

# THE COMMUNICAIDER



A Magazine for People with Hearing Loss and the Professionals Who Work with Them

FALL 2015

**NEW  
CHIP  
SOCIAL  
CLUB**

(see page 8  
for details)

**ARE YOU  
LOOPED IN?**

**NEW  
EXTENDED  
CLASSES  
for  
Speechreading**

CHIP Conference  
Keynote Speaker  
GAEL HANNAN

**From Ear to There: A New Era  
1ST ANNUAL CHIP CONFERENCE  
OCTOBER 26, 2015**

**Serving hard of  
hearing people for  
35 years**



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Montreal, Quebec H4B 1R3  
Phone: 514 488-5552, Ext. 4500  
Fax: 514 489-3477 (attention: CHIP)  
Email: [info@hearhear.org](mailto:info@hearhear.org)  
Web site: [www.hearhear.org](http://www.hearhear.org)



## President's Message

I wish to applaud our Executive Director, Heidi Wager and her able assistant Danya Morris who now manage CHIP'S day to day operations. I applaud them not only for their diligence and hard work but also for how well they are handling the transition that CHIP is now going through.

I wish also to thank the members of our Standing Committees for their hard work and good results.

These are times of change at CHIP.

Because CHIP's largest demographic is from the elderly, we sadly but inevitably experience a fairly continuous change-over of volunteers and board members. Over the past year, many of those who had been with CHIP from the early years have now retired.

New technology is always coming on-line, both technology to help those with hearing loss directly as well as technology to assist our internal operations. We must continue to increase the effectiveness of our operations in order to maximize the resources available for our programs and services and to further CHIP's Mission objectives.

*These are times  
of change  
at CHIP.*

Our challenge is that we have new key people in a new organisational structure, we have new critical equipment requiring new ways of operating and in many areas we will have new systems and procedures.

The changes will provide future benefits but implementing them involves considerable additional work for staff and volunteers. Changes have to be implemented with due thought and care. We have to maintain programs and services for our members, maintain the integrity of our financial records and carry out our reporting obligations to the Government and our funders while taking advantage of new technologies and implementing best practices for community self-help non-profit organisations.

CHIP provides respite to the hard-of-hearing from the stresses and difficulties of an all too often unaware and insensitive world and, at the same time, teaches techniques and strategies to help reduce the stress and lessen the difficulties.

Why not volunteer to participate in or to support one of our Standing Committees where you will be among like-minded individuals where your talents will be valued and your efforts will be appreciated?

*David Tait*

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MAB-Mackay Rehabilitation Centre

## ADULT SERVICES for the Deaf and Hard of Hearing

- Audiology evaluation and assessment of communication skills
- Assessment, counselling and training in the use of technical aids and use of hearing aids

Priscilla Hu, Clinical Coordinator  
(514) 488-5552 ext. 2406

## 1st Annual CHIP Conference

Monday,  
October 26th

(see page 6 for details)

**NEW...**  
**full-colour**  
**pull-out**  
**FALL 2015**  
**Program**  
**Calendar!**  
**....pages 10 & 11**

# THE COMMUNICAIDER

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### CHIP Communicaid for Hearing Impaired Persons

CHIP, Communicaid for Hearing Impaired Persons, is a non-profit, registered charitable organization, which has been serving people with hearing loss for over 35 years. CHIP is a grassroots, volunteer-based organization, having served hundreds of members. The vast majority of volunteers, including the board, are people who have hearing loss.

**CHIP believes in making the most of the hearing we have.**

#### COMMUNICAIDER TEAM

Heidy Wager - Executive Director and Editor-in-Chief  
Danya Morris - Administrative Assistant, Publication Assistant  
Martha Perusse - Assistant Editor  
Sheldon Kravitz - Graphic Design

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# GET in the LOOP!

## What Your T-Coil's Telling You

by Aditi Ohri

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A telecoil (or t-coil) is a small coil of wire inside a hearing aid or a cochlear implant that is designed to pick up an electromagnetic signal. When your t-coil is turned on, it shuts off the microphone on your hearing aid and begins “listening” for an electromagnetic signal. Electromagnetic signals can come from numerous places, such as the earpiece of your phone or a loop system that connects to an audio source. When your t-coil detects a signal, it will convert it into sound and play it through your hearing aid. This allows you to hear more closely someone speaking in a meeting, over the phone, or on TV because it allows you to shut out background noise. Some hearing aids are equipped to allow you to use both your t-coil and hearing aid microphone at the same time. This allows you to continue hearing sounds around you, such as your own voice, at the same time that you hear sounds coming through your t-coil. You can use the t-coil setting on your hearing aid or

cochlear implant in public and private places equipped with induction loop systems, or through a neck loop or silhouette.

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**According to specialists Juliette Sterkens, a retired audiologist, and Bill Droogendyk of Better Hearing Solutions, induction loop systems work like “Wi-Fi for hearing aids”.**

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According to specialists Juliette Sterkens, a retired audiologist, and Bill Droogendyk of Better Hearing Solutions, induction loop systems work like “Wi-Fi for hearing aids”. In order to loop a space, a wire is installed around the floor or ceiling, which



connects to an induction loop amplifier that is also connected to an audio source, such as a microphone or a TV (Fig. 1, next page). This wire carries a current, which is surrounded by a magnetic field. The t-coil in your hearing aid or cochlear implant is sensitive to the magnetic field passing through this wire in the way a smart phone is sensitive to Wi-Fi. The t-coil hears that field and turns it back into sound, directly into your ear.

