“Honey, Turn Down the TV!”
A Consumer’s Holistic Guide to Living with Hearing Loss

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Special thanks to my dear friend and colleague, Dr. Scott J. Bally, Ph.D., for his contributions to the program.
Last Week...

- How we hear
- Tinnitus
- Types and causes of hearing loss

- The hearing evaluation
- Audiologist vs. hearing instrument specialist
- Hearing Aids
Today’s Program – Part 2

- Assistive listening and alerting devices
- Late-onset hearing loss: emotional impact
- Communication strategies
- Resources for hearing loss
Hearing Assistive Technology

- When hearing aids *aren’t enough*
- Or *instead of* a hearing aid
Hearing aids not enough?  
*How’s that?* 😐

- Microphone in or behind our ears

- Can’t always help with:
  - TV
  - Phone ringing
  - Doorbell
  - Various alarms
  - Distance
  - NOISE!
Why use an Assistive Listening Device?

- Brings the sound source closer to us
- Bypasses background noise
How do They Work?

- **Hard-wired**, like a PockeTalker
- **Infrared**, using light waves to transmit signal
- **FM signal**, using radio waves
Types of devices

- **Communicating**
  - Phone
  - TV
  - Groups
  - One-on-one
  - Meetings

- **Alerting**
  - Smoke detector
  - Doorbell
  - Phone ringing
  - Alarm clock
  - Baby crying
Let's Communicate
Corded Telephones

Crystal Tone

- Amplification button
- Boost button
- Clarity/tone control
- + dB levels
- Ringer adjustment
- Flashing red light
- Like normal phone

$120.00
Corded/Cordless Combo Phones

- **Clarity E814CC**
  - Amplification up to 40 decibels
  - Boost button
  - Amplified digital answering machine
  - Answering machine can store up to 59 messages
  - Maximum recording time of approximately 25 minutes

$120.00
Captioned Telephones

CapTel
www.captel.com

CaptionCall
www.captioncall.com

$75.00

$199.00 or
$75.00
What About Cell/Smart Phones?

Is your hearing aid compatible with cell phones?

Are they hearing aid compatible?

Are they Telecoil compatible?

HAC ratings: M3, M4

T-coil ratings: T3, T4

Ratings will be on the packaging.
Telephone Amplifiers

Portable

- Slips over earpiece
- Volume control
- Good for milder hearing losses
- Amplifies higher frequencies

In-line

- Connects to corded telephone
- Volume and clarity control
- Boost button
- Good for moderate-moderate severe losses

$20.00
$40.00
TV Listening System with Headset

- Sennheiser System
  - Infrared
  - Plugs into audio out of TV
  - No wires
  - Needs line of sight
  - Control volume on the headset

$200.00
TV Listening System with Induction Loop

Sennheiser System 830S

- Customised to listener’s hearing
- Three settings on transmitter for treble emphasis
- 12 hours of operating time on Lithium battery

$270.00
Personal Amplifiers: PockeTalker

$150.00
Personal Amplifiers: Comfort Duett

$170.00
Personal Amplifiers: Wireless FM System

PFM-330

- Range up to 150 feet
- 16 selectable channels, 72-76MHz
- Uses variety of headphones/earphones
- neckloop/hearing aid compatible

$500+
NVRC’s meeting room is equipped with induction loop for listeners who have telecoils in their hearing aids and cochlear implants. Loop systems are becoming popular in public venues such as museums and churches.
Communication Access
Realtime Translation (CART)
Alerting Devices
Alerting Devices Work
4 Basic Ways:

- Sound
- Light
- Vibration
- Or all three!
Is the Phone Ringing?

- SR 200 lets you know!
- Choose the volume, tone and signal
- Use splitter to plug SR 200 in one jack, your phone line in the other

$50.00
Central Alert CA-360

- Can flash a light, send a sound signal, or vibrate
- Can also be used to alert to telephone ringing, or to baby monitor

$180.00
Is it Time to Get Up?

- Sonic Boom alarm clock
  - Flashes light
  - Has vibrating attachment that shakes your bed
  - Can also be used with telephone

$65.00
What if There’s a Fire?

- Lifetone smoke alarm system
- Clock has wireless connection to smoke detector
- Will sound alarm, vibrate bed to wake you up

$180.00
A Four-Legged Alert System!

- Provides a nudge and a bark!

CCI Pups

Cheryl & Galaxy

Cheryl & Dana
Where Can I see/try Some of These Devices?

- NVRC’s device demonstration room

Demo only, no sales

Please….You MUST have an appointment! 😊

Debbie Jones
Technology Specialist
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Virginia Dept. for the Deaf and Hard of Hearing (VDDHH)

- **Loan to Own program (L2O)**
  - Telephones and alerting devices
  - Borrow for 30 days
  - Keep it if you like it

- **TAP (Technology Assistance Program)**
  - If you don’t meet financial eligibility guidelines, you might qualify for a discount through the state.

*Debbie Jones  
NVRC’s Technology Specialist*
STRETCH!
Hearing aids

Now what?!

Assistive Technology
Late-onset hearing loss can be *life altering*

Losing our hearing is like *losing a loved one*

*Grieving* for our loss *is normal*

Akin to Kubler-Ross’ *Five Stages of Grieving:*

- Denial 
- Anger 
- Bargaining 
- Depression 
- Acceptance

Scott J. Bally, Ph.D., M.S.W., CCC-SLP, PWHL, Professor (Ret.),
Aural Rehabilitationist, former Director, Undergraduate Programs,
Dept. of Hearing, Speech & Language Sciences, Gallaudet University
You might feel:
- Frustrated
- Angry
- Guilty
- A reduced quality of life

They might feel:
- Frustrated
- Angry
- Guilty
- A reduced quality of life
The Outcome?

