



# Overheard

in Fall 2016 Newsletter

## President's Message

As I write this, the trees are beginning to turn to fall colors. I hope you all had a relaxing and enjoyable summer. Our September meeting on September 12<sup>th</sup> saw Lee Ramsdell give a presentation on technical aids from the Hearing Loss Association of America's conference held in Washington in June. The conference was a wonderful way to get to know our hard of hearing neighbors to the south.

Speaking of conferences, details are already available for the 2017 CHHA national conference being held in Sidney, BC from May 25 – 27, 2017.

We welcome you to attend our next CHHA-Ed general meetings on November 7 and December 5 at the Glenrose. Our December 5 will be a potluck get together and no formal meeting.



Please also consider volunteering for our next casino on December 16<sup>th</sup> and 17<sup>th</sup> at the new Grand Villa Casino, which is part of the ICE district complex. Have a beautiful fall.

... Marilyn

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# CHHA-Edmonton Branch Scholarships 2016



CHHA-Edmonton Branch has been awarding two scholarships of \$1000 each annually since 2008. They are funded through the proceeds from our casino volunteering activity.

The **Academic Scholarship** is awarded to a hard of hearing student at a post-secondary institution of Northern Alberta (Red Deer and north). The Captioning and Court Reporting Program scholarship is awarded to a deserving second year student of that program at NAIT.



This year, the Academic scholarship was awarded to **Alexander Rostron**, a student in the Faculty of Engineering at the University of Alberta. He has not decided which branch of engineering will be his area of specialization. He hopes that the co-op program offered in second year will help him to determine his further studies. Throughout his high school years he demonstrated that being hard of

hearing did not prevent him from achieving stellar marks in the Advanced Placement program of his school or being competitive in different sports on provincial as well as national levels.



The **Captioning and Court Reporting Program** scholarship 2016 went to **Eileen Johnson**. Eileen's initial interest to enter the program at NAIT was the court aspect of the profession; but now her interest has broadened to include CART as a career goal. She has become involved with the office of CHHA-Edmonton branch by volunteering for our first fundraising golf tournament in June of this year. She also attended the annual general meeting as a student, which gave her the opportunity to see the organization at work.

We have presented Alexander with the scholarship cheque, and offered both Alexander and Eileen a one-year membership to CHHA-Edmonton branch. We wish them the very best in their future endeavours.



## Special thanks, to Taylor Madden

Who has been editing our newsletter for the past year and will be missed. Her work and commitment to our newsletter has been greatly appreciated. We wish you the best in your studies and future endeavors.

**THANKS TAYLOR**

From CHHA-Ed board and staff for a job well done.

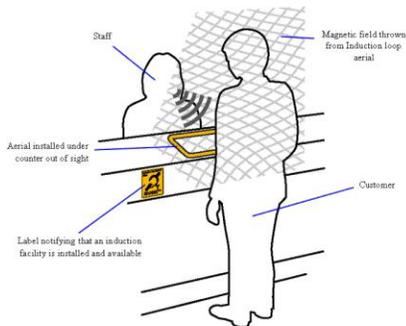


# Looping Report

CHHA Edmonton is a member of the Barrier Free Sub Council, one of nine sub councils that make up the Alberta Safety Code Council. This organization reports to the Minister of Municipal Affairs and makes suggestions to the Alberta Government regarding new legislation in making the Province of Alberta safe.

Three years ago, CHHA gave a presentation to the Barrier Free Sub Council to all members present. Due to that presentation, the City of Edmonton is now insisting that all new buildings and buildings that are being re-purposed must have assistive listening devices in order to have a building permit as per the following A-3.8.3.7. Assistive Listening Devices (ALDs). Although the Alberta Building Code does not regulate the purchase of appliances, televisions used for public notices should be designed for closed captioning. Where the public relies on information for directions or on public announcements, provisions should be made to broadcast these both audibly and visually. For instance, public announcements at sports events could be displayed visually on the scoreboard; schedules for trains and planes should be available audibly as well as visually.