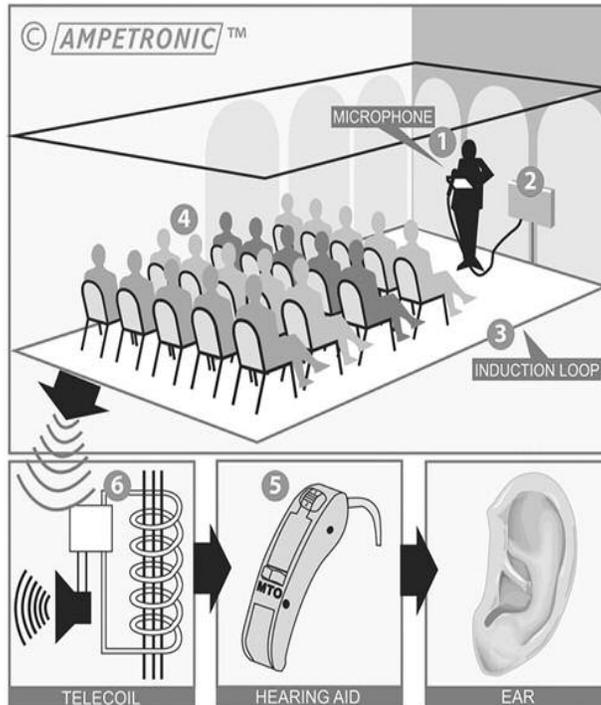


Fig. A

There are several other hearing assistive technologies that benefit the hard of hearing, such as FM, infrared and Bluetooth systems. Looping technology is an attractive alternative because it is relatively inexpensive and you do not need to carry a receiver to use it. In most circumstances, you only need to change your hearing aid or cochlear implant setting to t-coil. In situations where there is no loop system, it is possible to use a neck loop, which you can wear under your clothing, to serve the same purpose (Fig. A). So long as the neck loop is remotely plugged into a TV, transmitter receiver, or sound source, it will work like your own private loudspeaker.

Loop systems are prevalent throughout public spaces in parts of the United States and in Europe, where over 90% of hearing aids come equipped with t-coils. In both London and New

Fig. 1



York City, subway booths are looped so that hard of hearing customers are able to turn on their t-coils and speak clearly with attendants when purchasing tickets or asking for directions. Every church in Denmark is looped, as are countless hotels, post offices, grocery stores, banks, and meeting halls throughout Europe and the US. More recently, there has been a

movement to loop Canada too. Presently, all Vancity Credit Unions and HSBC banks in Canada are looped. If you see the blue Hard of Hearing logo posted in a public place, it means you can turn on your t-coil to get in the loop.

If your hearing aid or cochlear implant does not presently have a t-coil, it might be possible for you to have it retrofitted. Generally, t-coils are only available for Behind the Ear (BTE) and In the Ear (ITE) hearing aids. In the Canal (ITC) and Completely In The Canal

(CIC) hearing aids are typically too small to fit a t-coil. Ask your audiologist or hearing health provider about your options.

For more information, visit <http://betterhearingsolutions.ca>, <http://www.hear-it.org/Loop-systems-and-telecoils> and <http://hearingloop.org>.

All images are from <http://hearingloop.org>

Loop systems are prevalent throughout public spaces in parts of the United States and in Europe, where over 90% of hearing aids come equipped with t-coils. In both London and New York City, subway booths are looped so that hard of hearing customers are able to turn on their t-coils and speak clearly with attendants when purchasing tickets or asking for directions. More recently, there has been a movement to loop Canada too.



**Save the date:  
OCTOBER 26th, 2015**



**1st Annual CHIP Conference**  
***From Ear to There: A New Era***

**Gael Hannan**, author of *The Way I Hear It*, will deliver a keynote presentation at 9 am, followed by a book signing, a panel on hearing loss, and an afternoon of workshops by professionals and experts in the field.

All events will be captioned.  
ASL interpretation is available by request.



*From Ear to There* will take place in the Layton Hall Gym at MAB Mackay, 7010 Sherbrooke St. W., Montreal QC H4B 1R3.

Registration begins August 17, 2015.

\$15 for **CHIP** Members / \$20 for full-time students with ID  
\$30 for non-members

Email [info@hearhear.org](mailto:info@hearhear.org) for details.

**Gael Hannan** is a public speaker, humorist and hearing health advocate who grew up with a hearing loss that is now severe to profound. She writes a weekly blog on hearing loss for [HearingHealthMatters.org](http://HearingHealthMatters.org), and is the Consumer Editor for two Canadian professional hearing-related journals. Gael's articles have appeared in many North American publications and she is a sought-after speaker for her funny and insightful performances on living with hearing loss.





## Executive Director's Message

I would like to thank everyone who came to the Annual General Meeting (AGM). We had over 100 members in attendance making this special evening a very memorable one. We would not have been able to do this without the tireless efforts of staff and volunteers.

At the AGM, we spoke to the members about current programs and services. As well, since the bylaws went under a major reconstruction, the membership voted on the changes and the new bylaws were passed. During the Open Meeting, members shared their concerns -- please know that we heard you. We also asked members to

complete a membership survey that provided us with helpful information for our current planning year.

We celebrated the end of 35 years by honoring the past recipients of the *Doreen Cons Spirit of CHIP Gold Leaf Award* and the newest recipient, *Barney Cons*. CHIP has been truly blessed with some amazing volunteers and hard-working members of the Board of Directors.

