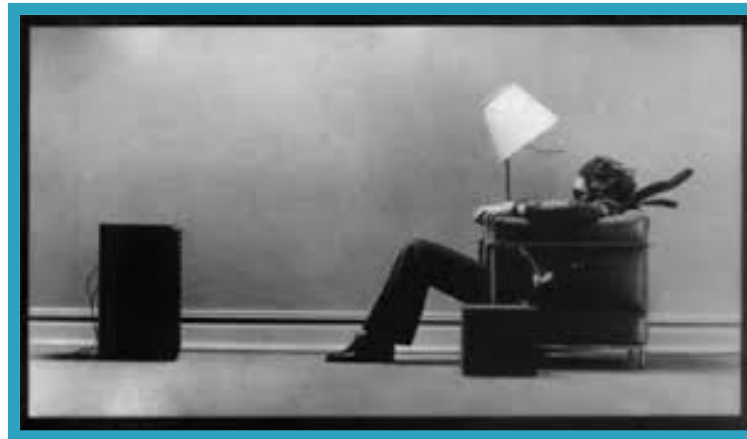


“Honey, Turn Down the TV!”

A Consumer's Holistic Guide to Living with Hearing Loss



Northern Virginia Resource Center for Deaf and Hard of Hearing Persons

3951 Pender Drive, Suite 130, Fairfax, VA 22030

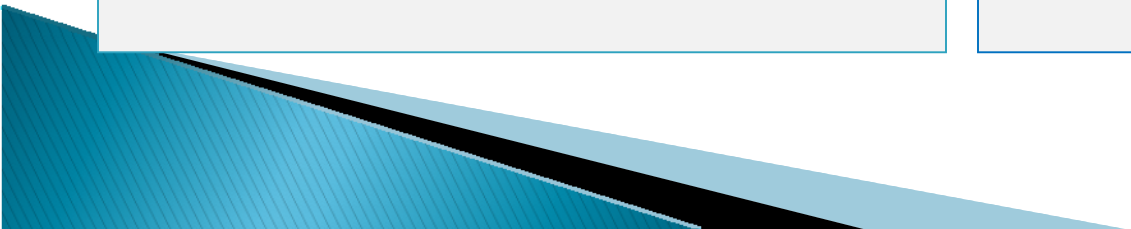
703-352-9055 (V), 703-352-9056 (TTY), 703-352-9058 (Fax)

www.nvrc.org

boleary@nvrc.org

Special thanks
for his contributions to the project

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



STRETCH

- ▶ Communication strategies
- ▶ Resources for hearing loss

Hearing Assistive Technology

- ▶ When hearing aids *aren't enough*



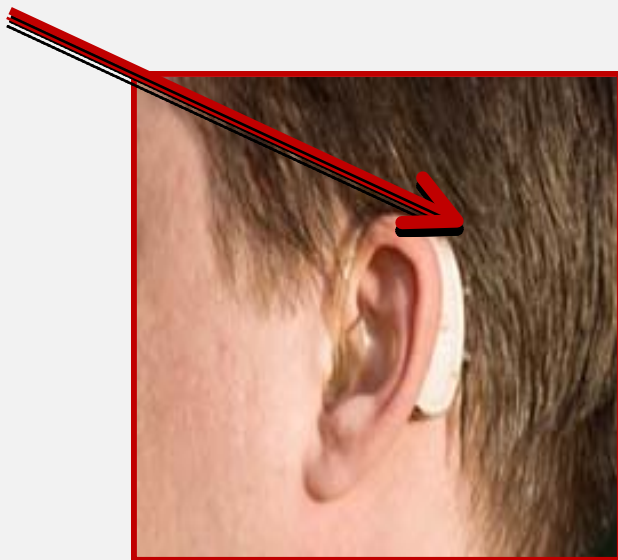
- ▶ Or *instead of* a hearing aid

Hearing aids not enough?

How's that?!



