

HAAA MEETING

2/22/2020

CAPTIONER: VIVIAN FLORES

LOCATION: Sherman Oaks s Library 10:00-12:00 P.M.

>>: Hi I'm Patty. I was introduced to you guys and I'm here to see what's going on and what the possibilities are test test test.

>>: My name is Jackie I found out about this group. I have hearing loss and I just went last week [INAUDIBLE]. I just went through my first chemo. I had to get my ear closed up. It's very hard for me. Sorry I'm so emotional.

>>: You came to the right place. We are here for you and thank you for coming.

>>: I'm Chris I'm Jackie's husband. I'm just here for support.

>>Sharon: Matthew, not to embarrass you but do you want to introduce yourself and tell us how you found us. I've had issues in the workplace with my hearing loss and I'm hoping to see if other people have the same issue and so how they handle them and how they use it to their advantage or try to go ahead ahead in the workplace.

Thank you. I welcome everyone here and I think this is the right place for support for learning about all kinds of technologies and ways to make our lives better and easier.

(TECHNICAL DIFFICULTIES)

All right we're going to do the best we can. We have Vivian who is going to be captioning for us. So we're having some challenges but we will have this meeting captioned and you will be able to read it in a couple of minutes I hope. Since we don't have either screen working I want to make sure you know how to find us we are on the website at H LA A Facebook.com/group/hlaa.losangeles. There's funny stuff there's some serious stuff and the address for that is Facebook.com/group/hlaa.losangeles.

(TECHNICAL DIFFICULTIES)

>>Sandy: Thank you that's great. Sense of humor.

>>Sharon: So as I mentioned I've had hearing loss for half my life now. My kids only know me for a mom with hearing loss. I would say they have adapted very easily. I think they probably go out in the world without being more aware to articulation and the way other people speak and I'm sure that benefits anybody with any hearing disability out there. I think one of the things I'm most proud of is when I've seen my daughter and my sons advocate for me. If she is talking to quietly, usually she'll be that I know well but we make the same mistakes over and over. I'm grateful to see my daughter advocate and say she can't hear you. It's given me enormous provide and comfort to know that generally speaking people want to help and I'm glad I have a wonderful daughter who often does that for me.

>>Sandy: Would you like to share anything that's positive about your mom's hearing loss? She's already said what a great advocate you are did you want to say anything?

>>Leora: I think as everyone else mentioned humor is definitely a big part in our relationship. In terms of her saying a name and her saying a slightly different name. I think it's her being able to laugh about it makes it feel more comfortable and I appreciate that. I think it's made me a lot more sensitive and patient which is not something that comes naturally to me in times of stress. It's made me be able to learn the skill of patience that can be applied in a lot of different ways.

>>Sandy: Matthew, our question for you is how do you navigate a sale's position in a noisy retail environment? Is there something you may have asked your employer to help you? How does that work?

>>Matthew: Um, so I had an issue in 2018, actually. The phones I kept telling the managers I can answer the phone and say please hold but I can't hear them when someone is actually on the phone. They didn't believe me so I had to go to HR and the district manager, eventually the district manager said to the managers he's never to answer the phone. There's always going to be something else which is a learning curve at first.

I think eventually they got over it and they don't bother me about it anymore. 1 thing that an old manager, general manager said before even all this happened. She said how are you ever going to be a manager if you can't answer the phone? I still feel hurt by that. After 3 years, it's like well, A it's kind of illegal to say that. B, if you were going to go to great lengths you should get a new phone or figure out - - okay a hearing person is always going to be there. That person can communicate to you and you can talk through them.

There should always be I feel frustrated that if I did want to become a manager, that will greatly hold me back.

>>Sandy: Thank you so much. I would imagine you have incredible customer service.

>>: I was going to say.

>>: Microphone please.

>>: I think legally you could request accommodations for a captioned phone and that would certainly enable you to be a manager. Legally.

>>Matthew: I did mention it.

