

Hear It Is!

OREGON



Summer 2007

Issue 31

You Don't Want to Be Wet Behind (or Inside) the Ears

More than half of physically active people with hearing instruments do not wear them while engaging in recreational activities.

Why? Many are concerned about damage from sweat to their instruments. Moisture can adversely affect the sound quality of hearing aids—and none of us wants any further compromise to our hearing!

You don't have to have a recreational lifestyle or even be a weekend warrior to face this dilemma. At this writing on July 10, 2007, parts of Oregon are experiencing record-setting triple-digit high temperatures, so *sweating* is an inescapable part of your summer forecast. Protect your hearing instruments and the quality of your hearing by taking two simple steps:

First, on hot days and in humid climates, remove your aids periodically and gently wipe them of moisture; also, with a tissue wipe the moisture from your ear canal (do not use a cotton swab—they often cause wax blockages). Some products, such as the Sahara Ear Dryer and Mack's EarDryer®, are marketed to help remove water from ears.

Second, dehumidify your hearing instruments regularly, daily if you have an active lifestyle or if the weather is hot. A variety of dehumidifiers are available, from low-tech items such as Warner Tech-care's Sta-dri (a plastic cup with a lid, containing a "pillow" packed with moisture-absorbing beads) to electronic devices such as Dry & Store®'s conditioning system that removes moisture, dries earwax, kills germs, and deodorizes your hearing instruments while you sleep.

Beyond those drying measures, some manufacturers are now producing hearing instruments designed to resist moisture, such as Siemens' CENTRA Active™, specifically tailored toward those who enjoy physical activities.

But remember—always consult your hearing-care specialist for advice when considering ways to keep your ears and your instruments dry!

***Hear It Is!* #31, Summer 2007. Published quarterly by the Hearing Loss Association of Oregon, PO Box 22501, Eugene, OR 97402. Michael Eury, editor. (Editorial assistance by Karen Swezey and David Viers.)**

***Hear It Is!* will regularly print your hearing loss-related stories—personal experiences, coping strategies, and evaluations of technology are welcomed. Maximum word count is 500 words. Article contributions should be made to the editor at euryman@msn.com.**

For advertising information and rates, contact Karen Swezey at kswezey@efn.org.

Deadline for Fall 2007 edition: October 6, 2007.

From My Lips to Your Ears

Editorial by Michael Eury

“This is the only day of the year that I envy your hearing loss,” my wife Rose told me on the Fourth of July, the holiday when almost every American capable of drawing a breath shows his or her patriotism by igniting tons of dangerously noisy explosives. (Of course, there are folks who blast fireworks for several days *before* and *after* the Fourth—they’re either uber-patriots or wannabe demolitionists ... but I digress.)

“Honey, that’s like envying someone in a wheelchair because they score the best parking spots,” I laughed. I have to give Rose credit, though—she’s my biggest supporter, and as my hearing has nosedived over these past fourteen or so years, she’s learned to adapt with me. But being a hearing person, she doesn’t quite “get it”—and I pray she never does, since I hope she maintains her hearing as she ages.

As members of the Hearing Loss Association of America, we’re fortunate to learn coping and communications strategies designed to help us help others try to “get it.” But our so-called “invisible condition” places us at a disadvantage—it seems that without a visual trigger to drive home our disability to the observer, many folks are just plain dumb to our deafness. Like my neighbors in our condo association pool ... a pool which, I admit, I no longer use due to the following problem:

When I’m in the pool, I can’t carry on a conversation. Not only are my hearing aids out (and ear plugs in), but my contacts or glasses are also in storage, so my nearsightedness impairs my ability to speech-read. In the past, when fellow swimmers tried to engage me in conversation, I politely informed them that I was unable to hear without my hearing aids, and asked if we could talk in a few minutes *outside* of the pool ... but then they repeated themselves or just persisted in speaking, as if vocal repetition were a

cure for hearing loss! Without my corrected vision to fall back on, this became a very stressful situation, such a recurring problem that, two summers ago, I decided to quit swimming in the condo pool.

Those of you who have read my previous editorials know that I look at my hearing loss with a “never give up” verve. So recently, when I had the urge to enjoy some sunny rays, I decided to practice what I preach and give the pool another shot—but from the safe haven of a poolside chair. Aids in and sunscreen on, I sat with a trio of neighbors for a chat. What a difficult experience that was! The glaring sun made speech-reading next to impossible, the seating arrangements were not conducive to my hearing, the cacophony of laughter and splashing challenged my listening—and, of course, there existed the perpetual threat of damage to the hearing aids themselves from frolickers’ water sprays.



www.physicaleducation.co.uk

So once again, I’ve given up on activities in (and around) my condo’s pool. It’s just too darn stressful. And it’s a reminder that no matter how much I try to be or may look “normal,” my hearing loss makes me different, and presents challenges that most people simply cannot comprehend.