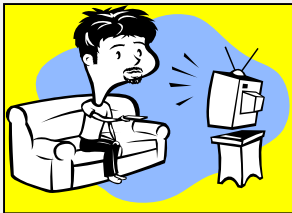
- ▶ Microphone in or behind our ears



- ▶ 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

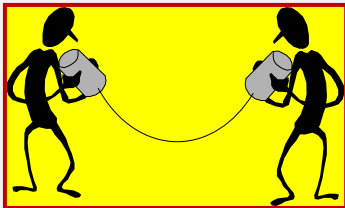


- ▶ *FM signal*, using radio waves



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



\$120.00

► 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

Captioned Telephones



\$75.00

CapTel

www.captel.com



\$199.00 or
\$75.00

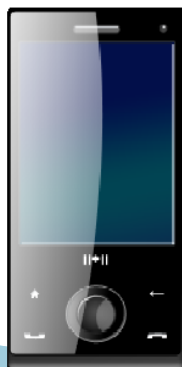
CaptionCall

www.captioncall.com

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

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



Portable

\$20.00

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



In-line

\$40.00

TV Listening System with Headset



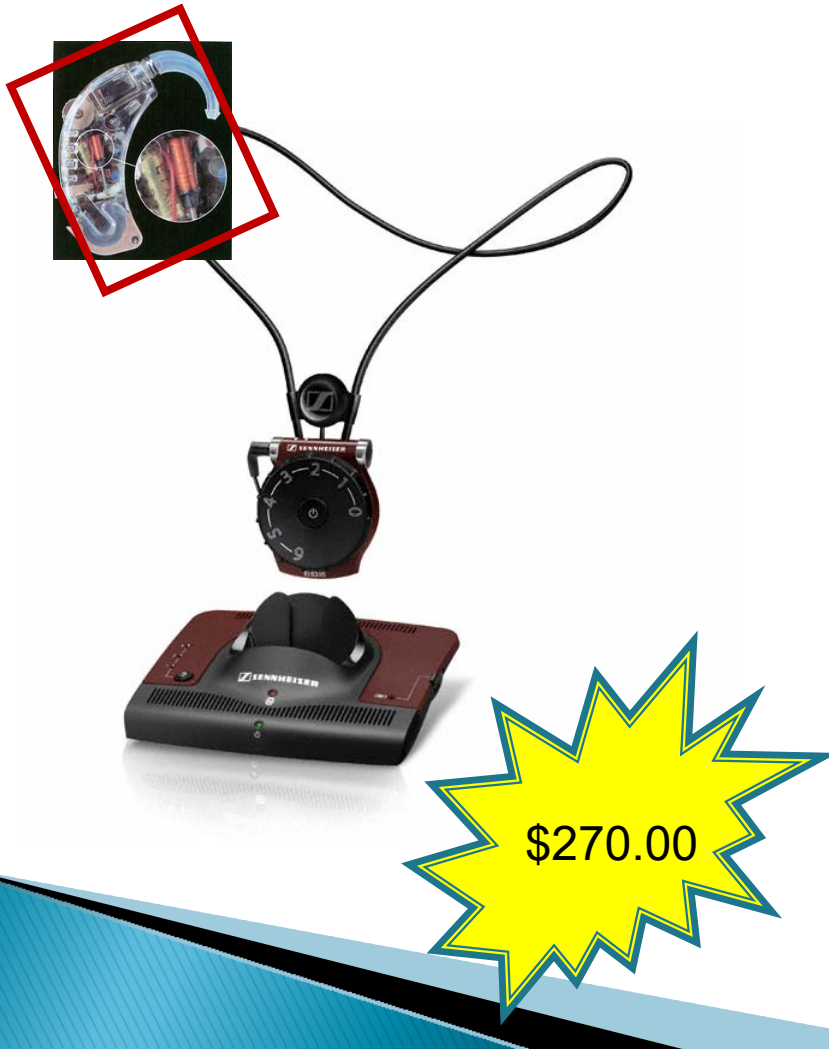
\$200.00



► Sennheiser System

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

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

Personal Amplifiers: PockeTalker



\$150.00



Personal Amplifiers: Comfort Duett



\$170.00



Personal Amplifiers: Wireless FM System



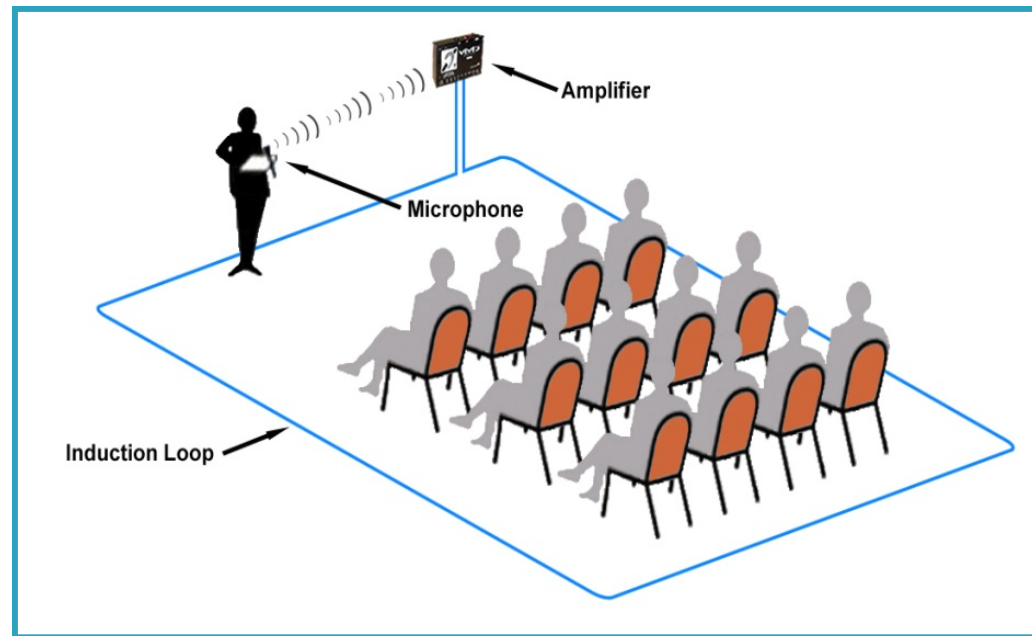
\$500+

PFM-330

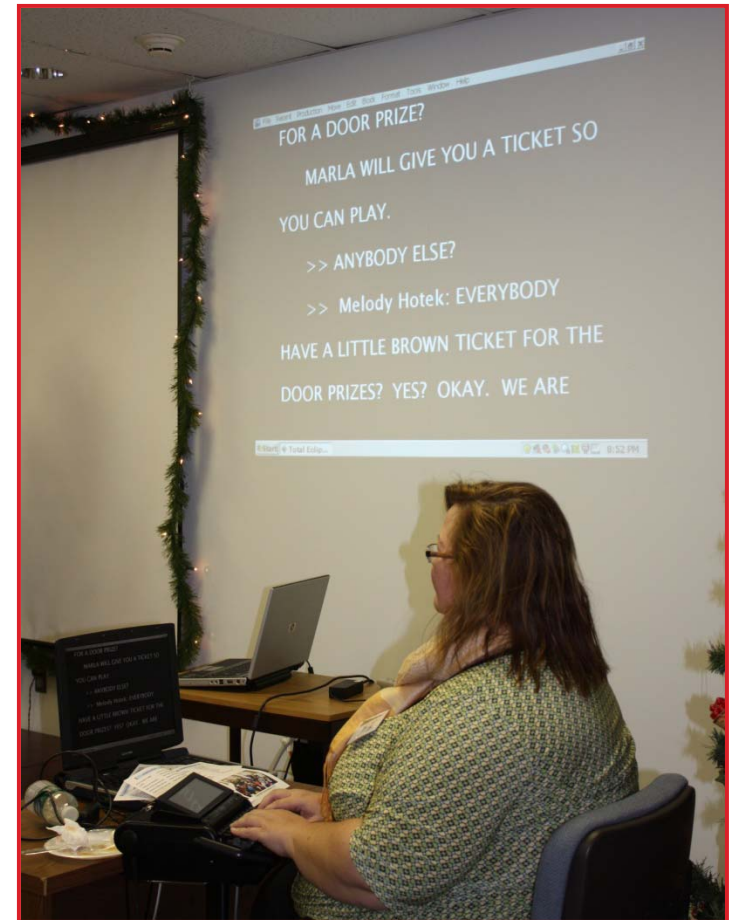
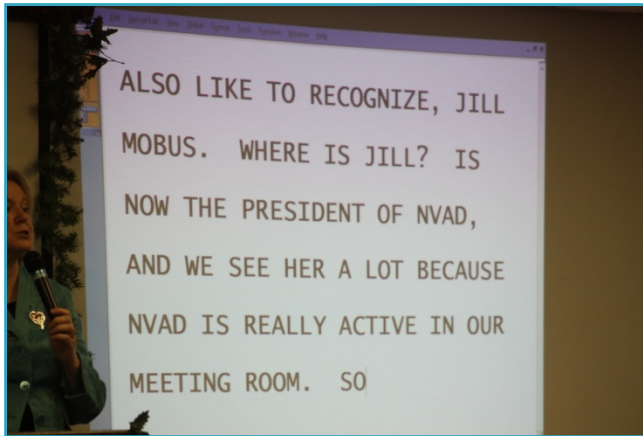
- ▶ Range up to 150 feet
- ▶ 16 selectable channels, 72-76MHz
- ▶ Uses variety of headphones/earphones
- ▶ neckloop/hearing aid compatible

