

# ***Hear It Is!***

## **OREGON**



Winter 2007

Issue 29

## ***It's a Jungle Out There!***

### **HLA-OR Holds Fourth Annual Meeting March 17th**

For those of us with a hearing loss, sometimes it's tough enough just existing in our own homes, from alarms and telephones we can't hear to communication barriers with hearing family members. And it's even more maddening when we step into the demanding and often unsympathetic outside world of cacophonous chatter and noise, with its infrastructure that somehow managed to overlook people like us.

Why, *it's a jungle out there!!* As anyone who's ever watched a *Tarzan* movie knows, you *never* enter the jungle without a guide (also recommended are pith helmets, jodhpurs, and insect repellent, but in this case they really don't apply).

On Saturday, March 17, 2007, your "guide" is the Hearing Loss Association of Oregon, as our organization hosts its fourth annual statewide Annual Meeting! This year's theme is "It's a Jungle Out There!! Surviving Hearing Loss in All Stages of Life."

As this edition of *Hear It Is!* goes to press, the meeting's speakers and workshop activities have yet to be finalized. Rest assured, however, that the day will be jam-packed with coping strategies, sharing, insight, and fun, all designed to help us learn to navigate the system.

#### ***What you need to know:***

**Date:** Saturday, March 17, 2007

**Location:** Umpqua Community College

**Address:** Campus Center, 1140 Umpqua College Rd, Roseburg, OR 97470 (see map on pg. 2)

**Time:** 9:00 AM–4:30 PM (Registration from 9:00–9:30; workshop starts at 9:30)

**Transportation:** Carpooling is strongly encouraged! Contact your chapter leader to discuss carpooling.

**Lodging:** Windmill Inns & Suites of Roseburg (541-673-0901; toll free 800-547-4747 option 3; [www.windmillinns.com](http://www.windmillinns.com)) is offering a group rate of \$64.00 plus 9% city/lodging tax for a standard room and \$76.00 plus 9% tax for a patio room; at least 10 HLA-OR members must book rooms for these rates to be valid.

**Questions?:** Contact Wayne Seely at [dwseely@wbcable.net](mailto:dwseely@wbcable.net)

#### **HEARING LOSS ASSOCIATION OF OREGON ANNUAL MEETING 2007 REGISTRATION FORM**

**Pre-registration is necessary as seating is limited.** The \$15 per person workshop fee includes beverages and lunch. To register for this workshop, send your \$15 (per person) check or money order **NO LATER THAN FEBRUARY 23, 2007**, made payable to "Hearing Loss Association of Oregon." **Mail to:** Hearing Loss Association of Oregon, PO Box 22501, Eugene, OR 97402

NAME(S) \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_ EMAIL \_\_\_\_\_ WANT TO VOLUNTEER? \_\_\_\_\_

## From My Lips to Your Ears

Editorial by Michael Eury

**My wife used the “D-word” in front of me the other day.**

Quite frankly, I was shocked—and I’m not easily shocked. But she stood there, in our festively adorned kitchen, looking me in the eye, flashing her gift-from-the-good-Lord perfect smile, beaming:

*“I’m so proud of you! You don’t let your disability get in your way.”*

Her comment opened my eyes—ears too, as much as they can be opened with those molds jammed into their canals. What a thoughtful, loving, and supportive thing for her to say.

But ... “disability”? I’d never thought of myself as having a disability. I guess, though, that my hearing loss *has* reached that stage.

