

# HEAR HEAR MAGAZINE

FALL  
2018

Quebec's First Noise-Induced  
Hearing Loss Prevention Program:  
From summer camps to the classroom

- Honoring our Veterans with FREE MEMBERSHIP
- CHHA Conference 2019 coming to Montreal
- How Rock n' Roll Wrecked My Hearing



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## Board Members

**Martha Perusse**; President

**Sandy Goldstein**; Board Secretary

**Priscila H. Bogusiak**; Director

**Katrina Tarondo**; Director

**Dale Bonnycastle**; Vice-President

**Heidy Wager**; Executive Director

**Rafeef Dajani**; Director

**Marie-Josée Saucier**; Director

**Linda Quashie**; Treasurer

**Peter Allan**; Director

**Yog Sachdeva**; Director

We would like to welcome our newly-elected board members, **Katrina Tarondo**, who is the Young Adult Director and **Marie-Josée Saucier**, who will be assisting with the upcoming conference and other events. We would also like to thank **Nina Chen** for her years of service on the board, and also for her devotion and dedication to CHIP's mission and to all of our members. She will be missed.

## Staff

**Heidy Wager**; Executive Director

**Abby Stonehouse**; Program Coordinator

**Ciarra Callendar**; Community Developer (CSJ)

**Tahsin S. Mohammad**; Graphic Designer

**Sam Laurin**; Graphic Designer (CSJ)

**Matthew Palynchuk**; HEAR-ENTENDRE and CSSC Project Leader (CSJ)

**Ashley Mayoff**; HEAR-ENTENDRE Animator Facilitator (CSJ)

Welcome our newest full-time staff member **Abby Stonehouse**, our new Program Coordinator. You can read about her hearing journey on **Page 16**. Also, we would like to thank our amazing Canada Summer Job (CSJ) students, who all did a fantastic job. Thank you!

**OOPS! In our Spring 2018 issue, we inadvertently neglected to include Hanna Frohwein's name with her lovely article about obtaining her hearing ear dog, Frisbee. You can read this heartwarming story on <https://hearhear.org/hanna-frohwein-hearing-journey/>**

## CHIP Communicaid for Hearing Impaired Persons

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

# A Word from the Executive Director

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## Celebrating our 40th by honouring our Canadian Veterans

CHIP will be celebrating its 40th Anniversary in 2019 and we will be doing special things all year to commemorate this milestone, starting with offering free membership to all veterans or any currently serving military. This small token is to show our appreciation and respect for all who have given so much to our beautiful country. Did you know that veterans are up to five times more likely to develop a hearing loss than the general public? Also, veterans may develop hearing loss at a younger age mainly due to the type of work they carry out. Learning to live with a hearing loss can be even more isolating for those between 25 and 50. CHIP is HEAR for you!



Heidi Wager, Executive Director

**“ Did you know that veterans are up to five times more likely to develop a hearing loss than the general public? Also, veterans may develop hearing loss at a younger age mainly due to the type of work that they carry out. ”**

## 2018 AGM highlights

This past May, we held our Annual General Meeting. What a special occasion, with so much exciting news to share. Thank you to the wonderful staff, volunteers and board members who helped with this event, as well as the members, community partners and professionals who came out to support us. In case you missed it, here are the highlights of that evening:

1. Suzanne Cloutier, Associate Director of Rehabilitation at the Lethbridge/Layton/Mackay Rehabilitation Centre spoke to the membership about the longstanding collaboration between our two organizations. Reassuring the membership that we would continue to work together, she congratulated CHIP for all its progress and expressed hope in finding an alternate solution so CHIP would not have to move in 2019.
2. The winner of the Doreen Cons award was Robert Johnstone and the recipient of the Golden Ear Award was Martha Perusse. Congratulations to both of them, very well deserved!
3. The membership voted to adapt CHIP's mission to include programming for children on the prevention of Noise Induced Hearing Loss. Mary Smirle from The Hearing Foundation of Canada spoke about Sound Sense, a prevention program aimed at teaching children about the dangers of loud sounds.
4. We announced of the CHHA and CHIP partnership for the Annual CHHA National Conference and Trade Show, to be held here in Montreal May 30 - June 2, 2019
5. New board members were voted in and others have retired. See page 2 for complete list of board members

I was very fortunate to attend the Hearing Loss Association of America Convention in Minneapolis. I was joined by Christopher Sutton, the New Executive Director of the Canadian Hard of Hearing Association (CHHA). We participated in the workshops and events, networked with other like-minded participants, met with vendors and attended demonstrations. We also spent some time talking about the upcoming conference to be held in Montreal in May 2019. This is a first for both our organizations. CHHA has never held its national conference and trade show here in Montreal and CHIP has never hosted an event of this size. We are both excited to work in collaboration and bring the most accessible and informative conference to all our CHIP members and all CHHA national members. We have the opportunity to be surrounded by people who have a hearing loss, where everyone in the room understands you-- they just get it! That feeling of connection and understanding is very impactful and life-changing. If you would like to volunteer for the event or if you have an idea, please feel free to contact me at [heidywager@hearhear.org](mailto:heidywager@hearhear.org) or call **514-488-5552 ext 6440**.

# Life Changing Surgery Banned in Montreal

FYI: For Your Information

By Willam Steinberg

Helen Keller, who was both blind and deaf, said that

## Blindness separates people from things and deafness separates people from people.

*This eloquently illustrates the challenges that deaf, or severely hearing impaired people, often face. I know. I was born with a severe hearing loss, which eventually progressed until I was profoundly deaf.*

