



# Canadian Hard of Hearing Association British Columbia Chapter

## THE LOOP NEWSLETTER

AUGUST 2020 | VOL. 26



### MESSAGE FROM THE PRESIDENT

BY RUTH WARICK, PRESIDENT OF CHHA-BC

CHHA-BC usually has its annual general meeting in May or June. Due to the COVID-19 pandemic, we had delayed our meeting to this autumn when we had hoped to have an in-person meeting. However, the corona virus pandemic continues to have impacts, despite the gradual lifting of restrictions; as a result, the board has decided to have the annual meeting online. This will be the first time we are holding the AGM as a webinar.

Please reserve the date of Thursday, September 24th from 7:00 pm to 9:00 pm for our online webinar. The formal meeting will take the first hour, followed by an informal discussion period in the format of a town hall meeting. Further information about the meeting will be sent to you before the end of this month.

At the AGM, we will present our Annual Report which will provide updates on our progress on the Action Plan. Its four areas of focus are as listed below:

#### CHHA-BC ACTION PLAN 2019-2021

##### Advocacy

- Advocate for accessibility legislation that is inclusive of hard of hearing persons
- Explore options for affordable hearing instrument devices for BC residents

##### Communications, Awareness and Education

- Raise awareness in the community and keeping members informed
- Encourage self-help and advocacy of hard of hearing persons
- Educate health professionals about hard of hearing needs in the health care sector



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## **Representation**

- Represent hard of hearing persons on various committees and boards
- Work in cooperation with CHHA National

## **Membership, Administration and Finance**

- Grow members
- Assist branches with governance matters e.g. develop a bylaws template
- Work toward financial stability and sound administrative practices
- Manage fundraising programs

We will also post the Annual Report on our website in September. Meanwhile, we look forward to having you join us for the virtual AGM on September 24th at 7:00 pm.

Before closing, I would also like to draw your attention to our continued advocacy on accessibility related to impacts of the COVID-19 pandemic, especially on the need for clear face masks. We have written to BC Provincial Health Officer Dr. Bonnie Henry and the letter is published in this edition of The Loop.

With best regards,

Ruth Warick  
President, CHHA BC  
Email [president@chha-bc.ca](mailto:president@chha-bc.ca)

**Annual General Meeting and Town Hall Discussion  
CHHA-BC  
Thursday, September 24th, 2020  
On line by Zoom  
7:00 p.m. - 9:00 p.m.**

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**The agenda for the AGM includes:**

- **Joint President/Operations manager report**
- **Financial report**
- **Branch reports**
- **Work plan for 2020 - 2021**

**Further details about how to register for the meeting will be sent to you by email. We look forward to your participation in our first on-line Annual General Meeting.**

# TECHNOLOGICAL CHANGE FOR THE HARD OF HEARING COMMUNITY:

Written by: Henry Kutarna, CHHA-BC Operations Manager



**HENRY KUTARNA**  
CHHA-BC OPERATIONS MANAGER

Recently I ran an angel investment group for about ten years. We screened about 300 to 400 deals a year and pitched 20 to 25 to our angel investors. I developed a 12-point pitch coaching system to improve deal quality and respond to standard investor questions. The term “angel investor” comes from the willingness of a certain kind of investor to support a “start up” entrepreneur by injecting seed or expansion money very early in the process. Entrepreneurs named these investors willing to take such early and high risk “angels”. Surely they are.

Innovative technologies for the hard of hearing emerged from our group. Some of these show promise and I’m excited to mention them.

You will be very impressed, I believe, with what you will see in the next five years.

Recent initiatives include:

- Better hearing aid technologies. Lighter. Less battery drain. Less expensive devices!
- Games format technologies for improving hearing skills, even for hard of hearing persons.
- Improved audio performance that “clips” or “adjusts the signal” to the ear’s personal preference and capability. This is something like the SSB (single side band signal) used in short wave radios to improve “hear-ability” by picking out a signal from the noise and shaping it. [Disclosure: I’m one of those ham radio guys – amateur radio operators who appreciate this feature.]
- Additional miniaturization.
- Capability to link with the mobile device via a blue tooth system that is faster and has less delay/distortion.
- Captioning (although not perfect the captioning technologies in place and coming soon are significantly better than earlier cruder technologies).