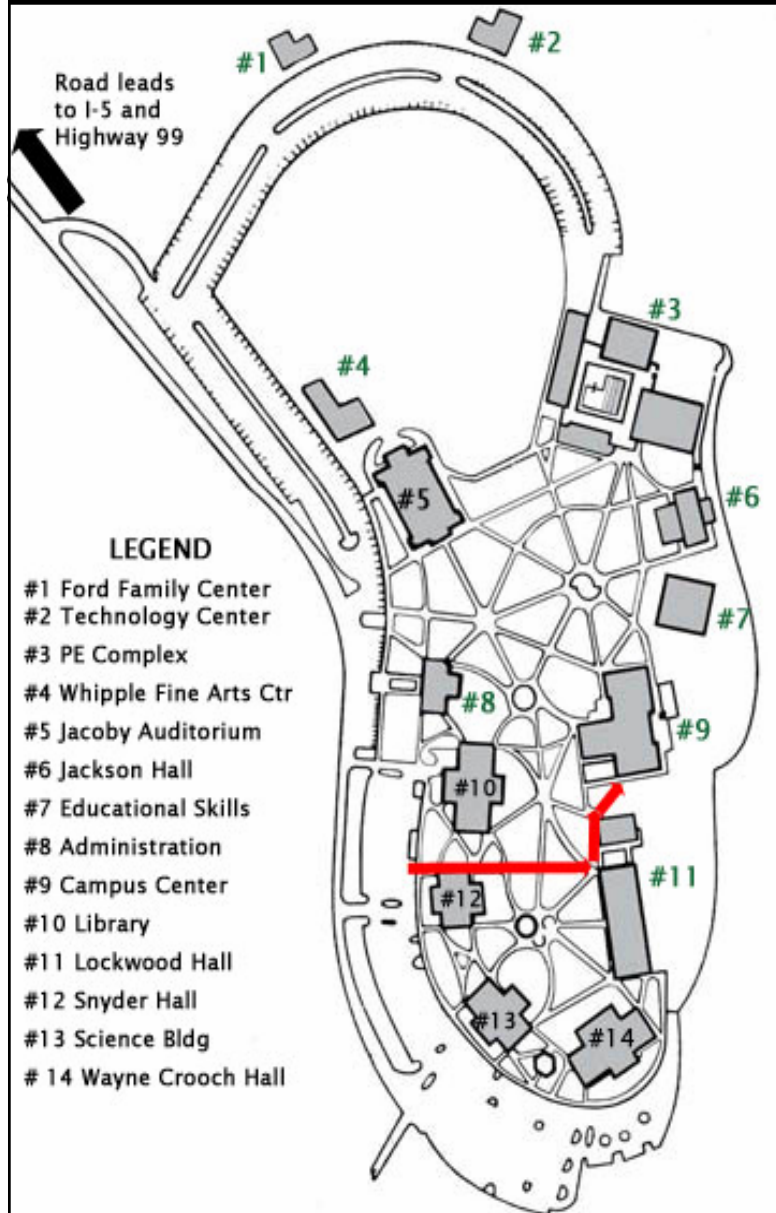
Twenty years ago I was vaguely aware of it ... then it became an occasional annoyance ... then an inconvenient truth (with apologies to Al Gore) ... and now, it’s a life-altering burden I can no longer ignore, can no longer bluff my way through, and can no longer hide. As if it has a mind of its own (and a spiteful one at that!), my hearing has decided to vacate the premises. It didn’t pack up one morning and stomp out of the house, slamming doors as it tromped off to who knows where. Nor did it tiptoe away under the cloak of night, leaving behind a “Dear John” letter to explain why it can no longer live with me. No, my hearing is skipping town on the proverbial slow boat: piece by piece, sound by sound, year after year ... it’s simply fading away.

And as a result / came close to fading away. Before I accepted my progressive hearing loss and sought out ways to cope with it, it decimated my self-confidence, obliterated my career, and extinguished most of my personal relationships, stories I’ll save for another day.

I suspect that my stories might be similar to yours, however. Unless you’re one of the “significant others” (professionals or spouses/family members) on this newsletter’s mailing list, your hearing is probably on that same “slow boat” as mine. Or perhaps you were born with a hearing loss, or experienced your loss from a traumatic event.

**continued on page 3**

## UMPQUA COMMUNITY COLLEGE Site of HLA-OR Annual Meeting, March 17th, 2007



**Parking at UCC is free.**

Visitors to UCC may park anywhere in the student parking lots except in areas posted as “No Parking.” Parking in the staff parking area without a permit will result in a fine. Staff spaces have white curbs on campus.

The area immediately in front of the Administration Building is 30-minute parking only.

Handicapped parking spaces are distributed throughout the parking lots and may not be used except by vehicles displaying a valid handicapped vehicle permit as distributed by the State Department of Motor Vehicles. Non-complying vehicles will be ticketed by the Douglas County Sheriff’s Department and are subject to being towed away at the vehicle owner’s expense. The arrow on the map indicates the easiest access route to registration for wheelchairs.

