



# Canadian Hard of Hearing Association British Columbia Chapter

## THE LOOP NEWSLETTER

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### MESSAGE FROM THE PRESIDENT

RUTH WARICK, PRESIDENT OF CHHA-BC

#### Message from the President

Don't let hearing loss limit you. This is the motto for this year's World Hearing Day of March 3. It is a motto to live by so that we make our choices based on our interests and inclinations, not because of having a hearing loss.

Probably the single most important choice I made was to pursue my dream of being a newspaper reporter. I had been encouraged to pursue a career as a librarian since it was felt to require less hearing than being a reporter, but I rejected this alternative. The choice was a defining moment because I was able to develop a mindset of pursuing challenges rather than shying away from them unless that is what I wanted to do. Some challenges such as jumping out of a plane with a parachute don't appeal to me at all. And, to be honest, sometimes I bought into societal norms about what could and could not be done; I never imagined becoming a politician, but have seen and encountered many successful hard of hearing and deaf politicians.

Don't let hearing loss limit you is both a personal challenge and a societal one. It requires a society that does not presume that hearing is the sole criterion for what a person can and cannot do. In recent years, great strides have been made in raising awareness and eliminating barriers. It is still very much a work in progress.

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**(Continued from page 1)** CHHA BC will celebrate World Hearing Day on March 3rd with a presentation by Isobel Mackenzie, Seniors Advocate for the Province of British Columbia followed by refreshments. Our new office will be available for viewing. Please see a notice elsewhere in this publication. We hope you can join us.

In January, I had the opportunity to meet Ms. Mackenzie, along with CHHA BC Vice-President Jerry Gosling and Henry Kutarna, our Operations Manager. Over an afternoon, we discussed hearing health care issues affecting seniors in our province and particularly focused on hearing aids. At that time we invited Ms. Mackenzie to speak to our members and were delighted with her immediate acceptance of the invitation for March 3.

We have another event in March in which we are involved. On Friday, March 27th we will have a display table at the Dialogue on Aging event at the Vancouver Convention Centre East, 999 Canada Place, from 6 pm to 7 pm, which will be followed by a captioned panel discussion. For more information and to register in advance, please go to: <http://geriatricconference.providencehealthcare.org/>

Our organization has been in transition over the last few months, from an office in Chilliwack to new facilities in Vancouver. We have also revised job descriptions and posted the new positions. I am pleased that Henry Kutarna has joined us as Operations Manager and Michelle Santiago, as Information and Finance Coordinator. They have gotten up to speed on our operations in a short amount of time, dealing with a multitude of issues that arise with a move. My thanks to them and to previous staff Courtney Walliser and Viviana Chiorean for their assistance with the move and with training new staff. Also thanks goes to board members Mike Phelan and Jerry Gosling for their assistance in this process.

We have retained the same toll-free number but have a new local number. These numbers are: 604.423.3247 local number and 1.866.888.2442 toll-free. Our emails are the same. Do not hesitate to contact us. I can be reached at [president@chha-bc.com](mailto:president@chha-bc.com)

With best regards,

Dr. Ruth Warick  
President, CHHA BC

SPECIAL INVITATION TO MEMBERS AND FRIENDS



## Canadian Hard of Hearing Association British Columbia Chapter

CHHA-BC invites you to join us at  
our **new location to celebrate**

WORLD HEARING DAY

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# PUBLIC PRESENTATION

and

# OPEN HOUSE

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Tuesday, March 3, 2020

4:30 PM - 6:30 PM

2005 Quebec Street, Vancouver

**Theme is Hearing for Life: Don't let  
Hearing Loss Limit You**

**Special Guest Speaker**

**ISOBEL MACKENZIE**

**Seniors Advocate for British Columbia**

RSVP to [info@chha-bc.org](mailto:info@chha-bc.org) or 604.423.3247

**by: Wednesday, February 26, 2020**

Check in **4:30PM**; program commences 5:00PM

Light refreshments will be served

CART will be provided

## GUEST SPEAKER



### **ISOBEL MACKENZIE**

Seniors Advocate

Province of British Columbia

Isobel has over 20 years experience working with seniors in home care, licensed care, community services and volunteer services. Isobel led B.C.'s largest not-for-profit agency, serving over 6000 seniors annually. In this work Isobel led the pioneering of a new model of dementia care that has become a national best practice. She led the first safety accreditation for homecare workers, among many other accomplishments. Isobel has been widely recognized for her work and was named BC CEO of the Year for the Not-for-Profit Sector and nominated as a Provincial Health Care Hero.



## **SPECIAL NOTE:**

We look forward to your participation for the CHHA-BC event to be held on March 3, 2020 (4:30 p.m. to 6:30 p.m. at 2005 Quebec Street, Vancouver) with special guest speaker Isobel Mackenzie, Seniors Advocate for British Columbia.

