



In Loving Memory of Ken by Alvin Goldman

Fall
2014

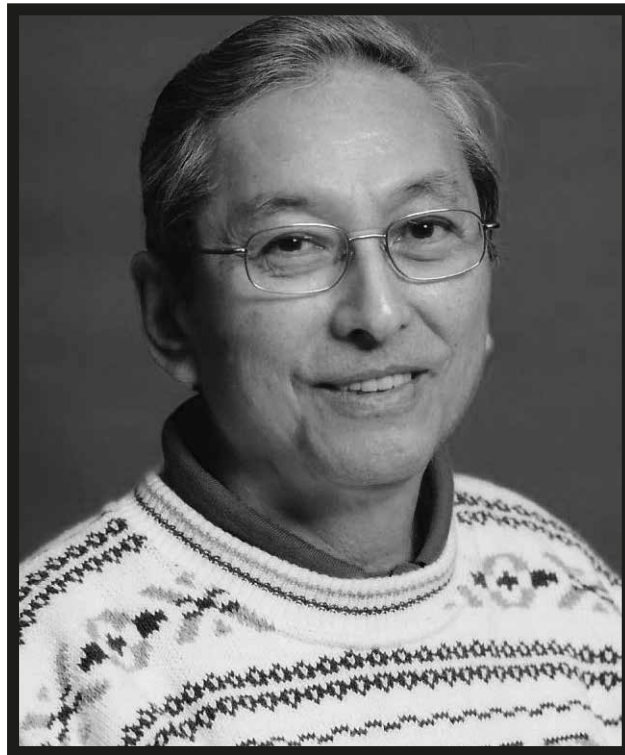
Ken Tatebe

1934 - 2014

I'm still finding it difficult to get used to the idea that Ken is gone. We had been working together just the previous week, revising some of CHIP's bylaws (again!) at Ken's initiative. When we were done, to the satisfaction of us both, I held out my hand, and as we shook hands, I said, "I enjoy working with you." He seemed so grateful. Grateful? Yes, he underestimated himself to that extent—and if you're surprised, let me tell you how surprised I was.

Two years earlier, shortly after I had indicated that I was retiring from the position of Executive Director, I asked him, "How'd you like to be Executive Director of CHIP?" He replied, "Are you serious?" He was surprised! And of course I was surprised that he was surprised. I assured him that I was, in fact, serious. He said he would like to think about it. Then, to my surprise again, he asked, "You're not kidding me?" I assured him that I wasn't kidding, that he was my choice to succeed me. He said again that he would like to think about it and then he asked whether I would be available to help him settle in to the job. I said yes, and a day or two later, he accepted the offer.

After that, I had the pleasure of working with him in



various ways. He was an excellent Executive Director: dedicated, conscientious, and constantly finding new tasks for himself and new ways to make CHIP more responsive to our members' needs. He was particularly concerned about revising and updating CHIP's bylaws and charter in order to make the organization's foundation and structure more stable.

Regrettably, he enjoyed the work too much. "Regrettably" because he worked much too hard, and after only one year as ED, he took sick and had to resign from the position. I understood the situation only too well; it was similar to the one that led to my retirement.

Ken also had to retire from all other Executive responsibilities, including Technical Director and Director of
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Continued from front page

the Lily Bernstein Resource and Technical Aids Centre.

But he was still with us. He kept coming around — to mentor his replacements and help manage the Communicaid — and gradually, he took on more and more. Ken seemed to truly enjoy and thrive on all the work he was doing. CHIP was a very deep, organic part of his essential self.

When our president retired, he agreed to become President of CHIP, provided that he could have three assistants of his choice — to which the Executive Committee of course agreed. Just a few days before the Annual General Meeting, at which he was to be ratified as president, he became very seriously ill, and then — well, you know the rest. He's gone — but not altogether. He's very much with us, in our minds and hearts, and will continue to be there as long as we are here.

We miss him very, very much. And we are grateful that he found so much satisfaction in working with CHIP — in helping others. ◀



President's Message

By: Doreen Cons

In September, we will be celebrating our 35th anniversary. In 35 years, we have grown from 25 members to now over 600 members, in addition to other organizations that are also part of our database. We have even extended our operations to the West Island. Looked after by Dale Bonnycastle and Eva Basch, this addition is growing very nicely.

I am pleased to report that Nina Chen, a volunteer, is now helping me with managing our members. We are always updating our lists when members have moved and still want to be kept up to date with our notices. If there are any changes to how best to keep in touch with you, please call or email our office so that we can ensure you keep receiving our messages.

We have decided to raise our membership fees from \$10 to \$15 in order to help defray increased costs of mailing, in which all members depend so much on to be kept informed.

We are always looking for volunteers to help, as we have other plans in expansion. Your experience, expertise and advice is always welcome. Please be involved and call me at our office. We need you! All upcoming classes and programs are in this issue of the Communicaid, as well as on our website. Please make sure you read up on everything we offer, as I'm sure there will be something for you.

I would also like to take this opportunity to wish our Jewish members a healthy and happy New Year.

Warm regards,

Doreen Cons
President

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Discover What's New at CHIP

A Note from the Program Directors

José-Renée Trudeau & Eva Basch



What we learn with pleasure we never forget.

- Alfred Mercier

What a busy and productive start to 2014 it has been here at CHIP! Our spring programs have been extremely successful and continue to expand and grow in popularity, and we have some new and exciting programs coming up in the fall.

The secret to our success is that, no matter what our level of hearing, we listen to you — our members — and endeavour to provide you with programs that help you learn new strategies to overcome the challenges you face. It's not by chance that our motto is, "Making the most of the hearing we have." At CHIP, hearing loss is not isolating. Instead, our programs bring us all together — whether it's to commiserate, to learn something new, or simply to have fun with friends.



