

HLAA_LA_092615.

HEARING LOSS ASSOCIATION LOS ANGELES CHAPTER MEETING. TESTING, TESTING TESTING. TESTING. TESTING.

>> LISA: ALL RIGHT. GOOD MORNING, EVERYONE. GOOD MORNING, EVERYBODY IF YOU HAVE A T-COIL, JUST REMEMBER TO TURN THAT ON. THIS ROOM IS LOOPED. CAN EVERYONE HEAR ME OKAY?

ALL RIGHT.

IT IS GREAT TO SEE SO MANY PEOPLE HERE. THANK YOU ALL FOR COMING. MY NAME IS LISA. I'M THE PRESIDENT OF THIS CHAPTER. THIS IS THE LOS ANGELES CHAPTER OF HLAA. THE HEARING LOSS ASSOCIATION OF AMERICA.

I SHOULD ACTUALLY SAY I'M THE SOON-TO-BE-NOT PRESIDENT. WE ARE HAVING OUR STEERING COMMITTEE ELECTIONS TODAY. AFTER TODAY'S MEETING THE STEERING COMMITTEE, THE NEW MEMBERS OF THE STEERING COMMITTEE AND THE CURRENT MEMBERS WILL MEET AND WILL BE ELECTING NEW OFFICERS.

SO THERE'LL BE A NEW PRESIDENT AFTER TODAY.

WE HAVE A TON OF STUFF GOING ON TODAY. BASICALLY AGENDA WE NEED TO VOTE ON BYLAWS, WHICH I KNOW YOU'RE ALL REALLY EXCITED ABOUT.

(CHUCKLES).

I POSTED THE BYLAWS TO THE YAHOO GROUP AND I'M SURE ALL OF YOU READ THEM THOROUGHLY.

OKAY. SO WE ARE GOING TO DO THAT FIRST. THEN WE ARE GOING TO HAVE OUR ELECTIONS. WE'LL TAKE A BREAK, ABOUT MID-WAY THROUGH. WE ARE GOING TO COME BACK HERE AND WE WANT TO SPEND A FEW MINUTES REMEMBERING A DEAR MEMBER OF OUR CHAPTER THAT WE LOST LAST MONTH. AL KLINK.

AND WE ARE ALSO GOING TO MEET, NOT SURE IF SHE IS HERE YET, THE NEW HOH SPECIALIST AT G.L.A.D. AND WE HAVE MORE CHAPTER BUSINESS TO TAKE CARE OF.

SO THERE'S A LOT GOING ON. AND I SEE A LOT OF NEW FACES.

AND BECAUSE WE HAVE A LOT OF NEW PEOPLE HERE, JUST A REMINDER, THIS FACILITY IS THE HEAR CENTER. IT IS A NONPROFIT ORGANIZATION. THEY OFFER AUDIOLOGY AND HEARING AID SERVICES, SPEECH THERAPY AT REDUCED RATES. WE'VE BEEN MEETING HERE SINCE THE CHAPTER STARTED 11 YEARS AGO. SO WE ARE BASICALLY BORROWING THIS SPACE. SO WE ASK THAT YOU RESPECTFUL, PLEASE DO NOT GO IN ANY OF OFFICE AREAS. JUST STAY IN THIS ROOM, FOOD AREA AND BATHROOMS.

AND ALSO, ALAN SIMON IS THE DIRECTOR OF THE -- ELLEN -- SHE ASKED ME TO SHARE, THEY ARE ACTUALLY HAVING SEVERAL EVENTS COMING UP AND WE WANTED YOU TO BE AWARE OF THEM. EVERYONE IS WELCOME TO COME.

SATURDAY OCTOBER 10 AND SATURDAY OCTOBER 17 -- I'LL PASS THESE OUT -- THEY ARE HAVING AN OPEN HOUSE HERE. FREE HEARING SCREENINGS, FREE HEARING AID CLEANINGS, FREE T-COIL CHECKS ON A FIRST-COME, FIRST-SERVE BASIS.

THEN ON TUESDAY OCTOBER 19, FROM 10 TO 12, IF YOU WORK YOU PROBABLY CAN'T MAKE THIS. "YOUR BRAIN AND HEARING, USE IT OR LOSE IT." AND WE'VE ALL HEARD ALL OF RESEARCH IN THE RECENT YEARS ABOUT HEARING LOSS BEING ASSOCIATED WITH COGNITIVE -- DID YOU HAVE A QUESTION?

>> MONDAY THE 19? OR TUESDAY THE 20?

>> LISA: I'LL FIND OUT. I DON'T KNOW.

AND I'LL POST IT ON THE YAHOO GROUP. ARE YOU ON YAHOO GROUP? I CAN E-MAIL YOU TOO.

IT IS ABOUT USING OR LOSING YOUR BRAIN POWER. AND HOW THAT'S ASSOCIATED WITH HEARING LOSS.

AND FINALLY, THEY ARE HAVING A FALL FESTIVAL. AND I THINK THIS IS A FUNDRAISER FOR THIS ORGANIZATION. IT IS \$35. IT LOOKS LIKE A FAIR. FOOD PONY RIDES, BALLOON ARTISTS, BOUNCE HOUSE AND COMMUNITY INFORMATION AND MORE.

SO AGAIN, I'LL PASS OUT THESE FLYERS. ALL FOR THE HEAR CENTER.

ANOTHER THING BEFORE WE GET STARTED, WE HAVE ANOTHER GUEST HERE, RICHARD? YOU WANT TO RAISE YOUR HAND?

>> RICHARD: GOOD MORNING.

>> LISA: HE'S ASKING FOR SOME HELP. HE HAS DEVELOPED -- AND I THINK HE HAS

FLIERS. HE HAS DEVELOPED A DEVICE, HE WANTS PEOPLE WITH HEARING LOSS TO GIVE HIM HONEST FEEDBACK. HE IS DEVELOPING IT RIGHT NOW. SO AT BREAK OR AFTER THE MEETING, IF YOU WANT TO HELP HIM OUT AND JUST TEST OUT HIS DEVICE. SHOULD ONLY TAKE A FEW MINUTES. WE DON'T HAVE TIME DURING THE MEETING. BUT I TOLD HIM AT THE BREAK AND AFTER THE MEETING HE CAN GET PEOPLE'S FEEDBACK.

JUST REALLY I THINK YOU WANT HONEST FEEDBACK ON HOW THIS WORKS.

ALL RIGHT?

SO, WE ARE JUST GOING TO JUMP RIGHT INTO THIS. WE HAVE MELODIE TODAY CAPTIONING. SHE DOESN'T KNOW EVERYBODY'S NAMES. SO IF YOU SPEAK (HOOTS) -- AND I ACTUALLY DON'T KNOW SEVERAL PEOPLE'S NAMES HERE AS WELL. SO IF YOU SHARE ANYTHING, CAN YOU PLEASE SAY YOUR NAME SO THAT WILL HELP MELODIE OUT BEFORE YOU START TALKING.

ALL RIGHT.

THE FIRST THING THAT WE HAVE TO DO IS WE NEED TO VOTE ON OUR BYLAWS CHANGES. WHENEVER WE MAKE CHANGES TO THE BYLAWS, WE NEED TO, THE STEERING COMMITTEE NEEDS TO VOTE ON IT AND THE CHAPTER NEEDS TO VOTE ON IT. SO THAT'S WHY WE ARE DOING THAT TODAY.

THE CHANGES THAT WE HAVE PROPOSED ARE BASICALLY TO GIVE THE STEERING COMMITTEE MORE FLEXIBILITY IN REGARDS TO THE NUMBER OF MEMBERS ON THE STEERING COMMITTEE.

SO, I PUT CHANGES UP HERE (ON SCREEN). . . ON THIS SLIDE.

BASICALLY IN THE TOP IS WHAT WE HAVE CURRENTLY. AND THE PROPOSED REVISION IS IN RED.

RIGHT NOW WE HAVE NINE STEERING COMMITTEE MEMBERS. WHAT OUR PROPOSED REVISION IS THAT THE STEERING COMMITTEE WILL BE MADE UP OF A MINIMUM OF THREE MINIMUMS, BUT NO MORE NINE MEMBERS. THIS IS TAKEN STRAIGHT FROM NATIONAL'S TEMPLATE. WE THOUGHT THAT WAS A GOOD SOLUTION TO HANDLING, HAVING MORE FLEXIBILITY IN YEARS TO COME. SO WE ARE NOT STUCK TO ONE NUMBER OF MEMBERS FOR THE STEERING COMMITTEE.

ALL OF THE OTHER CHANGES HAVE TO DO WITH THIS CHANGE. SO, -- HOW DO I DO THIS?

I'M KIND OF STUCK HERE.

SORRY.

OKAY.

OKAY. THE SECOND CHANGE AGAIN IS TAKEN FROM NATIONAL'S TEMPLATE. CURRENTLY WE OUR BYLAWS SAY THAT WE HAVE FOUR OFFICERS. THAT WOULD BE THE PRESIDENT, VICE PRESIDENT, TREASURER, AND SECRETARY.

THE PROPOSED CHANGE IS THAT WE HAVE THREE OFFICERS REQUIRED. THAT'S THE PRESIDENT, TREASURER AND SECRETARY. AND THE STEERING COMMITTEE CAN CHOOSE TO ALSO ELECT A VICE PRESIDENT.

AND FINALLY THE LAST CHANGE CURRENTLY WE HAVE VOTING REQUIREMENTS. THE STEERING COMMITTEE WILL HAVE A QUORUM OF FIVE MEMBERS, WHICH OBVIOUSLY DOESN'T MAKE SENSE. YOU KNOW, WE HAVE FEWER MEMBERS ON THE STEERING COMMITTEE. AND THE CHAPTER MEMBERSHIP QUORUM WILL BE 50% PLUS ONE OF VOTING MEMBERS IN ADDITION TO THREE STEERING COMMITTEE MEMBERS.

PROPOSED CHANGE IS THE STEERING COMMITTEE WILL HAVE A QUORUM OF A MAJORITY OF STEERING COMMITTEE MEMBERS NOT LESS THAN TWO, INCLUDING THE PRESIDENT. IN THE CASE OF A TIED VOTE, IF WE HAVE AN EVEN NUMBER OF MEMBERS ON THE STEERING COMMITTEE AND WE HAVE A TIED VOTE, THE PRESIDENT'S VOTE WILL COUNT TWICE.

AND THE CHAPTER MEMBERSHIP QUORUM WILL BE AT LEAST TEN MEMBERS, WHICH CAN INCLUDE STEERING COMMITTEE MEMBERS.

SO I'M GOING TO MAKE A MOTION THAT WE UPDATE THE BYLAWS TO REFLECT THESE CHANGES. AND THEN WE CAN OPEN IT UP TO DISCUSSION. OKAY? IF YOU HAVE ANY QUESTIONS OR COMMENTS.

SO I'M GOING TO MAKE A MOTION THAT WE UPDATE THE BYLAWS TO INCLUDE THE CHANGES I'VE JUST GONE OVER WITH YOU.

CAN I GET A SECOND?

>> ALICIA: I SECOND.

>> LISA: QUESTIONS? COMMENTS?

>> DIANE: I'M SORT OF CONFUSED ABOUT THE TERM "CHAPTER MEMBERSHIP QUORUM" IS THAT VOTING ON THE STEERING COMMITTEE, OR VOTING OVERALL?

>> LISA: IS THIS ON? MAYBE IT WILL HELP IF IT TURNED IT ON.

DOES THAT WORK?

OKAY.

THAT'S A CHAPTER MEMBERSHIP. AND THE VOTING MEMBERS ARE PEOPLE WHO ARE PAID MEMBERS OF NATIONAL. SO, TODAY WHEN WE VOTE, ONLY MEMBERS OF NATIONAL CAN VOTE. DOES THAT MAKE SENSE? AND THERE NEEDS TO BE AT LEAST TEN MEMBERS VOTING. ANY OTHER QUESTIONS OR COMMENTS BEFORE WE VOTE TO MAKE THESE CHANGES? OKAY.

SO, I GUESS AGAIN, WE ARE JUST GOING TO DO THIS, WE DON'T NEED WRITTEN PROOF. SO WHOEVER IS A NATIONAL MEMBER, A PAID MEMBER OF NATIONAL, YOU CAN VOTE. ALL IN FAVOR OF CHANGING OUR BYLAWS CAN YOU PLEASE RAISE YOUR HANDS?

AND ALL RIGHT, ALL NOT IN FAVOR? ANY OBJECT? ALL RIGHT.

WE CAN --

[APPLAUSE].

>> KEN: DID WE RECORD THAT?

>> LISA: KATHERINE WILL WRITE IT DOWN. SHE'S OUR SECRETARY FOR ANOTHER COUPLE OF HOURS.

[GIGGLES].

ALSO WILL HAVE TRANSCRIPTS OF THE MEETING.

THAT'S ONE THING WE CAN CHECK OFF MY LIST.

THE NEXT THING WE NEED TO GET TO IS OUR STEERING COMMITTEE ELECTIONS.

I WANT TO TURN THIS OFF.

ALL RIGHT.

OKAY. THIS IS THE SITUATION:

WE CURRENTLY HAVE NINE MEMBERS ON OUR STEERING COMMITTEE. WE ARE LOSING SEVERAL OF THOSE MEMBERS. I DON'T KNOW IF MOST OF YOU KNOW, BUT RAM, WE ELECTED RAM LAST YEAR TO THE STEERING COMMITTEE. HE JUST MOVED TO DENVER A COUPLE OF MONTHS AGO. SO HE IS NO LONGER HERE.

THEN WE HAVE STEPHANIE, KAT, DANNY WHO IS NOT HERE AND GEORGIA ARE ALL STEPPING DOWNFUL THEY WOEPT BE RUNNING AGAIN.

WE HAVE PAT, KEN, AND ALICIA, WHO WERE ELECTED LAST YEAR. AND THEY ARE GOING TO STAY ON THE STEERING COMMITTEE. THEY STILL HAVE ONE YEAR.

AND THEN I'M ACTUALLY UP FOR RE-ELECTION TODAY. MY TERM ENDS TODAY.

