

The CHIP Speechreading Program is a Great Success!

By: Eva Basch



ABOVE: Eva Basch talks to large crowd of interested people at the Dorval First Citizens Conference held at the Sarto-Desnoyers Community Center in October 2013. She and Dale Bonnycastle presented, "Ears to You: Understanding and Coping Constructively With Hearing Loss".

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AT THE END OF THE FALL 2013 session, we asked students to complete evaluation forms about their Speech-reading classes. These forms were filled out anonymously, so the students would feel more comfortable about giving honest feedback and constructive criticism. The completed forms were then given to Daniel Basch-Tétreault, who compiled, entered the data and forwarded the results to us.

The feedback was overwhelmingly positive, and we are thrilled to share the results with you. All the speechreading **teachers were evaluated**: Roz Wyse and Kristina Aloï (Beginner), Joyce Kramer (Intermediate), Dale Bonnycastle and Eva Basch (Advanced). **One hundred percent** of the 27 students who filled out the form "strongly agreed" or

"agreed" that the teachers were "well prepared, organized, responsive to students, interesting and on topic." All said they would be happy to have their instructor teach them again, and would recommend her to others. These results represent about 50-60% of the number of speechreading students.

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We asked for comments, and we certainly received them!

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The teachers were appreciated not only for their teaching skills, but also for their personal qualities. They were described as: "empathetic, pleasant, loving, caring, friendly,

continued on page 2

helpful, interesting, patient, calm, understanding, polite, nice to everyone, bubbly, funny, fabulous, delightful, dynamic, passionate about teaching, engaging, terrific and fun, with a fantastic sense of humour."

As for teaching skills, comments included: "methodical, well prepared, willing to repeat, desire to ensure understanding, outstanding, excellent, great, and full of information."

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**A whopping 96% of students believe
that taking speech-reading has improved
their ability to advocate for their needs.**
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Many students wrote about how they looked forward to attending the speechreading classes and enjoyed the variety of topics presented.

Students were also asked to give their feedback on the speechreading program in general.

1. 81% of the students believe that their "speechreading skills have improved" by taking speechreading courses.
2. 100% wrote that they "would recommend speechreading courses to others."
3. A majority believe that taking speechreading courses has "improved their self-confidence." It's interesting to note that whereas 75% of students in the Beginner and Intermediate classes reported feeling more self-assured, 89% of the Advanced students expressed an increase in their feelings of confidence.
4. A whopping 96% of students believe that taking speechreading has "improved their ability to advocate" for their needs.

5. 100% reported having "learned more about their hearing loss."

Naturally, learning speechreading cannot solve all communication problems, and students did mention some difficulties. For example, some reported still having problems in meetings and noisy situations; others felt that they needed to work harder at increasing their advocacy skills.

However, overall, the comments were very positive. Here are a few:

- ▶ "Keep the instruction coming — I never knew how much I needed it."
- ▶ "I am very impressed with those speech reading lessons. Thanks."
- ▶ "I'm making progress."
- ▶ "Wonderful help."
- ▶ "I've lost some more hearing but I understand better."
- ▶ "I am not so fearful of making a fool of myself!"
- ▶ "I do feel more comfortable and it is a privilege to acquire more knowledge."

- ▶ "Although I am not lacking in confidence, the course teaches me many techniques I can use in unusual situations."
- ▶ "I am less shy to say that I did not "get it!"
- ▶ "My awareness of my ability to ensure understanding has increased because I will now ensure the person I am speaking to is aware of my needs."
- ▶ "I feel I am more assertive."
- ▶ "I am more comfortable telling others I am hard of hearing — not embarrassed to say I lipread and can you speak slower."
- ▶ "I'm not shy anymore to explain my needs."

When asked why they like to come to speechreading classes,

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LEFT: Eva Basch speaking in Dorval in October 2013

most replied that they wanted to learn more and to understand people when they talk. However, many also commented on the importance of the social interaction with others who share their communication challenges. Some comments:

- ▶ "I see that I am not alone with this predicament."
- ▶ "Pleasant, supportive environment, amiable instructor, friendly students."
- ▶ "The courses are interesting, and it improves my ability to understand others."

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"It's fun to socialize with others who have similar experiences as me."

.....

- ▶ "It's fun to socialize with others who have similar experiences as me."
- ▶ "It is helping me in the day-to-day coping with my hearing loss. It also helps me to be aware of my communication problems."
- ▶ "I always learn something."
- ▶ "Find support and learn interesting new stuff from the teacher."
- ▶ "[I come] to improve my lipreading skills [and] to chat with other students and teachers."

When asked if there was one thing about the course they would

change, the only negative was the difficulty finding parking! Some comments:

- ▶ "I'm happy the way it is. Except for parking."
- ▶ "I wouldn't change a thing — the class was perfect!"
- ▶ "The classes have been refined over the years. There is not much room for improvement."

The activities they felt most beneficial varied depending on the level. The students in the Beginner and Intermediate classes enjoyed learning the theory, and appreciated the instructors' patience and step-by-step approach. The Advanced students liked being challenged and learning new and interesting information via speechreading.

Suggestions for upcoming classes included incorporating more humour, providing more opportunities to speechread other students, and making more information available regarding advances in technology.

I'm sure I speak for all the teachers when I say that we appreciate being given the opportunity to teach and learn from our students, and look forward to seeing this program continue for many years to come. ◀



President's Message

By: Doreen Cons

IN ONE YEAR, CHIP has gone through many changes — and continues to grow and transform. We had a successful move to 7000 Sherbrooke Street West and now occupy three rooms on the ground floor.

We have turned a corner, now being in existence for 35 years and our work never ends. We have new faces coming to CHIP, which has resulted in the further growth without letup. José-Renée Trudeau, our Program Director is working tirelessly so as to make sure everything is running smoothly, and I appeal to you to read the Communicaider fully. You will become more familiar with what we are doing and it will make you very proud.

New members are showing up constantly. Our membership has now exceeded 600 and continues to grow — and we want you to be part of this! We have planned to expand all the Committees but in order to do this we require more volunteers. Please make every effort by calling our office to make an appointment to see me. We require your expertise and experience in order to continue our growth.

On behalf of the Executive we wish you a wonderful and happy 2014 together with your families. Warm and kind regards.

