

# HEARHEAR

M A G A Z I N E

## *Cochlear Implants coming to Montreal*

Humans of Hear  
Omer Othman  
See page 11

FALL 2019



Entendre Québec  
Hear Québec

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**Vision without action  
is merely a dream.**

**Action without vision  
just passes the time.**

**Vision with action  
can change the world.**

**- Joel A. Barker**

## **A Word From the Executive Director**

### **Cheers to our 40th Anniversary and to the Next 40 years !**

A national Canadian Hard of Hearing (CHHA) conference here in Montreal, during National Accessibility week, was a very exciting way to kick off our 40th anniversary celebrations. And what a wonderful conference it was! (see pages 6 & 7). I would like to thank our members and partners for their support and participation. To the staff members who worked tirelessly for months before the event and to all the volunteers who helped, we could not have done it without you all. Merci! And the celebrations are not over yet. We are planning a very special holiday event for all of you, so keep an eye out for upcoming information and let your family and friends know, too. You won't want to miss this event!

### **Hear Québec's first strategic plan**

A vision is only a dream – unless you have leadership that is passionate about seeing the vision come to life. We have accomplished so much together, learned from each other and grown as a community and organization thanks to our board of directors, staff, volunteers, partners, and members. I am so proud of how far we have all come. As we turn to yet another exciting chapter, we start it as Hear Entendre Québec. **Yes, we have changed our name but not who we are.** We will continue to be a safe, welcoming place and home to members both old and new. As we start to look to the future in the next three to five years, we need a strategic plan. We will be assessing our programs, gathering information and reviewing the needs of the community over the next year. This will help us to develop an impactful and realistic strategic plan. Be assured that we will always offer programs and services that impact the lives of our members, because we are “hear” for you!



*Heidi Wager*

### **Fundraising**

We are fortunate to have so many members who give generously. We have more than 200 individual donors – including over half of our membership. That is a truly outstanding accomplishment for a small, non-profit organization! It demonstrates that you believe in the work we are doing and that you trust us. **THANK YOU.** We have created more ways to donate and launched special campaigns like Home for the Holidays and **40-4-40** (40 new monthly donations for our 40th anniversary), both of which are ongoing.

Nevertheless, even with existing donations and the hard work of staff and volunteers, funding is still our biggest concern moving forward. As we look to the future, we urgently need to secure operational core funding, which would enable us to find a stable home and help us reduce staff turnover. This, in turn, secures our programs and services to you, our members. As always, if you can help, please do not hesitate to contact our chairman of fundraising at [marthaperusse@hearhear.org](mailto:marthaperusse@hearhear.org). Also, if you would like to discuss becoming a board member, you can contact our chairman of governance at [afeefdejani@hearhear.org](mailto:afeefdejani@hearhear.org).

*“ I believe that together we can change the world. Well, at least we can make it better ”  
for everyone affected by hearing loss! Do you believe?*



FYI

## *Lily Bernstein (LB) Program*

Tucked away in the office complex of 7000 Sherbrooke is the Lily Bernstein's Centre (LBC). Besides the busy staff and volunteers in this room, the physical space is a lot quieter than it once was. Lily Bernstein (or Lil, according to Dale Bonnycastle) was one of the founding members of CHIP and the first elected president. Lily had a vision of creating a community of people affected by hearing loss, where they would share information, feel supported and thrive in their everyday lives. At the time there was a big focus on providing information about technology, what was available and how to use it.

In 1991, a year before Lily retired, the Lily Bernstein Technical Aids and Resource Centre was created. With the help of several partners, CHIP was able to give free technological support and resources to its members on a regular basis. Many volunteers and board members contributed to the success and development of the centre in the first few years. They even went as far as to install a loop system and acquire FM receivers for workshops to be fully accessible. It was truly ahead of its time.

In recent years, we've been seeing a shift in the needs of our membership and the hearing loss community in relation to the LBC. The type of support

that was first given is no longer needed in the same way. Information about how to use Assistive Listening Devices (ALDs) and hearing aids are now provided by other companies and organizations, such as Lethbridge-Layton-Mackay Rehabilitation Centre (formerly known as the MAB-Mackay Rehabilitation Centre). Therefore, the need for Hear Québec to provide these services would mean duplicating services, which is not necessary. That being said, many members contact us seeking clarity about services available to them. We see a need to connect our members to the community and the services that will help them immensely.

We still continue to build a community of those affected by hearing loss, just as Lily would have wanted. However, we are seeing a shift in members' preferences. Those who are more digitally inclined tend to be younger, and have been managing hearing loss for the majority of their lives.

They are more likely to join online groups and share informational articles and websites. Online groups are also a way to support one another with the challenges and difficulties that they may have.





*Abby Stonehouse is  
the Program Coordinator  
at HEAR QUÉBEC.*

We will continue to support our non-digital members, usually those who acquired hearing loss later in life. The types of services that we will offer them will be in the form of workshops, accessible events and printed material that will assist them in managing their hearing losses.

