THE THINGS THAT KEN HAS REALLY ADDED IS THAT HE HAS BEEN VERY ACTIVE ON THESE VARIOUS GOVERNMENT COMMITTEES TO TRY TO GET OUR VOICE HEARD WITH THE FCC AND OTHER GROUPS LIKE THAT. HE'S INVALUABLE IN THAT WAY. AS MANY OF YOU KNOW, HE'S GOING TO BE MOVING TO

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WASHINGTON, D.C. SO I HOPE THAT HE CAN BE EVEN MORE EFFECTIVE FOR HLA AND FOR OUR CAUSE. AND SO WHAT I'D LIKE TO DO RIGHT NOW IS OPEN THE MIC SO THAT YOU CAN SAY -- I WOULD LIKE US ALL TO GIVE SOME OF OUR WONDERFUL MEMORIES OF KEN AND SO THAT WE CAN THEN BREAK AND HAVE A CHANCE TO HAVE SOME OF KEN'S FAVORITE FOOD, WHICH ARE DOUGHNUTS. YEAH.

I'M SO GLAD THAT YOUR FAVORITE FOOD IS NOT BRUSSELS SPROUTS.

OKAY.

ANYONE HAVE ANYTHING THEY WANT TO SAY?

>> DIANE: I'M GOING TO EMBARRASS MYSELF AND KEN. I JUST REMEMBER WHEN YOU AND LISA STARTED GETTING TOGETHER, HOW YOU WOULD GET UP AND TALK ABOUT HER AND GUSH. WE ALL KNEW PROBABLY BEFORE SHE DID HOW ENAMORED YOU WERE. AND I'M JUST VERY GLAD IT WORKED OUT. (APPLAUSE) . . .

>> KAT: THANK YOU.

I'VE KNOWN KEN AS LONG AS HE'S BEEN HERE. WHERE IS KEN? HE'S -- SORRY. AND I JUST -- IT IS JUST SO HAPPY WHEN HE AND LISA GOT TOGETHER BECAUSE I GOT TO KNOW HIM BETTER THROUGH MY FRIENDSHIP WITH LISA. AND JUST ONE OF THE LASTING MEMORIES I HAVE OF KEN IS HOW MUCH HE LIKES TO TALK. (CHUCKLES). AND -- AND EXPLAIN THINGS AND, BUT I REALLY APPRECIATE HIS FRIENDSHIP AND HE CONNECTED ME WITH CTAP AND TADAC THE TELECOMMUNICATIONS ACCESS FOR THOSE WITH DISABILITIES. AND I REALLY APPRECIATED THAT.

GOSH, I'M GOING TO MISS HIM SO MUCH. DON'T WORRY, WE ARE COMING OUT TO VISIT VERY SOON. AND WE WILL SEE YOU AND LISA. GOOD-BYE FOR NOW.

(APPLAUSE) . . .

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>> MALIK: THANKS. SOMEBODY IS FOLLOWING ME.

UM, SO, KEN, IF FOR ANYBODY FOLLOWS SPORTS, YOU KNOW THAT THERE'S TWO WAYS TO GET A NEW PLAYER. YOU CAN GO THROUGH THE DRAFT AND GET THE YOUNG UPCOMING PLAYERS WHO DON'T HAVE THAT MUCH EXPERIENCE BUT YOU TEACH THEM, OR YOU CAN MAKE A TRADE, GO INTO FREE AGENCY AND GET A VETERAN WHO ALREADY KNOWS WHAT'S GOING ON.

AND I THINK OUR CHAPTER WAS SO LUCKY THAT WHEN WE GOT KEN, HE ALREADY CAME TO US WITH ALL OF THIS EXPERIENCE WORKING IN OTHER CHAPTERS. SO WE DIDN'T HAVE TO TEACH HIM HOW TO DO THIS. WE HAD TO SHOW HIM WHAT LA IS ABOUT. (CHUCKLES). BUT HE HAD ALL OF THIS EXPERIENCE THAT HE BROUGHT JUST KIND OF FROM THE VERY BEGINNING. AND WE WERE, PARTICULARLY AT THE TIME THAT HE CAME, WE ABSOLUTELY NEEDED THAT.

