

HEAR  
HEAR

NEW

Fall 2016

look  
logo  
magazine

mission  
vision  
values

website  
pamphlets  
posters

MAGAZINE

formerly the Communicader

SECOND ANNUAL CONFERENCE

CHECKLIST FOR PEOPLE  
WITH HEARING LOSS



CLAUDIO BUSSANDRI SPEAKS  
TO CHIP MEMBERS AT AGM

FALL PROGRAM CALENDAR

HEAR  
hear!



CHIP

since 1979

# HEARHEAR

MAGAZINE

formerly the Communicader



**CHIP's** vision is a  
community  
where we can hear,  
be heard, and  
thrive!

**VISION**

**CHIP's** mission is to  
provide continuing  
programs, services  
and support for  
people affected by  
hearing loss.

**MISSION**

**GUIDING PRINCIPLES**

Accessibility  
Empowerment  
Sharing Knowledge  
Partnership  
Inclusiveness

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Hearing Loss Association of America (HLAA)  
hosts the HLAA Convention 2016  
and the International Federation of  
Hard of Hearing People (IFHOH)  
Congress

# ReSOUNDing Impact



History in the making! For the first time ever, the IFHOH came to America and joined forces with the HLAA in beautiful Washington DC for the 2016 Convention, from June 23-26, 2016-- with an international theme and more than 1800 attendees and special guest speakers from all over the world coming together for one purpose: helping people with hearing loss live their lives to their full potential.

The convention was organized with several tracks, such as workshops on advocacy, assistive technologies, hearing aids and cochlear implants, living your life, etc. A demo room was available for hands-on viewing and the exhibit hall was filled with cutting-edge programs and innovative technologies. Accessibility was a top priority. Everything had closed-captioning access and almost every convention room was looped. If members did not have a T-coil in their hearing aid, they could borrow an individual hearing loop.

Our fellow Canadian, Gael Hannan, was one of the event's



**5 Canadian women making a resounding impact on hearing loss!**  
Left to right: Ruth Warrick, Ph.D President of International Federation Hard of Hearing IFHOH / Glenn Martin, National Executive Director Canadian Hard of Hearing Association CHHA / Lorin MacDonald, National President CHHA / Heidy Wager, Executive Director CHIP Communicaid for Hearing Impaired Persons / Danya Morris, Administrative Assistant CHIP

special guest speakers. It was nice to see that Canadians were very well represented, with the Canadian Hard of Hearing Association (CHHA)'s new Executive Director, Ms Glenn Martin, and the new CHHA President, Lorin MacDonald, in attendance. A very proud moment was speaking with the President of the IFHOH, Ruth Warrick, and finding out she is a Canadian as well.

The convention was more than unique, inspiring and educational. It was a special networking opportunity that CHIP was very fortunate to be a part of. CHIP's participation in the Convention will have significant consequences as we make connections and work collaboratively in ways that impact Quebec and Canada.

One of those consequences is participation in a federally-funded project: the Social Development Partnerships Program--Disability Component(SDPP-D), which will study ways to improve the participation and integration of persons with disability in all aspects of Canadian society. CHIP is now a partner in this project and will be the only partner in Quebec. CHIP members will have the opportunity to contribute to the information that is collected through this project -- exciting news for CHIP members.

**CHIP's participation in the Convention will have significant consequences as we make connections and work collaboratively in ways that impact Quebec and Canada.**



Through networking at the conference, we met people and organizations that are very interested in the work we are doing at CHIP and would like to collaborate with us and share resources. We are in the process of planning the 2nd Annual CHIP Conference, and our programs and services for 2016/17 can expect to reap some of the rewards of our new connections.

It was extremely informative to participate in the many workshops. It was inspiring to hear what HLAA chapters were doing as well as the challenges they were facing and how they overcame those challenges. It was so rewarding to share what CHIP is doing and have other like-minded individuals value our work and want to partner together to further both our missions.



# Hearing aids have come full circle

Finally, there's a hearing device that lets you hear the way you should: **all the way around.**

*By Celine Lachance*



Until now, traditional hearing aids haven't been able to process sound fast enough to help you hear all the way around you. So they would focus just on the speech directly in front of you, and suppress everything else. This would help you hear the person you were looking at, but not much else. It wasn't perfect. But until now, it's been the best that hearing aids have been able to do.

## No more tunnel hearing

That's all changed with revolutionary new hearing instrument technology now available. Its processor chip is 50 times faster than previous devices built — a quantum leap in speed. That's fast enough to break out of the tunnel and help you hear in all directions, the way you were born to hear. And that's a giant leap in hearing device technology.

## All-around better hearing

When you open up your hearing to a full 360 degrees, a lot of good things happen. This revolutionary device adjusts and balances all the sounds around you, not just the ones directly in front of you.

It separates speech from noise and lets you focus on what's important. And because this device works in harmony with your brain to process sounds exceptionally fast, you get better speech understanding, less listening effort and you'll remember more of your conversations compared to previous hearing device models.



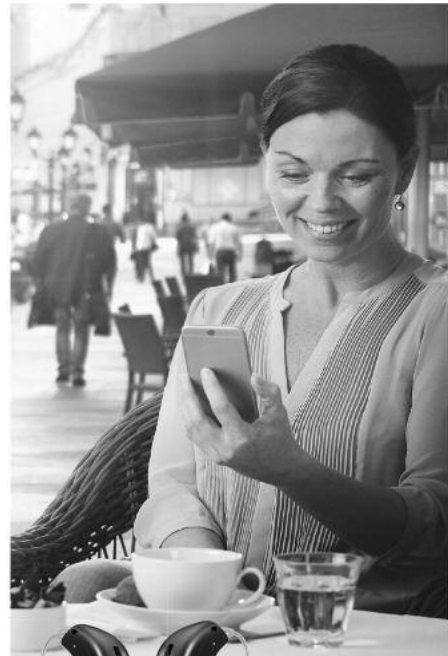
MARK & LACHANCE

Prothèses auditives - Hearing Aids

# Connect to the things that matter most

## A full range of wireless possibilities.

- On the go, the latest hearing technology syncs seamlessly with your mobile devices, turning your hearing aids into a wireless headset that you can control with an easy-to-use app. The app also has a “locate my hearing aids” feature if they are lost.
- At home, you can stream sound from your TV and radio directly into your hearing devices.
- Use the remote control with complete discretion to regulate volume, change programs or simply turn off your hearing aids.
- Through a unique cloud solution, hearing devices can be linked to the If This Then That (IFTTT) network. Imagine that your hearing aids are able to notify you when an e-mail is received, or inform you when someone rings your doorbell — all this is possible with new technology.