>>Dana: So Daniel, you can request request captioned phones. In the last 8, 10 years I have 2 different jobs where I did request the captioned phones in this last 1, my director that I work with is from Sri Lanka. I asked her if she would be comfortable switching to face time with me. I get that feeling of anxiety about doing it. Every single time I've done it in the workplace, I've been getting accommodations. Legally you need to do that. The captioned phones are a huge thing and just being able to voice that.

>>: This is on? Okay. Matthew I just want to share what you're going through. I went through the same thing for 20 years on a job. Asking for accommodation doesn't necessarily work.

I just had to say, my situation I'd have to truth I was a college professor I couldn't do everything. What I could do, certain types of meetings, get involved in committees that were small you know. And so over the years, I haven't found HLAA. Didn't know how to advocate. 1 of the things I feel poorly about I said if I knew know, they redid our department office. I'm saying your situation isn't unique. People have had successes. I don't know if that's actually the norm. There's a lot of people that are confronting things. From what I would change now is having found HLAA. I would try to commit with other people and found other people. I'm sure I wasn't the only 1. And be able to approach my deans and say specifically, this is what I need. This will help me do better.

>>Sandy: Thank you, did you want to say something?

>>Matthew: If you want to hear.

>>Sandy: Sure. I mean briefly.

>>Matthew: I would say other difficulties in retail specifically, there's music playing all the time. People are asking for my help but they say it from behind. Once in a while, especially women think I'm ignoring them. I'm not. Luckily there's someone else saying hey there's someone trying to talk to you. The other one is the fitting rooms. There's floor rooms on each side. One of them is under a music speaker. It drives me crazy because I explain to the customers if they don't open the door. I say I'm hard of hearing but I can't hear you. When you're decent you can come out and talk to me but then they don't have the patience for that.

As far as my other job, I'm thankful my friend is understanding about my hearing. She's patient. I can use my phone to make calls for her. That works a lot better. When I go for interviews on the industry they ask me sometimes illegally about my hearing before I offer it. They are like are you sure you're going to be able to talk on the phone? Sometimes they don't say something and I feel they are ruling me out already because of my disability but they are smart enough to know that it's illegal to say something.

That's something that growing up in school did not prepare me for. In school, I fought really hard and I always won. In the workplace just because you fight doesn't always mean you win. That's something I learned

>>Nanci: I think this is true of whether you have a hearing loss or not. When you're looking for a job, the people are more important on the job. If you find a good group of people that are interviewing you even if it's not a job you want exactly. That job will find its way to you. If you take the ideal job it's never going to work. I worked at ABC news in New York which the stupidest job for me to take. I made a deal that I would type all of their reports if they made the phone calls for me.

I'm sure there's a way that you could make some kind of deal with somebody to do certain things like that particularly if they see somebody's trying to get your attention and they haven't done it. It's kind of a group effort but if's a way you could give them back something that's 1 strategy other than using an Eva or adder. There are other things you can use. I would just try to borrow something.

>>: I renally changed jobs and the group operates out of cubicles. The reason they operate out of cubicles is so there could be communication amongst the team. Because of my experience with Dana, I said I needed to be closer to the center so I could hear things. It's awareness of what's going to make the situation work and offering a session like Nancy said and keying into the experiences of the people that either don't have hearing loss or making decisions. If you've ever travelled in a country where you don't speak the language, after a little period you begin to withdraw.

If you can explain that analogy to a supervisor even understand it for yourself and trying to overcome that I think that's the communication part and that's making it something that somebody else can understand what you're going through.

>>Sandy: Thank you. Oh, Alison Freeman is a psychologist. You also have hearing loss. Share with us your thoughts.

>>: I've been hard of hearing since three years of age. People probably like you, Nancy, with the bulbs out of my ears. But I don't want to take time away from the panel. The three things I've discovered for myself personally and professionally. One I want to share, she taught me with a client who actually wrote up for all the people in her office about hearing loss. She circulated around and also had it standing up on her desk. People need visual reminders. The other thing I'd say, my hearing loss is not an implication loss as much as it is a discrimination loss. That's really an important thing people don't get.