You see, “never giving up” sometimes means understanding—and accepting—your limitations, and adapting to them. The pool problem was one I just couldn’t beat ... but at least I know I tried.

But if any of my fellow hard-of-hearing friends out there has a backyard pool and wants to host a conversation-free swim party ... count me in!

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When he’s not busy with his HLA activities, Hear It Is! editor Michael Eury edits Back Issue, a bimonthly magazine about comic books, and writes books about popular culture—his latest being Comics Gone Ape: The Missing Link to Primates in Comics (TwoMorrows, April 2007).

No Shipping Charge for Survivor's Manuals

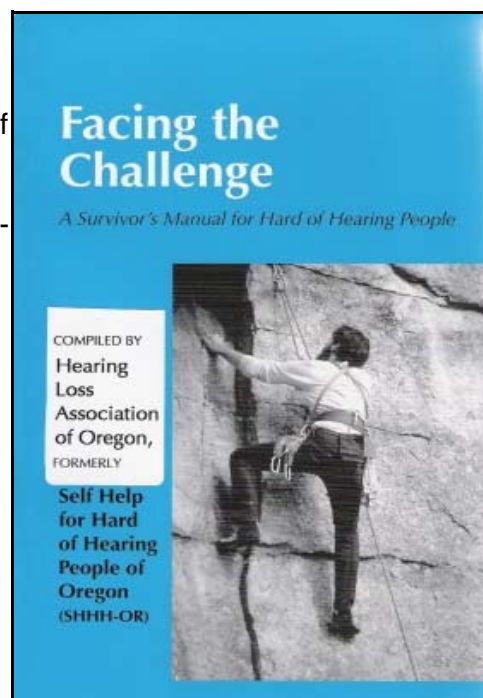
Have you enjoyed your copy of the booklet *Facing the Challenge—A Survivor's Manual for Hard of Hearing People*?

The *Survivors Manual* has been produced by members of the Hearing Loss Association of Oregon. It is intended to help the hard of hearing person, family, friends, and professionals gain greater understanding of the effect of loss of hearing on communication and possible remedies. It takes into account not only the physical aspect but also the emotional, economic, and spiritual challenges. Guidance, coping skills, support, and resources are offered in confronting the trauma of loss of hearing.

Do you know of others who might benefit from having a copy? We will send copies upon request at no charge.

If you would like to receive one or more *Manuals*, please email us at kswezey@efn.org or send a note to HLA Oregon, PO Box 22501, Eugene, OR 97402.

Note: Donations are always welcome and will help us with this and other outreach and education efforts in Oregon.





BRIDGES TO COMMUNICATION

OREGON PUBLIC UTILITY COMMISSION
residential service protection fund

OTAP * OREGON TELEPHONE ASSISTANCE PROGRAM
TDAP * TELECOMMUNICATION DEVICES ACCESS PROGRAM

NEED HELP PAYING YOUR MONTHLY PHONE BILL? CONTACT OTAP:
Oregonians who are on a qualifying assistance program may receive a reduction in their monthly bill for local residential telephone service.

E-mail: puc.otap@state.or.us

HAVING TROUBLE OR UNABLE TO COMMUNICATE BY TELEPHONE? CONTACT TDAP:
Loans specialized telecommunication equipment at no cost and with no income restrictions to eligible Oregonians who are deaf, hearing, vision, speech and mobility (upper extremities) impaired.

E-mail: puc.tdap@state.or.us



ADDRESS:
550 Capitol St NE, Suite 215
Salem, OR 97301-2551

MAILING:
PO Box 2148
Salem, OR 97308-2148

PHONE:
(800) 848-4442 Voice
(800) 648-3458 TTY
(503) 378-6047 FAX
(503) 378-6211 VP
Monday - Friday 8 a.m. to 5 p.m.



Download or complete applications at www.rspf.org

Managing the Emotional Side of Hearing Loss

by Marc F. Zola, M.Ed., M.F.T.

“Sharing the Conversation”

The following details actual client experiences, with names and primary details altered to protect client anonymity.