- Wanting to withdraw from the conversation
…Hearing loss is only *PART* of the problem
Sound familiar?

“You can hear when you want to!!”
Hearing loss may be compounded by problems with:

- The speaker
- The listener
- The environment
- The message
Who’s Speaking?
Some Challenges:

- Accent
- Fast speech
- Hand over mouth
- Lisp or other speech impediment
- Turning away while speaking
- Mustaches over top lip
The person listening (us!)

Happy?

Tired?

Sick?
The Environment

What is the room like?
The Message

- What are we talking about? What’s the topic?
- Vocabulary
  - Program on hearing loss!
  - Menu for the week
  - Holiday travels
Communication Strategies that can Help
Hearing loss is an invisible condition, so we need to educate others about what works best for us.
1. Let the speaker know you need to see his/her face

“Could you please face me? I have a hearing loss and lipreading helps a lot.”
2. Ask him/her to: (what do you need?)

* slow down?

* repeat?

* rephrase?
3. Hearing vs. understanding

If you say

I can’t hear you!

the speaker is likely to ……?
Can you hear me now?!!??!
I didn’t understand you; you’re done eating?

No, Daddy, I’m done reading.
Which is better:

“I’m hard of hearing.”
OR
“I have a hearing loss.”

Why?
4. Be assertive!

View assertiveness on a continuum:

1 2 3 4 5 6 7 8 9 10

Passive Assertive Aggressive

Us!
An **assertive** approach has:

- **Direction**
  - *Be clear with your request*

- **Rationale**
  - *Provide a reason*

- **Courtesy**
  - *Sugar, not vinegar*
Parking Garage Woes

(Thanks to Dan Rebhun)
Fred’s Breakfast

You want eggs with that?!

(Thanks to Fred Williams)
5. Positions, please!

*Indicate where you need to stand or sit*

Do you have a “better” ear?

Make sure the person speaking is on your ‘good’ side if possible.

*Is there bright light streaming in behind the person speaking?*

Ask to switch places or suggest she move away from the light.
6. Admit it!  Don’t Bluff!

- Admit it if you are lost in the conversation.
  - “Do you mind if we finish this conversation another time? I want to hear all about it, but.........”

- Bluffing: often you can’t hide your hearing loss, so it’s better to be open about it.
7. Have functioning technology

- Hearing aids
  - Plenty of batteries?
  - Are batteries charged?
  - Are hearing aids clean, wax-free, do you have the wax tool?

- Assistive devices
  - Plenty of batteries?
  - Are batteries fresh and/or charged?
  - Got the accessories?
8. Evaluate & improve your environment

- Lighting
  - Lighting control
- Sound
- Sound control
  - Spatial relationships
  - Comfort
Environment:

thumbs up? 👍 down? 👎 why?
Can you change the environment?

**Problem**
- TV or music on in background
- Room too hot or cold
- Too much light behind the speaker
- Too many people talking at the same time

**Solution?**
- Can you turn it off?
- Can you open or close the window/door?
- Can you close drapes or move the speaker?
- Can you ask group to be quieter?
9. Then... change environmentS

Too noisy? Find a quieter setting
How about dining out?
10. Shore up your restaurant strategies

- Arrive before the rush
- Choose your sitting area (positions, please!)
  * Along the side * In a booth * Away from the kitchen, etc.
- If necessary, ask for music to be turned down
- Move centerpieces if they are blocking your view
- Ask if specials are printed out
- Ask server to speak slowly and clearly
- Ask for TV captions!
Understanding
lipreading/speechreading

- 30% of English visible on lips
- In other words.........70% is not!
- Sounds can look and sound the same
Bat

Mat

Dial

Tile

Shoes

Choose
11. Ask for context

Knowing the *context/topic* increases speechreading effectiveness by 50% …or more!
12. Confirm! Confirm! Confirm!

Let the other person know *what you understood*...or thought you understood
Numbers and letters, even words can be confusing, especially on the phone. A useful strategy for this:

- "Did you say ‘two’ as in ‘one-two’, or ‘three’ as in ‘three-four’?"
- "Was that ‘D’ as in David or ‘T’ as in Thomas?"
- "Do you mean ‘Tuesday’ as in ‘Monday/Tuesday’, or ‘Thursday’ as in ‘Thursday/Friday’?"
13. Write it down

Having a note pad and pencil is a good idea!

You never know when you might need write notes or ask someone to write down what they are saying to you.
Reaching out to others…

- **Association of Late-Deafened Adults**
  - [www.alda.org](http://www.alda.org)

- **Hearing Loss Association of America**
  - [www.hearingloss.org](http://www.hearingloss.org)

- **Say What Club**
  - [www.saywhatclub.com](http://www.saywhatclub.com)
More resources for hearing loss

- American Academy of Audiology
  - [www.audiology.org](http://www.audiology.org)

- American Speech-Language Hearing Association
  - [www.asha.org](http://www.asha.org)

- Gallaudet University Press
  - [www.gupress.gallaudet.edu](http://www.gupress.gallaudet.edu)
Don’t forget NVRC

Northern Virginia Resource Center for Deaf and Hard of Hearing Persons

www.nvrc.org
Keeping our sense of humor

- A parting joke
For a Copy of this PowerPoint

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Wrap up and Questions

➢ Please take a moment to fill in our evaluation form

Thank you