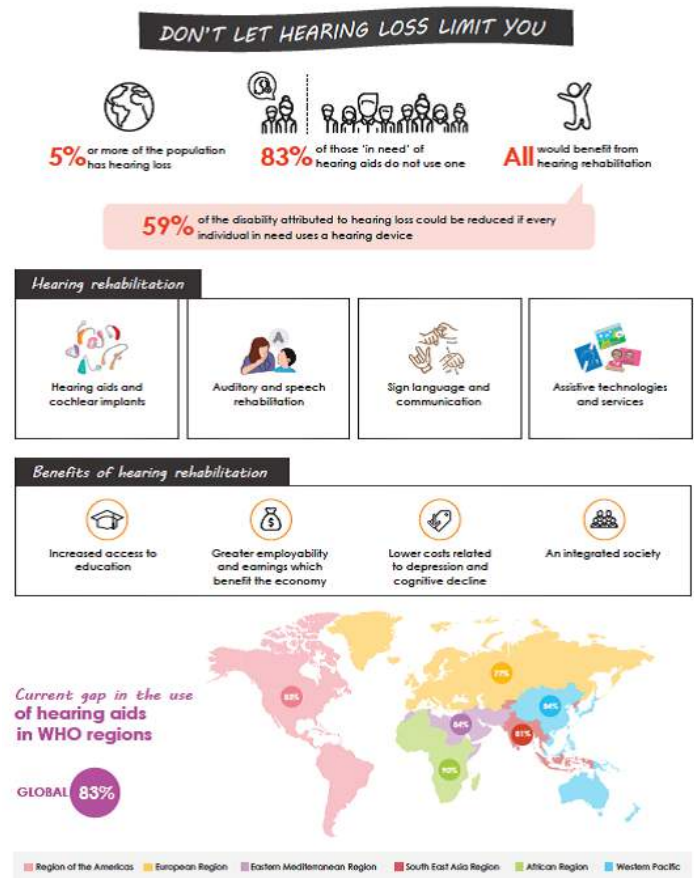
CHHA-BC is very excited to be hosting this event, and to show you our new office on the 2nd floor in the Wavefront Centre for Communication Accessibility; it is not an open house or tour of the entire new Centre. Later, this spring, the Wavefront Centre will be hosting a public Open House consisting of full tours of the entire new accessible building. Look for an announcement this spring.



## Introducing Michelle Santiago our new Information and Finance Coordinator



CHHA-BC Welcomes Michelle Santiago as our new Information and Finance Co-ordinator. Michelle started in January and works part-time in the CHHA-BC office. She was the head of general accounting at the Angeles University Foundation Medical Centre in The Philippines, a not for profit hospital., where she worked for nine years. Michelle also worked in their pharmacy as an accounting clerk. She has a Bachelor of Science Degree in Commerce with a major in financial accounting from Republic Central Colleges in The Philippines and is currently enrolled in a Bachelor of Business Administration- Accounting Concentration degree program at Acsenda School of Management in Vancouver. Michelle will be handling all the internal accounting, payables, receivables, donations, tax receipts and bank reconciliations. She also will work on the newsletter and social media. Michelle is excited to be part of CHHA-BC and we are very pleased to have her on the team!



# Special Thank you

We'll be wishing a fond farewell to Mike Phelan, Board Treasurer, as he completes his term with the CHHA-BC Board. Mike did a great job especially helping in the transition to our new office.

Thank you Mike! This now means we need to consider nominations for the position of Board Treasurer. The selection of the Board Treasurer will take place at the AGM coming up soon (Date TBA). If you wish to nominate someone please contact Ruth Warick ([president@chha-bc.org](mailto:president@chha-bc.org)).

Thank you.

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## Making an Impact: HOH Style– A New Year Special

Contributed by Bowen Tang from CHHA BC Youth Peer Support Program, an article by Monique Les



Have you ever met a stranger and realized that person made an impact on your life? You might never have caught their name, or even managed to ask for their contact information. I think most of us have had at least one stranger come into our lives and changed our lives for the better.

So what?

For the Hard of Hearing person, it's hard to imagine ourselves as having an impact on anyone else – especially in our day to day lives.

### Monique Les

Guess what? We DO make an impact on someone else's life – even if it's just a quick glance, a smile, or even a "thank you". I opened the door today to my mail carrier (yes, I have a regular one!) and she gave me the biggest grin I've ever seen. It's almost like she was looking forward to dropping off the next Amazon package at my house. I confess we order way too much stuff online.