Speechreading

Speechreading has been a flagship program at CHIP for years, and the

number of courses and students is steadily increasing. We continue to provide four levels at our main location at the MAB-Mackay, as well as at new West Island locations off-site — a first in CHIP's history! Thanks to the generosity of the City of Dorval, we held a beginner course in speechreading in a beautiful, carpeted room at the

Dorval Community Centre. It was so successful that the beginner students asked us for an intermediate level course. And we listened! It will be held in Dorval in the fall. In the meantime, there has been a demand for another beginner course in the West Island. So we found another venue: Bayview Centre in Pointe-Claire, which has graciously offered a beautiful classroom. Our membership is growing, as a result of the many West Islanders who are joining our ranks. All in all, our speechreading teachers — Roz Wyse, Joyce Kramer, Dale Bonnycastle, Kristina Aloï and Eva Basch — have been providing CHIP members with the tools they need to help them understand what people are saying. (See the lovely article that ran in *The Suburban* last April, reprinted on page 16.)



Signed English

Signed English is another ongoing popular course. Sandra Urbanowitch

has been teaching the beginner level for a number of sessions now, and will continue to do so in the fall. Rock Lemery taught the intermediates in the spring, and will be replaced in the fall by Barry Cooney, who had taught Signed English for CHIP in the past. Signed English is fun to learn and can be helpful to people with acquired hearing loss. It follows English word order, so you will not have to learn a whole new language. As Barry stated recently, "Most late-deafened people are

not going to become fluent, but it's an extra skill to acquire, and it's a lot faster than writing things down!" You are welcome to attend on your own, but if you come with someone in your social circle — a spouse, a friend, a son or daughter, it can be even more enriching, since you will have an extra tool to help facilitate communication with that person. We wish Rock all the best, and look forward to working with Barry again.



Closed Captioned Film Screening

Our Captioned Film Program will continue as before on

Wednesday evenings, with seven new movies for you to enjoy, including *The Butler*, *The Grand Budapest Hotel* and *The Monuments Men*.



Lily Bernstein Technical Aids and Resource Centre

Ken Tatebe's expertise in all things technical will be greatly missed. We will continue to offer advice at our Resource Centre. If you would like information about assistive listening devices, cell phones or hearing aids, please feel free to call (514-488-5552, Ext 4500) or email Richard Lubelsky (richard.lubelsky@videotron.ca) to set up an appointment.



Workshops

Two exciting new workshops will be held at our main site: "The Impact of Hearing Loss on Family and Friends" ...

with Lynne Marler, Couple and Family Therapist, and "Relaxation" with Andrea Pinto, Wellness Specialist. Be sure to read their articles on page 17 and 18.

Some of you may remember that we used to offer a series of six workshops called HEAR (Hearing Education for Aural Rehabilitation). In the fall of 2013, we decided to take this show on the road, and offered a shortened four-week session in Dorval, entitled "Coping and Communicating with Hearing Loss." It was so successful that we are delighted to announce that we will do it again — this time at **Le Cambridge Senior Residence** in Pointe-Claire.

Special thanks

We would like to take this opportunity to thank all our partners, without whom we would never be able to provide all our excellent programs and services to you, our members. We are particularly grateful to the MAB-Mackay for providing us with office space, amenities and classrooms, not to mention their extremely helpful and pleasant staff.

Spread the word!

We put in a great deal of effort to provide you with the programs we believe will be of help to you. Please help us by spreading the word about CHIP. There is a need for people to become more educated and knowledgeable about their hearing loss. We encourage you to distribute our promotional materials far and wide: in the waiting rooms of your doctors, hearing aid acousticians and audiologists; at your local libraries, community centres, local businesses, and any other places of interest. Please let us know

if you would like extra copies of the Communicaider and our publicity flyers. We can only provide support and information if people know who we are and what we do!

One thing we have noticed over the years is that we learn from one another. Our classes and workshops give all of us an opportunity to share our experiences, and to make lasting friendships. The camaraderie and support that develop in the classroom provide encouragement to everybody. Sharing information helps students and teachers alike; and every week teachers learn from students as well.

We will listen

If you would like to attend some or all of our programs, we ask you to please register as soon as possible. This will help us plan better. If we find out early enough that there is overflow, we can try to arrange to open an extra class. Also, if you are planning to attend the workshop with Lynne or Andrea, please let us know if you would like an assistive listening device to help you follow the discussion.

Please feel free to give us your feedback on how to improve our current programs, or ideas for future workshops. We will listen.

For more information or to register, visit our website <http://www.hear-hear.org/>, or contact Eva at ebasch@videotron.ca or 514-636-0755.

Amitié a tous! ◀

Ken: The Smile Maker

by joodi MacDonald

This was read at Ken's funeral by Ken's family.

At the CHIP office, Ken was the smile maker. Week after week, year after year, people would come in to see Ken. The first timers wore various looks: sadness, weariness, bitterness, hopelessness, anger. After seeing Ken, every single one of them came out smiling.

His knowledge of the technology and his constant search for the latest device held promises for those who could no longer talk on the phone, enjoy television, and be part of gatherings of family and friends. Ken made the seemingly daunting technology into manageable and liberating tools — and so he made smiles.

The power of all those smiles is infinite. The hope, confidence and happiness he dispensed will ripple outward forever. Happy people help, support and encourage others. Each smile gets passed on in ever widening ripples.

Though quiet, Ken could be coaxed to talk



Remembering Ken



about his family. His deep love and immense pride in each one of them shone in the animation of his words and yes, his smile.

As a colleague, Ken was a pleasure to work with. He always gave his best and, more often than not, even extra. Ken did it all with a calm, thoughtful demeanor,



which made our work breeze by. It was an honour and a privilege to know Ken. ◀

The Single Candle That Lit Thousands More

by Kiran Mian

Writing about a friend's passing away is a very sad affair, but Ken was much more than a friend to me. He was a mentor, expert, and trusted advisor all rolled into one. This is not just true for me, but everyone at CHIP

would agree. He cared deeply for CHIP and its members, and in return, asked for nothing. This made Ken a rare person indeed.

