

**Hearing Loss Association of America (HLAA) – Chapter Meeting
Sherman Oaks Library – Community Room
Sherman Oaks, CA
8/25/18**

MEETING COMMENCES AT 10:02 A.M.

HEATHER LEHR: Thank you so much for coming today.

I want to say that it takes an extra-special person to roll out of bed on Saturday morning to get here, to not only help yourself, but to help others.

And I truly appreciate that you are the kind of people with the fortitude to be here.

And I appreciate that very much.

We have a really great program for you today.

I'm really excited about our presenter.

HELEN TINSMAN: Here it --

HEATHER LEHR: We have a great program for you today.

And, but first our fabulous member Liz -- did I say your name right?

AUDIENCE MEMBER: On no but that's okay.

HEATHER LEHR: As you guys know she is the editor of the California Hearing Loss Association of America newsletter, Hearing Loss Californian, it's not just for our chapter but for all of California, it's a huge job she does and she's doing a special research project right now that she just wants to talk to you just a couple minutes to ask some help on this special project she's doing.

AUDIENCE MEMBER: Hi everyone, if you're interested, it's -- I'm still Liz and I answer to just about everything except late for dinner.

What we're doing with supportive sponsor is we're going to put out a special short edition of the Hearing Loss Californian for the California Academy of Audiologists -
- CAA -- Conference which is in September and we're going to put two articles in it.

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Many of you who are wearing Cochlear implants have a little list that I ask you to please answer some questions for me.

But we'd also like to hear from those of you who are wearing hearing aids, what you would want in hearing aids, what you would like from your audiologist when you're getting your hearing aids.

In you have the newsletter, my information, how to contact me is in the newsletter, in about five different places.

But if you can go to hearingloss.ca.org/newsletter you'll be able to see every issue of the newsletter that we've been putting out.

Many of you know that I've only been the editor for one year so I can't stand up here without acknowledging Grace who did it for many, many years.

But I did a -- Diane did it for one year.

DIANE GROSS: No, I just have a comment about the website it's hearinglosscaa.org, you put an extra dot in there.

AUDIENCE MEMBER: I'm on the next to the last page at the bottom it has my email address which is @hearingloss.

Tell me your experience with hearing aids what you wish the audiologist had told you.

That would be really helpful we've got a basic article that we're going to rewrite, I have to have this to the printer within the next tenias.

If you haven't noticed it's almost time for the regular edition and that's already at the printer.

Thank you.

HEATHER LEHR: Thanks Liz and thank you for all the hard work you do for our state organization.

And for this chapter.

Okay, so Helen Tinsman is here she works for Advanced Bionics, if you're not -- you don't have like a knowledge about Cochlear implants, that's one of the companies that makes Cochlear implants and it is here in the L.A. area, which is kind of fun.

We can actually do a tour of their -- of the factory and see how they're made.

I did that and I find it really fascinating.

But, Helen, well I will let her introduce herself.

So, please welcome Helen Tinsman.

(Applause)

HELEN TINSMAN: Hi, so again my name is Helen Tinsman, I am a speech pathologist and I live in Arizona.

I do work for Advanced Bionics, I support candidates and recipients in Arizona, New Mexico, and Hawaii and Ali who is jury support here was out of town so I am covering for her today.

So, my background I do have a Master's in speech language pathology, I worked in audiology clinics for years and did a variety of things, everything from billing and insurance reimbursement to scheduling and assisting the audiologists in testing.

I also have -- we have five kids but our 18-year-old or almost 18-year-old has a profound hearing loss.

She was born deaf.

And she received a Cochlear implant when she was 13 months old.

So, she wears -- she wears a Naida on one ear and then she actually has her other ear has a dead nerve.

So, she can't use a hearing aid or a Cochlear implant or anything on that side.

So, last year she was really excited when ADM Phonak came out with this thing called the CROS where it picks up sound from a dead ear site and it sends to the Cochlear implant and so now she actually gets hearing on both sides.

And a couple funny things, she went to school with it for the first time, and she came home and she said, sometimes hearing from both sides is really annoying.

(Room laughing)

HELEN TINSMAN: She said we were sitting in choir and everybody was having snacks and could hear chip bags rustling all around me but I could tell which kid it was.

And then, we were laying down watching a movie one night and she's these are some of the things that you just don't think about.

When you have hearing loss you adjust, automatically, whether it's that you turn and face someone or if you have one ear that's better than the other, you're always making sure that you sit on that side of the person.

Emmy, my daughter, has adjusted for years, only being able to hear out of one ear.

One of the ways that she does this is when we're watching T.V. or we're watching a movie, from the time she was, you know, over a year old she always had one specific spot on the couch.

Because she could only lay on her left side, she had to lay on the side that had the dead ear so that so that her implant was up and she could hear.

Well after she got the CROS we're laying there watching the mooch one day and we're 20 minutes in and she goes I'm laying my right side, I can hear the whole movie, I've never laid my right side.

And I thought this poor kid who's 17 years old and she never laid on her right side to watch T.V. or watch a movie.

How cool is that?

So, we have lots of -- lots and lots of interesting stories.

But, she's a pretty cool kid, she is big into advocacy.

So, she likes talking to other parents, and other kids, about her hearing loss, about her Cochlear implants.

And, just what everything means and she actually Phonak developed this new teen advisory board this summer where they take four teens from the U.S. and four from Canada and they're going on work with them on building their advocacy skills, and outreach and she found out last week that she was accepted.

So, we're really excited for her.

(Applause)

HELEN TINSMAN: Enough about me and my family (laughing).

So, my goal and one of my passions is helping people find their voice.

So, I am a speech pathologist, I actually went into it because of my daughter and I was convinced that I was going to work with kids who were deaf and hard-of-hearing.

And I did for a short period of time.

But I actually ended up finding a different specialty and I ended up working with kids who were medically fragile.

And, about 80 percent of my kids that I saw were nonverbal.

They had lots of different medical issues that just -- it was not possible for them to speak.

And so, I worked a lot with them on different communication modes.

So, some of them would use eye gaze devices meaning they would use their eyes in order to communicate, some would use Tablets and use different programs.

But, I think it's interesting because it really helped even in the aural rehab part of really try and find different ways that worked for different people.

And so, what we're going to talk a lot about today is what do you do not only for people who have Cochlear implants and -- you know there's a lot of talk about after you get a Cochlear implant you have to learn to listen.

You have to train your brain.

But even for those of us who are new to hearing loss, or have hearing aids, it's important to start that practice and just keep it going.

So that you can track your progress and continue with that brain straining.

All right, so Heather mentioned this Advanced Bionics is located here in California and I do highly suggest going for the manufacturing tour.

What's kind of cool too is if you actually have -- oh, yup.

Not changing.

If you actually have a Cochlear implant, you do a tour, they can -- if you ask ahead of time they can look at the serial number and they can pull some of the team members that worked on that implant because they're all manufactured here in California.

So, it's kind of neat.

This whole trip for me has been nothing but technical difficulties, I told you I threw out of Phoenix approximate Phoenix never has weather, I mean sometimes we have monsoon season but the last several years it's not been that great.

I was an hour and a half late flying out last night because we had hale.

Just at the airport because I live about eight miles away from the airport and I talked is it my team, I can't leave because it's haling, and they're like what are you talking about? So just apparently at the airport we had hale and gale force winds.

So, while we were getting these set up, I can pass around a couple of things that we're going to talk about today.

One of which is when you start an aural rehab program, there are lots of different names for it.

Perfect.

Okay.

We're going to skip those and just go right to our aural rehab program.

So, I like the way Arlene describes this is auditory rehab is just like physical therapy, but for strength -- there's a lot of research out there that says that adults benefit from intensive what we call aural rehab and it's really listening practice.

