

HEAR HEAR MAGAZINE

formerly the Communicader

Spring
2017



**A NEW MOM with
Hearing Loss pg.16**

**Save the Date:
AGM May 31st, 2017**

**Help us LOOP
CHIP pg.18**



HEARHEAR

MAGAZINE

formerly the Communicaid



We're
social!



Facebook
Instagram
LinkedIn

find us at
"chiphearhear"



visit our new
website

Hearhear.org



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

CHIP *in!*

Donate • Volunteer • Become a member

GUIDING PRINCIPLES

Accessibility
Empowerment
Sharing Knowledge
Partnership
Inclusiveness

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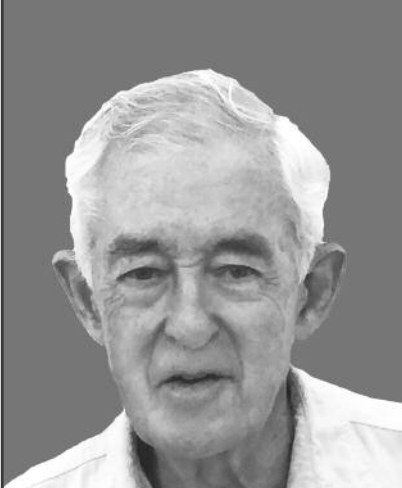
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President's Message

Greetings, members and friends of CHIP.

The projects to streamline and modernize our organization under the direction of our Executive Director are proceeding well. The new website is up and running and our social media and content management systems are coming to fruition.

Our second annual conference was a great success. Participants reported enjoying the speakers and their topics, as well as the opportunity to learn more about hearing loops and other technologies. For the first time, a separate session was offered to professionals in the field of hearing loss and this was also very well received. In addition, it was gratifying to see the number of specialist organizations with display stands and the calibre of their representatives who were present to support this event. CHIP's unique programs and services continue to be highly effective and commended by the participating members.

But we must still work hard to get the word out that CHIP's methods will reduce isolation and increase self-confidence.

People with hearing loss are found at all ages and in all walks of life. Hearing can be lost due to illness or accident, from noise in the environment and sometimes spontaneously, for no apparent reason. And, of course, from age. Above age 65, one person out of three has a significant loss of hearing. Hearing loss typically causes stress and frustration and can lead to a deep sense of isolation.

At our 2016 AGM

I asked that each of us do a favour to a hard-of-hearing person we know and introduce him or her to CHIP and our programs.

Let's continue this effort!

CHIP provides support to adults in all age groups and with all degrees of hearing loss. Reflecting the hard-of-hearing community that we serve, CHIP also has members and volunteers in all age groups. The younger people, whose drive and initiative have been critical factors in our success, have also been key to keeping us up to date with regard to CHIP's administrative systems and aware of the latest developments in hearing aids and assistive listening devices.

Our senior members are, for the most part, participants in our speechreading and communication strategy classes, where CHIP's continued support provides ample opportunity for the necessary learning, revision and practice. They also make up most of our clients for our Assistive Listening Devices (ALD) services.

Hearing loss statistics would lead us to conclude that most of us will have a relative, a friend or a neighbour who is hard of hearing and would benefit from the help and support that CHIP can provide through our programs and services. CHIP's message can most effectively be delivered in a face-to-face, one-on-one conversation -- a conversation with a person who is known and trusted.

With this fact in mind, at our 2016 AGM I asked that each of us do a favour to a hard-of-hearing person we know and introduce him or her to CHIP and our programs. Let's continue this effort!

David Tait, President.



What is

ACCESSIBILITY

and How Can You Advocate to Get It?



by **Eva Basch**

Accessibility for a person with hearing loss means understanding what is being said, when it is being said:

- with family, friends, acquaintances and strangers
- in person or at a distance
- in a public place or a private home
- while at a religious service, lecture, school
- at a medical appointment, court, bank
- at a restaurant, book club, gym, shopping

Here, there, everywhere!

If someone with good hearing can hear it, the person with hearing loss has the right to hear it too. Communication is a foundation of our lives and a basic human right. Here is a step-by-step walkthrough for how to gain accessibility in your personal life, including personal testimonials from CHIP members.

Step 1: Define what accessibility means for you.

For someone with a mobility impairment, accessibility may mean a wheelchair, a walker, an elevator or a ramp.

For a person with visual loss, it may mean braille, a magnifier or a seeing-eye dog.

If you have a hearing loss, accessibility may mean some or all of the following:

- a well-fitted and adjusted hearing aid
- assistive listening device(s) (ALDs) to help you hear better
- alerting devices.
- a hearing ear dog
- good lighting
- a quiet environment
- optimum seating at a lecture or meeting
- captioning/subtitles for television & movies
- a sign language or oral interpreter
- a public place that is looped and/or has a good sound system
- people speaking into a microphone
- real-time captioning at a public event
- surtitles at the theatre
- Skype or Facetime
- visual cues
- communication partners who speak clearly, and are willing to make accommodations for your specific needs.

Step 2: Educate yourself about your specific hearing and listening needs.

This may involve:

- **staying informed** about issues related to hearing loss (blogs, websites, magazines)

- **joining organizations** that support individuals with hearing loss, such as CHIP
- **taking classes** (Speechreading, Signed English, ASL) where you can learn more about the many accessibility options available to you
- **attending workshops** and conferences (such as those offered by CHIP)
- **communicating** with hearing health professionals and other people with hearing loss (CHIP members, peer mentors, instructors)

"I read in a handout from speechreading class that I could ask the acoustician to activate the telecoil on my hearing aid. For the first time in many years I was able to hear on the telephone without straining, by just flicking on the T-switch."

Step 3: Be willing to disclose your hearing loss.

Telling people about your hearing loss may be hard at first. You may feel self-conscious, or embarrassed, or you may not want to bother people, or appear needy. It is often especially difficult to approach this subject with family and close friends. However, many people with hearing loss have confided in me that it gets easier every time they do it.

Willingness to disclose means:

- **admitting to yourself** that you have a hearing loss
- **knowing** that people won't understand your accessibility needs unless you tell them
- **being prepared to tell them** what they can do to make it easier for you to understand

"I used to be embarrassed to let people know about my hearing"

"I leave an outgoing message on my answering machine that says, 'Please speak slowly and clearly. I have a hearing loss.' My message is slow and clear and gives the model of how I would like the callers to speak."

problems. I have a deaf neighbour and I remember being shocked about how she wears her hair in a ponytail, and displays her hearing aids for everyone to see. At my speechreading class, I learned why it's important to let people know that I'm hard of hearing."