If you are reading this article, there is a good chance you are one of the many people who have met Ken and benefited from his help. Not only



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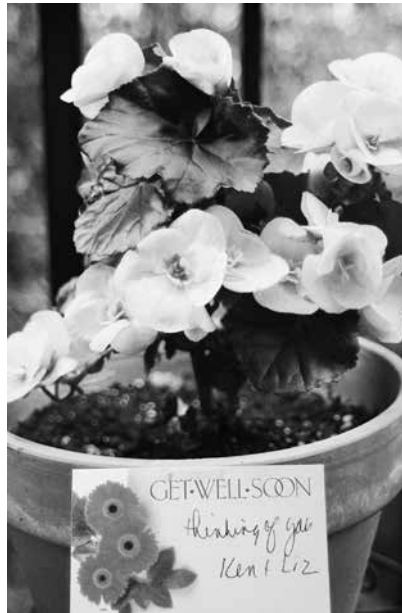
Remembering Ken



was he caring and sensitive, Ken also happened to be crazy about assistive devices. Whenever people would ask me about listening devices at CHIP events, I would tell them to wait for Ken. People gathered around Ken not only because he had a vast ocean of knowledge, but also for his ability to empathize. The way he always suggested the right devices was unparalleled.

This was something I experienced during my very first executive meeting at CHIP, and it was also the first time I met Ken. I was supposed to take the minutes. Knowing my hearing problems, I spent the whole week searching for devices that would help me. At last I found a recorder/amplifier but wasn't sure of its effectiveness. I walked into the meeting room feeling extremely apprehensive.

Ken walked up to me and asked how I was planning to take the minutes. I showed him my device and also explained that it was not working for me. Immediately, Ken, with his shiny bright eyes, took out an FM that he had programmed



specially for me! The FM worked brilliantly, and when I asked him how it worked, he explained everything to me in such a way that showed he knew what my needs were. I know I am not the only one to be amazed by him. I have met many people who would tell me the same story, where they felt at a loss until they had a session with Ken.

I remember when I resigned from CHIP, Ken and his wife, Liz, sent me a beautiful arrangement of flowers, carefully planted in a pot. I still have those flowers and whenever I look at them, I think of Ken. I think of his smile and his usual shiny

bright eyes. It is a memory that will always remain in my heart!

As the Buddhist saying goes, "Thousands of candles can be lit from a single candle, and the life of the candle will not be shortened." That single candle in CHIP was Ken, who through his knowledge, compassion, and commitment, lit up the lives of hundreds of people and CHIP members.

At Ken's funeral, I realized his success was not limited to CHIP, but he was also a loving husband, father, and grandfather. When I saw his daughters, Gail and Nancy, and grandchildren get up and pay tribute to him with so much thought and love, I realized that,



in a way, Ken is still with us. His legacy will live on through CHIP and through his loving family. I really think he had the best of everything: a loving family, and an organization hugely dependent on him. His was a life to be celebrated, a life to cherish.

We will miss you, Ken. I am happy you left this world with the love and care of so many people, and that we were all there to send you off. I hope you rest in



A Tribute to Ken

Nina Chen

peace, for all the good deeds you have done during your lifetime is more than enough to ensure you a safe journey. I bid you farewell, my dearest friend, colleague, and mentor. We will never forget you. ◀

Ken's funeral touched my heart. As a Buddhist, Ken was a peaceful person who was willing to help many people. He was an unselfish man who was willing to sacrifice for his friends. Sacrifice, a teaching of most religions, is a great virtue not many people have. He would never ask for a reward but he would make sure people benefited from his help. My late brother also taught me this ideal in 2000: never tell people what good deeds you have done.

I feel like I have lost a dear uncle, to whom I could have been so much closer. I will always remember the last image I have of Ken: he was wearing a white jacket and white pants. His white hair went so well with his white clothes. I really wish I could have known him longer. ◀

I first met Ken Tatebe in 2010. I went to his ALD workshops and I also saw him at the AGM. I immediately got the impression that he was a kind gentleman, busy helping others in the workshops.

We got to know each other in August 2013 and since then, I've had many memorable interactions with him. Ken's kind and gentle nature made it easy to contact him without any fear or distance. He was always nice to me at work, helping me and giving me advice so that I could work at CHIP. He was always happy to provide me with detailed information every time I had a question or an issue. He even once came to me wanting to make sure I wouldn't have a nervous breakdown.



Remembering Ken



Ken, We Will Miss You

Reg Weiswall

This was read by Reg at Ken's funeral.

I have known Ken for many years, since he first joined CHIP. Our friendship grew as he discussed the many problems he was trying to work on, knowing that his own health was suffering.

One day, not too long ago, he picked me up at home and on the way to CHIP, he told me about the pain in his chest, starting with his left arm. I asked him to pull over, and he said, "No, I have to get to CHIP." The only promise I got from him is that he would call his doctor as soon

as he got to the office. After that, I learned that he called his doctor after he drove home, and was told to go to the hospital immediately.

Ken was a very special person. He treated all hard of hearing people with the utmost care and helped wherever possible. He would attend the CHHA and HLAA conventions to enable him to learn what was new in the marketplace of assistive listening

technologies, so that he could come back to Montreal and give lectures and impart that knowledge — whether in classes, or on a one-on-one basis in his office.

Ken's goal in life was to help others, even if he strained to do so. He always had the support of his loving family: his wife, Elizabeth, his two daughters, Nancy and Gail, his grandchildren and his sisters. And he had the support of his whole CHIP family.

Ken, we will all miss you. ◀



CHIP Fall 2014 Program



Please register by mail, fax, phone (514-636-0755), email (ebasch@videotron.ca), or in person at the CHIP office.

Registration forms are available at our office or on our web site: www.hearhear.org

Please Note: *REGISTRATION IS MANDATORY* for ALL courses and workshops.

Here's the line-up of CHIP's fall 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. They are presented in a relaxed and friendly atmosphere. We do not sell any device, but demonstrate and provide information about equipment such as amplified phones, TV listening devices, alerting systems, etc.

The Resource Centre is open to everyone. There is no charge for the service; however, it is by appointment only. Call 514-488-5552, Ext 4500 or email richard.lubelsky@videotron.ca for an appointment.



Speechreading (Lipreading)

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 Beginner, Intermediate and Advanced classes.

MAB site: 7000 Sherbrooke St. W. (free for CHIP members)

Beginner

- ▶ 10 am - 12 noon (10 classes)
- ▶ Every Tuesday, September 30 - December 2

Intermediate

- ▶ 1:15 pm - 3:15 pm (10 classes)
- ▶ Every Thursday, October 2 - December 4

Advanced 1 & 2

- ▶ 10 am - 12 noon (10 classes)
- ▶ Every Thursday, October 2 - December 4

.....