Doreen Cons, President ◀



Executive Update

By: Kiran Mian

I HAVE BEEN ASKED BY the Executive Committee to report the happenings and important decisions that have been made over the past few months.

Office setup: First and foremost, we have updated our office furniture. Those of you who have visited the office while it has been untidy will be impressed by the new setup. We are all excited about it, as it now benefits from more space and a much warmer atmosphere. Please feel free to visit the office and check us out.

Multipurpose room 134: CHIP is now the proud owner of a multipurpose educational room in which we have set up our library, complete with new DVDs that can be watched on TV or projection screen; whatever you choose. Members are most welcome to just relax there in their free time. This room is opposite our office and open to all CHIP members. Most of all, we are still looking for some nice chairs for this room and some artwork to decorate our bare walls, so if you have something for us, we would appreciate the help.

Outreach in Dorval: It has been a busy year for CHIP. Every Wednesday throughout November, the CHIP volunteers offered a mini-course titled *Coping and Communicating with Hearing Loss*.

It proved to be a huge success and, as a result, we will be offering introductory speech reading and communication strategies courses at Sarto-Desnoyers Community Centre in Dorval.

Manoir Westmount outreach: On January 8th, Ken and Richard held an ALDs workshop. On January 17th, Dale conducted a workshop on

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Every Wednesday throughout November, the CHIP volunteers offered a mini-course titled *Coping and Communicating with Hearing Loss*.

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Speechreading and Communication Strategies, and so once again we had a busy January. In case you're interested in more details of what is coming up in the next few months, feel free to write or call us.

The closed caption film screenings: Under Andrea's supervision and with the help of volunteers, the screenings proved to be well attended. We all consequently look forward to the Spring Sessions screenings. Additionally, all screened films are bought by CHIP and are thus available to our members when the screening session ends.

Potlucks and fun: Again, the end of the year led to a number of festivities. Our end of session potluck, which was attended by both *Signed English* and *Speechreading* Courses students and teachers, was a big success. The end of the year party for the Executive Committee was also well attended.

CHIP's new bilingual course brochure: CHIP finally has a new brochure for all its courses. We hope you like it. More than that, please take and distribute our brochures wherever you can. The more people that learn about us, the better.

CHIP's 35th Anniversary: This is going to be something for all members to celebrate. The Executive Committee is still planning it. We encourage you to let us know if you have any ideas for us or interesting articles.

I could keep on writing about what CHIP is up to. However, I will end it here and let you enjoy the rest of the newsletter. Wishing you all a happy and prosperous new year.

Lots of love,

Kiran H. Mian ◀



Program Director's Note

By: José-Renée Trudeau

ELIZABETH B. BROWNING once wrote: *"How do I love thee! Let me count the ways."*

This is exactly the way I feel sometimes. My CHIP business card only says **Program Planning**, nothing else. As you know, I am not alone. I have the knowledge of all those with whom I work. The experts who are willing to come and share the latest and give us ways of making our every day life agreeable, functional and more manageable.

Our new environment at **MAB-MACKAY** became a slimming exercise with everybody's help. We are much better for it et les petits amis sont toujours là. All of us, each with our own talents, suggest, hint, demolish, console, make amends

and go on to make small miracles. In the **Fall 2013 Communicaid**, Kiran Mian, our Executive Director, wrote quite an article in which she mentioned each one of us. It was right on the dot.

This Spring 2014, the **HEAR** program is taking a break. CHIP is the victim of its own success. Back in 1979, Lily Bernstein, Dale Bonnycastle and others started CHIP because there was a need. Today, most people know about the what, when, where and why of hearing loss. The question now is: how can we complement and supplement each speaker in their field, and make it worth their time and yours?

CHIP has the time. We will consult, talk, discuss and come up with

a better and more appropriate HEAR program. Can we have fewer sessions? Can we combine two together? We hope to be back with a modified HEAR program in the Fall 2014.

As for our **Speechreading** and **Signed English** classes, we and the "students" wandered around a bit, getting our bearings, to finally settling down to a nice routine. We've had a few laughs getting to know one another and as you read, we will be celebrating our first year at our new home in February.

Thank you so much. Amitié à tous.

José-Renée Trudeau
Program Director ◀

NEW!
Speechreading classes
at the

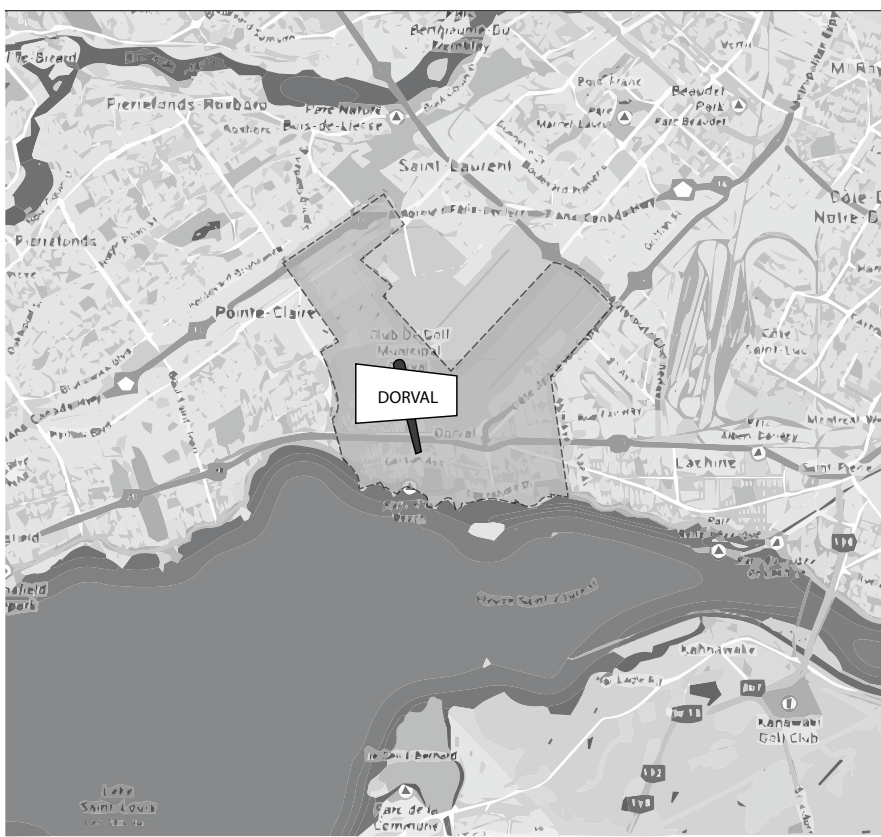
Sarto-Desnoyers Community Centre
in **Dorval**

1335 Lakeshore Drive

March 5 to April 30

1 – 3 PM

See our calendar (pg. 10 – 12)
for more details.