Step 4: Advocate for yourself (self-advocacy).

Once you have identified what accessibility means to you and you are ready to disclose your hearing loss to others, you can progress to advocating for yourself.

Self-advocacy means making specific request(s) for accessibility, by:

- **informing** others that you have a hearing loss
- **explaining** what they can do to make it easier for you to hear and understand
- **repeating your requests**, since change takes time and people often forget
- **asking politely**, since that is the best way to get results

"I was scheduled to go to the theatre, and my friend purchased tickets in row G. I called the theatre, and explained my hearing loss, and was given second row tickets! It made all the difference in the world. I enjoyed the play."

"I visited a restaurant the afternoon before I was planning on going out, and explained my noise concerns to the manager. We chose a table together in a quiet location. When we arrived for dinner, we were shown to that table and

the manager lowered the volume of the music without me asking him to do so! The moral of this story? When people know how they can be of help to you in coping with your hearing impairment, it is not unusual for them to be willing to help. But it's up to you to let them know how they can help."

"I teach in a postsecondary institution, and used to be frustrated when I couldn't hear my students' comments and questions. Now I tell them, 'Sit near the front, or wait until the break to speak to me, or submit your questions in writing.'"

Step 5: Advocate for others

Once you have begun advocating for yourself, you may want to use that confidence and experience to advocate for others.

This may involve:

- **volunteering** for an organization that supports your cause
- **speaking up** when you notice that a venue is not accessible
- **encouraging people you know** to become members of an organization that supports people with hearing loss
- **informing other people with hearing losses** what they can do to gain accessibility
- **reminding hearing health professionals** about their obligations towards their patients and clients
- **writing** articles, blogs and letters to the Editor
- **lobbying** your MNA, MP or mayor to improve accessibility legislation (*see also article on pg.12*)

"At the airport I told the airline agent that I had a hearing loss. I was relieved when she came over and pre-boarded me. It reduced the stress of missing the boarding call."

- **posting** articles regarding accessibility on social media

"At a concert, the speaker didn't want to talk into the mic. I said I couldn't hear her, and then she did use the mic. After the concert, a few other people came up to me and said, 'Thank you for speaking out. That helped me!'"

"I met a lady at the hearing aid centre. I asked her how she was managing. She said she found it hard. I asked, 'Do you know CHIP?' 'No.' I said, 'I'm a member, and I'm taking speechreading, and CHIP offers a lot of programs.' She said, 'I don't want programs, I just want to hear and understand better.' So I gave her a CHIP membership form."

One of the most important things I have learned from CHIP members in my speechreading classes is that when they become informed and speak up for themselves, they feel less isolated, more self-confident, and more empowered.

Advocacy works. I know, because I have seen the results. I encourage you to try it. You will be amazed at how much you and others will benefit!

For more information and article links, please go to our website at www.hearhear.org

Eva Basch is a retired educational oral interpreter, and has been teaching speechreading at CHIP for over 15 years. She and her husband are the parents of two adults with profound hearing losses. Eva advocated for them and taught them to advocate for themselves as they got older. She was coordinator of Interpret-Access, and continues to push for accessibility for all people with hearing loss. Eva will be participating in the Canadian Government Accessibility Legislation Consultations.



CHIP ANNUAL GENERAL MEETING OPEN MEETING

SAVE THE DATE
May 31st 2017
5:30 - 8:00 pm

Layton Hall Gym
7000 Sherbrooke St. West
Montreal, QC
H4B 1R3
www.hearhear.org



Dinner will be served, followed by the awards ceremony
and then a very special surprise for members in attendance.
Not to be missed !!!

Doors open at 5:00 pm for Registration

Captioning will be provided and ASL available if requested by May 1, 2017

RSVP by May 12, 2017 (4pm)
Danya Morris 514-488-5552 ext 4500
danyamorris@hearhear.org

A suggested donation of \$10.00 would be greatly appreciated.
Tax receipts are available for donations of \$25.00 or more.

A Call to Connect

Communication, partnership and community building.



by **Heidy Wager**

Last year, we were so pleased with the resounding impact and outcomes of our first conference and we were not sure what we could do to top that... Oh boy, were we wrong! All of our expectations were blown away again this year.

For me, it is important that we have a theme for each conference. This year's theme was forged from last summer's board and staff development days, as it focused on one of our priorities: developing partnerships to build community. At CHIP, we believe that we have a unique role in supporting and helping people who are affected by hearing loss, but we do not work in isolation. Therefore community building is essential to have lasting impact on people affected by hearing loss.

Our goal for the conference was that all participants could share, connect, reflect, learn and essentially grow together through community building. Our keynote speaker, Dr. Larry Medwetsky, was relevant to both professionals and our members in attendance. He is an Educational Audiologist who himself has a profound hearing loss. He discussed many aspects of hearing loss and also about Gallaudet's Peer Mentoring Program, a 2-year certificate, hybrid

online education program. If you are interested in learning more about this program, visit <http://www.peer4access.org/about/index.php>.

Afternoon workshops were geared for both our members and professionals working in the field, with a special guest speaker, Dr. Kate Dupuis, who spoke about cognition and hearing. A panel of experts spoke to our members on the latest technologies available to people with hearing loss.

CHIP has taken several concrete steps to ensure that, as an organization, we meet the needs of all people affected by hearing loss. It is no secret that most of CHIP members are seniors, therefore most of our existing programs and services are offered with their needs in mind. CHIP has committed to learning more about both younger adults and working adults with hearing loss to identify their specific needs. The board created a Young Adult position on the Board of Directors and has mandated a standing committee for consultation. At the conference, we hosted our first young adult focus group. The committee has begun to review the findings and will make recommendations to the Board of Directors.

We have so much to celebrate and so much to be proud of. The conference was fully looped for accessibility (a special thank you to **Better Hearing Solutions** who



made this possible). This year, many of our partners really showed their support for us by becoming sponsors. We reached out to new partners and they joined in for this year's event. We could not have hosted this event without our volunteers and staff. With their ongoing support and hard work, this was truly a wonderful community-building event.

Thank you, and until next year....