I would like to acknowledge all of the hard work that the staff, volunteers and all the board members have been doing over this summer. From board and staff development days, our communication plan, new updated programs, and reconstruction of the new resource room -- it's been a busy time!

### WHAT CAN YOU, AS CHIP MEMBERS, LOOK FORWARD TO THIS FALL?

- **1st Annual CHIP Conference;** not to be missed! We are excited to have a very special key note speaker, Gael Hannan, who will share her experiences living with hearing loss. Our goal is to provide

our members with diverse perspectives on how to deal with hearing loss, including new technologies.

- **New extended Speechreading classes!** Like no other classes in Montreal, CHIP's original program (with extra weeks) not only focuses on the actual skills of speechreading (including lip reading), but offers an environment that is supportive, empowering and informative about how to live and cope with hearing loss.

- We will be introducing our new **CHIP Social Club**, formerly known as the Film Program. Our goal is to give our members the opportunity to socialize together in a safe and inviting environment while watching a closed captioned movie or participating in an event or game. We'll even serve refreshments and snacks!

- We are currently working really hard to upgrade and renovate the **Lily Bernstein Technical Aids and Resource Centre**. We plan to have the grand unveiling in Spring 2016.

There are lots of new and exciting things happening at CHIP. We are always looking for volunteers whether for a few hours per week or per month -- anything will help.

As the new Executive Director, it is very important to me that you are aware that you may come see us in the office or contact us for any of your concerns. Simply call (514-488-5552 x 4504) or email me ([heidywager@hearhear.org](mailto:heidywager@hearhear.org)).

We are here to serve you in any way that we can!

*Heidy Wager*



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New.....

# CHIP Social Club

(formerly known as the Film Program)

We would like to invite everyone to the new CHIP Social Club, where members meet to relax, have fun and share experiences. We will have movies (captioned), games and events, as well as refreshments and snacks. We will meet at the MAB site, on Mondays from 12-3 pm. See the calendar for exact dates.

Please contact the CHIP office for a complete schedule of movies, games and events. In order to assist our planning, you must RSVP for each movie/event. Call 514-488-5552, ext 6440 or email Danya at [danyamorris@hearhear.org](mailto:danyamorris@hearhear.org).

*Come and join us!*

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## CHIP's FALL 2015 FILM SELECTIONS

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### THE HUNDRED-FOOT JOURNEY 2014 (122 min)

This delectable culinary comedy, directed by Lasse Hallström who offered us *Chocolat* years ago, will charm and delight you in many ways – including the gastronomic. Bon appétit! *(For All)*

### THE THEORY OF EVERYTHING 2014 (123 min)

In the early 1960's, at Cambridge University, a brilliant student of astrophysics, Stephen Hawking, earns a Ph.D. with a thesis that challenges orthodox explanations of the creation of the universe, and is then diagnosed with ALS. This film is a testament to willpower, love and adaptation to a severely disabling handicap. *(For All)*



After trying to purchase the rights to MARY POPPINS for over 20 years, Walt Disney tries to persuade the book's author, P. L. Travers, to allow him to bring her beloved characters to life on the screen! *(For All)*

### THE GOOD LIE 2014 (110 min)

In Sudan, 1983, a ferocious Civil War attack destroys the homes of many Sudanese children and forces them to flee their rural village. This heartfelt account of survival and culture-shock triumph is an uplifting story sure to touch you.

*(Advisory: some violence, brief strong language and drug use).*

### THE IMITATION GAME 2014 (113 min)

Alan Turing's fascinating work helped to save millions of lives and inspired generations of research into what scientists called a 'Turing Machine'. Today, we call them computers. If you like brainy thrillers, this film is for you. *(For All)*

### IDA 2013 (80 min)

In Poland, 1962, one week away from taking her vows as a nun, 18-year old Anna is told by her Mother Superior, that she must visit an aunt named Wanda. Anna obeys, and learns that her real name is Ida, she was born Jewish and her family perished during the war. You will be deeply moved. *(For All)*

### BELLE 2013 (104 min)

In 18th century England, Dido Elizabeth Belle, of half-African descent from her enslaved mother, is rescued from slavery when her loving biological father, a Royal Navy Admiral asks his wealthy uncle Lord Mansfield and his wife to shelter and educate Dido at Kenwood House, their rural estate. An intriguing, ravishingly sumptuous historical drama, based on fact. *(For All)*

### UNFINISHED SONG 2012 (93 min)

In contemporary North London, the life of a long-married lower-middle-class couple, Marion and Arthur is shattered when outgoing, ebullient Marion learns she is terminally ill. This heart-warming, life-affirming film of self-discovery and dedication will satisfy you deeply. *(For All)*

# CHIP • Fall 2015 Program



**REGISTRATION IS MANDATORY** for ALL students before attending any of the classes/workshops. Please register early, as places are limited. Priorities will be given to previously registered students. Registration is on a first come, first served basis. Please note that if there are less than 5 students registered per class, that class will be postponed to the next session.

**TO REGISTER FOR CLASSES / WORKSHOPS:** Complete registration form and return it by mail, fax, email (danyamorris@hearhear.org), or in person at the CHIP office. Registration forms are available at our office or on our website: [www.hearhear.org](http://www.hearhear.org)

**Please inform us if you need an assistive listening device, or any other accommodations for classes / workshops**

**ALSO PLEASE NOTE:** Advanced Speechreading class (Lip reading) 1 & 2 will be combined into one class; Signed English Beginners & Intermediate will be combined into one class



## **SPEECHREADING (Lip reading)**

Without realizing that most hearing-impaired persons do speechread to a certain extent, most people may not know it is a skill that can be learned. We offer Beginners, Intermediate and Advanced classes.