## ***From My Lips to Your Ears*** continued from page 2

Whatever the cause, we're all in that same boat. So let's paddle upstream together, shall we? Although hearing loss and isolation often walk hand in hand, through the community provided to us through the Hearing Loss Association, *we are not alone*. Nor do we have to be "disabled"—our solidarity empowers us, and the HLA and its supporters educate us.

The *Hear It Is!* newsletter is part of HLA-OR's education and information network. And I am proud to be its new editor, assuming that responsibility from former HLA-OR president, dynamic David Viers. For the past year, David has produced this publication with the help of his wife, Kathy ... and preceding Mr. and Mrs. Viers was this newsletter's originator, Karen Swezey, that fabulous fireball who continues to help out from behind the scenes (I say we elect Karen "patron saint" of *Hear It Is!*—are you with me?).

And "me" is Michael Eury, chapter president of HLA of Clackamas County, which meets in Lake Oswego, where I reside. David and Kathy Viers and Karen Swezey have left behind big shoes to fill (especially David—are those size 12s??), but I will endeavor to do my best, approaching this newsletter as I do all things in life: armed with an open mind, infectious enthusiasm, and a sense of humor. I've been a professional writer, editor, and communicator for the past two decades, and hope that my experience will help *Hear It Is!* continue to be the valuable resource you welcome into your homes and offices four times a year.

You'll notice some minor editorial changes with this issue, and will discover more in the issues to come. It's my goal to take the outstanding foundation built by Karen and David and add my own embellishments.

I hope to meet all of you at the Annual Meeting in Roseburg on March 17th!

## **BRIDGES TO COMMUNICATION** **OREGON PUBLIC UTILITY COMMISSION** *residential service protection fund*

**OTAP**  
**TDAP**

\* OREGON TELEPHONE ASSISTANCE PROGRAM  
\* 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.

**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.



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



Download or complete applications at [www.rspf.org](http://www.rspf.org)  
E-mail: [puc.otap@state.or.us](mailto:puc.otap@state.or.us) or [puc.tdap@state.or.us](mailto:puc.tdap@state.or.us)

## ***Managing the Emotional Side of Hearing Loss***

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

### **"Compound Grief and Hearing Loss"**

© 2007 Marc F. Zola.

**The five stages of grief are often cited as the path that people take** in overcoming or managing the emotional trauma of hearing loss. But typically the five stages (denial, anger, bargaining, depression, and acceptance) are only discussed as they relate to the individual with hearing loss. There is no denying that in a family system, the emotional effects of hearing loss are *most* profound for the actual person with the loss. However, all family members are affected by hearing loss.



Unlike most other physical conditions, hearing loss has a unique and direct impact on interpersonal communication. Interpersonal psychology pioneer Harry Stack Sullivan claimed that one's personality could be thought of as the sum total of his or her social interactions with others. Taking a cue from Sullivan, it would not be a stretch to say hearing loss, which has obvious effects on communication, affects one's personality. The implication is that the grief of someone with hearing loss does not occur in a vacuum. However, standard grief models are typically applied to individual situations, not couples or families. The fact is, when one family member has hearing loss, all are affected—each member. The stages of grief apply not only to the person with hearing loss, but also to each of his or her family members. What makes matters even more complex is that it is unlikely that all family members ever experience the same stage of grief at any one time.

Imagine a husband with hearing loss in the *depression* stage of grief who feels that life is not worth living and so is reluctant to consider using hearing aids or ALDs, let alone seek emotional help. Now consider that man's partner who may be in an earlier stage of *anger*. On the surface she may seem angry that her partner won't help himself by going to an audiologist, but in reality is probably angry that she has lost her hearing spouse who

once was much more supportive, emotionally and perhaps otherwise. Finally, imagine that the couple has a teenaged child who is in the even earlier stage of *denial*. The teenager seeks to protect herself by denying that the problem exists. This, however, is not the end of the dilemma. Real healing cannot take place until the family comes to realize that each person's stage is likely impacting the other persons'. Many families attempt to maneuver through their staggered grief responses over a period of years and even decades, sometimes without resolution. Imagine a single-family automobile where each family member has his or her own steering wheel, accelerator, and brake as the family attempts to drive down life's highway and you get a picture of confusion, chaos, and lack of direction.

