

Hear it is!

Self Help for Hard of Hearing People of Oregon

SHHH

Fall 2004

Issue 21

Maximizing our Ability to Hear on the Phone (Part 2)

(By Dana Mulvany of Self Help for Hard of Hearing People (SHHH) Part 1 of this article appeared in the last issue. You can read that article on our website, at www.shhhor.org.)

Binaural hearing

In part because phones are designed to be used with one ear, many hard of hearing people have never thought about the possibility of using both ears with the phone. However, the ability to use both ears improves speech discrimination tremendously for most people. One SHHH member, Ron Vickery, believes he hears better than "twice as well" when he uses two ears rather than one to listen on a telephone.

Using Phone Couplers for Binaural Hearing

Phone couplers can be used to send sound from the phone line to a personal assistive listening device (PockeTalker, SoundWizard, SounDirector, etc.) which then transmits sound to both ears. (Depending on the phone coupler, it may be inserted between the handset and the base of a phone, or attached to the phone line itself, sending out an audio signal via a 3.5 mm plug designed to be inserted in a microphone jack)

- People without hearing aids can use headphones or earbuds and adjust the volume carefully from the least powerful to the most comfortable level as needed.

More Members Mean More Power

(From the Desk of Dick Meyers, President of SHHH)

Years ago, I introduced my audiologist to SHHH, and was rather shocked she had never heard of an organization that could so directly benefit her patients. Today our material is

displayed in her waiting room and those of many other audiologists. However, while we have made gains in the professional community, there are thousands of people with hearing loss who have no clue that SHHH exists. If you are reading this message, you know that membership, as the old American Express commercials say, "has its privileges." Like me, you have been exposed through

SHHH to solid information that helps you and those you love cope with your loss more effectively.

One of my top goals as your president is to increase membership. First, because we have so much to offer. Second,



"Maximize" Continued on Page 2

"Power" Continued on Page 3

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.

"Maximize" Continued from page 1

- Telecoil users can use neckloops or double silhouettes, both of which are inductive couplers for telecoil users
- DAI cords can also be used with the assistive listening device.

If necessary, it's possible to mix and match if a person doesn't use two of the same kinds of devices in his or her ears or has two separate silhouettes or DAI cords:

An adapter for two 1/8 inch plugs to be used in a single 1/8 inch jack can be obtained from Radio Shack and put into the earphone jack. Check to see whether the plugs are mono or "stereo" and match the adapter accordingly. A mono plug has one band of colored plastic separating the metal "tip" and "sleeve;" a "stereo" plug has two bands of colored plastic between the "tip," "ring," and "sleeve." ("Stereo" plugs do not actually always provide sound in stereo, so it is more accurate to call them three-conductor plugs, but they are often described as stereo regardless.)

As an example, a person with a non-telecoil-equipped cochlear implant processor and a telecoil-equipped hearing aid could use a Walkman-type patch cord and a silhouette to allow both ears to be used with the phone. The plug of the patch cord and of the silhouette would be inserted into a Y-adaptor and then into the earphone jack of a personal assistive listening device. (Generally, neckloops require more power than DAI or silhouettes; a patch cord and silhouette will probably work better than a patch cord and neckloop.)

Phone couplers can also be used with other assistive listening devices, like FM systems or audio loop systems. Most of the previously mentioned phone couplers work with individual phones, but Radio Shack's "Smart" Phone Recorder Control is an adapter to the phone line that can be used with an assistive listening system when any phone on the line is picked up. (Due to the undesirability of listening to other people's conversations, this phone coupler would be more suitable for people living alone than with others who share the phone.)

Phones with Output Jacks

Many phones developed or adapted for hard of hearing people have 1/8 inch output jacks, which can usually be used with the same neckloops, silhouettes, headphones, earbuds or DAI cords mentioned previously. (The phones available to hard of hearing Oregonians through the TDAP program have this type of jack available as well as neckloops and silhouettes through their free long-term loan program.) If you are interested in connecting the output to the



Oregon Telecommunications Relay Service (OTRS) Communication Assistants provide a vital link between the hearing people and those who are deaf, hard of hearing or speech disabled.

- Totally confidentiality
- Toll-free access, 24 hours a day, 365 days per year.
- Voice Carry Over (VCO) allows the deaf or hard of hearing to use their own voice
- Hearing Carry Over (HCO) allows the speech disabled to use their own hearing.