**MAB site: 7000 Sherbrooke St. W.**  
NEW FEE: \$10 for CHIP members

### **Beginners**

Every Tuesday, 10 am - 12 noon (12 classes)  
Sept. 22 - Dec. 8

### **Intermediate**

Every Thursday, 1 pm - 3 pm (12 classes)  
Sept. 17 - Dec. 3

### **Advanced**

Every Thursday, 10 am - 12 noon (12 classes)  
Sept. 17 - Dec. 3

**West Island Satellite Sites**  
(\$25 for CHIP members)

### **Beginners**

Centre Bayview (6th floor conference room)  
27 Lakeshore Dr., Pointe-Claire  
Every Friday, 10 am - 12 noon (12 classes) Sept. 18 - Dec. 4

### **Intermediate**

Sarto Desnoyers Community Centre  
1335 Lakeshore Dr., Dorval (Room 202)  
Every Wednesday, 1 pm - 3 pm (12 classes) Sept 16 - Dec 2



## **SIGNED ENGLISH (MAB site)**

Not sign language but simple hand/finger signs to fill in the blanks caused by hearing loss.  
NEW FEE: \$10 for CHIP members.

Every Tuesday, 1 pm - 3 pm (12 classes) Sept 22 - Dec 8



## **CHIP SOCIAL CLUB (MAB site)**

(formerly the Film Program)

Every Monday, 12 noon - 3 pm (11 weeks) September 21 - December 14 - EXCEPT - October 12



Lily Bernstein Technical Aids and Resource Centre

**UNDER CONSTRUCTION**



# CHIP • Fall 2015 • Calendar

## SEPTEMBER

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
14	15	16	17 Advanced Speechreading MAB site 10 am - 12 noon	18 Beginners Speechreading Bayview site 10 am - 12 noon
21 CHIP Social Club 12 noon - 3 pm.	22 Beginners Speechreading MAB site 10 am - 12 noon	23 Intermediate Speechreading Dorval site 1 pm - 3 pm	24 Intermediate Speechreading MAB site 1 pm - 3 pm	25
28	29 Signed English 1 pm - 3 pm	30		

## OCTOBER

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
			1	2
5 CHIP Social Club 12 noon - 3 pm	6	7	8	9
12 CHIP OFFICES CLOSED NO programs	13 Beginners Speechreading MAB site 10 am - 12 noon	14 Intermediate Speechreading Dorval site 1 pm - 3 pm	15 Advanced Speechreading MAB site 10 am - 12 noon	16 Beginners Speechreading Bayview site 10 am - 12 noon
19 CHIP Social Club 12 noon - 3 pm	20 Signed English 1 pm - 3 pm	21	22	23
26 1st Annual CHIP Conference	27	28	29	30

PULL - OUT CALENDAR



**NOVEMBER**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
2	3	4	5	6
9	10	11	12	13
16	<b>Beginners Speechreading MAB site</b> 10 am - 12 noon  <b>Signed English</b> 1 pm - 3 pm	<b>Intermediate Speechreading Dorval site</b> 1 pm - 3 pm	<b>Advanced Speechreading MAB site</b> 10 am - 12 noon  <b>Intermediate Speechreading MAB site</b> 1 pm - 3 pm	<b>Beginners Speechreading Bayview site</b> 10 am - 12 noon
23	24	25	26	27
30				

**CHIP Social Club**  
12 noon - 3 pm

PULL - OUT CALENDAR

**DECEMBER**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	1	2	3	4
	<b>Beginners Speechreading MAB site</b> 10 am - 12 noon  <b>Signed English</b> 1 pm - 3 pm	<b>Intermediate Speechreading Dorval site</b> 1 pm - 3 pm	<b>Advanced Speechreading MAB site</b> 10am-12 pm  <b>Intermediate Speechreading MAB site</b> 1 pm - 3 pm	<b>Beginners Speechreading Bayview site</b> 10 am - 12 noon
7	8	9	10	11
<b>CHIP Social Club</b> 12 noon - 3 pm				<b>CHIP Holiday Pot Luck Lunch</b>
14				

# Ringging in your Ears

A look at Dr. Neil Bauman's seminar on Tinnitus, May, 2015 Halifax, CHHA conference.

by Kristina Aloï Plaskett

I had the pleasure of attending The Canadian Hard of Hearing Association (CHHA) conference in Halifax last May with Heidy Wager, CHIP Executive Director, Danya Morris, CHIP Administrative Assistant, and Nina Chen, CHIP Board of Directors. What a blessing! I went looking for information for the students in the speechreading class I teach. I came back with many bits of information about tinnitus, the loop, speechreading + auditory training for seniors and it's results, and jewelry for hearing aids, etc. I am grateful to CHIP for the opportunity to go to this conference. I will use it to better my teaching and share as much as I can. I hope you enjoy the following information as much as I did.

Dr. Neil Bauman, CEO at The Center for Hearing Loss Help.com gave us an explanation on tinnitus. He spoke of what tinnitus is, who is affected, the four main causes of tinnitus, why only some suffer and how to deal with it. He brought a message of hope.