A First for CHIP

By: Dale Bonnycastle

FOR THE FIRST TIME IN CHIP's history, an off campus course was offered on *"Managing and Coping with Hearing Loss"* at the Dorval Community Center.

This all came about when Eva Basch and I were guest speakers at the **Dorval First Citizens Conference** held at the Sarto-Desnoyers Community Center in October 2013. Our presentation, *"Ears to You: Understanding and Coping Constructively With Hearing Loss"* dealt with the problem of hearing loss in the 65 and over community and what can be done about it.

For both Eva and myself, this is a topic that is close to our hearts. Eva is a long time Dorval resident and the mother of two deaf children. A teacher by profession, she is also an oral interpreter; an expert in accessibility issues related to hearing loss and a communication specialist. I am a retired audiologist, with nearly 35 years of experience in the field.

We both knew that there is often a lack of good information and services for adults with acquired hearing loss. They are often left to sink or swim with the difficulties that their hearing loss causes. This gap in the system for hearing impaired persons is what motivated me, 35 years ago, to start a group for adults who had become hard of hearing. CHIP has been in existence for 34 years now and offers courses, support and information to adults who have acquired hearing loss.

We have worked out of the West End of Montreal since the beginning and have done outreach in many areas. But up to now, our outreach consisted of one lecture or presentation.

There were almost 130 people in the audience that October morning for the lecture on hearing loss, and there was keen interest expressed in learning more and following up. We certainly did not want to let this opportunity pass, and so we organized a four-week mini-course on *"Coping and Communicating with Hearing Loss"* at the Sarto-Desnoyers Community Center in November. Meeting once a week for two hours, our mini-course included understanding the ear and hearing loss, assistive technology, constructive communication strategies and lip-reading, and the psychological impact of hearing loss.

Approximately 10 to 12 people

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Presbycusis: the gradual loss of hearing that accompanies aging

- The most common hearing loss
- Gradual onset, insidious, invisible
- Poorly understood by public at large

Typical symptoms of Presbycusis:

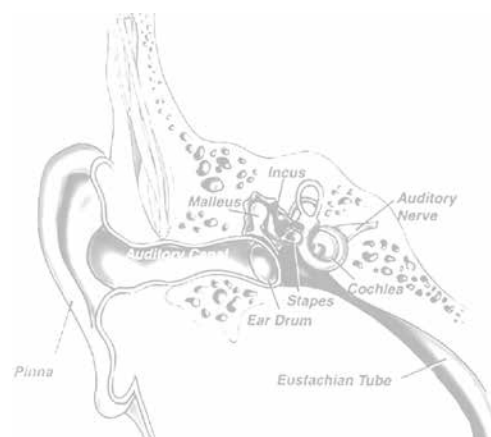
- "I hear you but I do not always understand what people are saying".
- "People mumble. Pardon me."
- "I hear you when you are looking at me and it is quiet, but not when it is noisy".
- Loss of discrimination and clarity.
- TV and radio turned up.

Excerpt from Dale and Eva's "Ears to You" presentation.

attended each session — and they were most enthusiastic participants. Their feedback to us was very positive and we are happy to say that now, there will be an eight-week course offered in the spring on **Lipreading and Communication strategies**.

It has been a pleasure to work with the **Dorval Community Center**. The welcome we received, the support and the highly skilled organizers of the center, as well as the motivated participants made our work easy.

I feel that this kind of community outreach and providing "extension courses" is very helpful to hard of hearing persons in many areas of Montreal. Going into the community allows CHIP the opportunity to spread the message about constructively coping with hearing loss in venues that are set up and organized for courses. We know it is not always easy for our members use public transport and drive to the MAB site, especially with constant construction and road closures. CHIP's challenge will be to see how we can offer more community courses with the resources we have at hand. What an exciting and important challenge to take on! ◀





Remote Controls for Hearing Aids

By: Ken Tatebe

THE CURRENT RAPID evolution in technology has allowed manufacturers to develop hearing aids that are much smaller with more power and features than ever before.

More and more people are opting for the newer "open ear" BTE (Behind The Ear) type. So called because the outer ear is no longer filled with a large ear mold, thus it is "open".

The hearing and speaker components that were housed in one unit are now separated into two units connected by a very thin solid wire. The smaller speaker component is inserted deep in the ear canal and the hearing component, about one inch in length, is hooked behind the ear. With this configuration, the hearing aid is hardly noticeable. Also, the extra space in the main body allows for more advanced features to be added.

If one is wearing two hearing aids, adjusting the volume level in one automatically adjusts the volume in the other within the parameters of the programmed level. When using the phone on one ear, the sound is automatically transferred to the other giving a stereo effect.

With miniaturization however, many physical controls are now eliminated. Gone is the ON/OFF switch, rotary volume control, M/T switch,

telecoil switch, DAI (Direct Audio Input) to connect FM receiver or other devices. Now you see one or two small push buttons that act as volume control and/or to change programs; some models have no buttons whatsoever.

With such small hearing aids, another problem arises. Many people have difficulty pushing a small button, let alone finding the button on the hearing aid with one hand. What to do?

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Remote controls allow adjustment of volume levels and program change without physically touching the hearing aid.

Enter the REMOTE CONTROL!!! Remote controls come in all shapes and sizes. Some fit neatly in the palm of the hand; others may be attached to a key ring, while some are incorporated in a wrist watch. Others are rectangular in shape and can be hung around the neck like a necklace. Despite their different sizes they all have one feature in common. At a minimum, they allow adjustment of volume levels and program change without physically touching the hearing aid.

Each major manufacturer has their own unique remote control that

only function with their hearing aids. They usually work only with hearing aids manufactured within the last six years or so. It is best to ask your audioprothesist if your current hearing aids are compatible with remote controls.

In addition to adjusting volume levels and changing programs, some are capable of more advanced features such as interacting with cell phones, MP3 players, TV, and landline phones through Bluetooth technology; and streaming the audio directly to the hearing aid with proprietary software.