Loop Systems

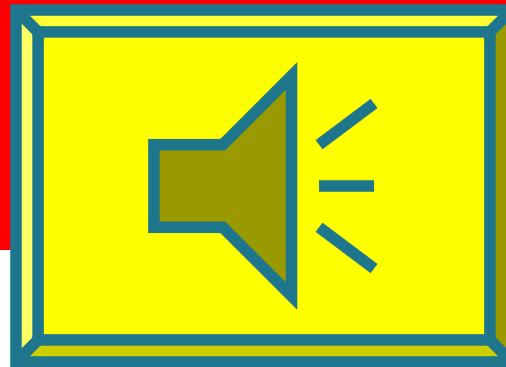
NVRC's meeting room is equipped with induction loop for listeners who have telecoils in their hearing aids and cochlear implants. Loop systems are becoming popular in public venues such as museums and churches.



Communication Access Realtime Translation (CART)



Alerting Devices



Alerting Devices Work 4 Basic Ways:

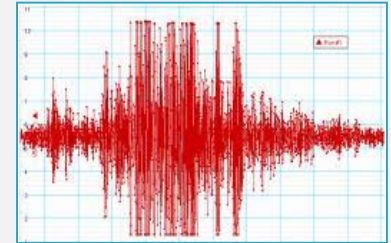
► Sound



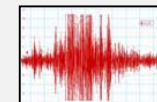
► Light



► Vibration

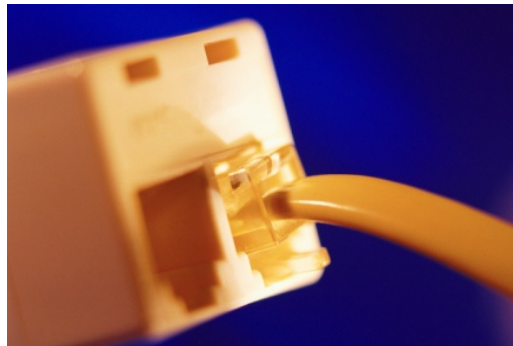


► Or all three!



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



Is Someone at the Door?

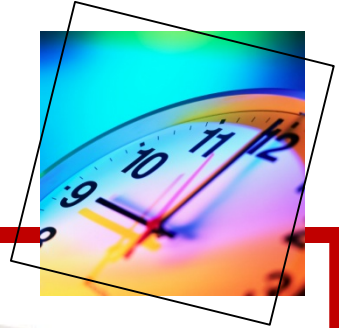
- ▶ Central Alert CA-360
- ▶ Can flash a light, send a sound signal, or vibrate
- ▶ Can also be used to alert to telephone ringing, or to baby monitor



\$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



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
djones@nvrc.org

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)*

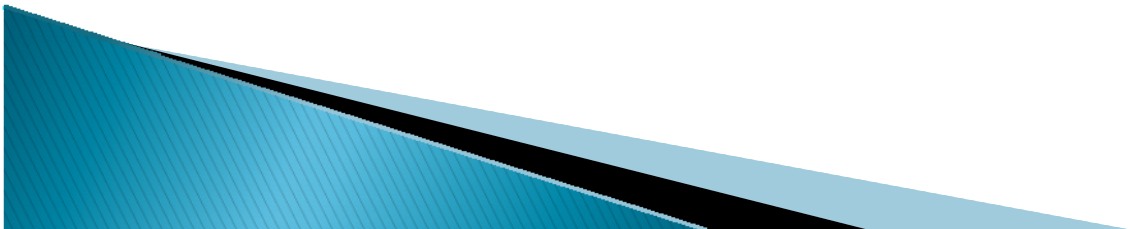
- If you don't meet financial eligibility guidelines, you might qualify for a discount through the state.



Debbie Jones
NVRC's Technology Specialist



STRETCH!





Now what?!