All you have to do is dial...711 or

1-800-725-2900 (TTY)
1-800-735-3260 (VCO)
1-800-735-1232 (Voice)
1-800-735-0644 (ASCII)

microphone jack of an assistive listening system, and if you have a regular audio cable with 3.5 mm phone plugs, check whether there is distortion using the cable between the two devices. If there is, use a compatible attenuating dubbing cord instead, such as part 42-2152 from Radio Shack.

Other Methods of Binaural Hearing

Speakerphones and portable acoustic-to-magnetic adapters also allow hearing binaurally.

- People with hearing loss can vary widely in whether they benefit well from speakerphones, so the decision as to whether speakerphones are effective depends on the experience of each individual, and their listening equipment.
- An example of a portable acoustic-to-magnetic adapter is the Oticon TA-80C, which can be ordered with two silhouette inductors; alternatively, the silhouette can be placed over the ear that is not next to the phone, still providing a binaural experience.

An In-Line Amplifier for Fluctuating Hearing

One telephone accessory that may be particularly useful for people with fluctuating hearing, such as those with Meniere's Disease, is an inline amplifier with multiple frequency controls, such as the Hearsay Corporation's Speech-Adjust-A-Tone. The user can adjust different frequency ranges at any time to fit the individual's own hearing loss, and a headphone jack is available. Controls may not be available for each ear, so if the hearing in each ear is significantly different, the user will need to adjust the device carefully to avoid causing too much amplification at any frequency for either ear. (Different versions of the Speech-Adjust-A-Tone also provide a headset jack and connections to other audio devices, such as televisions or computer sound cards.)

Compatibility Issues with Digital Phone Systems

Specialized phones, such as amplified phones, VCO phones, TTYs, etc., and other products for standard phone lines

"Power" Continued from page 1

because there is strength in numbers. More members give us more lobbying power with state and national governments and boost our fundraising opportunities with private industry and foundations. The influence of SHHH members is also felt in more subtle ways. At my wife's Fortune-50 company, for example, a strong SHHH member encouraged a hiring program for the hearing-impaired. Ten years ago, this member also pushed for - and got - signing at employee meetings.

These things do not happen without sponsors. As SHHH members, we are the sponsors. In addition, the more of us there are, the more we

will make everyday life easier for others and ourselves.

So my message today? Think of yourself as a recruiter. If each of us invites one new person - just one - to read this newsletter or to attend our next SHHH chapter meeting, we can almost double overnight. One member + one guest = one heck of a lot of power. Let's give it a try. Thanks so much and good luck!



Don't Miss SHHH Oregon Spring Workshop

Spend a fun and lively day with us March 26th in Salem! Not only will you learn *real-life* strategies for living positively with hearing loss, you'll also meet others who understand what's it's like to live with one and learn how they cope. Family and friends are also welcome.

Realtime captioning and assistive listening devices will be provided for all parts of the workshop. (If other accommodation is needed, please contact us at least two weeks before the event.

You'll find its fun and inspiring to be with and learn from a group of enthusiastic hard of hearing people!

Watch the Winter Issue of this newsletter for details and registration information.

"Maximize" Continued from page 3

should only be plugged into analog phone jacks. Digital phone systems, such as those found in many workplaces, may have different electrical requirements and cannot be assumed to be compatible unless they provide an analog jack. Check with the manufacturer of the digital phone system as to whether it is safe to plug accessories in between the handset and the base, or whether there are other products available from that manufacturer.

Beyond Traditional Phone Service

A limitation of traditional landline telephone service is that typically, the speech frequencies below 300 Hz and above 3.2 kHz are not present. Interestingly, traditional telephone service thus gives every user the experience of hearing loss!

Digital wireless phones and Voice over IP services may be able to convey much more of the speech range and thus higher quality audio when users talk with others on the same network. Some hard of hearing people have reported being able to hear better using these services than with traditional landline phones.

For more information about VoIP and choosing accessible digital wireless phones, see the links at the bottom of this article.