## Hearing aids help you fight mental decline by staying more socially engaged as you age.

A recent scientific study\* showed that people who actively use hearing devices have a lower risk of mental decline as they age because they tend to stay more engaged in an active social life. Staying in the game is the key. Healthy hearing helps.

\*Hélène Amieva, “Self-Reported Hearing Loss: Hearing Aids and Cognitive Decline in Elderly Adults: A 25-year Study,” Journal of the American Geriatrics Society.

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Westmount, H3Z 1R6**

**514-931-4555**



# Putting Self-care First:

*So much to do, so little time!*

Anyone who has ever flown in a commercial airplane has seen the flight attendant give the safety instructions: in the event of a loss in cabin pressure, you are informed, place the face mask on yourself before helping others. This makes perfect sense in such a context, but in our own daily living, it may seem odd. For some people, it is really challenging to think of oneself first.

As a coach, I see people who are burned out, exhausted and overwhelmed - and one of the major contributing factors is often a lack of self-care.

Self-care involves making the effort to consider various aspects of life (such as the physical, emotional, financial and professional components) and questioning ourselves. Am I living the life I want?

Do I feel there is a purpose to what I am doing? Are there things I could be doing better? Are my days balanced with rich moments of calm, some stimulating, creative or exciting tasks, time for others and time for myself?

These are just a few of the ways one can evaluate general quality of life.

If you have a hearing loss, there is an added layer of self-care needed.

Being hard of hearing can add stresses and frustrations, and there is a whole gamut of new skills and tasks that require our attention. We have to learn more about hearing loss in general and our own hearing in particular. Being knowledgeable medically is important in all aspects of our health and we may need to devote some time to reading

and consulting with professionals. Learning about hearing aids and assistive listening devices also takes time and effort, but it can make all the difference in making the very best of the hearing we have.

Developing the skills to advocate for our own needs can also be really challenging. It's a whole new skillset that takes persistence and patience-- and a sense of humour. It can be a time for grieving the hearing we had and facing the reality of relationships that can be more - or less - supportive than we may have expected. The courage to seek out supportive groups like CHIP (in Montreal), the Canadian Hard of Hearing Association, or Canadian Hearing Society can pay off in finding resources and a new community of supporters who have walked the same walk as you.

In order to guide the process of becoming an expert in your hearing loss, I have created a checklist of over 50 goals to strive for.

The items on this checklist are meant to be guidelines to strive for -- a sort of pathway to feeling in control of your hearing. You may find it necessary to have the assistance of a hearing health professional, an audiologist, an ALD technician, or a CHIP volunteer, peer mentor or instructor. A supportive family member or friend can also be a godsend. You may even want to try working with a coach!

**If you have a hearing loss, there is an added layer of self-care needed.**

So grab a pencil and a cup of your favorite relaxing beverage and see how you stand in evaluating your hearing-related competencies. You may find you have accomplished many of these items already -- good for you! Or you may feel overwhelmed and unsure where to start. Don't worry! In many cases, the goals will be long-term and require you to continue to learn and grow. And that's always a good thing.



by Martha Perusse

Martha Perusse is a Professional and Personal Coach and Speechreading Instructor at CHIP.

# A Checklist for Individuals with Hearing Loss

Over 50 competencies related to hearing  
and becoming the best you can be.



## Dealing with my hearing loss medically

- ☐ I understand the facts of my hearing loss (can "read" my audiogram)
- ☐ I can describe my hearing loss in specific terms (type, degree)
- ☐ I can discuss possible changes to my hearing with my hearing health professionals
- ☐ I see my ENT doctor on a yearly or biannual basis, as requested
- ☐ I have regular audiology appointments or mapping appointments for my cochlear implant, as needed

## Dealing with amplification and technology

- ☐ I understand how my hearing devices (hearing aids or implants) work
- ☐ I understand the advantages and limitations of hearing aids
- ☐ I see my hearing aid acoustician as often as needed
- ☐ I know about the Assistive Listening Devices (ALDs) that can help me
- ☐ I know how my ALDs work
- ☐ I see my hearing technology (ALD) professional as needed
- ☐ I check in with my acoustician and/or audiologist for any new technology on the market
- ☐ I know how to activate the captions on my television and use them when necessary
- ☐ I make use of technology such as smartphones (e.g. texting, Skype, Bluetooth technology) or computers (email, Skype or other real time video communication)

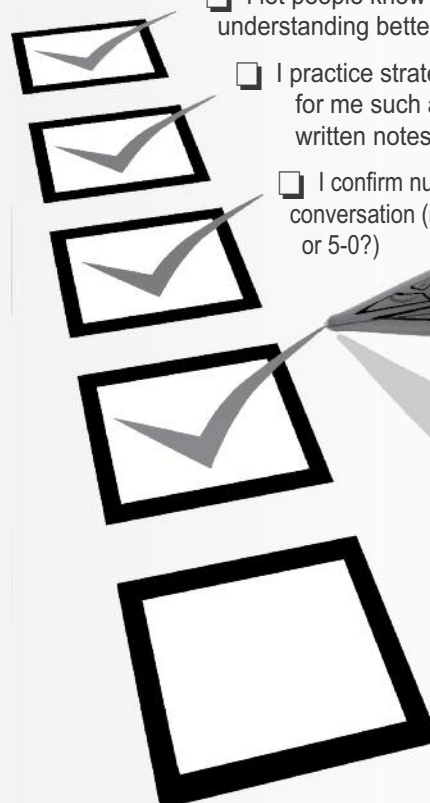
## Developing a knowledge base

- ☐ I stay informed about issues related to hearing loss (blogs, websites, magazines)
- ☐ I belong to an organization(s) that supports individuals with hearing loss (CHIP, CHHA, CHS, HLAA, etc.)
- ☐ I know about strategies for dealing with challenging listening situations (lighting, distance, noise, etc.)
- ☐ I know about devices that can help in challenging listening situations (such as FM systems, Bluetooth technology, hearing loops, infrared, adapted telephones)