SO THREE SEATS FILLED RIGHT NOW. THAT MEANS EVEN THOUGH WE JUST VOTED ON WE HAVE A MINIMUM OF THREE TO MAXIMUM OF NINE MEMBERS, WE ARE SHOOTING FOR SEVEN MEMBERS TODAY.

SO THAT MEANS WE HAVE FOUR OPEN SEATS. AGAIN, THE REQUIREMENTS FOR BEING ON THE STEERING COMMITTEE, YOU HAVE TO BE A MEMBER OF NATIONAL. IF YOU AREN'T A MEMBER OF NATIONAL, AND YOU REALLY WANT TO RUN TODAY, WHICH WE'RE HOPING, YOU CAN JOIN NATIONAL. IT IS NOT A BIG DEAL RIGHT NOW.

YOU HAVE TO BE ABLE TO COMMUNICATE BY E-MAIL. WE DO ALL OUR COMMUNICATION BY E-MAIL IN BETWEEN THE MEETINGS.

AND THEN YOU HAVE TO BE ABLE TO ATTEND MOST OF THE CHAPTER MEETINGS AND THE STEERING COMMITTEE MEETING.

THE STEERING COMMITTEE MEETS PRETTY MUCH EVERY OTHER MONTH AND USUALLY AFTER THE CHAPTER MEETINGS.

ANY QUESTIONS?

KEN?

>> WENDY. ACTUALLY I HAVE A QUESTION THAT RELATES TO THE STEERING COMMITTEE SIZE AGAIN. I'M SORRY. CAN I ASK IT NOW?

>> LISA: WE JUST VOTED ON IT. BUT YOU CAN ASK. THIS IS WENDI, BY THE WAY.

>> WENDI: MELODIE, I'M WENDI.

THE SEVEN THAT WE ARE SHOOTING FOR, IS THAT GOING TO BE THE NORM OR -- EVEN THOUGH WE REDUCED IT TO NINE, IS IT OUR GOAL TO ALWAYS TRY TO MAINTAIN SEVEN? AND HOW DO WE DETERMINE WHETHER THIS YEAR OR WE AND WANT FOUR OR NEXT YEAR FIVE

OR SEVEN OR SIX? HOW IS THAT GOING TO WORK IN TERMS OF --

>> LISA: I THINK THAT'S SOMETHING THAT THE NEW STEERING COMMITTEE ARE GOING TO DISCUSS.

THE CURRENT STEERING COMMITTEE FELT THAT SEVEN WAS A GOOD NUMBER. BUT WE WANTED TO HAVE FLEXIBILITY SO THAT WE DON'T HAVE TO KEEP CHANGING THE BYLAWS. WE DON'T REALLY KNOW -- I THINK AFTER 11 YEARS, WE'VE BEEN DOING GREAT AS A CHAPTER. BUT WE HAVEN'T MADE A LOT OF CHANGES OVER THE YEARS.

AND I THINK ALL OF US SORT OF FEEL THAT WE NEED TO FIGURE OUT WHAT OUR GOALS ARE. AND FIGURE OUT OUR DIRECTION.

WE COULD JUST KEEP GOING THE WAY WE ARE GOING. BUT WE THINK THAT IT MIGHT BE TIME TO MAKE SOME CHANGES.

AND SO, GIVEN THAT, I THINK THERE'S BEEN SOME DISCUSSION OF MAYBE HAVING A SMALLER STEERING COMMITTEE AND HAVING COMMITTEES, PEOPLE THAT THEY DON'T HAVE TO BE ON STEERING COMMITTEE. WE HAVE COMMITTEES, PEOPLE VOLUNTEERING TO DO THINGS THAT AREN'T ON THE STEERING COMMITTEE.

SO I SORT OF LOOK AT HAD NEXT COUPLE OF YEARS AS A TRANSITION. AND MAYBE WE'LL DECIDE NEXT YEAR, SEVEN IS A GREAT NUMBER. IF WE DON'T, WE HAVE THE FLEXIBILITY NOW TO CHANGE THAT.

SO, IS THAT PRETTY MUCH HOW THE REST OF STEERING COMMITTEE FEELS?

>> OKAY.

>> LISA: ALL RIGHT. WE ARE JUST GOING TO START WITH THESE ELECTIONS.

IS ANYONE INTERESTED IN RUNNING? ANYONE WANT TO NOMINATE THEMSELVES OR NOMINATE SOMEONE ELSE? AND THIS IS FOR A TWO-YEAR TERM ON STEERING COMMITTEE. ANYONE? [GIGGLES].

>> KEN: I WOULD LIKE TO NOMINATE JUDY HOEWISCH.

>> LISA: DO YOU ACCEPT NOMINATION?

>> DRUM ROLL.

YES. I DO.

>> LISA: GREAT. ANYBODY ELSE?

>> MITZI: SINCE LISA IS UP FOR RE-ELECTION, I NOMINATE LISA YUAN.

>> WENDI: I WAS GOING TO DO THAT. WENDI.

>> LISA: I ACCEPT NOMINATION.

>> PAT: HOP TO IT.

GOOD THING YOU ARE NOT UP FOR --

I NOMINATE TIM.

>> LISA: TIM DO YOU ACCEPT THE NOMINATION?

>> TIM: THAT'S A LONG WALK FOR YOU. YES, I DO.

>> LISA: YAY. SO WE HAVE THREE PEOPLE.

(APPLAUSE)

ANYONE ELSE?

DIANE?

>> DIANE: DO THE PEOPLE WHO ARE CURRENTLY ON THE STEERING COMMITTEE BUT ARE UP FOR RE-ELECTION, DO THEY HAVE TO BE RE-NOMINATED?

>> LISA: I'M THE ONLY ONE RUNNING AGAIN. THE OTHER PEOPLE ARE ALL STEPPING DOWN. THEY DECIDED NOT TO RUN AGAIN.

>> DIANE. AND THEN THOSE WHOSE TERMS ARE NOT YET UP. I'M NOT AWAKE EITHER, KEN.

>> LISA: OKAY. ANYONE ELSE?

ALL RIGHT. I THINK THE BYLAWS STATE THAT WE NEED TO VOTE EVEN IF WE DON'T HAVE THE AMOUNT OF MEMBERS WITH OPEN SEATS. I DON'T EVEN KNOW HOW TO SAY THIS. EVEN IF WE DO NOT HAVE THE SAME AMOUNT OF NOMINEES AS OPEN SEATS, WE STILL HAVE TO VOTE BY WRITTEN VOTE. SO, CAN WE WRITE DOWN THE NAMES OF -- MELODIE? CAN YOU WRITE THE NAMES OF THE NOMINEES?

LISA.

TIM.

JUDY.

>> ALICIA: WHO IS VOTING?

>> LISA: AND IF YOU ARE A NATIONAL MEMBER, RAISE YOUR HAND.
LISA. TIM, JUDY.
YOU CAN VOTE FOR ANY OF THESE PEOPLE OR ALL OF THEM OR ONE OR TWO.
DO WE HAVE EXTRA PENS? I MIGHT HAVE SOME.
>> DO I GET TO VOTE?
>> DO I GET TO VOTE?
>> LISA: YOU CAN VOTE. ARE YOU A NATIONAL MEMBER?
>> NO.
>> KEN: I WOULD JUST LIKE TO SAY THAT JUST BECAUSE YOU'RE NOT ON THE
STEERING COMMITTEE, YOU CAN STILL BE INVOLVED AND BE A PART OF A COMMITTEE, BE IT
FUNDRAISING, WEBSITE, BE IT -- YOU KNOW, HOSPITALITY. SO PLEASE, PLEASE, LET THE NEW
LEADERS KNOW IF YOU'RE INTERESTED IN HELPING OUT AND CONTRIBUTING TO THIS
CHAPTER.
>> GEORGIA: I HAVE A QUESTION, DO WE VOTE FOR EVERYBODY THAT'S NOMINATED
OR JUST ONE PERSON?
>> LISA: I THINK YOU CAN VOTE FOR EVERYONE OR JUST -- I MEAN -- I THINK IT'S
BASICALLY UP TO YOU. YOU CAN VOTE FOR EVERYONE, YOU CAN VOTE FOR ONE PERSON IF
THERE'S SOMEONE THAT YOU REALLY DON'T WANT TO BE ON THE STEERING COMMITTEE,
YOU DON'T HAVE TO VOTE FOR THAT PERSON.
BUT -- OKAY.
>> GEORGIA: SO WE CAN VOTE FOR ALL THREE OF THOSE NAMES?
>> LISA: YEAH. WE JUST HAVE TO GO THROUGH THE PROCEDURE OF VOTING BY
WRITTEN VOTE.
SO --
NAMES:
LISA. TIM. JUDY.
AND I DON'T EVEN REMEMBER HOW WE DO THIS. DO WE HAVE SOMEONE COUNT THE
VOTES?
SO I ACTUALLY NEED A VOLUNTEER WHO IS NOT ON THE STEERING COMMITTEE. SO
WENDY -- WHEN YOU'RE DONE --
TWO PEOPLE. CAN I GET ANOTHER VOLUNTEER TO HELP COUNT THE VOTES? SO
WENDI AND NANCY GRAY.
DO YOU WANT TO DO THAT DURING THE BREAK?
AFTER THE BREAK WE'LL ANNOUNCE THE BIG WINNERS.
[LAUGHTER]
I DON'T THINK THERE'S GOING TO BE MUCH OF A SURPRISE.
I DID WANT TO SAY A FEW THINGS TO THE PEOPLE WHO ARE STEPPING DOWN FROM
THE STEERING COMMITTEE. STEPHANIE, KAT, GEORGIA -- AND DANNY IS NOT HERE -- I JUST
WANT TO THANK YOU ALL FOR YOUR HARD WORK.
STEPHANIE, YOU'VE PUT YOUR HEART AND SOUL INTO THIS CHAPTER. AND
EVERYTHING YOU DO WHETHER IT WAS SOCIAL ACTIVITIES CHAIR, OR ANY OTHER TASK,
YOU'VE DONE IT WITH SO MUCH ENTHUSIASM AND COMPASSION. AND I REALLY APPRECIATE
THAT. SO I KNOW YOU WANT TO STAY ON. BUT YOU LIVE SO FAR NOW. IT IS HARD FOR YOU TO
GET HERE. BUT I HOPE YOU'LL STILL STAY INVOLVED WITH THIS CHAPTER.
STEPHANIE: THANK YOU, THANK YOU.
[APPLAUSE]. . .
>> LISA: I SAID THIS OVER AND OVER --
(MIC IS OFF)
CAN I USE THAT ONE?
>> KEN: I THINK IT IS WORKING NOW.
>> LISA: ALL RIGHT.
>> PAT: YOU GUYS CHOREOGRAPHED THIS.
>> LISA: GEORGIA, I'VE SAID THIS REPEATEDLY. BUT YOU MAKE OUR CHAPTER LOOK
GOOD WITH ALL OF THE WORK YOU'VE DONE THAT PEOPLE --
[APPLAUSE]. . .
-- ALL OF THE VENUES THAT YOU'VE GOTTEN TO CAPTION THEIR LIVE
PERFORMANCES. AND PEOPLE HEAR ABOUT WORK AND THEY THINK THE LA CHAPTER IS ON
TOP OF THINGS. AND IT'S BEEN MAINLY YOU. AGAIN, I WANT TO THANK YOU, I'VE BEEN SO

IMPRESSED WITH ALL OF THE ACCOMPLISHMENTS.

I DON'T KNOW IF MOST OF YOU KNOW, BUT GEORGIA IS STAYING ON AS ADVOCACY CHAIR. WE ARE REALLY HAPPY ABOUT THAT.

[APPLAUSE]. . .

SHE'S STEPPING DOWN FROM THE STEERING COMMITTEE, BUT STILL GOING TO BE ADVOCACY CHAIR AND AGAIN THIS IS AN EXAMPLE OF WHERE YOU CAN GET INVOLVED. YOU CAN START A COMMITTEE IF YOU ARE INTERESTED IN SOMETHING. YOU DON'T HAVE TO BE ON THE STEERING COMMITTEE.

AGAIN, I HOPE MANY PEOPLE WILL FOLLOW GEORGIA'S EXAMPLE.

AND KAT AND THEN DANNY IS NOT HERE. BUT THEY WERE FOUNDING MEMBERS OF THIS CHAPTER. BOTH HAVE BEEN ON THE STEERING COMMITTEE FOR MOST OF THE 11 -- IS IT 11? WOW. THEY'VE BOTH BEEN TREASURERS. KAT WAS THE ONLY PERSON WHO HAS SERVED AS PRESIDENT FOR THREE YEARS IN A ROW. THE Walk4Hearing TEAM CAPTAIN MANY YEARS.

THEY'VE HOSTED MOST OF GARAGE SALES. THEY'VE HOSTED SO MANY PARTIES. SO I JUST -- EVERYTHING YOU'VE DONE YOU'VE CONTRIBUTED SO MUCH.

SO I JUST WANTED TO THANK YOU, AND DANNY AS WELL.

[APPLAUSE]. . .

AND HOPEFULLY YOU'LL CONTINUE TO HAVE PARTIES.

[LAUGHTER]

>> KAT: WE'LL CONTINUE TO DO EVERYTHING, EXCEPT I'M NOT MAKING COFFEE ANYMORE.

>> LISA: WE HAD RAM TAKE OVER LAST YEAR FOR THE GARAGE SALE. I'M GOING TO PUT THIS OUT NOW. THAT WE WILL BE LOOKING FOR A GARAGE SALE HOST NEXT APRIL -- OH -- YES. OKAY.

>> JOE: I DON'T HAVE A MICROPHONE.

SORRY. BUT WE ARE GOING TO MAKE IT HAPPEN FOR YOU, ONE WAY SHAPE OR FORM. OKAY?

>> LISA: THAT'S GREAT.

>> JOE: WE'LL BE AT OUR HOUSE, LISA, BETH AND I MAY NOT BE THERE. BUT YOU CAN USE OUR HOUSE. PLENTY OF PARKING. SO WE'LL MAKE IT HAPPEN SOMEHOW, LISA.

>> LISA: THANK YOU, JOE.