With these changes Hear Québec is now referring to the Lily Bernstein Resource Center as the Lily Bernstein (LB) Program. Evolution is a natural part of every organization. However, Lily's vision is still at the heart of this program. As stated earlier, Lily had a vision of creating a community of people affected by hearing loss, who would share information, feel supported and thrive in their everyday lives. We hope that, with these revisions, we can fully support both types of members that come to us for support.

Please be sure to follow us on Facebook and Instagram for all the information-sharing as part of the LB Program. Also stay tuned to our upcoming events such as our "HEAR Talk" workshops. (Program schedule, pages 10-11).

## HEAR Talk

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# WHAT YOU MAY HAVE MISSED



Hear Québec began its 40th anniversary celebrations with a bang at CHHA's annual Conference and Trade Show this year! The conference was packed to the brim with fun events, activities, and talks that provided the community with valuable information as well as a place to share their own experiences with others. Hear Québec was also proud to sponsor members to attend the conference so as to promote accessibility as well as inclusivity as an organization.

The conference opened with a terrific message of hope and inspiration from federal minister, the Honourable Carla Qualtrough, who opened the conference by celebrating the passing of Bill C-81, the Accessible Canada Act. The passing of this bill, which took place just the night before, was recognized as an important step in the equal and dignified treatment of persons with disabilities.

One notable event at the Conference was Comedy for a Cause, Montreal's first fully accessible comedy show, organized by Hear Québec! The show was headlined by DJ Demers (a hard of hearing Canadian comedian, now living in L.A.) and also featured Hear Québec's very own Abby Stonehouse, as well as other Montreal comedians. This sold out, hilarious evening included captioning, FM systems,

looping, full wheelchair access, sighted guides for people with low vision, and ASL interpretation to ensure a truly accessible experience for all!

Conference attendees enjoyed the talk given by Kristopher Martin, who reflected on his experiences as a professional race car driver and a person with a hearing loss. Kris has given motivational talks to many across North America and reminds attendees that there are no limits to what people with hearing loss can do! Influential public speaker and humorist, Gael Hannan, made her mark at the conference with her witty and funny insights into the lives of people with hearing loss. As usual, her presentation was a hit!

Highly informative talks from Nick Laperle and Jérémie Voix educated attendees about both the most current as well as the future of technologies for people with hearing loss. Recent innovations in the area of hearing technologies have drastically increased the opportunities for those with a hearing loss to communicate with others.

Hear Québec built relationships with fantastic companies and organizations participating in the trade show! Since cochlear implant (CI) procedures will be coming to Montreal, we thought it was imperative to start sharing and working with companies who create and distribute CI technology.



The conference also gave us the opportunity (at a celebratory lunch banquet) to announce both the change of our name from CHIP (Communicaid for Hearing Impaired Persons) to Hear Québec as well as a new scholarship program in honour of founding member, Dale Bonnycastle. At the same time, Hear Québec also handed out awards for important contributions to the hard of hearing community.

*Announcement of a new scholarship program honouring Dale Bonnycastle (left)*



*The Golden Ear Award for Hearing Health Professionals:  
Gael Kennedy Hannan (left)*



*The Doreen Cons Spirit of CHIP Volunteer Award:  
Deborah Arsenault (right)*



*The Hearing Hear'Os Partnership Recognition Award:  
Lethbridge-Layton-Mackay Rehabilitation Centre*



*The Hear Hear Membership Award:  
Debra Fisher (center)*



*The Excellence Under 30 Young Adult Award:  
Tahsin Shakif Mohammad (right)*



**Overall, the conference was a huge success! An event of this size and importance has shown our members, and the community more broadly, that Hear Québec is not only a capable organization, but an organization with a significant presence in the community.**

# Fall 2019 Programs & Activities

**PLEASE READ THIS SECTION AS SOME OF THE INFORMATION HAS CHANGED OR BEEN UPDATED.**

*You can pay by cash, credit card or debit card at the office,*

*All cheques made out to **Hear Québec***

*You may also make secure payments or donations online at*

*<https://hearhear.nationbuilder.com/donate>*

*You can register at: [https://hearhear.nationbuilder.com/event\\_registration](https://hearhear.nationbuilder.com/event_registration)*

## 1. Membership & Registration

**Membership** is valid between April 1 and March 31 each year, and must be renewed annually. You can return the form by mail, email, or in person, to the Hear Québec office. You can also download membership forms on our website, [www.hearhear.org](http://www.hearhear.org). **Complete the enclosed MEMBERSHIP form ONLY** if you are not currently a member for 2019. If you are a veteran, or actively serving, or a student aged 16-18, your membership is free!

**REGISTRATION IS MANDATORY** for all programs, activities and services. **Please register in the first week of September in order to reserve your spot and NOT in person on the first day of class. Please note:** There are fewer speechreading groups this session (Fall 2019). Register early, as space is limited. Complete the enclosed registration form and return it by mail, email, or in person, to the Hear Québec office with payment. Additional forms are available upon request. You can also register on our website, [https://hearhear.nationbuilder.com/event\\_registration](https://hearhear.nationbuilder.com/event_registration).

