

DIABLO VALLEY NEWS

Happy St. Patrick's Day!

DIABLO VALLEY CHAPTER MEETINGS

1st Wednesday of the month at 7:00 p.m.
Except June, July, August and December

Walnut Creek United Methodist Church
1543 Sunnyvale Avenue
Wesley Room of the Education Building
Walnut Creek, CA 94597

The meeting room and parking are
at the back of the church.

Our meetings are open to the public. Donations are
accepted. We have an assisted listening system so
you can use your t-coil and most of our meetings
are captioned.

CHAPTER MEETINGS

March 2, 2011

Dr. Mimi Salamat, Ph.D., CCC-A, FAAA
Clinical Audiologist & Tinnitus Specialist
Real Ear Measurement

April 6, 2011

Randy Wright
Rossmoor

Induction Loops

Everything you wanted to know, how does it work,
how to set one up and can I have one at home or in
my car?

May 4, 2011

Dr. Stuart Ort

California Ear Institute
Cochlear Implants



Long Beach, CA 2011

Sunday, June 5, 2011
Long Beach Marina Green
Long Beach, CA

5K—3.1 miles

www.walk4hearing.org

UPCOMING HLA A WEBINARS

February 24, 2011

The Masks of Hearing Loss, **Bluffing 101**

March 24, 2011

Cochlear Implants for Children and Adults

Transcripts available

Details available at: www.hearingloss.org

PRESIDENT'S MESSAGE

By Ann Thomas

The HLA Board of Trustees would like to thank Dr. Leslie Harrold for volunteering to serve as the Vice President of the board.

I have Comcast digital TV. Since we upgraded to digital TV I have not been able to get appropriate captions. Anyone interested in signing a chapter complaint against Comcast, please contact me.

Anyone interested in forming a special event committee for our June and December meetings please contact Ann Thomas:
AThomas@hearinglossdv.org.



2 events at the same time

Come on the 16th & stay through the 20th.

HLAA Convention 2011

June 16-19, 2011

Hyatt Regency Crystal City

2nd International Hearing Loop Conference

June 18-20, 2011

HLAA & American Academy of Audiology.

Hyatt Regency Crystal City

Crystal City is a suburb of Washington D.C

www.hearingloss.org/convention

MEET Derek Daniels

By Derek Daniels

I have been a member of the Hearing Loss Association of America, formerly Self Help for the Hard of Hearing (SHHH), since it's early years. I was employed for 30 years by the Oakland and Alameda School Districts. One of the schools where I worked had a class for deaf students. The teacher of that class was familiar with SHHH. When I found out about this organization I immediately joined because I had single sided deafness probably since birth. As a child I was in and out of clinics trying to figure out why I couldn't hear in one ear

My interest in becoming more active with our chapter has been precipitated by the decline of the hearing function in my working ear as the result of a simple cold. As I have been trying to find solutions to my own difficulties, I have become more aware of the following problems: hearing loss as a hidden and serious problem in the population as a whole, problems of hearing loss in the aging population and that many people do not know where to turn for help.

I am thankful to have found the Mt. Diablo Chapter and look forward in the coming year to attending our meetings, visiting with our members and learning more about assistive listening devices (ALD's). As an officer for 2011 of our chapter's Board of Trustees, I hope to be able to help increase the number of members and scope of our chapter's projects. Some of the areas I am particularly interested in are hospital ADA compliance and looping. From my experiences as a visitor and patient in our hospitals I am very aware of how sorely lacking hospitals and their staff are in providing needed assistance to people who have a hearing loss.

I was born in London and through the years I have visited frequently. They are much more advanced there than we are, in providing assistance to people with a hearing loss through induction loop systems. Even taxicabs are looped.

My journey to California began in 1958 when I moved to Toronto, Canada and worked in building and land surveying. This proved difficult in the

Canadian winters and I moved to California in 1961. I can still vividly remember my first Christmas in California. I lit a fire on the beach at Half Moon Bay in the warm sunshine and wondered what all those Canadians were doing back there, in the snow.

After moving to California I enrolled in UC Berkeley. I received my undergraduate and later my master's degree in educational business and school finance. Through the years I worked as a teacher, Vice Principal, Principal, held positions in staff development, project coordination with UC Berkeley and Mills College as well as coordinating state and federal programs.