>> JOE: YOU'RE WELCOME.

>> LISA: YEAH. ACTUALLY --

>> KEN: I WOULD LIKE TO SAY A FEW WORDS ALSO THAT TO THE STEERING COMMITTEE MEMBERS THAT ARE STEPPING DOWN, YOU GUYS DID AN AMAZING JOB. WE GREATLY APPRECIATE IT. AND THIS CHAPTER HAS BEEN AROUND FOR TEN YEARS --

>> ELEVEN.

>> ELEVEN.

>> KEN: ELEVEN YEARS NOW. TIME FLIES WHEN YOU'RE HAVING FUN BUT IT IS JUST -- I'M FAIRLY NEW MEMBER COMPARED TO THE STEERING COMMITTEE MEMBERS THAT ARE STEPPING DOWN. SOME OF THEM ARE FOUNDERS OF THIS CHAPTER. AND COMING FROM THE OUTSIDE, THIS IS A VERY, VERY IMPRESSIVE ORGANIZATION. AND IT'S BECAUSE YOU GUYS HAVE BEEN SO IMPRESSIVE IN BUILDING IT TO WHAT IT IS.

SO, THANK YOU VERY MUCH FOR THAT.

I ALSO WANTED TO SAY SOMETHING ABOUT OUR OUTGOING PRESIDENT.

[APPLAUSE]. . .

SHE HAS DONE AN AMAZING JOB AS BEING PRESIDENT. IT IS JUST SO IMPRESSIVE TO WITNESS AND WATCH -- I'VE ACTUALLY WITNESSED HOW MUCH TIME AND ENERGY FIRST-HAND AND VERY CLOSELY THAT SHE PUTS IN TO THIS CHAPTER AND HOW CARING SHE IS.

YOU KNOW, I WAS THE PRESIDENT OF (GETTING EMOTIONAL) OF THE SANTA MONICA CHAPTER UP TO TWO WEEKS AGO. SO WE BOTH ENDED OUR TERMS AS PRESIDENT ABOUT THE SAME TIME.

AND BOY, WAS SHE SO MUCH BETTER A PRESIDENT THAN I WAS.

[LAUGHTER]

SO, YOU KNOW, THANK YOU, THANK YOU, THANK YOU TO SOMEONE THAT IS SO CAPABLE, COMPASSIONATE, INTELLIGENT AND BEAUTIFUL -- THE EX-MADAM PRESIDENT.

[APPLAUSE]. . .

(CONTINUES)

>> LISA: KEN IS A LITTLE BIASED. BUT THANK YOU.

I DID WANT TO THANK YOU ALL FOR ALLOWING ME TO BE IN THIS ROLE. I KNOW THAT I'VE COMPLAINED A LITTLE BIT. AND I'VE SAID I -- [GIGGLES]. AND I DIDN'T REALLY WANT TO DO THIS. BUT THE TRUTH IS I'M SO GLAD I DID THIS. IT WAS SUCH A GREAT EXPERIENCE BECAUSE IT REALLY PUSHED ME OUT OF MY COMFORT ZONE. THOSE OF YOU THAT KNOW ME WELL KNOW HOW MUCH I DO NOT LIKE TO TALK IN FRONT OF PEOPLE. SO THIS WAS JUST, IT'S BEEN SO GOOD FOR ME.

BUT, THE OTHER REASON, I WAS THINKING ABOUT, ACTUALLY SYMBOLIC FOR ME, BECAUSE I THINK IT IS SORT OF SYMBOLIZES MY HEARING LOSS JOURNEY. BECAUSE WHEN I JOINED THIS CHAPTER ABOUT TEN YEARS AGO, I WANTED NOTHING TO DO WITH HEARING LOSS. I CAME HERE BECAUSE I WAS DESPERATE.

I WAS IN A REALLY BAD STATE OF MIND. I WAS DEPRESSED. I JUST -- I WANTED NOTHING TO DO WITH MY HEARING LOSS.

AND I HATED HAVING HEARING LOSS. I HATED BEING A PERSON WITH HEARING LOSS.

SO TO THINK ABOUT THAT PERSON AND THAT NOW I'M REPRESENTING AN ORGANIZATION THAT IS ALL ABOUT HEARING LOSS, AND I'VE JUST COME TO ACCEPT IT AND ACCEPT MYSELF, I CAN'T THINK OF A BETTER GIFT THAN THAT.

THAT'S ONE OF THE REASONS I WANTED TO SERVE AND BE ON THE STEERING COMMITTEE AND BE THE PRESIDENT. JUST BECAUSE I'VE GOTTEN SO MUCH FROM BEING PART OF THIS CHAPTER. FROM THE SUPPORT I'VE GOTTEN HERE. FROM EVERYTHING'S I EVE LEARNED WITH LIVING WITH HEARING LOSS I'VE LEARNED FROM BEING HERE.

AGAIN, I WAS THINKING FROM SOMEONE WHO JOINED THIS CHAPTER AND HATE ED HEARING LOSS TO BECOME THE PRESIDENT OF THE CHAPTER, IT'S BEEN A SYMBOLIC THING FOR ME TO SEE MY OWN GROWTH.

AND THAT'S WHY I'M JUST -- THANK YOU FOR GIVING ME THIS OPPORTUNITY. SO, LOOKING FORWARD TO THE NEXT --

[APPLAUSE]

--

>> ALICIA: I WANTED TO SAY THE VOTE OF 17 WAS UNANIMOUS FOR THE THREE NEW PEOPLE ON STEERING COMMITTEE. I JUST COUNTED THEM. THANK YOU.

[APPLAUSE]

>> KAT: WE GET THINGS DONE.

>> LISA: SO WE HAVE TIM, JUDY AND ME.

[LAUGHTER]

JOINING KEN, ALICIA AND PAT. THANK YOU TO THEM AS WELL. NOT JUST THE PEOPLE WHO STEPPING DOWN, BUT ALSO THE CURRENT MEMBERS. ALL OF YOU HAVE BEEN SO GREAT OVER THE PAST COUPLE OF YEARS.

>> WENDI: I WANT TO SAY THANK YOU, ALICIA. THIS IS A PERFECT EXAMPLE OF WHAT HAPPENS TO US DURING THE COURSE OF DAY. I DON'T THINK ALICIA EVEN HEARD WHAT WE SAID PRIOR TO THAT, THAT WE WOULD DO IT AT BREAK AND NANCY AND I WOULD DO IT. ALICIA WAS BUSY DOING THINGS AND DID WHAT SHE THOUGHT WAS THE RIGHT THING TO DO ABSOLUTELY. AND THIS IS WHAT HAPPENS TO US ALL THE TIME. WE DON'T HEAR WHAT HALF OF WHAT'S GOING ON. AND THEN SHE WOULD BE SURPRISED TO KNOW, HEY, YOU WEREN'T SUPPOSED TO DO THAT. I WAS SUPPOSED TO DO THAT.

IT IS ALWAYS GOOD. BUT THIS IS WHAT HAPPENS TO US EVERY DAY.

SOMETHING LIKE THAT.

ANY IDEA WHAT I'M TALKING ABOUT, ALICIA?

[LAUGHTER]

NO? EXACTLY.

>> LISA: ACTUALLY THAT TOOK A LOT SHORTER THAN I THOUGHT IT WOULD TAKE.

SO I THINK WE CAN GO OVER SOME OF CHAPTER ANNOUNCEMENTS. WE WERE GOING TO DO THAT AFTER THE BREAK.

DOES ANYONE HAVE ANYTHING ELSE THEY WANT TO SAY ABOUT THE ELECTIONS?

DIANE?

>> DIANE: YES, JUST WANT TO EMBARRASS YOU A LITTLE FURTHER. I REMEMBER THE FIRST TIME I MET YOU AT MEMORIAL DAY AT ALICIA AND MIKE'S. AND YOU WERE SITTING THERE 68. AND MY MEMORY IS OF YOUR HAIR COMPLETELY COVERING YOUR FACE BECAUSE YOU WERE JUST SO CLOSED OFF WITH YOUR HEARING LOSS.

AND AS THE YEARS HAVE PROGRESSED, YOU'VE PROGRESSED TO COMING IN WITH YOUR HAIR PULLED BACK OFF YOUR FACE. SO THAT'S HOW I SEE YOUR HEARING JOURNEY. YOU'VE OPENED YOURSELF UP.

[APPLAUSE]

>> LISA: THAT'S TRUE ACTUALLY.

I USED TO NEVER WEAR MY HAIR UP. SO I WOULD ALWAYS HIDE MY HEARING AIDS. AND BELIEVE ME, I NEVER AT THAT TIME THOUGHT I WAS GET A COCHLEAR IMPLANT. NO WAY I'M EVER GETING A COCHLEAR IMPLANT. I WAS NEVER GOING TO GET THAT DEAF. AND NOW I HAVE ONE.

>> PAT: JUST ONE LAST THING ABOUT LISA I WANTED YOU TO KNOW. -- I'M PAT BY THE WAY.

LISA HAS BEEN ACCEPTED AND WE TALKED A LITTLE BIT ABOUT IT LAST MONTH WHEN SHE WASN'T HERE. SHE'S BEEN ACCEPTED INTO A PEER MENTORING PROGRAM THROUGH GALLAUDET IN. SHE'S GOING TO BE DOING ONLINE STUDYING FOR TWO YEARS. WHEN SHE'S THROUGH, CAN YOU IMAGINE WHAT SKILLS SHE GOING TO BE BRINGING BACK TO US HERE WITH OUR COMMUNITY?

NOT ONLY THAT, SHE'S GRADUATED WITH A MASTER'S FROM CSUN IN DISABILITY MANAGEMENT OR --

>> LISA: TECHNOLOGY. ASSISTIVE TECHNOLOGY.

>> PAT: YOU KNOW. WHEN SHE TALKS ABOUT GIVING BACK, THIS IS SOMEBODY THAT IS AN EXAMPLE TO ALL OF US THAT THERE'S ROBIN ROBERTS ON GOOD MORNING AMERICA. ONE OF HER KEY PHRASES IS MAKE YOUR MESS YOUR MESSAGE.

LISA EXEMPLIFIES THAT TO ME.

[APPLAUSE]

>> LISA: THANK YOU.

OKAY. I'M -- THIS IS JUST TOO MUCH. THANKS.

ALL RIGHT.

SO WE HAVE SOME CHAPTER ANNOUNCEMENTS TO MAKE. AND I CAN'T FIND MY AGENDA.

THE FIRST THING IS THE UPCOMING MEETINGS. NEXT MONTH WE ARE HAVING THE HEARING DOG SAM SIMON FOUNDATION. THAT SHOULD BE FUN. I THINK THEY ARE GOING TO BRING IN A DOG AND HOPEFULLY DO SOME DEMONSTRATIONS.

THAT'S THE 4TH SUNDAY OF THE MONTH LIKE USUAL.

IN NOVEMBER WE ARE HAVING OUR ANNUAL RAP SESSION ABOUT HOW TO GET THROUGH THE HOLIDAYS WITH HEARING LOSS. AND WE HAVE A POT LUCK. JUST NOTE THAT MEETING IS THE THIRD SATURDAY OF NOVEMBER BECAUSE OF THANKSGIVING.

AND DECEMBER WE DON'T HAVE A MEETING. WE WILL HAVE A HOLIDAY PARTY. AND WE NEED TO DISCUSS SOON WHAT THAT DATE WILL BE. BUT WE ARE HOPING SOMEONE CAN HOST THE HOLIDAY PARTY AGAIN THIS YEAR. GRACE, HAS BEEN REALLY GENEROUS WITH HOSTING THE PARTY EVERY YEAR. IF SHE WANTS TO TAKE A BREAK, MAYBE SOMEONE ELSE CAN OFFER TO HOST.

BUT WE'LL BE POSTING MORE ABOUT THAT ON THE YAHOO GROUP.

HI? (SOMEONE COMING IN)

SO THAT'S OCTOBER AND NOVEMBER. DECEMBER NO MEETING.

AND THEN I WANTED TO GET AN IDEA OF HOW MANY PEOPLE HERE MIGHT BE INTERESTED IN A BREAST CANCER AND CERVICAL CANCER WORKSHOP. A WOMAN FROM A NONPROFIT ORGANIZATION, CALLED EVERY WOMAN COUNTS HAS CONTACTED ME. AND SHE'S OFFERED TO HOLD A FREE WORKSHOP ABOUT CANCER SCREENING, BREAST CANCER AND CERVICAL CANCER. THEY WOULD PROVIDE CAPTIONING. AND IT WOULD PROBABLY TAKE PLACE AFTER A CHAPTER MEETING, MAYBE IN JANUARY OR FEBRUARY.

SO, FOR THE WOMEN HERE, HOW MANY PEOPLE MIGHT BE INTERESTED THAT? WE NEED AT LEAST FIVE PEOPLE IN ORDER FOR IT TO TAKE PLACE. NOBODY?

OKAY.

I'LL LET HER KNOW. THANKS.

MITZI? DID YOU WANT TO MAKE AN ANNOUNCEMENT?

>> YES. I DO.

>> KEN?

>> MITZI: HI. I'M MITZI. I'LL KEEP THIS SHORT. BUT THE PASADENA PLAYHOUSE HAS

BEEN LOOPED. AND I MEAN THOROUGHLY LOOPED. NOT JUST A PERIMETER. EVERY ROW IS LOOPED WITH A PHASED-ARRAY LOOP. WHICH MEANS IF YOU BENT OVER TO TIE YOUR SHOES, YOU ARE STILL GOING TO BE ABLE TO HEAR IT.

SO THEY ARE A NONPROFIT CORPORATION TOO. AND THEY HAVE TO BEG FOR MONEY. SO FOR THEM TO MAKE THIS INVESTMENT IS REALLY SOMETHING.

SO I HOPE ALL OF YOU CAN HELP SUPPORT THEM. I'VE BROUGHT THEIR SEASON'S PROGRAMS FOR EVERYBODY.

AND THERE ARE SOME GOOD COUPONS THE BACK IF YOU ARE ONE OF THEIR SUBSCRIBERS.

I HOPE YOU CAN -- YES? GRACE?