Wireless sound transmission systems, including FM, infrared or magnetic induction loop systems, improve sound reception for persons with hearing disabilities by providing amplification, which can be adjusted by each user while blocking out unwanted background noise. These systems transmit a signal that is picked up by a special receiver available for use by a person with a hearing disability, whether or not a hearing aid is used.



Neither system interferes with the listening enjoyment of others. The transmitter can be jacked into an existing P.A. system amplifier or used independently with microphones. The induction loop system requires users to sit in the area circumscribed by the loop; though installation of the loop is relatively simple, the installer should be knowledgeable about these systems if proper functioning is to be achieved. FM or infrared systems can be designed to broadcast signals, which cover the entire room and do not restrict seating to any one area.

Figures A-3.8.3.7.-A and A-3.8.3.7.-B show the general configuration of FM and infrared systems.

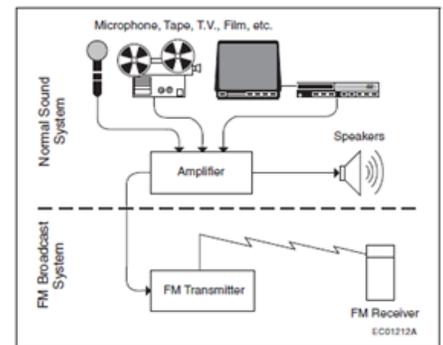


Figure A-3.8.3.7.-A  
FM sound transmission system

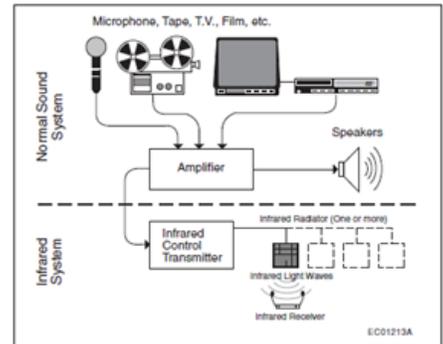


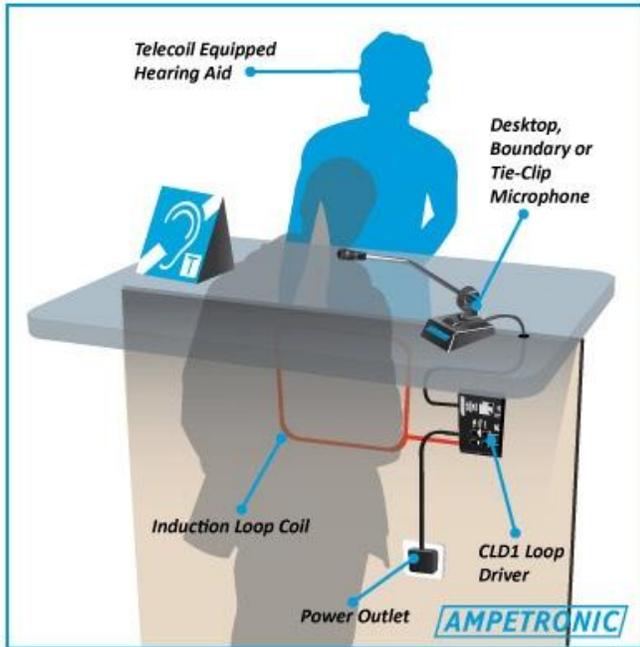
Figure A-3.8.3.7.-B  
Infrared sound transmission system

Although portable systems (FM in particular) are available, these are best suited to small audiences. Generally, the systems installed in church halls, auditoria, theatres and similar places of assembly are not easily portable, as they are installed in a fixed location by a sound technician and form an integral part of the P.A. system of the room or building.





Hard-wired systems (where a jack is provided at a particular seat) will not meet this requirement unless adequate provisions are made to accommodate persons with hearing aids. In choosing the most appropriate system, a number of factors must be taken into account including cost, installation and maintenance, suitability to the audience, ease of operation and the need for privacy. Information on designers and suppliers of these systems may be obtained from the Canadian Hearing Society.