That taught me after my ideology gist explained that to me. But with music it's not the implication interference. Last thing, I don't want to make a major push for Innocaption because the delay is so slow. But the bluetooth saved my life. I couldn't talk on the phone for about the last 5 years and now I can talk on the phone Innocaption

>>Sandy: Thank you so much. Would you pass that?

>>: I'm Mindy. I work in the school system I will never answer the phones at work even though we know -- every classroom now has a phone in it. I still waited for the day they put the hearing aid compatible. They never are they are I call them the stupid phones. I always send my co workers to answer the phone I could hear it but not understand what the other person on the end is saying. Lots of times I prefer working with human beings that are near me. That's how I do it with work.

>>: I think after describing it like blurred vision. People understand blurry vision. I say it's blurry hearing. If you could work with that with me we're going to get through this a lot faster is what I tell them on the phone. Seems to help more than anything else.

>>Sandy: That's a great tip. I usually just ask people to slow down and I explain that I'm having a very hard time on the phone and mostly they do it. I'd like to pose another question. This is something we haven't spoken about before on this panel. For the hearing folks, do you sometimes find yourself resenting or getting a little unduly angry or your mom? How do you work through that if you feel yourself at the end of your rope is there ever resentment? This is very personal, isn't it. Sorry. Don't feel like you have to admit it.

>>Steve: So we were this morning getting ready to come. We had the speaker on and playing the music. I didn't know that she hasn't put her hearing aids in yet. I asked her to help me make the bed and she ignored me. You know, yeah you get a little angry in those kinds of situations but once you explain I don't have my hearing aids and you got your music playing you understand.

It's just understanding what's going on.

>>: Sandy, can I respond to that? I want to add to what he said. My name is Tony Blake. I'm Sandy's husband. It helps at night when we go to sleep. I never know when she has taken her hearing aids out or not and she's not listening. It's a similar experience. I think it will be helpful for those of you with devices to say excuse me, I'm taking out my devices now. We are very sensitive to our spouses I know I am. I don't like talking and feeling like she's not listening. It would be helpful. Those things are so hidden, you don't know when they are in or out. Honey, did you hear me? Oh, she took her devices out.

>>Sandy: Thank you for sharing about me.

>>: Maybe she's taken them off early for a reason. Every night when we get ready for bed she'd make a point and say ears off. I got really good.

>>Sandy: That's great. I'll keep that in mind.

>>: So I want to add to that a little bit. My frustration with Sharon is that she does the same, my hearing devices are off. One minute later she starts asking me a question.

>>Sandy: Such fun. Such fun.

>>: Hi. Is it okay to go back on the thing. I wanted to talk to Matthew.

>>Sandy: Closer.

>>: Better? I work for the city of Los Angeles for 31 years and I was fully accommodated. They knew when they hired me that I was deaf. I told them that I needed a captioned phone. First that was the city, government agency, and they knew I was deaf. They accommodated me. So I was able to make calls and take calls. I think in your case in a private company, you need to advocate for yourself. You need to speak up when the interview. You need to tell them up front you are deaf. And you do need accommodations if you had a captioned phone, you would be able to do your job fully.

There's no reason without a captioned phone you cannot do your job. I was able to work at accounts payable, make calls, take calls, on a regular basis. There's no reason for them not to accommodate you. The second thing is that you might need to learn how to advocate for yourself. Like for me, every time I talk to a coworker that was new I would right up front tell them that I'm deaf.

I would please you know stand in front of me or tap me because I'm not going to hear you if you're on the side or the back of me because I'm not ignoring you. It's just that I don't hear you. So this is something that we all need to do. It's a constant thing everyday I'm deaf. Please look at me or whatever. So it's a habit. It took me many many years to learn how to do that but I just wanted to help you starting out with that. That's who you are. You're deaf and not going to hear somebody talking from your back. Just frustration and miss understandings. I just wanted to share that with you.

>>Sandy: Thank you.