With Bluetooth it is not necessary to place the cell phone to your ear, it can be left in the pocket or purse and still hear in a crisp, clear manner with no distortion. The landline telephone, with the special Bluetooth

adaptor becomes a cordless phone and with the TV adaptor you can hear the audio without any headset or other devices allowing you to move from room to room as long as you are within range of the Bluetooth signal.

Bluetooth is a short-range communication technology that allows different devices to communicate with each other and is limited in



Bluetooth

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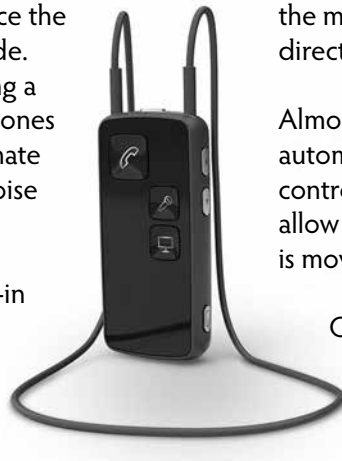


distance to approximately 30 feet or 10 metres. Once this distance is surpassed, the connection is automatically broken and no longer valid.

Each manufacturer's remote control has different features. The remote of one company allows adjusting the hearing aid to concentrate on sounds

originating from the front, back, right or left side without moving the head. This feature is useful when driving and having a conversation with the back seat passenger or to reduce the sound of traffic from the driver's side. Another useful feature is when using a cell phone the hearing aid microphones can be muted temporarily to eliminate ambient noise in order to have a noise free cell phone conversation.

Another remote control has a built-in telecoil eliminating the need for a "T" coil in the hearing aid and leaving more space for additional features. Thus, in a venue where a loop system is installed, the remote is adjusted to the "T" setting to hear the sound directly in the ears with no background noise.



The remote from another manufacturer, in addition to regular features, acts as a remote microphone; and wirelessly transmits the sound directly to the hearing aids. Therefore, when attending a conference, workshop, meeting, or other venues, leaving the remote on the table, speaker, or other place, the microphone will pick up the sound and transmit directly to the hearing aids.



Almost all remotes have facilities to manually or automatically activate the directional microphone to control background noise. Some advanced features allow the reduction of background noise as the person is moving from one location to another in a noisy room.

On March 12, from 1 to 3 PM, CHIP will be holding a User Group Workshop, "*Bluetooth Remote Controls for Hearing Aids*", in Room B134, 7000 Sherbrooke St. West. If you currently use a remote control for your hearing aids, come and share your experiences or learn new techniques for better hearing. Please register by filling out the registration form or calling the office. ◀

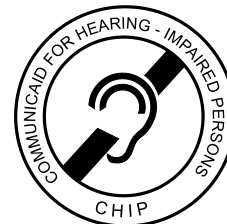
.....▶
**Please Register! By mail, fax, phone
or in person at the CHIP office.**

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514 488-5552, ext 4500 • fax: 514 489-3477 Atten:CHIP
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CHIP Spring 2014 Program

Please register; by mail, fax, phone, email, or in person at the CHIP office. Registration forms are available at our office or on our web site: www.hearhear.org



Here's the line-up of CHIP's spring programs and classes:



Lily Bernstein Technical Aids and Resource Centre

We have a wide variety of Assistive Listening Devices (ALDs), that you can try at your leisure. It is presented in a relaxed and friendly atmosphere.

We have specially adapted telephones, devices to watch TV, personal and telephone amplifiers, alerting systems, and many more. Visit the Resource Centre to see and try the latest devices. We do not sell any device but sources of supply will be recommended.

The Resource Centre is open to everyone; members as well as non-members together with their families. There is no charge for the service; however, it is by appointment only. Call 514-488-5552, Ext 4500 or write to kent@hearhear.org for an appointment.



Speechreading (Lipreading)

Without realizing, most hearing-impaired persons do speechread to a certain extent, but most do not know it is a skill that can be learned.

We offer Beginners, Intermediate and Advanced classes. Classes are free for CHIP members or \$5 per class for non-members.

MAB-MACKAY

Beginners

- ▶ 10 am — 12 noon (10 classes)
- ▶ Every Tuesday,
March 18 to May 27
(no class April 15)

Intermediate

- ▶ 1:15 pm — 3:15 pm (10 classes)
- ▶ Every Thursday,
March 20 to May 29
(no class April 17)

Advanced 1 & 2

- ▶ 10 am — 12 noon (10 classes)
- ▶ Every Thursday,
March 20 to May 29
(no class April 17)

DORVAL Community Centre

1335 Lakeshore Dr.

Speechreading and Communications Strategies

- ▶ 1 — 3 pm (8 classes)
- ▶ Every Wednesday,
March 5 to 30
(no class April 16)



Signed English

Not sign language but simple hand/finger signs to fill in the blanks caused by hearing loss. The course is free for CHIP members. A text must be purchased.

Beginners

- ▶ 10 am — 12 noon (10 classes)
- ▶ Every Friday,
March 21 to May 30
(no class April 18)

Intermediate

- ▶ 1 — 3 pm (10 classes)
- ▶ Every Tuesday,
March 18 to May 27
(no class April 15)

Please Note: **REGISTRATION**

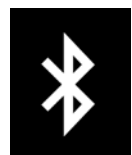
IS MANDATORY for ALL students before attending classes for Speechreading and Signed English courses.



Assistive Listening Devices (ALDs) and Cell Phones Workshop

Learn all about currently available assistive devices along with hints on selecting and purchasing cell phones. Learn about different types of hearing aids and advances in hearing aid technology.

- ▶ 1 — 3 pm
- ▶ Wednesday,
March 5, Room A314, MAB-Mackay



Bluetooth Remote Control for Hearing Aids Workshop

Come and share your experiences or gain more knowledge on the use of this Bluetooth device for hearing aids. Learn how to improve your ability to hear and to communicate comfortably on the cell phone.

- ▶ 1 — 3 pm
- ▶ Wednesday,
March 12, Room B134, MAB-Mackay



Captioned Film Program

Captioned feature films in a comfortable and enjoyable setting.