**All of us are probably affected briefly at some point in our lives by tinnitus, but who is affected on a regular basis in Canada? In Quebec? What is it? And how many suffer from tinnitus? Approximately 17 % of Canadians struggle with tinnitus on a regular basis.**

All of us are probably affected briefly at some point in our lives by tinnitus, but who is affected on a regular basis in Canada? In Quebec? What is it? And how many suffer from tinnitus? According to Dr. Neil Bauman, approximately 17 % of Canadians struggle with tinnitus on a regular basis, which would translate into approximately 6 million Canadians. In Quebec that would

be around 1.3 million. You are not alone. 200 000 people, in Canada, actually suffer with tinnitus to the point that it becomes debilitating, where they cannot work or function in their day to day lives.

According to Dr. Bauman there are 4 main reasons for tinnitus: hearing loss, loud noises, ototoxic drugs and negative emotions. Hearing loss itself is a cause for tinnitus. The theory: when there is less sound being received by the brain, the neurons get together and start firing because the brain knows there should be sound. The best way to work with tinnitus, if your cause is hearing loss, is to get the tools (ex: hearing aids etc.) that will help and use them. This will allow you to hear some sounds and you'll be less likely to have neurons firing for nothing.

Another cause of tinnitus is being exposed to extremely loud sounds. Being exposed to noise or sound at 100 decibels (dB) over time can cause hearing loss and by extension tinnitus. Thus, preventing hearing loss due to exposure to loud noise can prevent tinnitus. In the workplace, the government has directed that for sounds over 80 dB you need to have protection for your ears. CHHA (The Canadian Hard of Hearing Association) recommends you use protection with sounds as of 75 dB.

The third cause of tinnitus Dr. Bauman named was ototoxic drugs. Ototoxic drugs (including aspirin and ibuprofen (to see more go to

<http://www.nvrc.org/wp-content/uploads/2010/12/Drugs-that-Cause-HL.pdf>) have or should have tinnitus listed as a potential side effect. Some mixes of medication and mixes of herbal medications with regular medication can also cause tinnitus. Therefore reading about the side effects, knowing your medications and asking your doctor and pharmacists about all medications, including herbal medications - all are important if you are suffering from tinnitus.

A fourth cause is often overlooked, Dr. Bauman says. Those suffering from stress, anxiety and depression are encouraged to get therapeutic help for the underlying issues. Tinnitus seems to have a much stronger hold on those already suffering. Along with professional help, Dr. Neil Bauman recommends



**According to Dr. Bauman there are 4 main reasons for tinnitus: hearing loss, loud noises, ototoxic drugs and negative emotions.**

practicing breathing exercises, mindfulness and transcendental meditation, to help quiet the mind. Getting control of these 4 causes: hearing loss, loud sounds, ototoxic drugs and negative emotions will drastically influence your experience with tinnitus.

**There is hope for all who struggle with tinnitus.**

**With a new understanding of what tinnitus is, the four main causes and what to do about them, we can take control of our tinnitus.**

Why is tinnitus debilitating for some and not others? How can we reverse the process and then enjoy life? Those whose tinnitus has become a trigger for the “Fight or Flight” reactions will increasingly suffer from tinnitus. When they experience episodes of tinnitus, they may feel anxious, uncomfortable and decide to more acutely observe it the next time it occurs. Then it has been “flagged” by their subconscious. The next time the noise comes, we become even more anxious and it is “flagged” again. It moves up in importance to our mind. Each time it comes back, it worries us and bothers us more, so we “flag” it and it becomes louder or interrupts our life more. To deal with this, Dr. Bauman recommends learning to focus on training our emotional responses. When tinnitus comes, we must

consciously acknowledge it, realize it is a reaction to anxiety and then decide that we know what it is and it is not something we need to worry about. Slowly repeating this process will teach our mind this is not something that needs to alert us or bring us into the “fight or flight” response mode. As our anxiety decreases, so will the volume and/or intensity of our reactions to the tinnitus. This will continue until the tinnitus is something we can ignore or not hear at all. Dr. Bauman has successfully taught this method through classes with numerous individuals. To do this, he worked with individuals consistently over a period of 18-24 months. Recognizing tinnitus as a fight or flight trigger and then controlling the reactions gives hope and allows tinnitus sufferers to regain their ability to enjoy life.

There is hope for all who struggle with tinnitus. With a new understanding of what tinnitus is, the four main causes and what to do about them, we can take control of our tinnitus. Our new knowledge, tools and techniques will help us attain a brighter, more peaceful future.

#### **About the Author**

Kristina Aloï Plaskett is a mother of 4 boys who loves the outdoors, the sun and the heat. She loves encouraging children in physical activities and using their extra energy. She also loves to read. For the last 14 years, she has worked with individuals with hearing loss, to provide access to the individuals so they can be the best they can. She loves her work!



by **Viviane Fortin**

The digitally-compatible CaptiView “CC” Viewing System offered to the guests of Cineplex Entertainment was brought to your attention, through the *Communicaider*, by CHIP’s Closed Captioned Film Committee last year. This new technology enables accessibility for cinemagoers with hearing loss, some of whom might have lost interest in going to theaters.