AND, KEN, YOU ARE A GREAT PART OF WHY THE CHAPTER IS STILL UP AND ALIVE AND THRIVING TODAY. SO, I'M GRATEFUL FOR YOUR SERVICE, THANK YOU. (APPLAUSE) . . .

>> HEATHER: AND KEN NOT ONLY HELPED THE PEOPLE IN THIS ROOM, HE HAS WORKED SO HARD TO HELP THE GREATER HEARING LOSS POPULATION. AND THAT'S SOMETHING THAT SO INVALUABLE.

>> JENNA: THANKS.

OKAY. A COUPLE OF THINGS. ONE IS I JUST REAL QUICKLY WANT TO SAY, KEN, FIRST IMPRESSIONS ARE LASTING IMPRESSIONS. AND I ACTUALLY WANTED TO BE PART OF THE SANTA MONICA CHAPTER. AND I EMAILED KEN YEARS AGO AND HE NEVER GOT BACK TO ME AND I THOUGHT THIS GUY IS A FLAKE. (LAUGHTER). HE DID FINALLY GET BACK TO ME. I DON'T KNOW HOW MUCH LATER AND SAID, YOU SHOULD GO TO PASADENA. AND I'VE HAD -- I THOUGHT, OKAY, PASADENA IS WAY TOO FAR. NOT GOING TO HAPPEN. OF COURSE I DID COME.

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AND YOU'RE A BIG REASON WHY I STAYED JUST BECAUSE YOU ARE REALLY INTO ADVOCACY. YOU ARE REALLY INTO TECHNOLOGY. NEITHER OF US WANTED A COCHLEAR IMPLANTS. WE WERE BOUND AND DETERMINED TO FIGURE OUT A WAY TO EITHER CURE OUR HEARING LOSS OR DO WHAT WE NEEDED TO DO. NO WAY TO COCHLEAR IMPLANTS, AND NOW CUT TO WE BOTH HAVE COCHLEAR IMPLANTS.

THAT'S HOW IT WORKED OUT.

BUT THIS MORNING, LISA SENT -- DO YOU WANT ME TO DO IT OR YOU WANT TO DO IT?

>> YOU HAVE A NICER VOICE.

>> JENNA: NOT REALLY. LISA SENT A NOTE TO KEN AND WANTED IT TO BE READ. SO THIS IS FROM LISA TO KEN.

OKAY.

I WON'T BE ABLE TO DO IT JUSTICE.

*"THERE IS PROBABLY ONE WORD I'VE CALLED YOU MORE THAN ANYTHING ELSE, ANNOYING.*

*(LAUGHTER) ANNOYING BECAUSE I'VE SO OFTEN FOUND MYSELF WONDERING HOW CAN SOMEBODY WITH PROFOUND HEARING LOSS HAVE SO MUCH FREAKING ENERGY?*

*"UNTIL ABOUT A MONTH AGO WHEN YOU GOT YOUR COCHLEAR IMPLANT ACTIVATED, YOUR HEARING LOSS WAS PROBABLY WORSE THAN MOST PEOPLE IN THIS GROUP. AND YET FROM THE DAY YOU SHOWED UP AT OUR MEETING OVER FOUR YEARS AGO, YOU HAVE SHOWN THAT YOU NEVER LET YOUR HEARING LOSS STOP YOU. SINCE I'VE KNOWN YOU, YOU STARTED AN HLAA CHAPTER IN SANTA MONICA, WHERE YOU WERE PRESIDENT FOR TWO YEARS. BEEN AN ACTIVE LEADER OF THIS LA CHAPTER; JOINED TADDAC; AND JOINED THE LAX DISABILITY COMMITTEE. THOSE ARE JUST THE HEARING LOSS RELATED GROUPS. I WON'T GO INTO ALL OF THE OTHERS YOU'VE BEEN ACTIVE WITH.*