Conclusion

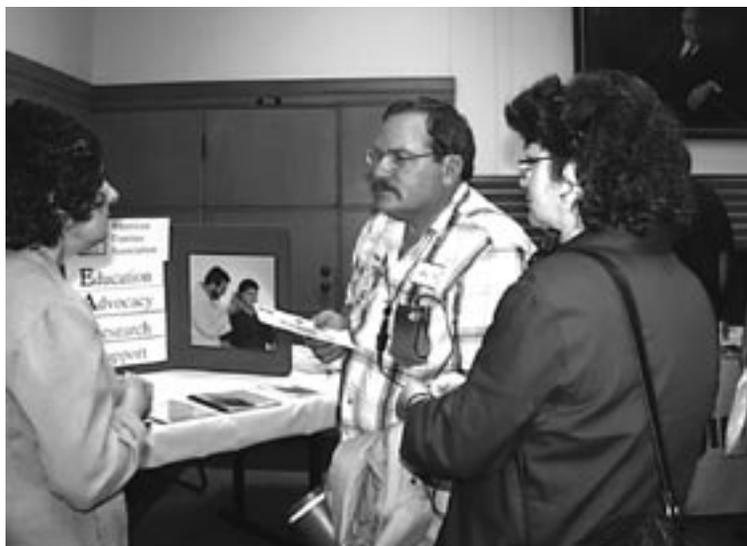
There are many ways to hear on the telephone. This article has touched only on some of the less well publicized ways to hear better on the phone. For a general overview of telecommunication options, please review Linda Kozma-Spytek's excellent article, "Accessing the World of Telecommunications," referenced below. Note that if you do need to use text relay services, it would be possible to use the 2 line VCO discussed in her overview and still use some of the equipment discussed above to help yourself hear as well as possible.

You've now learned to avoid the Painful and/or Extremely Expensive Modes of Telephone Communication. I hope you'll end up enjoying telephone communication more!

Dana Mulvany, MSW, is the Director of the National Information and Training Center for Hearing Assistive Technology at Self Help for Hard of Hearing People (SHHH), <http://www.hearingloss.org>.

She would like to thank Ron Vickery, Mark Ross, and Brad Ingrao for their assistance with this article.

Please note: Mention of specific products in this article should not be considered an endorsement of these products.



Donna Veal, Allan Close, and Andrea Cabral check out information at the SHHH-OR Workshop (Photo by Bonnie Bandolas).

Resources and Links to Help Maximize Your Ability to Hear on the Phone

Oregon Phone Equipment Loan Program - TDAP Staff:
(800)848-4442 Voice – (800)648-3458 TTY – (503)573-7950
FAX - TDAP 550 Capital Street NE Salem, OR 97310

Phone Couplers (not necessarily exhaustive)

Williams Sound Telelink Phone Coupler (#TEL 001) For handset
Radio Shack Mini Recorder Control (#43-1237) For handset
Radio Shack Recorder Control (#43-228) For single phone
Radio Shack "Smart" Phone Recorder Control (#43-2208) For entire phone line
CI users: check with your manufacturer for compatible telephone equipment

Assistive Listening Devices (overview)

http://www.hearingloss.org/html/assistive_listening_devices.HTM

The Effect of Bandwidth on Speech Intelligibility

http://www.polycom.com/common/pw_item_show_doc/0%2C1449%2C1809%2C00.pdf

Digital Cell Phones and Hearing Aids: Frequently Asked Questions (and Answers)

http://www.healthyhearing.com/healthyhearing/newroot/articles/arc_disp.asp?id=221&catid=1054

Tips for Telecoil Users: Finding the Best Digital Wireless Phone For You

<http://www.hearingloss.org/hat/TipsWirelessPhones.htm>

How IP-Telephony Works (VoIP)

<http://electronics.howstuffworks.com/ip-telephony.htm>

Accessing the World of Telecommunication

http://www.audiologyonline.com/audiology/newroot/articles/arc_disp.asp?id=345&catid=5



All I Want for Christmas

Thanksgiving is here, which means Christmas and Chanukah are not far behind. As your friends and family are trying to figure out what to get you for a gift, consider telling them about the things that would make your hearing life (and theirs!) easier. Let them know if you are wishing for some assistive device like a Pocketalker with a directional microphone and a neckloop so you can hear in the car, or listen to TV without blowing everyone else's ears out. What about an alerting device so you can know when the phone rings or someone is at the door? Or would you prefer another pair of socks, or a box of stationary? Remember, ask and you shall receive!

Your One-Stop Shopping Source

- alarm clocks with bed vibrators
- amplified telephones
- loud phone ring amplifiers
- personal sound amplifiers
- TV listening devices
- books and videos on hearing loss

See all our products online at
WWW.HARRISCOMM.COM

Free catalog available. Request your copy today!