>> GRACE: WHAT TIME -- WHAT DAYS AND TIMES -- DO THEY HAVE ANY DAYTIME MATINEES? 8:00 AT NIGHT OR?

>> MITZI: I BELIEVE THEY DO HAVE MATINEES. THAT'S WHY I BROUGHT THE PROGRAM. I DON'T KNOW EVERYTHING THEY HAVE GOING ON. IT SHOULD ALL IN HERE. PLENTY OF EXTRAS.

>> SATURDAYS AND SUNDAYS THEY HAVE MATINEES.

>> MITZI: AND ANOTHER THING ABOUT LISA, SHE ALSO DOES OUR NEWSLETTER. AND SHE'S WON AWARDS FOR IT.

[APPLAUSE]

>> KEN. SOMETHING REAL QUICK ABOUT THE PLAYHOUSE.

THEY MADE A COMMITMENT TO PUT A LOOP IN FOR US. AND SO ATTENDING THEIR PERFORMANCES, YOU KNOW, AND ENJOYING THE PERFORMANCES IS SOMETHING THAT WE SHOULD ALL DO.

BUT, ONE OF THE THINGS THAT WE NEED TO DO IS IF THE LOOP DOESN'T WORK, WE NEED TO ADVOCATE FOR OURSELVES. OR IF YOU HAVE ANY PROBLEMS, LET THEM KNOW. LET US KNOW.

BUT TOGETHER, WE CAN ALL MAKE OUR BUILT ENVIRONMENT, PERFORMANCES IN THEATER MORE ACCESSIBLE.

>> MITZI. THEY BOUGHT LISTENING DEVICES FOR PEOPLE WITH NO T-COILS, THEY HAVE NECK LOOPS.

>> MALIK: I THINK THAT'S A GREAT SENTIMENT. I WOULD ADD IF IT DOES WORK TELL THEM. TELL THEM THAT YOU CAME AND APPRECIATED THAT THEY HAVE THE LOOP. BECAUSE THAT'S GOOD FEEDBACK FOR THEM TOO.

>> KEN: ABSOLUTELY.

>> GARY: THEY ALSO HAVE INTERPRETERS FOR CAPTIONING FOR THOSE WHO CANNOT USE THE LOOP?

>> MITZI. NOT AT THIS TIME. YOU CAN ADVOCATE FOR THAT.

>> LISA: ALL RIGHT.

THE NEXT THING IS ACTUALLY, KEN, I'M GOING TO CALL YOU UP HERE. BECAUSE YOU WANTED TO MAKE AN ANNOUNCEMENT ABOUT THIS? FINANCES?

>> KEN: YES. YES.

AS TREASURER, I JUST WANTED TO GIVE YOU A BRIEF UPDATE ON -- FIRST I WANT TO MAKE AN ANNOUNCEMENT THAT WE DID RECEIVE OUR WALK CHECK. AND THE WALK CHECK AMOUNT IS \$4,412.80.

[APPLAUSE]

SO THANK YOU, EVERYONE THAT DONATED AND WALKED FOR A GOOD CAUSE. BUT I ALSO WANTED TO GO OVER -- I DID SUBMIT TO THE STEERING COMMITTEE A TREASURER'S REPORT. SO THEY HAVE THAT. BUT I ALSO PROJECTED OUT BECAUSE THE WALK CHECK WAS ACTUALLY IN THE SEPTEMBER DEPOSITS AND WE DID NOT RECEIVE THE BANK STATEMENT. SO I WANTED TO PROJECT OUT JUST HOW WELL WE DID TO THE END AS OF TODAY.

SO, GOING BACK TWO YEARS WHEN THE CURRENT STEERING COMMITTEE TOOK OFFICE, OUR BANK ACCOUNT WAS \$7,182.

AND TODAY IT IS \$13,337.

[APPLAUSE]. . .

>> LISA: THAT'S GREAT NEWS.

I DID WANT TO THANK -- I HOPE YOU DON'T MIND ME THANKING YOU, GARY AND KATE -- ONE OF THE REASONS OUR WALK CHECK WAS LARGER THAN WE ALL EXPECTED IS THAT YOU WALKED ON THIS CHAPTER'S BEHALF. AND I KNOW YOU RAISED A LOT OF MONEY.

SO I JUST REALLY WANTED TO PERSONALLY THANK YOU.
WE WERE SURPRISED WHEN WE GOT OUR WALK CHECK. WE WEREN'T EXPECTING IT
TO BE THAT BIG. AND I KNOW --

AGAIN, THIS IS GOING A LOT FASTER THAN I ANTICIPATED.

I'M THINKING WE COULD TAKE A BREAK NOW AND COME BACK AND --

>> DIANE: CAN I HAVE THE MIC TO MAKE AN ANNOUNCEMENT.

OUT ON TABLE THERE IS A CAKE THAT MY SISTER DONATED TO THE MEETING TODAY
FOR, IT'S TO CELEBRATE THE CHAPTER'S 11 ANNIVERSARY AND WE HAVE SOME SEPTEMBER
BIRTHDAYS, ONE OF THEM WAS MINE. ONE OF THEM NEXT WEEK WOULD HAVE BEEN ALAN
KLINK'S. SO I ASKED HER TO MAKE THE SPECIAL SPICE CAKE WITH FRESH HOMEMADE
BUTTER CREAM FROSTING.

I HAVE SPECIFIC INSTRUCTIONS TO BRING HOME THE LITTLE PLAQUE THAT SAYS
"HAPPY BIRTHDAY." SO DON'T TRY CHOPPING IT UP.

>> KAT: JUST QUICKLY. THERE ARE BUTTONS ON PODIUM THERE. YEAH. THERE'S MORE
IN THE BOX. SO PLEASE TAKE ONE OR TWO OR THREE BUTTONS WHEN YOU GO TO SIGN UP IF
YOU HAVEN'T SIGNED UP YET. BE SURE YOU SIGN UP SO WE HAVE A RECORD OF WHO'S
HERE.

SO GRAB SOME BUTTONS. PASS THEM OUT TO YOUR FRIENDS AND WE HAVE PLENTY.
>> LISA: I WAS GOING TO ACTUALLY SAY WHAT DIANE SAID. THANK YOU, DIANE, FOR BRINGING
THE CAKE AND THANK YOUR SISTER FOR MAKING THIS CAKE. IT WAS IN CELEBRATION OF
DIANE'S BIRTHDAY. BUT I'M GOING TO ASK ALSO FOR EVERYONE WHO WANTS A PIECE TO GET
A PIECE AND BRING IT BACK IN HERE, BECAUSE WE ARE GOING TO START OFF THE SECOND
HALF OF THE MEETING SHARING SOME THOUGHTS ABOUT ALAN. AND IT WOULD HAVE BEEN
HIS BIRTHDAY NEXT WEEK. SO I THOUGHT IT WOULD BE NICE TO SORT OF HAVE A CAKE
TOAST IN MEMORY OF ALAN.

OKAY?

SO ON THE BREAK, YOU CAN TALK TO RICHARD ONCE AGAIN. HELP HIM OUT.

GRAB SOME CAKE. AND MAYBE WE'LL MEET BACK HERE IN 15 MINUTES OR SO. JUDY
HAS A QUESTION.

>> JUDY: SINCE WE ARE GOING TO HAVE THE BREAK, IF ANYONE HERE HAS ATTENDED
CSUN OR HAS GRADUATED OR CURRENTLY A STUDENT THERE, I'D APPRECIATE IT IF I COULD
TALK WITH THEM DURING THE BREAK. BECAUSE I AM IN THE FACILITIES PLANNING
DEPARTMENT. SO I WANTED TO GET SOME FEEDBACK FROM YOU ON YOUR EXPERIENCES.

THANK YOU.

>> LISA: OKAY.

REMINDER, THERE'S A KITTY JAR OUT THERE. WE WELCOME ALL CASH. DONATIONS. AND JUST
GET SOME FOOD AND ENJOY; 15 MINUTES OR SO.

(BREAK AT 10:44)

(BACK AT 11:10)

>> LISA: LET'S GET STARTED.

EVERYONE HAVE A SEAT.

WELCOME BACK, EVERYONE.

OKAY. WE ARE GOING TO GET STARTED.

SO I JUST WANTED TO AGAIN THANK DIANE FOR BRINGING THIS CAKE. AS WE
MENTIONED BEFORE BREAK, ALAN, HE WOULD HAVE 41 THIS COMING TUESDAY.

I THINK MOST OF YOU KNOW LAST MONTH WE HAD THIS HORRIBLE, SHOCKING AND
HEART BREAKING NEWS THAT ALAN HAD PASSED AWAY. HE WAS AT LAST MONTH'S MEETING. I
THINK HE TALKED TO SEVERAL PEOPLE. I UNFORTUNATELY MISSED THE MEETING.

AND JUST DAYS LATER HE PASSED AWAY.

THE CAUSE OF DEATH IS STILL INCONCLUSIVE I BELIEVE. WHAT WE DO KNOW IS HE
HAD VERY BAD HEADACHES, ONGOING AND APPARENTLY HE WEN HOME, WENT TO SLEEP AND
PASSED AWAY IN HIS SLEEP.

WE WANTED TO SPEND A FEW MINUTES TODAY TO SHARE OUR THOUGHTS IF ANYONE
WANTS O SHARE ANYTHING IN REMEMBERING ALAN.

HE JOINED GROUP, I THINK ABOUT TWO YEARS AGO. I WISH I HAD GOTTEN TO KNOW
HIM BETTER IN THAT TIME. WHAT I DO KNOW IS THAT HE REALLY MADE AN IMPRESSION. HE
JOINED THE GROUP AND HE CAME TO ALMOST EVERY SINGLE MEETING AFTER THAT. EVERY
EVENT. HE ALWAYS RAISED HIS HAND AND ASKED QUESTIONS. THIS ACTUALLY CAME UP AT

HIS MEMORIAL SERVICE, YOU START TALKING TO ALAN AND SUDDENLY YOU ARE TALKING ABOUT SOMETHING COMPLETELY DIFFERENT THAN WHAT THE TOPIC HAD STARTED OUT AS.

I KNOW THAT FOR ME, SOMETIMES I WOULD HAVE NO IDEA WHAT HE WAS TALKING ABOUT. AND IT HAD NOTHING TO DO WITH MY HEARING LOSS.

[GIGGLES].

BUT I THINK THAT WAS SOMETHING THAT WAS REALLY ENDEARING ABOUT HIM. HE JUST HAD THIS VERY UNIQUE MIND.

THAT'S ONE THING THAT I REALLY LIKED ABOUT HIM.

THE OTHER THING I NOTICED RIGHT OFF THE BAT IS HE WAS ALWAYS, ALWAYS SO WILLING TO HELP. I THINK FROM THE VERY FIRST MEETING. YOU DIDN'T EVEN HAVE TO ASK HIM. HE WOULD START HELPING AFTER MEETING AT EVENTS, ALWAYS THERE LENDING A HAND.

I JUST -- LENDING.

I JUST WISH I WOULD HAVE TOLD HIM HOW MUCH I APPRECIATED THAT. I REALLY DID APPRECIATE IT.

A GROUP OF US WENT TO HIS MEMORIAL SERVICE. IT WAS A NICE SERVICE. WE HAD A LITTLE TROUBLE HEARING. BUT I LEARNED A LOT ABOUT ALAN.

THEY STARTED OFF THE SERVICE WITH A SLIDE SHOW. AND ONE THING I THOUGHT THAT WAS KIND OF, BROUGHT A SMILE TO MY FACE, THEY HAD PICTURES OF ALAN WHEN HE WAS A BABY UP TO THE PRESENT DAY. AND HE LOOKED EXACTLY THE SAME. HIS WHOLE ENTIRE LIFE. I MEAN, I THINK THAT'S ONE OF THE THINGS THAT MADE HIM SO LIKABLE IS HE HAD THIS -- LIKE A BABY FACE.

SO IT WAS LIKE THIS LITTLE MINIATURE ALAN --

[LAUGHTER]

--

THE OTHER THING IS THAT I LEARNED THAT HE WAS INTO SO MANY DIFFERENT THINGS. THE SENSE I GOT IS THAT HE WAS, HE REALLY ENJOYED LIFE. HE WAS INTO PHOTOGRAPHY. HIKING. HE WAS LEARNING SPANISH. HE HAD A VERY STRONG FAITH. HE WAS GOING TO BIBLE STUDY CLASSES EVERY WEEK, I THINK WITH HIS MOTHER.

HE HAD A REALLY STRONG RELATIONSHIP WITH HIS FAMILY. HIS BROTHER-IN-LAW ACTUALLY WAS HIS FRIEND FROM SECOND GRADE. WHO ENDED UP MARRYING HIS SISTER. SO HE HAD THESE REALLY STRONG TIES.

AND A LOT OF PEOPLE SHARED THEIR THOUGHTS. IT WAS JUST REALLY NICE TO GET A DEEPER PICTURE. BECAUSE ALL WE SEE IS A LOT OF US JUST SEE EACH OTHER AT THESE MEETINGS. IT WAS NICE TO GET A DEEPER PICTURE OF ALAN.

AGAIN, I JUST WISH I HAD GOTTEN TO KNOW HIM BETTER IN THE LAST COUPLE OF YEARS.

SO I WANTED TO GIVE PEOPLE A CHANCE TO SHARE THEIR OWN THOUGHTS ABOUT ALAN. AND BE ABLE TO -- I KNOW THIS HAS BEEN A REAL TRAGIC AND SAD TIME FOR ALL OF US. SO IF ANYONE WANTS TO SHARE THOUGHTS?

>> MARCIA: WHAT IMPRESSED ME AFTER THE SERVICE IS THAT HIS MOTHER SPOKE. AND THAT REALLY GOT TO ME. THE RELATIONSHIP THAT THEY HAD, WHOLE FAMILY WAS A BEAUTIFUL THING. (BECOMING EMOTIONAL) AND HIS FRIENDS FROM SCHOOL EVEN SPOKE BESIDES HIS BROTHER-IN-LAW.

AND HE WAS A VERY CARING PERSON.