While I was an elementary school teacher my interests were in science, outdoor education and teaching history through practical application. I especially enjoyed the weeklong biology and ecology sessions at Point Reyes National Seashore with my 4th and 5th grade classes, the living history programs at Fort Point and John Muir House and the 111 year-old schooner with three masts, C.A. Thayer berthed at Fishermen's Warf, San Francisco.

Since retiring in 1990 I have been involved in a variety of activities: volunteering at the local Contra Costa Civic Theatre in El Cerrito building stage sets, as well as renovating the theatre; looking after my investment properties; volunteering for my political party; and traveling. I have visited much of Europe and the USA, cruised the Mediterranean and around Central America.



See you at our next meeting.



THE SOUND OF SILENCE

By Dr. Leslie Harrold

Some people learn by seeing, reading, watching it being done. Others learn by kinetics; hands on doing it. And still others learn by hearing, hearing someone telling about it. I am one of those aural persons. It's ironic that I, who learns by hearing, should have a hearing loss. I guess things happen to us in the area of our greatest vulnerability.

I am greatly assisted by the advancements in sound and hearing technology. I get along fine, most of the time in the hearing world, by using hearing aids and hearing techniques, such as looking at the person speaking to me.

In training to be a public speaker, I learned that only about 35% of information is communicated by words. The other 65% is communicated by body language and gestures. This mainly applies to those who speak to audiences. But part of my skill in living in the hearing world is being aware of the body language and gestures of the speaker. I do OK, ever mindful of improving.

An interesting thing is happening to me as I age. More and more I get a real value out of just sitting and not thinking. The Zen people call it *sat sung*. The value in being in the quiet zone is more and more getting in touch with the inner part of my being. We live in a doing world. As I have gotten older, I have yearned for that inner stillness that is at the center of our being, more in the being part of our life. I have learned to listen to the sounds of silence, as well as the sounds of

the world.

So I am thankful for being able to sit still and know myself and better to know you.

Do Real-Ear Measurements Make a Real Difference to Patient Outcomes?

Interview with Claire Henson, Leicester Royal Infirmary, England

Academy: Hi, Claire. Thanks for joining me today.

Henson: Hi, Doug. Thanks for the interest in our poster!

Academy: Claire, just a little context for clarification. At the recent British Academy of Audiology (BAA) meeting in Liverpool (November 2008), I noticed the poster you and Pauline Smith had displayed. I thought it was very relevant and I was hopeful you would review what you did and what you learned with me?

Henson: Surely. It's my pleasure. The basic question we wanted to answer was whether or not real-ear measures (REMs) made a difference in the long term, from the patient's perspective.

Academy: And just to clarify, REMs are indeed required when fitting hearing aids in the United Kingdom, per the protocols established by the BAA and BSA...is that right?

Henson: Currently in the United Kingdom, REMs are a recommended procedure (BSA, BAA 2007) and therefore all patients should be fitted using REMs. However, we know that a lot of patients do not get REMs at fitting, for a variety of reasons (equipment or technical difficulties, time constraints, lack of training or misunderstanding on the part of audiologists, as well as contraindications such as wax, patient discomfort, etc).

Our study began in 2006; at that point not all audiologists in our department were using REMs on all patients. Therefore, we compared people who had been fitted with hearing aids using REMs, to those who were fitted without using REMs.

Academy: And what was your feeling going into the

study? Did you believe REMs mattered?

Henson: Yes, Pauline and I agreed with the literature and fitting the patient individually, but with respect for ear canal individuality and starting points and targets made sense. We both use REMs all the time and experience showed us how much difference REMs made to the frequency response, particularly at the high frequencies.

Academy: So is it fair to say, because the REM specified a certain amount of high frequency gain, the professionals using REMs were more "obligated" to achieve the higher frequency gain?

Henson: Yes, that's right. So our goal was to match the hearing aid's gain to the specific needs of the patient, but with their specific ear canal acoustics in mind, to determine the best fit possible. And I should note we use NAL-NL1 in our prescriptions.

Academy: How many patients did you review?

Henson: We reviewed a total of 40 patients at one year post fitting. Of those, 16 attended an additional follow-up appointment, and of those, six were fitted using REMs, 10 were fitted without REMs. All patients had already been followed-up at three months post-fitting, and would only have been seen again at their request.

Academy: And what did you learn?

Henson: We found a significant difference in the insertion gain between those fitted with REM and those not fitted with REMs. Specifically, people fitted with REM had more gain at 3kHz and 4kHz. Not only that, but the patients fitted without REM were indeed "under-fit" with respect to target gain at the same frequencies.