- ▶ 7 — 9 pm
- ▶ Wednesdays,
March 19 to May 7, MAB Gymnasium

CHIP Spring 2014 Calendar



March 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
2	3	4	5 ► ALDs, Hearing Aids, Cell phones 1–3 pm ► Speechreading in Dorval* 1–3 pm	6	7	8
9	10	11	12 ► ALDs, Bluetooth Remote Control for Hearing Aids 1–3 pm ► Speechreading in Dorval* 1–3 pm	13	14	15
16	17 ► Beginner Speechreading 10 am–12 pm ► Intermediate Signed English 1–3 pm	18	19 ► Speechreading in Dorval* 1–3 pm ► "QUARTET" (CCFS) Closed Caption Film Screening 7–9 pm	20 ► Advanced Speechreading 10 am–12 pm ► Intermediate Speechreading 1:15–3:15 pm	21 ► Beginner Signed English 10 am–12 pm	22
23	24 ► Beginner Speechreading 10 am–12 pm ► Intermediate Signed English 1–3 pm	25	26 ► Speechreading in Dorval* 1–3 pm ► "ARGO" (CCFS) Closed Caption Film Screening 7–9 pm	27 ► Advanced Speechreading 10 am–12 pm ► Intermediate Speechreading 1:15–3:15 pm	28 ► Beginner Signed English 10 am–12 pm	29

*Please Note!

For 8 weeks, Speechreading classes are offered in **Dorval** from 1–3 pm on Wednesdays, from March 5 to April 30, 2014.

Join us at the Sarto-Desnoyers Community Centre, 1335 Lakeshore Drive, Dorval.



Please be advised that
the HEAR Program
will NOT be offered this season.

For more details, please see
the Program Director's Note
on page 5.



CHIP Spring 2014 Calendar



April 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		► Beginner Speechreading 10 am – 12 pm ► Intermediate Signed English 1–3 pm	► Speechreading in Dorval* 1–3 pm ► "FRIED GREEN TOMATOES" (CCFS) Closed Caption Film Screening 7–9 pm	► Advanced Speechreading 10 am – 12 pm ► Intermediate Speechreading 1:15 – 3:15 pm	► Beginner Signed English 10 am – 12 pm	
6	7	► Beginner Speechreading 10 am – 12 pm ► Intermediate Signed English 1–3 pm	► Speechreading in Dorval* 1–3 pm ► "A ROYAL AFFAIR" (CCFS) Closed Caption Film Screening 7–9 pm	► Advanced Speechreading 10 am – 12 pm ► Intermediate Speechreading 1:15 – 3:15 pm	► Beginner Signed English 10 am – 12 pm	
13	14				GOOD FRIDAY	
20	21	► Beginner Speechreading 10 am – 12 pm ► Intermediate Signed English 1–3 pm	► Speechreading in Dorval* 1–3 pm ► "MONSIEUR LAZHAR" (CCFS) Closed Caption Film Screening 7–9 pm	► Advanced Speechreading 10 am – 12 pm ► Intermediate Speechreading 1:15 – 3:15 pm	► Beginner Signed English 10 am – 12 pm	
27	28	► Beginner Speechreading 10 am – 12 pm ► Intermediate Signed English 1–3 pm	► Speechreading in Dorval* 1–3 pm ► "SALMON FISHING IN THE YEMEN" (CCFS) Closed Caption Film Screening 7–9 pm			



Please Register! By mail, fax, phone or in person at the CHIP office.

CHIP

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www.hearhear.org • email: info@hearhear.org

CHIP Spring 2014 Calendar



May 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 ▶ Advanced Speechreading 10 am – 12 pm ▶ Intermediate Speechreading 1:15 – 3:15 pm	2 ▶ Beginner Signed English 10 am – 12 pm	3
4	5 ▶ Beginner Speechreading 10 am – 12 pm ▶ Intermediate Signed English 1–3 pm	6	7 ▶ "THE AFRICAN QUEEN" (CCFS) Closed Caption Film Screening 7–9 pm	8 ▶ Advanced Speechreading 10 am – 12 pm ▶ Intermediate Speechreading 1:15 – 3:15 pm	9 ▶ Beginner Signed English 10 am – 12 pm	10
11	12 ▶ Beginner Speechreading 10 am – 12 pm ▶ Intermediate Signed English 1–3 pm	13	14	15 ▶ Advanced Speechreading 10 am – 12 pm ▶ Intermediate Speechreading 1:15 – 3:15 pm	16 ▶ Beginner Signed English 10 am – 12 pm	17
18	19 ▶ Beginner Speechreading 10 am – 12 pm ▶ Intermediate Signed English 1–3 pm	20	21	22 ▶ Advanced Speechreading 10 am – 12 pm ▶ Intermediate Speechreading 1:15 – 3:15 pm	23 ▶ Beginner Signed English 10 am – 12 pm	24
25	26 ▶ Beginner Speechreading 10 am – 12 pm ▶ Intermediate Signed English 1–3 pm	27	28	29 ▶ Advanced Speechreading 10 am – 12 pm ▶ Intermediate Speechreading 1:15 – 3:15 pm	30 ▶ Beginner Signed English 10 am – 12 pm	31