What the permit office tells the applicant is that they should contact CHHA for information about what works best and try to promote loop systems. CHHA - Edmonton is not satisfied with the above document as it allows builders to opt for FM systems, which do not meet the needs of the Hard of Hearing. While CHHA National is supposed to be working with the Minister of Sport and People with Disabilities to develop a Canadian Disabilities Act that addresses what is required for barrier free hearing we do not know how or to what level they are involved and perhaps we should work at drafting or changing the current document.

When the City of Edmonton is involved in buildings they have been directed to use loop systems and we have seen lots activity with loop systems. We have also been contacted by the City of Lethbridge and the City of Medicine Hat as well and these cities are now insisting on ALDs.

I have agreed to do a presentation on October 6<sup>th</sup> in Medicine Hat as they expressed a desire to use proper loop systems. A few months ago they installed a Sennheiser Infra-Red System along with neck loops, but had difficulties in setting it up. On their behalf I contacted the integrator that sold the system, met with them and did some training for them. The City of Edmonton has expressed their struggles using various systems and is now considering the more user-friendly Loop Systems and Audio Streaming.



The City of Lethbridge has a City Hall Meeting Room that is now looped and they are considering Council Chambers.

The City of Edmonton has embraced the loop system, more so than any other city in Canada. Currently the City of Edmonton is building a new business tower and this is to be equipped with loop systems. This is what is going to be looped:

Edmonton Tower 2:

- Quote to be provided for:
  - 16 counter loops with goose neck mic
  - 1 counter loop at Greeting with a wireless mic
  - 3 Customer Meeting Rooms (counter loop under table) with goose neck mic

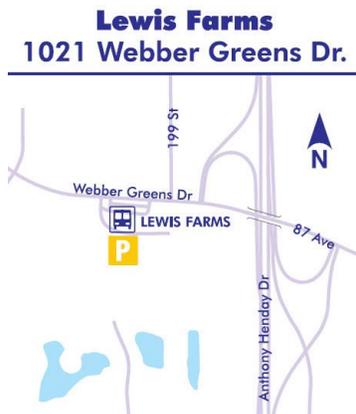
Edmonton Tower 3:

- Quote to be provided for:
  - 4 meeting rooms with 2 phase system installed under the carpet. The 2 large rooms with moveable walls would loop into the built in CoE sound system. The 2 mid size rooms, mic needs TBD based on sizes





There is a new community being developed by the City of Edmonton called Lewis Farms. CHHA Edmonton has attended a number of accessibility meetings to ensure that barrier free hearing will be addressed. On July 26 the submitted report stated that The Induction Loop System should be located in Meeting Rooms, Multi-Purpose Rooms, Studios, Transaction Points as well as the Outdoor Amphitheatre.



These are the facilities that have been looped:

- The Maclab theatre at the Citadel has a section looped as well as there is now a counter loop at the box office.
- Walterdale Theatre has looped half of their theatre and purchased an electronic processor that allows the sound engineers to adjust the sound. If there is an instrument that overpowers the other instruments or singers, this can now be corrected.
- Edmonton Public Libraries
- City of Edmonton Recreation Centers have or will have counter loops at all information and/or registration counters
- The Grand Villa Casino in Rogers Place will have the cashier's stations looped.

That is a good start, while they look at looping some tables, ALGC has concerns and perhaps CHHA-Edmonton will meet with that organization in the future.



# Article: Jann Arden Opens Up About Aging Mom, Caregiver Guilt, and Hearing Loss

Jann Arden admits she didn't notice the signs.

The Canadian singer-songwriter's mother Joan had been losing interest in watching movies, an activity she once adored, she never wanted to listen to music anymore either, and she barely had anything to say around the dinner table.

It wasn't like her, but Arden assumed her mother's withdrawal was all part of the dementia she'd been suffering from for years.