- ☐ I know which devices I am eligible for under Medicare
- ☐ I know about cochlear implants, even if I don't have one
- ☐ I know which professionals I can ask when I have questions or concerns
- ☐ I know if I am eligible to receive financial credits or compensation because of my hearing loss

## Becoming my own advocate

- ☐ I eliminate background noise as much as possible in my home to help me use the hearing I have
- ☐ I am open to talking about my hearing loss and listening needs with my family and others
- ☐ I let unfamiliar people know I have a hearing loss when we start a conversation
- ☐ I ask people to repeat and rephrase when I don't understand
- ☐ I let people know what I need to make understanding better
- ☐ I practice strategies that work for me such as asking for written notes, asking for clarification
- ☐ I confirm numbers that arise in a conversation (is that 1-5 or 5-0?)



continued.....

For more information contact Martha Perusse at  
[martha@marthaperusse.com](mailto:martha@marthaperusse.com) or through CHIP at [info@hearhear.com](mailto:info@hearhear.com)



- ☐ I ask people to move to a better location with me if I need to for less noise, better lighting
- ☐ I choose restaurants/venues with better listening environments, if I can
- ☐ I arrive early at a meeting to get the best seating for me
- ☐ I prepare for stressful listening situations ahead of time as much as possible to minimize feeling isolated or overwhelmed (confirm the topic, ask a friend to clue me in, carry pencil/paper, talk 1 on 1 as much as possible, minimize bluffing)
- ☐ I choose group activities that are compatible with my level of hearing
- ☐ I know about interpreters (oral and sign language)
- ☐ I know about captions and use them at public events, such as movie theatres, and conferences, as needed
- ☐ I request and make use of ALDs at public events, such as lectures and conferences.

## Safety

- ☐ I wear a medic alert ID or carry the "blue card" from the Canadian Hearing Society, indicating my hearing loss
- ☐ I have a "broken ear" sticker on my Medicare card
- ☐ I have informed my physician, dentist, optometrist and others about my hearing loss and how best to communicate with me
- ☐ I have informed the fire department that I have a significant hearing loss
- ☐ I have the alerts that are helpful for me (flashing lights for door, phone, alarms)

## Self-care

- ☐ I know that having a hearing loss is physically exhausting and take care of myself
- ☐ I try to get as much sleep as I can
- ☐ I have developed techniques to help me relax when I feel overwhelmed (meditation, deep breathing, etc.)
- ☐ If I am feeling the need for counselling, I seek out professionals until I find one who is a good match for me.
- ☐ I have found ways to maintain my fitness and mobility despite my hearing loss
- ☐ I have friends with whom I can spend time when I need companionship
- ☐ I have hobbies and creative outlets that are satisfying to me

## Making improvements

- ☐ I have taken or am taking classes to help me communicate better such as speechreading, signed English, American Sign Language (ASL)
- ☐ I participate/have participated in aural rehabilitation to learn to use my hearing aids or cochlear implant, as appropriate
- ☐ I practice my skills (e.g. watching TV without sound or repeating phrases in a mirror, practice listening with others or using a computer program/app, as appropriate for my hearing loss)
- ☐ I practice strategies to help me understand on the phone, in poor lighting or in noisy situations

## Supporting others

- ☐ I am open to talking about my hearing loss when others question me
- ☐ I educate others about hearing loss in general
- ☐ I encourage those who are concerned about their hearing to seek help
- ☐ I share my experiences in groups
- ☐ I volunteer for an organization that supports those with hearing loss
- ☐ I informally support others with hearing loss



For more information contact Martha Perusse at [martha@marthaperusse.com](mailto:martha@marthaperusse.com) or through CHIP at [info@hearhear.com](mailto:info@hearhear.com)





2ND  
ANNUAL

# CHIP CONFERENCE

## A Call to Connect

Communication, Partnership and Community Building



KEYNOTE SPEAKER

**DR. LARRY MEDWETSKY**

Educational Audiologist

OCTOBER 26<sup>TH</sup>  
2016



Hearing Aid & ALD Exhibition

Afternoon ALD Panel

Young Adult Focus Group

**registration at 9am**  
LAYTON HALL 7010 Sherbrooke W.  
Montreal

[INFO@HEARHEAR.ORG](mailto:INFO@HEARHEAR.ORG)

**CONTACT 514-488-5552 (LOCAL 4500)**

**REGISTRATION BEGINS SEPTEMBER 1ST**

\$15 for CHIP members

\$20 for full-time students with ID

\$30 for non-members

includes refreshments and lunch!



ALL EVENTS WILL BE CAPTIONED



ASL INTERPRETATION AVAILABLE UPON REQUEST

# CHIP Interactive Program

*Read it, watch it, learn it, talk about it!*

The Lily Bernstein Resource Library is an interactive space which is accessible and available for members to use -- read, discover and browse all our resources related to hearing loss.

Do you need a small space to get together with your friends to play card games or your favorite board games? We have just the space for that. Or you can use one of the computer stations with complimentary internet.

General library hours for the Fall will be Mondays and Thursdays from 10 am to 3 pm in Room B134.

For information on times for specific activities or workshops, please refer to the Hear Hear Magazine, the website [www.hearhear.org](http://www.hearhear.org), email [chipresource@hearhear.org](mailto:chipresource@hearhear.org) or call 514.488.5552 ext. 4500



Thursday afternoons,  
1pm-3pm, Room B134

**September 29** – Setting up and using Email

**Oct. 13** – Experiencing the Web

**Nov. 17** – Using Facebook

**Dec. 8** – Using Skype



Monday Mornings,  
10 am- noon, Room B134

**Book:** *The Way I Hear It - A Life With Hearing Loss*

**Author:** Gael Hannan

Gael Hannan is a hearing loss advocate, writer, speaker and humorist, who grew up with a progressive hearing loss that is now severe-to-profound. Last year Gael was the Keynote Speaker at our 1st Annual Conference. If you need to order a copy of her book please make sure to indicate that on your registration sheet.