HARRIS COMMUNICATIONS

15155 Technology Dr. Eden Prairie MN
(800) 825-6758 Voice • (800) 825-9187 TTY

Thanks – We Can't Do It Without Your Help!

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: Lane County SHHH, Russell DeGroat, Phyllis Badgley, Marsha Lovitt, William Thomson, Vivian Olheiser, Rene Pino, Alice Tomer, Don Tower, Marlene Robbins, Sylvia and Buddy Eckles, Michael & Lois Schulz, Jo D'Antonio, Emery Jett, Larry Pagter, James Isom, Angeline Harold, John Peterson, James Rimmer, Camille Atherton, Margaret Tensen, Robert Casteel, Alina Stevenson, and 4 Anonymous Donors

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



Cheryl Davis Responds to her Special Friend of SHHH Award

Cheryl Davis was given the Special Friend of SHHH Award at last year's SHHH National Convention. Cheryl asked us to print her reaction to receiving the award at last year's Convention.

When I started in the WROCC at WOU coordinator job in 1997, I was very familiar with Deaf culture and issues facing individuals in that community, but not at all familiar with the issues facing individuals who are hard of hearing. I was one of those people who thought there were no issues. I'm embarrassed to admit that the words "It's not like they're deaf!" have come out of my mouth. This misconception came, in part, from my training as an interpreter. This is where we were as a field at that time. For my part, though, I clung to these teachings and attitudes without stopping to re-evaluate for almost 20 years. When I think about it, I'm sure my instructors changed their attitudes long before I did.

Fortunately, by the time I took this job, I had come to realize that there were issues related to living with hearing loss and that I did not understand them. I'm lucky to be in Oregon where SHHH is strong, and lucky to live in an age where I can take advantage of the wisdom and expertise of members of an electronic community such as the Beyond-Hearing listserv. I had to swallow my fear of being wrong, and of admitting that I did not have the knowledge or answers. So I took a lesson from my older brother, who years ago gave me this advice about singing in choir: "Sis... whenever you are having a hard time hearing your part—sing really loudly. This will get the director's attention and she'll run to work with your section." As soon as I opened up and asked, people from SHHH (oftentimes perfect strangers) ran forward to work with me, educate me, and correct me (some got in line 2 or 3 times!), and they actually cheered me on!

You are my special friends, and you are still cheering me on, as evidenced by this nomination for the Special Friends Award. You spent a lot of time working with me to help me understand what it means to live with a hearing loss, and I'm pleased that you are happy with the job I do in helping to educate others. This kind of support is what I think of whenever I think of my friends in SHHH: people working at a grassroots level to educate each other so that we can all shine.

You may not present at conferences or be workshop trainers, but you educate everyone you encounter in your daily lives. Remember: 1) Be careful of the attitudes you present...your students may continue to nurture them long after you've abandoned them! 2) Never fall into the trap of thinking that your work is going to waste. We are all chipping away at each other's various resistances, and sooner or later a new sculpture must appear. Make sure you are a positive influence on the end product, and 3) Whenever you need help, sing really loudly!

Thank you, my friends, for all you have given me! I'm a better person for knowing you!

CapTel Phones Are Available

Do you struggle to hear on the phone? The Telecommunication Devices Access Program (TDAP), through the State of Oregon, has available for free, long term loan, some great telephones made just for folks like you and I. There are several phones to choose from, and CapTel is one of the newest.

What is CapTel? Ideal for people with some degree of hearing loss, the captioned telephone (CapTel) works like any other telephone with one important addition: it displays every word the caller says throughout the conversation. CapTel users can listen to the caller, and can also read the written captions in the CapTel's bright display window. It also has amplified system that will allow you to hear your friends' or relatives' voices.

Who Benefits from CapTel?

- Anyone with some degree of hearing loss, who finds it difficult to understand telephone conversations.
- People using hearing aids or assistive listening devices
- People who are deaf or hard of hearing and voice for themselves

Benefits of CapTel:

- Calls are made in a natural manner, simply dial the telephone number directly to the person you are calling
- Users enjoy natural telephone conversations, and can check the captions for added clarity
- Everyone can use CapTel- simply turn off the captions feature to use it as a traditional telephone
- Captions appear nearly simultaneously with the spoken words
- CapTel includes an amplified handset and tone control for clarity

This program is fairly new and there have been many enhancements to the program and phone since they were first introduced.