Let me take you back 4 months ago. My usual mail carrier (Cam was his name) no longer came around. This time it was a woman. She rang the doorbell, and asked me to sign for a parcel. I didn't quite understand what she was asking for as she spoke quite quickly. I immediately told her that I had a hearing loss and needed her to slow down.

Guess what? That one minute interaction changed EVERYTHING. Seek first to understand, then to be understood.

**(Continued on page 7)**

**(Continued from page 6)** Because my new mail carrier (who I later discovered, her name is Morgan) was positively impacted by our brief encounter, I think she has a deeper appreciation for effective communication, especially with those who are deaf or hard of hearing.



***Passing by can make an impact! (photo credit: Every Passing Moment)***

The same goes for my grocery store, I have often popped in there with my hair up and the regulars seem to know that I have a hearing loss. Even the odd person wearing a hearing aid will look at me as if to say “look at me! I also have a hearing aid and/or cochlear implant!” or “Wow, I know someone else who has a hearing loss”.

Bring your unique gift of being a HOH become a ray of hope for those who might otherwise see hearing loss as a stigma. That can be our New Year’s Resolution, Happy 2020!



# VANCOUVER COCHLEAR IMPLANT SUPPORT GROUP



**VANCOUVER  
COCHLEAR  
IMPLANT  
SUPPORT  
GROUP**

All Adult Candidates &  
Recipients Welcome

Were you recently implanted with a cochlear implant? Or are you contemplating a cochlear implant?

Newly implanted cochlear recipients experience a dramatic improvement in their hearing and quality of life, but some recipients face a period of rehabilitation while they adjust to the world of sound. Our support group provides you with an invaluable resource in your cochlear journey.

**10 am - 12 pm**  
2005 Quebec Street  
Vancouver, B.C.  
V5T 2Z6

**FEBRUARY 19TH • MAY 20TH • SEPTEMBER 16TH • NOVEMBER 18TH**

Join us at The Wavefront Centre for Communication Accessibility!  
Email [rwmgtc@shaw.ca](mailto:rwmgtc@shaw.ca) for more information, and to register.

\*Limited underground parking is available in our facility. Time-limited and metered street parking is available.

## CHHA-BC OFFICE HOURS

**Our office at the new location 2005 Quebec Street, Vancouver, BC, V5T 2Z6 is open:**

<b>Monday</b>	8:00 AM to 4:00 PM
<b>Tuesday</b>	8:00 AM to Noon
<b>Wednesday</b>	8:00 AM to Noon
<b>Thursday</b>	8:00 AM to 4:00 PM
<b>Friday</b>	8:00 to Noon



# UPCOMING EVENTS

**FEB  
26**

## **CHHA-ABBOTTSFORD**

Next meeting



[February 26, 2020



1:00 PM



Chances Abbotsford 30897 Peardonville Road, Abbotsford, BC

**APR  
29**

## **SPEECH READING CLASSES BEGIN**

**April 29 to June 3, 2020**

For information call

**Jerry Gosling**

Contact number: 604.864.2916

Email: [abbotsfordretiree@gmail.com](mailto:abbotsfordretiree@gmail.com)



Want to stay up-to-date on events happening near you?

**Follow CHHA-BC on Facebook and Twitter!**

(Click the icons to visit our pages)





# Canadian Hard of Hearing Association British Columbia Chapter

## CONTACT US

### CHHA BC CHAPTER

2005 Quebec Street  
Vancouver, BC, V5T 2Z6

☎ **Tel:** 604.423.3247

☎ **Toll-Free Tel:** 1-866-888-2442

✉ **Email:** [info@chha-bc.org](mailto:info@chha-bc.org)

🖱 **Website:** <https://chha-bc.org/>

## CONNECT WITH A LOCAL BRANCH

### ABBOTSFORD BRANCH

**Tel:** 604-864-2916

**Email:** [abbotsfordretiree@gmail.com](mailto:abbotsfordretiree@gmail.com)

### CHHA BC YOUTH PEER SUPPORT PROGRAM

**Email:** [chhabcypsp@gmail.com](mailto:chhabcypsp@gmail.com)

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

### COMOX VALLEY BRANCH

**Tel:** 250-339-4706

**Email:** [cvhardofhearing@gmail.com](mailto:cvhardofhearing@gmail.com)

### HEAR BRANCH (COQUITLAM)

**Tel:** 604-939-0327

**Email:** [anna.r.bernard@gmail.com](mailto:anna.r.bernard@gmail.com)

### NORTH SHORE BRANCH

**Tel:** 604-926-5222

**Email:** [chha\\_nsb@telus.net](mailto:chha_nsb@telus.net)

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

### VANCOUVER BRANCH

**Tel:** 778-358-9955

**Email:** [chhavancouver@gmail.com](mailto:chhavancouver@gmail.com)

**Website:** <https://chhavancouver.ca/>