A client with hearing loss—let’s call her Sue (not her real name)—came to see me because she was having trouble managing her hearing loss at work. Sue was frustrated that “other people think I’m stupid and just don’t respect me.” Sue, 55, had always been a hard worker and also had developed hearing loss over the last three years. In retrospect, Sue believes she’s been having trouble hearing for over a decade, but has been “smoothing things over” to fit in and not bring attention to her self. This manifested in Sue delaying treatment and only recently beginning to wear hearing aids. When I asked Sue when else in her life she had attempted to “smooth things over” to fit in, she talked about how as a child she battled a chronic illness that often kept her out of school, and that at a young age she learned how to pick things up on the fly and adapt to abruptly coming and going back to school as management of her illness dictated. For Sue, learning how to “go with the flow” and “fit in” without being noticed was a skill she developed that served her well throughout life, through college and eventually in her prestigious career.

But now, something was different: She felt she was being passed over, not taken seriously, and less respected by peers. Sue began to feel dejected, frustrated, and depressed. It wasn’t until Sue got in touch with the traits of her old, successful self did she realize that the approach that helped her so much in the past hindered her in the present. For Sue, smoothing things over meant keeping quiet about her hearing loss and taking 100% responsibility for communication. By this I mean that Sue chose to cover for her hearing loss by nodding in acknowledgement (even if she didn’t hear half of the conversation) and trying to “fit in” to the hearing world just as she tried as a child (and succeeded) at fitting in between school absences. Until this conversation took place, Sue was at a loss about why all these people around her were so rude, thoughtless, and invalidating. As it turned out, Sue’s gut reaction to smooth things over and cover

up, contributed to poor communication. In other words, the way Sue was trying to solve the problem was making matters worse.

Over a course of ten sessions, Sue realized that one answer to the problem of hearing loss was to “try less”—to take less responsibility for the conversation. This is the paradoxical nature of the emotional impact of hearing loss. Control is an illusion. The only way to “control” matters regarding hearing loss is to give up control. To Sue this meant that instead of feeling she had to take total responsibility for hearing her peers by covering, she would now stop them and say, “Jane, I heard what you said up until the word ‘window.’ Could you repeat what you said after ‘window’?” She also started being more vocal in reminding others of her hearing loss and providing positive reinforcement for helping behaviors: “Jon, I really appreciate it when you face me when you speak. It helps me hear the complete conversation—keep it up!” In a surprisingly short time, Sue found people were treating her with more respect. She also felt like people were no longer confusing her hearing loss for a lack of intelligence—something that had been so infuriating to Sue in the past. Sue also reported that people seemed less dismayed about how to respond to hearing-loss issues once she chose to rely less on covering and more on sharing the conversation.

It is not unique to the emotional impact of hearing loss that the way we attempt to solve problems often makes matters worse. But hearing loss seems particularly insidious in the way it can take one’s historically brilliant coping strategies and make them completely ineffective. For Sue and others like her, awareness is the key. Often the best solutions lay in noticing how we are currently trying to solve our problems and then doing something different.

© 2007 Marc F. Zola.

Marc F. Zola, M.Ed., M.F.T. is a family therapist in Eugene who works with individuals, couples, and families struggling to manage the emotional impact of hearing loss. He is a regular Hear It Is! columnist.

Relaytionships

Have a loved one, friend or co-worker
you want to call today?



*You can, with Oregon Telecommunications Relay Service.
Making a call will never be difficult again!*

TTY: 711 or 1.800.735.2900 ASCII: 1.800.735.0644
Voice: 711 or 1.800.735.1232 español: 1.800.735.3896
VCO: 1.800.735.3260 STS: 1.877.735.7525
900 Services: 1.900.568.3323 www.rspf.org

Customer Service in English: 1.800.676.3777
Servicio al cliente en español: 1.800.676.4290



For questions or comments, contact
the OTRS Account Manager:
damara.g.paris@sprint.com

TV Listening Strategies

by David Viers

How can a person with severe hearing loss achieve maximum enjoyment while watching television?

I have a very severe hearing loss. Plus, I live with my family of three, who all have normal hearing. As a consequence, I have developed three major strategies to maximize my ability to understand what is taking place on TV, and therefore increasing my enjoyment of this medium—while allowing my family to maintain their sanity (and hearing!).

The first (and probably most important) strategy is to make use of the Closed Captioning feature that is on virtually all TVs today. A law was passed about 15 years ago that all TVs, 13 inches or larger, must have a chip placed within them that allows shows that have been encoded with Captioning to have this Captioning displayed. Now, not all TVs have the same Captioning—some are definitely better than others. So when I go shopping for a TV, I make it a priority to actually check out what a prospective TV's Captioning looks like.