Academy: And so the basic prescription was improved via the REM protocol. Were there any other differences in the two groups?

Henson: Yes. We found something very interesting: The Glasgow Hearing Aid Benefit Profile (GHABP, see Gatehouse, 1999) showed people not fitted using REMs had a greater decline in their satisfaction ratings one year later. The decline they experienced was significant and was some 18 percent. That was

significantly different from the satisfaction ratings of the people fitted with REMs. We thought maybe the high frequency gain (which was below target), which patients liked initially, needed to be increased as they acclimatized, to maintain satisfaction in the longer term?

Academy: Did you include any other outcomes?

Henson: Yes. We used the Speech, Spatial, and Qualities of Hearing Questionnaire (SSQ, Gatehouse and Noble, 2004). Although there was not a statistically significant difference, the SSQ scores were consistently higher for those fitted with REM, with regard to Speech Hearing, Spatial Hearing and Quality of Hearing. With regard to this outcome, we believe if a larger sample of patients were included, a significant difference between the two groups of patients might emerge.

Academy: Very good. And so all in all, were there any negatives associated with using REMs?

Henson: Yes. On assessing the additional service used and required by the patients in each group, it was recognized at the one year follow-up, patients from the REM group required additional instruction on using the hearing aid compared to patients who did not have REM at fitting. A possible reason is that conducting REMs takes additional time, and therefore, if no REM is performed, there's additional time for instruction and explanation. Therefore, we recommend that adequate time is allocated to fit the hearing aid using REM, and carry out appropriate instruction, counseling etc.

Academy: Excellent. Thanks so much for your time and for reviewing your findings with me.

Henson: Thank you, too, Doug. It's been great having worked with Pauline Smith on this project and poster, and I'm happy to share our information with the Academy.

From a poster presentation at the British Academy of Audiology, Liverpool, England, November 2008. Douglas L. Beck, AuD, interviews Claire Henson, audiologist with the Leicester Royal Infirmary, England, about her poster session and findings.

Many audiologists in the US don't use REMs.



HLAA-DV MONTHLY BOARD OF TRUSTEE MEETINGS

HLAA-DV BOT meets the 2nd Thursday of the month at 7:00 p.m. in the Bride's Room at the Walnut Creek United Methodist Church.

Chapter members are encouraged to attend.

H & R BLOCK SETTLEMENT FOR HARD OF HEARING

The Justice Department announced that H & R Block had agreed to a nationwide settlement to resolve a complaint filed by a deaf person in San Antonio under the American with Disabilities Act.

"By signing this agreement, H&R Block has affirmed its commitment to providing effective communication with people who are deaf and hard of hearing not only at their tax preparation offices in San Antonio, where the complaint originated, but at their locations across the country," said Thomas E. Perez, Assistant Attorney General for the Civil Rights Division. "The agreement will ensure that individuals who are deaf or hard of hearing have equal access to tax preparation services at more than 11,000 offices nationwide."

World Institute on Disabilities (WID) Welcomes Nanci Link-Ellis S. CA HLA Coordinator to the Board of Directors

Friday, February 18, 2011,

Nanci Linke-Ellis, Partner and General Manager of Captionfish—one of the Internet's leading captioned movies search engines that finds open captioned, Rear Window® captioned, foreign/subtitled, and descriptively-narrated movies and longtime advocate for individuals experiencing hearing loss, joined the World Institute on Disability's Board of Directors in February.

Nanci Linke-Ellis has spent over sixteen years advocating for issues critical to individuals who are deaf or have hearing loss, including efforts to have captioning available in movie theaters. Linke-Ellis is a recent appointee to the California Department of Rehabilitation's State Rehabilitation Council. Linke-Ellis worked as the Executive Director for InSight Cinema from 2002 to 2008, Executive Director for Tripod Captioned Films from 1996 to 2002, and worked in the Television industry and in story development of TV movies and mini-series from 1986 to 1994.

Linke-Ellis has been honored by National Association of the Deaf, Telecommunications for the Deaf, Inc. and by Oticon as one of their *Focus on People* Award winners.

"We are so fortunate to have Nanci Linke-Ellis join the board of the World Institute on Disability, bringing her vast experience in work on hearing loss related issues to WID's think tank approach to impacting critical disability rights policies and practices," said WID's Executive Director, Anita Shafer Aaron.

"WID is doing many great things, and now the Policy Think Tank is working to engage the world by showing how people with disabilities can use technology to inspire others to high levels of achievement," Linke-Ellis said.