**Sept. 19** – Discuss Section One - *Looking in the Hearing Loss Mirror*

**Oct. 3** – Discuss Section Two - *Look Me in the Eye*

**Oct. 17** – Discuss Section Three - *Batteries Not Included: Hearing Technology*

**Oct. 31** – Discuss Section Four - *It's a Family (and Friends) Affair*

**Nov. 14** – Discuss Section Five - *Doing It the Hard (of Hearing) Way*

**Nov. 28** – Discuss Section Six - *Waiting for Our Name to be Called*

**Dec. 5** – Discuss Section Seven - *An HOH's Best Friends*

## MOVIES on Thursday afternoons from 1:00pm -3:00pm in room B134

.....

Sept. 22  
2016



**The Bélier Family** (2014) - 105 minutes

A hearing girl, who lives with her deaf parents and brother in France, discovers that she has the gift of singing and wants to go to Paris. In French, with English subtitles.

Oct. 20  
2016



**Wild Strawberries** (1957) - 90 minutes

After living a life marked by coldness, an aging Swedish professor is forced to confront the emptiness of his existence in order to find peace. (Black and White.)

Nov. 10  
2016



**Woman in Gold** (2015) - 110 minutes

Maria Altmann, an elderly Jewish refugee, takes on the Austrian government to recover artwork she believes belongs to her family. Based on a true story, starring Helen Mirren.

Dec. 1  
2016



**Still Alice** (2014) - 99 minutes

A linguistics professor and her family find their bonds tested when she is diagnosed with Alzheimer's Disease and struggles to stay connected.

# CHIP • Fall 2016 • Program

A yearly membership (March to March) and registration are required to participate in any of CHIP's programs and services.

Please return your completed membership (if applicable) and registration forms along with payment to the CHIP office. Payments can be made by cash or cheque (make cheques payable to CHIP). All forms may be found at our office or online at [www.hearhear.org](http://www.hearhear.org).

Please note that space for our speechreading classes is limited, so register early. In the event that there are fewer than 5 members registered for a program, we will postpone it until the next program session.

**Please inform us immediately if you need an assistive listening device or any other accommodations for class. We will do our best to meet your needs.**



## SPEECHREADING (Lip-reading)

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

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

### Beginners

Every Tuesday, 10 am - 12 pm  
September 20 - December 6 (12 classes)

### Intermediate

Every Tuesday 1 pm - 3 pm  
September 20 - December 6 (12 classes)

### Advanced

Every Thursday 10 am - 12 pm  
September 22 - December 8 (12 classes)

### West Island Satellite Sites

**FEE: \$25 for CHIP members**

**CENTRE BAYVIEW** (6th floor conference room)  
27 Lakeshore Dr. Pointe-Claire

### Intermediate

Every Friday 10 am - 12 pm  
September 16 - December 2 (12 classes)

### Beginners

Every Friday 1 pm - 3 pm  
September 16 - December 2 (12 classes)

**DORVAL - Sarto Desnoyers Community Centre**  
1335 Lakeshore Dr. Dorval (room 202)

### Advanced

Every Wednesday 1 pm - 3 pm  
September 21 - December 14 (12 classes)  
... NO CLASS on October 26 ...



## THE LILY BERNSTEIN RESOURCE CENTRE

**HOURS:**  
Mondays and Thursdays  
10 am - 3 pm

## INTERACTIVE PROGRAM • • • • • (see details page 10)

### Computer Workshops

Thursdays 1 pm - 3 pm  
(once a month)

**September 29** - Setting Up & Using Email  
**October 13** - Experiencing The Web  
**November 17** - Facebook  
**December 8** - Skype

### Movies (Closed Captioned)

Thursdays 1 pm - 3 pm  
(once a month)

**September 22** - The Béliér Family  
**October 20** - Wild Strawberries  
**November 10** - Woman in Gold  
**December 1** - Still Alice

### Book Club

Mondays 10 am - 12 pm  
(7 Discussion Sessions)

Book: The Way I Hear It - A Life  
With Hearing Loss  
Author: Gael Hannan

**Please inform us if you require  
CHIP to order this book for you**



## SOCIAL CLUB ACTIVITIES

### September 26

Apple Picking

### October 26

CHIP's 2nd Annual Conference  
(see poster page 9)

### November 21

To be announced

### December 9

CHIP's Annual Potluck  
(in the West Island this year).

## ALD PROGRAM

The ALD program is now open and we are happy to answer your questions about your assistive listening device needs and wants. **Please note we do not repair or sell equipment.** Meet one-on-one with one of CHIP's Peer Mentors. By appointment only, please call today! 514-488-5552, ext. 4550





## SEPTEMBER

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
12	13	14	15	16 Intermediate Speech-reading Bayview site 10 am to 12 noon Beginners Speech-reading Bayview site 1 pm to 3 pm
19 BOOK CLUB Room B134 10 am to noon	20 Beginners Speech-reading NDG site 10 am to 12 noon Intermediate Speech-reading NDG site 1 pm to 3 pm	21 Advanced Speech-reading Dorval site 1 pm to 3 pm	22 Advanced Speech-reading NDG site 10 am to 12 noon MOVIE Room B134 1 pm - 3 pm	23
26 APPLE PICKING	27	28	29 Computer Workshop Room B134 1 pm to 3 pm	30

## OCTOBER

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
3 BOOK CLUB Room B134 10 am to noon	4 Beginners Speech-reading NDG site 10 am to 12 noon Intermediate Speech-reading NDG site 1 pm to 3 pm	5 Advanced Speech-reading Dorval site 1 pm to 3 pm	6 Advanced Speech-reading NDG site 10 am to 12 noon	7 Intermediate Speech-reading Bayview site 10 am to 12 noon Beginners Speech-reading Bayview site 1 pm to 3 pm
10 CHIP OFFICES CLOSED NO programs	11	12	13 Computer Workshop Room B134 1 pm to 3 pm	14
17 BOOK CLUB Room B134 10 am to noon	18	19	20 MOVIE Room B134 1 pm - 3 pm	21
24	25	26 CHIP's 2nd Annual Conference	27	28
31 BOOK CLUB Room B134 10 am to noon				

