



Canadian Hard of Hearing Association British Columbia Chapter

THE LOOP NEWSLETTER

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MESSAGE FROM THE PRESIDENT

BY RUTH WARICK, PRESIDENT OF CHHA-BC

The BC Government is developing new laws, standards and policies for persons with disabilities and is holding consultations until November 29th. Please go to gov.bc.ca/accessibility for more information. Our community is holding its very own on-line consultation session on Wednesday, November 20th from 7 pm to 8:30 pm. Please see this issue for more details. I encourage you to take part and to share your views for this important provincial process.

We all know that lack of adequate supports and access impacts a person's quality of life personally, economically and socially; in addition, there are impacts on family members, friends and the larger community. A background document about key facts affecting Canadians with hearing loss and the recommendations arising out of CHHA National's consultation process has been prepared and is available by going to our website: <https://chha-bc.org/>.

In British Columbia, the hard of hearing community faces a lack of funding for hearing aids, assistive devices and captioning. There is also insufficient funding for the numbers of persons requiring cochlear implants. Furthermore, there is only funding for one cochlear implant for an adult, even when one for each ear is needed.
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(Continued from page 1) Your CHHA BC Board will be preparing a position paper outlining these concerns as well as issues arising out of the November 20th session. If you are unable to take part, please email concerns to president@chha-bc.org.

On another note, I would like to take this opportunity to acknowledge Viviana Chiorean, Courtney Walliser and Stephanie Bryant who worked so well together as a team for us in our Chilliwack office. You performed your duties very competently and cheerfully – thank you.

Our Chilliwack office closes at the end of November, marking the end of an era. A new era begins under the stewardship of Henry Kutarna, in the newly created position of Operations Manager. Please see this issue for an announcement and do your utmost to welcome Henry to our organization. We will be in transition over the next two months, into 2020, as we settle into our new home at the Wavefront Centre, 2005 Quebec Street, Vancouver, British Columbia, V5T 2Z6.

With warmest regards,

Dr. Ruth Warick
President, CHHA BC



BC ACCESSIBILITY LEGISLATION AND ISSUES FOR HARD OF HEARING PERSONS: **CONTRIBUTE YOUR FEEDBACK**

An online town-hall style of meeting will be held on **Wednesday, November 20th from 7 to 8:30 pm** regarding the proposed BC Accessibility Legislation. The purpose of the legislation is to identify, remove and prevent barriers. This is our opportunity to come together as a community to present our views as a community. Please join in the discussion.

Chris Sutton, Executive Director, Canadian Hard of Hearing Association (CHHA), will speak about his experience at the federal level. CHHA BC Board members will comment about key issues.



Register by **November 18th** at: <https://conta.cc/2WSglH>

CHHA BC CHAPTER APPOINTS A NEW OPERATIONS MANAGER

Dr. Ruth Warick, President of The Canadian Hard of Hearing Association – BC Chapter (CHHA-BC), is pleased to announce the appointment of Henry Kutarna to the newly created position of Operations Manager.



Henry Kutarna
Operations Manager
CHHA-BC Chapter

The CHHA-BC Board has appointed Mr. Kutarna to this role to focus on its strategic direction and future growth.

Dr. Warick stated “With the appointment of Henry Kutarna, the Canadian Hard of Hearing Association – BC Chapter is well-positioned to continue its growth plans and strategy of bringing the reality of the hard of hearing to the forefront of the public, politicians, business leaders and the wider community. Mr. Kutarna’s experience and skills are an excellent match for our organization.”

Mr. Kutarna is a former Deputy Minister of Social Services and Deputy Minister of Economic Development in Saskatchewan. He has been the CEO and VP of two major not for profit organizations and is deeply experienced in not for profit governance, having served as a board chair and as a member of public companies, private companies, agencies, charities, and technology start-ups. He has led CEO roundtable groups and is an experienced fund-raiser and business mentor/consultant. He is past chair of a large social services agency in Calgary.

Mr. Kutarna has moved from Calgary to assume the position, which he starts on December 1st, 2019.