>>: For couples, I have a low tax solution for you. Learn American Sign Language. I met her back in 1999. I couldn't understand one word she said to me she was deaf. She had a deaf accent. She was from Persia. We went out a few times for dinner and I said I'd love to have a relationship with you but we need to learn ASL. She agreed I took classes, came home, within a year or two we were communicating that way. ASL was great. I could take my hearing aids out. She could take hers out it was great. We were at a wedding across the room with the music we understood each other perfectly. And people are looking at us. Learn American Sign Language. Big help.

>>Sandy: Thank you, Michael.

>>: I want to go back to Matthew. What Georgia was saying that in the private sector I get might be a little more difficult. It's probably true and so I also wanted to say it is helpful that when you do ask for things, if you have a clear idea of what you need and you can even ask them, well if I give you the information or even something that you could purchase on your own and you reimburse. The more information you have the less scary it is for them. They don't really know what you're talking about or getting into. If you know where you can get a captioned phone that's always helpful. The more information you have that you can share with them and more things that you can do for yourself, they are willing to work with you.

If it says like you just said well I need this and it seems like another job for someone, they are probably not going to respond quickly. I strongly urge you to know the technology and have the answers ready

for the questions you have. And those buttons that you have on now, you might want to put a couple on your back and that way when they see you you can become the guy. The hard of hearing guy, the sort of like the Jake the State Farm guy you can be Matthew the guy. Good luck to you.

>>Sandy: No. You didn't talk too loud. Thank you so much. Anybody else want to talk about any kind of resentment. Oh, you have a question. Sure.

>>Matthew: Do you find that the disability has brought you closer together than no disability? I feel like that's like a bond that you share that nobody else shares. I'm just wondering if that strengthens your relationship despite the everyday difficulties.

>>Steve: For me personally I realized early on I was going to help Nancy. The one thing that I realize I guess I'm fortunately in a way, she could read lips really well. I would tap her on the shoulder and I would speak slowly and she would understand it 90 percent of the time. I never resented anything about her disability. It was always me feeling like I was helping her in any way that I could. And that's about it.

>>Sandy: Thank you, yes.

>>Dana: An answer to that, Matthew, I would say in some ways because understanding definitely enhances our relationship and when I was married before, I did not have that understanding. I had jokes about not hearing. When we laugh now, we laugh together. Jokes or sarcasm or whatever my ex husband didn't like having the captions on the TV and would always complain about that. That's the person he is. When I began dating ten years ago, I would not have even considered someone who wasn't considerate and who wasn't emotionally available to my struggles.

>>Tom: Two things. We've had experience with her finding jobs and when to raise the hearing loss accommodations. What she has worked out she applied for the job. She won't raise the accommodations unless she's got the job. There shouldn't be a stigma with what you feel in your skills and what you got. There are people out there I would imagine in the entertainment industry that won't say anything but will do it.

Two things, it's figuring out when you're going to bring those things up and coming up to something you feel comfortable about. The law is they can't discriminate against you. There are ways to find out. Two, when you do request accommodations, think about requesting them in writing. If there's a record and they refuse, you've got legal grounds set forth

>>Sandy: Thank you so much. We're going to wrap this up now and take a break. Sharon, would you like to end it? Okay.

>>Sharon: Thank you, everybody. This is a wonderful panel. Thank you all for participating. I remember hearing Helen Keller said blindness cut you off from things and hearing loss or deafness cuts you off from people. Challenges are real but can also bring us closer together. I want to thank everybody. We have a little gift for all of our panelists. This is not wrapped but it is an HLAA mug. You get the first one.

Thank you all and we need to give Vivian a break. We will reconvene and we have a lot of exciting things to talk about.

(RECESS TAKEN)

>>Sharon: Can everybody take a seat. We're going to get started again. Can anybody hear me? Raise your hand if you could hear me. We're not going to have our slide show but we'll -- okay so the first order of business is location and we had the good fortune to be in this facility for the last year and a half. The library allowed us to be here and unfortunately the rules and regulations changed and we've been paying for the last few months.