CHIP Now Offers *New* Evening Courses and a *New* Computer Program

During our board and staff retreat this past summer, CHIP decided that one of our priorities would be to serve both young adults and working adults who are affected by hearing loss. Therefore, we have adapted some of our programs to include this population and we are now offering classes and groups in the evening. This past summer, many of our speechreading instructors took the CHHA (Canadian Hard of Hearing Association) National Speechreading Training Program to become accredited speechreading instructors. In the spring of 2017, in the evenings, we will be offering this program for the first time at CHIP. In addition to our daytime information sessions, there will now be evening info sessions once monthly. Possible topics for these sessions were discussed during CHIP's first young adult focus group and committee meetings. The topics represent issues that the young and working adults felt would address their needs.

Over the last year we have been offering one-off computer classes. They were all so well received, that we are now offering a new 8-week computer program. Members who register will be able to attend the course for 8 consecutive weeks, which will allow for more follow up and practice between classes.

**Did you know you can see a Peer Mentor to talk to them about all of your Assistive Listening Device Questions?
Please contact us for more information...**



NEW ! Computer Classes

8 SESSIONS

**Mondays
1 pm to 3 pm**

March 27 - May 22
(No classes April 17)

NDG site:
7000 Sherbrooke St. W,
Rm B-134

Fee: \$25 for CHIP MEMBERS

**When registering, you are
signing up for 8 classes**



NEW ! Evening Info Sessions

FREE with membership

**Thursdays
6 pm to 8 pm**

NDG site:
7000 Sherbrooke St. W,
Rm C-234

March 30 - "Hearing
Aids/ALD Technology"

April 13 - "What to ask
your Hearing Health
Professional"

May 11 - "Job Searching
With Hearing Loss"



Daytime Info Workshops

FREE with membership

**Thursdays
1 pm to 3 pm**

NDG site: Rm C-234
March 30 - "Hearing
Aids/ALD Technology"

April 13 - "What to ask
your Hearing Health
Professional"

at Chartwell Kirkland

April 27 - "What to Ask
Your Hearing Health
Professional"

MOVIES

**with English Subtitles
FREE with Membership**

Thursdays 1pm - 3pm
NDG site: Rm B-134

March 23, 2017

Birdman (2014) - 119 minutes
(Comedy)



April 20, 2017

Whiplash (2014) - 107 minutes
(Drama, Music)



May 25, 2017

La Passion d'Augustine (2014) - 103 mins.
(French with English subtitles)



BOOK CLUB Spring 2017

FREE with membership

Book: "What Did You Say?"
Author: Monique Hammond

"What Did You Say?" is the book author Monique Hammond wishes she had when she was coping with and trying to understand her own sudden hearing loss. --
****Please note that members need to purchase their own books, before the first class. There are 7 parts in the book. We will discuss one/two part(s) at a time on :

Wednesdays, 1 pm - 3 pm, bi-weekly:
NDG site: Rm B-134

March 29 • April 12
April 26 • May 10 • May 24

CHIP • Spring 2017 • Programs

REGISTRATION IS MANDATORY FOR ALL students before attending any of the classes/workshops. Please register early, as spaces are limited. Priorities will be given to previously registered students. Registration is on a first come, first served basis. Please note that if there are 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, or in person at the CHIP office. Registration forms are available at our office, **and now on our website** www.hearhear.org or by request for a mailed or electronic copy.

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.

CHIP ALD PROGRAM **FREE** with membership

The ALD Program is offered by appointment only. We are happy to answer your questions about your assistive listening device needs and wants. **Please note we do not repair or sell equipment, but we DO have many devices for you to see and handle.** Meet one-on-one with one of CHIP's Peer Mentors. Please call today for an appointment! 514-488-5552 ext. 4500 or you can email info@hearhear.org to make an appointment.



THE LILY BERNSTEIN RESOURCE CENTRE

Access to the library (books, CDs, DVDs related to hearing loss) is **FREE** with membership, no appointments needed.

HOURS:

Tuesdays and Thursdays • 12 pm - 3 pm

INTERACTIVE PROGRAM ••• (see details page 8)

NEW Computer Classes

Mondays 1 pm - 3 pm

(8 sessions)

March 27 - May 22

NO CLASSES April 17

Movies (Closed Captioned)

Thursdays 1 pm - 3 pm

March 23 - Birdman

April 20 - Whiplash

**May 25 - La Passion
d'Augustine**

Book Club

Wednesdays 1 pm - 3 pm
(5 Discussion Sessions)

**March 29 • April 12 April 26 •
May 10 • May 24**

Book: *What Did You Say?*

Author: Monique Hammond

**Members need to purchase their own
book before the first class**



SPEECHREADING (Lip-reading)

Without realizing that most individuals with hearing loss do speechreading to a certain extent, most people may not know it is a skill that can be learned. We offer Beginners, Intermediate and Advanced classes in N.D.G. and on the West Island. Soon to be in the South Shore & Laval.

NDG site:

7000 Sherbrooke St. W. Rm C-234

FEE: \$20 for CHIP members

NEW

CHHA National Speechreading Program

Every Wednesday, 6 pm - 8 pm
March 22 - May 24 (10 classes)

Beginners

Every Tuesday, 10 am - 12 pm
March 21 - May 23 (10 classes)

Intermediate

Every Tuesday 1 pm - 3 pm
March 21 - May 23 (10 classes)

Advanced

Every Thursday 10 am - 12 pm
March 23 - May 25 (10 classes)

WEST ISLAND satellite sites

FEE: \$25 for CHIP members

CENTRE BAYVIEW

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

Beginners

Every Friday 1 pm - 3 pm
March 17 - May 26 (10 classes)
NO CLASS on April 14

Advanced

Every Friday 10 am - 12 pm
March 17 - May 26 (10 classes)
NO CLASS on April 14

DORVAL -

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

Intermediate

Every Wednesday 1 pm - 3 pm
March 15 - May 17 (10 classes)