"We just kept attributing everything to Alzheimer's," Arden told CTVNews.ca in an interview. "She was already feeling marginalized because she did realize she was forgetting things, and that was tough enough in itself."

What Arden did notice was that her mother kept the TV awfully loud. When Arden would ask her if her hearing was okay, her mother always brushed away the question.

"Mum kept assuring me, 'No, I can hear fine.' And I kind of just took her word for it," Arden says.

But a year and a half ago, at the urging of her mother's hired caregivers, Arden took her mum to get her hearing checked. Those tests revealed the elder Arden was 70 per cent deaf in both ears.

That kind of hearing loss, says Toronto-based audiologist Marshall Chasin, is equivalent to putting in earplugs, diving underwater, and then trying to listen to the conversations of people on dry land.

Arden admits she was stunned. She realized her mother had been missing out on so much of what was happening around her but had somehow just been getting by. Joan was immediately fitted for hearing aids, which her daughter says, have been life-changing.

"The first day when we got them in, it was very emotional. She was like, 'Ooooooh!'" Arden

Now, her mother is hearing things she hasn't heard in years – the sound of a clock ticking on the wall, the chirping of birds. She's even learning to tune these sounds out because they sound so loud to her.

"I could crumple up a piece of paper and she'd be like, 'Take it easy!'" Arden says with a laugh.

When the pair go for long, daily walks near their homes in Alberta with Arden's dog Midi, her mother now hears everything around her.

What Arden has been left with though, is a sense of guilt for not having spotted her mom's hearing loss earlier.

"I feel bad I didn't clue in a decade ago. I just never thought it was a problem. I had never thought about it," she says.

"It took someone else, I'm embarrassed to say, saying, 'You know, you should really check your mum,' for me to get her tested."



Chasin says there's no need for Arden to feel bad.

"One of the reasons Jann's family didn't notice it is because hearing loss is a very slow, gradual process, sometimes occurring over 20 or 30 years," he said, adding it's an invisible handicap with no obvious symptoms such as pain or blood coming out of the ears.

Still, Arden admits she feels guilt. But she's learned there's a lot of guilt in her new role as her mother's primary caregiver.

It's hard accepting their parenting roles have reversed and that Arden is now the one parenting her parent. Pain, guilt, fear – all of them come up, and it's not something that get talked about a lot, Arden admits.



That's in part why she has been so open about it all on Facebook and other social media. Arden has written often about both her mum and her father before he passed away last August, including one post in 2014 in which she talked about trying to stay calm as her parents struggled with repeatedly losing things because of dementia.

"I thought one afternoon, 'I'm just going to write about this. Because I was scared'," Arden remembers. "And my manager called me and he said, 'Do you know what's going on with your Facebook page?'"



To Arden's surprise, the post earned more than 32,000 Likes and 4,600 comments from people saying they knew exactly what Arden was going through.

"It seemed to open this box of guilt that people have with parenting their parents," she said. "I couldn't believe how much I had in common with other people, Baby Boomers I guess, who all have aging parents.

"It really touched a nerve, so I thought I'd keep up with it."

Arden now tries to talk about her role as caregiver to give voice to a life phase she says isn't often talked about.

"I don't want to overwhelm people and think I'm complaining about my troubles and woes. It's just really about my journey with it," she says.

These days, she wants people to think about hearing loss and getting their hearing tested. She's acting as a spokesperson for a campaign by Duracell batteries called #StayConnected, which is offering free telephone-based screening tests.

The battery maker is offering the screenings until June 26, 2016 at 1-844-9-Duracell. The test asks callers to repeat sequences of numbers played against a noisy background, and can determine if someone needs further hearing tests.



Chasin says there are 3 million Canadians with hearing loss but 80 per cent of them are not treating it. That's a shame, he says, because there are lots of hearing aids available, including some low-cost options called "hearables" for those with even mild hearing loss.