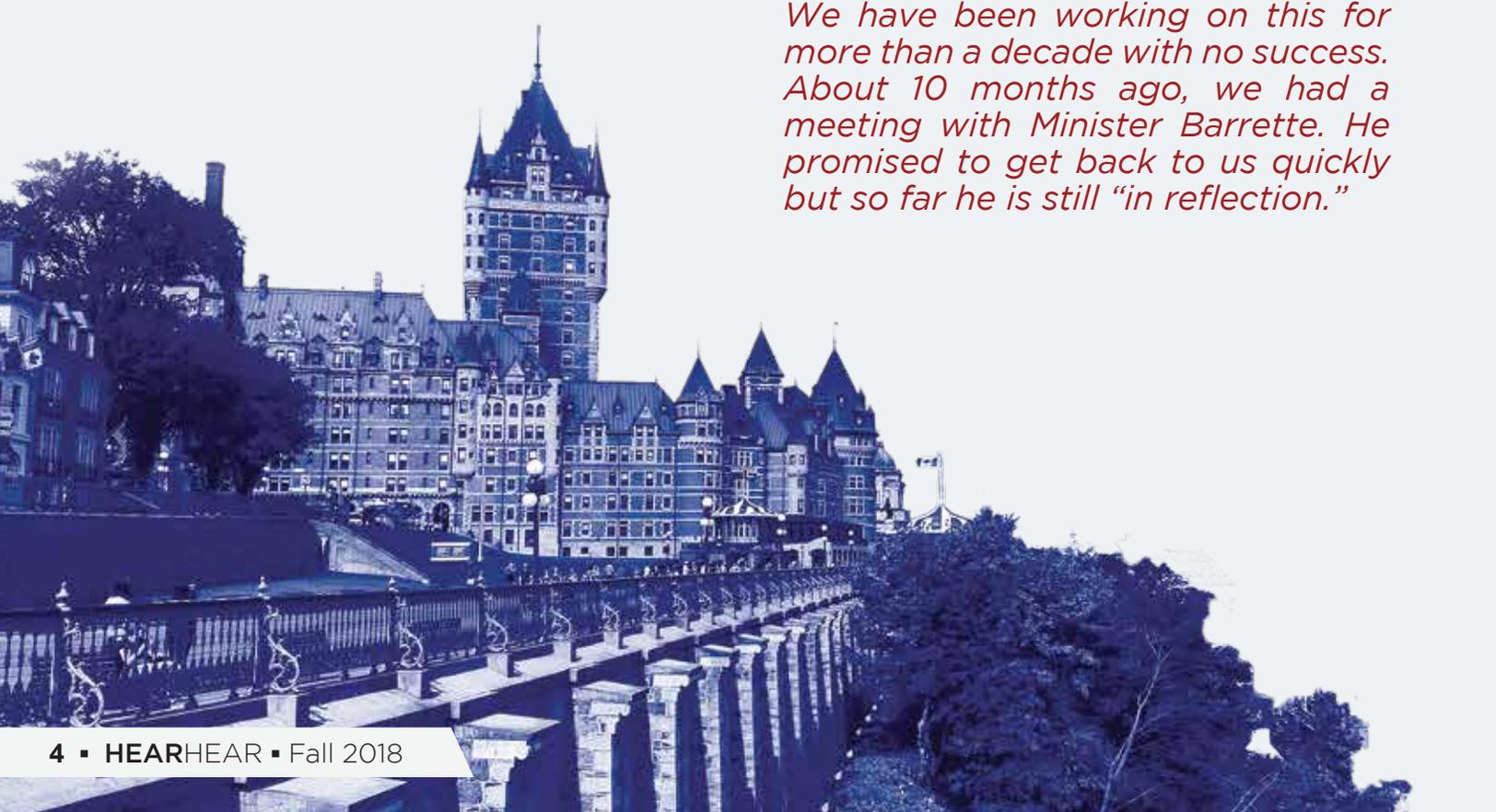
As a child, school was very difficult, since information is communicated verbally. While I got a hearing aid in Grade 2, I rarely used it at first, as noises were traumatic for a kid and there was no volume compression in those days. Eventually, as reading became more important than verbal communication, I did much better and ultimately obtained a Ph.D.

French was impossible due to the hearing handicap, but eventually I started my own small software business with almost all my customers in the US. In 2000, I got involved in the battle against the forced municipal mergers in Montreal and then the battle for the demergers. With the help of my wife, I became the leader of the Hampstead demerger group and we succeeded in getting our town back.

In 2004, at the age of 56, I got a cochlear implant (CI) and my life changed dramatically. I could hear - and I used my new ability to run for Mayor of the Town of Hampstead. I spent six months going door to door and connecting with people. I was elected and I am now in my fourth term doing something I love.

In the entire Province of Quebec, CI surgery is only performed in Quebec City. Shortly after I was elected, a group of outstanding doctors approached me and asked me to help get the surgery done in Montreal, too. We have been working on this for more than a decade with no success. About 10 months ago, we had a meeting with Minister Barrette. He promised to get back to us quickly, but so far he is still "in reflection."

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*Then in 2004, at the age of 56, I got a cochlear implant (CI) and my life changed dramatically.*

**Let's reflect on some of the reasons why the surgery should be done in both Montreal and Quebec City:**

1. It is government policy to provide medical services close to where patients live. About 60% to 80% of the population live closer to Montreal than to Quebec City. The Province of Ontario, with a similar population to Quebec, has five implant centres.
2. Candidates for surgery sometimes cannot go to Quebec City, due to family and/or work obligations. In other cases, they are scared of being far from their support group. Even for those who do go, it is a financial and emotional hardship. Frankly, it is cruel to subject people to extra burdens that are totally unnecessary, especially when undergoing major surgery.
3. There would be zero extra cost. We are only asking for a transfer of the appropriate proportion of the funding, not an increase. In fact, there will be savings, since currently there is duplication of services as candidates are tested and counselled in Montreal and then again in Quebec City. Moreover, those who go get a small part of their expenses reimbursed by Quebec.
4. Wait times in Quebec City will drop. More surgeons doing the operation means shorter waits for everyone.
5. Montreal already has surgeons trained in the surgery, as well as audiologists who know how to program the device within the implant. A CI program could be set up very quickly once Quebec authorizes it.
6. Medical schools are required to provide CI surgery training in order to be accredited. Yet Montreal, with its top medical schools, is the only major city in the world where medical schools cannot do this.
7. If there are complications following the surgery, patients must return to Quebec City or, in one dramatic case, the Quebec City surgeon rushed to Montreal to do emergency surgery at 1 AM. This is crazy and dangerous. Do we have to wait until a patient dies before the government allows Montreal doctors to perform CI surgery?