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*"LOS ANGELES IS SURELY LOSING A GREAT ROLE MODEL, LEADER AND ADVOCATE FOR THE HEARING LOSS COMMUNITY."*

*THERE'S MORE.*

*"BUT LET'S BET GET BACK TO YOUR ANNOYING PART.*

*(CHUCKLES). "WE'VE OFTEN JOKED THAT YOU HAVE A REPUTATION FOR IRRITATING PEOPLE YOU WORK WITH. HECK, WHEN I WAS PRESIDENT OF THE CHAPTER, YOU IRRITATED ME. BUT WHAT I CAME TO REALIZE WAS THAT YOU NEVER SHY AWAY FROM EXPRESSING WHAT YOU FEEL IS RIGHT AND IN EVERY CASE IT IS FOR THE GOOD OF THE WHOLE NOT JUST TO SERVE YOURSELF.*

*"I KNOW FROM LIVING WITH YOU THAT MORE OFTEN THAN NOT, IT WOULD HAVE BEEN EASIER FOR YOU TO KEEP QUIET, BUT YOU NEVER TAKE THE EASY WAY OUT WHEN YOU BELIEVE SOMETHING IS THE RIGHT THING TO DO.*

*PEOPLE MAY NOT ALWAYS AGREE WITH YOU. BUT WHAT I HOPE THEY SEE, AS I HAVE SEEN, IS THAT YOUR INTENTIONS COME ACROSS FROM A PLACE OF SERVICE TO THE CHAPTER AND THE HEARING LOSS COMMUNITY.*

*"I COULD GO ON AND ON, ESPECIALLY BECAUSE I'M WRITING THIS AND NOT HAVING TO STAND UP IN FRONT OF THE GROUP. (CHUCKLES). BUT I GUESS MY MAIN POINT IS THAT I AM PROUD TO BE YOUR PARTNER, AS A LEADER IN THE HEARING LOSS COMMUNITY AND IN LIFE. I CAN'T TELL YOU HOW MUCH I HAVE LEARNED FROM YOU AND HOW MUCH I ADMIRE YOU. YOU'VE INSPIRED MY OWN GROWTH MORE THAN YOU KNOW. PERHAPS THE GREATEST LESSON I HAVE LEARNED FROM YOU AND I HOPE OTHERS TAKE AWAY TODAY IS TO REMEMBER TO BE GRATEFUL. MANY DO NOT KNOW OF THE HEALTH CHALLENGES YOU HAVE FACED. ONE OF THE FIRST THINGS I REMEMBER YOU SAYING TO ME IS THAT 'IF HEARING LOSS IS ALL I HAVE TO DEAL WITH, THEN I'M THE LUCKIEST*

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*PERSON IN THE WORLD.'*

*"I KNOW HOW DRAMATICALLY YOUR HEARING LOSS HAS CHANGED YOUR LIFE. YOU GAVE UP YOUR DREAM JOB AND RECREATIONAL ACTIVITIES THAT YOU WERE PASSIONATE ABOUT. AND YET, YOU LIVE YOUR LIFE WITH AN ATTITUDE OF GRATITUDE EVERY DAY. YOU ARE THE MOST POSITIVE-MINDED, PROACTIVE PERSON I HAVE EVER KNOWN. YOU ARE AN INSPIRATION TO ALL PEOPLE LIVING WITH DISABILITIES AND AN INSPIRATION TO ME EVERY DAY OF MY LIFE.*

*"LOVE LISA."*

(APPLAUSE) . . .

THAT'S BEAUTIFUL.

AND I JUST DO WANT TO ADD ON THAT NOTE, KEN AND I GOT OUR COCHLEAR IMPLANTS RIGHT AROUND THE SAME TIME. AND A FEW DAYS AFTER MY IMPLANT I WAS A ZOMBIE AND I COULD BARELY WALK. I BARELY GOT TO THE PARK TO WALK MY DOG. I FELT LIKE CRAP.