West Island Satellite Sites

.....

(\$25 for CHIP members)

Beginners

Centre Bayview
(6th floor conference room)
27 Lakeshore Dr., Pointe-Claire
Fridays 10 am - 12 pm (8 classes)
October 3 - November 21

Intermediate

Sarto Desnoyers Community Centre
1335 Lakeshore Dr., Dorval
(Room 202)
Wednesdays 1 - 3 pm (8 classes)
October 1 - November 19



Signed English

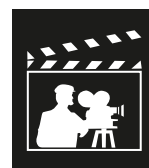
Not sign language but simple hand/finger signs to fill in the blanks caused by hearing loss. Free for CHIP members.

Beginner

- 10 am - 12 noon (10 classes)
- ▶ Every Friday, Oct 3 - Dec 5

Intermediate

- ▶ 1-3 pm (10 classes)
 - ▶ Every Tuesday, Sept 30 - Dec 2
-



Captioned Film Program

Captioned feature films in a comfortable and enjoyable setting.

- ▶ 7 - 9 pm (7 screenings)
- ▶ Wednesdays, Oct 1 to Nov 12
7010 Sherbrooke St. W., Dining Room



The Impact of Hearing Loss on Family and Friends

Mon Oct. 20, & 27,
1:30-3:30 pm
Hearing loss impacts

not only hard of hearing individuals, but also their communication partners. These workshops will allow
continued on next page

CHIP Fall 2014 Program



Programs continued from previous page...

participants to discuss the effect of hearing loss on these relationships, and discover strategies for mutual understanding and better communication. Family members and friends are strongly encouraged to attend.



Relaxation Workshop

Mon Nov. 10, 1:30-3:30 pm

Often relaxation exercises with eyes closed make hard of hearing people anxious rather than relaxed. This workshop will be adapted to your needs. Your body and mind will benefit greatly, relationships will improve, and your happiness meter will rise.



Coping and Communicating with Hearing Loss

Le Cambridge
340 Hymus Blvd,

Pointe-Claire, H9R 6B3

Mon 1:30-3:30 pm (4 sessions)

Oct 6-20-27, & Nov 3

This series of workshops is designed to give participants information about hearing loss. Topics include understanding the ear, the hearing test, assistive technology, constructive communication strategies, lip-reading, and coping with the psycho-social impact of hearing loss. ◀

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

CHIP

Communicaid for Hearing Impaired Persons
7000 Sherbrooke St. W
(corner Coronation St.)
Montreal QC H4B 1R3

Tel.: 514 636-0755

Fax: 514 489-3477 Atten:CHIP

Website: www.hearhear.org

Email: ebasch@videotron.ca

*Please Note!

• **Beginner speechreading** classes are offered
• at Bayview Centre in Pointe Claire
• for 8 weeks on Fridays, 10 am-12 pm,
• from Oct. 3 to Nov. 21, 2014.

• Intermediate speechreading

• classes are offered
• at the Sarto Desnoyers Community
• Centre in Dorval
• for 8 weeks on Wednesdays, 1-3 pm,
• from Oct. 1 to Nov. 19, 2014.

• A workshop on

• Coping and Communication with Hearing Loss

• will take place at
• Le Cambridge in Pointe Claire for 4
• weeks
• on Mondays, 1:30 pm-3:30 pm,
• Oct. 6, 20, 27, and Nov. 3, 2014.

• Two New Workshops at MAB site:

• Impact of Hearing Loss with Family/Friends:

• offered by Lynne Marler
• on Mondays, 1:30-3:30 pm, Oct. 20 &
• 27, 2014

• Relaxation:

• offered by Andrea Pinto
• on Monday, 1:30-3:30
• pm, Nov. 10, 2014.

CHIP Fall 2014 Calendar



September 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30				
		<ul style="list-style-type: none"> ▶ Beginner Speechreading 10 am – 12 pm ▶ Intermediate Signed English 1 – 3 pm 				

October 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
			<ul style="list-style-type: none"> ▶ Intermediate Speechreading in Dorval* 1 – 3 pm ▶ "PHILOMENA" (CCFS) Closed Caption Film Screening 7 – 9 pm 	<ul style="list-style-type: none"> ▶ Advanced Speechreading 1 & 2 10 am – 12 pm ▶ Intermediate Speechreading 1:15 – 3:15 pm 	<ul style="list-style-type: none"> ▶ Beginner Signed English 10 am – 12 pm ▶ Beginner Speechreading at Bayview* 10 am – 12 pm 	
5	6	7	8	9	10	11
<ul style="list-style-type: none"> ▶ Coping & Communicating 1:30 – 3:30 pm at Le Cambridge* 	<ul style="list-style-type: none"> ▶ Beginner Speechreading 10 am – 12 pm ▶ Intermediate Signed English 1 – 3 pm 	<ul style="list-style-type: none"> ▶ Intermediate Speechreading in Dorval* 1 – 3 pm ▶ "THE MONUMENTS MEN" (CCFS) 7 – 9 pm 	<ul style="list-style-type: none"> ▶ Advanced Speechreading 1 & 2 10 am – 12 pm ▶ Intermediate Speechreading 1:15 – 3:15 pm 	<ul style="list-style-type: none"> ▶ Beginner Signed English 10 am – 12 pm ▶ Beginner Speechreading at Bayview* 10 am – 12 pm 		
12	13	14	15	16	17	18
	THANKSGIVING	<ul style="list-style-type: none"> ▶ Beginner Speechreading 10 am – 12 pm ▶ Intermediate Signed English 1 – 3 pm 	<ul style="list-style-type: none"> ▶ Intermediate Speechreading in Dorval* 1 – 3 pm ▶ Lee Daniel's "THE BUTLER" (CCFS) 7 – 9 pm 	<ul style="list-style-type: none"> ▶ Advanced Speechreading 1 & 2 10 am – 12 pm ▶ Intermediate Speechreading 1:15 – 3:15 pm 	<ul style="list-style-type: none"> ▶ Beginner Signed English 10 am – 12 pm ▶ Beginner Speechreading at Bayview* 10 am – 12 pm 	
19	20	21	22	23	24	25
<ul style="list-style-type: none"> ▶ Impact of Hearing Loss on Family/Friends 1:30 – 3:30 pm ▶ Coping & Communicating 1 – 3 pm at Le Cambridge* 	<ul style="list-style-type: none"> ▶ Beginner Speechreading 10 am – 12 pm ▶ Intermediate Signed English 1 – 3 pm 	<ul style="list-style-type: none"> ▶ Intermediate Speechreading in Dorval* 1 – 3 pm ▶ "OCTOBER SKY" (CCFS) Closed Caption Film Screening 7 – 9 pm 	<ul style="list-style-type: none"> ▶ Advanced Speechreading 10 am – 12 pm ▶ Intermediate Speechreading 1:15 – 3:15 pm 	<ul style="list-style-type: none"> ▶ Beginner Signed English 10 am – 12 pm ▶ Beginner Speechreading at Bayview* 10 am – 12 pm 		
26	27	28	29	30	31	
<ul style="list-style-type: none"> ▶ Impact of Hearing Loss on Family/Friends 1:30 – 3:30 pm ▶ Coping & Communicating 1 – 3 pm at Le Cambridge* 	<ul style="list-style-type: none"> ▶ Beginner Speechreading 10 am – 12 pm ▶ Intermediate Signed English 1 – 3 pm 	<ul style="list-style-type: none"> ▶ Intermediate Speechreading in Dorval* 1 – 3 pm ▶ "NEBRASKA" (CCFS) Closed Caption Film Screening 7 – 9 pm 	<ul style="list-style-type: none"> ▶ Advanced Speechreading 10 am – 12 pm ▶ Intermediate Speechreading 1:15 – 3:15 pm 	<ul style="list-style-type: none"> ▶ Beginner Signed English 10 am – 12 pm ▶ Beginner Speechreading at Bayview* 10 am – 12 pm 		