So, you know sometimes it's done by an audiologist, sometimes it's done by a speech therapist.

And you know sometimes people think about speech therapists and going to them and training, training you how to speak.

Aural aural rehab is not training how it speak.

It is training your brain how to listen.

So, it is looking at, you know, can you tell the difference between a one-syllable word and a three-syllable word? Can you tell the difference between the T and the D?

And then it's really fine-tuning that listening training.

So that's the difference really between the aural rehab and true speech therapy.

You're not going through speech therapy, you're really working on that listening.

And this is just kind of an example of you know when you're doing the listening practice, you can't start all the way at the top.

You can't expect that you're going to put on your hearing technology, via the hearing aids or the Cochlear implant and all of a sudden everything is 100 percent understanding.

There are going to be some things that you need to build on.

So, the way your aural rehab specialist will do this is determining where you're at, where your strengths are and where some areas are that you need to work on.

And then the work they'll work through this hierarchy.

So, you're looking at, you know, you're looking at words with different syllables, can you tell the difference between consonants and flowers can you then tell the difference between you know two consonants? When we look at this we talk about placement and that just means consonants that sound similar to each other.

We were talking earlier can you tell the difference between an N and an M?

And then doing practice listening to both of those.

You know, and your practice will start with visual, and then you'll slowly take out the visual to just do it auditorily.

So, we know that whatever your hearing technology is, hearing it with listening practice is going to give you the best outcome.

And -- I just thought this was kind of funny.

So, we talk a lot about technology-based programs.

But I'm not sure everybody has a computer, not everybody is into doing listening practice on computer or on technology. So, we're going to talk today about some different things you can do that are computer-based programs, as well as things you can do that do not -- you don't have to use technology for.

And everything that we talk about, they're all free resources.

This is not anything that needs to be -- needs to be purchased.

So, when we talk about -- I have low tech up here so what low tech means is just no technology needed for it.

You know you can use closed captioning on T.V.s.

I do highly recommend though not watching live programs with closed captioning. Like news (laughing) they're notoriously it lags mind so it's always a few seconds off.

And, it's not exactly accurate.

You know, so I mean sometimes it's funny to watch.

And see what they actually caption.

But you know when you're doing listening practice, you want accuracy.

And so, you know, if you're going to use closed captions, use it on things like movies or preprogrammed shows so that you have more of that accuracy there.

Listening to audio books, so a lot of times from the libraries or like kindle you can get audio books and you can get a hard copy of the book or you can even get an electronic copy of the book and have it playing out-loud so that you're reading along and listening to it at the same time.

Sometimes when people get technology, they note that their voice sounds different and they're not used to their voice.

And so, we'll also recommend just picking up a book and reading it out-loud to yourself.

Just to help your brain kind of make that transition.

One of my favorites, we talk a lot about using a communication partner.

And, not everybody has somebody in the home with them.

One of my favorite stories as I was automatic is I was talking to a gentleman who said you know I live alone.

And there's not a lot of opportunity for me, you know, on a daily basis to have somebody that I'm going back and forth talking with or doing practice with.

He said but my grandson comes over and he's in first grade and so he's learning how to read.

So, the grandson will sit down and practice his reading out-loud with grandpa who is practicing his listening.

So, they kind of both get their little practice.

So sometimes it's thinking outside the box a little bit and looking around at who else is in your environment that you can maybe engage in this.

I have another gentleman, who's a veteran and he has a 17-year-old grandson who's getting ready to graduate high school and he said well my grandson gets over once in a while but he's so focused on all of his computers and all of his technology and so I showed him a program that I'll show you later stay but he's excited because he's going it to see if his grandson will come over even though his wife knows how to set up the program, he's going to ask his grandson is to set it up for him and become part that of process.

A couple other low-tech non-technology based are reading the newspaper, reading any pamphlets, you know, again if you can get two of the same thing and have somebody read it to you, while you're following along or you reading it out-loud, many --

So, we talked a little bit about the steps that you have to go through and you can't start all the way at the top.

One way that you can use menus is depending on where you're at if you're just starting out and you need a little bit more context, you can look at a menu with someone else and they can say okay I'm going to order something off the sandwich -- off of the sandwiches section so that narrows it down for you a little bit.

You know that whatever you're listening for it's going to be something in that category of the menu.

You can, if you are a little bit higher and you are just wanting to practice in general, they can say okay I'm going to order anything off of here.

So, you can kind of narrow it down or make it as broad as you want.

There's a website called the listening room.

Has anybody here been on the listening room?

Couple people?

Okay, so the listening room is a free website that has activities for pediatrics and adults, covers all ages.

There's a variety of activities on there, everything from printable materials, like this paper trails that's noted on here.

This is, again, a listening practice activity.

That has a hierarchy of steps so you really are starting out with basic auditory skills -- can you differentiate the syllables? And then going all the way up to difficult discrimination tasks.

But it has music practice on there, it has all sorts of different activities and they're all free to do.

You can do them online or print some of these out.

Anybody in here like to play games like board games, card games?

Yeah?

Okay, so Lynn Wood is an auditory verbal therapist in Illinois, I worked with her for a little while, she's wonderful.

She is like a board and card game person.

She loves them.

And she really looks at how to get kind of the whole family involved.

So, on her website, she actually has a tab called game-changers and you can download worksheets on -- or little instructions on using different games.

Like, Uno for listening practice.

So, she walks you through how to use some of these common games.

And I know a lot of you are writing.

We will -- we can send out the PDF of this.

So, anybody who would like that, if you would just share your email with me, I'll just email it out to you.

Okay.

Another one is Dave Siytry he's done a work for Advanced Bionics he's a guru for auditory -- he has a couple really great Webinars on our website and he talks about how to do aural rehab with your iPad, he talks through able clicks and he has several different ones that deal with adult aural rehab as well.

So, turning more to the high tech or technology-based.

We already mentioned the listening room.

So again, this is a site where you can go on and download activities.

It's really kind of nice because you can kind of create your own set of activities and when you log back in it will take you to where you left off.

It will track your progress, and track what you've done already.

You can share it with your audiologist, if you want to, if you're working with someone who is helping you with the aural rehab, they can even assign you activities that they would like you to do from this site.

Able CLIX if you have an iPad this is a free app and this is I discrimination app.

So, when you log on, there is a grid and you're going to start at single words, and four boxes are going to pop up on the screen and it's going to say a word and you need to choose which one it is.

Again, it will track your progress, you'll get through the sets and it goes up from single word to listening to a word at the end of a sentence.

Listening to the word in the middle of a sentence, and then listening for two words in the sentence.

Musical atmosphere, so we know that with hearing aids and with Cochlear implants like everything else, music takes some practice.

It's not necessarily -- you know, some people -- just like everything else with this, some people with their technology, music is wonderful and they love it.

And for some people they don't hear the music the same as what they remember.

And so, there's -- we have a couple of sites that you and do some practice with this.

So musical atmospheres, again, is hierarchy, so it's going to start out at basic -- can you tell the difference between, you know, let's look at telling the difference between instruments.

Let's look at telling the difference between different voices, male is and female.

And then it will -- it gets harder as you go.

So, then you're listening for lyrics and you're listening to more complicated pieces.

But this will walk you through step by step in order to help gain that music appreciation with your technology.

And then some of the other things that we recommend are not formal programs but just things that everybody uses everyday.

You know listening to Amazon music or Pandora, we always recommend that people listen to music that they're familiar with before starting with anything new.

You know lib listen to those songs that you remember and practice with those.

But, also, printing out the lectures or having, you know, if you're watching it from like YouTube, if you're looking up songs, a lot of times they have the videos where the lyrics are just going along with it.