There is, however, good news about this family or *compound* grief. In fact, the good news is the same as the bad news: *Each person has an impact on the other person's ability to manage their individual stage of grief.* Things tend to go wrong when each family member attempts to manage each stage on his or her own. On the other hand, with the appropriate outside intervention, the family could learn to manage the *family* grief by considering each other member's specific stage and understanding how each person impacts every other person in the family.

The secret to managing family grief is to develop an overt language of expressing thoughts and emotions to one another; to learn to "talk about talking." Each family member likely experiences the impact of hearing loss in different ways. For this reason, it is important to encourage each family member to explore and share how the grief of hearing loss has affected them. Though each might feel alone in the family or relationship, it's important to recognize that there IS common ground—even if it is the common ground of feeling jolted out of their pre-hearing loss family roles. Talking about grief responses is even more important in the case of hearing loss because, as stated earlier, hearing loss directly impacts communication in ways that are unlike other kinds of loss or emotional trauma. While some families naturally learn to discuss and resolve their compound grief, many do not. In such cases a family therapist can help people with hearing loss and those living with someone with hearing loss navigate the waters of hearing loss-related, compound grief.

*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](http://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](mailto:damara.g.paris@sprint.com)

## ***Wireless Industry Asks FCC to Revise HAC Mandate***

TR Daily, 1/18/07, © 2007 Telecommunications Reports International, Inc.

**TR Daily, 1/18/07**

**The wireless industry is calling on the FCC** to revise its rules for ensuring digital mobile phones are compatible with hearing aids, saying it's unlikely that GSM (Global System for Mobile communications) carriers and handset manufacturers in particular will be able to meet a Feb. 18, 2008 deadline for 50% of phones to comply with a particular interference standard.

In comments filed Jan. 12, 2007 in Wireless Telecommunications docket 06-203, the Alliance for Telecommunications Industry Solutions (ATIS), which is overseeing a hearing aid compatibility (HAC) program that includes wireless carriers and handset manufacturers, said the industry "is working with groups representing hearing aid consumers to develop an alternative to the FCC's 50% rule. These efforts have resulted in a great deal of work and significant progress." ATIS said members of the initiative "hope this work will result in a consensus proposal to present to the Commission and look forward to continuing this collaborative dialog with representatives of the hearing-impaired community in pursuit of this goal."

In joint comments filed Jan. 11, 2007, seven entities that advocate for the hearing impaired also confirmed their negotiations with the industry. They also said they hoped to file recommendations in reply comments, and that the Commission should adopt additional benchmarks past the 2008 deadline. Meanwhile, the Hearing Industries Association, which represents hearing aid manufacturers, said in its comments that it was concerned that there has been "a constant chipping away at the regulatory structure" governing hearing-aid compatibility with digital mobile phones.

The comments were filed in response to a request by the FCC. Agency staff plans to prepare a report on the HAC rules, which were adopted in 2003. The Commission plans to use the report to consider whether it should modify its HAC requirements, including adopting benchmarks past 2008.

The problem with GSM technology is due in part to a higher power output and a more stringent weighting factor that are required compared to CDMA (code-division multiple-access) phones, ATIS said. Other technical obstacles include (1) frequency band impacts, (2) market acceptance of various types of phones, and (3) antenna locations on phones, ATIS said.

ATIS added that the technical standard for hearing aid/mobile phone compatibility has "been demonstrated to be an inexact measure of the acceptability of a wireless phone for hearing-impaired consumers." Tests have shown that some phones that haven't met the standard have adequate HAC capability, while others that have met the standard don't. Other factors the FCC rules did not consider that impact whether the current regulations are necessary include (1) an absence of immunity labeling on hearing aids, and (2) improvement in hearing-aid immunity, it said.

If the current rules are retained, GSM phone manufacturers will be forced to make devices that consumers don't want, putting that sector at a competitive disadvantage, the filing said. "For



people who have a hearing loss, this will likely mean fewer of the designs that are attractive to consumers will be hearing-aid compatible," it said. "The choice of form factors for HAC compliant phones, especially those that employ the GSM air interface, will also be more restricted with clamshell designs being the overwhelming choice of manufacturers faced with the requirement to ensure that every other model is HAC compliant. Instead, GSM HAC phones will be more likely to use plastic instead of metal cases, be larger, and feature smaller displays."