What I’d like to see soon and what I believe we will see:

1. Frequency adjustable hearing aids – so you can filter on a custom basis just like the big soundboards in a sound studio, controllable by an app on your mobile device.
2. Longer lasting, smaller batteries. Did I mention less expensive?
3. Audio enhancing technology to “fill-in” frequency gaps that your brain doesn’t process.
4. Better interface between your hearing aid and mobile devices. Better in several ways – frequency response, audio clipping and filtering, and accurate voice to text features accelerated by AI (artificial intelligence).

In my family and perhaps in yours there is new hope for such improvements.

Henry Kutarna  
CHHA-BC Operations Manager



## COVID-19: THE ULTIMATE GAME OF TRUST

Written by: Bowen Tang, Director, CHHA-BC YPSP



**Bowen Tang**

Imagine, just imagine when you are no longer able to see, hear, smell, taste, or touch. Having any of these senses impeded is enough to shake anyone's confidence in navigating the world around them. For people with disabilities, this is an every-day reality which has recently become a nightmare with the arrival of COVID-19. The barriers and challenges presented by the pandemic have eroded the skills people with disabilities worked so hard to develop. In addition to being a global health crisis, COVID-19 is like the ultimate game of trust where we do not know if there is someone to catch our fall.

As a person with profound hearing loss living in Canada, I have the privilege of being able to access quality hearing care and services where I learned to listen and speak. Complemented using hearing assistive technology, I am able to effectively communicate in my daily interactions. There are still situations where listening is difficult (e.g., background noise) so I rely on visual cues

such as reading the speaker's mouth and facial expressions. With the prevalent use of face masks, I find myself struggling to access information when visiting public places like grocery stores, medical clinics, and restaurants. While face masks keep the virus particles out, they also keep the sound in, thus distorting the speaker's speech clarity. Not only am I now faced with reduced sound quality, I can no longer use visual cues as they are completely blocked off by the face mask. This created several instances of miscommunication leading to the feeling of frustration and helplessness seeing the tower of confidence I built throughout my life collapse in rubble.

I pride myself in being a resourceful person to solve various problems encountered in life, using the skills I learned from past experiences. Since the start of COVID-19, these skills were thrown out the window when the cashier at the grocery store stared at me during checkout. I did not understand what she was asking, so I tried to anticipate what the question could be and gave random responses: "I am paying by credit card" or "I don't need bags". It turns out she asked if I wanted to redeem my points for the eggs I purchased. Initially I did ask her to repeat, but even then, I still could not understand, hence I started panicking and went for the alternative which ended up in me making a fool of myself. Upon reflecting on this experience, I realized that my impulsiveness stems from not wanting to hold up the line as there were other people waiting and I also made assumptions about people's level of patience. Even in the "good old days," there had been negative encounters where people dismissed me for clarifying information. Then I generalized those experiences to the situations I face today, believing that it is a futile attempt in establishing clear communication, particularly



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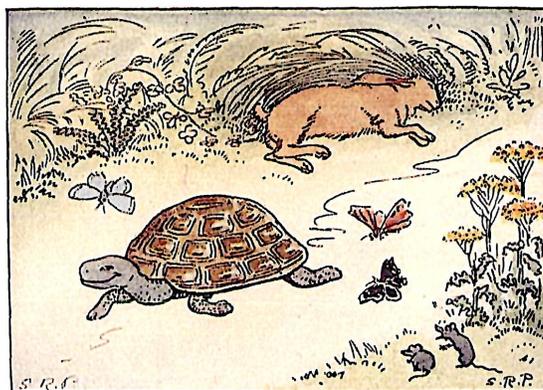


during the time when everyone is in a high state of anxiety. Rather than utilizing the strategies that have proven effective before, I became frozen like a deer in the headlights, standing there at the checkout aisle, wishing this nightmare would be over.