Some readers may feel that this does not apply to them, but it does, - even if your hearing is perfect. Helen Keller was not born deaf or blind. She lost her hearing and vision due to an illness at the age of 19 months. You or a loved one could become totally deaf at any age and only a CI will get your hearing back. In addition, most of those who are deaf are unemployed or underemployed. With an implant, they will earn more and the extra tax revenue will pay for the surgery. The government should consider CI surgery in Montreal as an investment, at least as important as investing in mass transit, but at no extra cost.

**William (Bill) Steinberg**

### How you can help?

If you need a CI but can't go to Quebec City for any reason, share your story with us. If you did get a CI, but had trouble going to Quebec City, please tell us about it. We need to get the media more involved as we head into an election and your stories will help. Stories can be e-mailed to me at [wsteinberg@hampstead.qc.ca](mailto:wsteinberg@hampstead.qc.ca)

*Bill Steinberg is the Mayor of the Town of Hampstead and President of the Cochlear Implant Recipients Association. For more information on this subject visit [www.cochlearimplant.ca](http://www.cochlearimplant.ca)*



# CHIP SAFETY & SECURITY CAMPAIGN



*Matthew Palynchuk is the Project Leader for the HEAR-ENTENDRE Program and the CSSC. He holds a MA in Philosophy from Concordia University and will begin a MA in Bioethics at McGill this coming fall.*

Imagine you wake up to an emergency and can't find your hearing aid or cochlear implant processor (or the batteries have died). What do you do? How do you contact emergency services (first responders)? For years, this has been a worry for those in the deaf and hard of hearing communities.

As a student hired by CHIP under the Canada Summer Jobs program, I was set to the task of creating an awareness campaign for a new service that has been offered to most Canadians: Text with 911 (or T9-1-1), which allows people to engage in a text conversation with 911 call centres.

This terrific initiative, provided by the Canadian Wireless Telecommunications Association (CWTA), allows persons with hearing loss who do not use (or have trouble using) phones an accessible way to communicate with services in an emergency.

At first I knew very little about such a service and found that little information was out there. After speaking to colleagues, family and friends with hearing loss, I realized how essential a service like this is. Fundamental services, like the police, fire department and paramedics need to be a priority for universal and equal accessibility.

Currently, the websites of the SPVM, the Fire Department and the City of Montreal do not include any information about this essential program. Indeed, it wasn't until July 9, 2018 that the CWTA's website included Montreal and its surrounding areas in the list of areas that offer it. The CWTA included in an email correspondence the number of people who have registered for the service by region, and in Montreal only about 125 people have registered for the English option.

The safety and security of our membership and the hard of hearing community more broadly is of utmost importance to CHIP. As a result of this general lack of awareness, in conjunction with our mandate to serve the English-speaking community with hearing loss, we have initiated the CHIP Safety and Security Campaign (CSSC) to advise institutions to raise awareness about T9-1-1.

Registration for Text 911 is easy! As long as you have a hearing loss and a cell phone with a texting plan, you can register through your cell phone service provider. Details can be found on the CWTC site, along with links to different providers' websites for specific details.

It is CHIP's hope that our campaign will promote equality of access to essential services and make a significant impact for those in the hard of hearing community, many of whom require this service in case of emergency.

**“ Fundamental services, like the police, fire department and paramedics need to be a priority ”**



**CHIP Safety & Security Campaign**

MAY 30 – JUNE 2, 2019  
MONTREAL, QC

[CHHA.CA](http://CHHA.CA)

2019

**EDUCATIONAL  
CONFERENCE AND  
TRADE SHOW**



Canadian Hard of Hearing Association  
Association des malentendants canadiens

IN PARTNERSHIP  
WITH



# Fall Programs 2018

**REGISTRATION IS MANDATORY FOR ALL STUDENTS** before attending any of the classes/workshops. All students must be members of CHIP in order to register for classes. Please register early, as space is limited. Priority will be given to previously-registered students. Registration is on a first-come, first-served basis. Please note that if there are fewer than 5 students registered, that class will be postponed to the next session.

**TO REGISTER FOR CLASSES/WORKSHOPS:** Complete the registration form and return it by mail, fax or e-mail to [info@hearhear.org](mailto:info@hearhear.org), or in person at the CHIP office. Registration forms are available at our office, or call (514-488-5552 ext. 4500) for a copy to be sent to by mail or by email. You can also register directly online 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 the classes/workshops. We will try to accommodate your specific needs.*

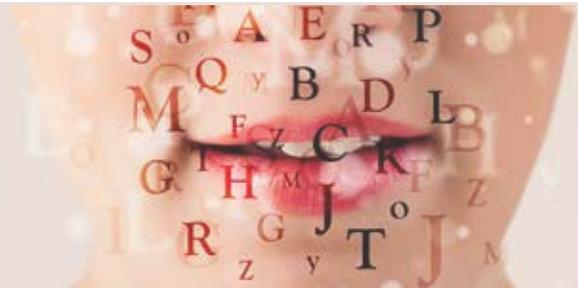
## Computer Classes (10 Classes) - \$25

September 24 to December 10, 1 pm - 3 pm (No class Oct. 8 and Oct. 15)

Topics covered will include computer use, internet safety (Anti-Malware/Anti-Virus Software) and computer safety (how to safely connect to and use the internet, how to protect your information online, how to safely use email, and how to use social media).

## SPEECHREADING (Lipreading)

Without realizing it, most individuals with hearing loss speechread to a certain extent. Most people may not know it is a skill that can be learned. We offer Beginners Speechreading and Speechreading Plus classes in N.D.G. and on the West Island. All CHIP speechreading instructors have followed the training offered by the Canadian Hard of Hearing Association (CHHA).