For further information, please contact:

Dr. Ruth Warick, President
The Canadian Hard of Hearing Association - BC Chapter
president@chha-bc.org
www.chha-bc.org



WE HEAR BETTER WHEN PEOPLE SPEAK BETTER

BY GAEL HANNAN, WRITER, HUMORIST, ADVOCATE, AND SECRETARY
ON THE CHHA-BC BOARD

The salesperson is facing you. There is almost no background noise and you're wearing your hearing devices. Since it's just the two of you, this is shaping up to be an accessible conversation.

Then she starts to speak and you realize that all the bad speaking habits seemed to be rolled up in this woman. She speaks softly, her lips don't move much and, worst of all, her words just don't seem clear. You try to move your upper body a tiny bit closer to hers, to get your hearing aids closer to the source of sound – her mouth.

When that doesn't work out well for you, there are two choices. One is to ask her to speak up and/or to repeat herself, probably more than once. The other is to bluff your way through the exchange.

Whichever route you take, this is not a match made in heaven: her manner of speaking pitted against your manner of hearing. You can't change your hearing loss, so you must ask for help from her. And while she can help you by speaking up, she will probably easily slide back into her comfort zone – her whispery, cement-lips style of articulation. She can't change her way of speaking without a lot of effort and the will to do it.

How can we improve our speech? In a [Wiki article on how to develop a perfect speaking voice](#), the guidelines are simple: Speak up. Slow down. Enunciate. Practice deep breathing. Vary your pitch. It also helps to relax, because stress can cause our larynx (voice box) to tense up, resulting in less clear speech.

These good speaking habits are crucial when speaking with people with hearing loss because we need all the cues we can get and slurred or incomplete words and sentences make life tough for us. Many seniors complain that people don't speak as clearly as they used to. This might have something to do with their level of hearing, but perhaps there is less emphasis on good speech and elocution in today's busy, fast, and loud world. All I know is that I can hear and understand someone better if they articulate well.

I also know about my own poor articulation. For many years, I couldn't hear myself as well as I do now. Because of my severe hearing loss, my speech was (and still is, at times) not as clear as it could be. I mispronounce words because I never heard them correctly in the first place and I also speak quickly, sometimes rushing too fast through my words. It was only after receiving a cochlear implant that I realized my father was the most articulate speaker I'd ever heard, next to the late actor Alan Rickman. **(Continued on page 5)**

(Continued from page 4) When either of them spoke, I could hear every gorgeous consonant, every beautiful click of a 'k' or a 't', every thrilling 's' that made their speech easy to understand and enjoyable to listen to.

I was in my 20s before I knew that 'pizza' is not pronounced 'pees-a', but 'peet-sa'. I sometimes still say 'yesser-day' rather than 'yesterday'. I say the word 'month' as 'mu-uth'. And here's a question. Is 'clothes' pronounced with the 'th' or is it actually uttered as 'close'? My 's' sounds are hit and miss, because it's a high frequency sound that I didn't start hearing until I started using hearing aids as an adult. I drop word endings, saying 'leff' instead of 'left'. As I'm writing this, I'm wondering – *"How has ANYONE ever understood me? I must sound like I've been eating ice cream and my tongue and lips are frozen!"*

People with hearing loss are speechreaders. We get our information from what we can hear, but also by watching a speaker's tongue, teeth, eyes and facial expressions. This might sound invasive, but we do it in a subtle way and it's not always a conscious action. Because of this, clear speech is important. The following definition of clear speech when communicating with people with hearing loss comes from the website [Care is There](#).

Clear Speech is the expression of every word, every sentence in a precise, accurate, and fully formed manner. It is not loud, monotone, artificial or exaggerated. It is:

- Accurate and **fully formed**
- **Naturally slower** (This happens automatically when you attempt to be clearer)
- **Naturally louder** (Your voice raises automatically when you attempt to be clearer)
- **Lively**, with a full range of voice intonation (tone) and stress on key words
- **Characterized by pauses** between all phrases and sentences

People with hearing loss will hear better when people speak better. It's also true that we, the ones with hearing loss, will speak better when we hear ourselves better. Hearing aids and cochlear implants can help us with that. If everyone does their part, better communication will follow.

