

# Hear it is!

Self Help for Hard of Hearing People of Oregon

**SHHH**

Winter 2005

Issue 22

## Plan to Attend

### Finding Your Voice: Speaking Up for Effective Communication

**Saturday, March 26th**

**9:00 AM to**

**4:00 PM**

**Salem Hospital  
Auditorium**

**665 Winter  
Street SE - Salem**

We're hosting our 2nd annual statewide conference for hard of hearing and late deafened people. We hope you'll plan to attend. Last year's conference was a huge success and we are still hearing from people about how they've put the information they learned to use in their lives.

At this meeting, you'll learn how to advocate effectively for yourself. This workshop explores ways you can request accommodations in a variety of settings. Under the Americans with Disabilities Act (ADA), it is up to you to communicate your needs. Many situations, including employers and schools place great demands on you to self-advocate. Your ability to do this effectively impacts accommodations you may receive and your



## Notice of SHHH-OR Elections

Voting for the new SHHH-OR Board of Trustees will take place at the March 26th "Finding Your Voice: Speaking Up for Effective Communication" Workshop (see left). Everyone is encouraged to

attend that meeting, and all SHHH members in Oregon are eligible to vote for Trustees at that meeting. Trustees are elected and serve a three-year term.

Any SHHH member in Oregon can nominate a candidate for any available Trustee position. The Trustees elect the officers each year, usually at the same general meeting. The Trustees and other volunteers form committees as needed to pursue areas of interest throughout the year.

SHHH-OR meetings are normally held quarterly in Albany (near the middle of the state, so it's reasonably convenient to make the meeting. If you cannot attend the meeting, but would like to vote, you may request an

*"Plan" Continued on Page 2*

*"Elections" Continued on Page 3*

## **“Elections” Continued from page 1**

absentee ballot by writing to Karen Swezey by March 10th (email: kswezey@efn.org or write her at PO Box 22501 Eugene, OR 97402).

If you would like to nominate yourself or someone else just send your recommendation by March 1st to Karen Swezey, Nominating Committee Chair (address above).

If you have questions about serving or the elections process, contact Karen. It is our goal to represent hard of hearing people across Oregon. We would like to have trustees from all chapters as well as those who do not belong to a chapter. We hope to see you on March 26th!

## **“Plan” Continued from page 1**

quality of life.

- Learn effective communication styles for requesting accommodation
- Avoid common mistakes
- Sharpen tools which improve your quality of life

Spend a fun and lively day with us! Not only will you learn “real life” strategies for living positively with hearing loss, you’ll also meet others who understand what it’s like to live with one and learn how they cope. You may even win a door prize!

Realtime captioning and assistive listening devices will be provided for all parts of the workshop. (If other accommodations are needed, please contact us by March 11th. We will do our best to meet your needs.) Best of all, its fun and inspiring to be with and learn from a group of enthusiastic hard of hearing people!

Pre-registration is necessary as seating is limited. The \$15 workshop fee includes beverages and lunch. To register for this workshop, send your \$15 check or money order along with your name, address, email (if applicable) and phone number to SHHH, PO Box 22501, Eugene, OR 97404 (Stipends are available if needed.)

We are grateful to Western Region Outreach Center & Consortia of Western Oregon University, Med-El Corp. and SPRINT for helping to sponsor this workshop. Lunch will be provided in the exhibit area. Be sure to check out the CapTel phone at Sprint’s exhibit and all the other interesting displays.

Questions? Contact Cathy - Email (preferred) [cathys@coril.org](mailto:cathys@coril.org) or call (541) 388-8103 or FAX (541) 388-1226.

Directions: From Interstate 5 (north or south), take Detroit Lake/Stayton Highway 22 Exit and go West on Mission towards Salem. Follow the blue “H” signs to the Salem hospital, approx. 4 miles, turn right on “Winter” Street. Parking structure is on your right, across the street from main hospital entrance. Meeting is in the Hospital Auditorium in the basement of the main hospital building.