>> LISA: YEAH, HIS MOTHER SAID THAT HE ALWAYS CHECKED UP ON HER. THEY ALWAYS ENDED THE NIGHT BY TELLING EACH OTHER THEY LOVED EACH OTHER. AND AGAIN, HE HAD SEVERAL FRIENDS COME UP AND SPEAK. IT SEEMED LIKE ALL OF THEM HAS KNOWN HIM SINCE HIGH SCHOOL. HE, I THINK WHAT CAME THROUGH IS HE IS JUST A REAL CARING PERSON. HE HAD SOME REALLY GREAT FRIENDS. AND HE'S GOING TO BE VERY, VERY, SORELY MISSED.

>> DIANE: I'M DIANE. I HOPE IT IS OKAY IF I SIT HERE. I MADE SOME NOTES THAT I CAN'T READ IF I'M STANDING UP THERE.

GEORGIA AND I KNEW ALAN THROUGH HIS FACEBOOK PAGE. AND PAST COUPLE OF WEEKS I HAVE BEEN GOING BACK THROUGH THAT JUST READING OVER THE, THERE WAS JUST SO MANY TRIBUTES FROM HIS FRIENDS, PEOPLE WHO HAVE KNOWN HIM LIKE LISA SAID SINCE CHILDHOOD.

AND THERE WERE ALSO QUITE A FEW PICTURES OF ALAN WITH HIS NEPHEW, WHO I CAN'T REMEMBER THE BABY'S NAME. BUT HE JUST HAD HIS FIRST BIRTHDAY ON SEPTEMBER

19. SO ALAN DIED A FEW WEEKS BEFORE THE BABY'S FIRST BIRTHDAY.

AND THERE WAS JUST ONE VERY SWEET PICTURE OF ALAN'S NEPHEW AND THE CAPTION SAID "WE STILL HAVE A REASON TO LAUGH."

AND I STARTED THINKING WHAT KIND OF LEGACY DOES ALAN HAVE TO PASS ON TO HIS NEPHEW AND TO THE REST OF US?

JUST BASED ON SOME OF THE THINGS HIS FRIENDS HAVE SAID ON HIS PAGE, I JUST WANT TO SHARE A FEW THOUGHTS THAT I HAD.

ONE THING WAS KIND OF EXPLORE THE WORLD AROUND YOU AND BE CURIOUS ABOUT IT. BECAUSE HE HAD, LIKE LISA SAID, SO MANY DIFFERENT INTERESTS.

AND ONE OF HIS FRIENDS SAID HE WAS UP FOR JUST ABOUT ANYTHING. WHETHER DANCING OR SPUR OF THE MOMENT GOING TO THE DODGER GAME OR JUST HANGING OUT AND HIKING.

SO, IT JUST -- IF SOMETHING ATTRACTS YOUR INTEREST, EXPLORE IT A LITTLE BIT. SEE WHAT IT CAN DO FOR YOU. YOU CAN ALSO PASS UP ON IT.

AGAIN, BE CURIOUS ABOUT THE WORLD AROUND YOU. IN REGARD TO THE PEOPLE AROUND YOU ESPECIALLY. THAT WAS THE ONE THING THAT STRUCK ME ABOUT ALAN, I THINK FIRST TIME I MET HIM HE CAME TO ONE OF THE SUPPORT GROUP MEETINGS THAT WE HAD AT MY HOUSE. AND HE HAD A QUESTION OR A COMMENT FOR EVERYONE WHO SPOKE. IT WAS LIKE HE REALLY LISTENED AND PAID ATTENTION TO WHAT THEY WERE SAYING. EVEN -- WHICH I KNOW IS REALLY HARD TO DO WHEN YOU HAVE A HEARING LOSS. BUT HE MANAGED TO DO THAT.

SO IT IS KIND OF EVEN IF IT IS HARD FOR YOU, TRY TO ENGAGE THE PEOPLE AROUND YOU. GET TO KNOW THEM JUST A LITTLE BIT.

AND AGAIN, LISTEN TO THEM. ASK QUESTIONS. DON'T JUST LISTEN TO SAY SOMETHING NEXT. BUT LISTEN TO WHAT THEY'RE SAYING.

THE OTHER THING I THOUGHT WAS ABOUT HIM HE WAS VERY THOUGHTFUL. THERE WERE A LOT OF COMMENTS ABOUT FROM PEOPLE WHO SAID THAT HE WOULD JUST DROP IN WITH A TEXT OR AN E-MAIL OR VOICE MAIL JUST TO SAY HELLO OR SEND THEM A POEM OR NEWS ARTICLE HE KNEW WOULD INTEREST THEM JUST TO LET PEOPLE KNOW HE WAS THINKING ABOUT THEM.

AND I THOUGHT, THAT'S SOMETHING I WANTED TO DO MORE OFTEN. BECAUSE THERE ARE SO MANY PEOPLE IN MY LIFE WHERE I KNOW WEEKS, MONTHS GO BY AND WE HAVEN'T TOUCHED BASE AT ALL. AND I KNOW THAT I'M THINKING ABOUT THEM. BUT I JUST DON'T TAKE THE TIME TO DO ANYTHING.

SO THAT'S SOMETHING I GOT FROM ALAN IS TO TRY TO CONNECT A LITTLE BIT MORE.

AND LAST THING IS SMILE.

HE -- EVEN HIS NEIGHBORS WHO DIDN'T KNOW HIM VERY WELL, THEY KNEW HIM BECAUSE THEY WOULD WALK PAST HIM ON THE STREET AND THEY WOULD SAY HELLO, AND HE WOULD ALWAYS ASK HOW THEY WERE. SO CHECK IN ON PEOPLE. BE KIND. BE COURTEOUS. JUST LOOK AT THE WORLD AROUND INSTEAD OF AT YOURSELF. I THINK THAT'S WHAT I'M GOING TO TAKE AWAY FROM HIM.

>> MITZI: I KNOW SOME OF YOU HAVE EXPRESSED DESIRE TO HAVE SPENTED FOR TIME WITH ALAN. I GOT TO DO THAT. NANCI LINKE-ELLIS SET UP A DEMONSTRATION OF A JAKOTI SYSTEM IN CULVER CITY MONTHS AGO. AND I TOOK PUBLIC TRANSIT. A QUEST OF MINE.

AND SO WHEN WE LEFT, ALAN OFFERED ME A RIDE BACK SINCE WE BOTH LIVE IN THIS AREA.

SO IT WAS TRAFFIC TIME GOING FROM THE WEST SIDE ALL THE WAY TO ALTADENA. GOT TO SPEND QUITE A BIT OF TIME WITH HIM. [GIGGLES].

AND ALL I REMEMBER -- IF YOU THINK YOU WERE GOING TO LEARN MORE ABOUT ALAN SPENDING MORE TIME WITH HIM, YOU WEREN'T. BECAUSE IT IS ALL QUESTIONS. ONE AFTER ANOTHER. AND QUESTIONS THAT LED DEEPER AND DEEPER INTO SUBJECTS I DON'T REMEMBER NOW WHAT WE TALKED ABOUT. BUT I HAD BRAIN DRAIN BY THE TIME I GOT HOME.

[LAUGHTER]

THERE ARE NO FREE RIDES.

[LAUGHTER]>> GEORGIA: I ALSO HAVE TO SAY THAT I REALLY DIDN'T KNOW ALAN VERY WELL EITHER. THE FIRST TIME THAT I MET HIM WAS AT THE COCHLEAR IMPLANT SUPPORT GROUP MEETING. AND HE CAME TO THOSE MEETINGS. AND THEN HE -- I TOLD HIM ABOUT THIS

MEETING. SO THEN HE STARTED COMING TO THIS MEETING. BUT, AGAIN, I REALLY DIDN'T KNOW HIM ON A PERSONAL LEVEL. BUT HE DID FRIEND ME ON FACEBOOK, JUST LIKE DIANE. SO WE INTERACTED A WAY. HE WOULD MAKE COMMENTS TO ME AND I WOULD DO LIKEWISE WITH HIM.

HE WAS UNUSUAL. HE WAS DIFFERENT. HE WAS FUNNY. HE WAS QUIRKY. BUT HE WAS AN ORIGINAL. AND HE WAS A GOOD MAN. HE WAS A GOOD PERSON. HE WAS CARING. HE WAS LOVING.

I JUST WANTED TO SAY THAT WHAT I'M NOTICING NOW ON FACEBOOK IS THAT HIS SISTER IS POSTING THINGS ON FACEBOOK AND ABOUT THEIR FAMILY, WHAT THEY'RE DOING. AND SHE INCLUDES ALAN'S NAME ON THAT POST SO THAT ALL OF ALAN'S FRIENDS CAN STILL SEE THE CONTINUATION OF THE FAMILY.

AND IT'S LIKE ALAN IS STILL HERE. HE REALLY HASN'T LEFT. AND I JUST LOVE THAT. I THINK IT IS VERY, VERY SWEET.

SO, I WANTED TO SHARE THAT.

>> DIANE: ONE THING I FORGOT.

>> MALIK: YOU WANT TO COME WITH ME?

SO FOR ME, THE THING I KEEP THINKING ABOUT WAS THAT I'D SEEN ALAN JUST A FEW DAYS BEFORE WE GOT THE NEWS THAT HE PASSED. AND ANYTHING TO BEING GRATEFUL FOR KNOWING HIM, I WAS GRATEFUL THAT I SPOKE TO HIM. YOU REALIZE THAT WE CAN COME TO THIS MEETING AND NOT SPEAK TO OTHER PEOPLE WHO ARE HERE?

AND NOT JUST SAY, HELLO, HOW ARE YOU DOING? AND I'M GLAD TO SEE YOU.

AND I GOT A MOMENT TO SAY THAT TO HIM. WHICH ENDED UP BEING MY LAST MOMENTS HIM. AND I'M GRATEFUL FOR THAT. SO IT JUST REMINDS ME THAT WE NEED TO DO THAT WITH THIS GROUP AND IN OTHER ASPECTS OF OUR LIVES. BECAUSE WE DON'T KNOW WHEN WILL BE THE LAST TIME.

JUST QUICKLY REFLECTIONS ON THE SERVICE. I WANTED TO THANK MITZI AGAIN FOR SPEAKING FOR OUR GROUP, FOR OUR CHAPTER. I KNOW THE FAMILY AND FRIENDS REALLY APPRECIATED HER WORDS AND EVERYONE WHO SHOWED UP. THEY REALLY APPRECIATED THAT. I SPOKE TO HIS MOTHER AS WELL. AND SHE ALSO EXPRESSED HER GRATITUDE AND APPRECIATION THAT THE CHAPTER CARED AND SHOWED UP. AND THAT WAS REALLY SPECIAL TO THEM.

SO THANKS, MITZI, AND THANKS EVERYBODY WHO CAME.

>> DIANE: I FORGOT TO SAY THAT THE OTHER DAY ON ALAN'S FACEBOOK PAGE. HIS SISTER SAID THEY WERE CLEANING OUT, STARTING TO CLEAN OUT HIS HOUSE. AND A TRANSFORMER BLEW OUT POWER IN A TWO-BLOCK AREA AROUND THE HOUSE. SHE SAID, "THAT'S ALAN PLAYING A TRICK ON US."

[LAUGHTER]

>> GRACE: I SPOKE TO ALAN AT LAST MEETING. AND HE USED TO SIT RIGHT BACK HERE. AND HE WAS A CLIMATE-CHANGE DENIER. AND THE NEXT MEETING I WANTED TO HAVE THAT DISCUSSION WITH HIM.

[LAUGHTER]

>> LISA: ANYONE ELSE?

>> TIM: THIS IS TIM. I JOINED ABOUT LITTLE OVER A YEAR AGO. AND WHEN I FIRST CAME HERE I DIDN'T KNOW ANYONE. AND I GOT TO MEET A FEW PEOPLE AND SAT DOWN. AND THEN THIS BLOND-HAIRED DUDE JUST SAT RIGHT NEXT TO ME AND STARTED TALKING TO ME. I FIGURED HE IS MAKING SOME NICE SMALL TALK WITH ME AND EVERYTHING, ASKING ME A LOT OF QUESTIONS. I THOUGHT, WELL, THAT'S INTERESTING. AND I ASKED QUESTIONS TOO.

SO I LEAVE AND I COME TO THE NEXT MEETING. AND THERE HE IS AGAIN. AND HE SAT DOWN AND HE ASKED ME FURTHER QUESTIONS AND FOLLOW-UPS. AND BY GOLLY, HE LISTENED TO EVERYTHING I SAID THE PREVIOUS TIME. I THOUGHT HE WAS JUST MAKING SMALL TALK AND EVERYTHING. BUT HE WAS VERY GENUINE. AND THAT'S WHEN I THINK OF ALAN I THINK OF SOMEONE WHO IS VERY GENUINE AND I DID TALK TO HIM QUITE A BIT.

IN THE LAST MEETING WE WERE GOING TO TALK ABOUT COCHLEAR IMPLANTS, HE WAS DEAF ON ONE SIDE. SO I TALKED TO HIM AT LENGTH. WE WERE GOING TO TALK FURTHER TODAY. AND WE ARE NOT GOING TO GET THAT CHANCE.

IT REALLY HIT ME WHEN I CAME HERE TODAY. I SIT USUALLY IN THIS AREA. AND ALAN IS USUALLY OVER THERE. HE MAY BE OVER THERE AND I'LL WAVE TO HIM. BUT IT REALLY HIT ME TODAY WHEN I DON'T SEE HIM THERE RIGHT NOW.

I'M THANKFUL I HAD THAT YEAR TO GET TO KNOW HIM AS WELL AS I COULD I THINK I WOULD HAVE HAD A CHANCE TO GET TO KNOW HIM BETTER, SO INTERESTING AND SUCH A GOOD ROLE MODEL IN MY LIFE AND DENOTED BY ALL OF YOU. I'M GOING TO CHERISH THOSE MEMORIES I HAVE OF HIM AND TRY TO REMEMBER WHAT KIND OF PERSON HE WAS. I THANK ALL OF YOU GUYS -- DIANE, MITZI AND SO FORTH FOR SHARING MORE ABOUT WHO HE IS SO I CAN LEARN FROM THAT AS WELL AND KEEP THAT FROM THE BACK OF MY MIND AND TRYING TO BE A BETTER PERSON GOING FORWARD.