NEW ONLINE SPEECHREADING COURSE

CHHA Newfoundland & Labrador has launched a new online speechreading course called "Read Our Lips." This is a self-paced course that teaches how to watch for and identify important movements of the mouth, helping to improve communication. "Read Our Lips" is available to individuals worldwide at a cost of \$49. If you would like to access a free preview of the course, visit:

<https://www.readourlips.ca/>



SELF-PACED E-LEARNING

**SEE SPEECH.
FEEL CONNECTED.**

ABBOTSFORD BRANCH

CONTRIBUTED BY JERRY GOSLING, CHHA-BC VICE PRESIDENT AND CHHA SPEECHREADING INSTRUCTOR

CHHA Abbotsford held their scheduled meeting on September 12th, 2019, at Chances Abbotsford and had an attendance of 20 which was an improvement. I was pleased to see five students from my speech reading classes in attendance. They all spoke on how the course has helped their communication skills with others.

During the fall of 2018 I completed a speech reading course sponsored by CHHA-BC, and received my certification to teach courses. My first class ran from July 3rd to August 7th, 2019, and eight class attendees received certificates upon completion of the course. I informed the class that they were welcome to attend future classes free of charge providing space accommodation. My next class ran from September 18th to October 9th, 2019, and I had two new attendees plus a few from my recent class dropping in for a refresher from time to time. My next class will run from April 29th to June 3rd, 2020. My hopes are to increase the CHHA-BC membership with these classes. The next CHHA-Abbotsford meeting will be in late February 2020.



Jerry Gosling (top right) with speechreading students in Abbotsford

SPEECHREADING IN THE COMOX VALLEY

CONTRIBUTED BY CAROL LABINE OF THE CHHA COMOX VALLEY BRANCH

This year's Speechreading class, headed by Nerissa Davies, is well underway with a very dedicated group of students. They are not only learning Speechreading skills but also about life skills and the newest technology available to assist them. After all, some of the students have been battling hearing loss since they were children whose hearing problems went undiagnosed for many years. All the students are amazed when they realize how much they have been depending on lip reading to help them discern speech in their everyday lives. Now it is wonderful to learn the mechanics of sounds and "silent" words. For the first time, this class has had the added benefit of having two married couples attending the sessions.

(Continued on page 7)



Nerissa Davies (leftmost) with speechreading students in Comox

(Continued from page 6) They have been sharing the various methods that assist them when they live with a hearing impaired person or when both partners have hearing loss. This class is educational as well as fun, mainly due to Nerissa's effort to create a fun learning environment. We never leave without having had at least one or two laughs. Humor is not lost on the hearing impaired!

FAMILY WEEKEND CAMP

CONTRIBUTED BY THE CHHA BC YOUTH PEER SUPPORT PROGRAM

The CHHA BC Youth Peer Support Program held its Family Weekend Camp September 27th to 29th at Camp Jubilee. Deaf and hard of hearing youth ages 5-17 along with their parents and siblings were invited to attend. The weekend was a great success, with 18 families in attendance! The following was written by one such family:

"Our family spent an amazing weekend with CHHA at Camp Jubilee. Everything about that camp was just right: gorgeous campsite, good food where they accommodated different kinds of food allergies and limitations and very nice rustic cabins. It was such a great opportunity to connect with other families raising hard of hearing children. The activities brought us together and since the first minute everybody started to warm up. The activities were very well organized. My boys really enjoyed the canoeing. Around the campfire, it was very heart warming to see our kids performing confidently. Our family is really looking forward for similar opportunities in the future. Lastly, a very big thank you for everyone who worked on organizing this amazing camp."





Rain for the first time ever in the 9th year of Walk2Hear in Vancouver did not deter participants on Sept. 22nd. The light drizzle added a West Coast flavor to the annual walk to raise awareness about hearing loss issues and to add funds to sustain the Vancouver Branch.

Top prize winner of Air Canada Foundation tickets was Lisa Dillon Edgett. Ruth Warick and the Wavefront Centre topped individual and team fundraisers.