*Courtesy of The Oregon Association for Better Hearing; Corvallis, OR*



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# More Information on CapTel:

There is more than one way to access your CapTel Phone!

- 1) If you have a Cochlear Implant (CI), or are able to use neckloops, silhouettes or CI patch cords, you may be able to hear better on the CapTel units. Please contact the TDAP program and let us know that you want to have a loop accessible handset to attach to your CapTel phone. If you depend only on your hearing aid, you may want to make sure that your aid has a telecoil device. TDAP also provides silhouettes and neckloops if you are in need of this accessory. For more information, contact Kelli Chrisman at the TDAP office. You can email her at [kelli.chrisman@state.or.us](mailto:kelli.chrisman@state.or.us) or call (800)848-4442 Voice or (800)648-3458 TTY.
- 2) If you would rather receive a CapTel call from the caller directly, not the captioning service, we have the solution for you! A CapTel phone is equipped for 2-line capabilities, which will allow you to receive captions on every call, at any time in the call. With 2-line CapTel enabled, you can:
  - Receive captions on all incoming calls. (Your caller dials you directly, instead of placing the call through the captioning service.)
  - Turn Captions on at any point during a conversation.
  - Give your callers one telephone number. (There is no separate captioning service number for callers to remember.)
  - Get full captioning for every type of call, including emergency calls and calls through relay.
  - Share a call without interrupting captions. (Others can pick up an extension line)

Note: Using CapTel in 2-line mode is optional, and requires a second analog telephone line. For more information, contact Aparna Lele at [aparna.lele@mail.sprint.com](mailto:aparna.lele@mail.sprint.com).

## Thanks – We Need Your Support

It costs approximately \$1900 to print and mail each edition of this newsletter. We are a totally volunteer organization and need your support to continue this newsletter. If you are able, please send a donation of at least \$10 annually. Otherwise, send us what you can or what you think is fair. Please note: This is different and separate from any local chapter fee you may pay. We thank the following folks who have sent donations since the last issue: *Sylvia Eckles, Grace Tiessen, Bonne Bandolas, Rene Pino, Cindy Biboux, Joan Rilance, Helen Boyd, Carol Lehto, Karen Swezey, Dorothy Holbrook, Mary Lou Rodriguez, Jon & Beverly Wimmer, Clyde DuVall, Dick March, Esther Townsend, Dave Kintigh, Jocelyn Cox, Max Jordan, Jo D’Antonio, Berwyn Dodson, Lane County SHHH, and 7 Anonymous Donors*

Please mail your tax-deductible gift to SHHH PO Box 22501, Eugene, OR 97402 using the form on the back of the newsletter.



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## Oregon's Health Licensing Office and SHHH-OR

(Written by Andy Evans)

Oregon's Health Licensing Office and SHHH-OR are working together for Hard of Hearing Oregonians. The Health Licensing Office administers the legal aspects of hearing aid sales in Oregon. The office's stated mission is "...to protect the health and safety of Oregon citizens by setting, communicating and enforcing uniform regulatory standards..." Although the office is the appropriate place to go with a problem or complaint about sales issues that aren't resolved to your satisfaction, it also strives to prevent problems from happening through education and outreach to consumers. A printed brochure entitled *Buying A Hearing Aid?*

can be requested by mail or downloaded from the Licensing Office web site. SHHH-OR was recently invited to help update this brochure and was able to modify some wording and to insert our web address as an information resource. Perhaps you can pick up a copy at your next chapter meeting?

## HARD-OF-HEARING? TIPS FOR WORKING WITH YOUR DOCTOR

(Adapted from an article from the American Academy of Family Physicians)

If you are hard of hearing, you may feel embarrassed sometimes. You may feel awkward saying that you didn't understand what was said. Sometimes you might pretend to hear something you didn't. You may feel that it isn't right to interrupt your doctor. But to get good medical care, try not to be shy about your communication needs when you visit your doctor. Be cooperative and pleasant, but assertive and persistent concerning your needs.



If you wear hearing aids, take the time to adjust them for the best possible sound levels. If you use a personal amplification system, don't hesitate to ask your doctor to wear the microphone.