AND I GET THIS EMAIL SAYING, "HEY, I'M GOING TO BE AT THE CHAPTER MEETING." AND I THOUGHT WHO ARE YOU? YOU ARE AN ANOMALY. HE JUST HAD MAJOR SURGERY AND A FEW DAYS LATER HE WAS HERE GREETING PEOPLE, PUTTING UP SIGNS.

YOU ARE AN INCREDIBLE PERSON, KEN, AND YOU ARE GOING TO BE -- YOU ARE JUST GOING TO BE INCREDIBLY MISSED. YOU WERE INTEGRAL TO THIS CHAPTER. YOU GOT SO MUCH DONE. YOUR PASSION, YOU -- LISA IS ABSOLUTELY RIGHT. YOU ARE -- MOST OF US GET DOWN ABOUT OUR HEARING LOSS. I KNOW I DO -- YOU HAVE ALWAYS BEEN OPTIMISTIC AND UPBEAT AND YOU ARE JUST A FORCE TO BE RECKONED WITH. WE ARE GOING TO MISS YOU. BUT WE ARE GOING TO MEET UP IN MINNESOTA AND HAVE A FEW DRINKS AS FORMER BADGERS.

THANKS.

(APPLAUSE) . . .



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AND THIS IS FROM THE GROUP.

>> HEATHER: OKAY. GRACE.

>> GRACE: I JUST LEARNED SOMETHING ABSOLUTELY AMAZING.

YOU DON'T NEED A CAR IN WASHINGTON, D.C. AND I THINK THEY SOLD MOST OF THEIR CARS. I CAN'T BELIEVE THAT.

>> TIM: THANK YOU.

OKAY. KEN, I DON'T FIND YOU ANNOYING WHATSOEVER. SO THERE IS HOPE FOR YOU. [GIGGLES].

I JOINED ABOUT FOUR YEARS AGO. AND MY STORY WAS I WAS JUST LOOKING FOR SUPPORT, TRYING TO MEET SOME GREAT PEOPLE. AND I MET KEN AND I LEARNED SOMEONE THAT I THINK IS A GREAT ROLE MODEL BECAUSE I DIDN'T KNOW ABOUT HOW TO ADVOCATE FOR HEARING LOSS AND ALL OF THE DIFFERENT PROGRAMS OUT THERE AND I LEARNED SO MUCH FROM KEN IN TERMS OF JUST YOUR RESILIENCE AND PERSEVERANCE TO REALLY DO THE RIGHT THING. AND TO BE SO MANY MEETINGS WHERE YOU TALK ABOUT WHAT YOU ARE DOING UP NORTH OR LAX DISABILITIES COMMISSION AND SO FORTH. I LEARNED SO MUCH FOR SOMEONE THAT HAD NO IDEA WHAT WAS GOING ON.

SO I THINK OF YOU AS WE ARE GOING TO MISS YOU IN MANY DIFFERENT FRONTS, NOT JUST FOR EVERYTHING YOU'VE DONE FOR THE CHAPTER AND HOW YOU ADVOCATE, BUT FOR ME, JUST YOUR FRIENDSHIP. I REALLY ENJOY MY TIME WITH YOU. I THINK YOU'RE A GREAT PERSON TO BE WITH. I'M REALLY GOING TO MISS YOU AS A FRIEND AND SO FORTH. SO I'M LOOKING FORWARD TO SEEING YOU UP IN MINNESOTA. BUT JUST THE FACT THAT YOU ARE NOT GOING TO BE HERE NEXT MONTH IT IS HARD. YOU AND LISA JUST SO -- SUCH A PINNACLE TO THE CHAPTER. WE'LL DO OUR BEST AND WE ARE GOING TO KEEP IN TOUCH WITH YOU. BUT I JUST FEEL LIKE YOU MEANT SO MUCH IN SO MANY DIFFERENT WAYS. SO I THANK YOU FOR ALL OF THESE -- THE

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EFFORT YOU PUT INTO THE CHAPTER AND FOR MY OPPORTUNITY TO GET TO KNOW YOU AND I LOOK FORWARD TO CONTINUING THAT EVEN IF IT IS FROM A DISTANCE. BUT THINK YOU ARE A TREMENDOUS INDIVIDUAL. SO PLEASE, AS ANNOYING AS PEOPLE MAY THINK YOU ARE, DON'T GIVE UP. THANKS. (APPLAUSE) . . .