The organizing committee shown in the second photo of this page consisted of Miron Gazda, Teresa Hemsing, Ruth Warick, Rosalind Ho, Naghmeh Samenirad and Marco Chiamonte.

Thanks goes to Accurate Realtime Inc. for captioning for the event.



UPCOMING EVENTS

**NOV
18**

CHHA VANCOUVER AGM

CHHA Vancouver Branch holds its Annual General Meeting. Following the AGM, Guest Speakers Dr. Brenda Poon, PhD, and Rd. Lorianne Jenstad, PhD, will present on their topic "Making Connections: Hearing Research in the Community." They will discuss a series of practical and useful research projects mainly focusing on people who work in noise. CART captioning will be provided. Please RSVP to chhavancouver@gmail.com no later than November 14th.



Monday, November 18th, 2019



6:30 PM - 8:45 PM



Children's Hearing and Speech Centre of BC, 3575 Kaslo Street, Vancouver

**NOV
21**

CHHA COMOX VALLEY MEETING

The CHHA Comox Valley Branch meets on Thursday, November 21st in Room A at the Comox Rec Centre and will be followed by lunch at the Comox Golf Club. Anna Bossa from the Island Deaf and Hard of Hearing Centre in Nanaimo will be demonstrating assistive listening devices.



Thursday November 21st, 2019



11:30 AM - 1:30 PM



Room A at the Comox Rec Centre

**NOV
22**

YOUNG ADULTS SOCIAL: GAMES NIGHT

CHHA BC Youth Peer Support Program's next social will be a Games Night! These monthly get-togethers are open to deaf and hard of hearing young adults, ages 18 – 35. Time and place are yet to be determined so be sure to visit the YPSP website as more details are posted: <https://www.chha-bc.org/youthpsp/socials/>



Friday, November 22nd, 2019



To be announced



To be announced (Vancouver)

INVITATION TO THE COASTAL FERRY VISION FORUMS

The Ministry of Transportation and Infrastructure invites you to participate in their regional forums to help shape the vision for coastal ferry service in British Columbia.

Three key themes will be explored during each forum – Services, Travelers and Communities. Some questions to be considered are:

- Thinking of the next generation of ferry users, what does a trip of the future look like?
- How could your ferry journey be improved?
- What is the importance of the ferry service to your community?

Forums will be occurring in the following locations:

Victoria

Date: **November 14th, 2019**

Time: 1:00 PM to 3:30 PM

Location: Victoria Conference Centre – Saanich Room, 720 Douglas Street

Salt Spring Island

Date: **November 15th, 2019**

Time: 1:00 PM to 3:30 PM

Location: Harbour House Hotel – Crofton Room, 121 Upper Ganges Road

Light refreshments will be provided.

To register for a forum, please email coastalferryvision@contextresearch.ca with subject line “[Location] Forum” and with your name and organization in the body of the email.



Canadian Hard of Hearing Association British Columbia Chapter

CONTACT US

CHHA BC CHAPTER

#216 - 9181 Main Street
Chilliwack, BC, V2P 4M9

Hours of Operation:

Tuesday - Thursday 10 am to 2 pm

☎ **Tel:** 604-795-9238

☎ **Toll-Free Tel:** 1-866-888-2442

✉ **Email:** info@chha-bc.org

🖱 **Website:** <https://chha-bc.org/>

CONNECT WITH A LOCAL BRANCH

ABBOTSFORD BRANCH

Tel: 604-864-2916

Email: abbotsfordretiree@gmail.com

CHHA BC YOUTH PEER SUPPORT PROGRAM

Email: chhabcypsp@gmail.com

Website: <https://www.chha-bc.org/youthpsp/>

COMOX VALLEY BRANCH

Tel: 250-339-4706

Email: cvhardofhearing@gmail.com

HEAR BRANCH (COQUITLAM)

Tel: 604-939-0327

Email: anna.r.bernard@gmail.com

NORTH SHORE BRANCH

Tel: 604-926-5222

Email: chha_nsb@telus.net

Website: <http://www.chha-nsb.com/>

VANCOUVER BRANCH

Tel: 778-358-9955

Email: chhavancouver@gmail.com

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