The second strategy I developed (which, to a large extent, is for my family's benefit) is to have an attachment to my TV that allows me to independently raise the volume of the TV for me alone. This can be accomplished in more than one way: It can be done with a wireless attachment or it can be done with a hard-wired device. The wireless attachment gives a person more mobility, but is generally more costly. I chose to use a hard-wired attachment because, while my mobility is somewhat limited, this option is definitely less expensive. The particular device I chose is connected to the TV via a cable that connects through the AV connections on my TV. I then plug my neckloop into this device through a 1/8-inch earphone jack, put my hearing aids on the T-switch and set the volume at the level that is best for me. I can (and often do) MUTE the TV's volume so that my family members do not have to hear anything at all.

The third strategy is to have satellite as my reception medium; there are three advantages with this:

1. I can hit PAUSE—which freezes the TV for up to two hours. I can then: answer a phone call, get a snack, or interact with the family. And then I can hit PLAY and start watching the TV program right where I left off.

2. I can also record programs so that I can watch them later at my leisure.
3. The third advantage is the one that helps me as a hard-of-hearing person: I can replay a scene if I have not understood what was said. This happens fairly often even with my use of Captioning and extra volume.

By the way, this third strategy might now be possible with cable TV—it did not use to be true, but I have not used cable in probably close to three years. I do know it is not possible with antenna reception.

So, there you have it. In addition to being better able to enjoy TV shows and movies, my wife is no longer threatening to leave and my kids do not desert me for a quieter environment!

© 2007 David Viers.

David Viers is the former president of the Hearing Loss Association (formerly Self Help for Hard of Hearing People) of Oregon.

What's so great about Cochlear Implants?

Find out on August 9 in Eugene

Cochlear implants (CIs) offer opportunity to gain effective speech recognition despite severe or profound hearing loss. Several HLA-OR members currently use CIs to hear more clearly.

Did you know that many insurance companies (including Medicare) cover cochlear implants? Wonder how they work? Wonder if you qualify?

Come to the Hearing Loss Association of Lane County, Oregon's August 9 meeting at 6 PM [see page 15 for directions] and learn the latest on CIs from OHSU audiologists **Dr. Don Plapinger** and **Dr. Elyse Jameyson**. There will be plenty of time for questions and answers!!!

National Center for Rehabilitative Auditory Research (NCRAR)

VA RR&D



NCRAR

NCRAR Community Lecture Series



**"Living Well with Hearing Loss:
Beyond Hearing Aids"**
by Dr. Mitchel Turbin of the NCRAR

Thursday, September 6, 2007

7:00 pm-8:30 pm

Doors open at 6:30 pm

Portland VA Medical Center Auditorium
(Bldg.100, Room 220, 2nd Floor)
3710 SW US Veterans Hospital Road, Portland

**Open to the public—Free of charge—Refreshments served.
FM Assistive Listening System & Real-Time Captioning provided.**

For further details contact Carolyn Landsverk at:
Carolyn.Landsverk@va.gov or (503) 220-8262 ext. 57991

RSPF SEEKS THREE COMMITTEE MEMBERS

The Telecommunication Devices Access Program Advisory Committee
Announces the Availability of:

- ONE CONSUMER SEAT from the Hard of Hearing Community
 - ONE CONSUMER SEAT from the Deaf Community
- ONE CONSUMER SEAT from the Speech-Impaired Community

Committee Members advise the Public Utility Commission regarding the Telecommunication Devices Access Program (TDAP), Oregon Telephone Assistance Program (OTAP), and Oregon Telecommunications Relay Service (OTRS). Committee Members provide essential input regarding adaptive equipment and its distribution in addition to matters affecting the telecommunication assistance programs and the disabled and/or low income populations in which they serve.

Mileage is reimbursed when the TDAP Advisory Committee meets quarterly (first or second Monday in March, June, September, and December) from 9 AM to Noon at

Public Utility Commission of Oregon
550 Capitol St., NE
Salem, OR 97301-2551

If you are interested in serving a 4 year term as a volunteer advisory board representative, please submit the following:

1. One letter of interest stating why you would like to serve on the advisory committee.
2. Your resume and relevant background information
3. One or more letters of recommendation from the community you represent

Please mail all materials to:

Jon Cray, RSPF Manager
Telecommunication Assistance Programs
P.O. Box 2148
Salem, OR 97308-2148

OR fax to 503-378-6047

For further information, please visit www.rspf.org or e-mail jon.cray@state.or.us

Up Close and Personal: Closed Captioning

courtesy of LNS Captioning

As you may know, FCC law mandates that most broadcast programming be Closed Captioned. However, there are some exemptions. Promotional programming under ten minutes does not have to be captioned. This includes commercials and short infomercials. Also exempt are programs that don't air on broadcast television, such as DVDs or Web content.