We have been there for the last several months for a new location. We have just found one thanks to our very new guess. Chris and Jackie. Who are solely responsible we met last month this time four weeks ago. Within four weeks, Chris got us in touch with the facilities and we have a beautiful new space at the children's hospital in Los Angeles where both Chris and Jackie work. We will be meeting there starting in March.

You could look at the PowerPoint later. It is on Sunset and Vermont. It is across the street from the bus station. If you wish so use transportation, it is a very convenient option. If you want to write it down we're going to be sending this out. The address is 4650 Sunset Boulevard

>>: What metro line?

>>: I do not know.

>>: Red line.

>>Sharon: It's a red line. We didn't have time to get it together. This deal just got sealed a couple of days ago. There is a beautiful conference room it is off of the lobby. They will be covering our parking. Everybody needs to check in at security when you walk into the building you will tell them you're here for the HLAA meeting. You will have somebody tell us where it is at and it is very easy to find the room off of the lobby. There is an inner courtyard on the number of conference room. There will be space to hang out after and before. Because it's LA they have an H B O café

and it's open 24/7. It is in a hospital but you will not find a nicer and cheerful looking place. The audio-visual equipment is light years ahead of what we have here. Their tech person will be there. The restrooms are lovely. We have access to a kitchen. It's all in all a wonderful opportunity.

>>: For those of you who do want to take the metro, it is the red line. If you're a senior it's \$0.35. You can't beat that.

>>Sharon: Okay we will be there before March 28th.



>>Tim: We're going to put all this information on the website, pictures, maps, we'll put information on Facebook and you'll get your monthly e-mail. If you have questions we'll be able to answer them for you. If you know anyone who is not here, if you can communicate to them. Would would hate to have a group of people next month like where is everyone? I've seen the place, Huntington, over here, by far that's the nice place you've ever been to. The café

is wonderful, restrooms is wonderful, high definition TV's you may just want to stay there.

>>: Repeat the Facebook information.

>>Tim: I don't know exactly Facebook.

>>: How to join.

>>Sharon: Our website for those of you are at HLAA . Orange. Our Facebook group is [Facebook.com/group/hlaa.losangeles](https://www.facebook.com/group/hlaa.losangeles).

>>: I want to make a minute to say how happy I am that we finally found a space. While Sharon is here giving you the good news and thank you to Jackie and Chris. I need you to know that this woman worked tirelessly for the last few months on this gigantic task. I thank you. And we thank you. This is not an easy task. Tell everybody.

>>Sharon: I think you'll all be happy. We talked about at the Christmas party we took a pole where people wanted to be west side versus downtown. We were also offered a room at peck USC. Children's hospital is part of peck USC but further west. Half the party preferred the west side but the library was not viable. It was very very small, and now we can linger and stay. It's really conducive for socializing and breaking out in small groups. I'm sorry for those of you who were hoping for the west side. We were looking at Culver city and it fell through. This came together within a few weeks. We're going to have to change dates for things but you'll find out about that in emails. The next thing is the walk for hearing.

It is the biggest fundraiser for the national organization HLAA and for our local chapter we are recipients of 40 percent of funds that are raised through the walk for hearing. It has been in long beach. It was continue to go to Laguna Beach. Usually it's the first Saturday of June and they moved the date to the last Sunday in May. We have a team, the LA stars. Last year our wonderful Wendy Washington she was the captain of our team. We raised more money than ever before. We are looking and asking for volunteers to be the captain this year.

We need somebody who can be on top of whatever national meetings in terms of administrative things helping people register on the website just general coordination. A lot of this can be done on your own time schedule. If somebody is interested, please raise your hand now or think about it and get back to us. We want somebody who is energetic and want to support HLAA and we can continue having our speaker and so raising funds for things that we need to spend money on. Is there anybody now that is here in interested taking that on? No. Don't be shy and think about it.

>>Tim: One additional comment, she was a die hard fan of walk for hearing. She was one of our founding members and she's also won behind the LA stars name. We decided this year to dedicate the walk in honor of her. She just loved doing this. Indeed it was a great way to connect with people. We have a beautiful location, the beach, a lot of vendors. We are going to dedicate the walk in honor of her. Please keep in mind we're going to enjoy it and cherish all the great things she did for us.