### NDG site:

**7000 Sherbrooke St. West.**

**FEE:** \$20 with CHIP membership

### Speechreading PLUS (Room B315A)

Every Tuesday, 10 am - 12 pm (10 classes)  
September 25 to November 27

### Speechreading Beginners (Room B315A)

Every Tuesday, 1 pm - 3 pm (10 classes)  
September 25 to November 27

### Speechreading PLUS (Room C37B)

Every Thursday, 1 pm - 3 pm (10 classes)  
September 27 to November 29

### Speechreading Beginners Evening (Room C234)

Every Wednesday, 6 pm - 8 pm (10 classes)  
September 26 to November 28

### West Island Satellite Sites

**FEE:** \$25 with CHIP membership

### KIRKLAND site - Speechreading Beginners Chartwell Manoir Kirkland (conference room)

2 Canvin St, Kirkland, QC H9H 4B5

Every Friday, 10 am - 12 pm (10 classes)  
September 28 to December 7 (no class Nov. 9)

### DORVAL site - Speechreading PLUS Sarto Desnoyers Community Centre (Room 202)

1335 Lakeshore Dr, Dorval, QC H9S 2E5

Every Wednesday, 1 pm - 3 pm (10 classes)  
September 26 to November 28

## Young Adults Committee (YAC)

The Canadian Hard of Hearing Association (CHHA) will be holding a Youth Forum. The **“To Hear and Be Heard Youth Forum”** will be held in Ottawa from November 7 to 10. Young adults between the ages of 18 and 25 will be brought together to share experiences, culture and learn to be leaders of change.

**Deadline** to register is October 7.

If any of CHIP’s young members are interested, please contact Abby Stonehouse (Program Coordinator) at [abbystonehouse@hearhear.org](mailto:abbystonehouse@hearhear.org) or call CHIP’s office **514-488-5558 ext. 4500**

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## Fall Activities (For members, friends and family)

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### Apple Picking at Vergers Blairs Orchard

**Date:** October 15, 2018

**Address:** 1421 Rte 202, Franklin Centre, QC J0S 1E0

**Time:** 11:00 am - 2:30 pm (drop off at 4:00 pm)

**Fee:** \$15

**Fees include:** Transportation and a 5-lb bag of apples.

**Fees do not include: Lunch.** There is dining hall where you can order soup, sandwiches and sweets (Cash only), or bring your own lunch.

**\*Please register on the registration form or contact the office to RSVP by October 9, 2018**



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### Montreal Museum of Fine Arts

**Date:** November 9, 2018

**Address:** 1380 Rue Sherbrooke W, Montréal, QC H3G 1J5

**Time:** 10:30 am - 12:00 pm  
(drop off between 12:30 pm and 1:00 pm)

**Fee:** \$15

**Fees include:** Transportation, parking and tour.

**Fees do not include:** Lunch

**\*Please register on the registration form or contact the office to RSVP by November 1, 2018**



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### Family Holiday Brunch

**Description:** Please join us for a festive brunch. This is a family event and we encourage members to invite their friends and family, including children and grandchildren.

**Date:** December 1, 2018

**Address:** Sarto Desnoyers Community Centre (1335 Lakeshore Dr, Dorval, QC H9S 2E5).

**Time:** 10 am - 1 pm

**Include:** Parking available and accessibility to the building meets appropriate standards.

**\*Please call or email the office to RSVP by November 24, 2018\***

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MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<b>REGISTRATION STARTS on Sept 3rd, 2018</b>				
24 Computer Class NDG site 1pm to 3pm 1st Class	25 Speechreading PLUS NDG site 10am to 12pm 1st Class  Speechreading Beginners NDG site 1pm to 3pm 1st Class	26 Speechreading PLUS Dorval site 1pm to 3pm 1st Class  Speechreading Evening NDG site 6pm to 8pm 1st Class	27 Speechreading PLUS NDG site 1pm to 3pm 1st Class	28 Speechreading Beginners Kirkland site 10am to 12pm 1st Class

Pull-out Calendar

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MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
1 Computer Class NDG site 1pm to 3pm 2nd Class	2 Speechreading PLUS NDG site 10am to 12pm 2nd Class  Speechreading Beginners NDG site 1pm to 3pm 2nd Class	3 Speechreading PLUS Dorval site 1pm to 3pm 2nd Class  Speechreading Evening NDG site 6pm to 8pm 2nd Class	4 Speechreading PLUS NDG site 1pm to 3pm 2nd Class	5 Speechreading Beginners Kirkland site 10am to 12pm 2nd Class
8 <b>CHIP CLOSED</b>	9 Speechreading PLUS NDG site 10am to 12pm 3rd Class  Speechreading Beginners NDG site 1pm to 3pm 3rd Class	10 Speechreading PLUS Dorval site 1pm to 3pm 3rd Class  Speechreading Evening NDG site 6pm to 8pm 3rd Class	11 Speechreading PLUS NDG site 1pm to 3pm 3rd Class	12 Speechreading Beginners Kirkland site 10am to 12pm 3rd Class
15 <b>Apple Picking</b> at Vergers Blair Orchards 	16 Speechreading PLUS NDG site 10am to 12pm 4th Class  Speechreading Beginners NDG site 1pm to 3pm 4th Class	17 Speechreading PLUS Dorval site 1pm to 3pm 4th Class  Speechreading Evening NDG site 6pm to 8pm 4th Class	18 Speechreading PLUS NDG site 1pm to 3pm 4th Class	19 Speechreading Beginners Kirkland site 10am to 12pm 4th Class
22 Computer Class NDG site 1pm to 3pm 3rd Class	23 Speechreading PLUS NDG site 10am to 12pm 5th Class  Speechreading Beginners NDG site 1pm to 3pm 5th Class	24 Speechreading PLUS Dorval site 1pm to 3pm 5th Class  Speechreading Evening NDG site 6pm to 8pm 5th Class	25 Speechreading PLUS NDG site 1pm to 3pm 5th Class	26 Speechreading Beginners Kirkland site 10am to 12pm 5th Class
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MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
29	30	31	1 Speechreading PLUS NDG site 1pm to 3pm 6th Class	2 Speechreading Beginners Kirkland site 10am to 12pm 6th Class
5 Computer Class NDG site 1pm to 3pm 5th Class	6 Speechreading PLUS NDG site 10am to 12pm 7th Class	7 Speechreading PLUS Dorval site 1pm to 3pm 7th Class	8 Speechreading PLUS NDG site 1pm to 3pm 7th Class	9 Montreal Museum of Fine Arts 
	Speechreading Beginners NDG site 1pm to 3pm 7th Class	Speechreading Evening NDG site 6pm to 8pm 7th Class		
12 Computer Class NDG site 1pm to 3pm 6th Class	13 Speechreading PLUS NDG site 10am to 12pm 8th Class	14 Speechreading PLUS Dorval site 1pm to 3pm 8th Class	15 Speechreading PLUS NDG site 1pm to 3pm 8th Class	16 Speechreading Beginners Kirkland site 10am to 12pm 7th Class
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Pull-out Calendar