A number of organizations caption their productions even though they are not required to do so. Please offer them your patronage. These include:

Oregon Lottery

Aero Garden

Nautilus (makers of Bowflex)

NutriSystem

Willamette Falls Heritage Foundation

Clark College

Jeld-Wen

Live for Art

RideWise

Oregon Legislature

If you see a program without captions, before you complain to the FCC, you must first contact the station or cable provider about the lack of captions. Courtesy of LNS Captioning, here is a list of some Oregon stations and their email addresses:

KATU (ABC) - thedesk@katu.com

KOIN (CBS) - koinshows@koin.com

KGW (NBC) - comments8@kgw.com

KPTV (FOX) - fox12comments@kptv.com

KOPB (PBS) - opbnews@opb.org

KRCW (CW) - questions@wb32tv.com

CNW14 - ken_lotka@cable.comcast.com

KEZI (ABC-Eugene) programming@kezi.com

KVAL (CBS-Eugene) kvalnews@kval.com

KMTR (NBC-Eugene) kurtthelen@kmtr.com

KOBI (NBC-Medford) kobi@kobi5.com

If your concerns are not satisfied, then you can file a complaint with the FCC. For more information, visit: www.fcc.gov/cgb/complaints.html.

My daughter thought I was losing my mind. I was losing my hearing.

The other day I called my daughter to ask how she's been lately and was frightened to hear, "I've been fainting from stress."

As it turns out I hadn't heard her correctly and what she really said was, "I've been painting, it's a mess."

That was it, I was tired of being frustrated when using the phone. So I called CapTel. It was simple to do and the people were very helpful. Now I have a CapTel phone and I can see every word right on the phone. I won't have to be confused like that ever again.

Thank you CapTel!



All CapTel phones come with a high contrast easy to read display.



CapTel™ is a trademark of Ultratec, Inc.

Call us today! And see what you've been missing. 1-800-848-4442

or 1-800-648-3458 (TTY) or email us at puc.tdap@state.or.us to see if you qualify and get back to using the phone again.

www.oregoncaptel.com

Within Earshot: News You Need to Know

At the Movies: Bilateral CIs

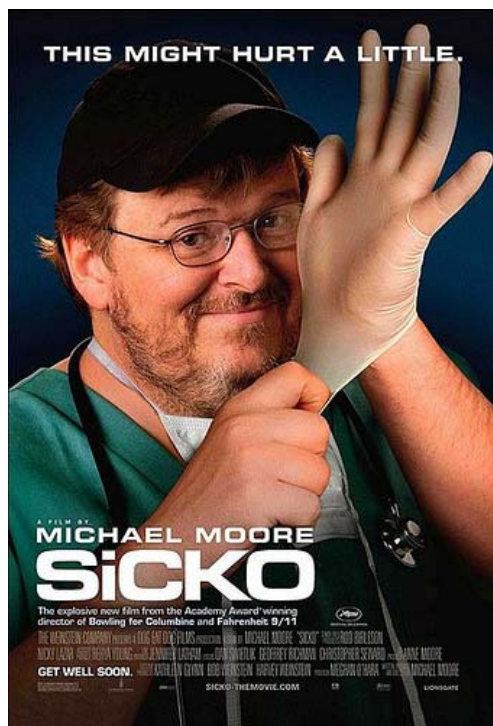
HOH-LD News, 6/30/07
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Those with hearing loss—particularly cochlear implant (CI) wearers or families of CI wearers—should take note of the recently released documentary *Sicko*, filmmaker Michael Moore's indictment against America's health-care system.

The movie shows parents who were shocked that CIGNA initially approved coverage for only one cochlear implant instead of two for their deaf daughter. The toddler's father says in the film that CIGNA apparently felt it was "experimental to hear in two ears." The father calls CIGNA to say Moore has taken an interest in the case and asks, "Has your CEO ever been in a film before?"

The film shows CIGNA's Philadelphia headquarters and replays a taped phone call from a company representative, cheerfully reporting the denial was reversed and two implants would be covered.

[Editor's Note: Amazing what (the threat of) a little publicity (or the fear of it) can do!]



© 2007 Dog Eat Dog Films.

Communications Access During Air Travel

by Larry Sivertson
HOH-LD News, 7/7/07
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I think it's absolutely ridiculous that people with hearing loss don't have access to announcements when traveling. Some of this is safety information (like the safety info that the attendant provides at the beginning of the flight), and some is essential to getting where you're going. I think the real issue here is that the people with hearing loss are the ones who pay the penalty for the failure of the airlines to act responsibly. Is there a way to make the airlines pay that penalty?