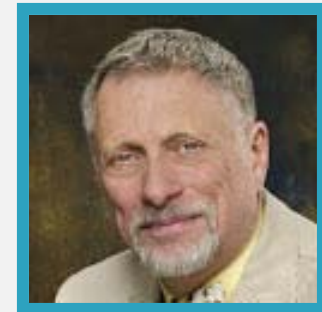


Understanding our Feelings: Scott

- ▶ 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*

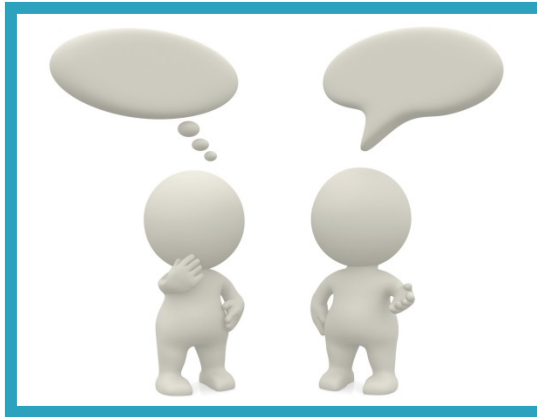


Scott J. Bally, Ph.D., M.S.W., CCC-SLP, PWHL, Professor (Ret.),
Aural Rehabilitationist, former Director, Undergraduate Programs,
Dept. of Hearing, Speech & Language Sciences, Gallaudet University

Our Feelings: Parallel Reactions

You might feel:

- Frustrated
- Angry
- Guilty
- A reduced quality of life



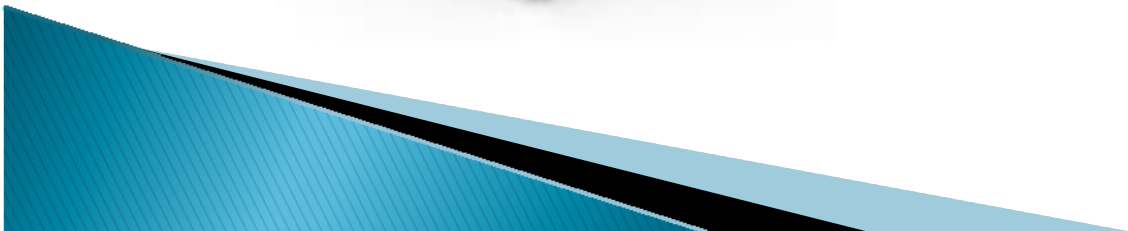
They might feel:

- Frustrated
- Angry
- Guilty
- A reduced quality of life

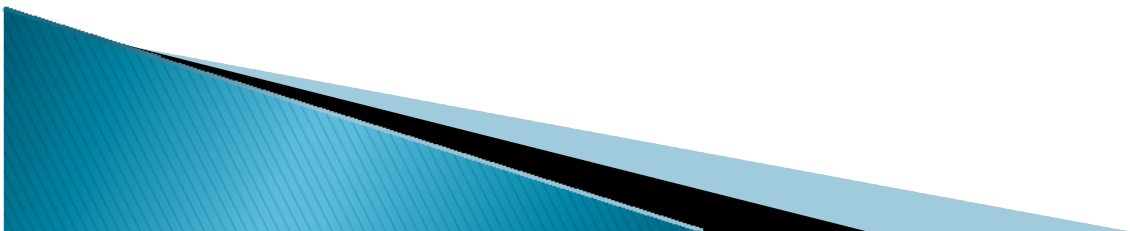


The Outcome?

- ▶ Wanting to withdraw from the conversation

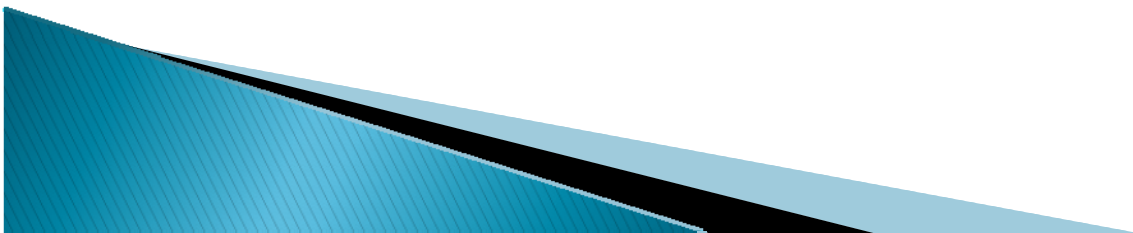
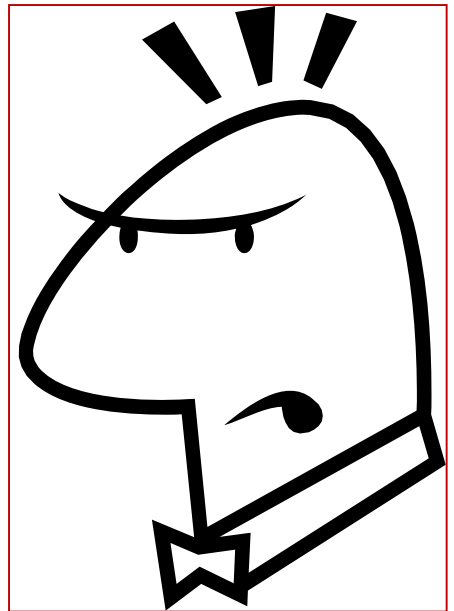


...Hearing loss
is only ***PART*** of
the problem



Sound familiar?