Tell the receptionist if calling your name isn't the best way to tell you that the doctor is ready to see you. Have them put a

Communication Access Symbol sticker on the outside of your folder by your name and inside where it won't get covered up, as a visual reminder to them that you don't hear well. These symbols are available in different sizes from the SHHH national office.

- Ask for a quiet, well-lighted room, without glare and with curtains and carpets if possible.
- Ask the doctor and nurse to speak clearly, to face you, to keep their mouths visible, and to repeat and rephrase as needed.
- If you need a procedure or exam, complete your

"Licensing" Continued on Page 5

conversation in a quieter room before moving to the exam room. If your doctor will be wearing a facemask for a procedure, ask to be told what you need to know ahead of time, because you can't read lips through a face mask. Another option is to have the nurse stand beside you and repeat what the doctor says during the exam/procedure.

- If your speech is difficult for others to understand, ask the doctor or nurse to be patient. Take your time. Feel free to write or type on a computer or other keyboard if you prefer.
- If you need an Assistive Hearing Device or an oral interpreter, request one when you make your appointment.

You have a right to understand everything your doctor or nurse tells you about your health. You may want to repeat sentences back, to be certain you heard correctly.

If your doctor uses a word that you don't know, ask for the word to be written down and explained clearly. If you need it, ask for a drawing or a model.

Don't be afraid that you're bothering the doctor with these questions. If it would help you, ask for written information about your condition, your medicines or your treatment choices.

Be sure you clearly understand any medications given you, including dosage, purpose and special procedures, if any. Repeat instructions to make certain you have them straight. Don't hesitate to ask for written instructions.

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### **"Licensing" Continued from page 4**

The office hosts a seven-member Advisory Committee on Hearing Aids, consisting of 4 hearing aid dealers (also known as "Specialists"), 1 Audiologist, 1 Physician Ear-Nose-Throat Specialist, and 1 consumer representative. SHHH-OR has been present at these committee meetings with a formal voice on the agenda representing you, the consumer. We are working to add an additional consumer representative to the committee as well.

SHHH-OR and the Health Licensing Office believe that we can work together to reach and inform Oregon's hard of hearing people. There are several other organizations we partner with in order to provide the most appropriate information, resources, and access to Oregon's hard of hearing people. Please contact one of our chapters listed elsewhere in this newsletter to learn more.

Oregon Health Licensing Office  
Susan K. Wilson, Director  
700 Summer Street NE, Suite 320  
Salem OR 97301-1287  
Phone 503-378-8667 Fax 503-585-9114 TTY 503-373-2114  
Email [hlo.info@state.or.us](mailto:hlo.info@state.or.us)  
Web site [www.hlo.state.or.us](http://www.hlo.state.or.us)

## **We Miss You, Hal.**

Hal Hessing passed away this week in Corvallis.

Hal worked as a scientist and researcher at the National Bureau of Standards, the Department of the Navy, the National Advisory Committee for Aeronautics and NASA, as well as at General Electric and Los Alamos National Laboratory.

Well-known for his good-natured sense of humor, Hal was for many years an avid fisherman and conservationist, enjoyed dancing with the Corvallis Square Dancers, and was a strong supporter of Self Help for Hard of Hearing People of Oregon.

Memorial contributions can be made to Self Help for Hard of Hearing People of Oregon in care of SHHH Oregon, PO Box 22501, Eugene, OR 97402.

# **Telecoils: Powerful Hearing Help**

Did you know that telecoils, those powerful little induction coils in our hearing aids and cochlear implants that can help us hear better, have been available since 1946? Of course the technology has improved and the size has been reduced, but they are still a little slice of heaven to hearing aid users.

Telecoils? You mean YOU don't have one? Shame! Well, you're not alone. It is estimated that roughly 30-40% of the US hearing aid population does not have telecoils in their hearing aids and have never been told about them. This is shocking when you consider that in Europe 85-90% of hearing aids include telecoils.