Saturday, Dec 1st



## Family Holiday Brunch

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
3 Computer Class NDG site 1pm to 3pm 9th Class	4	5	6	7 Speechreading Beginners Kirkland site 10am to 12pm 10th Class
10 Computer Class NDG site 1pm to 3pm 10th Class	11	12	13	14

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# HOW ROCK N' ROLL WRECKED MY HEARING

Maybe I can't nail down the actual day I started losing my hearing, but I can pinpoint the evening rock n' roll started wrecking it. It was Nov. 16, 1984. I was 30.

The assailant was Cyndi Lauper, who performed at the Forum that night. Lauper - a pop-rocker not exactly associated with the kind of excessive volume that has claimed the ears of many in my generation - had really turned it up, and I was seated too close to the amplifiers.

It wasn't the first time I had stood defiantly in the face of loud music, but it was the first time I felt I had lost the stare-down. All normal domestic sounds came filtered through a metallic screech for a couple of days after the show. It was a major temporary threshold shift.

The harshness went away and I returned to my favourite strategy of ignoring that and all subsequent warnings. Music, I told myself, needs to be heard loud. Bass, I argued, was meant to rattle your rib cage and a guitar solo should slice the top of your head off.

A couple of decades went by, as I got used to the aural numbness that followed concerts and continued to keep the stereo way up. My wife, Martha, then the principal of the Montreal Oral School for the Deaf, repeatedly tried to talk sense to me - without success.

I probably started asking people more frequently to repeat themselves before I started covering music for the Montreal Gazette in 2002, but once live entertainment became part of my job, the decline started in earnest. Tinnitus, by then, was (and remains) a constant presence.

Five years later, a hearing test and a diagnosis of noise-induced hearing loss (NIHL) confirmed what I already knew. I marked the occasion by writing a lengthy feature for the Gazette about how NIHL was rock's dirty little secret.

By the time I became the paper's full-time music critic in 2011, it was not unusual for me to attend three or four concerts a week. I was half-heartedly using ear protection, but it was too little, too late. In noisy situations like restaurants and bars, I took to faking it. I had good intuition about when a knowing smile or a laugh was expected - even if I had missed most of what was being said.

I didn't think a rock critic pushing 60 wearing a hearing aid was a particularly good look, so I held off looking into that solution until after I retired in 2013. Emotionally unprepared, I eased my way into the idea and finally acquired a hearing aid a couple of years after I left the Gazette.

Like anyone trying out such a device for the first time, I found the first week disorienting and slightly unsettling. The sound of our cat scratching the side of the couch was absurdly loud. Water running from the tap was a roar. The wind screamed into my ear. When I took the aid off at night, it was with a considerable sense of relief.

Thankfully, everything soon seemed to reset in my brain. Turning on my device, rather than shutting it down, became the relief I sought every day. When I pop it in, it's as if I'm letting the sounds of the world whoosh in.

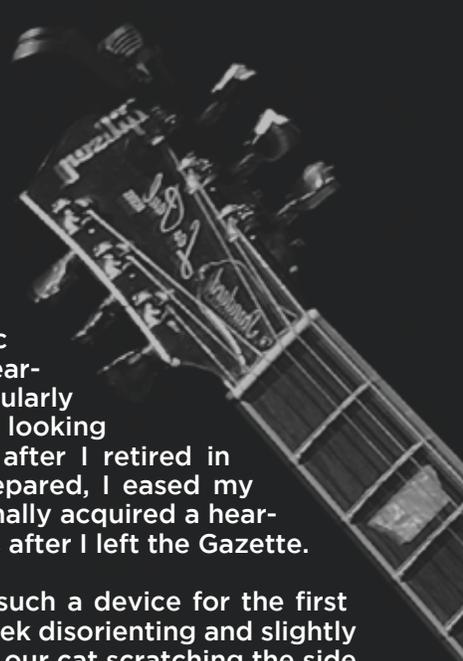
I still sometimes ask for repetition in loud settings, because the hearing aid amplifies the surrounding noise, too. But for normal conversation in a more subdued environment, the improvement has been dramatic. To put the icing on that cake, I have learned to try and position the quiet talkers in my life near my right ear, the one with the aid.

Best of all for me, there was a completely unexpected musical bonus. I had worried that a hearing aid would make music sound tinny, and I fully expected to take it out when I was listening through speakers. To my delight, however, I still have the low frequencies - and the device seems to have largely restored the high ones. Listening is better than ever.

Cyndi Lauper is still out there, living out a wonderful career in music. Some 20 years after that fateful 1984 show, I interviewed her and got to gently tease her about how she had pounded my eardrums into oblivion that night. She was surprised and apologetic, and we left it on a lighthearted note. I told her I was going to title the upcoming article Cyndi Lauper: Louder Than Megadeth, which made her chuckle.

Of course, it's not really funny. Concerts that seem to push farther past the pain threshold every year, increasingly louder music in bars and a lifestyle that seems to place earbuds in everyone's ears most of the day will probably take a greater toll on this generation than high-decibel mayhem did on mine.

With any luck, they'll be more careful than I was.



“

Music, I told myself, needs to be heard loud. Bass, I argued, was meant to rattle your rib cage and a guitar solo should slice the top of your head off.

”



Bernard Perusse is the Montreal Gazette's former music critic, having retired in 2013. His devotion to music remains undiminished and his attempts to keep it at a reasonable volume are ongoing.

By The Way - Part Two

# A Guide to Finding a Quiet Restaurant in Montreal

By Debra Fisher



Debra Fisher is a speech reading instructor at CHIP and an avid traveler who would like to see a registry of quiet restaurants in all major cities.