Arden urges anyone who thinks their hearing might be off but who doesn't want to tell anyone should call the number and take the test, which is completely anonymous. It's made a world of difference to her mother, she says.

"She sings to music and she comments about the sounds of birds. So for her, it was such a door that opened that had been shut for a long time."

Sourced from: <http://ctv.news/1A6MCoP>

May 20, 2016  
Angela Mulholland, Staff writer



## Join CHHA-Ed to learn the Facts and Issues about hearing loss

### Your Third Ear

You and a communication partner are welcome to join Cindy Gordon for an enlightening experience to find out what your third ear is and how you can develop it. Included will be a discussion about:

- 👂 Your hearing – How does it work???
- 👂 Communication and Coping skills
- 👂 Lighter side of living with a hearing loss!
- 👂 Benefits of wearing hearing aids vs. n not 👂 wearing hearing
- 👂 Hearing Aids and Assistive Devices
- 👂  Assistive Services Available
- 👂  Prevention Hearing loss prevention
- 👂  Captioning Services and C.A.R.T.

### Emotional impact of hearing loss is on everyone

FOR MORE INFORAMTION CALL 780-428-6622

OR VISTI US AT

#52, 9912 106 Street

Edmonton, Alberta T5K 1C5

# Office News & Events

## Summer and Fall – 2016

September saw CHHA-Ed receive a nomination from The Lauriel Awards for our "YOUR Third Ear" project although we did not win it was nice to attend the Nomination Lunch and receive a plaque none the less.

Your Third Ear Project has now completed its funding. These workshops thanks to Living Sounds Hearing Centre Ltd will be available with their weekly sessions upon request through our office. Be sure to check for dates posted on website at [www.chha-ed.com](http://www.chha-ed.com) and register by emailing our office at [chha-ed@shaw.ca](mailto:chha-ed@shaw.ca).

CHHA-Ed is now in the process of writing a new proposal for additional funds to maintain and expand this project as well as implement the Hospital Communication Project. We would like to get the Hospital Communication Project off the ground this year!!

Speech Reading Level 1 began with 6 new enthusiastic participants. This time it is being held in the North West part of the city. It will run until December. Level 2 will begin in January.

Once again our Beginner Level A Conversational ASL classes are full. We currently have one class being held on Tuesday evenings that started in September and will be starting a second class on Saturday, October 15<sup>th</sup>. Early in 2017 we will be offering a Level B, for those who have completed Level A, and at least one Level A for those interested in learning American Sign Language to communicate with Deaf and Hard of Hearing persons.

City of Edmonton will be hosting the Annual International Day of Persons with Disabilities (IDPD) Event on December 1<sup>st</sup> at the Ramada Edmonton Hotel & Conference Centre. We submitted a Pecha Kucha presentation, prepared with help from NAIT photography students, to be present at the celebration for persons with disabilities.



Work will begin soon on CHHA-ED's 2017 GOLF tournament on June 14<sup>th</sup> at the Links in Spruce Grove. Notice will be sent out shortly for volunteers to work with the Golf Tournament committee.

Healthy Aging meetings, senior fairs and open houses through-out the fall have been attended by staff. Requests for presentations on hearing loss and related issues have been received from several new locations. Efforts are being made to accommodate the need and inquiries are always welcome.

Several board and staff will be attending the Government Accessibility meeting in Oct. giving a voice and face to the Hard of Hearing! Marilyn Kingdon and I attended the 30th Anniversary of Cochlear Implants at the Glenrose Hospital. I am excited to share the information with you at our General meeting on November 7<sup>th</sup> at the Glenrose Rehabilitation Hospital.

We look forward to the meeting and the Christmas potluck in December!

Cindy Gordon  
Program Director



**Volunteers** required for CHHA-ED's  
casino on **December 16<sup>th</sup> & 17<sup>th</sup>**

at

**Grand Villa Casino**

To volunteer please contact us:  
by email at [chha-ed@shaw.ca](mailto:chha-ed@shaw.ca)

or phone 780-428-6622