Unfortunately, if you are one of the ones without a telecoil, you may not realize that your telephone conversations can be improved with the use of one, or that the telecoil can be used with assistive listening devices to help you hear better in a variety of situations.

How? Well, many people permanently loop a listening area near their TV set, thus making the TV sound access simple and convenient since no receiver is required. Counter loops are now available to permit hearing aid users to understand the clerk in noisy environments such as at airports and hotel counters. Switching to your telecoil when using a PockeTalker in the car can eliminate road and engine noise. So, if more hearing aids contained telecoils, there would be an incentive for more facilities to provide these systems.

Many hearing aids do not include telecoils because they are perceived to be of benefit only with telephones, which is simply not true.

Mark Ross tells us, hearing care professionals are in a position to strongly recommend the inclusion of telecoils in all of the hearing aids they dispense. At the same time, consumers and other interest groups can lobby strenuously for more Assistive Listening Device installations.

(This article was adapted from an article by Mark Ross in the Hearing Review.)

In a survey, less than 50% of all hearing aid dispensers even





mentioned the possibility of a telecoil to their clients, according to The Hearing Review. People, can be given enough information to make an informed choice, and “many people would be more willing to accept the need for a slightly larger hearing aid if the potential benefit of a telecoil were explained to them,” says Ross.

Do yourself a favor and ask about a telecoil for your new hearing aid. Note: They can sometimes be retrofitted into existing hearing aids.

*“We are coming to understand that no organization, including government, will fully succeed without the active participation of each of us. Volunteers are vital to enabling this country to live up to the true promise of its heritage.”*

Bill Clinton

## Check It Out

(By Linda Nopp – Kitsap SHHH Chapter Leader)

If you or someone you know has experienced hearing loss for many years, you may be unaware of recent advances in assistive equipment and access in public venues. Recent technological advances in electronics and computers applied to hearing aids provide much better customized performance than was previously available. The wider array of hearing aid styles and features give you and your hearing healthcare professional more choices for obtaining maximum benefit.

(Note: It is recommended that you ask for a telecoil to be included in any new hearing aid that you purchase so that you can use it with amplified phones and other assistive listening systems.) If your hearing loss caused you to avoid public performances and meetings, you may be pleasantly surprised to find that you now can enjoy some of these events because assistive listening technology is now offered there. Find out!

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Deaf and hard-of-hearing people and other members of traditionally underrepresented groups are strongly encouraged to apply. Contingent upon continued federal funding, tuition waivers and/or stipends are available.
<b>WESTERN OREGON UNIVERSITY</b>
345 North Monmouth Avenue • Monmouth, Oregon 97361 503-838-8444 (V/TTY) E-mail: RRCD@wou.edu • www.wou.edu/rrcd

## Hospital Kits Available

Do you know what to do and how to advocate for yourself in a medical setting?

The Hospital Kit can help. It contains signs and information to help you make your needs known.

The kits can be mailed to you for \$4.

To order by mail please send check to:

SHHH-OR  
PO Box 22501  
Eugene, OR 97402  
Questions?

Kswezey@efn.org or  
(541)689-7242



## OHSU Department of Otolaryngology/ Head and Neck Surgery



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#### Cochlear Implant Staff

Sean O. McMenomey, MD, FACS  
Alexander J. Schleuning, II, MD  
Donald S. Plapinger, EdD, CCCA  
Allison H. Zarkos, MA, CCCA

#### Audiology Staff

Amy L. Johnson, MA, CCCA  
Jennifer J. Strode, MS, CCCA

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Cochlear Implant Services 503-494-6258

Sean O. McMenomey, MD, FACS 503-494-8135

Alexander J. Schleuning, II, MD 503-494-0619

V/TDD cochlear@ohsu.edu www.ohsu.edu/ent

## Scholarships for HOH People

### Lois Hartley Scholarship

\$4000 Scholarship is available to full time undergraduates who are members of an Oregon credit union and have some form of hearing impairment. 1-800-688-6098 to request an application. Deadline is March 31 each year.