Some of us tried the device at Cineplex Odeon theaters in Montreal and the South Shore (Brossard). Here are some of our thoughts about the experience:

**Nina:** *“I find that the device is positioned lower than the screen and it’s hard to focus on it. It works, though. Also at the end, the battery of the device was almost finished. What if the battery died in the middle of the film??? I am a little negative about it. I’d still rather buy a DVD or Blu-ray to watch with subtitles at home.”*

## CAPTIVIEW™

### A Closed Caption Viewing System Offered at CINEPLEX

**Viviane:** *“I arrived early on a Saturday afternoon at Brossard’s Cineplex Odeon VIP cinema and spoke to the ticket seller, telling her about my hearing loss and requesting a listening device. The ticket seller contacted the Manager by walkie-talkie and the Manager brought out a CaptiView Closed Caption Viewing System.*

*A device with a bizarre bendable arm was given to me. The Manager checked if it worked for the selected film, and offered to set it up for me. It connects directly into the seat cup holder (see pictures next page).*

*I twisted the arm “neck” so that I could align the lines of text where I wanted it. Some previews were captioned; others were not. It all depends on the movie distributor or studio. When the feature film came up, the system transmitted closed captions on a wireless band frequency. It can be used from ANY SEAT IN THE HOUSE. For me, it was like viewing a movie on DVD with subtitles, but in a cinema. And, as it does happen sometimes with closed captioned DVD movies, I would see the main characters speak together sometimes, but no text was*

*displayed on my little screen. Ugh! Nevertheless, I don’t think I missed much of the dialogue and mostly, this device worked GREAT! Even with the 3D glasses, I did not have trouble focusing back and forth between the 3D movie and the English captions. But it does need coordination, concentration and a bit of adjusting, even if the screen was positioned in front of my eyes. The captions even include background sounds, music signs, off screen dialogue, and whispered commentaries. I can’t tell you enough about what a difference these captions made for me. It was FUN AGAIN TO GO TO THE MOVIES!”*

**Lou:** *“My views regarding the CaptiView technology are mixed. I found the device hard to adjust to the proper height at first. By the time I was able to adjust it as I wanted, the movie was half over. Once I was able to adjust it a little better, I found I had trouble viewing the movie and reading the captions at the same time. It takes time to get used to it. I feel it is a good concept, but as far as I am concerned, it still needs work to perfect it.”*

# for People with Hearing Loss

## How to get it

The personal In-Theater CaptiView “CC” Viewing System is free. You need to leave an identification (ID) card with a photo at the cinema front desk, and collect it at the end of the movie.

Sadly, not all movies provide a captioned version. Availability depends on the film distributor or studio, no matter what CC technology is offered at Cineplex theaters. While Cineplex encourages studios to provide maximum accessibility for all titles, Imax®, Front Row Centre Events (such as the Met Opera and the Classic films series) and other alternative programming content may not be provided by the distributor to use with CaptiView.

## Practical Hints

On-site at the theatres, there is no information provided by Cineplex about this technology or which theaters offer this service. Your

best resource for locating films and show times offered at Cineplex is to visit their online schedules ahead of time to make sure a “CC” is displayed next to the film title. See [www.cineplex.com](http://www.cineplex.com) or the Cineplex mobile app.

For accommodation purposes, should you decide to view a “CC” film with a group of more than four H-O-H persons, please make sure to verify beforehand if the chosen Cineplex theater provides enough CaptiView Closed Captioned Viewing System units for everyone. It is strongly suggested to book them in advance to be certain.

Unfortunately, it could happen that someone sitting just behind you might be annoyed by the onscreen high contrast light display from the subtitles. The device provides a privacy visor so that the neighbouring cinema guests should have minimal distraction from the small screen. Cineplex Theaters’ view is that EVERYONE

is welcomed at the movies, even if some would say that it is as though the moviegoer is looking at a smartphone during the entire projection. Cineplex feels that, should that person be indisposed by the device, the guest is invited to switch seats anywhere else in the theater.

## Technicalities

- Remember to hit the RESET button
- Turn the CaptiView CC Viewing System on/off at your seat
- Make sure it is well adjusted for your enjoyment.

## Conclusions:

We hope this gives you a better idea about the personal In-Theater CaptiView Closed Caption Viewing System created by Doremi Cinema.

The availability of this device and the technology is not widely advertised. So if we want to maintain and even expand this service, throughout Québec or Canadian theatres, let’s make sure we spread the word. Don’t be shy about asking to test the personal In-Theater CaptiView Closed Caption Viewing System to get a personal opinion!

*See you at the movies!*



# Hearing Loss Isn't Funny

by Gael Hannan

Early on in my hearing loss advocacy 'career', I was accepted into a speechreading instructor training program run by the Canadian Hard of Hearing Association.

One of the key tips we were encouraged to offer to people taking our course—people who presumably would be looking to us as *experts* who could provide stellar advice on how to cope with hearing loss—was to *keep your sense of humour* and learn to *laugh at yourself*.

Excuse me, maybe I didn't hear that correctly. Humour and laughter? As in, hearing loss is funny?

Life as you know it is changing by the minute, and you're supposed to look on the bright side? You can't hear the birds anymore and you're supposed to jump with joy at being able to sleep in, because you can no longer hear the blue jay sounding the reveille at 5am?

Someone tells you the same stupid hard of hearing joke—*What day is it? Thursday. Me too, let's get a drink*—that has been going around since before Confederation and you're expected to laugh?

Yup. You are. Because otherwise this hearing loss thing could crush the spirit out of you and turn you into some nasty creature like Scrooge or Cruella.