Brenda Battat, associate executive director of the Hearing Loss Association of America, one of the seven organizations that filed joint comments, said on Jan. 18, 2007 that it's too early to predict what milestones the groups might agree to with industry. "We don't know yet," she told TRDaily. "That's what we're working on."

But she said the groups were willing to consider modifications to the current 50% deployment milestone "if we have more benchmarks beyond 2008 and if we have more benchmarks for T-coil." Regarding T-coil, only two handsets per air interface offered by manufacturers or carriers must meet the inductive coupling technical standard, and no further benchmarks have been established.

But Ms. Battat said it was difficult for outside groups to get information from companies to determine whether their efforts to meet the FCC's HAC rules are sufficient. "We need to have a little bit more transparency about what they're doing," she said. "GSM is a challenge. The question is, How hard are they trying? I think they're tinkering at the edges" rather than working on "solid design changes" to phones.

## ***HLA-OR Goals and Mission for 2007***

At an annual retreat held October 14–15, 2006, board members and chapter leaders of the Hearing Loss Association of Oregon established the following goals for 2007 (and beyond). Want to get involved and help these volunteers realize these goals? Contact your HLA chapter leader and lend your support!

### **Goal I:**

#### ***Support Oregon Legislation in 2007***

- Support legislation to support issues around hearing loss.
- Change makeup of HA Licensing Board to include more consumers.
- Tax credit for hearing aid users.
- Hearing aid mandatory insurance for dependents.

### **Goal II:**

#### ***Educate and Inform Oregon Health and Hearing Care Professionals about the Nature, Consequences, and Means of Coping with Hearing Loss.***

- Educate these professionals about the functions and availability of Hearing Loss Association of OR and other organizations that support Hearing Loss Association of OR goals.
  - a. Survey professionals about their awareness of Hearing Loss Association of OR and its resources.
  - b. Survey professionals as to their referrals to Hearing Loss Association of OR.
  - c. Conduct a mass mailing that contains information about:
    - i. Hearing Loss Association of OR and its functions.
    - ii. the location of Hearing Loss Association of OR chapters.
    - iii. other organizations that support Hearing Loss Association of OR goals, the resources they provide, and their contact information.
- Train these professionals by developing, publicizing and offering Hearing Loss Association of OR training certification with agreement to support one another.
- Encourage these professionals to provide assistive devices in their offices and:
  - d. encourage audiologists and hearing-aid dispensers to inform and demonstrate for their clients the advantages and sources of assistive technology.
  - e. encourage primary care physicians, otolaryngologists, audiologists, and hearing-aid professionals to make assistive devices available for use by their hard-of-hearing patients or clients.

### **Goal III:**

#### ***Demonstration ALD Program***

- Provide assistive devices in each chapter (Pocket-talker, Personal FM, Alerting devices/Amplified phones donated by distributors/manufacturers). Provide a demonstration/lending library for each chapter that is interested.

At the retreat, the board also decided to keep the state organization's mission the same as Hearing Loss Association of America's mission:

**HEARING LOSS ASSOCIATION OF OREGON  
OPENS THE WORLD OF COMMUNICATION  
TO PEOPLE WITH HEARING LOSS  
BY PROVIDING INFORMATION, EDUCATION,  
SUPPORT, AND ADVOCACY.**



## RSPF SEEKS TWO 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

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](http://www.rspf.org) or e-mail [jon.cray@state.or.us](mailto:jon.cray@state.or.us)



## Tips for Getting Those Pesky Phone Messages

by Karen Swezey

Many people forget to speak slowly and clearly when leaving their message on my answering machine—even though I ask them to do so in my greeting. Some of my family and friends cannot hear their messages at all.

So I talked to Sprint Customer Service (1-877-243-2823) to learn the process for having the Relay Operator-type voice messages. It is SIMPLE!

Just turn on your TTY so it is ready to receive information. Dial 711 and ask the Operator to please type your answering machine messages. Then hold the phone next to the answering machine so they can listen—push the play button and they will type away.

You can also ask for them to retype any messages if they don't seem clear or something. Cool, huh?