A New Direction

Viviane Fortin

I have been hearing impaired in both ears for more than 30 years. I come from a hearing impaired family, passed down in my family tree from my maternal grandmother. My mother, her sister and brother and many cousins are hard of hearing (HOH) persons at different degrees and my younger sister developed hearing impairment in her 40s. This hereditary/congenital impairment has progressed from when I was 18 until it evolved rapidly after my father's passing in 2000. I wore analog "behind-the-ear" hearing aids of many sizes and styles as I always had this strong desire to remain an active part of the hearing world while pursuing communication through listening, speaking and speechreading.

My first encounter with CHIP was when I joined Eva Basch's beginner and intermediate speechreading classes about 10 years ago. I remember how difficult the English speechreading class was and how sharing my challenges with Eva and the group was so helpful. These classes offered me the opportunity to discover CHIP, a positive, dedicated group. Speechreading has become an essential and wonderful asset in challenging communication situations. It was there that I met Eva's daughter, Chantal, for the first time. When Eva asked me to share a bit of my life as an HOH person and talk about the assistive devices I wore every day when she was teaching a class at CEGEP du Vieux Montreal, I wholeheartedly

agreed. Later, Eva referred me to Ken Tatebe at CHIP's office regarding a request for a very special assistive device. I was inquiring about a conference captioning system that could relay an audio speech simultaneously and in real time on my computer screen. I remember his patient, kind and understanding support while he was explaining that, to his knowledge, this technology was not yet available. (I was very sad to hear the news of the passing of Mr. Tatebe in June. I'd like to extend my sincere condolences to his family and friends. I am very sorry for your loss.)

When the hearing aids no longer helped to clarify sounds or sentences, an audiologist informed me that a cochlear implant (CI) could help. After a long road leading to the CI, I heard the first sounds coming into the CI in my left ear in 2008.

In my free time, I enjoy learning about other cultures and travelling. Some of my travels brought me to Austria, Switzerland, Germany, France, Northern Italy, Spain, Russia, Czech Republic, North Africa, Indonesia, Hawaii and many other North American destinations as well as the Caribbean islands. Some of my other interests are wines, music and... movies!

When I read CHIP's call for candidates to write reviews for the Captioned Film Committee in the

Communicader, I thought, "Why not see if my passion for films and my experience with closed captioned movies would be an asset to the Captioned Film Program?" After all, I have been 'reading' films since closed captioning existed!

Following a meeting with founder and would-be retiree Alvin Goldman, I was invited to join CHIP's Film Program Committee. I was more than thrilled to be selected as a member of the Film Program Committee and have the opportunity to share my thoughts and enthusiasm with



other movie-lovers. Since joining the Committee, it's been a privilege to be a volunteer and connect with you all. Alvin's help and mentorship gave me the confidence to take my first steps into reviewing films. The rest is history!

We present another great line-up of films for the Fall 2014 program starting October 1st 2014, with *Philomena*, and ending on November 15th with Wes Anderson's *The Grand Budapest Hotel*. The Spring 2015 program is currently taking shape, and we welcome suggestions of films you would like to see. We invite you to read about the films for this fall in the enclosed Film Pamphlet, and hope to see you at the screenings!

The Fall 2014 Film Pamphlet is included in your Communicader mailing. You will be able to pick up additional copies of the pamphlet at CHIP's office as well. We hope that you and your guests will find the screenings enjoyable. ◀

Viviane Fortin has been employed full-time for more than 30 years to a major natural gas company in Montréal. She is now CHIP's Captioned Film Program Interim Director.



The CHHA Annual Conference

Lou Brock

The Canadian Hard of hearing Conference 2014 was held from May 22 to 24 at the Royal York Hotel in Toronto – one of the oldest and most elegant Canadian Hotels ever built.

The history of the hotel started in 1843, when a lake boat captain named Thomas Dick built four brick houses that he called Ontario Terrace. Over the years, the building was renovated and renamed many times. Eventually, it came under the ownership of the Canadian Pacific Railway, who announced it would build the largest hotel in the British Commonwealth on the site. Construction started in 1927 and the hotel officially opened in 1929. While this was shocking at first to the people who had come to love the original building, this ultimately became the beautiful Royal York Hotel.