Having that, two points of perception can really help the brain make that connection for you.

You know Heather was talking earlier about Ted Talks and this is one that I really recommend.

You know I spoke with a gentleman who said you know I'm doing this listening practice and -- on some of the different websites but not really retaining any of it so I just don't think it's working.

And that's a whole -- you know that's a different thing.

We can only retain information that we're really interested in.

So, if you're doing, you know, if you're doing listening practice, and it's -- you're just kind of going through the steps and you're not listening to anything that's necessarily important to you, you're not going to retain it.

Not all of the listening practice do you need to retain, but if you're doing practice, you may as well do it with something that interests you.

So how many people are familiar with Ted Talks?

Okay, a lot.

So, Ted Talks are fantastic.

There's a site, Ted.com and it has thousands of talks that, you know, some are as short as ten minutes and they, I think some of them are up to an hour long.

But they are different speakers talking on just giving presentations on things that they're passionate about.

And it is any kind of topic you can imagine.

You can put captioning on these too.

So, if you, you know, are at the level where you need that additional captioning and sometimes you're listening to speakers who have different accents so you might want to have that captioning on, depending on who the speaker is.

So that's a really good one.

And you can find those on Ted.com or you can go on YouTube and look up Ted Talks as well.

Another resource we have is one of our recipients Julie Costang she's she has a Facebook group which is called Cochlear implant daily rehab and you don't have to have a Cochlear implant in order to utilize these.

You can do it with hearing aids as well.

Everyday she lists out three different listening activities.

So, she does this daily and it's a great site just for getting some new ideas, and ideas from others who have been there.

If you want to hear more about different strategies and theory behind auditory or aural rehab, there's a website -- sorry, there's a video on our website done by one of our consumer specialists, she really delves into the research behind aural rehab and tips and tricks.

So, one of the other things that we're going to talk about, the last one is called sound success. So, this is a new program, this is a free program from Advanced Bionics and what we did was we did a focus group of people with hearing loss.

So those with hearing aids and those with Cochlear implants and said what -- what's difficult? When you're listening to other people, what kinds of situations are difficult? And what kinds of speakers are difficult?

So, we took that and we created a new aural rehab site.

There are a lot of sites that are out there that work on aural rehab but there's a big lack of resources for adults.

There are all sorts of things for pediatrics so we really wanted to focus on the adults and how to help with this.

What I love about this site is it's live video of people talking and you can change your speakers.

So, the first thing that's on there is this, and I'll pass these around.

This is called "my hearing goals" but this is a great place just to start.

It asks you, you know, what are your interests? What are some of some of your daily activities? What are your hearing goals? And then from there, you can help tailor it down to what's going to make me achieve these goals? Who can help me? What resources can I use? And just taking it and actually putting it down in writing.

So, you want to --

So, the goals of sound success are to reinforce the brain's ability to perceive and understand spoken language.

We know that with hearing aids and with implants when you are out in the real world, you know the audiologist will do all this testing and you get your percentage and you have your little graph.

But then when you go in the real world, your real-world understanding is completely different than what your understanding is in a booth.

Right?

And so, we developed this program so that you can really practice in real-world situations before actually going out in those situations.

(booth).

So, just a way to help boost confidence and practice.

There are two faces of it, there's a beginning and advanced.

This does start at the sentence level, so if you're still at discriminating syllables and single words, you'll use some of the other things we talked about.

If you're at the point where you're really looking at sentences, conversations, different speakers, this is appropriate.

So, what it does is you'll start and there's a video and you watch the video.

And the first set is you'll have words along with it so you're watching the video and you're reading along.

What's really cool is you can actually turn the video on or off.

So, you can turn the video off, but still hear what they're saying.

And see if you can track and follow and read along.

You can also change the speaker.

So, we have -- we have a woman on there with a Southern accent, we have a gentleman who has a lot of facial hair and who's kind of a quiet talker.

We have people with different accents, different rates of speech, some who tend to turn when they talk so you're not able to look at them face-on.

And do a lot of that visual lip reading.

So, it's really nice because whichever activity you're doing you can choose which speaker you want to listen to.

You can also add background noise.

So, the video isn't playing in here.

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So, you can add background noise, you can add restaurant noise or you can add traffic noise and there's a low medium and high -- please, please, please do not start with the high.

I cannot understand anything in the high.

It's very real world.

So, it's challenging.

But start it you know start it low and then kind of go up from there.

And to challenge yourself, take off the videos so that you're just listening with that background noise in there.

It really is fantastic.

And it just -- we just released it last week.

Again, a free resource and I'll pass out I'll pass out the information on how to access that.

When you sign onto -- it's called the AB rehab portal but when you sign on there, it will just pull up all of the resources that are available to you for listening practice.

You do not have to be an AB recipient to use this; if you have another device that's okay.

If you have hearing aids, totally fine as well.

So, we really recommend -- you know I said before we talk so much to people who are getting a Cochlear implant about you have to practice, you have to practice, you have to practice.

And, you know the audiologists talk about this afterwards, but -- and I worked in a hearing aid clinic for years.

There's not a lot of talk about people with hearing aids doing aural rehab and listening practice.

But it's just as important.

And even things like this, like this site will actually track your progress.

And it tracks your accuracy.

So, it will tell you what you missed, keeps track of it.

It's a good way for you, if you're a hearing aid recipient, to track where you're at.

You know if you go in the booth, you do the testing with the audiologists they're making adjustments to the hearing aids it looks like it's working okay.

But you're still saying when I'm out at a restaurant or when I'm out at the park or something, it's so hard to manage all of those noises that are going around.

You can use this program to kind of track your progress and say, okay, this is where I'm at in the booth but here's what I'm actually getting when I'm listening in noise.

I'm doing this program, and we might say I'm at 60, 70 percent when I'm in the booth but when I'm out there and I'm doing this program and I put the noise in, I'm only at 30 percent.

So, you can kind of see where you're at and determine, talk with your audiologist about where do we go from here.

So, this is just some of the different speakers.

Oh, I love this.

So, one of the things that our people said was well when I'm in a group conversation, I can't always look head-on at everybody in the group.

You have multiple people in the group so you have people facing sideways so if you're a visual person and rely on those visual cues you can't always get them.

So, there are videos in here of people talking to each other, so you have more of that side view like you'll get in a real conversation.

It also kind of puts you into the middle of their conversation, so you're walking in with no context and you have to figure out what they're talking about.

So, after you watch this video, it will ask you a question about what they were -- about what they were talking about and you'll answer, and again that tracks your progress.

Okay, and this is we're passing that around but this is how you sign up to it and again it's a free resource.

And then we're always available, you know if you have questions about this is where I'm -- this is where I'm at, I'm not really sure which program or what tools I should use, you're welcome to contact us and we can you know kind of talk you through that, remind you of what's out there and maybe talk about what your goals are and where you're at and what might be appropriate.

There's also hearing journey, has anybody been on this? So, this is an online forum for people with hearing loss.

Mainly people with clear ear Cochlear implants, but there are a lot of people on here too that have hearing aids and so it's a forum for people all over, really, all over the world.

You can be as active on it as you want or, if you want to just sit back and lurk and see what other people have said, you can do that too.

And then, connecting -- yeah, connecting to our mentors, so you know if you're wanting to talk to other people, about their hearing loss journey, and I mean you guys are already here, you already understand the importance of building community and building support and having other people to talk to.

But if you have a very specific situation, and you really want to reach and out talk to someone specific, we can find whether it's somebody local or somebody that might not be local but you can email back and forth with who can help you with that, too.

And this is Ali's contact information as I said she's here she's going to be your local support.

But I will have my cards too so you guys are always welcome to email me and ask me anything.