# FALL 2016

# Calendar



## NOVEMBER

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	<b>Beginners Speech-reading NDG site</b> 10 am to 12 noon <b>Intermediate Speech-reading NDG site</b> 1 pm to 3 pm	<b>Advanced Speech-reading Dorval site</b> 1 pm to 3 pm	<b>Advanced Speech-reading NDG site</b> 10 am to 12 noon	<b>Intermediate Speech-reading Bayview site</b> 10 am to 12 noon <b>Beginners Speech-reading Bayview site</b> 1 pm to 3 pm
7	8	9	10  <b>MOVIE Room B134</b> 1 pm - 3 pm	11
14  <b>BOOK CLUB Room B134</b> 10 am to noon	15	16	17  <b>Computer Workshop Room B134</b> 1 pm to 3 pm	18
21 <b>SOCIAL CLUB ACTIVITY</b> to be announced	22	23	24	25
28  <b>BOOK CLUB Room B134</b> 10 am to noon	29	30		

## DECEMBER

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
			<b>Advanced Speech-reading NDG site</b> 10 am to 12 noon  <b>MOVIE Room B134</b> 1 pm - 3 pm	<b>Intermediate Speech-reading Bayview site</b> 10 am to 12 noon <b>Beginners Speech-reading Bayview site</b> 1 pm to 3 pm
5  <b>BOOK CLUB Room B134</b> 10 am to noon	<b>Beginners Speech-reading NDG site</b> 10 am to 12 noon <b>Intermediate Speech-reading NDG site</b> 1 pm to 3 pm	7 <b>Advanced Speech-reading Dorval site</b> 1 pm to 3 pm	8  <b>Computer Workshop Room B134</b> 1 pm to 3 pm	9 <b>CHIP's Annual POTLUCK</b> in the West Island 
12	13	14		

PULL - OUT CALENDAR

# Making the MOST of the HEARING we have since 1979

## CELEBRATING OUR PAST & HONOURING OUR ROOTS

In every logo, in every heading, in every snapshot, the enthusiasm and commitment of those who built CHIP's community from its original two members to its hundreds today are captured in print. The organization's archives stand as a testament to the potential of grassroots initiatives and the dedication of its volunteers, board, and associates.

It is here we look for inspiration as we plan for the future.



1984



1985

C.H.I.P.  
C.A.P.A.

1987



1995





Original HearHear.org layout

## WHAT'S NEXT: VISIBILITY, ACCESSIBILITY & FUNDING

Over the summer, CHIP took on an ambitious Communications project. An updated website, additional program planning and new communication tools, such as brochures and poster designs, were developed to make CHIP more visible in the community and accessible to people. This will appeal to the broader membership and aid in funding and volunteer initiatives.

At the heart of this effort is the aspiration to reach more of those who might benefit from our services and garner the support that will make it possible to do so.

This is an exciting chapter in CHIP's ever-unfolding story. The next page turns with optimism and anticipation at what is to come.

New  
WEBSITE  
coming  
*this Fall*

HearHear.org



2011

2015

2016



## BY THE WAY...

### News for People Affected by Hearing Loss



by  
**Dale Bonnycastle**

As I write this article, the traumatized residents of Fort McMurray are returning to their homes. The terrible forest fires got out of control and evacuations occurred in early May. Ironically, the first week of May has been designated by the Government of Canada as Emergency Preparedness Week. This annual, national event is co-ordinated by Public Safety Canada. Their goal is to inform and assist people in taking action to protect themselves during an emergency and to be prepared for them. This year's theme is "Plan, Prepare, Be aware" (see [www.getprepared.gc.ca/index-en.aspx](http://www.getprepared.gc.ca/index-en.aspx))

How can we prepare for emergencies and what special considerations do hard-of-hearing people have to deal with? The following information is a brief summary from the Government of Canada websites dealing with emergency preparedness. These websites outline the three steps involved in emergency preparedness. They are: 1) knowing the risks, 2) making a plan and 3) having an emergency kit ready. Step number one involves knowing what hazards and emergencies could occur in your neighborhood. Montreal has certainly had its share of power failures and bad storms. What other

hazards could possibly happen in the Montreal area? A hazardous chemical spill, an industrial or transportation accident, fires, bomb threats? To better know the risks in your community consult the website [www.getprepared.ca](http://www.getprepared.ca). Hopefully, you will never encounter these emergencies, but if you do, it would possibly necessitate a rapid evacuation with a delayed return to home.

### How can we prepare for emergencies and what special considerations do hard-of-hearing people have to deal with?

It is essential to have a grab-and-go kit ready for an emergency. This kit should be easy to find and carry. It should include: flashlights and extra batteries; a battery-operated radio; food; water; blankets; a first aid kit; medication and an up-to-date copy of your prescription listing; copies of personal documents

and your emergency plan; your contact list; money; extra car and house keys.

In addition to these basic supplies for emergencies, individuals who are hard of hearing should consider bringing the following:

- hearing aid batteries and possibly a spare hearing aid (if you have one) in case one aid gets lost;
- extra flashlights and batteries. If you are a lip reader, good lighting is essential for communication. The flashlight should be aimed at the speaker's chest, not face.
- Though it is advised to have a battery-operated radio in the kit, this may or may not help a person with a hearing loss. A smartphone or iPhone or some other mobile device may be your link to communication and to knowing what is going on. Certain radio stations, like CJAD, send out alerts to these devices.
- pen, pencils and a pad for writing notes when you cannot hear well
- a spare charger for your devices in your kit is a great idea, though you will need to have access to a power source for actually recharging.



In the case of a rapid exit via car, you will need an emergency kit for the car with many of the items listed above as well as road flares, a small shovel, etc. It is also great to have a provincial map in the car as well as sufficient windshield-wiper fluid and salt/sand.

Hearing loss is an invisible disability. First responders and emergency personnel need to know you are hard of hearing and *not* non-compliant. Do what you can to make your hearing loss known and more visible:

- wear a MedicAlert bracelet;
- have the “blue card” (the Communicard, from the Canadian Hearing Society) in your wallet;
- put the broken-ear sticker on your medicare card or somewhere prominent, where it will be noticed.

A person with a hearing loss might not hear instructions from authorities in the case of a sudden evacuation. Let the people in charge know about your hearing loss -- even a quick gesture pointing to the ear gives them a clue. You will find more suggestions in the Government of Canada Emergency preparedness guide for persons with special needs /disabilities.