***“You can hear when
you want to!!”***



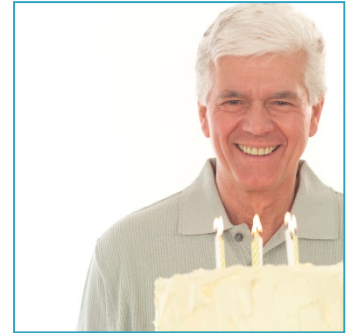
Communication Situations are Complex

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

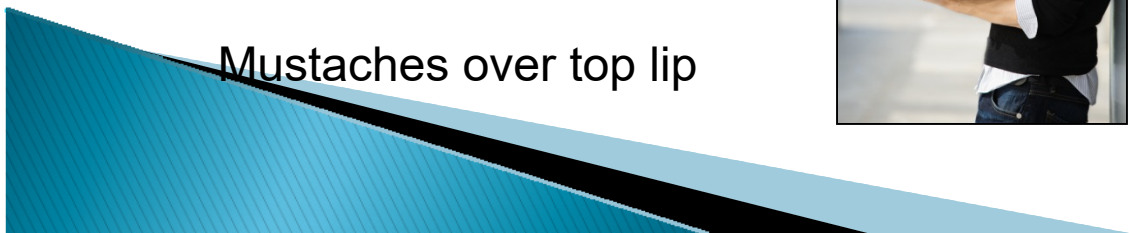


Lisp or other speech
impediment



Turning away while
speaking

Mustaches over top lip



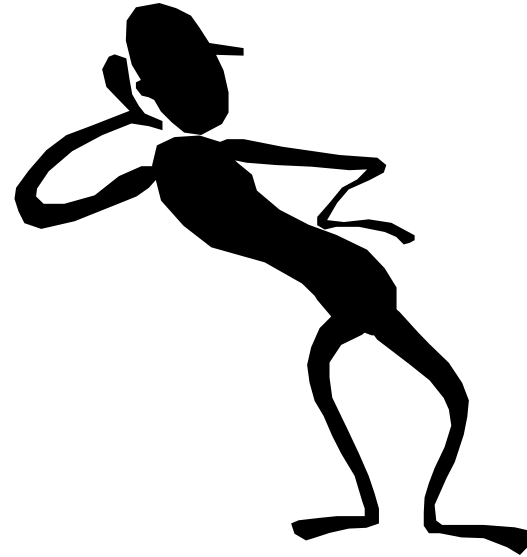
The person listening (us!)



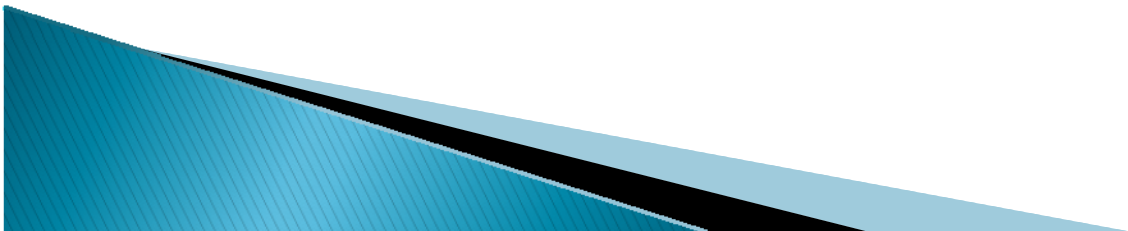
Happy?



Tired?

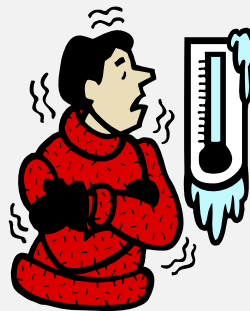


Sick?




The Environment

What is the room like?



The Message

- ▶ What are we talking about? What's the topic?
- ▶ Vocabulary

A purple speech bubble with a white starburst effect at the top left.

Program on
hearing loss!

A yellow speech bubble with a white starburst effect at the top left.

Menu for
the week

A teal speech bubble with a white starburst effect at the top left.

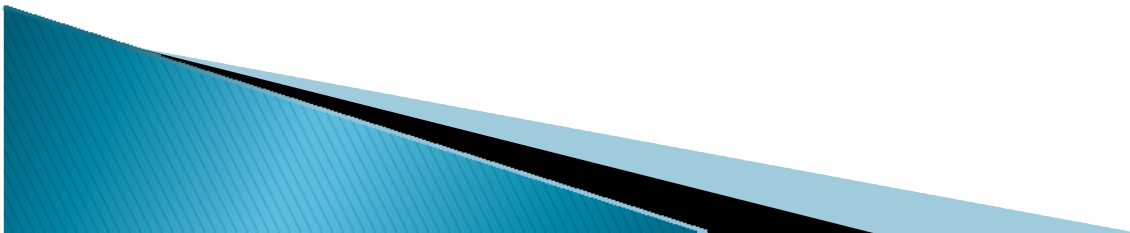
Holiday
travels

Communication Strategies that can Help



Try to Remember....