That was a lot of information.

Let me open it up and see if you guys have any questions.

AUDIENCE MEMBER: Do any of these aural rehabilitation programs have programs where you have children speaking so you can learn to understand them?

HELEN TINSMAN: That is a fantastic question, you are not the only one who has asked that.

So, this is like I said we just put this out last week but we are incorporating from feedback that we get.

So, I will be sure to add that I was asked that again because I do anticipate that we will be adding children to it.

I have to figure out you know the adults is easier because they can sign off their own forms that yes, I agree to this.

And there's a whole different thing when you're working with kids.

But, yes, it's -- kids voices are harder because they're so high-pitched (laughing).

So, yes, I will get that feedback.

AUDIENCE MEMBER: I feel very fortunate since I've had my implant I'm typically 90 to 100 percent presentation and except noise in theater.

And it's been six years and I have a feeling that I've kind of plateaued.

So, what are the recommendations for after you've -- you hit some good numbers but you still want to go further?

HELEN TINSMAN: That's a really good question.

So, noise is hard even for those of us with hearing.

And so, for those who have hearing loss, it is exponentially more difficult because it is so hard to get the brain to focus on I don't need this information.

I just want to focus on this person or this area.

Honestly, the thing that we recommend the most is using an accessory to help in that noise.

Who's familiar with Roger snog.

Like Roger pen, Roger select?

Okay.

And if anybody, if there's time afterwards, if anybody wants to try it on to see what it does, I'm happy to show it to you.

But what this does is it's a technology that -- and it's compatible with anything.

Any kind of hearing instrument.

But, there are microphones in here, and the microphones turn on and focus on the speaker.

So, it will drown out the background noise, and the speaker's voice dominates over everything else.

There are a couple of different accessories.

There's -- there's a Roger pen so this one has one microphone that if I were wearing it, it would just pick up my voice.

If I point it at somebody, it picks up whoever I'm appointing towards or if I'm laying it down, there's one microphone that picks up all the way around.

This Roger Select is the newest one and this is really cool.

These little lights, they will dim down on it doesn't look like you're wearing a spaceship or using a spaceship but you actually just put this in the center of the table.

And leave it alone.

And whoever is talking, that microphone automatically turns on and focuses on their voice and the others get drowned out.

If you're sitting at a table with several people around it, and side conversations start happening and you're wanting to focus on even the person across the table and not these two who are cross-talking over you, you can actually take this and you can select -- it's not going to do it when I do it -- you can select the microphone or microphones that you want it turn on.

And then it drowns the other people out and just turns on those microphones.

And it will send it directly to your hearing instrument.

So, two quick stories on how this works.

So, my daughter has used the Roger pen for four years in school.

And she likes it.

But still when we go out to a restaurant, because it has just one microphone, it's still picking up some of that background noise.

So, the Roger pen is great for many situations, but when you're in a really noisy environment or quiet, it or with quite a few people, it doesn't -- it's not going to be as beneficial.

We took the Roger Select out to a restaurant to try it out.

And she -- we sat at a U-shaped booth there were seven of us and normally in that situation, I'm sure you guys are pretty familiar with this.

She just -- you look at her and she's just shut down.

She just has that face (laughing).

Like I'm going to eat my food, if you tap me on the shoulder, I will turn and I will look at you and try to carry on a conversation.

But, otherwise I'm done, let me know when we're ready to go.

So, we put this on, we're sitting at this U-shaped booth, the only booth they had that was big enough to seat all of us was in the bar area.

It's not my idea of fun with the kids, but that's what they had.

So, you had the loud music going on and everybody around us.

We just put that on the table, she heard the entire conversation without looking at anyone, and I have a friend that we were with that has no filter, whatsoever.

She heard a lot of things that I would have preferred she didn't hear.

You would look over and all of a sudden, her face just turned red and she would start eating (laughing).

And my friend went oh shoot you can hear me with that thing.

But it's fantastic.

You do have to be careful though, make sure somebody at your table is talking because we used it at another time with our -- and we had been at a conference, there were five of us in the table it was the end of a long night it was kind of the HLAA conference but with the -- we were done.

We sat down at the table, we ordered our food, and all of a sudden, she just starts laughing.

And she says, well since nobody here is talking I can hear their entire conversation (laughing).

But, really, it's amazing.

And, you know, hearing aids and Cochlear implants can only go so far.

When you add in distance or you add in noise, you really need some additional help.

This -- these things can also be worn.

So, if you're like in a car with somebody, the other person can just clip this on, it will pick up their voice and send it to your hearing instruments.

You can actually be walking around the house and be in two different rooms and you can hear the other person.

Spouses don't always like that because they're like shoot I'm -- I'm actually going to have to do that? How much? Ask your audiologist.

Each audiologist -- it's made by Phonak but the audiologist will distribute it so ask your audiologist on pricing because they all -- like hearing aids, they all have different pricing.

AUDIENCE MEMBER: Talking about hearing aids, I have a Siemens that can I literally push a button remove noise levels and have about at least eight different settings on the hearing aid for different sound effects and different --

HELEN TINSMAN: Right.

AUDIENCE MEMBER: I find it fantastic.

HELEN TINSMAN: Yes, yes, the hearing aids now are so much better than they were years ago and I mean you guys know this better than anybody.

And, you know the hearing aids have different programs that you can do, different microphone controls that you can use for different situations.

That said, still there are some situations that even with certain, you know, even using the programs there are just certain situations that are going to be more difficult.

So, trying out something like this, I know in Arizona, we have a program called the Arizona technology access program.

But my understanding is that every state has one of these programs.

And they actually -- I don't know how it works here in California, I could ask Ali to look into it or maybe somebody here knows but they actually allow people to borrow like the Roger technology or Roger accessory, they'll give you the little receiver for it, you'll work with your hearing aid or Cochlear implant along with the either pen or select and you can try it for a period two weeks to determine whether or not it's beneficial for you to invest it.

Because obviously it's an investment to purchase it and you want to make sure it will work for you.

JENNA: I was just going to add to that since you can't really say it because you're here to educate which makes sense but I will say for people who have a Cochlear implant or if you're thinking about a Cochlear implant, there's also a noise program.

And part of the reason that I personally chose AB and I'm not trying to do a testimony on here but there is -- it's called a T-mic and they've done independent studies that have nothing to do with AB about hearing and noise and you actually hear 44 percent better with in noise.

I don't have Siemens but I had a different set of hearing aids that I just had so many problems -- and I still have problems and noise, I don't think that's something that ever goes away for any of us.

But I can say that using the noise program on the Cochlear implant is extremely helpful and -- while I think those accessories O are even more helpful it is good to know that the Cochlear implant comes with a program that helps you hearing noise.

HELEN TINSMAN: Yeah and in addition to the T-mic there's another program that the microphones focus, like the microphone focus a flashlight beam a 60-degree angle on the person you're focusing on and automatically -- or if you have two of the implants or the implant and the hearing aid that work together, they focus down to 45-degree angle to make it an even tighter area.

I'll get right back you with you.

AUDIENCE MEMBER: One brief thing -- you must absolutely be careful not to fall asleep and sleep on the side of the head that you have those implants and I have experienced with this, with -- you got a severe infection and had to have surgery.

JENNA: That's not true.

I mean I'm sure people have problems with their Cochlear implants and what have you, I'm not discounting what you're saying, I'm sure obviously it happened.

But I think those are rare.

I mean I sleep every way I can, I stand on my head I do exercise, I do all sorts of things and I've had my implant for over a year I have never had any problems so I think that's rare.

I think things happen, you hear the stories and the stories end up taking over -- the bad things end up taking over the good things but I can say I personally, I mean I don't know I actually only sleep on my right side which is my implant side I can't sleep on my left side just because -- I sleep on my right side.

