



Volume 42 Number 4  
September 2020

## COME ZOOM WITH US!

**All in-person HLAA Albany events are on a “NY Pause”. We are planning another Zoom Meeting for late October or November with presenters. Would you like to join in on your computer or tablet or phone? We are using OTTER for captioning and ZOOM for teleconferencing.**

**If you’re not receiving e-mails from us, send us your e-mail address at [hearhlaa@yahoo.com](mailto:hearhlaa@yahoo.com) and we’ll add you to the list! The Zoom information and details will only be sent via e-mail. Other ASAP information comes via e-mail too! Sign up!**

**We’re holding a Planning Committee Meeting via Zoom on the evening of Wednesday, September 30<sup>th</sup> - if you’d like to be part of it, send us an e-mail!**

**Are you interested in seeing some of the Virtual Webinars produced by HLAA National? Go to the website to see the recorded videos including a virtual meeting on 9/12/2020 regarding coping with the Pandemic, a conversation with Barbara Kelley at 4 - 5:30 p.m. Go to: [https://www.hearingloss.org/event/conversation-with-barbara-kelley/?instance\\_id=934](https://www.hearingloss.org/event/conversation-with-barbara-kelley/?instance_id=934)**

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**Hear the difference.**

## What questions would you ask if you were getting your first set of hearing aids?

A friend of mine is in the process of getting her first hearing aids, and I asked my colleagues in HLAA ALBANY what they would suggest she ask:

- (1). Who should I call if I have a problem? With the software? With the hardware?
- (2). How will these devices work best for my lifestyle - music, hiking, swimming, work, social events, where I have trouble hearing?
- (3). What kind of warranty is provided?
- (4). What if I lose or damage one or both devices?
- (5). How long will it take me to adjust to using these devices - when will I hear my best?
- (6). Do they have a telecoil for use in auditoriums and theaters and other performance spaces?
- (7). Are they bluetooth enabled and will they work with my phone? My car audio system?
- (8). Are there other devices I should invest in - microphones, pocket talkers, etc.?
- (9). Cost vs features- what do I really need?
- (10). What situations do I struggle most with?
- (11). Rechargeable batteries or disposable?

# TIPS for COMMUNICATING WITH SOMEONE with a HEARING LOSS



© NAD  
INTERNATIONAL SYMBOL OF  
ACCESS FOR HEARING LOSS



Speak up, but do not shout.



Speak slowly and clearly . . . Don't overemphasize.



Rephrase rather than repeat a misunderstood sentence.



Cut out background noise by moving away or turning off TV or radio.



Face the person in good light.



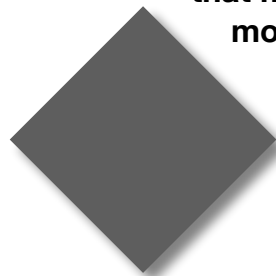
Do not obscure your mouth with your hand or cigarette and avoid chewing food when speaking.



Ask the person what can be done to make communication easier.

**Assistive Listening Devices (ALDs) and/or systems that may be used in any facility or home to make it more hearing accessible include:**

- Telephone amplifiers
- Personal amplifiers (e.g. Williams Sound "PockeTalkers")
- Telecaptioning decoders
- FM listening systems
- Audio loops
- Infrared systems
- TTY
- Light signaling devices for telephone, doorbell, fire....



**TECH  
CORNER**

HEAR NEWS is a newsletter of the Hearing Loss Association of America (HLAA) Albany Chapter. We are a not-for-profit self-help group for individuals who are deaf, have hearing loss and/or impairments. Any mention of opinions, products or services does not mean endorsement, nor does the lack of mention mean lack of endorsement.

Address all correspondence to:  
HEAR News

% HLAA PO Box 9445  
Schenectady NY 12309  
or e-mail us at

[HEARHLAA@YAHOO.COM](mailto:HEARHLAA@YAHOO.COM)

Website:

<https://hearinglossalbany.wordpress.com>

Phone: (518) 488-8268

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- Donna Wayner, Ph.D and Professional Advisor
- Nancy Williams

We welcome your input! Please send notes, articles and inquiries to the attention of the Editor at the address above.

Please become a member of HLAA Albany Chapter; see the form on the final page of the newsletter.

**And Go NATIONAL Join the Hearing Loss Association of America HLAA**

7910 Woodmont Avenue  
Suite 1200

Bethesda MD 20814

e-mail: [inquiry@hearingloss.org](mailto:inquiry@hearingloss.org)

website: [www.hearingloss.org](http://www.hearingloss.org)

**We spoke about ACCESS 2000 in one of the ZOOM conferences, and I asked Dr. Donna Wayner to explain what it was about. The following is some information she provided. Some of it is not current any longer due to privacy rules, but if you or a loved one with hearing loss are hospitalized or institutionalized, please review this for tips and help, and share it with staff at the facility.**

from: Advocating for Accessibility Hearing Review April 3, 2004

## **Advocacy in Hospitals and Health Related Facilities**

### **By Donna S. Wayner, PhD**

Hearing Access had its beginnings as the ACCESS 2000: Communication Access for Deaf and Hard of Hearing People program. Implemented in Northeastern New York in the mid 1980's to promote communication access for persons with hearing impairment, it was inspired by similar programs in Britain and Canada. The program's objectives are:

1) accessibility in public facilities and service industries for people who are deaf or hard of hearing, and 2) making the International Symbol of Access for Hearing Impairment as familiar as the wheelchair access symbol.