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## **Bulk Copies of Hear It Is! For Distribution**

If you would like to receive bulk copies of "Hear It Is!" to distribute in your office, or in retirement centers, hearing health care offices or other public places, please email Karen(kswezey@efn.org) and let her know how many copies you could profitably use. We also have newsletter sign up cards in quantity that we can send you. We are always looking for ways to spread the word about SHHH and this newsletter.

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## **Hearing Loss Web "New to Hearing Loss" Info**

We are happy to announce a new website section specifically for people who are new to hearing loss. We have provided answers to the questions we are most frequently asked by people with newly identified hearing loss - and also to some questions people don't ask, but should! ;-). Check it out at <http://www.hearinglossweb.com/Misc/new.htm>. Please send questions, comments, or suggestions to [larry@hearinglossweb.com](mailto:larry@hearinglossweb.com)



*Many years ago, Martin Luther King, Jr. said that when he died, he did not want to be eulogized for his Nobel Prize or any of his volumes of other awards. King said he wanted to be remembered for trying to help other people to have a better life. What about you? Would you like to be remembered for bettering the life of others? Consider offering some of your time to SHHH. There's lots to be done and you can be of help! Contact our SHHH-OR President, David Viers ([viers2001@juno.com](mailto:viers2001@juno.com) or 360.896.8117).*

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## Who We Are

"Hear It Is! Oregon" is published quarterly. There is no subscription fee currently required, but we **depend** on your contributions and we request that you notify us annually if you wish to continue to receive this newsletter. We would like all hard of hearing people to receive it regardless of ability to pay. *If you wish to be added to the mailing list or continue to receive this newsletter, please fill out the coupon on the back page and return it to us. If you have responded in the last 12 months, you will continue to receive it and do not need to respond again.* We welcome your articles, notices about events, donations, and other items that will be of interest to hard of hearing people. Please send your items to:

*SHHH of Oregon  
PO Box 22501  
Eugene, OR 97402  
Phone (541)689-7242  
voice/TTY  
FAX (541)461-8601  
e-mail: kswzey@efn.org*

Opinions expressed in this newsletter are those of the individual author and are not necessarily those of SHHH. Mention of products and services does not mean endorsement, nor should exclusion indicate disapproval. Personal experiences and diverse opinions related to hearing loss are welcome for publication, and should be mailed to SHHH Oregon (address above). Unless otherwise noted, readers interested in duplicating or distributing any or all material found in the "Hear It Is!" have our permission to do so. Please credit the source when using such material.

## Self-Help Chapters in Oregon

Local chapter meetings are open to all. Family, friends and professionals are encouraged to attend and become involved. Through chapter meetings and newsletters you'll find:

*Insights into effectively living with hearing loss  
Support/Referrals/Information  
Information about the latest technology  
Coping strategies & tips  
An opportunity to make a difference  
Diminished feelings of isolation and aloneness  
Opportunities to share concerns and hear from others*

We believe in education - for those who hear well and those who cannot - so that both may understand the causes, challenges and possible remedies for hearing loss. At our meetings, you'll find a comfortable place where hearing loss is accepted and not a problem. Many people report that being a part of a SHHH group has made a major difference in their lives. Your participation benefits not only you, but others who attend as well. Following is a list of the current chapters and contact people in Oregon.

### **Bend SHHH meets on the 2nd Wednesday of the month - 6 PM at the St. Charles Medical Center - Rehabilitation Conference Room.**

Contact Cathy Sanders  
e-mail: [cathys@coril.org](mailto:cathys@coril.org)  
(541)388-8103  
CORIL  
PO Box 9425, Bend, OR 97708

### **SHHH - Central Oregon Coast meets the 4th Tuesday each month - 1:30 PM at the Newport Chamber of Commerce, 555 SW Coast Highway, Newport**