**Hearing loss is an invisible disability. First responders and emergency personnel need to know you are hard of hearing and *not* non-compliant. Do what you can to make your hearing loss known and more visible.**

Everyone should develop an emergency plan. This would include a plan to meet or contact your family if you had to evacuate. You need to know all exits from your home, apartment, or workplace. What is the best route to leave your neighborhood quickly, and are there more than one? Where is a safe place to meet your family if you cannot return home?

Use stairs, not elevators, in an emergency. If you cannot use stairs, alert emergency personnel in your hometown. If you have special needs and require assistance in the case of an emergency, it is advisable that you register with the fire department. The Montreal Fire Department has an Emergency Evacuation Assistance Program for persons with handicaps or impaired mobility. You can register with the fire department by filling out the appropriate registration form and mailing it in. These forms are available in the CHIP office. They are also available on the following website: [www.ville.montreal.qc.ca/sim/en/registration-emergency-evacuation-assistance-program](http://www.ville.montreal.qc.ca/sim/en/registration-emergency-evacuation-assistance-program). You may also call the fire department at 514-872-3775.

## BY THE WAY...

It is advisable to keep copies of important documents, such as insurance policies, wills, passport number in a safe place, outside the home -- for example in a safety deposit box.

If you have special health needs, it is advisable to have a list of family members, friends, and health care providers who know your situation and understand your special needs.

If you wish to purchase an emergency kit, the Canadian Red Cross has kits available to purchase on its web site.

For more information on Emergency Preparedness you may contact the Ministre de la sécurité publique at 1-866-644-4545 General information (Services Québec) : 1-877-644-4545 [www.securitepublique.gouv.qc.ca/en/accueil.html](http://www.securitepublique.gouv.qc.ca/en/accueil.html)

### References:

Government of Canada - Get Prepared  
[www.getprepared.gc.ca/index-en.aspx](http://www.getprepared.gc.ca/index-en.aspx)

Government of Canada - Emergency Preparedness Guide for People with Disabilities/Special Needs  
[www.getprepared.gc.ca/cnt/rsrscs/pblctns/pplwthdsblts/index-en.aspx](http://www.getprepared.gc.ca/cnt/rsrscs/pblctns/pplwthdsblts/index-en.aspx)

Emergency Evacuation Planning Guide for People with Disabilities, June 2016 - Chapter 4: Building an Evacuation Plan for a Person Who is Deaf or Hard of Hearing

Your Emergency Preparedness Guide  
<http://www.getprepared.gc.ca/cnt/rsrscs/pblctns/yprprdnssgd/index-en.aspx>

Emergency Car Kit  
[www.getprepared.gc.ca/cnt/kts/cr-kt-en.aspx](http://www.getprepared.gc.ca/cnt/kts/cr-kt-en.aspx)

Where to Buy an Emergency Kit  
[www.getprepared.gc.ca/cnt/kts/by-kt-en.aspx](http://www.getprepared.gc.ca/cnt/kts/by-kt-en.aspx)



## Inspiration

# My Hearing Journey



by  
**George Vogen**

A hearing aid for the defective ear solved my problem for almost a decade, when the left ear also succumbed. Without the use of hearing aids I am now profoundly deaf, unable to hear any vocal sounds unless they are screamed at me inches away directly into my ear. The problem was severe. The solution was not a lot better.


Though I was unaware of it, I began to damage my hearing as early as twelve years of age. I spent summers in Northern Manitoba prospecting for gold with my thirteen-year-old brother and a seventy-year-old family friend. We canoed and dynamited our way across the province, hoping to make a strike. We did, but that's another story. At sixteen to eighteen years I worked as an underground miner in Northern Ontario and in Yellowknife NWT, using pneumatic drills and regularly blasting as many as three or four hundred sticks of dynamite at a time. Ear protection was not considered important. From there, I spent seven more years in the field with the CNR, another notorious source of noise, particularly in the dying years of the steam era.

I was unaware my hearing was being affected. A few years later I transferred to Montreal's CN Headquarters working as a project manager, which entailed many hours on the phone and in conferences. My right ear began to noticeably weaken. Because I was left-handed and held the phone to my right ear, my word reception was not

always accurate and people began to complain. I saw no problem because my left ear was still fine for face-to-face conversation and disguised the fact that the right ear was failing. Eventually, now some forty years past, I ended up in an audiologist's clinic. A hearing aid for the defective ear solved my problem for almost a decade, when the left ear also succumbed. Without the use of hearing aids I am now profoundly deaf, unable to hear any vocal sounds unless they are screamed at me inches away directly into my ear. The problem was severe. The solution was not a lot better.

Regular visits to my audiologist were helpful. The difficulty rested with me for the first few years, not the acoustician. I tried a variety of hearing aids, some adjusted for volume, others for clarity - high/low decibel reception, etc. I was convinced the government Behind the Ear hearing aids were of inferior quality and was given two or three superior options to test, each in turn lacking in one way or another. I couldn't convince myself to invest in much pricier devices to get an "aid" that might be only marginally





Over time, I have learned to manage my hearing impairment, but I look with envy at others who are more technically savvy than I, and have found various ways to enhance their hearing reception and understanding.

superior to the government issue. Many fellow sufferers felt that tiny in-the-ear aids were more effective, but that was not my experience. At some point the audiologist turned me on to the CHIP speechreading classes.

The classes turned out to be a blessing, although improvement didn't happen overnight. I floundered along in class for a year or two. Friends saw little increase in my communication ability. Their inordinate expectations were based on programs they saw on TV. I was getting discouraged, but secretly knew that slow progress was my own fault. I didn't practice except during the weekly class. But one day, almost subconsciously, I realized my regular encounters with others were bringing about change. My strategies were also becoming more explicit. I found myself staring more intently at people such as bank tellers and grocery store clerks. It didn't hurt that I had no qualms about informing them of my difficulties. In fact, many of the regulars I dealt with looked forward to joking with me and would engage in repartee just for fun. We would often laugh uproariously when I told them what I had seen them say compared to what they actually said. In this way, I added to my coping philosophy for folks with a hearing impairment, "laugh at your foibles and the world

laughs with you - hide them and the world laughs at you." Let me give you an example.