As well, please inform us in advance if you need an assistive listening device or any other accommodations for a class or workshop. We will try to accommodate your specific needs.

## 2. Fall Programs

### Lily Bernstein Program: Support Services

The LB team is here to serve you with one-on-one support services. This includes understanding your hearing loss, advice about how to gain access to services and getting answers to questions you may have about your hearing aids or Assistive Listening Devices (ALDs). For any questions you might have, please indicate so on the registration form.

**Young Adult/Student Support service:** If you are studying and have hearing loss, there are potential scholarships waiting for you. We would be happy to assist you in the process.



### Outreach Program

Hear Québec offers presentations to community groups and organizations in Montreal and the surrounding area, on the signs of hearing loss, pathways to services and communication strategies. If you are part of a group that could be at risk of hearing, then this presentation is for you.

**Students and Young adults:** Presentations or consultations with students and young adults are also available. For more information or if you would like to book a presentation, please email: [info@hearhear.org](mailto:info@hearhear.org) or call the Hear Québec office at 514-488-5552 ext. 4500.





### Noise Induced Hearing Loss Prevention Program

The NIHL Prevention Program and Sound Sense are designed for classrooms, after-school programs, community recreational groups such as Girl Guides or Boy Scouts, and sport teams, for children aged 8-12. For more information or if you would like to book a session, please email [info@hearhear.org](mailto:info@hearhear.org) or call the Hear Québec office at 514-488-5552 ext. 4500.



### 3. Fall Activities (For Members Only)

*Please contact Abby Stonehouse to volunteer to drive or to request help with transportation to the events from NDG and/or the West Island. (\$5-10 fee for passengers)*

#### Holiday Brunch:

Members are invited to join us for our Annual Holiday Brunch on Saturday, December 7th, 2019. The Holiday Brunch will take place at the beautiful Sarto Desnoyers Community Centre (Salon A). Please call or email the office to RSVP by November 29th, 2019.



#### Montreal Museum of Fine Arts

Tour guides use FM systems while walking us through the new temporary exhibit.

Date: Friday, November 8th, 2019      Time: 10:30 am - 12 pm      Cost: Free\*

Deadline to register: November 1st, 2019

Transportation: Carpooling will be available from Dorval and NDG. Please note, there will be a \*\$5-10 fee for passengers to help cover transportation costs.



#### Health Forum

The NDG Senior Citizens' Council's Health Forum will address issues related to health access, clarify the existing healthcare system, and highlight how users, organizations and institutions can work together to improve access to and quality of health and social services.

There will be kiosks and two workshop sessions

Location: Loyola Campus, Jesuit Hall and Conference Center (RF Building),  
7141 Sherbrooke West.

Date: Sunday, October 20th, 2019      Time: 12:00 pm - 5:30 pm      Cost: Free

Registration: No registration is required. Contact NDG Senior Citizens' Council for accommodations.



## SPEECHREADING (Lipreading)

Without realizing it, most individuals with hearing loss speechread to a certain extent, but many people do not realize it is a skill that can be learned. We offer Speechreading Beginners and Plus classes in NDG and the West Island. All Hear Québec speechreading instructors have followed the training offered by the Canadian Hard of Hearing Association (CHHA).

### NDG

**HEAR ENTENDRE QUÉBEC**  
**7000 Sherbrooke St. West, Montreal**  
**Session Fees: \$20**

**Speechreading Beginners (Room C234)**  
Tuesdays, 1pm - 3pm  
September 24 - November 26

**Speechreading PLUS (Room C37B)**  
Thursdays, 1pm - 3pm  
September 26 - November 28

### KIRKLAND

**Chartwell Manoir Kirkland**  
**2 Canvin St, Kirkland**  
**Session Fees: \$25**

**Speechreading Beginners (conference room)**  
Fridays, 10am - 12pm  
September 27- December 6 (no class November 8)



### DORVAL

**Sarto Desnoyers Community Centre**  
**1335 Lakeshore Dr, Dorval**  
**Session Fees: \$25**

**Speechreading PLUS (Room 202)**  
Wednesdays, 1pm - 3pm  
September 25 - November 27



**All sessions include 10 classes. Please note that you must be a Hear Québec member to register.**

## HEARTalk Workshops

Cochlear Implants (CIs): What you need to know and are you a candidate?

Please join us in November as we talk to professionals from Lethbridge-Layton-Mackay Rehabilitation Centre about Cochlear Implants. As most of you know from the Fall 2018 HearHear Magazine, Hampstead's Mayor Steinberg worked tirelessly to have CI surgery available in Montreal. Thanks to him and the many people who supported him, CI surgery will be performed in Montreal in the future. Come to this workshop to learn what a CI is and whether it may be for you.