So, I just have never found that to be the case.

AUDIENCE MEMBER: Do you want me to elaborate on that?

HEATHER LEHR: I'm going to change the subject.

(Room laughing)

HELEN TINSMAN: Well you have the microphone.

HEATHER LEHR: You were you talking about having a person who's helping you with aural rehabilitation, and how do you find that kind of person? I've never even heard of that.

HELEN TINSMAN: So, there are certain therapists and/or audiologists that specialize in aural rehab.

So, the audiologist it's kinds of few and far between because the problem is is that aural rehab for audiologists is not reimbursable.

So, if you're at the VA you can -- if your VA does aural rehab they can do it because they have more leniency with their hearing and services.

If you're more in a private hearing hospital, your audiologist might not do aural rehab. That said there are speech therapists that specialize in aural rehab.

We even have somebody in Arizona who does Telfair so she does it on her iPad and she does it all over Arizona and in N other states as well and she'll do kind of the weekly, monthly however often they need it, check-in to see where they're at and then she'll give suggestions on other things to practice.

And just do kind of check-ins that way.

For adults, often times aural rehab is not covered by insurance.

So, it is something where you're looking at these programs or it's --

HEATHER LEHR: I'm sorry is there a resource you can go to find someone like that? Like a website or something like that?

HELEN TINSMAN: Yeah you can go onto ASHA, American Speech and Hear Association and you can look up either a listening and language specialist or auditory aural rehab specialist.

AUDIENCE MEMBER: In your opinion, do you think that it would be beneficial for perhaps small groups to maybe just get together once a week, you know like exercise groups get together and have hearing workouts? Kind of -- like --

HELEN TINSMAN: I think that's a great idea and some of the aural rehab therapists actually don't do it one on one but they do aural rehab groups.

You can even check in with your universities to see if any of the universities offer -- I know Arizona State University, a couple like once or twice a year they will offer like an eight-week session for hearing aid or Cochlear implant recipients.

Their spouses are welcome to come along with them or family member and they'll do an aural rehab group where they're working together with other people.

AUDIENCE MEMBER: It is something that a savvy amp sure can do, for example like me who can say c'mon let's get together and practice.

HELEN TINSMAN: I think you can certainly start it and if you're looking for resources or you know you want to get connected with other people it would just be a matter of maybe connecting with some of the professionals or even some of the students in your area that could help with it.

And, you know, the student thing is kind of nice because a lot of those students at the university programs need community service hours.

And need exposure and hours relating to a variety of topics in the speech and audiology field so something like that you might be able to get some help in that way by engaging them.

Okay you were next and then up here.

AUDIENCE MEMBER: Just a quick one my mom -- is this on?

My mom recently passed away her hearing aids are about six, six and a half years old, I mean given their age is there a best place to donate them or are they not useful to anyone?

HELEN TINSMAN: Good question.

AUDIENCE MEMBER: There's an alliance club that we all joined.

HELEN TINSMAN: Very good, because I'm not as familiar with the California ones.

AUDIENCE MEMBER: I just want to know if you're saying aural or aural.

HELEN TINSMAN: Aural. Here and I'll get back to you guys.

AUDIENCE MEMBER: I just have a specific question once you hung out your daughter at the restaurant in the middle, when you put that on, is it -- is she in Telecoil mode? And if so, could she talk and hear people on the side?

HELEN TINSMAN: Sure, that's a good question so there are a couple ways you can connect to this device.

You have to have OA to connect, you have -- so this is like a transmitter it transmits the sound and then you have to have a receiver, something that picks it up,

the way she does that is she has a little piece that's just attached to her Cochlear implant battery and it picks up the sound but you can use it in T-Coil mode if you have T-Coil on your hearing aid or implant.

These are hooked together.

Then you would just wear a receiver for the T-Coil.

Who has a com pilot?

So, a com pilot is another way that you can just plug a receiver into it.

So, but most of the hearing aid manufacturers make like you just change out the battery door and the battery door has a receiver that's built into it.

And so, you need to talk with your audiologist about what receiver would be appropriate for your hearing aid or how you would best connect with the device like that.

Your audiologist will be able to talk you through that and what your options are and then you can determine what would work for you.

AUDIENCE MEMBER: I just wanted to point back --

HELEN TINSMAN: It is on.

AUDIENCE MEMBER: Okay there was concern about using devices and backgrounds noise and as I'm still playing with -- I have ... a Bluetooth and it controls my iPhone and any time I just checked with the T-coil here because I'm still exploring it but any time I'm using T-coil or Bluetooth, I go to the -- it's a wideX aspect and it has a sound mixer so I can actually block out all the surrounding noise.

And just hear the voices that are coming or I can go the other way if I want to hear conversation too.

So, if anybody has Bluetooth-enabled hearing aids or with the program you might want to explore that and go to sound mix and you can actually block out a lot of the noise.

HELEN TINSMAN: Yeah that's a good point.

So, your audiologist will work too with you, if you have an implant -- sorry I'll come back to you.

With your implant they can actually do what's called an -- so they can say you're going to get 50 percent from this, and 50 percent environmental sounds or you can get ownership-30 or you can set it so that you're getting 100 percent.

So, your audiologist will help you do that with your programs.

AUDIENCE MEMBER: With Roger Select for example you're at a table with seven people, if there's more than one wearing a hearing aid say two or three people and they all have T-coils, will the one device work for all of them? Or is there a limit to how many people who it will work with?

HELEN TINSMAN: Good question, it does work with multiple people.

So, in meetings I typically when I'm doing my Cochlear implant meetings, I usually have about eight people around the table who are connected to it, you can do far more than that.

But, you can have multiple people connected to it.

You can even link multiple devices to each other, so if a couple people have these you can link them across the table.

Okay.

AUDIENCE MEMBER: So, with regards to this device and other Roger devices I am a Cochlear implant -- my -- have I mini mic that has some of that functionality but not nearly as much as that, especially I like the idea of the different you know being able to turn off B because cross-talk is insane.

So that's you know I'm ready to go pull everything out and go for a glass of wine.

But is it something that can be used even for somebody like me? Or do I need a type of remote or (inaudible) functionality.

HELEN TINSMAN: So, you just need to talk to your audiologist about what type of receiver you need for your implant.

And they can help you determine what that is.

But it is compatible.

Yes.

We offer it as an option like in our kit.

But for others you can still get it separate, you can purchase it separately and you can just get the receiver for it.

Yeah.

Okay --

>>> Another minute.

AUDIENCE MEMBER: Does it have Bluetooth connectivity and roughly, just roughly what's the regional?

HELEN TINSMAN: It does have Bluetooth connectivity so you can connect this or the Roger Pen to any Bluetooth-enabled phone, it doesn't even need to be a smartphone, it can be an old traditional flip phone but if has Bluetooth connectivity to Bluetooth your telephone calls.

You can also plug in there's a little micro-USB so you can plug it into an audio source like a phone, computer, Tablet to stream audio like Ted Talks, Netflix, music. You can also plug it into its base and that base gets plugged into the T.V. so the audio from the T.V. gets sent directly into your hearing instruments.

And then roughly, I'm going to say anywhere from 11 to 1500.

Okay, and then we need a break up here.

HEATHER LEHR: Okay, everyone.

Let's give a big hand to Helen.

(Applause)

HEATHER LEHR: We're really excited about some of the things we've been talking about here today.

I'm wanting to go and do some more rehab for myself.

I love this idea of having like a monthly or weekly group that gets together and sort of kicks us all in the keister because I know it's hard for me to do these things on my own and it would be way more fun if we were meeting together and having wine.

That's a terrific idea thanks for bringing that are up.