At "Hope and Cope," in an area of the gym where only cancer patients are allowed, a middle-aged woman came in, obviously for the first time, displaying beginner's nerves. I went over to her, introducing myself, and asked her what she liked to be called. She was from Poland, had a thick Slavic accent and shyly gave me a name that to me was a melange of incomprehensible vowels and consonants. I asked her four times to repeat it, finally explaining my hearing situation, and asking whether she would mind spelling her name. She was pleased that I cared and we shared a real good laugh at ourselves. She is now a friend and we spend many pleasant moments as comrades-in-arms should.

Over time, I have learned to manage my hearing impairment, but I look with envy at others who are more technically savvy than I, and have found various ways to enhance their hearing reception and understanding. I see folks using devices that allow them, in some measure, to isolate sound sources to meet their specific needs, e.g. T.V., telephone, restaurants, group

discussions, etc. I listen carefully as they describe how such things help and how easy they are to obtain and connect. However, I am, as Justin Trudeau said recently, "left in their dust." Even getting words to show at the bottom of the TV screen for programs so formatted has so far defeated my efforts, although a CHIP friend is helping me currently. So I am hopeful.

However, I do have others who also help. With the assistance of the technical people at MAB-Mackay I have received accessories through medicare, such as flashing light audible doorbells, shake-awake bedroom alarms, sound and light equipped smoke alarms, as well as a telephone system with a volume-adjusting feature. All these devices are much appreciated.

All in all, I am grateful for the help and advice I receive from audiologists, technicians, fellow students and teachers at our weekly CHIP speechreading classes. Without their support, I would feel isolated and alone with my problem, whereas attending the classes and mixing with others of an understanding bent has enabled me to consistently improve my communications with others in all situations. What I once saw as a major complication has been alleviated to a certain extent through participation in CHIP speechreading classes and associated activities. These have become pleasurable and essential parts of improving my daily hearing-related coping skills. I can now approach my eighty-sixth year with a very positive, communicative attitude.

# CHIP 2016 AGM *Highlight:*

**Claudio Bussandri talks about the World Wide Hearing Foundation and shares his top ten tips for people with hearing loss**

Claudio Bussandri spoke in June at CHIP's 2016 Annual General Meeting. He told the audience about growing up with hearing loss, his school and university days, his business experience and his latest venture: World Wide Hearing Foundation International.

Claudio was diagnosed with a severe hearing loss at age 6 and managed to successfully continue attending "regular" schools without amplification, though with the support of a speech

therapist. It was not until he began at McGill that the size of the classes began to impact his education. Fortunately, McGill provided him with a bursary to allow him to get two hearing aids, which made a huge difference for him. He graduated with honours in Engineering in 1969 and obtained an MBA, also from McGill, in 1976. A successful business career followed, during which Claudio served as President of Lantic Sugar and later, President and CEO of McKesson Canada, the largest diversified healthcare services company in Canada.

Currently, Claudio is a board member of several business associations and serves as Chairman of the Board of the McGill University Health Centre (MUHC). Claudio is also the Chairman of World Wide Hearing Foundation International

and one of its founding members. He and Audra Renyi, Executive Director of World Wide Hearing Foundation International spoke about the wonderful work that the WWH Foundation carries out. The mission of the WWH is to provide opportunities for hearing-impaired individuals to realize their full potential as productive members of society. Since 80% of individuals worldwide with hearing loss are not able to access good services or audiological care, WWH has developed several projects in developing countries to train local individuals to fit hearing aids. These hearing aids are offered free of charge by WWH and the local providers become respected and valuable local business people. The goal is for long-term, sustainable hearing care in places where there had previously been little to no services. See the [www.wwhearing.org](http://www.wwhearing.org) site for more great information.

As a high-powered businessman with a significant hearing loss, Claudio has developed strategies that help him in his daily life as a family man, businessman and philanthropist.

## **Claudio Bussandri's Top Ten Tips for Living with a Hearing Loss**

- Find a patient, sympathetic partner: he credits his wife with patience and a sense of humor.
- Always disclose your hearing loss.
- Project confidence, even if you sometimes feel less than confident.
- Use the best technology. Don't skimp on base-line hearing aids or other technology IF there are more expensive devices that can help you better.
- It takes time to get used to new technology. Give your brain a chance to rewire itself. Don't develop ITD ("in the drawer") syndrome.
- Paraphrase what you think you heard (active listening). He has found this to be extremely helpful in the business setting as well as socially.
- **Don't bluff.**
- In a group: Ask for one conversation at a time.
- Observe people's body language and facial expressions for extra clues to communication.
- Having a hearing loss is a struggle, but it can make you stronger.





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## Helping people since 1952