March

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
13	14	15 Intermediate Speechreading DORVAL site 1 pm to 3 pm 1st CLASS	16	17 Advanced Speechreading BAYVIEW site 10 am to 12 noon 1st CLASS Beginners Speechreading BAYVIEW site 1 pm to 3 pm 1st CLASS
20	21 Beginners Speechreading NDG site 10 am to 12 noon 1st CLASS Intermediate Speechreading NDG site 1 pm to 3 pm 1st CLASS	22 Intermediate Speechreading 2nd CLASS NEW CHHA National Speechreading NDG site 6 pm to 8 pm 1st CLASS	23 Advanced Speechreading NDG site 10 am to 12 noon 1st CLASS MOVIE <i>Birdman</i> NDG site 1 pm to 3 pm	24 Advanced Speechreading 2nd CLASS Beginners Speechreading 2nd CLASS
27 NEW Computer Class NDG site 1 pm to 3 pm 1st CLASS	28 Beginners Speech-reading 2nd CLASS Intermediate Speechreading 2nd CLASS	29 Intermediate Speechreading 3rd CLASS NEW CHHA National Speechreading 2nd CLASS BOOK CLUB NDG site • 1 pm to 3 pm	30 Advanced Speechreading 2nd CLASS NEW Info Session/ Workshop NDG site 1-3 pm OR 6-8 pm <i>Hearing Aids/ALD Technology</i>	31 Advanced Speechreading 3rd CLASS Beginners Speechreading 3rd CLASS

April

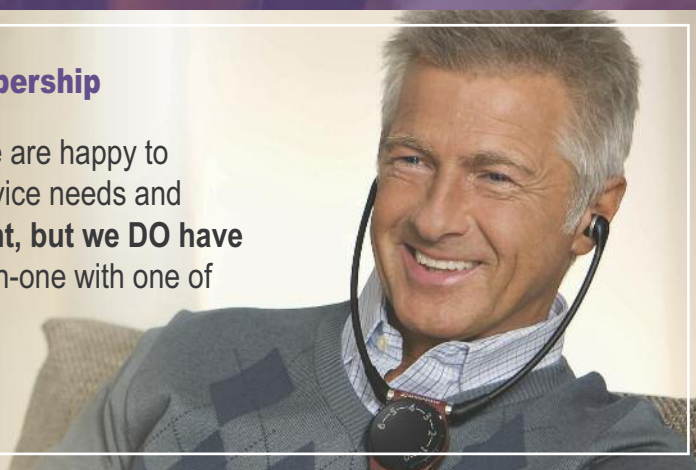
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
3 NEW Computer Class NDG site 1 pm to 3 pm 2nd CLASS	4 Beginners Speechreading NDG site 10 am to 12 noon 3rd CLASS Intermediate Speechreading NDG site 1 pm to 3 pm 3rd CLASS	5 Intermediate Speechreading DORVAL site 1 pm to 3 pm 4th CLASS NEW CHHA National Speechreading NDG site 6 pm to 8 pm 3rd CLASS	6 Advanced Speechreading NDG site 10 am to 12 noon 3rd	7 Advanced Speechreading BAYVIEW site 10 am to 12 noon 4th CLASS Beginners Speechreading BAYVIEW site 1 pm to 3 pm 4th CLASS
10 NEW Computer Class 3rd CLASS	11 Beginners Speechreading 4th CLASS Intermediate Speechreading 4th CLASS	12 Intermediate Speechreading 5th CLASS NEW CHHA National Speechreading NDG site 4th CLASS BOOK CLUB NDG site • 1 pm to 3 pm	13 Advanced Speechreading 4th CLASS NEW Info Session/ Workshop NDG site 1-3 pm OR 6-8 pm <i>What to ask your Hearing Health Professional</i>	14 NO CLASSES
17 CHIP OFFICES CLOSED no classes	18 Beginners Speechreading 5th CLASS Intermediate Speechreading 5th CLASS	19 Intermediate Speechreading 6th CLASS NEW CHHA National Speechreading 5th CLASS	20 Advanced Speechreading 5th CLASS MOVIE <i>Whiplash</i> NDG site 1 pm to 3 pm	21 Advanced Speechreading BAYVIEW site 10 am to 12 noon 5th CLASS Beginners Speechreading BAYVIEW site 1 pm to 3 pm 5th CLASS
24 NEW Computer Class NDG site 1 pm to 3 pm 4th CLASS	25 Beginners Speechreading 6th CLASS Intermediate Speechreading 6th CLASS	26 Intermediate Speechreading 7th CLASS NEW CHHA National Speechreading 6th CLASS BOOK CLUB NDG site • 1 pm to 3 pm	27 Advanced Speechreading 6th CLASS Info Workshop Chartwell Kirkland 1 pm to 3 pm <i>What to Ask Your Hearing Health Professional</i>	28 Advanced Speechreading 6th CLASS Beginners Speechreading 6th CLASS

May

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
NEW Computer Class NDG site 1 pm to 3 pm 5th CLASS	1 Beginners Speechreading NDG site 10 am to 12 noon 7th CLASS 2 Intermediate Speechreading NDG site 1 pm to 3 pm 7th CLASS	3 Intermediate Speechreading DORVAL site 1 pm to 3 pm 8th CLASS NEW CHHA National Speechreading NDG site 6 pm to 8 pm 7th CLASS	4 Advanced Speechreading NDG site 10 am to 12 noon 7th CLASS 11 Advanced Speechreading 8th CLASS NEW Info Session NDG site 6 to 8 pm <i>Job Searching With Hearing Loss</i>	5 Advanced Speechreading BAYVIEW site 10 am to 12 noon 7th CLASS 12 Advanced Speechreading 8th CLASS Beginners Speechreading BAYVIEW site 1 pm to 3 pm 7th CLASS
8 NEW Computer Class 6th CLASS	9 Beginners Speechreading 8th CLASS 16 Beginners Speechreading 9th CLASS Intermediate Speechreading 8th CLASS	10 Intermediate Speechreading 9th CLASS NEW CHHA National Speechreading 8th CLASS BOOK CLUB NDG site • 1 pm to 3 pm 17 Intermediate Speechreading 10th CLASS NEW CHHA National Speechreading NDG site 6 pm to 8 pm 9th CLASS	18 Advanced Speechreading 9th CLASS 25 Advanced Speechreading 10th CLASS MOVIE <i>La Passion d'Augustine</i> NDG site 1 pm to 3 pm	19 Advanced Speechreading 9th CLASS Beginners Speechreading 9th CLASS 26 Advanced Speechreading 10 CLASS Beginners Speechreading 10th CLASS
15 NEW Computer Class 7th CLASS	23 Beginners Speechreading 10th CLASS Intermediate Speechreading 10th CLASS	24 NEW CHHA National Speechreading 10th CLASS BOOK CLUB NDG site • 1 pm to 3 pm 31 ANNUAL GENERAL MEETING 5:30 - 8 pm		
22 NEW Computer Class 8th CLASS				
29	30			

CHIP ALD PROGRAM **FREE** with membership

The ALD Program is offered by appointment only. We are happy to answer your questions about your assistive listening device needs and wants. **Please note we do not repair or sell equipment, but we DO have many devices for you to see and handle.** Meet one-on-one with one of CHIP's Peer Mentors. Please call today for an appointment! **514-488-5552 ext. 4500** or you can email info@hearhear.org to make an appointment.