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?*



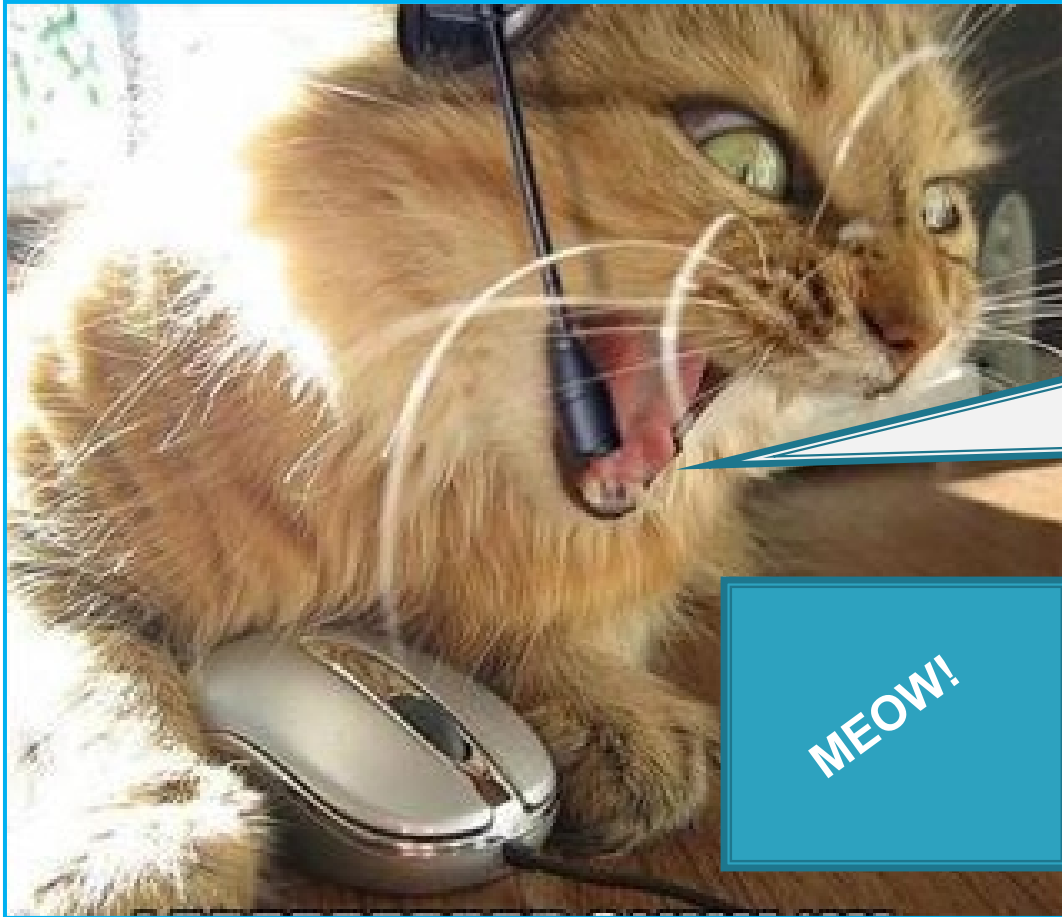
3. Hearing vs. understanding

If you say

**I can't
hear you!**



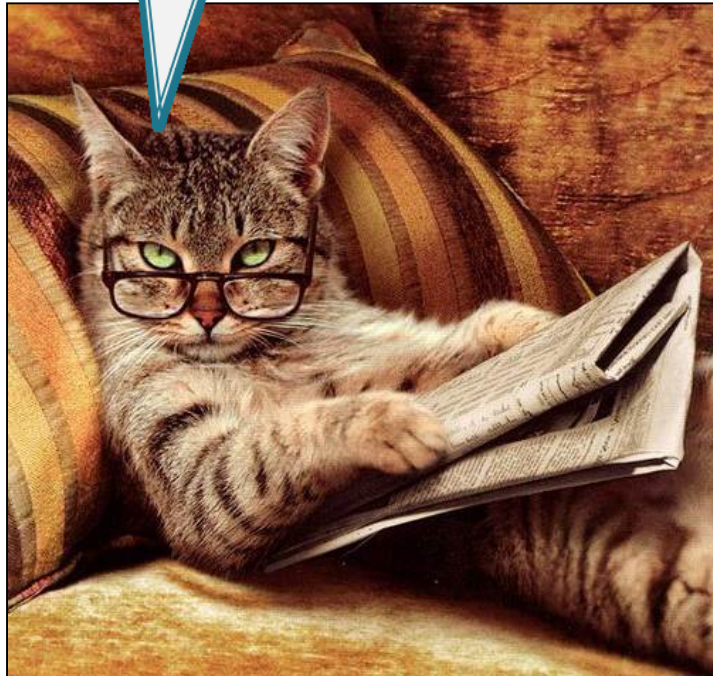
the speaker is likely to?



***Can you
hear me
now?!?!***

MEOW!

**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!

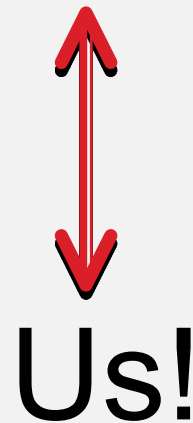
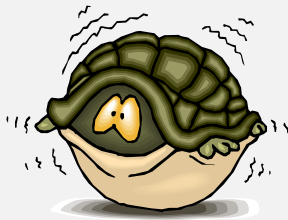
View assertiveness on a continuum:

1 2 3 4 5 6 7 8 9 10

Passive

Assertive

Aggressive



An **assertive** approach has:

- ▶ **Direction**

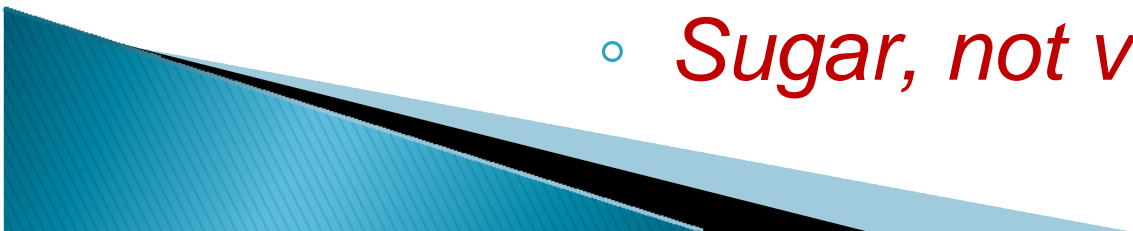
- *Be clear with your request*

- ▶ **Rationale**

- *Provide a reason*

- ▶ **Courtesy**

- *Sugar, not vinegar*



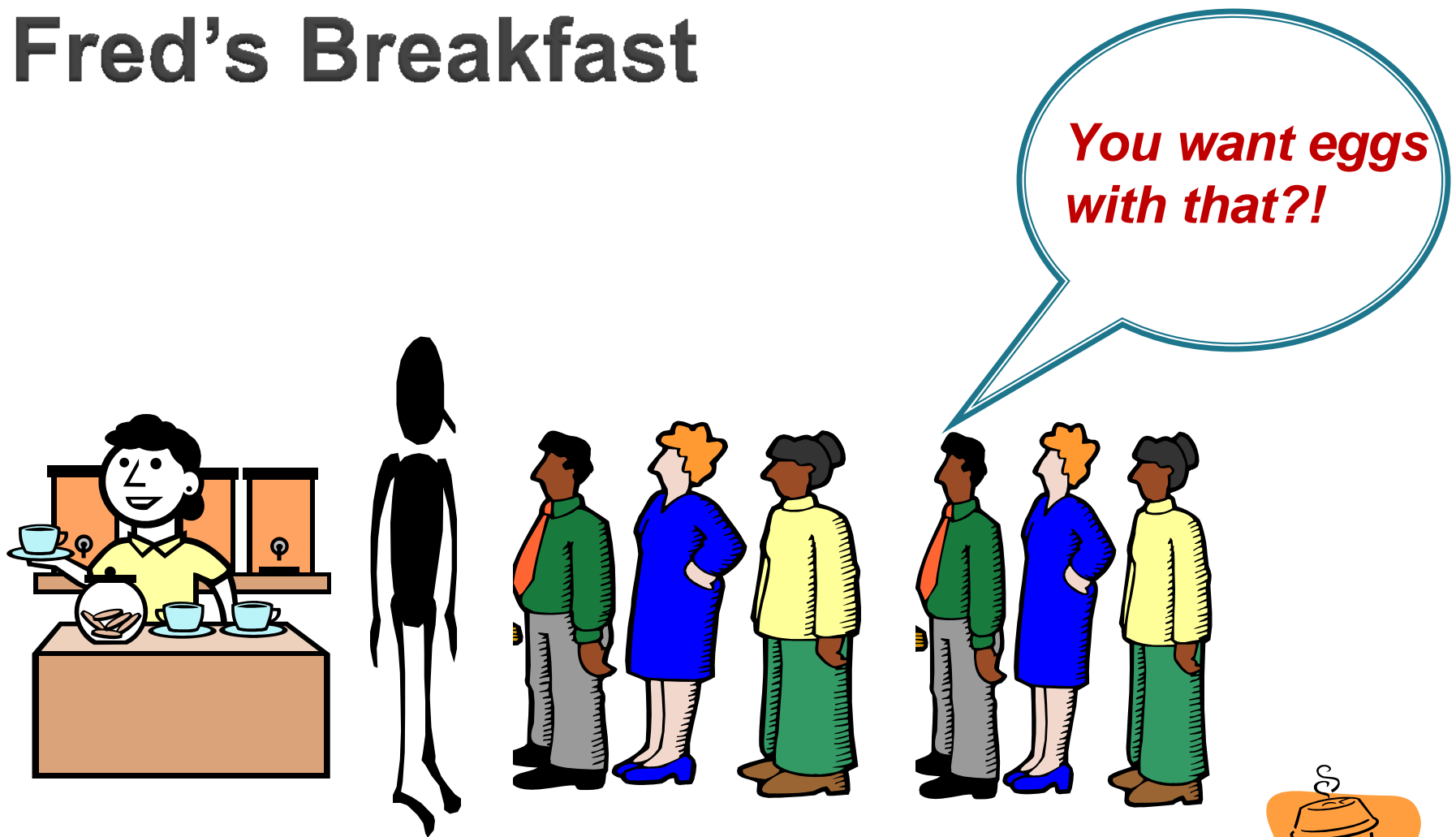
Parking Garage Woes



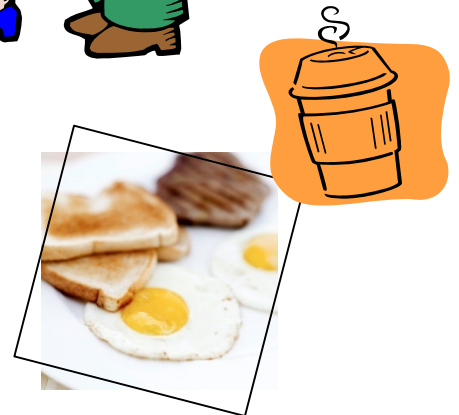
(Thanks to Dan Rebhun)



Fred's Breakfast



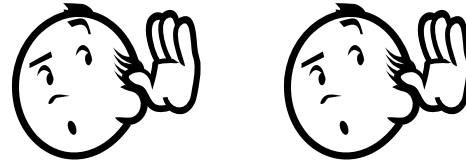
(Thanks to Fred Williams)



5. Positions, please!

Indicate where you need to stand or sit

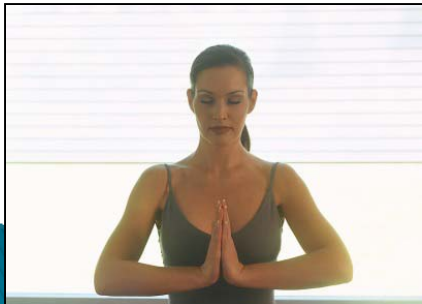
Do you have a “better” ear?



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.