But anyway, thank you so much.

(Applause)

HEATHER LEHR: AB is the group that sent those beautiful -- you see the bagels and the muffins over there they sent that along with Helen.

HELEN TINSMAN: Along with me. Bagels and me.

HEATHER LEHR: So, thank you very much.

We really truly appreciate that especially we appreciate the extra-effort that you made coming all the way from Arizona.

So that was a wonderful talk.

So, we're going break now for 15 minutes and I'm going to have some coffee and some more snacks and then we'll regroup and then we'll have our regular chapter business.

Okay?

Thank you.

MEETING BREAKS AT 11:07 A.M.; MEETING RESUMES AT 11:28 A.M.

HEATHER LEHR: Hi guys.

All right.

You know what? I wish we had -- it's so much fun to catch up with all of you and see what's been happening republican but we do have to get back to business at hand.

JENNA: What? What am I doing? Oh (laughing) this is why I'm interacted.

Okay, where is -- can someone grab it?

Hi everyone, a group of people left, I'm not sure why.

This part of the meeting is also important.

And we have interesting news.

Oh, thank you.

Okay, well we'll start just in case.

So, basically, so these meetings as you know are free.

And, but we work really hard to put them together.

And, we like to buy food, we like to provide parties, and pay for your food there and your entertainment.

Our lovely captioner fees, this also goes to that.

Coffee, marketing materials, and then of course we are in the process of putting together a college scholarship fund.

So, all of these donations go to -- go to these things.

So, what I always say is if you feel like this meeting was worth a dollar or two dollars, then it would be very much appreciated.

Again, they are free.

We don't want to feel anybody to feel that you have to give us money.

But we just want you to know that it's going to good things and it keeps these monthly meetings going.

So, we really appreciate your attendance, as Heather said, especially on a Saturday.

I know it's not the easiest thing to get out here but we hope that it's would think your time and energy.

So, thank you very much.

(Applause)

HEATHER LEHR: All right.

Okay.

So, we have a lot of new faces today.

And I'm really excited about this.

And what I was hoping is that some of our newcomers if you'd like to raise your hand, we would love for you to stand up and tell us about your hearing journey.

Tell us, you know, about your loss, and how you kind of let, why you're here, we would really appreciate -- soon you'll be part of our wonderful vibrant group.

Who would like to go first?

Anybody?

Okay.

JIM: James Taylor.

Hi, I've gone to the meeting when the group? In Pasadena, it's been a at least a couple years ago.

Finally, did get to come back again.

So, this is wonderful, I'll very excited meeting all of you, I enjoyed it very much but I also feel like I've learned a lot this morning, from so many things that were said.

I'm worn hearing aids almost ten years now, this is my second set, my second pair so at some point I'll need to upgrade into something new.

But there be so many changes, I'd love to know what's out there and not just go blindly into something else which may not be appropriate for me.

It's just been phenomenal, I want to say thank you all, you're a very nice group I would only hope to be a small part of it in the future.

I certainly know that I'll come back and get much out of that, if I can offer anything, I'll also try to do that.

Thank you.

(Applause)

JENNA: That was good.

I was going to say our next meeting is actually about choosing the right hearing aid and what have you --

JIM: I'll be here, absolutely.

AUDIENCE MEMBER: Hello, I'm attended meetings downtown for some years, also because of my Cochlear implant --

DIANE GROSS: What is your name?

AUDIENCE MEMBER: Who also support my --

JIM: Say your name.

AUDIENCE MEMBER: I'm Noreen for those of you that haven't met me met.

This is a great-to have something that's a lot more convenient to where I live in the Antelope Valley and I've gotten emails in the past.

And kind of just haven't shown up but it's been good.

So, I look forward to participating more.

I'm a retired IT exec so anything you need to computers, just let me know.

(Applause)

JENNA: Anyone else?

AUDIENCE MEMBER: Hi my name is Shaharзад Cohen. I'm a doctor of audiology I come here to hear about ideas, because I take it back to my practice.

Based on what I hear not everybody talks about the solutions that are out there so aural rehab is one that we talk about today.

Just a couple of notes, what you said about trying hearing aids there are a lot of audiologist who actually let you try hearing aids before you purchase it, there's a company called Unitron who let's lets you try it for a whole month.

So, find someone but thank you so much for having me I appreciate all the ideas you give me and -- if I can be of benefit to any one of you I'll be more than happy to help.

Thank you.

(Applause)

HEATHER LEHR: All right, great, welcome, all of you, we're happy that you're hear.

So, sorry.

As you know I had a terrible accident a little over a year ago.

So now it's time for our Wow Awards.

Okay.

Okay, so as you know, a lot of dumb people when they're really excited about people, they do W-O-W kind of a thing so we have an award for people who have made an extra effort and who have helped us out in a strong way.

And this time I really want to give a Wow award to Jennifer.

(Applause)

HEATHER LEHR: You do such a great job finding all of these people to come to our -- gone above and beyond and now she's also doing this amazing project to try to loop, to permanently loop this room.

So, I know, isn't that great? So anyway, let's give a nice hand for Jennifer.

(Applause)

HEATHER LEHR: You really deserve it for all the hard work.

Thanks.

So then let's talk about our next meeting is our Steering Committee election.

We are going to elect a new group of people to come here, take care of these meetings and do all the work.

I would really -- we'll have spots that are available for new people.

And I want everyone to think really hard about possibly serving on the Steering Committee.

It is a lot of work, I have to say.

But it is extremely rewarding and in terms of getting to know the people, of feeling like you're doing real advocacy work.

And I have learned an absolutely enormous amount being on the Steering Committee.

The people that are involved, have been involved, are just priceless, wonderful, some of the most caring people that I've ever been around.

So, it really is a great thing to do.

We wanted to -- so I'm hoping that everyone will think about whether or not they would like to be on the Steering Committee and put their name for it, for our elections next month.

We want you guys to just understand that HLAA National and our bylaws have some requirements for people who want to be on the Steering Committee.

The first is that you must be a paid member of HLAA.

As you know there are no dues to be a member of our chapter.

But, you need to be a member of HLAA National.

You don't want -- you go on our website and click membership, it's \$45 and you get a lot for that.

They have the e newsletter, the Webinars, I don't know if any of you have done that.

I listened to I couple of them and they're really wonderful.

It does take about A five to ten hours a month of ongoing communication, meaning you know we have to organize things and coordinate things.

We use email and we also use something called Confluence, I don't know if any of you have used that in your work life.

It's a really great platform for getting things done, if you don't know how to use Confluence, the fabulous Tim will always train you.

Like you have to have a willingness to learn these communications it was diagnoses.

Sometimes we -- usually our meetings are face-to-face, that's the thing you need to come to the Steering Committee meetings.

Every once in a while, like this month we are doing a meeting on something called Slack where you can do a live chat in real-time.

If you don't know how to use Slack we can walk you through that.

Actually, learning these programs is fun.

You guys like that? I do.

And, I think that's about it.

There was sort of like a -- not a requirement but we were kind of hoping that people who wanted to step up -- come (inaudible) coming to these meetings for six months or so.

Does everyone understand that? Please approach one of us, one of the Steering Committee members, myself, Tim, Jen, Teri, or Gary --

DIANE GROSS: Hello.

HEATHER LEHR: I'm sorry honey you were just right outside of my eye line.

How can I forget Diane who does all of the work?

Terrific.

So, and then I wanted to talk to you about couple of things that are coming up, little business things.

We have a booth at the California Academy of Audiology Conference, September 14th that's -- apparently space is restricted and they only will allow us to have two people at the booth it the.

The Long Beach chapter is chapter is manning the booth in the mornings we're manning the booth in the evening.