If you are a CapTel user, you can read captions of voice messages left on an external answering machine with your CapTel phone. How? It's simple! Make sure the answering machine is close to the CapTel before you begin, and then:

1. With the CapTel handset hung up, press the "MENU" button until "Caption External Answering Machine Messages" appears in the display.

2. Press the button next to "OK."
3. Pick up the CapTel handset, and place the handset mouthpiece next to the answering machine speaker. In many cases, you may have to put the handset on top of the answering machine, if that is where the answering machine's speaker is located. Make sure the mouthpiece is close enough to "hear" the messages as they are played aloud.
4. CapTel will automatically dial the captioning service. Watch the CapTel display to see when a connection is established.
5. Start playing the voice messages aloud on your answering machine. Watch the CapTel display to see captions of the voice messages.

If you do not see captions, or if you see "(Unclear)" during message captions, you may need to re-position the handset mouthpiece for maximum clarity.

CapTel also helps you check messages left on your voicemail system. Simply call into your voicemail system as a remote caller, and follow the voicemail prompts to retrieve your messages. You can press the number buttons at any time. You do not have to wait for the captions to finish before pressing your selection.

### 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](mailto:puc.tdap@state.or.us) to see if you qualify and get back to using the phone again.

**[www.oregoncaptel.com](http://www.oregoncaptel.com)**

## ***Within Earshot: News You Need to Know***

### **Envoy Implantable Hearing Aid Trials Underway**

HOH-LD-News, 1/6/07

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Envoy's new device consists of a small sound processor that contains batteries and has two wires attached. Surgeons insert the processor—about the size of a baby's hand—beneath the skin behind the ear. Both wires are threaded through skull bone to the middle ear, which is behind the eardrum. The wire that senses sound vibrations entering the ear is attached to the anvil, or the middle ear bone. The vibrations are transformed into electrical signals and sent to the processor, which refines the sound and sends it along the other wire to the stirrup—the ear bone closest to the cochlea—which the brain uses to interpret sound.

The device is for people with mild to severe hearing loss who are not comfortable with external hearing aids. It does not work on people who are deaf and is not for children.

### **FCC Approves Captioned Telephone**

by Cheryl Heppner, 12/20/06

© 2006 by Northern Virginia Resource Center for Deaf and Hard of Hearing Persons (NVRC); [www.nvrc.org](http://www.nvrc.org)

The Federal Communications Commission voted today that Internet Protocol (IP) captioned telephone service is a form of telecommunications relay service (TRS) that can be compensated from the Internet TRS Fund.

Lise Hamlin represented NVRC at the meeting. She said that the comments made by the FCC Commissioners were very positive. They should soon be available at [www.fcc.gov](http://www.fcc.gov).

This is very exciting news for millions of people. The captioned telephone enables individuals with hearing loss to be able to hear a telephone conversation and simultaneously see it with captions.

With captioned telephone, you can call a friend by dialing the friend's telephone number. Your captioned telephone connects with a captioning service. As you converse, your friend's response will show up on the CapTel's screen as captions. The captions come from a captionist who hears only your friend's side of the conversation.

Learn more about this service at [www.captionedtelephone.com](http://www.captionedtelephone.com).

### **Problems with Your CapTel Phone? Here's What You Should Do**

It is very important that individuals report CapTel function problems to Ultratec/CapTel Customer Service as soon as possible. One of the delays in resolving problems is not having enough specific information to understand exactly what is happening to cause the malfunction.

The contact number is for Ultratec/CapTel is 1-888-269-7477. The email address is [service@ultratec.com](mailto:service@ultratec.com).

Please have the following information when you contact CapTel Customer Service: date, time, numbers called, and a description of the specific problem. This information will help tremendously.

Ultratec/CapTel understands that it is time-consuming and frustrating for users to have to go through the trouble of calling Customer Service to report problems, but captioned telephone calls is still a relatively new technology.

Ultratec needs as much information as possible to work through the bugs in order to have a better product and better service in the future.