YES, there is. I'd like to see every person with hearing loss (and interested "hearers"!) make the airline personnel responsible for getting the information contained in all announcements to everyone with hearing loss. All this requires is the following:



On an airplane, every time there is an announcement, ring your attendant call button and ask them what the announcement was.

In the terminal, every time there's an announcement, go to the desk and ask what it was.

If everyone with hearing loss did this, the airline personnel would pay the price for the airlines' irresponsible behavior, and they would read the riot act to their management! I bet after about a week, we'd see captioning boards, loops, etc. spring up in terminals and on airplanes!

Within Earshot *continued*

October is National Disability Employment Awareness Month

© 2007 by Northern Virginia Resource Center for Deaf and Hard of Hearing Persons (NVRC).

Washington, D.C. – U.S. Secretary of Labor Elaine L. Chao announced that “Workers with Disabilities: Talent for a Winning Team!” will be the official 2007 theme for National Disability Employment Awareness Month, which is observed in October nationwide.

“The 2007 ‘Talent for a Winning Team’ theme captures the heart of the president’s *New Freedom Initiative*, which is that Americans with disabilities are an underutilized reservoir of ambition, talent and skill ready to make great contributions in the workplace,” said Secretary Chao.

Each October is National Disability Employment Awareness Month by congressional designation. The Labor Department’s Office of Disability Employment Policy (ODEP) leads the nation’s activities and produces materials to increase the public’s awareness of the contributions and skills of American workers with disabilities. Typically, private sector; federal, state and local government; and advocacy organizations piggyback on the same theme to plan events and programs that showcase the abilities of employees and job candidates with disabilities.

“America’s employers benefit when they provide opportunities for Americans with disabilities to work,” said Roy Grizzard, assistant secretary of labor for ODEP. “A winning team will include people with disabilities.”

ODEP is the nation’s first assistant secretary-led office that specifically addresses policies that impact the employment of people with disabilities. For example, ODEP has developed methods for the 3,500 One-Stop Career Centers nationwide to serve people with barriers to employment, including individuals with disabilities. Also, collaborating with sister Labor Department agencies—the Employment and Training Administration and the Civil Rights Center—ODEP developed a disability checklist to assist with implementation of Section 188 of the Workforce Investment Act at the local level.

For more information, please visit www.dol.gov/

Social Security Offers Choices for Deaf and Hard of Hearing

by Chuck Stovall, Social Security Administration, New Albany, IN
Courtesy of Dave Pearson and HLAA e-news

About 28 million Americans are deaf or hard of hearing, and more than eight million are blind or visually impaired. Many of these individuals are older Americans and over the next 30 years, as the baby-boomer generation ages, the number of adults who are visually impaired or who are hard of hearing is expected to grow substantially.

That is why Social Security is at the forefront of government agencies working to make all information and services available to these individuals.

Deaf and hard of hearing individuals are encouraged to visit Social Security’s website at www.socialsecurity.gov to file for benefits or to find information about a wide range of Social Security topics.

People who are deaf or hard of hearing also can call Social Security at its TTY number, 1-800-325-0778. They can ask for information, or can immediately file for retirement, survivors and Medicare benefits without an appointment using a TTY/TDD machine. This service is available from Monday through Friday, 7 a.m. to 7 p.m. Callers applying for benefits should have certain documents in hand, such as their birth certificate, most recent W-2, military service and bank account information.

The paperwork completed by TTY/TDD during the initial contact will be mailed to the applicant for review and a signature. The applicant may return the printed claim by mail or in person to his or her local Social Security office. Along with the signed form, Social Security also needs certain documents, such as a person’s birth certificate and proof of citizenship or residency to establish eligibility for Social Security benefits. An applicant can either mail or take these items to a local Social Security office.

If you have questions about Social Security, call your local Social Security Office.



Oregon Telephone Assistance Program (OTAP) Application

Online OTAP applications: To print or complete an online application please visit: <http://www.rspf.org>.

The Oregon Telephone Assistance Program (OTAP) can help you with your phone bill. If you have telephone service and receive one of the following qualifying benefits, you can receive the current reduction of up to \$13.50 off your phone bill.

- **Food Stamps**
- **Temporary Aid to Needy Families (TANF)**
- **Supplemental Security Income (SSI)**
- **Certain State Medical Programs or State Medicaid**

The following is a list of residential phone companies that participate in OTAP
There are 3 cellular phone companies that participate ~ they are highlighted and marked with an * below.