What does ACCESSIBILITY mean to you?

We want to know...

In June 2016, the Government of Canada launched a consultation project aimed at discovering what accessibility means to Canadians affected by disabilities of all kinds. In December, a group from CHIP attended the first consultation held by the federal government in Montreal. Two of our CHIP members presented their experiences and their thoughts on accessibility.

As part of this process, the Canadian Government is funding projects that have been submitted by various partners. In December 2016, the Canadian Hard of Hearing Association (CHHA), in partnership with **18 disability** organizations, officially launched its Spotlight on Invisible Disabilities Project!

CHIP is a Spotlight Partner, the only partner in the province of Quebec. Since CHHA does not have a chapter in Quebec, CHIP is the only registered non-profit organization serving members of Quebec's English-speaking community who have hearing loss.

We have a great opportunity to contribute. We are all well aware that living in Quebec sometimes presents itself with some added and unique challenges, and as the only partner from Quebec, we have a very important part to play in this discussion. Your voice should be heard and that is what we want to ensure.

CHIP is a Spotlight Partner, the only partner in the province of Quebec. Since CHHA does not have a chapter in Quebec, CHIP is the only registered non-profit organization serving members of Quebec's English-speaking community who have hearing loss.

We encourage all of our members to be part of this conversation by filling out the Spotlight **online survey**:
<https://interceptum.com/s/en/spotlight>

Alternatively, you can simply tell us what an accessible Canada means to you. You could perhaps write an **article** about your hearing loss journey or post on our Facebook page. Everyone can and should be part of the conversation.

- Take part in a **community forum** or consultation in Montreal; stay tuned for further information and consultation from CHIP in regard to this project
- In addition, you could follow CHIP and/or CHHA and share on **social media** such as Facebook or Twitter #CHHASpotlight

For more information, on the project or CHIP'S involvement please contact: Heidy Wager, heidywager@hearhear.org or 514-488-5552 ext 4500

Shining the Spotlight on Invisible Disabilities

(Press release from CHHA)



Canadian Hard of Hearing Association
Association des malentendants canadiens

Youth, Veterans and Seniors facing barriers in times of change

OTTAWA, ON (December 16, 2016)

Despite the growing number of Canadians challenged with an invisible disability, whether that be with hearing loss, mental health or a learning disability, they have few places or resources to turn to when faced with their new life experiences. This project has been funded by the Government of Canada's Social Development Partnerships Program - Disability component. The Canadian Hard of Hearing Association (CHHA) is spearheading the Spotlight on Invisible Disabilities Project to conduct consultations and forums to give those with invisible disabilities a voice and an opportunity to contribute to Canada's planned accessibility legislation.

As the country turns its attention to accessibility for all Canadians, this project is a reminder that change can only be achieved by placing attention to emerging issues-- on what those with invisible disabilities need to learn, work and live, especially when navigating through periods of transition. The question is, how do we best accommodate their needs and provide equal access for all?

CHHA will be leading a national consultation process with the help of 18 Canadian disability organizations who represent the interests of over 9 million individuals who are relying on these consultations to change legislation to improve accessibility and inclusion of Canadians with Disabilities.

"CHHA is proud to be liaising and working alongside such dedicated organizations", says Glenn Martin, Executive Director, Canadian Hard of Hearing Association. "Although our communities may be different, the objectives are the same. With the help of our many partners, 400,000 participants will be invited to contribute to improving accessibility and ensuring inclusion of all Canadians with disabilities."

Background Information About CHHA (excerpt from the CHHA website)

The Canadian Hard of Hearing Association (CHHA) is Canada's only consumer-based organization formed by and for Canadians living with a hearing loss. A national non-profit

organization, CHHA works cooperatively with professionals, service providers, and government bodies to provide information about hearing loss issues and solutions. CHHA's goal is to increase public awareness of hearing loss and to help Canadians with hearing loss fully integrate into Canadian society. CHHA represents the interests of over 3 million Canadians who are hard of hearing. CHHA has 23 branches, 6 provincial chapters and 1 national network.

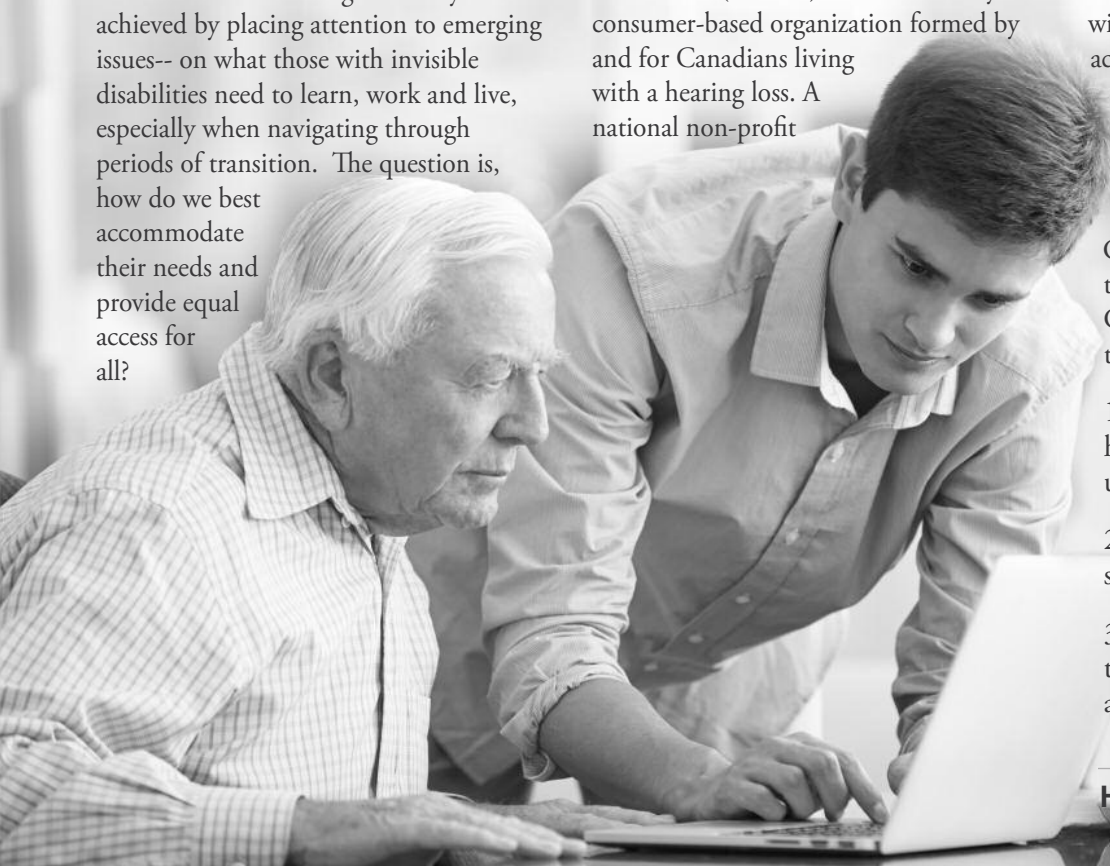
About the Spotlight on Invisible Disabilities Project