# Learning to *break* the cycle of TINNITUS



by  
**Dana Manolache**

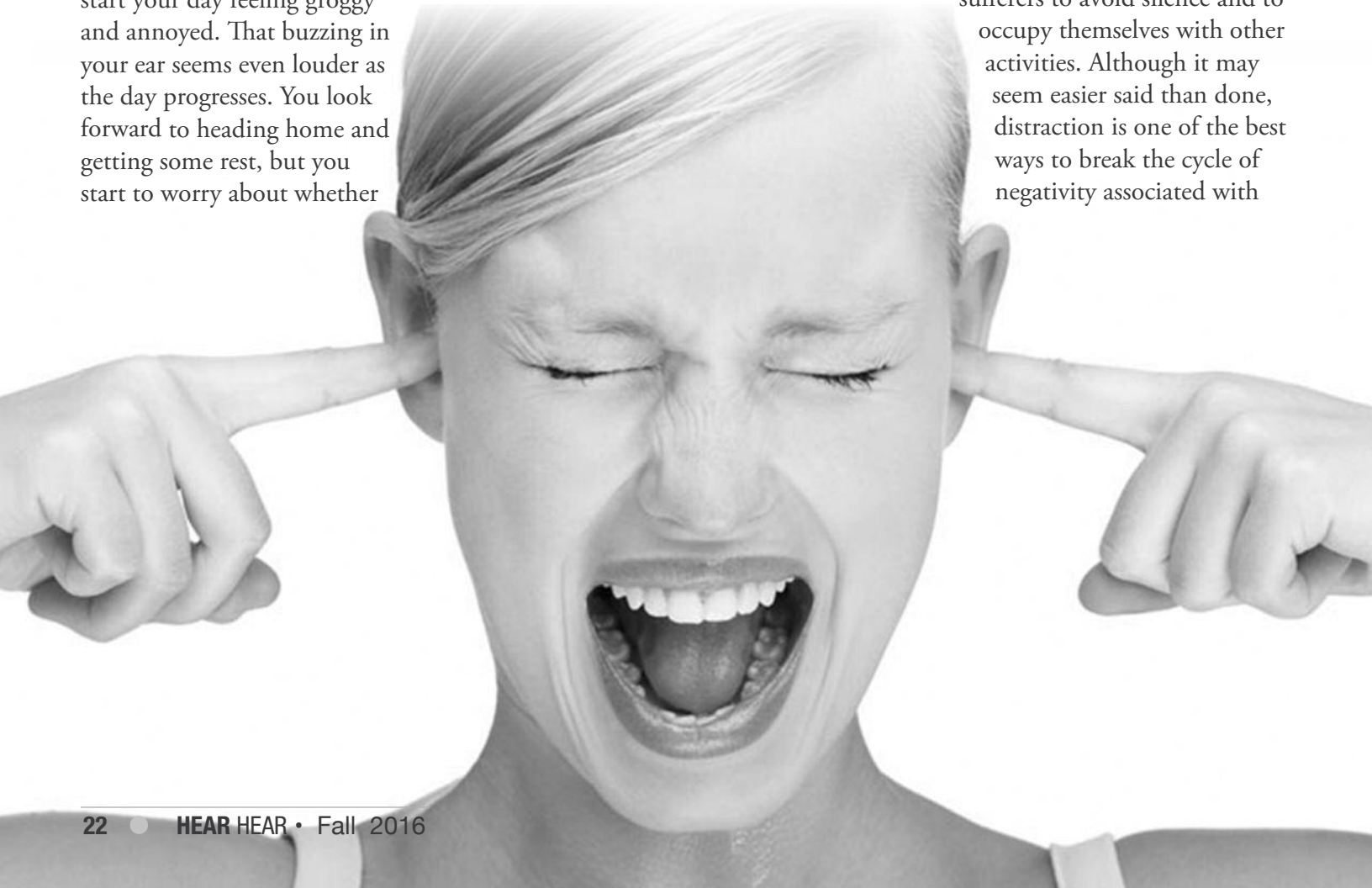
After a long and tiring day, you can hardly wait to get a well-deserved good night's sleep. You get ready, turn off the lights in your room and lay down on your bed. You are about to doze off when you suddenly notice a strange buzzing sound inside your ear. The more you focus on it, the more noticeable it becomes. A few minutes go by, and you cannot fall asleep anymore. After a seemingly restless night, you start your day feeling groggy and annoyed. That buzzing in your ear seems even louder as the day progresses. You look forward to heading home and getting some rest, but you start to worry about whether

you will be able to sleep tonight. Without realizing it, you have just triggered the cycle of tinnitus.

Many of us have, at one point in our lives, experienced that annoying ringing or buzzing in our ears, also known as tinnitus. In fact, tinnitus affects 10-15% of the Canadian population, and about 5% of sufferers describe their tinnitus as severe. The term, which may have been coined as early as the first century, refers to the perception of sound in the absence of any external noise. The sound may originate in one or both ears or inside/outside the head, and can present as

ringing, buzzing, clicking, pulsing, whistling, or roaring, among others. For some people, tinnitus is a temporary annoyance that does not disturb everyday activities. For others, it can become a chronic or permanent condition that interferes with sleep, concentration, employment, relationships, and overall quality of life.

I started this article with an example of the cycle of tinnitus to introduce a strategy that is crucial in the management of tinnitus: distraction. Because anxiety is a key element in the exacerbation of tinnitus, audiologists often tell sufferers to avoid silence and to occupy themselves with other activities. Although it may seem easier said than done, distraction is one of the best ways to break the cycle of negativity associated with





***For some people, tinnitus is a temporary annoyance that does not disturb everyday activities.***

***For others, it can become a chronic or permanent condition that interferes with sleep, concentration, employment, relationships, and overall quality of life.***

tinnitus. When you focus on other things besides your tinnitus, you are helping your brain to rewire itself. Whether it is reading, listening to music, watching a movie, or enjoying a social activity, distraction helps reduce the anxiety that often accompanies and aggravates tinnitus. There are several tools that can help tinnitus sufferers refocus their attention. Masking refers to the use of an electronic device to produce sounds that can cover up the tinnitus. For instance, noise generators may be used at night to help tinnitus sufferers fall asleep.

Another option is a tinnitus instrument, which serves as both a hearing aid and masker for individuals with hearing loss.

Although the term tinnitus has been around for a long time, our understanding of the condition has greatly evolved throughout the years. In the past, some sufferers

were told that there was no treatment for their tinnitus and that they would simply have to learn to live with it. We now know that there are, in fact, numerous ways to manage tinnitus and that sufferers should not despair. For those who experience tinnitus, you should first consult your general practitioner to rule out any treatable medical cause. A visit to the audiologist or ENT doctor may follow in order to conduct further testing and initiate a treatment plan. The important thing is not to lose hope and to remember that there is help out there for you.

On a final, more personal note, I would like to mention the importance of prevention. Tinnitus has been linked to noise exposure among other things, and recent studies have found increasing levels of tinnitus in youth. As an audiology student, I have become much more aware and cautious of noise exposure. Unfortunately, we

***Tinnitus has been linked to noise exposure among other things, and recent studies have found increasing levels of tinnitus in youth.***



live in a world where noise pollution is becoming more and more common, and it is difficult to protect ourselves from it. Every time I take the metro, I see young people with music blasting from their headphones, and I cannot help but worry about the long-term impact on their hearing. Please protect your ears, and remind family members and friends to do so as well, because prevention is the best cure.

If you would like more information about tinnitus, please feel free to consult CHIP's library or your health care professionals.

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## About the Author

Dana is an Audiology student at the Université de Montréal. She recently started volunteering at CHIP and is excited for the opportunity to work alongside the hard-of-hearing community. She hopes this experience will help her to become an audiologist who is more attuned to her patients' needs.





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