As advocate for people who are deaf and hard of hearing, I always strive to educate others about the impacts of hearing loss and promote the value of accessible communication. I am ashamed to admit that I am a hypocrite when I did not once think of self-disclosing my hearing loss in the situation I mentioned and in other challenging ones. It is as though the phrase “I have a hearing loss” stopped short at the edge of my mouth. I particularly remember a

time when a receptionist at the medical clinic asked the screening questions. Her voice was barely audible that I did not pick up a single word. Instead of stating that I could not hear her, I bluffed my way through the questions answering no to all of them. (A disclaimer: I knew what the questions were because this was my second visit to the clinic). Nonetheless, I unnecessarily put myself in a risky place where I could potentially be giving misinformation. As I ponder why I chose to be reckless, it all comes down to my desire to maintain as much independence as I possibly can. This mentality is clearly not sustainable. So, in order to rebuild my tower of confidence, I need to shift my mindset: one that involves me learning to trust myself and more importantly, trust others.

We live in such a fast-paced world that we never stop to think about the impacts of each choice we make. COVID-19 is the speeding ticket we needed to slow down and look at how we can navigate the journey to the future in a safer manner. For myself, it is about listening to that inner voice telling me to make each challenging encounter an opportunity to shine the spotlight on people with hearing loss and model to others how they can make the experience accessible and inclusive (e.g., use of clear face masks or shields, text communication). For others, it is about giving them a chance to learn from us, to enhance their life experiences through meeting us. By making them aware of our hearing loss, we open the possibility of gaining new allies. Even though people’s reactions will vary, we must not let past experiences define future interactions. Let us take a leap of faith in the hopes of transforming the negativity into feeling empowered. It does not take long to reap the benefits, which I yielded in my recent visit to a pharmacy. Once I indicated that I have a hearing loss, the pharmacist was kind enough to write down what she needed from me. The interaction went smoothly and I thanked her for her help. It is that simple.



THE TORTOISE AND THE HARE

In closing, I would like to take a page from one of my favorite childhood stories, The Tortoise and the Hare. The tortoise was underestimated for its ability to finish the race and was quickly left behind by the hare. The hare unexpectedly became the loser because of its ego and overconfidence. The common lesson we learned from the story is that slow and steady wins

the race. In the context of the real world, COVID-19 is the race we are in, the tortoise represents people with disabilities who are left behind and the hare represents everyone else. If we do not know how to trust one another, we are all losers. If I may propose an alternative ending to the story, the hare would pick up the tortoise, the tortoise would then guide the rabbit through the path and both of them make it to the finish line together. Let us be the tortoise and the hare, let us all be the winners in life!



*Author's Note:* I would like to thank God for the inspiration and courage to share my story. In doing so, I continue to grow stronger in the face of adversity. Thank you to my friends, particularly Keegan and Nicole, for their time in editing the piece.

## CHHA - Comox Valley Branch

**CHHA - Comox Valley Branch Board** has safely continued to meet over the summer working on ways to continue to be stay connected to its membership. Using email during COVID, safety information, fun articles, a “hard of hearing quiz”, an electronic speech reading course, new technology information articles, cartoons and videos were forwarded to our group.



## DONATIONS WELCOME

Donations are always welcomed by CHHA-BC. A receipt for income tax purposes will be issued upon request. To donate to CHHA-BC, please make cheque payable to CHHA-BC Chapter and send to:

CHHA-BC Chapter

208-2005 Quebec St. Vancouver BC V5T 2Z6

or

You can visit this link <https://www.canadahelps.org/en/charities/canadian-hard-of-hearing-association-british-columbia-chapter/#donate-now-pane> to send donation by Canada Helps. Thank you.

### CHHA-BC Acknowledges Donors for their Contribution

CHHA-BC expresses deep appreciation for your donation. It is through such generous contributions that we are able to continue to offer programs and services for hard of hearing persons. Thank you for your donation.

### CHHA-BC Acknowledges Provincial Funding for The Loop

CHHA-BC gratefully acknowledges provincial funding for The Loop newsletter. This financial support makes possible regular and direct communication with members and friends.

**"The following announcement from the federal government includes information on a one-time tax free payment (\$600) now available to Canadians with disabilities. We believe this may be of interest to CHHA-BC members."**



August 2020

**Community Update  
Bill C-20 (An Act respecting further COVID-19 measures),  
Receives Royal Assent**

Dear Community Partner,

On July 27th, 2020, Bill C-20 (An Act respecting further COVID-19 measures) received Royal Assent. The legislation, in addition to providing support to Canadian workers and businesses, will facilitate the delivery of a one-time payment of up to \$600 for people with disabilities who:

- are holders of a valid Disability Tax Credit (DTC) certificate,
- receive Canada Pension Plan-Disability Benefits (CPP-D) or Quebec Pension Plan disability benefits, or;
- are in receipt of Veterans Affairs Canada disability supports.