**Please Register! By mail, fax, phone
or in person at the CHIP office.**

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CHIP Creates Confidence

By: Nina Chen

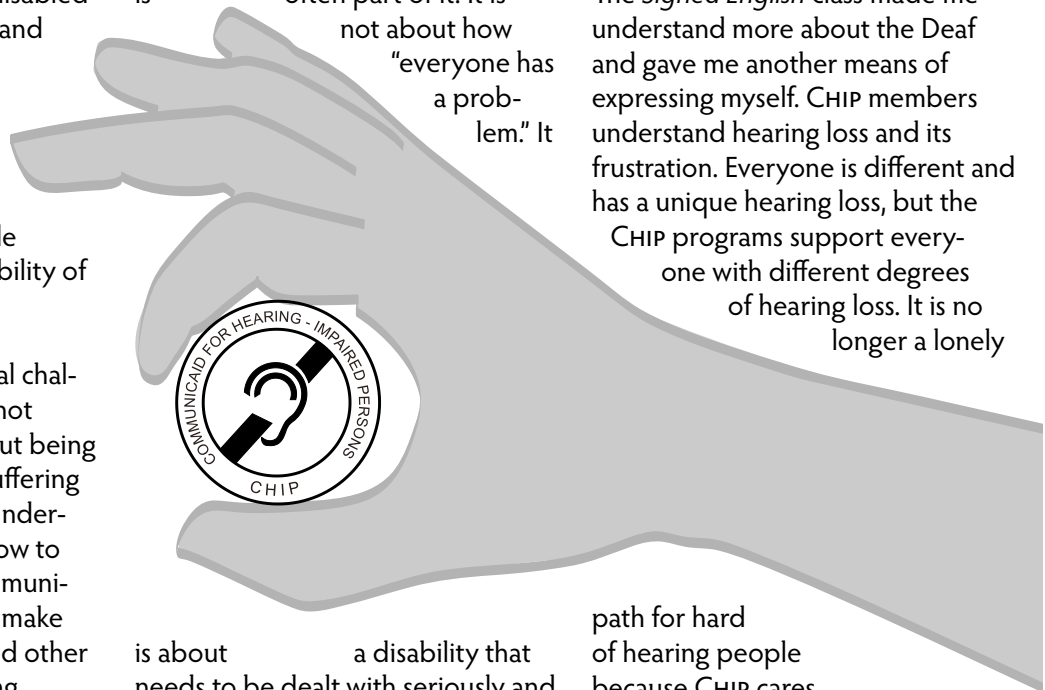
I AM NINA CHEN, a volunteer who has worked on the database in our CHIP office since last August. As a hard of hearing person who went to regular school, I was always taught to cope with the normal world instead of being trained how to deal with my hearing loss and disabilities. Due to lack of education about disability and the shame in the family and society, often a disabled person may not be treated and trained with the right tools for his/her disability. The problem is not that the family doesn't love the disabled person. The real problem is that some people do not understand the disability of hearing loss.

Hearing loss is also a physical challenge and health issue. It is not about self-pity. It is not about being laid back or being lazy or suffering a mental illness. It is about understanding hearing loss and how to cope with it. It is about communication. Hearing aids cannot make hearing perfect and we need other tools to optimize our hearing.

Maybe sometimes we worry that when we use some special devices or closed captions, others would think we are not the same. However, people need to understand that hard of hearing people understand better with closed captions and feel safer with assistive devices. The tools are necessary and they are not

something that should make you feel ashamed.

I've realized that it is not that hearing people don't care about hearing loss, but they don't understand hearing loss until they encounter this issue either physically or professionally. As we get older, we are more worried about our health. Disability is often part of it. It is not about how "everyone has a problem." It



is about a disability that needs to be dealt with seriously and professionally.

I first joined CHIP in 2010. I had attended the HEAR sessions and the assistive device workshops. I also had participated in the *Speechreading* and *Signed English* classes. Here at CHIP, I finally found some support for my hearing loss.

Since I never went to any special school, CHIP's speechreading class

teacher, Eva Basch, evaluated that my lip reading skill was at an advanced level. CHIP's members made me feel comfortable to ask for assistive devices such as a portable phone, flashing lights, and a fire alarm system (some devices of which I obtained from MAB-Mackay).

The *Signed English* class made me understand more about the Deaf and gave me another means of expressing myself. CHIP members understand hearing loss and its frustration. Everyone is different and has a unique hearing loss, but the CHIP programs support everyone with different degrees of hearing loss. It is no longer a lonely

path for hard of hearing people because CHIP cares.

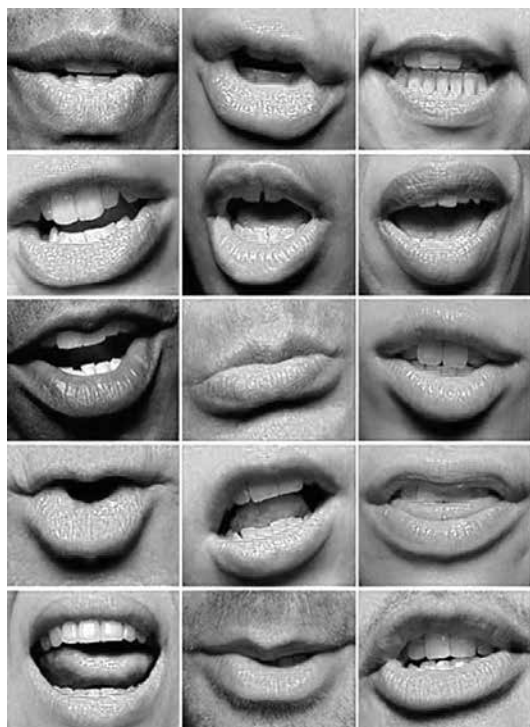
CHIP is a great place for people to cope with hearing loss and get support from one another. I feel more confident because I know there are people like me who have the same issues. Each member also has other problems, but coping with hearing loss brings us together. We are in the same boat, as hard of hearing people. Please come and join us—you will surely learn and benefit from CHIP! ◀



Lips don't come with subtitles: the joys and perils of lipreading

By: Daniel Basch-Tétreault

Growing up with a profound hearing loss, I had to learn how to lipread pretty early in order to understand people. It's a common misconception among



hearing people that children need to learn how to speak first, before learning how to read. This is completely backwards when it comes to newborn children who can't hear. I learned how to process language by learning how to read, then by converting those lines on paper into sound. I also learned by deciphering pictures and text from the many comics I grew up with, and by having my parents and teachers read to me.

Just as I find it perplexing that there are people out there who have trouble reading lips, I find it amazing that people are able to understand what's being said without

help. Even so, it took me several years to be able to learn how to talk correctly. Until I was able to master the aspects of tempo, timing and pacing, people had trouble understanding me. I've been told that I have something of a Deaf accent, which is imperceptible to my imperfect pitch. As for sign language, I tried learning it but never warmed up to the finger dexterity, though I still do retain the basic alphabet and numbers.

Living with Asperger's compounds my already disabled communication ability beyond the usual social gaffes. In addition to being intimidated about talking to someone new, I have a hard time remembering, let alone understanding, people — even those who've known me for years. If I haven't seen them on a regular basis (more than twice a week) I forget about them. As a child, I had a next-door neighbour who happened to be the school commissioner. On occasion, I sold him some fundraising chocolate bars. When he finally got the chance to talk to me at a meeting some time

later, he reintroduced himself as someone on our block and tried to jog my memory.

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He hadn't quite realized the gravity of the uphill struggle I lived with on a day-to-day basis, just to have a simple conversation.