The Canadian Hard of Hearing Association (CHHA) is leading a partnership of 18 organizations in conducting consultations with members and the public to determine the issues that federal accessibility legislation must address to ensure equal access for those with an invisible disability. The goal of these consultations is to deeply engage with participants to determine the issues accessibility legislation must address and how it can bring federal institutions in Canada closer to achieving the goal of barrier-free access for all.

Consultation Tactics:

Consultation participants are invited to examine the challenges facing Canadians with disabilities in times of transition, particularly:

- 1) youth as they transition from high school to university and university to the workplace;
- 2) veterans as they transition from service to civilian life; and
- 3) seniors as they transition out of the workforce and into retirement and healthy aging.





Breaking the 2 meter hearing “bubble”

“bubble”. As a result, environmental noise and reverberation remain a hindrance to effective hearing for everyone and especially for people who have hearing loss.

Is there a solution? Yes, reduce the distance between the desired sound and the hearing aid. “But I’m sitting 25 meters from the lectern on the podium!,” you might say. Well, what if the microphone in your hearing device was (virtually) on the lectern? Twenty five meters just became 25 centimeters!

There’s an easy way to do that?

Yes, it’s a simple, invisible, inexpensive and dignified solution that’s been around for years: the hearing loop system, interacting directly and invisibly with hearing aids. Hearing loops are in very common use in Europe and their use is now rapidly growing in North America.

Ok, tell me more!

The diagram (left) shows a typical, complete hearing loop-to-hearing aid system.

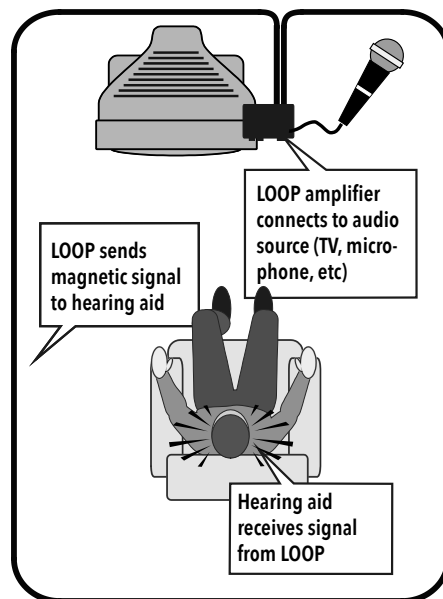
The venue audio system supplies sound to an amplifier which in turn sends the sound as electrical current through the loop (instead of through an acoustic speaker system). The loop is a wire that’s placed around a seating or standing area. The current flowing through the loop creates a magnetic field inside of the loop. This magnetic field, quite free of ambient noise and reverberation issues, can be clearly “heard” by simply switching the hearing aid to the t-coil / telecoil / telephone program. No headsets –

BY THE WAY...
News for People Affected by Hearing Loss

by
Bill Droogendyk



Modern hearing instruments (aids, devices) provide significant benefit to persons dealing with hearing loss. Testimonials abound about hearing sounds, such as the song of a bird, the chatter of a child, or the sweet strains of some favourite music that have not been heard for far too long. While sounds of interest are enjoyed once again, noises – sounds that we don’t want to hear - are back too. In addition, the problem of noise, as well as reverberation, increases as the distance to the sound that we want to hear increases. Speech intelligibility suffers. This problem of distinguishing sound from noise, or even sound from delayed and reverberated sound – as defined by signal-to-noise ratio (SNR) - is often most evident in the space beyond 2 meters from the sound source. Acoustically unfriendly environments abound in places like the home TV room, the pharmacy, bank, fast food or ticket counters, boardrooms, meeting spaces, churches, theatres, performing arts centres, auditoriums or stadiums. Even world class venues with the best acoustics and the best sound systems do not significantly enlarge the 2 meter





inconspicuous, hygienic! No wires to connect – *effortless!* No pairing – *easy!* Any brand and model of hearing aid (universal) that's equipped with a telecoil becomes a miniature personal speaker providing the customized sound prescribed for the wearer. With a hearing loop, the microphone on the lectern of the auditorium or held by the

Any brand and model of hearing aid that's equipped with a telecoil becomes a miniature personal speaker providing the customized sound prescribed for the wearer. **With a hearing loop, the microphone on the lectern of the auditorium or held by the performer on the stage of the theater, in effect, takes the place of the microphone in the hearing instrument.**

performer on the stage of the theater, in effect, takes the place of the microphone in the hearing instrument. The acoustic noise-gathering distance has been reduced to less than 25 centimeters and SNR has been improved by 15 – 20 dB. Intelligibility has returned! Effective? These two comments notably describe hearing loop efficacy: "It sounded like the presenter was inside my head"; "You can see the astonished look on their faces when they connect"!

Achieving such results requires matching well qualified systems. Like hearing aids, hearing loops have industry performance standards. The most recent adoption of standards has raised the bar for hearing loop performance requirements while also signaling an increasing acceptance of this technology in Canada and the USA.