At the time, never had anyone in Canada seen such beauty and grace in a hotel. Although the years have brought many changes and renovations, many features are still intact, such as the magnificent hand painted ceiling, the pillars, the ornate furnishings, crystal chandeliers and wall hangings.

Today after welcoming more than 40 million guests, the Fairmont Royal York Hotel remains one of the most luxurious hotels in Toronto.

The following is a summary of some of the workshops I attended.



Me And My Health Care Professional

SPEAKERS: Gael Hannan and Joanne Deluzio



In Ontario and other provinces in Canada, as well as in the United States, the audiologist not only checks your ears and gives you an audiogram but also decides and dispenses the hearing aids. In Quebec,

This workshop dealt with the relationship between the client and what they called the Health Care Professional (HCP).

When a first time hard of hearing person sees an audiologist and an acoustician they have no idea as to what questions to ask. That is when the relationship begins. It is the duty of the audiologist to explain what their hearing loss consists of, what the audiogram means, how to read it, and how to overcome the trauma of being hearing impaired. If it is done properly the trust between the two should develop.

The acoustician should show the client the different hearing aids available and suggest which is the



the two are separate. There is the audiologist and then the hearing aid dealer. The audiologist performs the ear exam and audiogram, which is then sent to the acoustician (hearing aid dealer), who decides which hearing aid is the best for your specific condition.

most suitable. The dealer should choose the proper one for the client's condition. The acoustician should also suggest programs and all that the hearing aid can do to help make the transition easier.

Ultimately, the client should become a friend of the HCP and the HCP should show the client that they care about their new relationship.

.....
Understanding Your Hearing Aid Fitting

SPEAKER: Angela Weaver

.....
This workshop dealt with proper fitting of the hearing aid, which, as noted, is done by a hearing aid dealer in Quebec.

After reading your audiogram to find out the degree of your hearing loss, the acoustician decides the type of hearing aid to help your condition. The first time buyer should leave it to the knowledgeable person to select the proper aid. People with experience can choose the one they think will be best, with the consent of the acoustician, who will implement the necessary settings for volume and discrimination.

Once all the settings are complete the aid is ordered from the manufacturer. When it arrives, the acoustician performs a final fitting and you will leave the office heading into a new world of hearing sounds you have forgotten about or sounds you never heard before.

It takes time to get used to your new hearing aids. It may take a few visits and lots of patience before you become comfortable with it.

.....
Hearing Loss And Relationships Across Life

MODERATOR: Gary Dierenfeld

.....
Three married couples were chosen to answer questions about life with a hearing person and a hearing impaired person in a relationship. It turned out to be a fun time

for the audience – most of whom were hard of hearing – but not so much fun for the six people who were posed all kinds of questions.

The questions ranged from family life to work related subjects to sex, all having to do with how life was getting along to the hearing impaired person and how the hearing person managed. Answers ranged from revealing, to comical, to embarrassing. All in all, a good time was had by all, including the six who were good sports in answering all the questions on how they coped on a day-to-day basis. It turned out to be one of the highlights of the conference.

.....
Can You Hear Me Now? My Life With Hearing Loss

SPEAKER: Scott Laidman

.....
Scott Laidman told the story of his life being hard of hearing. He started the workshop by saying, "Being hard of hearing, I have a very unique life. Every day is a challenge. I have to use my eyes more than my ears. My brain works overtime trying to interpret spoken communication and because of this, I never have a day off. I work hard everyday."

He considers himself a miracle baby. He was born almost three months premature, then was diagnosed with a moderate to severe to profound sensorineural hearing loss at the age of two. His parents were told his hearing loss was the result of ototoxic drugs that kept him alive as a premature baby. Scott was eventually fitted with two hearing aids and endured endless hours in speech therapy.

Today, Scott is in his early thirties and in his 7th year serving the hearing impaired as a Hearing

Instrument Specialist. As an advocate for the hard of hearing, he says that while it is not an easy skill to learn, he highly recommends learning speechreading.

Scott has also learned to be a good listener, and he is very attentive during conversations. He has taught himself communication strategies that have helped him communicate. Technology has also helped greatly, as he has noticed with using hearing aids and assistive devices for over 10,000 days – a long time to have something stuck to your ears, he noted.

Due to the difficulties of being hearing impaired such as group conversations and fear of misunderstanding what is being said, Scott suffered from low self-esteem and tried to hide his hearing loss until he finally accepted it. Scott said that it is important to laugh at yourself. He says, "I laugh and those around me laugh. It makes it a lot easier being with people."

He ended his workshop by saying to be patient, assertive and don't be ashamed. Let people know so they can understand your situation and help you with the conversation.

Next year the CHHA Convention will take place in Halifax, Nova Scotia. ◀

Adapting to Hearing Loss in Your Later Years

Linda Zlatkin

Originally printed in The Suburban on April 2, 2014

When Pointe Claire resident Roslyn Muer suddenly lost her hearing, she turned to speechreading courses as a means to cope. She knew that otherwise, her potential for understanding conversation would be greatly diminished.

"I have been taking beginners, intermediate and advanced courses with CHIP," says the 70-year-old retired administrator. "I am so much more mentally agile because of them. I have no plans to stop, especially because I am always learning something new."



"When you develop a hearing loss at an older age, there's usually no one to guide you," says Eva Basch, speechreading instructor for CHIP. "We give people the resources to figure out what others are saying. This reduces frustration and improves their quality of life."

Basch has been teaching at CHIP since 2001. At that time, the program consisted of five weekly sessions of beginners, followed by five weeks of intermediate classes each fall and spring.

"People would come for 10 weeks but did not return because they believed they had 'graduated' and did not want to go back to the beginners level. But as anyone who has attempted to learn speechreading knows, it cannot be learned in a matter of weeks. So, CHIP decided to expand the program."

Today, some students have been with the program for five years. Beginners, intermediate and advanced courses are being offered at the MAB-Mackay Rehabilitation Centre (7000/7010 Sherbrooke St. W.) and a new beginners program just started at the Sarto Desnoyers Community Centre (1335 Lakeshore Drive) in Dorval.