Growing up, my family was small—my parents, one sister and me—and it was easier for me to understand dinner conversation back then because my hearing loss was not yet severe (and the dining table was small). But even then I would make a goofy answer to something I thought I heard, which was an endless source of shared amusement. We

**Excuse me, maybe I didn't hear that correctly. Humour and laughter? As in, hearing loss is *funny*?**

laughed a lot *en famille*, because my father said that the Lord loves a cheerful idiot and he felt we all qualified.

These days, I don't find dinner table conversation as easy, unless it's just the Hearing Husband and me. Even with hearing aids and a commitment to good



communication, I still have occasional Bad Hearing Days when I miss every other word, ask for repetition as regularly as I draw breath, and it seems like everyone in a 100-mile radius received an email that morning asking them to speak as *unclearly* as possible with Gael Hannan for 24 hours. On those days, I'm just a walking pity party.

But the good news is that the next day, I can look back and muster up a laugh at my Bad Hearing Day. And these days I write about it—in a blog for [HearingHealthMatters.org](http://HearingHealthMatters.org), or in a magazine article, or whatever writing project I have on the go.

Writing about my hearing loss experiences makes me feel better, and I try to capture both the problem and a solution (or two). Sometimes I paint the words with humour. Or turn them into poetry. Or heighten them with philosophical intellect. (Although I'm admittedly better at being mildly funny than deeply cerebral.)

I recently published a book on life with hearing loss called *The Way I Hear It*. I had been writing about hearing loss for many years, and my goal for the book was to create an entertaining resource for anyone impacted by hearing loss. The book is part memoir, part survival guide and part *if-I-can-do-it-so-can-you*. It's also funny in parts. (Well, I

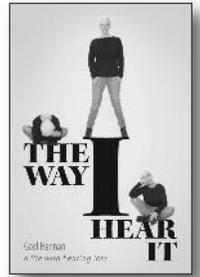
**I'm just waiting for someone to tell the one that goes "So, this hearing aid walks into a bar..."**

laughed. And so did an Australian woman who bought the book at the recent Hearing Loss Association of America convention. After arriving back in Sydney, she emailed: *I read "The Way I Hear It" in one sitting on the flight back to Australia. You are a great travelling companion although the guy next to me was taken aback at my bursts of laughter."*

No, hearing loss isn't funny. But it does make for some good stories, especially when you find the strength to tell the joke on yourself. I'm just waiting for someone to tell the one that goes "So, this hearing aid walks into a bar..."

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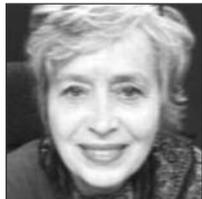
Gael will be doing a book signing at CHIP this October 26th. For those of you who can't wait to read it, *The Way I Hear It* is available from all online book retailers including Amazon, iBooks, Kobo and Indigo or from <http://www.friesenpress.com/bookstore/title/119734000015376639/Gael-Hannan-The-Way-I-Hear-It>



**Writing about my hearing loss experiences makes me feel better, and I try to capture both the problem and a solution (or two). Sometimes I paint the words with humour.**



## Coming Full Circle, Ending at the Beginning



by  
Dale Bonnycastle

At the start of my career, when I was a young audiologist working at the now closed Queen Elizabeth Hospital, I was very fortunate to be involved at the ground level with CHIP. This was an exciting and stimulating time, with a fresh approach to “classes” for the hard of hearing, where the emphasis was on self-help, support and learning from each other.

CHIP is now 35 years old, going strong, and is experiencing significant transition and change. I feel fortunate to be involved in this part of the journey. It is exciting and I am learning a lot, as I was in the early years of this organization.

Times have certainly changed. As someone who has worked in the field for over 30 years, there are at least 4 areas of change that stand out: 1) technology 2) services/resources 3) public awareness and 4) hearing and the brain. Please note that I am speaking from a clinician's point of view.

### Technology

There has been tremendous progress in the technology available to persons with hearing loss. Nothing short of a revolution has occurred in the field.

When I started working in 1977, we had basic analog hearing aids, there

were a few assistive devices, and often people were obliged to order them from Ottawa. There was no systematic government program in place to cover the cost of these devices and clients purchased out of pocket. Digital technology and computer science have totally transformed and improved hearing aids. Digital technology allows hearing aids much better sound processing capabilities, and more features are available on hearing aids. We have directional microphones and different noise reduction strategies to help improve a hearing aid user's comfort and ease of listening in noise. Binaural hearing aids can communicate with each other and adjust automatically to the listening environment. Hearing aids have become smaller, stronger, more flexible, comfortable and automatic.

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**With Bluetooth technology, hard of hearing persons can now connect wirelessly to all kinds of devices such as MP3 players, smart phones, computers, TVs etc.**

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Likewise HAT, hearing assistive technology, has improved and changed dramatically. When I started working, there was no wireless technology except for the loop system. Now wireless is the norm. Back in the beginning, you were connected by cords. Some terrific

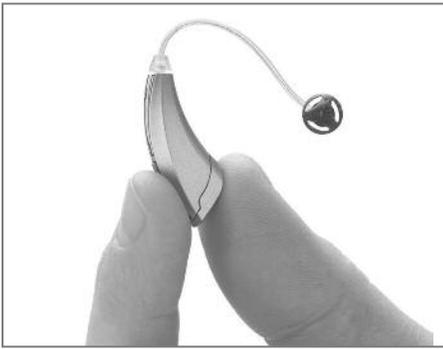


do-it-yourselfers were figuring out their own TV listening devices. One of the first devices on the market, the TA 80 was a small disc microphone that connected to your Behind-the-ear hearing aid, with a cord and silhouette. You could hand it to your communication partner. All my clients said how much it helped in the car. Now we see wireless devices using T-coil technology, AM and FM transmission and a combination of these for use in difficult listening situations. FM systems that allowed a hard of hearing person to listen to a speaker at a distance used to be large and hard wired. Now they are miniature and wireless. With Bluetooth technology, hard of hearing persons can now connect wirelessly to all kinds of devices such as MP3 players, smart phones, computers, TVs etc. We are fortunate to have a good Medicare program that pays for some devices and certain hearing aids.