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However, I had absolutely no idea of what he was saying, even though he repeated his sentence five or six times. It was only when my mother intervened and said, "You sold him chocolate" that I understood. Until that point, he hadn't quite realized the gravity of the uphill struggle I lived with on a day-to-day basis, just to have a simple conversation. To be fair, there were several factors against him — he was taller than me, he had an accent, and I'd never talked to him before. From that point on, he was an invaluable help in getting me an interpreter through High School. Interpreting helped me navigate the chaos of high school, and I would have been lost without it, but that's a topic for another time.

Another thing that Asperger's and deafness have in common: Most autistics look away from the eyes as a way to avoid being overwhelmed by the visual stimuli those ovalar orbs provide. I managed to slip

through the cracks of that social barrier by simply focusing on the lips instead. They're a more consistent source of information, and people can hardly tell the difference of where I'm looking at anyways. (Go ahead, try it out. See if anybody notices.) Even so, it takes me a while to get used to a new person's mode of speech, since every person is different, and they have their own mannerisms. One of the most annoying tricks is when someone smiles all the time as a way to hide their nervousness. That might work with reassuring total strangers, but it plays havoc for someone who relies on reading lips. If all you see are teeth, it's harder to tell what sound is being made.

Context is also important — my ability to read lips can't help me unless I get a sense of what's going on. It doesn't help that a lot of words look exactly the same. A 'd' looks a lot like a 'g', and even completely unrelated words can look exactly alike. For example, 'dancer' looks a lot like 'gangster' on the lips. So, if there was a gang war in a ballet studio, you would have trouble telling the words apart, unless you could hear the person's voice. What would really be helpful would be audio Google glasses that pick up what people are saying and display them on my screen as mini-subtitles so I don't have to struggle with what everybody's saying. Of course, given how YouTube subtitles have yet to grasp the

concept of human speech, we've still got a long way to go before that project becomes a reality. I for one, cannot wait.

In the meantime, I'll have to rely on my innate lipreading ability to comprehend such situations, and try to figure out what all the fuss is about some dancers at the bar.

Some helpful tips when talking to me or a fellow lipreader:

1. Face me
2. Don't smile too much
3. Have a low noise level in the room.
4. Don't talk louder, but more clearly.
5. Use another word if one is difficult to understand.
6. Emphasize moving your lips.
7. Use gestures where appropriate.
8. Slow down a bit. ◀

Daniel Basch-Tétreault was born profoundly deaf, but learned to lipread and speak. He graduated with a diploma in Information and Library Technology from John Abbott College. He was diagnosed with Asperger's Syndrome (on the autism spectrum) in his late teens. His interests are comics and writing. In addition to his blog, Sunday Comics Debt (<http://sundaycomicsdebt.blogspot.ca/>), he is also a frequent contributor to the parody site Square Root of Garfield Minus Garfield (<http://www.mezzacotta.net/garfield/author.php?author=90>). He currently resides in Dorval, Quebec and is an enthusiastic volunteer at CHIP.



Tips on Communicating With a Hearing Loss

Excerpt from Eva Basch's Communications Strategies presentation

🔔 **Admit you have a hearing problem.** Most people know already, and the sooner you admit it, the sooner you can do something to improve your quality of life.

🔔 **Your hearing loss is more noticeable than your hearing aid.** Wear them! They'll help you distinguish between words that sound similar.

🔔 **Don't withdraw from social activities!** But you'll enjoy them more when rested—following conversations takes a lot of energy.

🔔 **Communication is a shared responsibility.** Tell others what they can do to make it easier and more pleasant. Don't bluff; ask for clarifications if needed. Thank them when they make the effort.

🔔 **Keep your sense of humor!**



The Course of Rehabilitation

By: Kiran Mian

THERE WAS A TIME when I was obsessed with the best way to find the truth only to realize that I did not know the truth about myself or my situation. When I was diagnosed with hearing impairment I realized I needed to see myself in a completely new perspective. What would I be like without my impairment? I was 25 years old when I was diagnosed, so my hearing loss must have started in my teens. Did that — unknowingly — affect who I became? How far back do I need to go to find the “real” me?

Would I have fallen for my husband when I met him if I had not been hearing impaired? Does my hearing impairment actually make our marriage work? I found myself questioning the way I act in social situations as well. Am I not making casual conversation because I cannot hear or simply because other than the weather, I do not know how to make casual conversations? Am I an introvert, or has my hearing loss made me an introvert? How can one know his or her true personality?

Finding one’s true self might appear to be an idle theoretical question, yet without this question, recovery would be impossible. Recovery only begins when we get a perspective of ourselves within our environment, and it is important to establish a starting point before the journey of rehabilitation may begin.

I found my answer when I started volunteering for CHIP, where I met many people similar to me. I find

my hearing impairment an obstacle in finding my true self, but here at CHIP I met many people from different backgrounds with varying ages and health problems, yet they amaze me by coming in everyday or for every class. Many of us who work at CHIP or attend courses are dealing with the problem of hearing and other health issues, and yet we come in and try to make the world a better place. I wonder if our hearing impairment is what makes us so determined. I still have many questions, yet all CHIP members have the same thing in common: the will to overcome. CHIP provides us the safe place to realize this struggle.

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CHIP has given me the confidence to talk about my impairment.

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Why is CHIP so important? CHIP has given me the confidence to talk about my impairment, and it gives us all the environment we need to learn how to cope. I know for sure that whatever trials we face with our hearing loss, the education we receive here, is the key to our rehabilitation. This is why CHIP works so well for us all.

Here are some strategies I have found useful in managing my hearing loss:

► **Tell others about your hearing loss one-on-one.** I find that doing this in a one-on-one setting works best and allows for me to focus and properly answer their questions.

► **Use emails and instant messaging.** Especially for people I find hard to understand, I will send an email explaining the situation to them. I try to avoid telling people on the spot. I don’t want them to get upset, as they might already be trying and telling them on the spot is not a fair deal.

► **Consider voice control.** Sometimes, we speak too loudly or too softly, which annoys many people. To find the right median, we need to practice with close friends or family who will give us honest feedback.

► **If possible, use a partner.** If you’re lucky, at large gatherings, sit next to a person you know and trust. If you miss something, this person can help repeat or explain what is going on.

► **Use a smartphone.** Recently, I bought an iPhone. It is unlocked, meaning I can take it wherever I go. This has saved me a lot of trouble, and I’m able to use it to send text messages, emails, and update myself with directions or any other information. I recommend you buy an unlocked smartphone and take it with you wherever you go.