Last year I asked CHIP members to recommend their favourite quiet restaurants. Thank you to all who have responded. Suggestions were accepted only from hard-of-hearing people, as they understand the challenge of trying to enjoy a meal with a noisy background. Those with normal hearing may not like noisy restaurants but their ears can make the necessary adjustments. The bottom line is that there is no such thing as a quiet restaurant and my list is shorter than I would have liked.

In my younger days, I remember going to restaurants where the kitchen was behind two swinging doors. They were large rooms with ample space between tables, carpeted floors, cloth tablecloths and napkins.

With today's open style concept, you can hear the kitchen staff at work, the floors are hard surfaces and the tables are uncomfortably close together.

From the restaurant owner's point of view, rents are high and they are only trying to maximize profits.

There are many variables. Probably the most important are the number of diners (and their sobriety). A very busy restaurant will be a noisy one. It is important to go to a restaurant before or after rush hour, at 5 pm in the afternoon, for example.

Certain restaurants will be busier at lunch, others at dinner-time. Some will be noisier on weekdays, others on weekends depending on the location.

Always choose a table against the wall or in the corner. Make sure there is no speaker (for music) above your head.

If you are in a large party, ask for a round table rather than a rectangular table so you can see or hear everybody in your party. Also ask for a well-lit table.

Among the contributory factors making the restaurant noisy, the worst offender is the background music. Always ask for the music be turned down. I often have to ask twice.

In a very noisy restaurant, my husband wears a microphone which is paired with my streamer which brings his voice directly into my hearing aids.

When choosing terrace dining, try to find a table farthest from traffic noise.

It is best to call ahead and make a reservation. Be sure to request a quiet table against the wall or in the corner and far away from any noisy parties.

**“ Just as there would be a need for a ramp for those with mobility problems, there should be accommodations for those who are hard-of-hearing. The accommodations for the mobility- challenged are permanent. For the hearing-impaired, it is upon request. ”**

What we all want from a restaurant is good food and the ability to have a conversation. When you support one of the restaurants on the list, be sure to tell them you have chosen this restaurant because you like good food but you also like to enjoy having a conversation.

# Restaurants

## **L'Ambroisie et l'Espace canal**

(Casual French)

4020, rue St. Ambroise, porte #140,  
Montréal, QC H4C 2C7  
(514) 932-0641

## **Le Cozy Café**

(Light fare)

484 Rue Main,  
Hudson, QC JoP 1Ho  
(450) 458-2233

## **Duke & Devine's**

(Irish Pub)

479 Beaconsfield Boulevard,  
(upstairs is quiet)  
Beaconsfield, QC H9W 4C3  
(514) 694-6731

## **La Fuchsia**

(French)

2000 Ste Catherine St. West,  
Montréal, QC H3H 2T3  
(514) 939-4408

## **Maison India**

(Indian)

5868 Sherbrooke St. West,  
Montréal, QC H4A 1X5  
(514) 485-2122

## **Shanghai Grill**

(Chinese)

4050 Ste Catherine St. West,  
Westmount, QC H3Z 1P2  
(514) 935-9478

## **Toucheh Restaurant**

(Persian-Italian)

351 Prince Albert,  
Westmount, QC H3Z 2N9  
(514) 369-6868

## **Restaurant Bonaparte**

(French)

447 St Francois Xavier St.  
Montréal, QC H2Y 2T1  
(514) 844-4368

## **Daou Restaurant**

(Lebanese)

519 Rue Faillon East,  
Montréal, QC H2R 1L6  
(514) 276-8310  
2373 Boulevard Marcel-Laurin,  
Saint-Laurent, QC H4R 1K4  
(514) 334-1199

## **Restaurant Fay Wong**

(Chinese)

7020 Côte Saint Luc Road,  
Montréal, QC H4V 1J3  
(514) 484-6663

## **Ganges Restaurant**

(Indian)

6079 Sherbrooke St. West,  
Montréal, QC H4A 1Y2  
(514) 488-8850

## **Restaurant ChinaTown Kim Fung**

(Chinese)

1111 rue Saint-Urbain,  
Montréal, QC H2Z 1Y6  
(514) 878-2888

## **Stash Café**

(Polish)

200 St. Paul Street West,  
Montréal, QC H2Y 1Z9  
(514) 845-6611

## **Trattoria Tresteveres**

(Italian)

1237 Crescent Street,  
Montréal, QC H3G 2B2  
(514) 866-3226

## **Restaurant Chase**

(Lebanese)

5672 Monkland Ave.  
Montréal, QC H4A 1E4  
(514) 482-2256

## **Le Coin d'Asie**

(Vietnamese)

6020 Sherbrooke St. West,  
Montréal, QC H4A 1X9  
(514) 482-4035

## **Food De Toi**

(Healthy eating)

5999 Monkland Avenue,  
Montréal, QC H4A 1H1  
(514) 484-4663

## **Il Campari Centro**

(Italian)

1177, rue de la Montagne,  
Montréal, QC H3G 1Z2  
(514) 868-1177

## **Oreganos Grill**

(Mediterranean)

6535 Somerled Avenue,  
Montréal, QC H4V 1S8  
(514) 487-8541

## **Restaurant Tao**

(Asian)

4242 Decarie,  
Montréal, QC H4A 3K3  
(514) 369-1122

## **Yia Sou Greek Grill**

(Greek)

5375 Queen Mary Road,  
Montréal, QC H3X 1V1  
(514) 488-4222

# Excuse me, **WHAT?**

## My Hearing Journey by Abby Stonehouse

My Nanna was a sweet and caring lady. Every time I went over to visit, I could expect two things: a \$5 allowance, and what my chubby little kid's dreams were all about—an amazing home-cooked meal.

Nanna was also my first exposure to someone who was hard of hearing. Having become hard of hearing decades before my birth, by the time I came around, there were unspoken rules to follow. Each time I would step through through her doorway, my voice became louder, deeper, and the pace of my speech would slow.

When I was 15, my family started speaking to my father in the same way. With some old-fashioned mom arm-twisting, he was eventually fitted with a hearing aid. So, close to home, I grew up with empathy for the hard of hearing community. I remember sitting at Nanna's amazing meals, getting a bit sad for her because she couldn't always hear what was going on. I also felt sad for my father not being able to keep up with the table banter between my sister and me.