>> KAT: JUST QUICKLY, SOMETHING THAT KIND OF FUNNY. IF YOU KNOW MY HUSBAND, DANNY. AT THE LAST MEETING, HE WAS -- WE WERE BOTH HERE, DANNY AND I WERE BOTH HERE AND TALKING TO ALAN. AND ALAN SAID THAT HE WAS GOING AFTER THE MEETING TO GET A MASSAGE. AND I THINK BECAUSE THESE BAD HEADACHES HE WAS HAVING, HE WANTED TO GET THE MASSAGE TO HELP HIS HEADACHES.

AND DANNY BEING DANNY --

[LAUGHTER]

-- SAID, "OH, OH, MAYBE I'LL HAVE A HAPPY ENDING."

[LAUGHTER]

YEAH, YEAH. THAT'S DANNY.

BUT ALAN JUST KIND OF LOOKED AT HIM, AND IT IS LIKE, HE DIDN'T QUITE GET WHAT DANNY WAS SAYING.

[LAUGHTER]

HE KIND OF HAD THIS INNOCENCE TO HIM THAT WAS INTRIGUING.

AND THEN DANNY SAID, "WELL, YOU KNOW," HE KIND OF RAISED HIS EYEBROWS "YOU KNOW." AND ALAN SAID, "NO, NO. NO. I" -- HE SAID, "I WOULD SAVE THAT FOR MY GIRLFRIEND."

SO --

[LAUGHTER]

-- AND THEN TO TOP IT OFF, "OH, I DIDN'T KNOW YOU HAD A GIRLFRIEND." AND ALAN SAID, "I DON'T."

[LAUGHTER]

BUT IF HE DID, HE WOULD SAVE IT.

SO IT WAS JUST KIND OF A FUN, YOU KNOW, EASY-GOING GUY MOMENT. AND NOW DANNY IS SO GRATEFUL HE HAD THAT. BECAUSE THAT WAS A NICE LAST MOMENT WITH ALAN.

>> LISA: ANYONE ELSE?

>> KATIE: LIKE I DIDN'T REALLY KNOW ALAN. I SPOKE TO HIM -- THIS IS KATIE. I BRIEFLY SPOKE TO HIM AT A FEW MEETINGS I ATTENDED. NICE GUY. WHAT I'M GETTING FROM WHAT I HEAR WHAT PEOPLE ARE SAYING, IS WHAT DIANE SAID, REACH OUT TO PEOPLE THAT YOU DON'T TALK TO OR SEE OFTEN AND FIND THE JOY EVERY DAY IN SOMETHING. NO MATTER HOW BAD YOUR DAY, IT SEEMS LIKE ALAN FOUND THE JOY IN EVERY DAY. AND THAT'S ONE LESSON I CAN DEFINITELY TAKE AWAY FROM ALL OF THIS.

>> LISA: I THINK THAT'S TRUE. I GOT THAT SENSE TOO. AND THANK YOU, DIANE, EVERYTHING YOU SAID WAS SO RIGHT ON.

AND THE OTHER THING IS THAT WE JUST APPRECIATE EACH OTHER. LIKE I SAID, I REALLY WISH I HAD TOLD HIM HOW MUCH I APPRECIATED HIM. I REALLY ENJOYED HAVING HIM HERE. I DON'T KNOW WHAT IT WAS ABOUT HIM. BUT SOMETHING THAT I FOUND COMFORTING.

I REMEMBER ONE TIME STANDING UP HERE AND BEING REALLY NERVOUS. AND THEN ALAN WALKED IN AND I IMMEDIATELY FELT BETTER. I'M NOT SURE WHY. BUT I THINK IT IS THAT HE HAD SUCH A GENUINE, WARM HEART AND HE WAS JUST SO GENUINELY SWEET.

SO, AGAIN, THIS IS A HUGE LOSS FOR OUR CHAPTER. WE ARE REALLY GOING TO MISS HIM.

WENDI? DID YOU WANT TO SHARE SOMETHING? >> WENDI: UM, I DIDN'T KNOW HIM REALLY WELL. BUT JUST LIKE EVERYONE SAID, YOU SAW HIM. WHAT I REMEMBER IS THAT HE TYPICALLY HAD A SMILE. EVEN WHEN HE WAS SAYING SOMETHING, HE KIND OF SMILED. I JUST WANT TO TAKE THAT AWAY. BECAUSE AS HEARING IMPAIRED OR LOSS PEOPLE, THAT'S ONE THING WE CAN DEFINITELY -- YOU DON'T HAVE TO SAY ANYTHING. WHEN PEOPLE SMILE YOU AUTOMATICALLY FEEL BETTER. YOU DON'T HAVE TO HEAR TO UNDERSTAND A SMILE. I ALSO KNOW THAT WE DON'T SMILE AS MUCH BECAUSE WE'RE SO BUSY AND INTENT ON TRYING TO HEAR, WE FORGET THAT WE CAN DO A LOT OF SMILING. AND HE DID THAT. AND SO I WANT TO TAKE AWAY THAT I WANT TO SMILE MORE. AND YOU KNOW, -- LIKE AT ANNE? JUST MAKING A WORLD OF A DIFFERENCE.

I WANT TO CARRY THIS SMILE THING WITH ME AND BE REMINDED OF ALAN. EVERYONE UNDERSTANDS IT IS UNIVERSAL.

>> LISA: ALICIA IS GOING TO READ SOMETHING. I'M GOING TO PUT IT UP HERE SO WE CAN FOLLOW ALONG.

>> ALICIA: I WENT ONLINE -- IS IT ON?
OKAY?

I WENT ONLINE AND I FOUND THIS -- --

>> DIANE: BIGGER MICROPHONE?

>> ALICIA: I FOUND THIS POEM OR SAYING BY AN UNKNOWN AUTHOR. IT OCCURS TO ME IT IS EXACTLY WHAT WE'RE ALL TALKING ABOUT.

IT'S NOT WORKING.

WE ARE ALL TALKING ABOUT IS WE ARE LIKE PEBBLES. AND WE CREATE RIPPLES IN THIS LIFE. AND IT IS UP TO US WHAT KIND OF ECHO WE WANT TO LEAVE, NOT ONLY PRESENTLY, BUT WHEN WE'RE GONE. AND OBVIOUSLY ALAN LEFT BEAUTIFUL RIPPLES IN HIS SHORT STAY HERE, EVEN TO PEOPLE WHO DIDN'T KNOW HIM VERY WELL.

SO I FOUND THIS. AND I WANTED TO READ IT BECAUSE IT IS ABOUT THE BEAUTY IN THE WORLD THAT FADES BUT SOMEHOW STAYS BEHIND.

AND AFTER I READ IT, I'D LIKE ALL OF US TO TAKE A MOMENT AND BOW AND EITHER THINK ABOUT HIM, PRAY, OR WHATEVER MAKES YOU MORE COMFORTABLE. SO WE'LL TAKE A MOMENT OF SILENCE.

(READING). . .

"SOMETHING BEAUTIFUL REMAINS.

"THE TIDE RECEDES BUT LEAVES BEHIND BRIGHT SEASHELLS ON THE SAND.

"THE SUN GOES DOWN (READING) LEARNING PROCESS THE MUSIC STOPS AND YET IT ECHOS ON IN SWEET REFRAINS."

"FOR EVERY JOY THAT PASSES SOMETHING BEAUTIFUL REMAINS.

SO GOOD-BYE ALAN AND THANK YOU SO MUCH FOR HAVING BEEN IN OUR LIVES AND SAFE JOURNEY.

(MOMENT OF SILENCE)

THANK YOU ALL.

>> LISA: THANK YOU, THANK YOU FOR READING THAT. THAT WAS BEAUTIFUL. THANK YOU FOR EVERYONE WHO SHARED ABOUT ALAN.

IN REMEMBRANCE -- GRACE?

>> GRACE: ONE MORE READING.

"GOOD NIGHT, SWEET PRINCE, MAY FLIGHTS OF ANGELS SING THEE TO THY REST."
HAMLET.

>> LISA: AS I SAID EARLIER, ALAN WOULD HAVE BEEN 41 THIS TUESDAY. THIS CASE IS NOT JUST FOR DIANE'S BIRTHDAY, BUT ALSO FOR ALAN'S BIRTHDAY. IF EVERYONE CAN TOAST ALAN WITH THEIR CAKE -- UNLESS YOU'VE ALREADY EATEN IT.

THE OTHER THING THAT I LEARNED AT MEMORIAL SERVICE IS HE LOVED TO EAT.
[GIGGLES].

SO HOPEFULLY HE'S SOMEWHERE SMILING.

ALL RIGHT.

WE HAVE 20 MINUTES LEFT. I FORGOT TO DO SOMETHING EARLIER. WHICH IS THE STEERING COMMITTEE NOMINEES I WANTED THEM TO HAVE A CHANCE TO SAY A FEW WORDS. WE WOULD LIKE TO HEAR FROM TIM AND JUDY ABOUT WHAT YOU HOPE TO GET OUT OF BEING ON STEERING COMMITTEE AND MAYBE WHAT YOU WILL LIKE -- SOMETHING YOU'RE INTERESTED IN DOING AS FAR AS YOUR ROLE ON THE STEERING COMMITTEE.

SO I'M GOING TO PUT YOU ON THE SPOT.

START WITH TIM?

>> TIM: UP TO THE FRONT OR FROM HERE?

>> MALIK: GET USED TO IT.

>> LISA: CONGRATULATIONS.

>> TIM: HI, EVERYONE. GOOD MORNING. THANK YOU FOR NOMINATING ME. LITTLE OVER YEAR AGO I JOINED. AND PRIOR TO THAT I WAS ON MY OWN. SO I WAS TRYING TO FIGURE OUT HOW TO GET BY WITH MY HEARING DIFFICULTIES AND CHALLENGES. AS I WENT ALONG, I WAS BORN WITH HEARING LOSS ABOUT 50% IN BOTH EARS. AND MY LEFT SIDE IS WORSE THAN MY RIGHT. SO I'M HAVING MORE CHALLENGES. I'M EVEN MORE THANKFUL TO BE

HERE WITH ALL OF YOU.

SO I THINK TWO THINGS I HOPE TO ACHIEVE, AND THAT IS:

ONE IS, I GOT A LOT TO LEARN. SO WHAT BETTER WAY TO LEARN THAN TO BE PART OF THE STEERING COMMITTEE, LEARN ABOUT ALL OF THE CHALLENGES WE FACE AND HOW WE CAN MAKE SUCCESSES HAPPEN. AND HELP ME LEARN MORE, ESPECIALLY FROM A TECHNOLOGY PERSPECTIVE, WHERE WE ARE HEADING, HOW WE CAN HELP EACH OTHER NAVIGATE AND SO FORTH.

SO I CONSIDER THIS A LEARNING OPPORTUNITY FOR ME. SO I'M ACTUALLY VERY THANKFUL. SO I CONSIDER THIS A THANKFUL OPPORTUNITY. SO I'M GRATEFUL FOR YOU GUYS ELECTING ME FOR THIS.

ALSO, A LONG WITH PAT AND LISA AND KEN, WE'VE BEEN WORKING ON BUILDING A NEW WEBSITE. SO THAT'S SOMETHING I WOULD LIKE TO CONTRIBUTE. I JUST WANTED TO VOLUNTEER TO HELP WITH THAT. SO WE ARE MOVING FORWARD. WE ARE GOING TO HOPEFULLY MEET NEXT MONTH AND GET CLOSER TO GETTING A REALLY WONDERFUL SITE UP FOR YOU GUYS SO WE CAN BETTER COMMUNICATE AND LEARN WHAT'S GOING ON HERE IN THIS CHAPTER, THE NATIONAL CHAPTER -- NATIONAL HLA. AND JUST WHAT'S HAPPENING IN THE AREA AND SO FORTH.

SO I HOPE THAT'S A GREAT WAY TO CONSOLIDATE A LOT OF WHAT WE'RE SHARING NOW INTO ONE USEFUL PLACE SO EVEN CAN LEARN MORE ABOUT IT.

AND MAYBE, ADDENDUM TO THAT IS, AS I LEARN, MAYBE I'LL BE ABLE TO THINK OF NEW IDEAS AND WORK WITH YOU GUYS ON HELPING TO BUILD ANYTHING, WHETHER JUST GETTING MORE PEOPLE HERE -- ALTHOUGH WE ARE PRETTY FULL HERE. MIGHT BE A WAITING LINE NEXT TIME. BUT MORE AWARENESS. THERE ARE SO MANY PEOPLE OUT THERE, YOUNG PEOPLE THAT ARE STARTING TO STRUGGLE, STARTING TO GO THROUGH THESE CHALLENGES. AND THIS IS I THINK THIS IS GODSEND TO HAVE ALL OF YOU HERE TO SHARE.

SO I REALLY HOPE WE CAN START ADDRESSING THOSE MILLENNIALS. BLAST THE MUI. THINKING THEY ARE INVINCIBLE WHEN THEY ARE NOT.

IT IS GOING TO BE, WE HAVE A GROWING POP LAIG COMING HERE. SO WHAT WE ARE DO NOW WILL HELP IN THE FUTURE.

I'LL STOP RAMBLING ON. (APPLAUSE)

>> LISA: THANK YOU, TIM.

JUDY?

>> JUDY: I'M JUDY HOEWISCH. WHEN -- SORRY. YES.

WHEN KEN FIRST E-MAILED ME AND ASKED IF I WOULD BE INTERESTED TO BE ON THE STEERING COMMITTEE, I WAS AT WORK. I WAS VERY BUSY. AND I THOUGHT I'M JUST GOING TO GET THIS E-MAIL BACK OUT TO HIM AND TELL HIM, "KEN, I'D REALLY LIKE TO BUT I JUST CAN'T HEAR PEOPLE."

THEN I STOPPED AND I WENT, "DUH -- NOBODY ELSE CAN EITHER."

[LAUGHTER]

WHOA.

AND THAT'S WHEN I REALIZED THIS IS A BAD HABIT.