► **Be open and frank with your hearing aid acoustician and audiologist.** Let them know about the difficulties you’re having and the challenges you face — and together, come up with solutions. ◀

Music to My Ears

The connection between you, your music and your world

Guest Contributor: Jennifer Buchanan of JB Music Therapy

MUSIC DEFINITELY HAS the capacity to reach everyone — of all ages and abilities — but it requires the right applications in order to be truly successful.

The music we use and how we respond to the music in our life is unique to everyone. It 100% depends on your preferences and your preferences depend on your musical histories, interests, age, ability and personal interests.

One of the most amazing features of the human brain is the way in which it impacts our memory and contributes to our life-long learning. Music can do many amazing things including (but not limited to):

- ▶ Relaxing the mind and lowering our stress, opening up our learning reserves.
- ▶ Stimulating creativity by increasing blood and oxygen flow to the brain.
- ▶ Inspiring feelings — creating a clear passage to long-term memory.
- ▶ Changing emotional states — helping us move from a negative or resistant emotional state to a more positive learning state.
- ▶ Anchoring us into the moment, helping our memory to maintain important data for later.
- ▶ Connecting us to our feelings and to those around us — with the release of dopamine (feel good hormone) and oxytocin (trust hormone) the right music can help us feel more safe, secure and happy with those we know and love... and even

with those we are in the process of getting to know better.

Today, individuals who are Deaf and hard of hearing are listening and appreciating music as a result of the tremendous advancements in technology. People who are hard of hearing sense vibration in the part of the brain that other people use for hearing and enjoy concerts and other musical events as much as their hearing peers. Findings from the University of Washington in 2001 suggest that the experience people who are Deaf have when 'feeling' music is similar to the experience other people have when hearing music.

.....
...the right music can help us feel more safe, secure and happy...

.....
Not only does music play a role in how we "feel" about the world but it can also affect our cognitive, language and social development. Group participation in music activities helps individuals feel a part of a greater social community. Through music, individuals can experience the joy of being part of a group working together, creating



something beautiful. The boost in mood and confidence during music therapy later translates into other social settings at school, home, and in the community.

What does a Music Therapist do?
Music Therapists work with individuals in a group or individual setting. Clients will have opportunities to choose and play a wide variety of instruments from the percussion family including instruments from around the world. Time is given to explore the instruments, and understand how the sound is made. Discussion around how you feel when you hear the sound, and what responses you have when joining others in creating music together will ensue.

Music therapy sessions may also include singing familiar songs, as well as learning and creating new songs aimed at the goals that had been previously set for that individual or group. For persons who are Deaf and hard of hearing, music therapy can facilitate the processes involved in connecting with and understanding music. In addition, it can provide support and growth opportunities for other important skills and abilities that can contribute to the overall development of each person.

Countries throughout the world have national certification programs for music therapists who have graduated with the prescribed educational requirements including supervised clinical work.

All good strategies are best if used with the right intention—music is no different. Sometimes we just need a professional guide. To find a professional (registered, licensed, accredited) music therapist near you contact:



Canada: www.musictherapy.com
USA: www.musictherapy.org
International: www.musictherapy-world.net

"How miraculous it is to witness the benefits that music therapy can bring. The mysteries of the mind and the power of music combined is an incredible therapeutic tool to reach those

who can be reached in virtually no other way."
 Denise Donlon, Executive Director
 CBC Radio, English Canada ◀

Jennifer Buchanan was the Keynote Presenter at the 2013 Canadian National Deaf and Hard of Hearing Conference in Edmonton. Jennifer is an accredited music therapist, President of the Canadian Association for Music therapy and owner of JB Music in Calgary, Alberta. To visit her website and to review the research articles that support the information above please visit: <http://jbmusictherapy.com/research/>

Remembering



We have been informed that the following members have passed away, and we will sorely miss them. Our condolences to the family and their loved ones.



- ☞ Polly Achis
- ☞ Ruth Davis
- ☞ Laura Gabbay
- ☞ Jack Oschmann
- ☞ Anita Plover
- ☞ Harold White





Musical Ear Syndrome

By: Reg Weiswall

THERE ARE SOME HEARING IMPAIRED people who believe there is something wrong with them when they try to go to sleep and keep hearing songs over and over again. Try as hard as they can, they cannot stop hearing music — such as the *Star Spangled Banner*, or *O Canada*. Moreover, if they have watched something on television — such as repeats of the *Sound of Music* — all they hear is the music again and again: the theme music, the Cathedral wedding, or the trek over the mountains to freedom of Switzerland.

These hard of hearing people think they are going crazy, and toss and turn, but the songs keep on going until eventually they fall asleep.

There are thousands of hard of hearing people who experience these phantom sounds, music or voices every night.

If you've experienced this — no! — you are not going crazy or hallucinating. There are thousands of hard of hearing people who experience these phantom sounds, music or voices every night. I go through this almost

every night and know of one other woman who has the same thing. There is no cure — only patience.

I first heard of Musical Ear Syndrome after attending a seminar at HLAA. The lecturer was a doctor who has also lived with a life long severe hereditary hearing loss, and his goal was to try and make people understand they are not going crazy imagining things. Musical Ear Syndrome is just one of the facts of life that some people are just plain stuck with. Again, there is no cure... just patience and eventually you will fall asleep.

I personally have thought that I heard the telephone ringing. Since it was about six inches from my head, I have picked up the receiver and responded, but of course no one was there. On other occasions, I have heard voices, but then I realized I had no hearing aid in.

If this is something you've experienced, know that you are not alone. There are thousands just like you, but usually this isn't something people talk about. Sufferers do not tell anyone for fear that the other person may think that they're nuts! However, know that you can always come to us with it — we'll be there to listen. ◀





HEAR Program



Resource Centre



Speechreading



Signed English Classes



Captioned Film Screenings



School Program



Reach Out

**If you are listening...
but not hearing, CHIP can help.**



At CHIP we make the most of the hearing we have — and you can too!

- Visit our Resource Centre and try out the latest technology and assistive listening devices that can help you hear better
- Improve your communication with friends and family through lipreading and Signed English classes

Enjoy life and make friends at CHIP's workshops.

Make a difference – Become a CHIP volunteer

Membership is only \$10 a year.

**Donations to CHIP are tax deductible
and receipts will be issued**

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