>> HEATHER: OKAY. SO, NOW -- ONE MORE THING.

>> DIANE: YOU CAN ALWAYS DROP INTO THE MEETINGS BY SKYPE. YOU AND LISA.

>> HEATHER: OKAY.  
GREAT.

SO NOW WE WILL BREAK FOR DOUGHNUTS. PLEASE COME AND GET YOUR STICKERS FOR YOUR TEAM. SORRY? WHO ELSE? YEAH. I THINK SO. BECAUSE THEN WE ARE JUST GOING TO HAVE DOUGHNUTS AND EVERYBODY CAN GO HUG KEN.

SORRY.

>> -- FIRST OF ALL I WANT TO SAY THANK YOU FOR PEOPLE WHO HELPED OUT SETTING UP THE MEETING. EVERYONE GIVE A BIG ROUND OF APPLAUSE FOR OUR FABULOUS CAPTIONER. (APPLAUSE) . . .

>> MELODIE: THANK YOU VERY MUCH.

>> HEATHER: SOMETHING ELSE?

>> MITZI: YEAH. WE ARE ALSO LOSING ANOTHER MEMBER, A LONG TIME MEMBER. MARCIA. AND I SAW HER THIS WEEK AND SHE GAVE ME A STATEMENT SHE WANTED FOR THE GROUP.

>> MITZI: THIS IS FROM MARCIA. SHE'S SELLING HER HOME AND MOVING IN WITH HER DAUGHTER IN ALABAMA. HER VISION HAS DETERIORATED. AND MARCIA EVEN IN HER 90s IS EXTREMELY DEPENDENT. SO THIS HAS BEEN VERY HARD ON HER. THIS IS THE MESSAGE SHE WROTE OUT FOR THE GROUP.

*"HI, YOU ALL. I REGRET THAT I'M NOT ABLE TO ATTEND THE NEXT*

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*MEETING. I HAVE SO MUCH TO ESTABLISH -- THANK YOU FOR THAT. I WILL KEEP IN TOUCH. MAYBE SEE YOU AT A CONVENTION. LOVE AND HUGS, MARCIA."*

(APPLAUSE) ...

>> HEATHER: I WOULD LOVE TO SAY A LITTLE THING ABOUT MARCIA. SHE ALWAYS VOLUNTEERED TO HELP OUT AND PITCH IN. THE THING THAT JUST USED TO CRACK ME UP IS HERE SHE WAS 90 YEARS OLD, COMING TO THE MEETINGS EARLY AND SHE WOULD CRAWL ON THE FLOOR AND PUT THE LOOP AND DO ALL OF THE TAPING. AND I JUST -- HOW CAN SHE DO THAT WITH HER -- SO MUCH ENERGY AND VITALITY. AND SHE IS A TERRIFIC PERSON. AND GAVE A LOT TO THE CHAPTER. SHE WILL ALSO BE MISSED. YOU GUYS CAN EMAIL HER OR WHATEVER TO SAY YOUR GOOD-BYES. THAT PROBABLY WILL BE VERY NICE. SHE'D APPRECIATE THAT.

TIME FOR DOUGHNUTS, RIGHT? WHOO HOO.

YOU GET THE FIRST ONE. YEAH.

(APPLAUSE) . . . .

>> DOUGHNUTS. DOUGHNUTS. DOUGHNUTS. DOUGHNUTS.

(OFFICIAL MEETING ENDS 11:36)