So far, I have two volunteers and an alternate for each day but if you are interested, really want to be there, I'm sure like I would be willing to give up my spot if someone really wants to be there.

I'm planning to be there Friday and I know Michael and -- were planning to man the table on Saturday.

But please let me know if you're really interested and I will help to figure it out.

I think it's going to be a great forum for us, because like I said before it's young audiologists who usually go to this, people start their jobs we want them to know HLAA, we want them to refer their patients to us.

That's going to help us with our membership.

Oh, Barbara Kelley, the executive director of HLAA National is going to be in Los Angeles on September 11th.

She is staying at the hotel Intercontinental in Downtown Los Angeles and has some time on that afternoon to kind of look a window from 12:00 until 2:30 I think and she had approached me and said I don't know how many of you are Steering Committee members and your regular chapter members want to come and talk to me and voice their concerns or ask questions, so she was proposing possible possibly lunch somewhere near her hotel.

So is there anyone -- I know that's right in the middle of the day and I know it's in downtown L.A. which is -- I'm definitely going to meet with her.

Tim is going to orientate with her work schedule.

Is there anyone else who might want to come? Joyce, great. Florence.

Diane, yay.

DIANE GROSS: If I can get there.

HEATHER LEHR: The more the merrier because it's open to everybody.

It's to be a forum for our chapter to talk to people.

They are very -- she's been very -- she's very excited about meeting us you because we're one of the more vibrant youthful active chapters in the country.

And so, I think they also want to kind of plug into us and figure out why -- what's making it work.

So, that again put that on your calendar, September 11th I haven't gotten the exact time or the location because I didn't know how many people we were talking about.

So, if you will email me directly, that's Heather Lehr101 @ HMG gmail.com and tell me if you want to come I'll make a list and I can get back to Barbara on Monday and we'll set a time and a place.

That great? And really, I'm excited about that.

And, Woo ooh Gary is here to do the treasury report to tell you about the money that we've spent and that we've earned and here he is.

GARY JACOBSON: Okay, thank you Heather.

First, I would like to thank our mascot Jennifer about the kitty.

As you know that we use a kitty for everything.

But now, that we have opened a separate account for the scholarship fund, you can write a check put HLAA Los Angeles the scholarship fund, you can put it in the kitty or mail it to us because we need to have a fundraiser to get more money in the fund so we can give scholarships for the kids who need the money.

Okay.

Now -- the report for the treasury.

We have a little bit over \$12,000 in our checking account.

It, it has gone down a little because our big fundraising is in June.

So, when we get some money from the national for walk for hearing, our money goes up and then it goes down during the year.

I have opened a savings account at the Citibank for the scholarship fund so if we do fundraising we can have the check directed to the scholarship fund, if you want to do it.

So, if that's something you want we can do.

Now the activity for the last month we paid for the captioning, just like we're going to pay for this poor kid for his captioning.

So, he can exercise his hands all month with the \$150 you're getting.

And Jennifer, when she -- for the meeting and we made a final payment at the hospital for the supplies for the room.

I did not get the original -- so I got it a few weeks ago and I paid it off.

We got money from Amazon for the Amazon Smile.

So, if you buy through Amazon, sign up for HLAA Los Angeles for the Amazon, we get money from them.

I don't know how many percent it is.

It was only \$13 but it's better than nothing.

So, also signed up with Ralph's because Ralph's has us in their system.

So, when you go shopping at Ralph's we get a portion of your purchase.

It helps us.

Anything helps.

And the kitty last month was \$75.

(Applause)

GARY JACOBSON: So maybe we decide to get up to \$100 for next meeting, so you never know.

Now the kitty is on what Labor Day he's quiet right now he wants to rest for Labor Day he worked all year long so he's asking us to work for the kitty, put money in the kitty.

So, she could get ready for Halloween in October.

Anybody have any questions?

DIANE GROSS: That \$33 from Amazon came from me.

(Applause)

GARY JACOBSON: You have a computer, you have a printer, you can buy your toners, ink and everything through Amazon.

It is always cheaper than paying through Staples and Office Depot, maybe half price, it's worth it.

So, consider going through Amazon to buy your printing equipment.

JENNA: Yeah, I also wanted to let you guys know that -- well, so we had a Memorial Day party, and we also had a Fourth of July party that Kat and Danny generously donated their home so we paid for that food for that, I know it's not on the last report.

But that's the goal too is that we're trying to do more things for our constituents, and keep you happy and what have you.

So -- and we'll be having a holiday party in December and that will be something we also take care of.

So those are the types of things that --

GARY JACOBSON: Anybody else? Any other questions?

Oh, he had one wow.

TIM: Regarding Ralph's every September they do a renewal so we'll be getting that information to you guys as soon as it's ready.

I think it changed a little but we'll have clearly defined instructions for you guys, also put the Amazon Smile reminder so again you can go through that process and in about a week or so. We'll have that information for you so keep your eyes open for it.

GARY JACOBSON: Heather.

HEATHER LEHR: You'll put that on the website, so he'll do it on both.

I haven't signed up for Amazon Smile I keep forgetting so I'm really glad that we're talking about this right now.

And like he said the Ralph's you have to re-sign up every September which is kind of a pain.

So, like if you signed up a while ago, you're not signed up anymore.

Unless you all remember to do that.

AUDIENCE MEMBER: I just wanted to let people know that when you sign up for the Amazon Smile, nothing happens to your account, it stays exactly the way it is.

You your past history, your payments, everything.

And if you forget once you sign up under Smile and click and go to Amazon.com, it automatically will remind you to turn to your Smile account.

So, it won't mess up anything that you have already going with Amazon.

HEATHER LEHR: Okay, great.

So, let's talk a little bit about next month.

We have the fabulous Toni Barrient, she was at the walk for hearing.

She's a -- she's going to talk about the ins and outs of buying hearing aids, what kind of questions you should be asking your audiologist, what kind of accessories that might help to make your life better.

So that's going to be our presenter and then for our chapter business of course we'll have the Steering Committee elections.

Coming up we've got a little bit of a funky schedule.

I know I talked to you about this last time but I want to remind everyone, the library has their big Halloween party and they don't want us here on our regular Saturday.

So, what they did very graciously was gave us November 3rd as a date that we could come. So, we're not going to have in October, we are not going to have a regular chapter meeting here.

What we're going to do is we're going to have a rap session an open-heart session where we get together at someone's home and we talk about issues, we help each other out, we laugh, we have a little wine, we hang out.

And I offered to have it at my house, I'm in Pasadena -- I mean I'm in the Pasadena area so that might be far for people.

Georgia who's not here I was going to talk --

DIANE GROSS: She's in Japan.

HEATHER LEHR: Her place in Hollywood.

Can I get an idea -- would it be more convenient; would you guys want to meet in San Marino or in Hollywood? Let's see hands for San Marino? You're right next to me.

How about Hollywood? Is that more convenient? So, it looks like the Hollywood area is going to be more convenient for all of you, so I will talk to Georgia and we'll get that information out to you.

Yes, Diane.

DIANE GROSS: Georgia is in Japan until the 31st.

Georgia is in Japan --

HEATHER LEHR: Oh, that's right.

DIANE GROSS: So, if you email her and don't --

HEATHER LEHR: I totally forgot about that.

And so, yes, we will get you more information about that.

That will be October 13th, and November 3rd will be our happy holidays and other disasters, or what we often call coping with the holidays.

We will have little skits and fun things that show you how difficult it is to manage the holidays with hearing loss.

And I'm going to give you some solutions.

It's a fun thing we do every year and I look forward to seeing you guys then.

And then graciously Grace has offered to do our holiday party on Saturday, December 8th.

At her home in Pasadena.