Even though I grew up with this much exposure, I never gave my hearing much thought. When I turned 25, I lived a rather productive life: I was in university, living in a one-bedroom apartment in NDG and having the time of my life. However, according to chick flicks and young women on social media, I wasn't. Going to bars or restaurants was a struggle. I sat there trying so hard to hear what my friends were saying, wanting desperately to join in the conversation, and regale them with my charm and wit (or lack of it). When I ventured into the world, I would go home exhausted and frustrated. Being social became sitting at home with a bag of pretzels, texting people about the funny episode of whatever TV show I was binge watching. Not socializing at all became the norm.

It was around this time family and friends voiced their concerns. They noticed the signs long before I did. Like Nanna and dad, they adapted their voices to compensate for my hearing. A part of me didn't want to get tested. In my mind, I was a successful university student, I was fine, or should I say in complete denial. Knowing what I know now, however, it was clear I compensated immensely. I was always sitting in the front in the classroom, and unbeknownst to me, I was speechreading the people I interacted with.

### Cliffs of Moher from Ireland



# *“ What I thought would be a negative, the hearing aids, ” were ultimately allowing me to live.*”

I finally got my hearing tested three years ago. When I made the appointment, my mother insisted on coming with me. I found that odd but well in line with her overbearing mothering style (which I love her for.... most of the time). I only recently learned that when I was in the sound proof booth, she had told the audiologist she was there because she knew I wouldn't like the results and would be there when I broke down and cried.

I came out of the testing booth and the energy had changed from when I first went in. I learned I had a moderate hearing loss and getting hearing aids would be beneficial. I was devastated. At the time I thought having hearing aids would have a negative impact on my life. I thought having these devices in my ears would change how people saw me, or how they treated me. Ultimately, I didn't want to be different.

The months following being fitted with hearing aids were tough. Those of you who have them know well enough there is a big adjustment period. I remember driving home with these new sounds assaulting my senses and asking myself: Do I really need to hear this much? Why does my car sound like a 4 x 4 in rough terrain? (Because you drive a 10-year-old clunker, Abby. Deal with it).

Starting my second year at university, with my new ears to the world, I reached out to the Access Centre for Students with Disabilities at Concordia University, a service I'm very thankful for. I was able to have transcribers for my classes and take my exams in different exam rooms to avoid background noise. I was also put in contact with an academic/life coach for the rest of my university years. This person helped me adjust to life with hearing aids. Most importantly, they taught me how to advocate for myself and not to be ashamed of being hard of hearing.

Slowly, my brain began to adjust to listening in a new way. My behaviour started to change for the better. I became more confident about going into social situations. I stopped spending time with the pretzels on my couch; instead, they now resided in my purse. I spent more time with friends, went on dates and made new friends at school. With this new-found confidence, I started pursuing something that I never thought I would do. I started going on stage and pursuing my stand up comedy dreams. I have been getting up on stage for about a year now, which has been more fulfilling than I could have ever imagined. What I thought would be a negative, the hearing aids, were ultimately allowing me to live.

As CHIP/CAPA's new Program Coordinator, I am very passionate about helping the hard of hearing community thrive. Having hearing aids, or other assistive listening devices, should not hold you back from participating in life. They should help you move forward in a more successful way.



**Abby Stonehouse is the Program Coordinator at CHIP/CAPA. She is a recent graduate of Concordia University, with a Bachelor's degree in Psychology. She is also a stand-up comedian, who made her OFFJFL debut this summer at the Just for Laughs 2018 festival.**

# From Summer Camp to the Classroom



At this year's AGM, our membership gave CHIP an enthusiastic thumbs up to begin work on raising awareness about Noise-Induced Hearing Loss (NIHL), that is, the loss of hearing by an extremely loud and abrupt sound or repeated exposure to loud noise. This mandate ushered in CHIP's new HEAR-ENTENDRE program: a multi-model approach to raising awareness about and teaching ways to prevent NIHL. The HEAR-ENTENDRE program is the first of its kind in Canada and has so far been presented to about 500 children in just 8 weeks for its first pilot project this year!

Our summer program is recreational and is the first of its kind in Canada! In the past few weeks, CHIP provided children's summer camps with fun and interactive workshops to teach those between the ages of 9 and 12 about the causes, consequences, and prevention of NIHL. These presentations are based on a harm-reduction model, which means we are not teaching kids to avoid every environment where noise might be harmful to their hearing, but rather to approach these environments in safe ways. Comparing the strategy to wearing a helmet while riding a bike or wearing sunscreen to protect one's skin, HEAR-ENTENDRE teaches kids ways to prevent NIHL when there are loud noises in their area. Wearing ear plugs or earmuffs, spending less time around loud sources of sound, walking away from loud noise, and turning down the volume are all effective ways to maintain healthy hearing!

By using engaging activities, the HEAR-ENTENDRE summer camp program has had great success in keeping children active and entertained, all the while being informed of NIHL. This recreational approach to raising awareness will continue into the Fall in after-school programs.

Also starting in the Fall, and in partnership with The Hearing Foundation of Canada, is the educational model for schools. For this program, CHIP will be using the extremely successful Sound Sense program, which has been active in other provinces for over 15 years. This exciting partnership allows CHIP's HEAR-ENTENDRE program to continue to flourish and be adaptable to different settings.



A report from the World Health Organization states that **1.1 billion children and young adults are at risk of Noise-Induced Hearing Loss**. This is why it is imperative for CHIP to reach out to the community and use its valuable resources to better inform the public of this serious issue. The reception from parents, educators and camps so far has been extremely encouraging and appreciative that such a program exists. For this reason, we are absolutely elated to bring this awareness to classrooms and beyond!

This program is very worthy of support. Please help us to help younger generations by donating ([www.hearhear.org](http://www.hearhear.org) or 514-488-5552, X 4500) or by volunteering your time and expertise.



Turn Down



Walk Away



Less Time



Protect

# IS THERE A LINK BETWEEN DIABETES AND HEARING LOSS?

By Jenny Turcotte, audiologist, Polyclinique de l'Oreille, partner of Groupe Forget

Diabetes is a chronic, incurable disease, but it can be treated and kept under control. This illness prevents the body from using sugar as an energy source. High blood sugar levels can cause long-term complications. Some of the most common—and most known—are heart disease, vision problems, kidney failure and nerve issues. It can also cause hearing problems.