Date: November TBC

Speaker: Liliane Brunetti

Real Estate: Join Suzanne Huet for a workshop on real estate. Suzanne is a supporter of Hear Québec, and would like to inform our members about the topic in an accessible workshop.

Date: October 31st, 2019

Time: 10 am - 12 pm

Place: 7000 Sherbrooke West

Room: TBC



## Important Dates:

# SEPTEMBER

*Registration starts*

- September 2nd, 2019 - Labour day (Office closed)
- September 3rd, 2019 - Registration opens for classes and activities
- September 3rd, 2019 - Noise Induced Hearing Loss (NIHL) Prevention program continues presentations in Elementary Schools
- September 24th, 2019 - Speechreading classes begin

# OCTOBER

*Happy Thanksgiving*

- October 1st, 2019 - National Seniors Day
- October 14th, 2019 - Thanksgiving (Offices closed)
- October 20th, 2019 - NDG Health Forum
- October 31st, 2019 - **HEAR** Talk Workshop: Real Estate

# NOVEMBER

*Lest We Forget*

- November 8th, 2019 - Montreal Museum of Fine Arts accessible tour
- November 11th, 2019 - Remembrance day - Veteran's Free Membership
- TBD - **HEAR** Talk Workshop: CI

# DECEMBER

*Home for the Holidays Campaign*

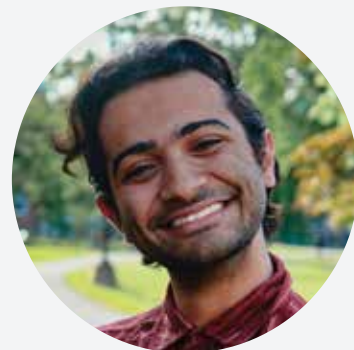
- December 3rd, 2019 - Giving Tuesday
- December 5th, 2019 - Thankful Thursday
- December 7th, 2019 - Holiday Brunch

*Dec. 21st, 2019 to Jan. 6th, 2020 - Office closed for Holidays*

## Humans of Hear series featuring:

“ My deafness has always been a reason for me to start conversations with people who are not familiar with what it's like to live life with a hearing loss. I wouldn't be who I am without my deafness and I could not be prouder to be part of the hard of hearing (HoH) and deaf community, which, thanks to Hear Entendre Québec and the people I work with, I have now been exposed to even more. ”

- Omer Othman



To read the rest of his story Follow us on



**BTW**

# Cochlear Implant Surgery *coming* to Montreal

## What is a Cochlear implant?



A cochlear implant (CI) is a small electronic device that is surgically placed. It allows individuals with **severe to profound hearing loss** to hear sounds, and possibly understand speech. This procedure allows children who are born deaf access to sound and therefore greatly improves their ability to acquire oral speech and language. Many children who have been fitted with a CI at a young age (before 18 months), and received post-surgical rehabilitative services, have succeeded in mainstream classrooms. Adults who have lost most or all of their hearing with age or for other reasons can hear warning sounds in their environment, can often have phone conversations, and can also converse without visual cues such as lipreading and sign language. It takes time and training (rehabilitation) to relearn to hear through a CI, as it is different from “normal” hearing or hearing with a traditional hearing aid. But those who may have lost their hearing with time learn by associating the sounds they hear through a CI with those they remember, including speech.

## Who is eligible to receive it?

Criteria include those individuals with severe or profound hearing loss who cannot benefit from or who benefit very little from hearing aids. Since this is a surgical procedure, a person must be healthy enough to undergo this surgery. Determining a person's eligibility for a CI involves consultations with medical experts, audiologists and other professionals. Considerable post-surgical rehabilitation is required for maximizing the benefits of a CI. In Quebec, all persons interested in CI must register and be a client of a rehabilitation center such as the Lethbridge-Layton-Mackay Rehabilitation Centre. The rehabilitation centres provide intensive rehabilitation post implant. The surgery currently only takes place in Quebec City. Recently, however, the government of Quebec, has agreed to provide the implant surgery in Montreal as well. At present, this is in the planning stages, and a timeline for implementation has not yet been announced.

In Quebec, the costs associated with the implant are covered by Medicare.

For more information please consult the websites below -

<https://www.chha.ca/hearing-education/cochlear-implants/>

<https://canadianaudiology.ca/for-the-public/hearing-aids-and-implants/#who-is-a-candidate-for-a-cochlear-implant>

You are also welcome to visit us at Hear Québec at [www.hearhear.org](http://www.hearhear.org) for more information