Contact Cindy Campbell e-mail: <a href="mailto:cicampbell@earthlink.net">cicampbell@earthlink.net</a> (541)998-8245 or (877)867-1896 4202 NE 43rd, Neotsu, OR 97364	Bob Hall <a href="mailto:bhpalx2@centurytel.net">bhpalx2@centurytel.net</a> (541)765-3342 Box 1137, Depoe Bay, OR 97341
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### **Lane County SHHH meets 2nd Thursday each month - 7 PM at the Hilyard Community Center, 2580 Hilyard Street, Eugene.**

Contact Leone Miller, e-mail: <a href="mailto:vngleone@msn.com">vngleone@msn.com</a> (541)744-2994 PO Box 22501, Eugene, OR 97402	Andrea Cabral e-mail: <a href="mailto:angora@comcast.net">angora@comcast.net</a> (541) 345-9432 voice/TTY
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### **Lowestin (Lake Oswego/West Linn/Tualitan) SHHH meets 2nd Tuesday each month - 2PM at the Adult Comm. Center - 505 G St., Lake Oswego.**

Contact Betty Gallucci  
e-mail: [bettylakegrove2002@yahoo.com](mailto:bettylakegrove2002@yahoo.com)  
(503)636-6933 voice  
5211 Madrona, Lake Oswego, OR 97035

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**Medford Area Chapter - New for You!**

Contact: Jim & Marilyn Hamm  
(503)664-0141  
PO Box 5574, Central Point, OR 97502

**Portland SHHH meets the 3rd Tuesday each month - 7 PM at the Good Samaritan Hospital, Wistar-Morris Conference Room - NW 22nd and Marslall, Portland**

Contact: Mark Foster  
e-mail: [hey\\_foster@hotmail.com](mailto:hey_foster@hotmail.com) Web: [www.shhhor.org/portland/](http://www.shhhor.org/portland/)  
(503)413-7348 - voice/TTY  
PO Box 2112, Portland, OR 97208

**NEW!!! Redmond Area Chapter meets the 4th Tuesday of each month - 6:30 PM at the Redmond Library, 827 SW Deschutes Ave., Redmond**

Contact: C.J. Bennett  
e-mail: [cben13@ixprwes.com](mailto:cben13@ixprwes.com)

**Roseburg SHHH meets the 2nd Monday each month - 7 PM at the Mercy Hospital Community Education Room - 2459 Stewart Parkway, Roseburg. (Between Parkway Pharmacy & Office Max)**

Contact: Lorene Russell  
e-mail: [rlrussell@mcsi.net](mailto:rlrussell@mcsi.net)  
(541)679-9655  
732 Mulberry Ln.  
Roseburg, OR 97470

**Salem SHHH meets the 2nd Wednesday each month - 6:30 PM at the Salem Hospital Meeting Room H (in the basement) - 665 Winter Street SE, Salem.**

Contact Kathy Ladd  
e-mail: [SHHHSalem@aol.com](mailto:SHHHSalem@aol.com)  
(503)394-3863  
38427 Shelburn Dr., Scio, OR 97374

**If you are interested in being a part of a chapter in your area, contact:**

*Bonne Bandolas, Oregon*

*Chapter Coordinator*

e-mail: [oregonchapters@pcinw.com](mailto:oregonchapters@pcinw.com)

For CapTel calls dial 1(877)243-2823 then (541)689-3701#

For TTY or FAX (541)689-3701

PO Box 22501, Eugene, OR 97402

or

*Chapter Coordinator, SHHH National Office*

e-mail: [national@SHHH.org](mailto:national@SHHH.org)

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**Thank you Sponsors!**

We are so glad for the sponsors who support the work we do by not only telling their clients about SHHH, but starting this year, they also support us by purchasing ads in this newsletter. Many THANKS to our sponsors!



**Self Help for Hard of Hearing People of Oregon**

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- I want to join **SHHH** National. Please enroll me as a member. I'm including my \$25 membership fee. Or you can sign up online at [www.shhhor.org](http://www.shhhor.org) (Click membership, click application).

Donations to support **SHHH** outreach efforts in Oregon should be made payable to **SHHH** Oregon and mailed to P.O. Box 22501, Eugene, OR 97402.