If you are interested in trying a CapTel phone or other phone equipment, contact the TDAP Staff: (800)848-4442 Voice – (800)648-3458 TTY – (503)573-7950 FAX or write to them: TDAP 550 Capital Street NE Salem, OR 97310

Make the World a Better Place

SHHH was established in 1980. Join us in commemorating our combined achievement of the past 24 years. We are part of an extensive national network that is proud to be the largest organization in the United States serving consumers with hearing loss. Together, we have impacted public laws and policy, technology, access, and education for people with hearing loss. These actions include:

- Getting the FCC to modify the exemption of digital wireless telephones from the Hearing Aid Compatibility Act.
- Primary force in improving both public and private insurance coverage for hearing aids.
- Advocates at the national level to improve reimbursement levels for cochlear implants.

“Better Place” Continued on Page 8

REGIONAL RESOURCE CENTER ON DEAFNESS
PROFESSIONAL PREPARATION PROGRAMS
American Sign Language/ English Interpreting Bachelor of Science • Bachelor of Arts
Rehabilitation Counselor Education Master of Science • Deaf and General Options
Teacher Preparation: Deaf Education Master of Science
In-Service Training Region X Interpreter Education Center Rehabilitation Counseling with Deaf and Hard of Hearing Adults WROCC at WOU (a PEPNet Outreach Site)
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.
WESTERN OREGON UNIVERSITY
345 North Monmouth Avenue • Monmouth, Oregon 97361 503-838-8444 (V/TTY) E-mail: RRCD@wou.edu • www.wou.edu/rrcd

OHSU Department of Otolaryngology/
Head and Neck Surgery



Hearing Services

- Cochlear Implants
- Hearing Aids
- Hearing Screening
- APD Testing
- Vestibular Testing
- Assistive Listening Devices
- Research and Education

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

Hearing & Vestibular Services 503-494-5171

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

Notice of Elections

On March 26, 2005, SHHH of Oregon (SHHH-OR) will be having its Annual Meeting and an Educational Workshop in Salem. Watch the next issue of the newsletter for more details.

The SHHH-OR Bylaws call for 1/3 of the 13 Board member positions to be up for reelection. This allows for staggered terms so there will (hopefully) never be a completely inexperienced Board. Consequently, we are searching for prospective candidates to the 4 positions that will soon be open.

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 after the Election/Annual 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). 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

"Better Place" Continued from page 7

- Collaborates with professional organizations to improve access to health care and vocational rehabilitation services.
- Actively involved in coalitions to improve access to airline travel.
- Works with telephone companies and the FCC to continually improve relay services.
- Major player in promoting full access to hearing assistive technology.
- Serves as a key player in implementing laws relevant to people with hearing loss (i.e. ADA, Telecommunications Act, Infant Hearing Screening, Section 508 of the Rehabilitation Act).

In the coming year, the national office will continue to focus on programs that support our chapters and members.

belong to a chapter.

Everyone is encouraged to attend the meeting on March 26th. All SHHH members in Oregon are eligible to vote for Trustees at that meeting or you may request a ballot and vote by mail if you prefer.

If you are interested, or know someone you think would be interested, in serving on the Board of Directors of SHHH-OR, please send a note of interest by March 1st to:

Karen Swezey,
Nominating
Committee
Chair
2810 Shirley
Eugene, OR
97404

Email:
kswezey@efn.org



SHHH-OR President David Viers uses an assistive hearing device and directional mike to hear in a noisy environment (Photo by Bonnie Bandolas).

Travel Complaints?

(By Brenda Battat - Director of Public Policy & State Development)

Recently a lawsuit was filed against Bob Hope Airport claiming they do not do enough for travelers with hearing loss. We all know about that! Included in the suit is a request for visual monitors at gate areas. In an online survey we did a couple of years ago, SHHH members and other people visiting our website, listed visual monitors at gate areas in the top three of their "wish-list" for accessibility in air travel. Based on that, SHHH has been advocating hard to have all information that is given out over public address systems at gate areas to be provided visually for people with hearing loss. Delta responded and started to install monitors in its Atlanta hub and all passengers use the screens. Unfortunately 9/11 halted any costly projects like this - the screens cost Delta \$8,000 each.