## How does it work?

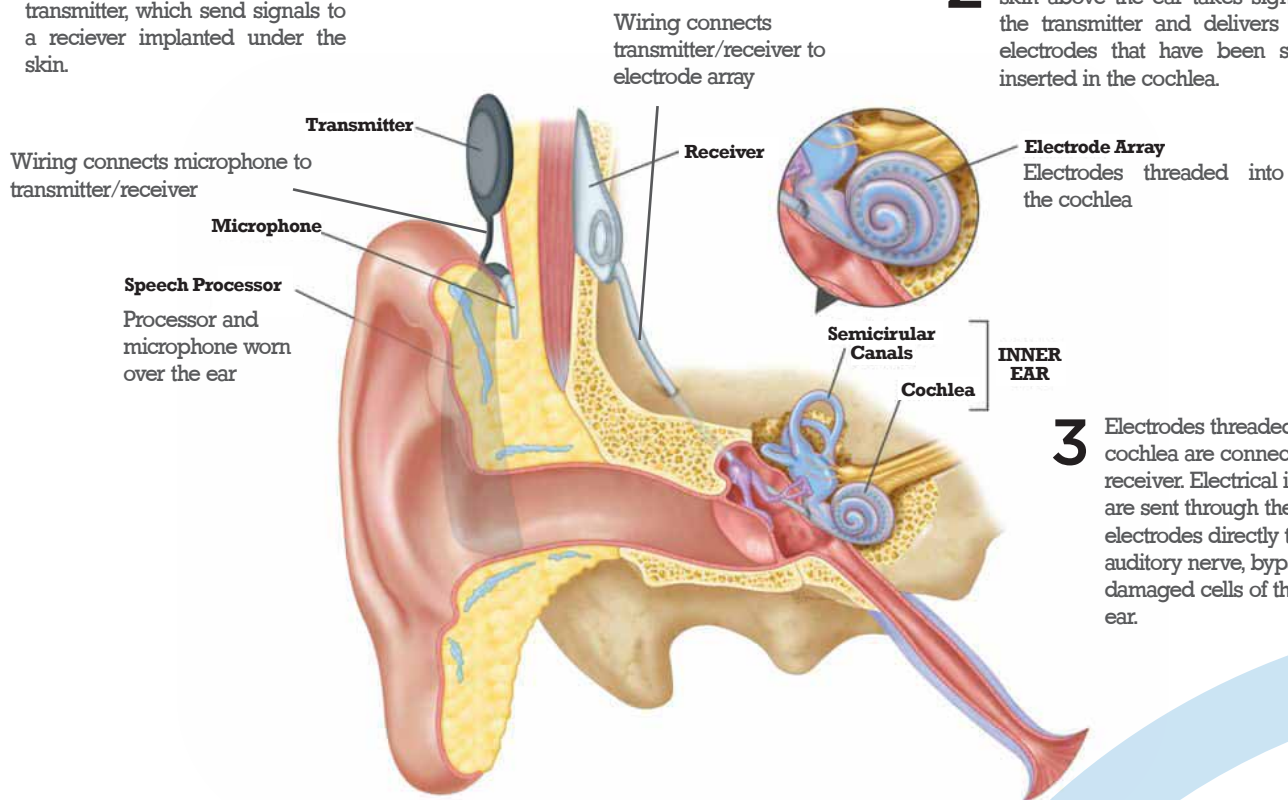
A cochlear implant is a complex device that provides a person with the sensation of sound. Simply put, the CI picks up sounds from the environment, and directly transmits them to the inner ear and auditory nerve, bypassing the damaged parts of the inner ear. Part of the CI is placed externally behind the ear like a hearing aid and the other part is implanted internally under the skin and in the inner ear.

The outer part of the CI consists of a microphone and speech processor that convert sounds from the environment into digital information. This information is passed on to a transmitter worn on the head. From there, sounds are transmitted to a receiver under the skin. The receiver converts the sounds into electrical impulses. The impulses are collected by an electrode array implanted in the inner ear. The electrodes conduct these impulses to nerve endings on the auditory nerve from where they stimulate the brain, and the individual can thus perceive sound.



- 1 First a speech processor with a microphone collects and digitizes sound. Then it sends sound to a transmitter, which send signals to a receiver implanted under the skin.

- 2 A receiver implanted just under the skin above the ear takes signals from the transmitter and delivers them to electrodes that have been surgically inserted in the cochlea.



- 3 Electrodes threaded into the cochlea are connected to the receiver. Electrical impulses are sent through the electrodes directly to the auditory nerve, bypassing the damaged cells of the inner ear.

**HEAR**Talk Workshops

If you would like more information, please attend our HEAR Talk about cochlear implants.

## Perspectives

# Involvement with CHIP is a family affair!



Eva Basch is a retired educational oral interpreter and has been teaching speechreading at CHIP for almost 20 years. She and her husband, Marcel are the parents of two adult children who have profound hearing losses, and the proud grandparents of Maggie, a delightful toddler with perfect hearing.



Both my children are profoundly deaf from birth. When they were very young, I changed careers and became an oral interpreter for people with hearing loss, mainly post-secondary students. I became a trainer of oral interpreters and communication facilitators so that my children could have interpreting services in high school. I later became a consultant on interpreting and oral deaf communication. I advocated for years so that my children, and others like them, could receive the best possible services. They learned to speak and understand spoken language. Thanks to them, and the support of my husband, Marcel, I learned and honed many of my communication skills.