ASOTIN	CLEAR CREEK	HOME PHONE CO.	MT. ANGEL	PINE PHONE CO.	ST PAUL
BEAVER CREEK	COLTON	MALHEUR HOME	NEHALEM	PIONEER	STAYTON CO.
CANBY CO-OP	COMSPAN	MIDVALE TEL. EX.	NORTH STATE	QWEST	TRANS CASCADE
CASCADE UTILITIES	EAGLE	MOLALLA	OREGON TEL. CORP.	ROOME TEL COM	VERIZON
CENTURYTEL	GERVAIS	MONITOR	OREGON/IDAHO UTILITIES	SCIO MUTUAL	
CITIZENS/FRONTIER	HELIX	MONROE	PEOPLE'S	SPRINT/EMBARQ	
* WIRELESS TELEPHONE COMPANIES			* EDGE WIRELESS	* UNICEL	* U S CELLULAR

(Cut on dotted line and mail the bottom portion of this application to the PUC)

Oregon Telephone Assistance Program (OTAP) Application – Please WRITE clearly.

If you have a situation that prevents you from providing certain information, please contact OTAP for assistance.

Applicant's First and Last Name (The applicant's name MUST be on the phone bill)	Applicant's Social Security Number	Date of Birth
Applicant's Home Address	City Oregon	Zip
Applicant's Mailing Address (only if different from your home address)	City Oregon	Zip
Applicant's Phone Company (eligible phone company from list above)	Applicant's Phone Number ()	

I want the phone company to reduce my phone bill each month under OTAP. I give PUC permission to verify I receive benefits from a public assistance agency and to share the information on this form with the phone company.

I understand the following:

- OTAP benefits start on the date the PUC approves the signed application.
- OTAP benefits will stop if I no longer receive one of the qualifying benefits. I will call the PUC when I no longer receive the qualifying benefits.
- My name must be on the telephone bill and I must have phone service in order to receive OTAP benefits.
- I need to allow 30-90 days for the phone company to apply the credit to my phone bill.

Applicant's Signature	Date	Is this NEW phone service in the last 60 days? YES <input type="checkbox"/> NO <input type="checkbox"/>
-----------------------	------	--

Do you have questions? Call the PUC at 1-800-848-4442 or 1-800-68-3458 (TTY) [Salem area: 503-373-7171]

Monday - Friday 8 a.m. to 5 p.m.

Email Address: puc.otap@state.or.us

Please Mail Application to: PUC, PO Box 2148, Salem OR 97308

or Fax to: 503-378-6047

PUC Form FM784 (12/01/06) ENG

Hearing Loss and Shyness

by Anne Therese Furey, courtesy of HLAA e-news

Do hearing loss and shyness go hand in hand? For some people, the answer is yes. I remember not attending socials or events because I could not hear very well. It was difficult to follow a conversation or feel comfortable with my hearing loss because nobody liked to take the time to repeat themselves.

So, what do you do?

More often than not, you withdraw from the hearing world. Sometimes you become shy. Your interactions become more limited. It's lonely. Hearing loss is an invisible handicap. You wish you could meet other people like yourself—someone with hearing loss or deaf. But how???

For me, I had been interested in sign language. I was taking a class and met a few other people with hearing loss that were also taking the same class. One of the women taking the class was Evelyn Leonard (former president of the Chicago Northside Chapter). She struck up a conversation with me. So, I got to know her during the ten-week sign language class. She told me about HLA and how nice it was to have a place to go to and meet other people with hearing loss. That got my attention. I asked her a few questions like, "How do you hear or follow the meetings?" She told me about CART (Computer Assisted Real Time) Captioning: You read every spoken word.

This sounded really interesting. A way to be proactive. It took me a few months to work up my courage to come to the meeting. And "WOW" was all I could think of at the time. I felt like I connected with this group of people who have hearing loss. And even better that there was a way for me to follow the meeting—read every spoken word on the giant TV screen!! So what happens next? Well, I found my world opening more, becoming less shy. I joined the chapter and haven't regretted it.

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

Western Region Interpreter Education Center
Rehabilitation Counseling with
Deaf and Hard of Hearing Adults
PEPNet-West at WOU

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

OREGON HEALTH & SCIENCE UNIVERSITY

Department of Otolaryngology/Head and Neck Surgery

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Hearing Loss Association Chapters in Oregon

Hearing Loss Association (HLA) 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 and tips*
- *An opportunity to make a difference*
- *Diminished feelings of isolation and aloneness*
- *Opportunities to share concerns and hear from others*

The HLA believes 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 Hearing Loss Association group has made a major difference in their lives. Your participation benefits not only you, but others who attend as well.