We are continuing to advocate for visual information directly with airlines and through a coalition of national consumer organizations working with the Department of Transportation to review and strengthen the requirements of the Air Carrier Access Act with regard to travelers with hearing

loss. Just a reminder. When you travel by air and the service is not accessible to you be sure to send in a complaint to the airline - all of them have consumer complaint sections on their websites. Also send in your complaint to the Department of Transportation. They collect complaints and pass them along to the airlines to resolve. They also monitor all complaints to see how many from each disability is received each month. There are many, many complaints from wheelchair users but very few from people with hearing loss. To send a complaint to the Department of Transportation (DOT) go to <http://AirConsumer@ost.dot.gov> or call the DOT hotline at 866-266-1368 COMPLAINT RESOLUTION OFFICERS

Do you know about COMPLAINT RESOLUTION OFFICERS (CROs)? Each airline has CROs available at the airport to immediately respond in person to your concerns about accessible air travel. They are trained in the Air Carrier Access law and should know how to respond to your requests for accessible service. Take time to ask to see a CRO when traveling if you are dissatisfied with the service.

Missing Rocky

We are saddened to learn that Rocky Stone, founder of SHHH died in August at age 79 from complications of pneumonia.

Rocky experienced a bilateral hearing loss at age 19 during his World War II service in the US Army. He spent 25 years with the Central Intelligence Agency and earned the CIA's highest award.

Rocky founded SHHH in 1979 and volunteered as executive director until 1993. He continued to serve as director emeritus until his death.

Rocky believed in the importance of faith and family as a basis for living, and did everything he could to encourage people with hearing loss to enjoy a better quality of life.

SHHH is built on confidence in the human spirit and placing hearing loss in a positive perspective. He never lost sight of his faith in others and their ability to help themselves with the support of others. He believed that the majority of people who experience hearing loss need a bit of help, a bit of friendship, and a bit of understanding – as well as some advocacy, some education, and much information.

Rocky gave so much to others in his lifetime. He made a huge difference in the lives of many people. We will miss his wit, wisdom, direction, and inspirational leadership. He lives on through us and the work we do for SHHH.

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. We have new chapters starting in Astoria, Bend, Baker City, and Depoe Bay right now!

Baker City SHHH meets the 2nd Monday of the month - 4 PM at Community Connections - 2810 Cedar St. - Baker City.

Contact Peggy Benintendi Cathy Wilson
e-mail: pegleg@bakervalley.net (541)524-0453
(541)524-1630
2795 E. Street, Baker City, OR 97814

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
(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 Bob Hall
e-mail: cicampbell@earthlink.net bhpalx2@centurytel.net
(541)996-9614 (541)765-3342
4202 NE 43rd, Neotsu, OR 97364 Box 1137, Depoe Bay, OR 97341

Lane County SHHH meets 2nd Thursday each month - 7 PM at the Hilyard Community Center, 2580 Hilyard Street, Eugene.

Contact Leone Miller, Andrea Cabral
e-mail: vngleone@msn.com e-mail: angora@comcast.net
(541)744-2994 (541) 345-9432 voice/TTY
PO Box 22501, Eugene, OR 97402

Lowestin (Lake Oswego/West Linn/Tualitan) SHHH meets 2nd Tuesday each month - 2PM at the Adult Community Center - 505 G St., Lake Oswego.

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

Medford Area Chapter - New for You!

Contact: Jim & Marilyn Hamm
e-mail: cruzin2the_top@aol.com
(503)664-0141
PO Box 4666, Medford, OR 97501

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

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

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: lrussell@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
(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

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

(301)657-2248 - voice • (301)657-2249 - TTY • (301)913-9413 - FAX

7910 Woodmont Avenue Suite 1200

Bethesda, MD 20814

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

People helping people have a better life through support and education.

<http://www.shhhor.org>



Self Help for Hard of Hearing People of Oregon
 PO Box 22501
 Eugene, OR 97402

NONPROFIT
 US POSTAGE
PAID
 EUGENE OR
 PERMIT NO 471

ADDRESS SERVICE REQUESTED

I would like to receive (or continue to receive) this newsletter.

Name _____ Phone _____

Organization Name _____

Address _____

City _____ State _____ Zip _____

E-Mail _____

I learned about the newsletter from: _____

- Enclosed is my contribution of \$_____ to support the **SHHH** outreach programs in Oregon. Contributions will be acknowledged in the next issue.
- I wish to remain anonymous.
- I cannot contribute but would like to receive the newsletter.
- 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 (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.