### **What's That Growing on Your Hearing Aids?**

HOH-LD-News, 10/6/06

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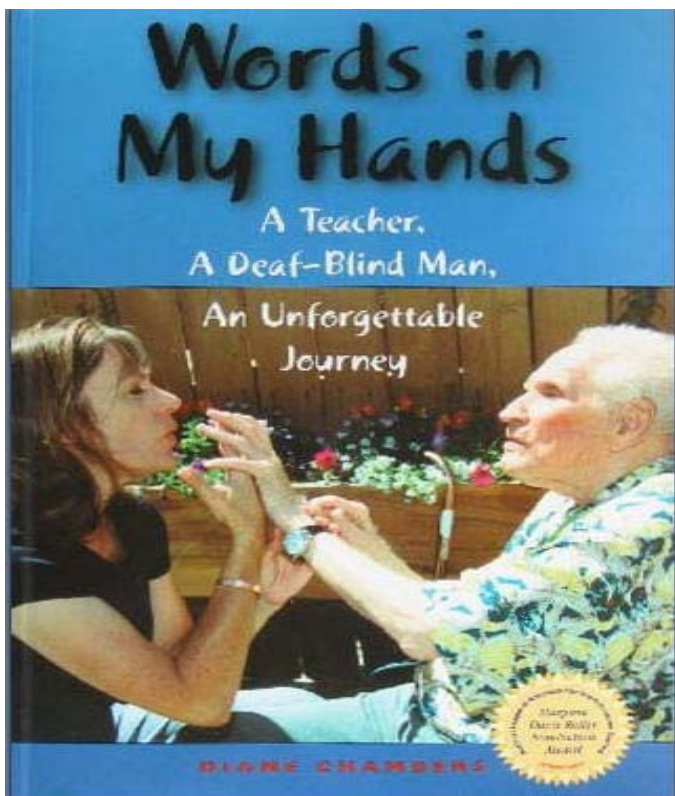
Many of the people who seek hearing healthcare services have compromised immune systems that make them unusually susceptible to common microorganisms that, under certain conditions, can cause localized infection or systemic disease.

Dispensing environments draw patients from all age and socioeconomic groups and who come in with a wide range of underlying diseases and history of pharmacologic interventions.

These are all factors with potential implications for a person's immune system. In a clinical environment where patients may be especially vulnerable to opportunistic infections, infection control procedures play a critical role in reducing cross-contamination and the risk of disease.

To discover more, visit: <http://tinyurl.com/o8cyz>.

## ***Story of Deaf-Blind Man Told in Critically Acclaimed Book***

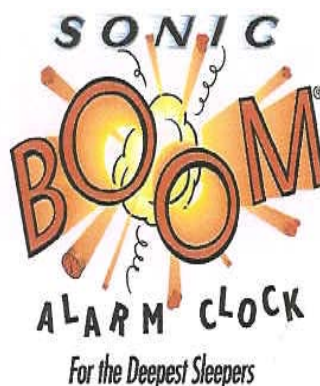


**Writes Diane Chambers, “I am a sign language interpreter** in Colorado and the author of *Words in My Hands, A Teacher, A Deaf-Blind Man, An Unforgettable Journey* (2006 Ellexa Press). This is a true story about my work with Bert Riedel, an elderly deaf-blind man who played classical piano. Before he lost his sight and hearing to Usher Syndrome he was a dentist in Lombard, Illinois. I met Bert when he was 86 years old. I was his sign-language teacher and I taught him tactile sign language which he nearly mastered before he passed away in 2003.

“While the story illustrates psychosocial factors that complicate the disabilities of deafness and deaf-blindness, and the critical issue of language development for the deaf, it carries an inspirational message as well. This book is a resource for those with hearing or vision loss, educators, interpreters, rehabilitation counselors, and other professionals who work or interact with the deaf, blind, elderly, or disabled. It shows that miracles can happen where there are dedicated professionals and caregivers.”

*Words in My Hands* by Diane Chambers has received an award from the National League of American Pen

Women, praise from authors and scholars, and positive reviews by numerous speech, hearing, and language educators. It can be ordered from the publisher at [www.ellexapress.citymax.com](http://www.ellexapress.citymax.com) or from Harris Communications at [www.harriscomm.com](http://www.harriscomm.com).