Again, that information will go out to you on the Yahoo groups so if you're new, please talk to Tim about how to sign up with the Yahoo groups so you're getting our alerts and invitations.

JENNA: Are we going to do the Yahoo groups though? That's what we were going to talk about.

HEATHER LEHR: Well, that might change (laughing).

Right now, that's what we're using.

And if we change to a different platform, obviously we will let everyone know.

TIM: We're looking into alternative Yahoo groups, but I think for now in the timeframe it's probably easier to just stick with Yahoo group for communications.

But that is subject to change, to hopefully something better.

But for now, since a lot of right now on Yahoo groups we'll probably just do that way for now.

So, if you're not, it's not that hard to get on there, I can help you to get on there, I can send you an invite by email and help you get signed up for it but for now that's the easiest way for us to communicate.

And also, Facebook, we're also going to -- we have a lot of Facebook users as well so I'm sure Diane will get you that information on Facebook -- so we have two ways of getting on there.

AUDIENCE MEMBER: And we're also talking about another way to get information out to members at upcoming meetings which is an actual monthly email update and so we're putting that together.

We're looking at, you know, what server to provide are we going to use for that so that way you don't have to go on Yahoo if you just want to find out when the next meeting is, and you can always go to the website.

All the information's always on HLAA-.org.

GARY JACOBSON: Well I just -- this one is really for Tim he has to work on.

Is the last two weeks I've been getting email through the Yahoo group, and there's a warning on it now it says it's been effectively infected with virus, they're all going to Spam now.

JENNA: It's you Gary.

TIM: Is there any medicine you can take Gary to get over that virus.

No, I have not seen that I have not gotten any warning.

Is there anyone else? Gross Congress question about that, if you can hear me or read, Gary is that for the chapter email or for the Steering Committee email?

GARY JACOBSON: It's Steering Committee.

DIANE GROSS: I think we should eliminate that.

TIM: Yeah, the Steering Committee we are phasing that out.

So, don't worry about Steering Committee.

Anyone else? Before I jog over to the other side?

Get my cardio in.

HEATHER LEHR: Okay, I think we're finished then.

Thank you very much for coming I wanted to give a shout -- oh, I'm sorry.

Liz: I'm sorry to interrupt you I just wanted to mention very quickly that one of our members Malik, some of you know him, he is directing and also starring in a fellow which is playing in -- I'm sorry, I don't know where the theater is I don't know if he's having it in Los Angeles or the West Valley I just wanted to mention it, I don't have a lot of information.

He is having two captioning pregnancies performances and what his theater does he has diverse casting so there are always people of different races and different genders cast in roles and often with disabilities that are cast in roles that traditionally are played by White males.

So, it's -- the plays are always very interesting and he does have the captioned performances.

I believe it's on September 24th and 29th something like that it's a Saturday and then the following Sunday or vice-versa.

I hope I don't confuse everyone.

It's really worth seeing, you can see the whole thing captioned with diverse acting and it's just wonderful.

GARY JACOBSON: We have some sad news.

This poor woman and her husband are moving in about a week from now.

To Carpinteria, way outside of Santa Barbara, now we have to drag her back to the meeting.

HEATHER LEHR: Hi my name is Andrew Sandy I was just wondering if anyone want to the performance of -- I'm going on September 8th my husband went I couldn't go when I originally had tickets my husband went he said it was amazing.

Just amazing.

So, I don't know if you've heard about it is a play, an original play starring at the Fountain Theater in Hollywood and it stars a deaf Actor actress and a heard of hearing - other way around, okay one is deaf and the other is hard-of-hearing.

And, it is based on the story "brief Encounters by Noel Coward and it is captioned and signed and it's a cast of about six or eight and it is St. Musical? It's not musical.

So anyway, if you get a chance to go, go.

HEATHER LEHR: That sounds really awesome.

AUDIENCE MEMBER: I have information about Othello, it opens September 15th it's in Hollywood on Formosa 1/2 closed captioned shows are on September 23rd at 4:00 and Saturday the 29th at 8:00.

HEATHER LEHR: Thank you for that and -- should we put that on the website?

So, Diane will get that information for us and so that you can always find pretty much everything that we're talking about on the website.

AUDIENCE MEMBER: I just had something quick I wanted to add about the departures and arrivals and first of all, the main theme that is fascinating is that someone who has severe hearing loss and -- she feels excluded from both the hearing aid and the deaf world in which people rely on sign language so communication is a really big thing.

I think -- one caveat, if you go, buy tickets in the center of the theater to it's a small theater.

You cannot see both captioning screens unless you're right in the center.

I had to change to the aisle, I could only see one captioning.

And they only caption when the -- those that have the hearing loss are speaking.

So, when it comes to the person who is signing, which is the main person, he signs throughout the whole play.

And they have speakers to interpret it and I don't know why they chose this but it's I think they -- they give an idea about how sign language flows so it's very choppy and I couldn't understand it at all because many of us who have hearing loss need contacts.

And if you don't need a context you get a stream of words, it didn't mean anything.

So, I have to admit that I was -- if I wasn't leaving the next day I would have contacted the theater.

I was very disappointed because I expected to see a show that I could understand and it is a struggle to read -- so I think you'll do better if you get the center seats.

So, I just wanted to make sure you do that.

HEATHER LEHR: Okay.

AUDIENCE MEMBER: I sat all the way at the end and I didn't have too much trouble reading the captions on both sides but I think it depends on which end you're in.

I was at the end closer to the entrance.

Just as an aside, the two deaf leads, the man -- deaf councilman hard-of-hearing woman are in real life married to each other.

And they both have appeared on television and in movies.

She was Sue Thomas FBI that was on television for several years.

And, they both have other credits.

She happens to be a sign language teacher at Oak Park High School but he is an actor and they're both very, very talented.

And I know what you're saying and I understand that.

I don't -- I think enough people tell them it should be -- the entire thing should be captioned for everybody.

That would be the great but the purpose of I think was to caption what the hearing nonsigners are saying in their (inaudible) there are six or seven of actors that don't sign and the purpose was to caption them for any of the deaf audience.

Let night I was there. There were no deaf people in the audience.

HEATHER LEHR: Actually, you just brought up something that I find really interesting and I think is really important to all of us.

There are -- of all of the people with hearing loss, only 7 percent of the people are deaf and use sign language.

So that means 93 percent of us have some different form of hearing loss and we don't use sign language.

And it's very frustrating to me and I'm actually working on a project right now with Children's Hospital of Los Angeles to process with hard-of-hearing people because they have gotten a red flag, I have a daughter with severe issues back and forth with Children's Hospital and every time I show up there's a sign language interpreter standing there.

And I don't sign and no matter how many times I've tried to explain to them I don't sign, I just need this or that -- could they please stop calling me on the phone and just email me when I have information about things that I have to do with my daughter.

It was extremely frustrating, I can't tell you and so I work my way all the way up to the person who's in charge of sort of the red flag system.

And I'm trying right now to change the red flag system not just to say deaf, hire an interpreter but hard-of-hearing and a small list of things that they can do to help us out.

And it's a bureaucracy, I've been working on it for a while -- but, that say something that I know -- I always say at the end of these meetings the best way that every one of us can do is represent.

When you are out in public, tell them about your hearing loss, tell them about what people can do for you.

Because you're not only helping yourself, you're going to be helping that other person standing there who almost has hearing loss, who's shier than you -- I have a big mouth, and I will ask for help.

But, other people aren't and I feel like part of what I'm doing is I'm helping that shier person out so that they can get some help.

So, thank you for me with that.

Also, I want to say thank you to Ali for his fabulous captioning.

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This is a great meeting, thank you all very much.

Have a good day.

MEETING ADJOURNS AT 12:05 P.M.