So when I was asked to teach speechreading for CHIP (now Hear Québec), I gladly agreed, since that was right up my alley. Little did I know that this small two-hour-a-week venture would begin a relationship that would span two decades and have a great impact on my life.

After I retired from my regular job, my involvement grew. I CHIPped in where I was needed, helping out as a volunteer, working on publicity, recruitment, training, mentoring, editing, translation, advocacy, accessibility, and whatever else needed doing. As a member of long standing, I am happy to offer my advice and suggestions.

“ Little did I know that this small two-hour-a week venture would begin a relationship that would span two decades and have a great impact on my life. ”



My son Adam (formerly known as Chantal) started, like me, as a speechreading instructor. Here is what Adam has to say:

*I taught speechreading on two separate occasions, in 2011 and 2017. Both times, I got to meet a variety of people of all ages and professions, and we bonded over our shared stories of life with a hearing loss. I was born profoundly deaf, while most of my students acquired hearing loss well into adulthood, and were forced to adapt to the effect on their friendships, family relationships, and careers. Meanwhile, I had built my life around my deafness and knew no other way to be. They told me that they found my relaxed attitude refreshing, and I learned a lot from their stories of overcoming adversity, learning about the new technologies on the market, and putting themselves out there. As the cliché goes, I learned as much from them as they did from me, and it was nice to get to know people who you don't have to explain yourself to, because they understand before the first word has even been said - or read.*



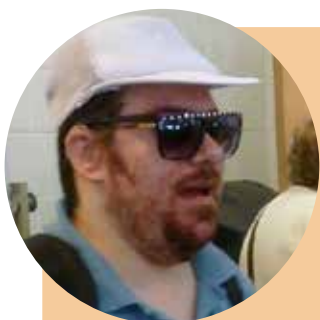


I have worked many different jobs, but the most gratifying and enjoyable work I have ever done has been teaching speechreading.

When I started teaching speechreading almost twenty years ago, my only involvement was as a speechreading instructor. At the time, the program was relatively small - one series of 2-hour classes in the spring and another in the fall. After a few years, at the request of some enthusiastic speechreading students, CHIP (now Hear Québec) generously agreed to expand the program, so that we now have many classes at various locations. The program has evolved to such an extent

that many people have been coming back for years because there is always something new to learn and discover and enjoy. Believe it or not, two or three of the students from my first class still attend speechreading classes today!

I am proud to have contributed to the development of a unique teaching program that is interactive, hands-on, fun, and adapted to the needs of people with hearing loss and their communication partners. It has been a pleasure to work with talented and motivated fellow instructors. My association with CHIP has given me much satisfaction and pleasure. The more I teach, the more I learn.



My whole family has become involved with CHIP. My son, Daniel, has worked as a volunteer for many years. Here is his contribution:

*Years ago, I finished working at my latest part-time job and was despairing of ever being able to hold a steady position anywhere. The prospect of doing volunteer work for CHIP gave me hope that I would be able to be helpful to an organization again. The staff were able to accommodate me, and I could easily understand their instructions.*

*That might not mean much to most people, but since my daily interactions with people were limited, I appreciated being able to find a place where my communication needs were understood. And I was able to put my education in Library Science to use. Over the years, I have done all kinds of varied activities, including browsing the internet for specific resources related to hearing loss, scanning old documents into PDFs, setting up equipment for movie night, photocopying documents and data entry.*

*Lately, I've become extremely helpful with stuffing their envelopes to be mailed out to members and partners. A process that normally takes a team of volunteers to organize I can do with minimum effort for maximum efficiency. It seems utterly intuitive to me but seems extremely challenging for everybody else to figure out. At the very least, my abilities that would normally go to waste, are put to use. Helping out makes me feel appreciated.*



My husband, Marcel, has supported me throughout my involvement. Here are some of his comments:

*"I am married to a missionary! Eva's mission is to ensure that every person with hearing loss has access to the best possible services and equipment. It all started with our deaf children. It continued with CHIP."*

*In social situations, she is on the lookout, watching for any clue that some innocent person might have a hearing loss. And, with her radar on, Eva will notice somebody turning to listen with the better ear, for instance, and suddenly ask "Do you have a hearing loss?"*

*After breaking the ice so gently, she will continue in the same manner with little questions such as "Do you wear hearing aids? No! Well, you should!" She will then proceed to talk about CHIP, on her way to offer membership and application forms for speechreading classes. I have seen her do this anywhere and everywhere - at the swimming pool, the tennis club, the bank, at funerals and weddings, and even on vacation! She has recruited people directly or through family members and friends. She is so motivated. I think that people also detect that she cares and she wants to give them hope.*

*After retirement, I started to help with the driving, setting up the classes and equipment and observe her teaching. It is beautiful to see the students participate, concentrate, be serious, smile, laugh and become friends. Very touching.*

*I can see how they appreciate her. I also chat with them, as "Eva's assistant". Sometimes students who had not seen me for quite a while would tell me that they missed me. I was surprised because I was in the background. They insisted that I brought something to the class. Well, people can be so nice.*

*It gives me pleasure to see how people appreciate the contribution of our family. And that contribution has also had a positive impact on us!"*

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*“ Working with seniors all these years has taught me that there is a lot more at stake when they sell their homes. ”*

## ***When is the best time to sell your home?***

*Sponsored by Suzanne Huet, real estate broker  
shuet@mmontreal.com*

Working with seniors has taught me one thing: there is a lot more at stake when they sell their homes. I learned that lesson the hard way – by helping my own hearing-impaired mother make her own real estate decisions.