Sponsored by Hearing Endeavor for the Albany Region (HEAR), a chapter of SHHH, the committee has worked to facilitate accessibility in health-related facilities, emergency services, public gathering places, businesses, and government agencies.

The purpose of Hearing Access is to make hospitals and other medical facilities more accessible to people with hearing disabilities, and to reduce the anxiety and frustration that accompanies a trip to a medical facility. Better interpersonal communication between the staff and the patient is the thrust of the program.

This goal is achieved by:

1) Identifying the patient with hearing impairment. The International Symbol of Access for hearing impairment is used to identify patients. The symbol is displayed above their bed, on the front of the chart, on the wristband, and beside the call button at the nursing station. Patients are prompted through the use of a tabletop tent card to identify themselves when they are admitted to a health facility; and

2) Instructing the staff about the Hearing Access program and the use of good communication strategies. All staff that comes in contact with patients or with the public is informed about the program. They are trained to help identify patients with a hearing loss and are given specific suggestions on how to communicate them.

The Hearing Access program starts at the door of the facility where the International symbol of Access for Hearing Impairment is prominently displayed. The symbol is also displayed at various information, intake, registration, and nursing stations. During the admissions process, patients are asked if they have any special hearing needs.

The materials used in this program are: tent cards, which are put on tabletops or on counters; patient information brochures; Access symbol stickers for wristbands; intercom/call lights and patients charts; a poster with the Access symbol; and communication tips to be placed over the patient's bed.

#### What can be done to ensure good communication?

1) Choose the appropriate mode of communication depending on the personal preference of the person, the severity of the hearing loss, and his/her background and training in language. He/she may communicate by: a) speechreading and listening with the help of hearing aids and/or assistive listening devices; b) reading and writing notes; c) sign-language and finger spelling. For people with reduced hearing ability, communication must be visible;

2) If the person has a hearing aid, check that the battery is good, it is inserted properly, and is turned and adjusted to a comfortable listening level. If the hearing aid is unavailable, use a pocket amplifier for greater ease of communication. If the person has glasses, be sure that he/she is wearing them;

3) Look directly at the person while speaking. Try to speak from the same level if person is lying down;

4) Get the person's attention before speaking.

5) Speak clearly and a little more slowly than usual. Do not exaggerate lip movement and do not shout. Avoid side chatter that can be confusing;

6) If you are not understood, rephrase your question or statement;

- 7) Don't stand in front of a bright light or window. Have the light shine on your face;
  - 8) Turn off background noise or move away from the source of the noise;
  - 9) Pantomime, gestures, and facial expressions help communication. Use them all. A light reassuring touch may help;
  - 10) If the primary mode of communication is sign language, written messages may suffice for simple communication, but for important matters, a professional sign-language interpreter should be secured;
  - 11) Note that, if the person has a severe hearing loss or is deaf, he may have unintelligible or imperfect speech that may lead to an incorrect evaluation of mental retardation or drunkenness;
  - 12) Once the person has been identified as having a hearing impairment, follow the tips outlined above. Note on the person's information form that he is hearing impaired by using the Access Symbol or writing out "Deaf—uses sign language," or "Hard of hearing —lip reads."
- An organized program requires training and education of staff to increase sensitivity to the needs of persons with hearing impairment to ensure that health-related environments will be accessible.
- The hospital ACCESS 2000 program became the model for a national initiative distributed in 1991 by SHHH and is now in over 700 hospitals around the country.

from:

<https://www.hearingreview.com/hearing-products/advocating-for-accessibility>

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## **Benefits of HLAA Albany Membership:**

- Associate with a trusted organization that provides informed advice and information on hearing issues.
- Network with people and organizations interested in hearing issues.
- Meet neighbors and form new friendships.
- Receive the latest news on hearing issues.
- Learn how to be active in your community

## **Additional Benefits of HLAA National Membership:**

- Receive a professionally published and edited magazine on hearing issues bimonthly.
  - Network with people and organizations interested in hearing issues across the country.
  - Obtain discounted access to conferences and ALDs.
-

## INFORMATION YOU CAN USE

(Note: See [www.hearinglossalbany.wordpress.com](http://www.hearinglossalbany.wordpress.com) for more details)