AND SO, I APPRECIATED KEN KIND OF WAKING ME UP, GETTING ME OUT OF THAT BAD HABIT.

I REALLY LOOK FORWARD TO BEING ON THIS COMMITTEE. I DON'T KNOW QUITE WHAT I WANT TO BRING TO THIS. HOWEVER, TWO THINGS THAT INTEREST ME ARE FINDING A WAY TO SERVE ALL OF OUR DIFFERENT HEARING NEEDS. BECAUSE WHEN I FIRST CAME HERE ABOUT A YEAR AND A HALF AGO, I THOUGHT EVERYBODY WAS LIKE ME. SOME HEARING LOSS. AND I BEGAN TO REALIZE SOL PEOPLE HAD IT MORE SEVERE, SOME SEVERELY DEPENDENT ON VISUAL AIDS NOT JUST A LOOP. AND IT SHOCKED ME THAT THERE'S A LOT OF DIFFERENT NEEDS OUT THERE NOT JUST ONE -- NOT ONE KIND OF ASSISTIVE LISTENING DEVICE WILL HELP EVERYBODY.

SO I'D LIKE TO LOOK AT THAT.

THEN I THINK WHAT I MIGHT DO TO BRING TO THE STEERING COMMITTEE ARE ANYTHING THAT, ANY ARTICLES THAT I READ IN THE NATIONAL MAGAZINE. THE LATEST MAGAZINE THAT CAME OUT I READ THE PRESIDENT'S MESSAGE. AND SHE TALKS ABOUT THE NEED TO BE COMMITTED AND PERSEVERE. AND WHAT SHE MEANT BY THAT WAS BEING COMMITTED TO REMINDING PEOPLE AGAIN AND AGAIN, "FACE ME," "TALK LOUDER" OR WHATEVER IT IS. SHE SAID, "IF YOU HAVE -- IF YOU ARE TEMPTED TO BACK OFF AND SIT OUT

OF A GROUP, DON'T."

AND THAT REMINDS ME THAT I NEED TO ADVOCATE FOR MYSELF. SO I WANT TO FIND OUT WHAT I CAN BRING FROM THOSE ARTICLES TO THIS GROUP

AND I LOOK FORWARD TO BEING ON THIS COMMITTEE VERY MUCH. (APPLAUSE)

>> LISA: THANK YOU.

ALL RIGHT.

THE OTHER THING WE LIKE TO DO IS HAVE NEW MEMBERS INTRODUCE THEMSELVES. I SEE SEVERAL NEW FACES HERE.

I'M ACTUALLY GOING TO ASK BECAUSE SEVERAL OF US MISSED THE JUNE MEETING. WE WERE AT A CONVENTION. I MISSED THE AUGUST MEETING. SO I'M GOING TO ASK IF YOU HAVEN'T BEEN HERE FOR A WHILE, IF YOU COULD ALSO INTRODUCE YOURSELF. BUT, FOR ANYONE THAT'S NEW, OR HASN'T BEEN HERE FOR SIX MONTHS OR SO, I'M NOT SURE IF SOME OF YOU CAME TO THE JUNE MEETING AND INTRODUCED YOURSELF.

COULD YOU RAISE YOUR HAND AND WE'LL PASS THE MIC AROUND. SAY YOUR NAME. IF YOU HAVE A HEARING LOSS. MAYBE SOMETHING ABOUT YOUR HEARING LOSS AND HOW YOU FOUND THIS CHAPTER.

>> RAYLENE: MY NAME IS RAYLENE SILVESTER. I'M A DEAR FRIEND OF ALAN PATENT. I LEARNED ABOUT THIS PLACE FROM MY SISTER. AND I'M HOPING TO SIGN UP FOR THE GROUP AND TO COME AS MUCH AS I CAN.

>> LISA: WELCOME.

[APPLAUSE]

>> WENDI: DO YOU HAVE A HEARING LOSS?

>> RAYLENE: A SMALL ONE.

>> LISA: A MILD HEARING LOSS.

>> RAYLENE: YES. I HAVE A SMALL HEARING LOSS. I TRIED USING THE IN-THE-EAR ONE, BUT I FELT IT WAS PLUGGING UP MY EARS SO I COULDN'T HEAR. SO THEN THE HEARING AIDS WERE NOT HELPING BECAUSE OF THAT PLUGGED-UP FEELING.

SO NOW I HAVE THE KIND, THE BEHIND-THE-EAR. I CAME HERE TODAY TO FIND OUT HOW THE T-COIL SOUNDS. BUT I DID NOT HEAR THE SOUND THAT MY DISTRIBUTOR THAT SELL ME MY HEARING AIDS, HE SAID I WOULD HEAR. THE LOOP ANNOYS MY HEARING AID AND I DIDN'T HEAR THAT. I DON'T KNOW IF THERE'S SOMETHING WRONG WITH IT OR WHAT. USUALLY IT'S AUTOMATIC. I HAVE AUTOMATIC T-CELL, AUTOMATIC PROGRAMMING. I DON'T KNOW IF IT IS WORKING OR NOT.

>> LISA: IS IT LOUDER WHEN PEOPLE -- CLEARER WHEN PEOPLE SPEAK --

>> RAYLENE: I DIDN'T HEAR ANY -- NO DISTINCTIVE CHANGE.

>> HI, I'M STEVEN GALLAY. OUR GOOD FRIEND LISA GOT ME HERE.

I HAVE BEEN LOSING MY HEARING. I DON'T HAVE A HEARING AID YET. BUT I'M GOING TO THE V.A. AND I'M NOT VERY HAPPY THERE. BUT, I'M GLAD I'M HERE. I'M LEARNING MORE ABOUT THINGS. AND THANK YOU.

>> LISA: THANK YOU.

[APPLAUSE]

>> I'M LIZ LEESON: I CAME LAST TIME WHEN LISA AND KEN WERE AWAY.

I LIVE IN WEST L.A. AND I HAVE ALSO GONE TO THE SANTA MONICA MEETING. I HAVE A MILD CONGENITAL HEARING LOSS. EVERYONE IN MY MOTHER'S FAMILY HAS SOME KIND OF HEARING LOSS. I HAVE A LITTLE BROTHER WHO STARTED LOSING HIS HEARING IN ELEMENTARY SCHOOL AND PRETTY MUCH NOT HEARING ANYTHING NOW.

MY OTHER SIBLINGS HAVE SOME LOSS. I'VE MET SOME OF MY COUSINS WITHIN THE LAST FEW MONTHS. SOME OF THE OUT-OF-STATE COUSINS ON MY MOTHER'S SIDE THAT I DIDN'T KNOW VERY WELL. MOTHER'S SIDE. AND DISCOVERED A LOT OF THEM HAVE GRANDMA'S HEARING LOSS TOO.

I'VE HAD HEARING AIDS FOR A COUPLE OF YEARS. AND IT WASN'T UNTIL I CAME TO THE SANTA MONICA MEETING THAT I EVEN KNEW THERE WAS SUCH A THING AS A TELECOIL. AND ONCE I LEARNED ABOUT IT, I CALLED UP MY AUDIOLOGIST AND DEMANDED THEY TURN IT ON. WHICH HAS BEEN REALLY HELPFUL.

AND SO, I'M LOOKING TO GET MORE INVOLVED AS TIME GOES ON. ALTHOUGH I'M STILL WORKING MANY HOURS AND THIS IS A REALLY BUSY SEASON. BUT I LOVE THIS MEETING. SO MUCH EXCHANGE OF IDEAS.

[APPLAUSE]. . .

LISA: IT IS ALWAYS SHOCKING TO ME HOW OFTEN I HEAR THAT, THAT PEOPLE DON'T EVEN KNOW THEY HAVE A TELECOIL IN THEIR HEARING AIDS. I MEAN WE SPEND THOUSANDS OF DOLLARS ON THESE, I DIDN'T KNOW I HAD A TELECOIL EITHER UNTIL I CAME TO THIS MEETING AND LEARNED WHAT A TELECOIL WAS. I HEAR THAT OVER AND OVER AND OVER FROM PEOPLE THAT COME TO THESE MEETINGS. AND IT ALWAYS SURPRISES ME.

WENDI?

>> WENDI: I AGREE WITH YOU, LISA. I'M SHOCKED. BECAUSE I HAVE BEEN USING THE T-COIL FOR SO MANY YEARS AND JUST ASSUMED SO WAS EVERYONE ELSE. SO THAT'S STILL KIND OF SCARY AND BOTHERSOME.

IF WE HAVE A MOMENT AND ALL OF THE NEW PEOPLE HAVE INTRODUCED THEMSELVES. I WAS WONDERING IF WE COULD GO AROUND THE ROOM AND EVERYBODY SAY THEIR NAME. I KNOW WE HAVE THE NAME TAGS. BUT SOMETIMES I CAN'T SEE. MAYBE IF I HEAR IT. BECAUSE THERE'S A LOT OF NEW PEOPLE AND IT WOULD BE NICE TO KIND OF GET TO KNOW PEOPLE'S NAMES SO MAYBE COULD WE JUST KIND OF EVERYBODY SAY THEIR NAME ONE MORE TIME AS WE GO AROUND, THAT WAY WE'LL SEE AND HEAR IT? SINCE WE HAVE A FEW MINUTES. THAT'S UNUSUAL.

>> LISA: BY THE WAY, -- THERE'S A NEW HEARING LOSS SPECIALIST AT G.L.A.D. JENNIFER STUESSY IS NO LONGER AT G.L.A.D.

PAUL STUESSY IS HER HUSBAND. HE WORKS FOR HAMILTON RELAY. HE WAS THE SOUTHERN CALIFORNIA COORDINATOR. AND HE GOT TRANSFERRED. STILL WORKING FOR HAMILTON, BUT HE'S AN EAST COAST PERSON NOW.

SO THEY MOVED TO VIRGINIA. SO G.L.A.D. HAS HIRED A NEW HEARING LOSS SPECIALIST. SHE WAS GOING TO BE HERE TODAY AND INTRODUCE HERSELF AND SPEAK. AND SHE HAD A FLAT TIRE. SO HOPEFULLY WE'LL MEET HER AT ANOTHER UPCOMING MEETING.

I ALSO JUST MET THE WOMAN WHO IS TAKING PAUL STUESSY'S PLACE AT HAMILTON, AT THE GALLAUDET PEER MENTORING PROGRAM. SO SHE IS EXCITED TO COME AND INTRODUCE HERSELF. THAT'S WHY WE ORIGINALLY -- I THOUGHT WE WERE GOING TO BE GOING OVER TIME. BUT UNFORTUNATELY SHE HAD TO CANCEL.

SO YEAH, WE CAN GO AROUND THE ROOM AND EVERYONE JUST SAY THEIR NAME. AND IF YOU ARE HERE FOR THE FIRST TIME, MAYBE JUST SAY WHY YOU'RE HERE. A LITTLE BIT ABOUT YOUR HEARING LOSS.

BUT WE CAN JUST START AND EVERYONE JUST SAY THEIR NAME.

>> KEN: AS THEY WALK UP AND PASS THE MICROPHONE. I WANT TO REMIND EVERYBODY THERE'S A KITTY JAR IF YOU WANTED TO DONATE ON YOUR WAY OUT.

>> WHAT'S IT FOR, KEN? [GIGGLES].

>> PAT: I JUST WANTED PEOPLE TO KNOW WHAT IT IS FOR. WE OBVIOUSLY HAVE SUPPLIES AND COFFEE AND PAPER PLATES THAT SORT OF THING. THAT HELPS US TO BEAR THE COST.

I'M PAT.

>> HI PAT.

>> I'M SANDY.

>> I'M KATE JACOBSON.

>> I'M GARY. THE OTHER HALF OF KATE.

>> I'M WENDI.

>> I'M SAM. I'M WITH HER.

>> I'M MARIE.

>> I'M MALIK B. EL AMIN, AND IS THE YOUNG MASTER MASAI ALI EL-AMIN.

>> MY NAME IS KEN.

>> I'M JANE. I DONATED ON MY WAY IN.

>> KATIE.

>> DOUG, I DON'T HAVE HEARING LOSS BUT I'M IN HERE IN SUPPORT OF MY WIFE ALEX.

>> I'M ALEX. I USED TO COME A COUPLE OF YEARS AGO MORE OFTEN. BUT THEN I KIND OF FELL OFF THE FACE OF THE EARTH. I ACTUALLY I WAS TELLING TIM EARLIER THAT I AM ON A SAILING RACING TEAM. AND A LOT OF OUR RACES WERE ON THE SATURDAYS OF THIS MEETING. SO I CHOSE OCEAN OVER THE GROUP FOR A WHILE.

>> LISA: I DON'T BLAME YOU.

>> ALEX: BUT I'M BACK, AND I'M PUTTING THAT ON THE BACKSEAT FOR A WHILE.

I HAVE A MODERATE-TO-SEVERE HIGH-FREQUENCY HEARING LOSS.

>> LISA: GREAT TO SEE YOU AGAIN.

>> ALEX: NICE TO SEE YOU TOO.

>> TIM: I GO BY MANY NAMES. JUST CALL ME TIM.

>> I'M MICHAEL.

>> PUAY.

>> I'M JOE, GOOD MORNING.

>> STEVEN.

>> I'M LIZ.

>> JUDY.

>> BRYCE.

>> I'M ARLENE. AND I WOULD LIKE TO ADD ONE THING ABOUT, I SAID TO HER, "YOU ARE GETTING A T-COIL." AND SHE SAID, "WHAT IS IT?" AND I CALLED THE HEARING AID DISPENSER FOR HER AND HE SAID, "OH, WE ONLY PUT THOSE IN IF THE PATIENT REQUESTS IT." AND I SAID, "HOW CAN THEY REQUEST SOMETHING IF THEY DON'T EVEN KNOW ABOUT IT?"

RAYLENE SILVESTER.

>> MARCIA.

>> I'M GEORGIA.

>> NANCY: FOR THE GENTLEMAN OVER HERE WHO IS TALKING ABOUT GOING TO V.A. AT THE V.A. YOU HAVE TO REQUEST IT. I HAVE A FRIEND WHO DID THE SAME THING. I TOLD HIM, I TOLD THE WIFE TO ASK FOR IT FOR HIM. THEY'RE LIKE, "HE WANTS ONE OF THOSE?"