*Sonic Shaker,  
Portable  
vibrating  
alarm clock...*

**Guaranteed to wake even the deepest sleeper!**

**Our Sonic Shaker  
Portable Travel  
alarm clock  
comes complete  
with batteries,  
pillow strap with  
clasp, and  
protective travel  
case. Shakes you  
awake with its powerful bed shaker and  
extra loud pulsating alarm. You will never  
sleep through another appointment, work,  
or school again! [www.sonicalert.com](http://www.sonicalert.com)  
MSRP \$29.95**



**Check out our other Sonic Boom Alarm  
clocks, seven to choose from.**

[www.sonicalert.com](http://www.sonicalert.com)

 **Sonic Alert**  
*America's Leader in Visual Alerting Systems.*





# 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<br>( )    |               |

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 <b>NEW</b> phone service in the last 60 days?<br>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](mailto: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

## Eugene Hearing and Speech Center Announces New CEO

1/26/07

**The Eugene Hearing and Speech Center is pleased to announce** the selection of Alise Kermisch as its new Chief Executive Officer.

Kermisch recently moved to Eugene with her husband, Josh, from Ohio. As owner of All Hands Interpreting & Consulting, a sign language interpretation business, Kermisch relinquished her day-to-day duties to take on her new position.

"From a board perspective, Alise brings a good mix of abilities to the Center," says Board Chair Kerry Rasmusson. "She has a unique blend of business and non-profit experience which will bring the Center to a new level of excellence."

"One of Alise's strengths is building people-to-people relationships, which we noticed right off the bat," adds Barbara Utt, board member. "She will be an incredible asset to Center."

Kermisch took the position after the Center's Executive Director, Jane Eyre McDonald, retired after

five successful years in the role. McDonald still works part-time at the Center as a speech pathologist.

"I am honored to have the opportunity to work with the talented staff at the Eugene Hearing and Speech Center," says Kermisch. "EHSC's staff of speech therapists and Doctors of Audiology are caring medical professionals who have dedicated their expertise to enabling access and improving communication skills to individuals who must overcome communication challenges on a daily basis—which most of us take for granted."

For more than 50 years, the Eugene Hearing and Speech Center has served mid-Oregon's communication needs. The mission of the Eugene Hearing and Speech Center is to provide the highest quality evaluation, treatment, education and advocacy for individuals with communication disorders.

For more information, call (541) 485-8521 or visit [www.eugenehearingspeech.org](http://www.eugenehearingspeech.org).

### 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](mailto:RRCD@wou.edu) • [www.wou.edu/rrcd](http://www.wou.edu/rrcd)

### Oregon Health & Science University

Department of Otolaryngology/Head and Neck Surgery



#### Hearing Services

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

Hearing, Vestibular, and Cochlear Implant Services  
503-494-5171

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

#### Cochlear Implant Staff

Sean O. McMenomey, MD, FACS  
Donald S. Plapinger, EdD, CCCA  
Elyse M. Jameyson, MA, CCCA

#### Audiology Staff

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

V/TDD

[cochlear@ohsu.edu](mailto:cochlear@ohsu.edu)  
[www.ohsu.edu/ent](http://www.ohsu.edu/ent)

OHSU

## ***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 people:

### **BEND HLA**

***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  
CORIL  
PO Box 9425  
Bend, OR 97708

### **CENTRAL OREGON COAST HLA**

***meets 4th Tuesday each month at 1:30 PM***  
**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

### **HLA OF 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



## HLA OF 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

## HLA OF 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

## HLA OF 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

## HLA OF PORTLAND

*meets 3rd Tuesday each month at 7:00 PM*

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/](http://www.hearinglossOR.org/portland/)

## HLA OF SALEM

*meets 2nd Wednesday each month at 6:30 PM*

Salem Rehabilitation Hospital – 2nd Floor Room A  
2541 Center St. NE - Salem

Contact:

**Kathy 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:**

- Charles Langdon
- to honor Karin Smith
  - John Jenkins
- Anne McLaughlin
  - Clyde Sloan
- Barbara Bakke
- Thomas Morelli
- Lois Johnson
- Dale Riddle
- David Viers
- 6 Anonymous Donors

**...and a *BIG* THANK YOU to our  
SPONSORS!**



# Hearing Loss Association of Oregon

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Eugene, OR 97402

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Hear It Is! Oregon Winter 2007 Newsletter

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

Name \_\_\_\_\_

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Email \_\_\_\_\_

I learned about the newsletter from: \_\_\_\_\_

☐ Enclosed is my contribution of \$\_\_\_\_\_ to support the **Hearing Loss Association** 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 **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](http://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.