When we do the walk for hearing we're going to have a bit of information about her and it will be a great opportunity.

>>: Wow. I remember when Catherine named LA stars and was putting us on the map in Hollywood. She loved stars. She was team captain for several years. Last year we moved and she was the president. Last year I was the captain of our team. And I knew the Santa Barbara sufferers. I appreciate you going this in memory of Catherine. But I'm going to be competing this year. Santa Barbara surfers are going to kick your butt. No, it's very special. I will be at the walk for sure. It's a smaller chapter and it's challenged with fundraising and I'm torn between but it's just where we lived. She loved it up there in paradise. That's what I wanted to say and I think she'd be very honored, thank you.

>>Sharon: The committee got together and we want to do find the best way to honor her. We're keeping the name. We're hoping to be able to get T-shirts for the LA chapter and we'll talk to you about it. I would like to put those together with her name. I'm very moved by all the work that she did and I'm hoping we can carry the torch. And you can do different walks.

>>: We come down to the same long beach walk.

>>Sharon: Oh, I thought all the walks were different.

>>: I'll hang with you guys for a while. You can try and keep up.

>>Sharon: Okay so any ways, if you do decide to step up, we have volunteered Wendy to help seamlessly transition you to the new captain. The next order of business is the HLAA national convention. We talked about that briefly last month. It will be in New Orleans this year. The dates are June 18th to the 20th. We would love to know is anybody here considering going?

I'm planning to go and we have potential good. It would be lovely to have as many of us to be here. Next year it will be in San Diego. In New Orleans it's only one flight. It would be easier to get to Europe than raw Chester. There is an early registration that is going to be ending soon. It ends March 2nd. The price goes up by roughly 60 bucks. If you think you're going to go it makes sense to do that now. There is a discount for first time member couples.

Go on the HLAA site and there is a link. If you think you're going to go, I suggest registering within the next week to take advantage of the discount. Okay. The next thing we got an email from HLAA that March 3rd is world hearing day. I'm not sure what that entails. I didn't know there was a world hearing day. Hopefully there will just be more and more visibility and interest in our issues. Maybe next time we'll have more to talk about that.

Our next meeting in March on the 25th in our new venue at children's hospital same time as here, we're going to be having a speaker from the Department of rehabilitation coming to talk to us thanks to Georgia for organizing this. He or she will focus on the programs and opportunities.

>>: That's not the right date. Excuse me, it is the 28th. March 28th is the next meeting. The Department of rehabilitation will be having someone come to speak to us. People have been asking for that for a long time. I know somebody who was able to get a hearing aid and job help through the department and it will be interesting to see what resources are available to us. It will be in our new home. I hope all of you come and invite others who you think will be interested in this topic to come join us.

That it? Okay. I think we're probably done a little bit early but let's go with questions. If anybody else has anything they wanted to add and they didn't get a chance to say to please pipe in now.

>>: I wanted to say to anybody that's vote the primary coming up, there's a new voting system in Los Angeles that's coming up. I had a couple of questions and I would appreciate it if you have any interactions at your polling stations. I don't know if you know we have 11 days to vote this time. The new system is supposed to be much more accessible. You can change the fonts, there's new headsets things like that. If you have an experience as far as access ability with hearing, can you please make a note of it and tell me at the next meeting. I'm in touch with the county register's office about accessibility at the polling place and so I'm to improve it.

If anybody has an issue, please make a note of it, where you voted so we can talk about it.

>>Sharon: Thanks. We saw some other hands up? No? Okay. Wendy is going to hand out some index cards if anybody wants to jot down any comments about today's panel what they liked didn't like. We're trying to get feedback from you guys as to things you want to see here and get out of this meeting. We're going to put out a survey next month. But if there's anything you want to mark down now, please go ahead and do so. We really want this year to be interactive and we want it to be subject and so topics that are meaningful and help you get out of HLAA what you really came here for. Does anybody have any comments from the panel? Was there anything that you wanted to say when we ran out of time didn't get a chance to?