If you are interested in starting a Hearing Loss Association chapter in your area, contact:

Cindy Campbell
Oregon Chapter Coordinator
hqnw@charter.net
877-271-7620 (toll free) or
503-922-1961
4202 NE 43rd
Neotsu, OR 97364

or

Chapter Coordinator
Hearing Loss Association of America (national)
info@hearingloss.org
301-657-2248 (voice)
301-657-2249 (TTY)
301-913-9413 (FAX)
7910 Woodmont Ave., Suite 1200
Bethesda, MD 20814



Current Oregon chapters and contact parties:

BEND

meets 2nd Wednesday each month at 6:00 PM
St. Charles Medical Center Rehabilitation Conference Room – Bend

Contact:

Cathy Sanders
cathys@coril.org
541-388-8103
c/o CORIL, PO Box 9425, Bend, OR 97708

CENTRAL OREGON COAST

meets 4th Tuesday each month at 1:30 PM
(no meeting in Dec.)
Newport Chamber of Commerce – 555 SW Coast Highway – Newport

Contacts:

Cindy Campbell
hgnw@charter.net
503-922-1961 or
877-271-7620 (toll free)
4202 NE 43rd, Neotsu, OR 97364

Bob Hall

541-765-3342
1145 SW Walking Wood, Depoe Bay, OR 97341

CLACKAMAS COUNTY

meets 2nd Tuesday each month at 2:00 PM
(no meetings in July, Aug., and Dec.)
Adult Community Center - 505 G St. – Lake Oswego

Contact:

Michael Eury
euryman@msn.com
503-534-2860 (evenings and weekends)
5060A Foothills Drive, Lake Oswego, OR 97034

CLATSOP COUNTY (new chapter!)

Meets 1st Thursday each month (meeting location to be announced; contact for info)

Contact:

Adrianne Norris
via CapTel: dial 1-877-243-2823 for the Caption Center, and then 503-338-0116 to call her

DOUGLAS COUNTY

meets 2nd Monday each month at 7:00 PM
Mercy Hospital Community Education Room –
2459 Stewart Parkway – Roseburg (between Parkway
Pharmacy and OfficeMax)

Contact:

Lorene Russell

rlrussell@mcsi.net

541-679-9655

732 Mulberry Lane, Roseburg, OR 97470

LANE COUNTY

meets 2nd Thursday each month at 7:00 PM
Hilyard Community Center – 2580 Hilyard Street – Eugene

Contacts:

Andrea Cabral

angora@comcast.net

541-345-9432 voice

PO Box 22501, Eugene, OR 97402

Linda Diaz

warmheart2@comcast.net

541-345-3212

LEBANON

meets 3rd Thursday each month at 6:30 PM
Senior Center – 65 “B” Academy Square – Lebanon

Contact:

Bob Williams

robertiw@comcast.net

541-258-5818

2020 South 12th #111, Lebanon, OR 97355

PORTLAND

meets 3rd Tuesday each month at 7:00 PM
(no meetings in July and Aug.)
Good Samaritan Hospital in the Wistar-Morris Conference
Room – NW 22nd and Marshall – Portland

Contact:

Mark Foster

hey_foster@hotmail.com

503-413-7348 (voice or TTY)

PO Box 2112, Portland, OR 97208

www.hearinglossOR.org/portland/

SALEM

meets 2nd Wednesday each month at 6:30 PM
Salem Rehabilitation Hospital – 2nd Floor Room A –
2561 Center St. NE – Salem

Contacts:

Kathy and Donald Ladd

SHHHSalem@aol.com

503-394-3863

38427 Shelburn Dr., Scio, OR 97374

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

**We need your financial support to
continue this newsletter.**

(Please note: This is different and separate from any
local chapter fee you may pay.)



**Using the form on the back of the
newsletter, please mail your
tax-deductible gift to:**

**HLA-Oregon
PO Box 22501
Eugene, OR 97402**

**We thank the following folks who have sent
donations since the last issue:**

- Jean Howie
- Marilyn Treiman
- Ann Cushman
- Jo D'Antonio
- Thomas Riddle
- Kathy & Donald Ladd
 - Bob Williams
- 7 Anonymous Donors



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☐ I wish to remain anonymous.

☐ I cannot contribute but would like to receive the newsletter.

☐ I want to join **Hearing Loss Association of America**, the National Organization. Please enroll me as a member. I'm including my \$25 membership fee.

Or you can sign up online at www.hearinglossOR.org (click membership, then click application)

Donations to support **Hearing Loss Association** outreach efforts should be made payable to **Hearing Loss Association of Oregon** and mailed to P.O. Box 22501, Eugene, OR 97402.