Mom (and Dad) had talked for years about moving into a retirement residence, but she was never quite sure. While her existing home was far too large, she'd lived in it for years and had accumulated a lifetime's worth of treasures. Then one day, just like that, she told me: "Suzanne, I am ready to make the move!"

### **Much more at stake**

The fact that my mom took her time when moving into a retirement home was hardly surprising. Mom, like most seniors, had lived in her previous home longer and had become more attached to her property and neighborhood than the average real estate client.

For seniors as a group, the financial consequences of buying or selling a home are also significant. Many have accumulated significant unrealized wealth in their properties which have, over the years, become their largest single investment.

Seniors also tend to think longer term than first time buyers who often hold onto a starter home or condo for just a year or two before moving on.

### **Take your time**

Since the stakes involved in buying or selling a home are much higher for seniors, it pays to take your time and to prepare properly. That means talking about the stakes with friends, neighbours and family members. But it also pays to discuss the process with a real estate agent ... long before you are ready to act. Many of the clients that I work with, I first met months and even years before they finally decided to make their move.

So give me a shout anytime. I'd be glad to chat!

Note: I will be hosting an information session on October 31st 10am -12pm at the Hear Quebec office. If you have any questions you would like me to address in the session, please email me at  
shuet@mmontreal.com.

*"As a Real Estate Broker, there is no better than you. You not only took great care of selling my home but you also took on added responsibilities by assisting me in downsizing and any additional issues. You always followed up with me to make sure I was fine. As a senior living alone and having no one to talk to, I was very fortunate to cross your path and get to know you. You were always charming and professional. I would highly recommend all seniors to remember your name. They will never regret their choice. Thanks to you, Suzanne, my future looks brighter and worthwhile."*

*- Mrs. Gariépy*

*"Consider this a rave review of your star performance! Your wonderful help and advice seeing us through this process of selling my mother's home was very much appreciated."*

*- Mr. and Mrs. Burnett*



Suzanne Huet has distinguished herself as a leader in helping her customers take the next step. She has advanced in her Real Estate Career by her passion which motivated all her actions: by offering a professional, honest and unique service while simplifying your life!

With a career spanning over a decade, she has acquired gratitude, recognition and loyalty from both buyers and sellers. Her excellent reputation and proven track record of repeat customers and referrals are direct results of always making her customers comfortable during this life-changing experience.

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# My Hearing Journey

*By Annette Perry*

I was born deaf due to rubella (German measles), but I was not diagnosed until I was 5 and a half years old. I have a severe-to-profound sensorineural hearing loss in both ears. The left ear has some residual hearing and fairly good discrimination, whereas the right ear has very poor discrimination and only minimal awareness of sound.

At the time of my diagnosis, I was fitted with hearing aids and I remember being in awe of the sounds I heard. I never minded wearing them. In fact, I was happy to have them, as they allowed me to hear and learn how to speak – and to understand so much of what was going on in the world. Despite all my mother's hard work, I started school quite ill prepared. But as the years went by, I learned to listen, speak and function as independently as possible.

I graduated from university with a Master's in Social Work and hoped to have a career that would allow me to spend time listening to, talking with and helping people. I have always enjoyed working, learning from others and being stimulated. My ability to use the phone – and not to always rely on my lipreading skills – helped me a lot in my work.

I had always felt that I functioned well with my hearing aids and coped well with my hearing loss, but over

time, my life evolved and I had a family. As my daughter got older, it became obvious that I was missing more than I realized, as she would report to me that “the lady in the store was talking to you” and other similar observations. My deafness was invisible to many, because I wear behind-the-ear hearing aids.



Over the years, friends and professionals at Mackay Centre (now known as Lethbridge-Layton-Mackay Rehabilitation Center) suggested that I consider a cochlear implant. The idea of someone “fiddling” with my hearing seemed scary, especially since I was always comfortable with how I functioned. But as I got older, it became more apparent that the hearing I considered adequate might not remain as it was. I decided to explore the option of having an implant.

After some initial testing at the Lethbridge-Layton-Mackay Audiology department, an application was made. In Quebec City, I underwent more intensive hearing tests and interviews. They wanted to better understand my rationale for considering the implant. For me, it was simple: I would only consider an implant on the right side, as any hearing from this ear might improve my quality of life and enable me to hear more. Two years later, the team accepted my application. Finally, the surgery was set for June 27, 2019. I prepared to leave work for a time and uproot myself to Quebec City in order to undergo surgery and have the activation done.