Basch explains that when you have a hearing loss, it's difficult to focus. Navigating the world becomes a challenge. It has to be re-learned and appropriate communication strategies have to be developed.

"Lipreading is a challenge. It's like learning a new language. It takes time, persistence and patience. Some words are very hard to hear and some words look and sound like

other words," says Basch. "Names, for example, are very difficult. So I tell my students, when you don't get it, it's not your fault. It's not just about looking at someone's lips. You have to search for clues all around you."

Basch teaches people what to do when looking at people's lips is not enough. She explains that with lipreading, there are no clues at all, which means it's very hard even when you focus on the person's lips. That is why she combines lipreading with speechreading.

"With speechreading, you look at the whole picture. You look for facial expressions, the look in the person's eyes and their body language, too. You look for little flicks of the tongue. And if you do not understand what the person is saying, you can ask them to say things a different way."



All this empowers students to have more confidence when interacting with others. The supportive environment also helps them to socialize with others who are in a similar situation.

The courses are not just for people with age-related hearing loss. Lorrie Montpetit, 59, has been deaf in one ear since the age of 28. Linda Gruber, 59, is taking the course so that she can better communicate with her 85-year-old mother who cannot speak due to a laryngectomy.



Hearing Loss Affects Family and Friends Too

Lynne Marler

Where do I begin to talk about my experience with hearing loss? Looking back I can see that it has been an integral part of my life since my early 20s, first on a personal level and then on a professional level.

The personal part began with meeting a very special individual who became my husband. He was nineteen years old, had been accepted into Cambridge University in England to read Architecture, had an electric sense of humor, was full of self-confidence and happened to be profoundly deaf. He wore a hearing aid in one ear that provided some awareness of environmental sound, but communication was through lipreading. As a self-conscious young woman, having someone staring at my lips was somewhat intimidating initially, however what developed from that was an important sense of intimacy and connection. Over time I became an expert at knowing when my partner was not watching me — I would stop mid-sentence

.....
Continued from *The Suburban*
"Speechreading is also about making educated guesses because you get little bits of information," adds Basch. "You hear a little bit, you see a little bit, you guess a little bit. Then you try to figure things out. That's why I always say, 'people with a hearing loss are the smartest people I know.'" ◀

and only continue when those eyes were back on my lips.

As the years went by, we were fortunate to have three children. The most amazing thing was that by 12 months old, each of them was aware that they had to have their father's full attention before communicating with him. There certainly were some frustrations that came along with that, but it also became normal for them.

What we have here is one case of someone, myself, learning to adapt to the communication needs of my partner by choice, and then having our children grow up with those adaptations being just part of their "normal" environment.

Hearing loss does not only affect the individual with a diagnosis. The resulting impact on ease of communication flows into the whole environment, including all family members, friends and colleagues. Partners or spouses may feel the effects of isolation along with the person with hearing loss as some social events may be avoided (e.g. certain concerts, plays, operas). The hearing person may also feel stressed by having to become the ears for the partner, having to correct information that has been misheard, having to make extra phone calls, and so on.

Coping strategies are traditionally provided to the person with the hearing loss, but sometimes, the family members around

them can also benefit from the opportunity to speak about the feelings of loss, frustration, being overburdened, and stress. It may not be that they are uncaring or unwilling to help out, but it may be emotionally challenging.

I have been invited to develop a two-part workshop for CHIP, entitled "*The Impact of Hearing Loss on Family and Friends*." These workshops, which will be held on October 20 and 27, are designed to allow participants to explore and consider the effects of the hearing loss on themselves as well as on other family members in order to deepen empathy and understanding within the family. They can provide a safe place for expression of the many feelings that arise when hearing loss is present. ◀

Lynne Marler has a B.A. from Concordia University in Social Psychology/Education and a Masters from McGill University in Applied Science specializing in Auditory Oral Habilitation and the Education of the Hearing Impaired Child. She is a licensed Couple and Family Therapist who works as a Family Counselor at the Montreal Oral School for the Deaf and is in Private Practice.

If you are interested in this series of two workshops, please register early, as places are limited. Family and friends of people with hearing loss are strongly encouraged to attend as well. See calendar for details. And please let us know if you would like an assistive listening device.



Stress Management? How Odd!

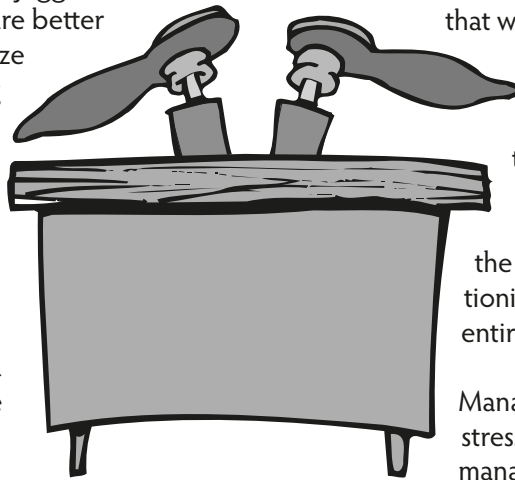
Andrea Pinto, Specialist and Consultant in Mind-Body Wellness

Doesn't it make more sense to manage those things that you love and enjoy, those things that are meaningful to you — your money, your time, your garden, your social calendar, your business, your collection of shoes...? Learning to manage stress, instead, seems a bit like learning to juggle hot coals. You would fare better learning to recognize that you're holding a hot coal, and to quite simply drop it — the sooner the better!

Stress has to do with **anxiety**. It is a knee-jerk response that the fight-or-flight-response has been engaged. It is meant to kick in spontaneously, and last for the length of time that you are fighting or fleeing. This fear-driven outburst ends in peace one way or another. Either it is the peace that tells you that you are safe and all is well... or, rest-in-peace!

In modern life, ongoing stress seems to be an undesirable yet acceptable way to live. However, dealing with war, famine, or wild animals in hot pursuit are not issues facing the

average person in daily life — not even close. So why is there such widespread stress in our society? Worldwide studies indicate that stress is not dependent upon external situations or conditions — rather, it is an **internal interpretation of** those situations and experiences.



Constant stress is a signal that we have selected an interpretation not to our benefit, leading to the faulty functioning of the entire system.