All the studies on the subject done so far agree that the risk of hearing impairment is twice as high in diabetics as it is in non-diabetics.

## Why does diabetes affect hearing?

Diabetes creates pathological changes causing lesions in the blood vessels or the nervous system in the inner ear, which leads to sensorineural hearing loss. Changes in the cochlea have been observed in patients with type 2 diabetes. These changes cause hearing problems by affecting one or many parts of the inner ear such as the stria vascularis, external ciliated cells and the vessel walls of the basilar membrane.

## What factors increase the risk of hearing loss?

If diabetes is left untreated, there is an increased risk of developing hearing loss. **Fortunately, if blood sugar levels are monitored, people with diabetes have the same risk of hearing impairment as non-diabetics.** Out of all the different age groups, female diabetics between 60 and 75 are the most likely to develop hearing problems, as found in a study by Dr. Derek J. Handzo in the United States. This holds true for those whose blood sugar levels were not treated.

In fact, decreased hearing is, of course, a normal effect of aging. It was shown that diabetic women in this age group who control their blood sugar levels have the same level of hearing as the women who do not have diabetes.

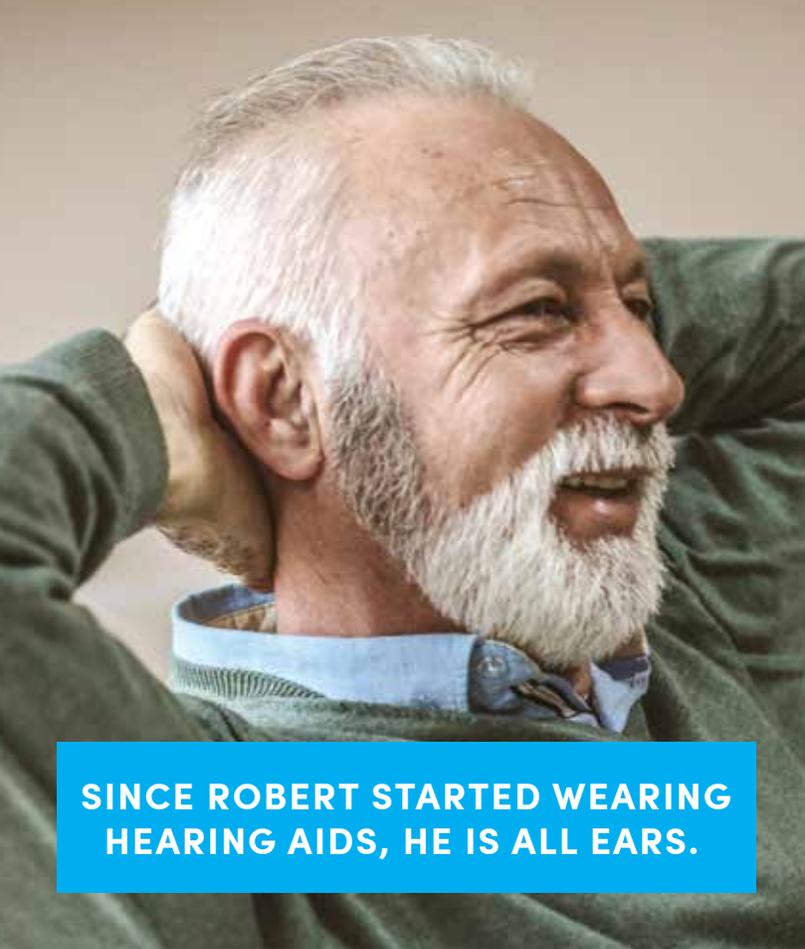
## What can you do to reduce the risks?

If high blood sugar is behind the risk of hearing loss (in untreated diabetes), it can be changed and regulated by taking medication (insulin, anti-diabetic medication, etc.) as well as following a special diet and becoming more active and healthy in general. Do not delay seeing a health professional. A doctor can tell you the best lifestyle changes to make and can recommend a hearing test if needed.

If you have hearing problems, make an appointment with a hearing health professional now!

“ All the studies carried out on the topic to date demonstrate that the risk of hearing impairment is twice as high in diabetics as it is in non-diabetics. ”





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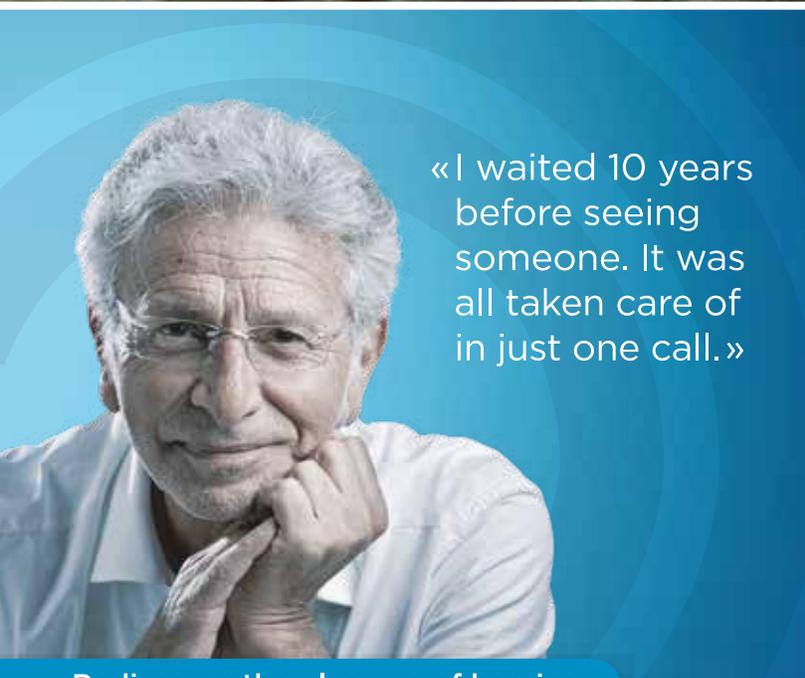
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