SO ASK. ASK FOR YOUR T-COIL.

>> MY NAME IS JOHN.

>> MY NAME IS DON. I'VE HAD BILATERAL HEARING LOSS FOR OVER 25 YEARS. SO I'VE BENEFITTED FROM HEARING AIDS FOR THAT PERIOD OF TIME.

>> I'M PAT. I'M SAM'S WIFE. I HAVE A COCHLEAR IMPLANT WHICH IS DEAD. (GROANS IN THE ROOM) AND I'M GOING TO HOUSE CLINIC AND I GET SWITCHED FROM ONE AUDIOLOGIST TO ANOTHER AUDIOLOGIST AND I FEEL SO FRUSTRATED. AND I'M HOPING -- I'M A LONER AND I DON'T RELATE TO OTHER PEOPLE VERY WELL. AND I'M HOPING TO BE ABLE TO TALK TO YOU PEOPLE AND GET MY YOU-KNOW-WHAT IN GEAR AND GET MY HEARING STRAIGHTENED OUT.

I HAVE 48 -- COCHLEAR IMPLANT WHICH IS DEAD. AND I HAVE 48% HEARING WITH A HEARING AID.

>> LISA: MY COCHLEAR IMPLANT ALSO DIED A COUPLE OF MONTHS AGO. AND I ALSO GO TO HOUSE. AND I GOT A LOANER. SO I HOPE I DON'T HAVE THE ONLY LOANER.

>> PAT: I DIDN'T KNOW THEY COULD DIE.

>> LISA: MINE IS FEW YEARS OLD. I KNOW YOU JUST GOT YOURS RECENTLY, RIGHT?

>> PAT: WELL, MINE IS JUST A YEAR OLD.

>> LISA: THAT SHOULDN'T HAVE DIED ALREADY.

>> PAT: SO --

>> GARY: DIED ON ME TWICE IN ONE YEAR.

>> LISA: REALLY?

>> FROM HOUSE?

>> GRACE: GO TO KAISER. JOIN KAISER.

>> PAT: THAT SOUNDS LIKE IT'S A POSSIBILITY.

>> LISA: I HOPE THEY GET IT STRAIGHTENED OUT.

>> PAT: THANK YOU. I HOPE SO TOO.

>> ALICIA: YELL AT PEOPLE.

ANYWAY, YEAH. I -- YOU HAVE TO REALLY PUSH. YELL AT PEOPLE. AND DEMAND THEY DO WHAT IS NECESSARY. BECAUSE THERE'S NO WAY A COCHLEAR IMPLANT SHOULD DIE WITHIN A YEAR. SAME GOES FOR THE OTHER PEOPLE HERE.

I'VE HAD MINE FOR QUITE A FEW YEARS AND BOTH OF THEM AND THEY WORK VERY WELL.

IT JUST UNCONSCIONABLE. NOT LIKE YOU HAVE A CHOICE AND WANDER AROUND AND NOT HEAR ANYTHING. SO MAKE A LOT OF NOISE THAT SEEMS TO WORK. I HATE TO BE PUSHY, BUT THAT'S WHAT YOU NEED TO BE.

KAT: I'M KAT, AND I'M NERVOUS NOW THAT I'M TRYING TO GET AN APPOINTMENT WITH KAT -- [LAUGHTER]

I MEAN -- APPOINTMENT -- I'M TRYING TO MAKE AN APPOINTMENT WITH HOUSE FOR A

COCHLEAR IMPLANT EVALUATION AFTER TALKING TO SUZANNE WHO SPOKE AT OUR MEETING A MONTH AGO, I WAS SO INTRIGUED BY ALL OF THE POSSIBILITIES. BUT I HAVE BEEN TRYING FOR THREE WEEKS TO GET AN APPOINTMENT. SUZANNE IS ALL FOR IT. SHE KEEPS TELLING THEM TO MAKE AN APPOINTMENT TO SEE ME. AND HAD PERSON HAS TO GET THIS, I HAVE TO SEND THIS. YOU KNOW, MY PAPERS. I'M SCANNING STUFF, SENDING IT TO THEM. WAIT, WAIT, WAIT. FOLLOW UP. WAIT. FOLLOW UP.

ANYWAY, SO I'M ALREADY A LITTLE FRUSTRATED. AND NOW -- ANYWAY. WE'LL SEE.

>> LISA: THAT'S STRANGE.

>> I'M STEPHANIE. I CALLED HOUSE TOO BECAUSE I WANTED TO TRY TO CHECK UP, I HAD THE SAME TROUBLE THAT KAT HAD. SO A LITTLE FRUSTRATING TO WAIT AND WAIT.

I HAVE HEARING AID AND I'M DOING A TRIAL RIGHT NOW WITH MY AUDIOLOGIST TO TRY TO FIND THE BEST ONES FOR ME.

BUT I'M LOOKING INTO COCHLEAR IMPLANTS TOO. SO I WANT TO START TO SEE AND HEAR AND UNDERSTAND BETTER, EVEN WITH HEARING AIDS AND STILL NOT UNDERSTANDING AS WELL.

BUT THE NEW ONES I'M TRYING TODAY, I'M DOING A LOT BETTER TODAY. USUALLY I STRUGGLE HERE. SO I KEEP COMING SO THERE MUST BE A REASON.

>> DIANE: I'M DIANE. AND I DO BELONG TO KAISER. BUT I'M THINKING FROM WHAT I'M HEARING ABOUT HOUSE IT SOUNDS VERY MUCH LIKE DEALING WITH THE STATE DEPARTMENT OF REHABILITATION. I'VE BEEN WAITING TWO YEARS TO GET EQUIPMENT FROM THEM.

>> MITZI: I'M MITZI.

>> JOHN.

>> I'M ANNE. I'M A FRIEND OF TOM'S.

>> I'M TOM. AND I KIND OF -- I'M KIND OF A LONER TOO. I'VE BEEN SITTING HERE FOR TWO HOURS AND HAVEN'T SAID ANYTHING. I DO FEEL BETTER WHEN I COME TO THESE MEETINGS.

>> GRACE: GRACE AGAIN.

>> LISA: I THINK WE HAVE IT.

[LAUGHTER]

ALL RIGHT.

THANK YOU, EVERYONE.

>> PUAY: LISA, CAN YOU TELL US HOW YOU ARE DOING WITH THE COCHLEAR IMPLANT? ARE YOU DOING A LOT BETTER? BECAUSE I AM CONSIDERING, AND I WANT TO KNOW HOW YOU ARE DOING.

>> LISA: I STILL HAVE THE SAME PROBLEM. I DON'T THINK A LOT OF PEOPLE KNOW. I HAD A LOT OF PROBLEMS WITH MY COCHLEAR IMPLANT WITH THE SOUND QUALITY, WHERE EVERYTHING SOUNDED LIKE A MARTIAN. WHICH IS NORMAL AT FIRST. BUT I THINK OVER TIME IT IS SUPPOSED TO START SOUNDING NORMAL.

AND IT WAS JUST HARD TO UNDERSTAND PEOPLE, BECAUSE IT WAS SOUNDING LIKE PEOPLE WERE UNDER WATER OR TALKING FROM A DEEP WELL.

AND AFTER FOUR YEARS OR SO, I STILL COULDN'T TELL THE DIFFERENCE BETWEEN MALE OR FEMALE. THE SOUND QUALITY WAS SO POOR. SO I FINALLY GOT RE-IMPLANTED. THE NEW IMPLANT, THE SAME THING KIND OF HAPPENS. WHICH WAS DEPRESSING. BUT I REALIZED THERE WAS SOMETHING GOING ON WITH MY BRAIN THAT WANTS TO HEAR ALIENS.

SO THAT'S FINE.

[LAUGHTER]

SO, ANYWAY, WHAT HAPPENED WAS I THINK THIS ONE IS SLOWLY BEEN IMPROVING. AND I -- MY COMPREHENSION HAS GOTTEN SO MUCH BETTER THAT I DON'T NOTE THE SOUND QUALITY SO MUCH ANYMORE. I'M JUST THANKFUL TO BE ABLE TO UNDERSTAND SPEECH A LOT BETTER.

SO IT IS WORKING OUT WELL. I'M ACTUALLY VERY THANKFUL FOR MY IMPLANT NOW. I HEAVILY DEPEND ON IT.

>> GRACE: SPEECH SOUNDS TERRIBLE -- MUSIC SOUNDS AWFUL. SPEECH SOUNDS TERRIBLE. ALL I ASK FOR IS SPEECH COMPREHENSION. BUT IT SOUNDS LIKE I'M TALKING TO ALIENS. AND I DON'T KNOW IF I CAN TELL THE DIFFERENCE BETWEEN MEN AND WOMEN. BUT LOOK, -- (DEMONSTRATING). . .

>> LISA: ALL RIGHT. WE ARE OUT OF TIME -- ONE MORE COMMENT? THEN WE ARE GOING TO WRAP THINGS UP.

>> THIS IS NOT -- I'M MAKING A COMMENT THAT IS NOT ABOUT HEARING. SEVERAL OF YOU MENTIONED THAT YOU ARE KAISER MEMBERS. IF YOU AREN'T AWARE OF IT, THEY ARE DOING DRIVE-THROUGH FLU CLINICS. IF YOU KNEW THAT THERE WAS ONE LAST YEAR SOMEWHERE, IT'S PROBABLY AT THE SAME PLACE THIS YEAR.

I DIDN'T GET A NOTICE. BUT FOUND OUT THERE'S ONE IN WEST L.A. THERE'S ONE IN ANTELOPE VALLEY. SO IF THERE WAS ONE IN THIS AREA WHERE YOU FOLKS LIVE, YOU MIGHT WANT TO CHECK IT OUT. DRIVE BY THERE. BECAUSE YOU DRIVE IN, STICK YOUR CARD OUT THE WINDOW. THEY FILL OUT A FORM. STICK A NEEDLE IN YOUR ARM AND YOU'RE ON YOUR WAY.

>> I JUST WANT TO SAY, I'M RICHARD. AND I WANT TO THANK YOU ALL FOR ALLOWING ME TO ATTEND YOUR MEETING. IT IS A VERY SPECIAL GROUP. I JUST WANT TO SAY. THANK YOU.

[APPLAUSE]. . .

>> JEANNE: IS IT YOUR COCHLEAR IMPLANT OR YOUR PROCESSOR?

>> LISA: MY IMPLANT. THEY CHECKED EVERYTHING?

>> THEN YOU HAD TO GO IN FOR SURGERY AND HAVE THE IMPLANT TAKEN OUT?

>> YES. AND THIS ONE IS BETTER. THE SOUND QUALITY IS BETTER. I'VE DEFINITELY NOTICED IMPROVEMENT NOW. IT'S BEEN TWO YEARS. I THINK IT IS HAPPENING VERY SLOWLY. BUT DEFINITELY AM --

>> COCHLEAR AMERICA?

>> LISA: THEY GAVE ME THE FREEDOM. THEY WENT BACKWARDS.

BUT MY PROCESSOR IS A NUCLEUS 5. AND I'M ACTUALLY TRYING TO GET UPGRADE NOW TO THE 6. BUT MY -- LONG STORY. I WAS DENIED BY INSURANCE. SO IT IS A PROCESS.

I WANTED TO REMIND PEOPLE AGAIN WE ARE TALKING ABOUT TELECOILS. YOU SHOULD CHECK THIS OUT HERE AT THE HEAR CENTER. IT'S FREE. YOU CAN GET YOUR HEARING AIDS AND HEARING TESTING. YOUR TELECOIL CHECKED.

PLEASE COME UP AND TAKE SOME OF THESE FLYERS ABOUT THE UPCOMING HEAR CENTER EVENTS.

AND WE'LL SEE YOU ALL NEXT MONTH WITH THE HEARING DOG SAM SIMON FOUNDATION.

>> JUST

[APPLAUSE]. . .

>> JUST ONE QUICK QUESTION FOR YOU, DO THEY DO LIKE A FIRMWARE WHERE THEY UPGRADE YOUR PROCESSOR BY UPDATING YOUR FIRMWARE FOR YOUR DEVICE?

>> LISA: I'M NOT SURE. DOES ANYONE HAVE --

>> FOR YOUR PROCESSOR?

>> LISA: I'LL GET A WHOLE NEW EXTERNAL DEVICE THAT -- THE INTERNAL DEVICE STAYS THE SAME. BUT I'LL GET AN UPGRADED EXTERNAL DEVICE.

THANK YOU EVERYONE.

THANK YOU, MELODIE. OUR CAPTIONIST. YOU DID A GREAT JOB.

(12:07)

>> WE WANT TO GET A PHOTO.

PAT: COME ON UP HERE.

IF YOU CAN HEAR, OR SEE ME WAIVE MY ARMS. TRY TO COME HERE. IF YOU DON'T COME UP FRONT. EVERYBODY. COME UP FRONT. EVERYBODY CAN GATHER IN THE FRONT.

NOW WE ARE GETTING THEM SLOWLY BUT SURELY.

KEN, CLOSE THE DOOR. DON'T LET THEM OUT.

COME ON UP.

COME. COME BACK. COME ON UP.

I DON'T GIVE UP EASILY.

COME ON UP. EVERYBODY, THERE WE GO. WE ARE GETTING THERE. COME ON. COME ON. KEN, STAND BEHIND AND PUSH. COME ON. PRETEND YOU'RE AN AIRLINE STEWARDESS. MOVE TOWARDS THE FRONT.

COME ON BACK.

COME ON.

HERE WE GO.

WE ARE ALMOST THERE. COME ON.

COME ON. THANKS, MELODIE.

NOW WHAT ARE YOU GOING TO DO, KEN?
COME ON.

>> KEN: MAKE SURE YOU CAN BE SEEN.
ONE, TWO, THREE.

NOW DO SOMETHING A LITTLE FUNKY. EVERYBODY DO A FUNNY FACE. ALL RIGHT.
RICHARD IS GOING TO TAKE THE PICTURE.

>> RICHARD: WAS THAT SAFE, KEN?