To meet international standards, the hearing loop must meet specific values for volume level, frequency response and acceptable interference coming from ambient electrical sources. All of these standards can be readily met - with proper design and installation. Standard setups result in a uniform listening experience within a given loop system and between all loop systems. Correspondingly, hearing aid telecoil systems must also be set to specific standards to ensure that every hearing aid performs similarly.



Help yourself break the 2 meter hearing bubble by including a telecoil in your hearing device! It's a non-proprietary, value adding, universal hearing solution that can be implemented almost anywhere - not just in larger meetings with a speaker at a podium. Hearing loops can be effectively used in a home TV room, a hearing clinic, a subway ticket counter, a large church, or performing arts centre, a stadium, an open air mass or a taxi, yes a taxi! A hearing loop is the only solution that works directly with the hearing aid in virtually every place you go to hear, be it music or speech. Is there an easier way to increase your hearing pleasure?



ABOUT THE AUTHOR

Bill Droogendyk, of Better Hearing Solutions, specializes in assistive listening systems. Bill is a graduate of several manufacturers' programs: Hearing Loop Specification, Design and Installation, Hearing Loop Integrator and Advanced Hearing Loop Systems and has installed hearing loop systems in more than 60 venues across Canada. He lectures to audiology students at UWO and to HIS students at Conestoga and George Brown Colleges. Bill tirelessly promotes the underutilized and highly beneficial hearing loop system in Canada. He is a key player in the Let's Loop Canada initiative and an active member of CHS and CHHA.

My Hearing Journey



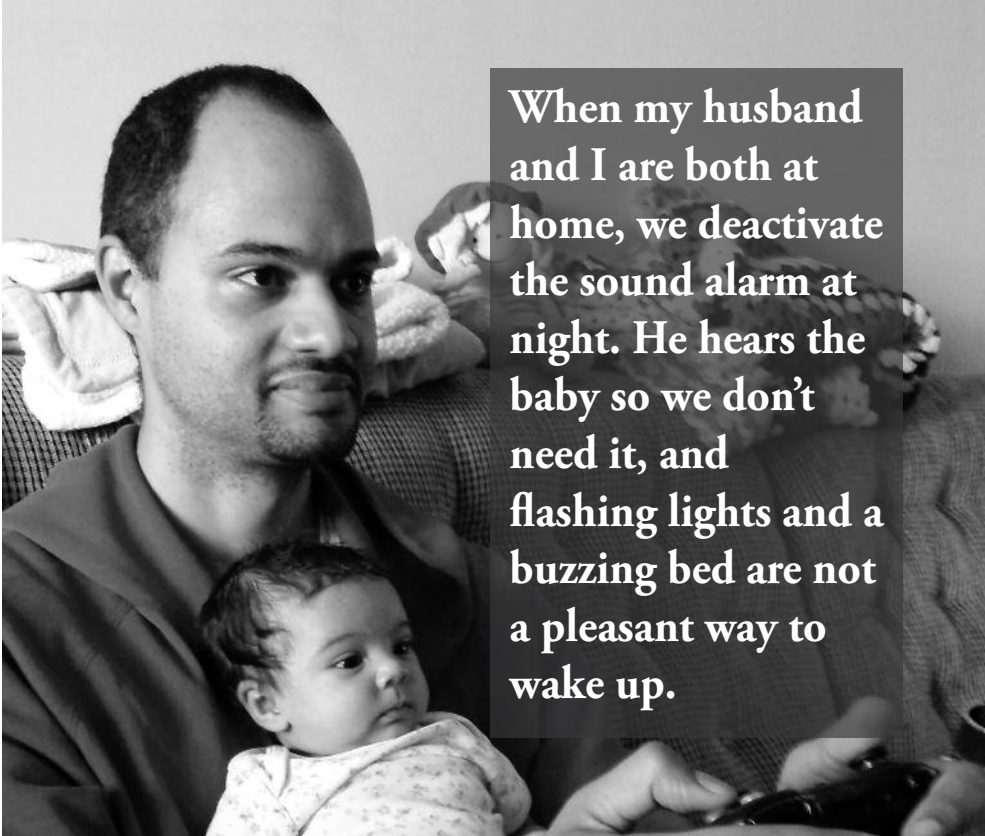
by
**Chantal
Basch-Tétreault**

Picture the scene: in a nameless maternity ward, a large, sweating man is wrestling his newborn daughter, who does not want her diaper changed. She's gripping the bars of her bassinet in her tiny hands and screaming bloody murder. Six inches away, the baby's mother is fast asleep in the hospital bed. She rolls over and snoozes some more, blissfully unaware of the epic battle occurring under her nose. By the time the new mother's eyes open, the baby has been changed, swaddled, and returned to sleep, and her husband is slumped back in the armchair. "Did you have a nice nap, hubby?" she asks.

Welcome to my life as a deaf parent. When my (hearing) husband, Derek, and I welcomed our daughter, Maggie, to the world on Mother's Day 2016, we knew that our lives would turn upside down, and that my hearing loss would add an extra dash of crazy to the whole business. Maggie is now a bouncing, happy, little girl, and I've recovered enough sanity to tell you about the experience so far.

I don't need perfect hearing to understand her babbling - instead, I just babble and blow raspberries right back at her.

When it comes to looking after the baby, my hearing loss makes no difference. I don't need perfect hearing to nurse her, or make fart noises against her tummy, or kiss her cheeks and capture those little belly laughs. I don't need perfect hearing to talk and sing (off-key) to her, take her places, or stop her from flinging herself off the couch and change table fifty times a day.



When my husband and I are both at home, we deactivate the sound alarm at night. He hears the baby so we don't need it, and flashing lights and a buzzing bed are not a pleasant way to wake up.

I don't need perfect hearing to understand her babbling - instead, I just babble and blow raspberries right back at her. Speaking of understanding each other, I want to use baby sign language to communicate with her before she learns how to talk, and I definitely don't need perfect hearing for that!

Instead, my hearing loss only becomes an issue when I'm not interacting with the baby: when I might miss her cries in my sleep, or need help communicating with the outside world. Here's how we're dealing with both those situations.

Deaf parents in years past must have had to share beds with their babies, or perhaps tie strings from their hands to their babies' wrists at night. Luckily, we live in an age where there's a technological solution to almost everything, and we can spy on our kids from a distance. Before Maggie was born, I

asked the MAB-Mackay Rehabilitation Centre to send a technician to install a sound monitor next to her crib. Our house was already set up with the flashing lights activated by the doorbell and smoke detector, so it was simply a matter of adding one more device. Now, if Maggie cries loudly in her crib, the noise activates flashing lights around the house, and also sets off a vibrating alarm under my bed.