>>: This is not with the panel but other activities we did several years ago. I don't remember the group's name. I think a number of people were here at the time from this group when we had the dog group come and talk about their dogs. If we get something like that again, I think it's maybe beneficial and I think some other people would like to have that again too.

>>Sharon: I'm glad you brought that up. Next month will be two years from when we had canine companions. It's an organization that raises service dogs for PTSD, developmental disabilities, and people who are wheelchair bound. I would've gone through all of the hoops to get a dog. It's a long process I think if people show interest you can mark it down and if there is an interest in that, I would be happy to bring somebody back from there. I'm hoping this year to get my dog. It will be two and a half

years from start to finish. It's the thing if anybody finds an interesting jump on it and if you think you might want to do it to try to get us to do it.

It's a wonderful organization. They have very very well trained dogs that help us. The dogs that fail as hearing dogs are canine sniffs dogs. It's really interesting. Canine companions for independence. They are in Santa Rosa and some of the dogs are in northern California and they also opened a facility in Orlando. Anybody else have anything they want to share?

>>: Let's feed the kitty. Donations for the meetings. Where do we put the money?

>>Sharon: Where are we putting the money? The money.

>>: He wants to know where the jar is.

>>Sharon: Are you asking where the jar is? We decided we've had our steering committee meeting and decided to hold off on the kitty for a little bit and try to raise money when we want to raise money for very specific projects and purposes rather than constantly. We felt people feel like they are being constantly being asked to put money. We felt we've accumulated some funds for the coffees and juices. We decide to hold off a little bit and as we find opportunities for things that will require fairly significant amounts of money we will go back to fundraising.

We're hoping to get a good show for the walk for hearing for example. We'd rather have people show for that. We'll see how that works out.

>>: Thank you.

>>: Hi. I would love to have a meeting that gives us good practical sense on purchasing new hearing aids. I bought my first hearing aid five years ago when I joined this group when I moved to California due to my daughter's nagging. I think I paid a tremendous amount of money for it. I'm wondering what's the difference between a \$5,000 hearing aid and a Costco hearing aid. Can we get some sense from that?

>>: I think it has to do with the audiologist. You can go to Costco and get a cheaper price. If you go to a really good audiologist, She won't let me leave the room unless I can hear her when my back is turned. You're not going to get that at Costco.

>>: Generally people who go to Costco just have moderate hearing loss. If you know what your hearing loss is, it's moderate to severe to profound, year going to have to see' professional.

>>: I know. There's Costco but there's a lot in between a Costco hearing aid and a \$5,000 hearing aid.

>>: Costco hearing aid is for people with moderate hearing loss.

>>: Somewhere in the middle there?

>>: I don't think that people at Costco will sell you hearing aids based upon your audio plan. That's just my \$0.02.

>>Sharon: Why don't you work on the card? We're going to collect it and serve future topics. There's enormous topics on hearing aids. What works for you might not work for me. I'm on I don't know if you connect there is a wonderful site. They have forums for a lot of different subjects. They have a forum for hearing loss. Not just one area of hearing loss. There are cochlear implants, and a number of different areas related to hearing loss. That might be a good question to ask on a form like that.

Because of the amount of subjectivity it's difficult to know what is best. I know some people are happy with Costco but some people get over the counter for a few hundred bucks. I know if we had somebody with the hearing aid of that type that might be helpful. I think it's hard to do it on an individual level. The hearing aid is only as good as the audiologist who knows how to map it specifically to my issues and so fourth. Anything else?

>>: I know we want to wrap up here. We had Jeff Rama come to the meetings. He's great he can talk about the low end, high end, middle end. It would be nice to have him back.

>>Sharon: That's a great suggestion. I want to thank Vivian who has done an incredible job captioning. Thank you for coming and I look forward to seeing you all on the 28th of March at the children's hospital and it will be a beautiful new room. Thanks to Chris and Jackie and have a beautiful day.