- Hearing Loss Association of America — [www.hearingloss.org](http://www.hearingloss.org)
- Hands and Voices — [www.handsandvoices.org](http://www.handsandvoices.org)
- Hearing Like Me — [www.hearinglikeme.com](http://www.hearinglikeme.com)
- Laurent Clerc National Deaf Education Center —
- National Deaf Center on Postsecondary Outcomes — [nationaldeafcenter.org](http://nationaldeafcenter.org)
- Albany Law School Civil Rights & Disabilities Law Clinic — [www.albanylaw.edu](http://www.albanylaw.edu)
- Office of the NYS Attorney General, Civil Rights Division — [www.ag.ny.gov](http://www.ag.ny.gov)
- Young Adults - [www.hearingloss.org/content/young-adults-and-hearing-loss](http://www.hearingloss.org/content/young-adults-and-hearing-loss)
- American Tinnitus Association — [www.ata.org](http://www.ata.org)
- Career & College Advice for Deaf & Hard of Hearing Students — [www.affordablecollegesonline.org/college-resource-center/deaf-student-college-career-advice](http://www.affordablecollegesonline.org/college-resource-center/deaf-student-college-career-advice)

## Lion's Hearing Devices Loan-Out Centers — try out devices before you buy them!

- Madison Hearing Center, 14 Columbia Circle Drive, Suite 202, Albany, NY 12203 (518) 690-2060
- Madison & Saratoga Hearing Ctr, 414 Maple Ave, Suite 800, Saratoga Springs, NY 12866 (518) 584-0578
- Madison & Saratoga Hearing Ctr, 81 Miller Road, Suite 700, Castleton, NY 12033 (518) 689-0792
- Resource Center for Independent Living, 347 W. Main St., Amsterdam, NY 12010 (518) 842-3561
- Center for Better Hearing, 318 Ridge Street, Glens Falls, NY 12801 (518) 798-4800
- Resource Center for Independent Living, 401 East German St., Herkimer, NY 13350 (315) 866-7245
- HearUSA, 2200 Burdett Avenue, Troy, NY 12180 (518) 272-7323

## Patronize These Accessible Venues When We Are Able!

And...if you know of other venues, please share them with us!

- AMC Loews ([amctheatres.com](http://amctheatres.com)) — Rotterdam — Captioning
- Bowtie Cinemas ([bowtiecinemas.com](http://bowtiecinemas.com)) — Schenectady, Saratoga, Wilton — “cup holder” Captioning
- Regal Cinemas ([regmovies.com](http://regmovies.com)) — Clifton Park, Crossgates, Colonie Center, East Greenbush, Wilton Mall and Aviation Mail — Captioning and Captioned Glasses
- Capital Repertory Theatre ([capitalrep.org](http://capitalrep.org)) — Loop
- Proctors Theater — Loop in the Main Stage and the Addy
- Delmar Reformed Church ([drchurch.org](http://drchurch.org)) — Loop
- Unitarian Universalist Society of Schenectady ([uuschenectady.org](http://uuschenectady.org)) — Loop
- St. Mary's Crescent Catholic Church Clifton Park ([www.stmaryscrescent.com](http://www.stmaryscrescent.com)) — FM System
- Our Lady, Queen of Peace Catholic Church, Princetown Road, Schenectady, NY ([www.olqprotterdam.org](http://www.olqprotterdam.org)) — Loop
- Christ Our Light Catholic Church, ([christourlightchurch.org](http://christourlightchurch.org)) Loudonville, NY — FM System
- First Presbyterian Church ([firstpresalbany.org](http://firstpresalbany.org)) 362 State Street, Albany—perimeter Loop on the right side of the sanctuary
- Barrington Stage ([Barringtonstage.org](http://Barringtonstage.org)) —first six rows of Main Stage are looped
- Spectrum 8 ([landmarktheatres.com](http://landmarktheatres.com)) — Infrared and CCR-100 Captioning
- Loudonville Community Church ([www.lcc.org](http://www.lcc.org)) — FM Receivers
- Good Shepherd Lutheran Church, ([www.gslcl.org](http://www.gslcl.org)) 510 Albany Shaker Road, Loudonville, NY 12211 — Loop
- St. Mary's Catholic Church, Hamilton, NY— Loop
- Schenectady Light Opera Company, Schenectady, NY—FM Assistive Listening System
- Universal Preservation Hall (<https://universalpreservationhall.org>) Saratoga Springs, NY loop

**HEARING LOSS ASSOCIATION OF AMERICA ALBANY CHAPTER MEMBERSHIP REGISTRATION**

The Hearing Loss Association of America Albany Chapter operates on a calendar year from January to December. Registration is due in January of each year.

TRY US OUT - opt in for a trial of the newsletter for three issues!

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**news**

**Hearing Loss Association of America  
Albany Chapter  
PO Box 9445 Schenectady NY 12309-0445  
Information Line: (518) 488-8268  
Email: [hearhlaa@yahoo.com](mailto:hearhlaa@yahoo.com)  
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**Sept 2020**