Derek and I also bought a video monitor for her bedroom, so we can see and hear her when she sleeps. Both of those devices have given me peace of mind, since one of my biggest fears as a new parent was to miss her cries. I wear a hearing aid and cochlear implant during the day, which allows me to hear reasonably well, but when I take them out to sleep, the baby can be having a crying fit and I'll never know.

Inspiration

When my husband and I are both at home, we deactivate the sound alarm at night. He hears the baby so we don't need it, and flashing lights and a buzzing bed are not a pleasant way to wake up. Instead, he shuffles to her crib and brings her to me. Yeah, I'm spoiled.

My hearing loss came in handy for Derek in return. Thanks to the magic of the 'off' switch, I was able to escape the worst of Maggie's

(continued on page 19)

Luckily, we live in an age where there's a technological solution to almost everything, and we can *spy* on our kids from a distance.



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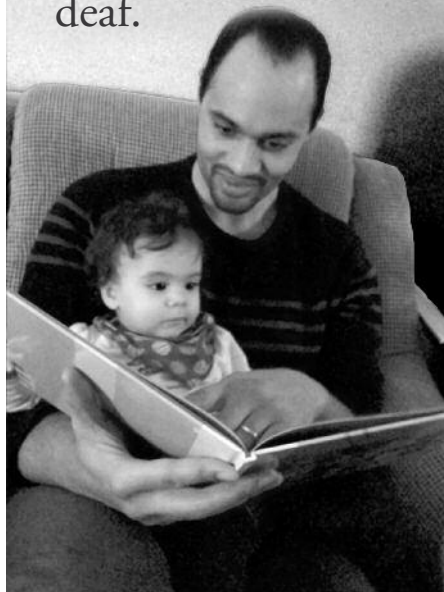
screams when she was tiny - and since she was a colicky baby, she screamed a lot. Whenever her wailing drove my husband mad, I was able to take her and give him a break. We were also thankful to have closed captioning on the TV, since neither of us could hear it over the baby!

When it comes to communicating with the outside world, I hear and speak well enough to handle most face-to-face conversations. I don't hear well on the phone, however, and when you get pregnant and have a baby, making phone calls to schedule appointments happens a lot. Luckily, my husband was very supportive and spent a lot of time on the phone relaying information to me. He accompanied me to many OB and pediatrician appointments, and when I was in labour with Maggie, he interpreted for me if I was too preoccupied to understand the health professionals.

Speaking of which - I wrote up a detailed birth plan before Maggie was born, and made sure to mention my hearing loss, so that the staff would be aware right away. Luckily, they were understanding and made the effort to communicate, but having it in writing saved us the trouble of explaining each time to whichever new person entered the room.

My type of hearing loss is hereditary, so we wanted to test Maggie's hearing shortly after birth. Quebec is supposed to offer newborn hearing screening to everyone, but unfortunately, not all the hospitals have it. We had to ask the pediatrician on staff at our hospital for a referral for a hearing

As Maggie grows older, I'll need to explain to her that she should face mommy and speak clearly if she wants me to understand her – and the same for her uncle, my older brother who is also deaf.



test, and she only agreed to do it once we explained that it runs in the family. With the referral in hand, we took Maggie to be tested at the Montreal Children's Hospital when she was three weeks old. It was quick and non-invasive: the audiologist attached electrodes to her head and held a testing device to each ear for a few minutes at a time. The verdict: perfect hearing! We need to come back for a follow-up around her first birthday, but we were told that there is very little cause for concern.

Inspiration

So we are a mixed household: one deaf parent, one hearing one, and a hearing baby. I'm outnumbered! As Maggie grows older, I'll need to explain to her that she should face mommy and speak clearly if she wants me to understand her – and the same for her uncle, my older brother who is also deaf. I worry often that she and I will have trouble communicating, but other deaf parents of hearing children have assured me that no matter what, I'll be able to understand my child. At least, until she turns 13 and doesn't want me to understand her, but we'll cross that bridge when we come to it.

Chantal Basch-Tétreault is profoundly deaf and wears a hearing aid and cochlear implant. At the time of writing this, she is on maternity leave from her graphic design job, where she's doing her best to raise baby Maggie and take care of the house without going bananas. Her husband, Derek Nathaniel, is a computer technician by day and devoted dad by night.





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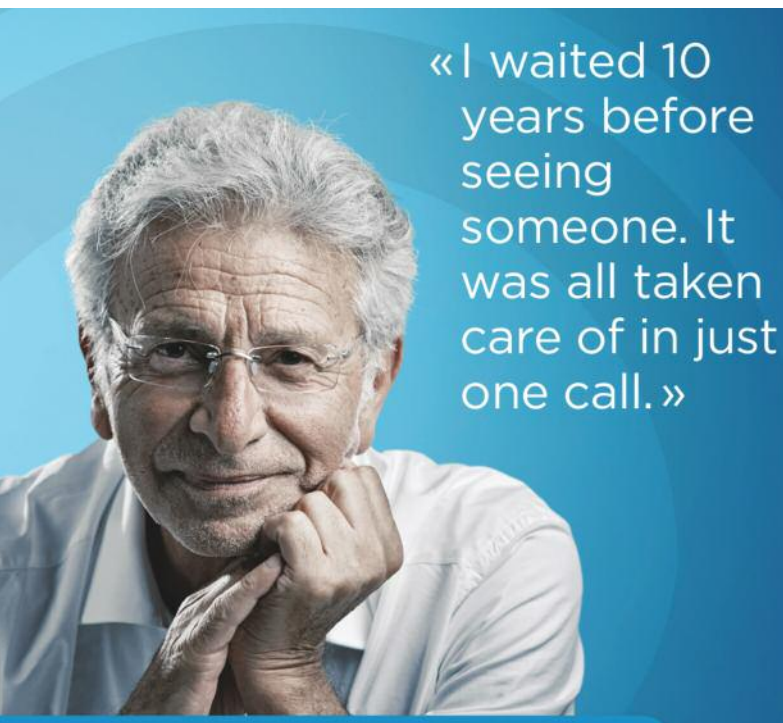
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