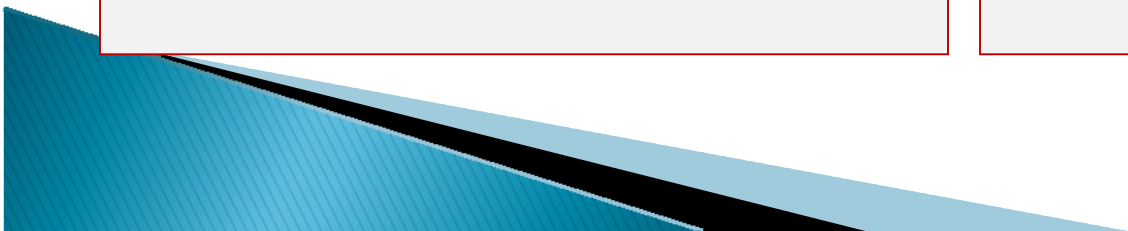
7. Have functioning technology

▶ 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

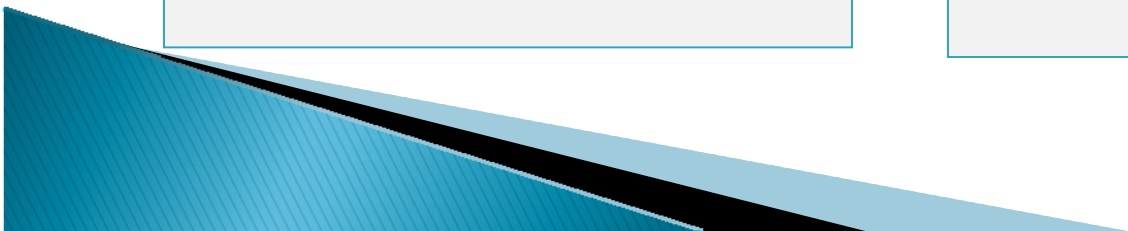
- ▶ Lighting control

- ▶ 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 environment^S

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



Dial



Shoes



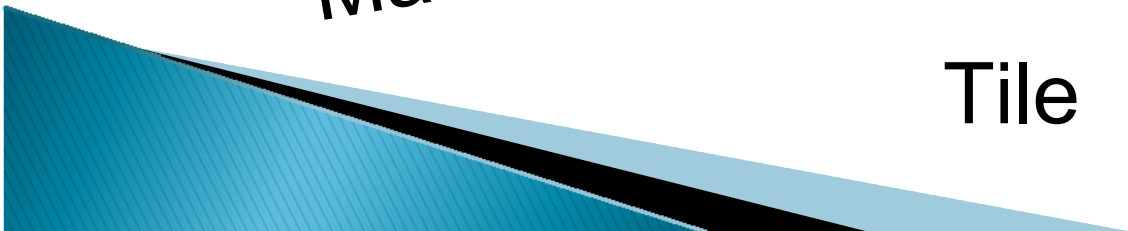
Mat



Tile



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





e.g., Numbers/letters/weekdays

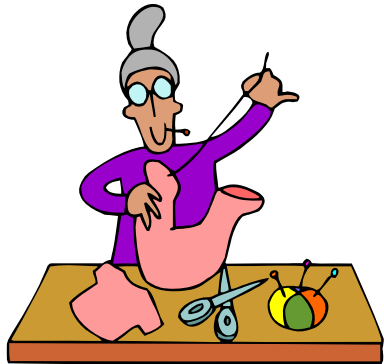
- ▶ Numbers and letters , even words can be confusing, especially on the phone. A useful strategy for this:
 - “Did you say ‘two’ as in ‘one- two’, or ‘three’ as in ‘three-four?’”




 - “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?’”

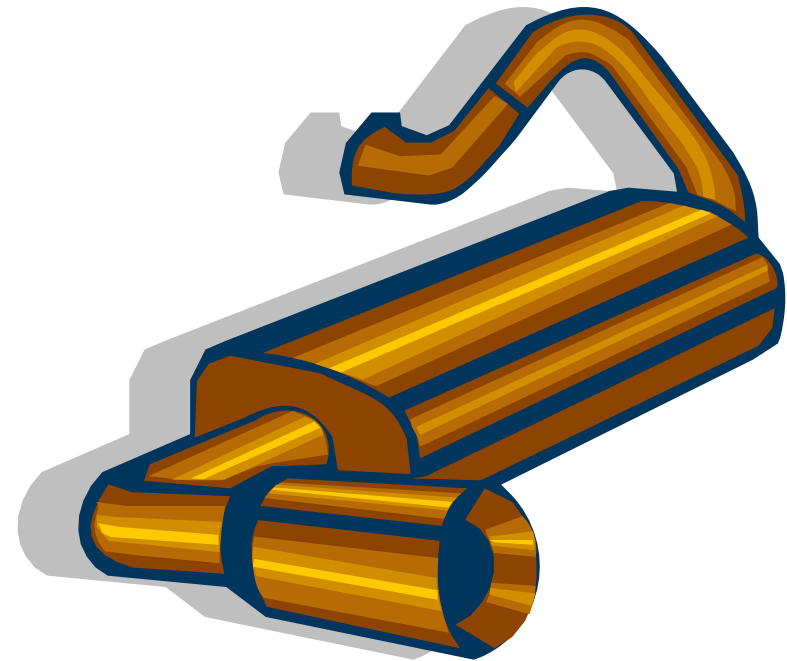




Mother



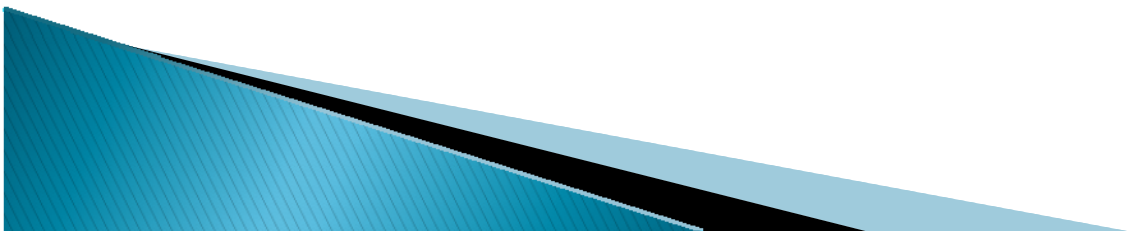
Muffler



13. Write it down

Having a note pad and pencil is a good idea!

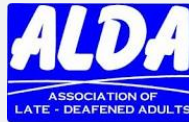
You never know when you might need write notes or ask someone to write down what they are saying to you.



Reaching out to others...

- ▶ *Association of Late-Deafened Adults*

- www.alda.org



- ▶ *Hearing Loss Association of America*

- www.hearingloss.org



- ▶ *Say What Club*

- www.saywhatclub.com



More resources for hearing loss

- ▶ American Academy of Audiology

- www.audiology.org



- ▶ American Speech-Language Hearing Association

- www.asha.org



- ▶ Gallaudet University Press

- www.gupress.gallaudet.edu



Don't forget NVRC

Northern Virginia
Resource Center
for Deaf and Hard
of Hearing Persons

NVRC



www.nvrc.org

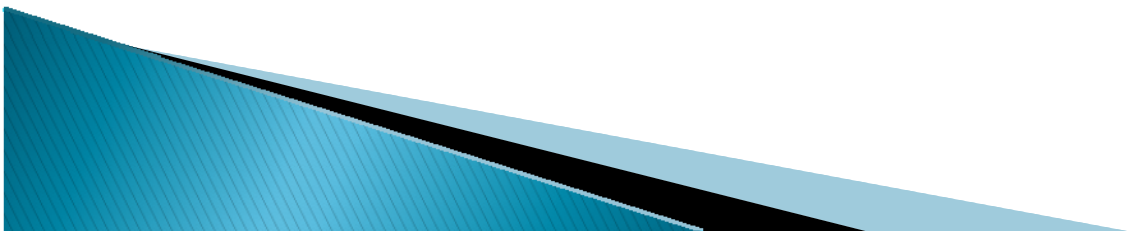
Keeping our sense of humor

- ▶ A parting joke



For a Copy of this PowerPoint

▶ **boleary@nvrc.org**



Wrap up and Questions

- Please take a moment to fill in our evaluation form

Thank you



Northern Virginia Resource Center for Deaf and Hard of Hearing Persons

3951 Pender Drive, Fairfax, VA 22030

703-352-9055(V), 9056(TTY), 9058(Fax)



www.nvrc.org

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