Managing stress is akin to managing the road signs along

the highway. We are meant to read these helpful signposts, and adjust accordingly. The grand good news is that stress is IN-curable (curable from the inside). And the answer to the question 'Is a life of ease and joy possible?' is a resounding YES! Absolutely!

Although I've been involved in MindBody Wellness for over thirty years, I still never fail to experience delight and great privilege as I witness another's allowing

of more **Ease and Joy** into one's life. And just as darkness dissolves with the increase of Light, so too dis-ease dissolves with the increase of **ease**. And in absolutely perfect correlation, as dis-ease begins to recede, any disease usually begins to recede as well.

Relaxation, Ease, Joy, Relief, Peace — these cannot be explained or intellectually understood in order to know them. They must be personally experienced.

We invite you to attend our **Relaxation Workshop** which will provide such an experience. Looking forward to having you join us. ◀

Andrea's Relaxation workshop will be held on Monday, November 10 from 1:30-3:30 p.m. It will be specially designed to cater to the needs of people with hearing loss: Instructions will be clear and accessible to all, and participants will not be expected to close their eyes and listen at the same time. If you are interested in attending, please register early, as places are limited. And please let us know if you would like an assistive listening device.



The Doreen Cons Spirit of CHIP Award

Lou Brock

At the recent AGM of 2014 I was called up on stage to be awarded a Gold Leaf. I was so stunned that I felt like I took an hour to reach the stage to receive the award. Through my surprise, I became speechless and all I remember saying was "Wow!"

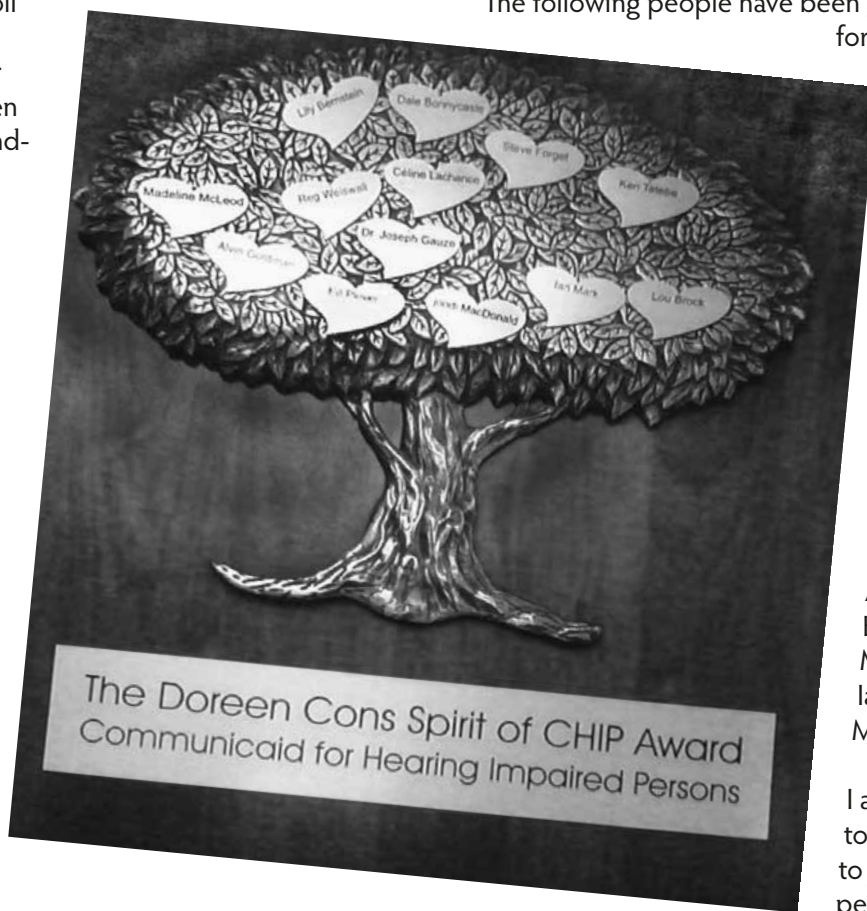
Thanks to joodi MacDonald, here is a little history about the award. About four years ago, members joodi and Carroll Solomon wanted to find a way to honour our President, Doreen Cons, for the outstanding work she did for CHIP. They couldn't decide on the shape or design the award would take. Then the idea came to them: it should be in the shape of a tree with gold leaves. Doreen would then pick deserving members whose volunteer work for CHIP deserved recognition in her mind. These special people would receive a

Gold Leaf with their name engraved and placed on the tree. As each new name was added the tree would grow, and hopefully, one day, it can be a full-grown forest.

This, in my opinion, is the most prestigious award given to volunteers of CHIP. Today, the award is always on view in the room where we have our Important meetings.

The following people have been given this award for their generous

hard work and time in supporting CHIP and the hard of hearing community in Montreal and surrounding areas: Lily Bernstein, Dale Bonnycastle, Steve Forget, Ken Tatebe, Celine Lachance, Reg Weiswall, Dr. Joe Gauze, Alvin Goldman, Ed Plover, joodi MacDonald, Ian Mark and Madeline McLeod.



I am very honoured to have been chosen to join these special people as a fellow Gold Leaf recipient. ◀



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**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!
Enjoy life and make friends at CHIP's workshops.
Make a difference – Become a CHIP volunteer

Membership is only \$15 a year.

Donations to CHIP are tax deductible
and receipts will be issued

Cineplex Odeon offers the latest innovation in cinema access for the deaf and HOH audiences: the **CaptiView Closed**



Caption Viewing System. This device is free and connects directly into your seat cup holder to provide captions for your eyes only. It can be used from any seat in the house. Not all films

are subtitled so it is best to check online or with the ticket seller to make sure the selected movie is captioned and use this device before buying your ticket. CHIP will investigate, experience this new cinema access solution and keep you informed. ◀

**This issue of
The Communicaider
is dedicated to Ken Tatebe.**

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The Communicaider is published twice yearly, in the spring and fall. Your contributions and suggestions are welcome and may be submitted in writing, or by e-mail or fax. The opinions expressed in articles appearing in The Communicaider are those of the authors.