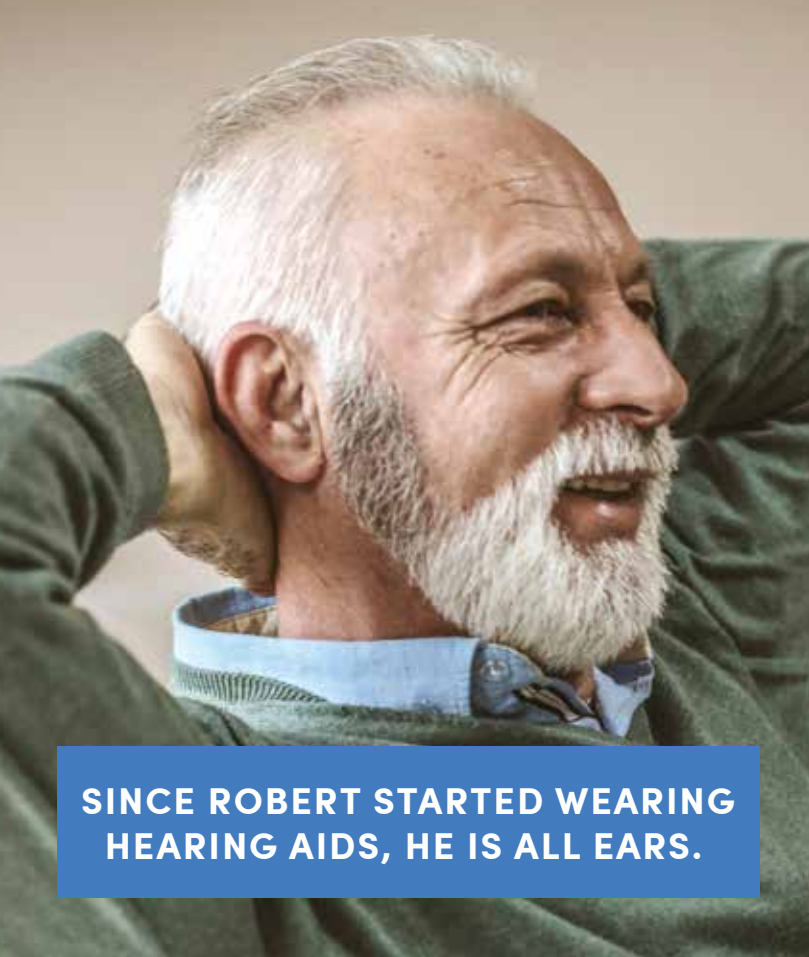
On the first day, the audiologist showed me two implants, one called a Naida from Advanced Bionics, which was MRI compatible, and another system, which was slimmer in appearance, but not MRI compatible. After some consideration, I chose the Naida system since it fit my ear better and I liked the idea that I could have an MRI if I ever needed one in the future, especially considering my age (62). The following day was the surgery. Amazingly, though still very nervous, I wanted to go ahead. I was happy that the operating room staff did not wear masks (at least not while I was awake!), and they had me wear my aids in the operating room, promising someone would take them off and keep them safe for me.

After the surgery, I felt well enough to go to my hotel room by taxi, and had a meal - though I experienced some lightheadedness, a metallic taste in my mouth, and noticed my jaw did not open as wide as usual. The ear had some pain but it did not bother me too much, as I had been advised I might experience these sensations. However later in the day and the following day, I began to experience some severe symptoms as the anesthetic wore off (nausea & vomiting) -- a condition that had happened to me once before. This rare occurrence affects only 3% of the population. After a brief stay in the ER, I returned home.

The following week, I returned to Quebec City for the activation. They turned on the 16 electrodes very slowly and at a very soft level in order to allow my brain some time to adjust to hearing. The following day, I saw the rehabilitation audiologist, who had me listen to words and short sentences. I could hear the days of the week quite clearly and even some short sentences, like "get out" and "the dog is barking." I was surprised at how I could make out words! How quickly my brain was absorbing new sounds!

With my rehabilitation continuing in Montreal, I am just beginning this journey and I have no idea how it will unfold -- but I am excited to see what the effect will be on my life, my work and my family.

Annette Perry is a social worker at Summit School, which has been educating individuals with developmental disabilities for over 50 years. Annette works with both students and their families. In her free time, she enjoys skiing, swimming, hiking and being with family and friends.



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Bonjour, je suis Zarina Mehta, propriétaire de *Réservation Solutions Plus* et j'espère être la personne que vous choisirez solution pour vous. Bilingue (français/anglais), je travaille comme préposée dans le domaine des soins personnels depuis 15 ans.

Références et CV disponibles sur demande.

Hello, my name is Zarina Mehta, owner of *Réservation Solutions Plus* and I can help you find the best solution for your situation. Bilingual (English/French), I have been working in the personal care field for the past 15 years.

References and full CV available upon request.



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