There are also many more surgical options for persons with hearing loss, for example, BAHA (bone anchored hearing aids) for unilateral deafness. The progress with cochlear implants has also been fantastic and gives a late-deafened adult the possibility of good communication again.

### Resources / Services

We have seen an information explosion here with all kinds of books, blogs, videos and internet sites dealing with hearing loss. There are more groups and organizations lobbying for services,



advocating for the hard of hearing and offering educational and support groups.

## Public Awareness

Hearing loss is now less the “invisible handicap” and the stigma attached to hearing loss has diminished significantly. We see all kinds of ads in magazines and on TV advertising hearing aids etc. Film stars, top athletes and ex-rockers talk openly and frankly about their hearing loss and the importance of testing and preventing hearing loss. Indeed, there is growing concern about the impact of loud music on young people’s hearing and the negative effects of noise pollution on society.

We also now have many more venues that are accessible for the hard of hearing using the new HAT technology. Some theatres, houses of worship and community centers have systems that allow a person with hearing loss to understand what is going on and participate more fully in society.

There are also more rehabilitation services, private and public, available for persons with hearing loss. When I started working, services for hard of hearing adults (in Montreal) were scarce. You were fit with a hearing aid, had some follow up and then were left to your own devices (no pun intended!).

CHIP was born out of frustration, a conviction and realization that more had to be done; we knew that the

psychosocial impact of hearing loss was deep and real and that hard of hearing persons faced serious challenges in their lives.

## Hearing and the Brain

The relationship between hearing and cognition has been an important topic of research in the last decade.

We realized early on that listening was a difficult and tiring task for a person with hearing loss and that it required concentration and effort. Brain scientists have studied the connection between hearing, memory and cognitive effort. Swedish audiologist, Thomas Lunner stated recently that working memory is “fundamental to many mental activities including language processing.” A hard of hearing person’s brain is working harder at the task of speech understanding. In addition, a person with hearing loss uses other cues to facilitate understanding, such as their knowledge of the language, context, and visual cues, thus activating other parts of their brain.

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**Hearing loss is now less the “invisible handicap” and the stigma attached to hearing loss has diminished significantly.**

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In terms of cognitive function, another concern is the possible link between dementia (cognitive decline) and untreated hearing loss. Recent studies have demonstrated a “strong statistical connection between the appearance and degree of hearing loss and all-cause dementia.” (Wingfield & Peelle, 2012)

More research is needed to understand the processes at hand. Again, I must emphasize that a correlation was found,

not a cause. Untreated hearing loss means that you are missing information, socialization and the stimulation that comes from those human connections. This in turn can lead to isolation and depression. All the more reason not to delay having a hearing assessment if you notice a change in your hearing ability. There is an expression used by some speech and hearing organizations: “Don’t delay, get your hearing tested today.”

## Some Thoughts for the Future

We know that one in 3 people over the age of 65 has some degree of hearing loss. There is a need for more advocacy and accessibility. CHIP has formed, and continues to seek out, partnerships as we strive to become better known in the community and get the word out about hearing loss. I would like to see everyone over the age of 65 have a hearing screening. I have a dream of a van with a sound booth in it that travels all over the province, doing testing/follow up and giving out information.

As an organization, CHIP strives to build on its successes and experience, listen to its members, and engage in self-help. When people who are “in the same boat,” come together to support, learn from each other and share information, solutions emerge and good things happen. There is mutual understanding and relief, that *aha!* moment, when someone realizes that they are not alone in their difficulties and frustrations. This, I believe, is what gives CHIP its energy and success and encourages us all to keep going. It certainly recharges my batteries and motivates me to keep involved with this organization.

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*Contemporary Issue in Communicating and Disorders*, Volume 35, 102-112, FALL 2008



Technical Aids/Library



Speechreading



Signed English Classes



Captioned Film Screenings



Out Reach Program

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Website: [www.hearhear.org](http://www.hearhear.org)



# The Faces of CHIP

## The People Who Are Here to Serve You...

### Meet Danya Morris



My name is Danya Morris, and I am the new Administrative Assistant at CHIP. I joined the organization in April, just in time for my first AGM, where I learned a lot! I still continue to learn

more and more about the different levels of hearing loss. I am a normally hearing person, but do intend to take advantage of both our Signed English and Speechreading classes to help me learn to communicate more effectively with our members.

I come to CHIP with an Administrative Professional Diploma. I have worked in administrative positions in different fields, but this is my first time being a part of a non-profit organization. I have been assisting our Executive Director, Heidy Wager, in keeping CHIP a successfully growing organization.

I will be handling all class and membership registrations, member mailings and updating member information.

Registration for our Fall classes starts August 17, 2015.

Please do not hesitate to contact me with any questions; I will do my best to assist you in a timely manner. FYI, I love baked goods and cheesecake...as some of you already know! I thank you in advance for my goodies!

I hope to see you all soon!

Danya Morris

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