The World Institute on Disability, a public policy institute committed to the social and economic

inclusion of people with disabilities in the United States and worldwide, serves as a convener of thought leaders to research, analyze and test policies affecting people with disabilities ability to live independently and equitably in the community and promotes effective benefits planning, financial planning and employment planning as methods for achieving economic equity and independence.

The World Institute on Disabilities is located at the Ed Roberts Campus, Berkeley, CA, 3075 Adeline. For more information contact:
www.wid.org

VOLUNTEERS WANTED

Volunteers are needed to test run a new audiovisual speech perception-training program called ReadMyQuips. In the program, the noise in the audio portion is varied adaptively depending on the person's answer. The sentences are quips taken from people as varied as Winston Churchill and Groucho Marx. Using a crossword puzzle format, the subject simply fills in the answers in the designated boxes. In the trial run, the intent is to identify and correct any software bugs that may still be remaining. Prospective users can download a trial version at www.Sensesynergy.com

The only thing asked of people taking the trial run is that they report any problems with the software, and submit a brief survey (included in the program) telling the company what he or she thinks.

Thanks to our donors

We would like to thank the following people for making donations to our chapter:

Jill McFadden
Joanne Killam
Rick and Leslie Roemmer





CALLING ALL WRITERS!

We are seeking YOUR stories about YOUR life. Have you had an eye-opening experience relating to hearing loss or tried a new technology lately? Tell us about it!

All articles will be edited for availability of space, accuracy and style. Articles should be 350 words or less and **single**-spaced after periods.

RECYCLE UNUSED HEARING AIDS

Mail them to the address below:

The Hearing Foundation, Ear of the Lion
850 San Jose Avenue, Suite 115
Clovis, CA 93612

Contact:
Terry Brooks
800.327.8077
hearfoundation@aol.com

WALNUT CREEK FARMERS' MARKET

Contact Ann Thomas if you would like to work the Information Booth:
AThomas@hearinglossdv.org

Join Us!

Date _____

Name _____

Address _____

City, State, Zip _____

Telephone _____

E-mail _____

Membership includes national, state and local Diablo Valley Chapter memberships, *Hearing Loss Magazine*, *The Hearing Loss Californian* and *Diablo Valley Chapter* newsletters. For international and corporate rates, please visit www.hearingloss.org.

- | | |
|---------------------------------------|--|
| <input type="checkbox"/> \$20 Student | <input type="checkbox"/> \$35 Individual |
| <input type="checkbox"/> \$45 Couple | <input type="checkbox"/> \$60 Professional |

Please send the Diablo Valley Chapter newsletter by:

- E-mail US mail None

Chapter Donations: Please donate! We need your help. Your donation can help us better serve our community.

- 100 \$75 \$50 \$25 \$10

Other _____ no amount too small

Total enclosed \$ _____

Make checks payable to
HLAA-DV
P.O. Box 5495
Walnut Creek, CA 94596-1495

We are a 501(c)(3) nonprofit. Your dues and donations may be tax deductible.

* * *

HearingLossNation

The social network for young and hard of hearing

HearingLossNation is a nonprofit online community designed specifically for hard of hearing (HOH) individuals between the ages of 18 and 35.

<http://hearinglossnation.ning.com>
<http://hearinglossnation.ning.com/video>



Hearing Loss Association

of America

Diablo Valley Chapter

P. O. Box 5495

Walnut Creek, CA 94596-1495

Please send all correspondence to our P.O. Box

**Our next Chapter meeting is
March 2, 2010**

We have an HLAА-DV Information Booth at the WC Farmers' Market. Contact Ann if you are interested in participating.

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Check our website for up-to-date information about chapter meetings, local advocacy, assistive technology and resources.

HEARING LOSS ASSOCIATION OF AMERICA

The Hearing Loss Association of America (HLAA) is the nation's foremost membership and advocacy organization for people with hearing loss. The National support network includes the Washington D.C. area office, 14 state organizations, and 200 local chapters. Hearing loss is a daily challenge you can overcome. You do not have to hide your hearing loss. You do not have to face hearing loss alone.

RESOURCES

HLAA: www.hearingloss.org

HLAC: www.hearinglossca.org

HLAA-DV: www.hearinglossdv.org

Captioned movies:

www.captionfish.com

www.fomdi.com

California Telephone Access Program and the California Relay Service: www.ddtp.com

Q & A in the workplace: www.eeeoc.gov/facts/deafness