Eligible people with disabilities who do not yet possess the DTC certificate will be able to apply for one up to 60 days after the Royal Assent on July 27th to be considered for the one-time payment.

**If you or someone you know requires assistance with the DTC application, please contact our Access RDSP program** by email at [rdsp@disabilityalliancebc.org](mailto:rdsp@disabilityalliancebc.org) or through the form on our website: <https://disabilityalliancebc.org/direct-service/help-with-the-rdsp-and-dtc/>. Further information about the program and our program partners is also available at that link.

We are unsure when the one-time benefit will be disbursed but will provide an update when we receive more information.

For more information, see the Government of Canada's News Release: <https://tinyurl.com/y3von3vt>.

## CHHA Vancouver Walk2Hear is going virtual

*10th annual CHHA Vancouver Walk2Hear!*

Due to the ongoing coronavirus pandemic and the need for continued safety measures such as social distancing, CHHA Vancouver will be holding a virtual Walk2Hear this year.

Fundraising will still be carried out via CanadaHelps as in the past. The Walk2Hear event date is currently scheduled for September 27, 2020, and the fundraising page will be kept open until October 31st, as in the past.

Stay tuned for more details coming soon!

Thank you

Rosalind HO  
CHHA Vancouver President

## Masks and Face Shields

CHHA-BC members are attempting to stay informed about new developments in masks and face shields. Due to the difficulties in understanding and being understood caused by wider mask usage there is a heightened awareness of various new products. While CHHA-BC does not endorse a particular type of mask or face shield we have been approached by manufacturers.

If you are interested in discussing this subject please do not hesitate to call the office (604.423.3247 or toll free 866.888.2442). Thank you.

Here is a listing of four products that have recently come to our attention. CHHA-BC members should treat this list as a work in progress. Items listed here are not necessarily endorsed by CHHA-BC but are listed purely for information.

1. Technomask: [www.technomask.ca](http://www.technomask.ca) or [www.technomask.ch](http://www.technomask.ch)
2. Wavefront Centre for Communication Accessibility [www.wavefrontcentre.ca](http://www.wavefrontcentre.ca) in partnership with Tinkerine: [www.tinkerine.com](http://www.tinkerine.com) (*Note: Discount offer to CHHA-BC members*)
3. Packright Shield: [www.packright.shield.com](http://www.packright.shield.com)
4. CHHA National [www.chha.ca](http://www.chha.ca) in partnership with Como Foundation [www.thecomofoundation.ca](http://www.thecomofoundation.ca) (*Note: Discount offer to CHHA members*)

CHHA-BC will continue to receive updates from various manufacturers and publish basic information to assist members in their consumer research.

# LETTER TO DR. BONNIE HENRY



## Canadian Hard of Hearing Association British Columbia Chapter

June 22, 2020

Dr. Bonnie Henry Provincial Health Officer  
Ministry of Health, Province of British Columbia

Re: Accessibility for Hard of Hearing Persons During the Coronavirus Pandemic

Dear Dr. Henry:

The coronavirus pandemic is an unprecedented situation impacting on everyone. For people who have a hearing loss, the impact of social distancing and the common use of face masks have created additional challenges. Typically, we need to be in close proximity to others and to read their lips so that we can communicate effectively. Face masks that obscure or hide a portion of the face interfere with our ability to understand the other party and may have potential negative impacts on our health care through misunderstandings and lack of communication.

We recommend that health professionals wear clear masks and would urge your office to promote their use. You are in a unique position to influence the health care sector on this matter.

While the supply of clear masks meeting regulatory standards is inadequate, some steps are being taken to redress this issue. CHHA-BC is connected with other professionals who are endeavouring to develop a supply of made-in-Canada face masks. Attached is a press release from them: *Communication Accessibility in Isolation: The Invisible Factor*.

We are also supportive of efforts of the Wavefront Centre for Communication Accessibility in BC to promote use of a face shield. They have partnered with a local company to make shields available. Their audiologists use a face shield and lower their face mask when communication is impeded. Information is included on our attached list of resources.

We also urge health professionals to adopt the following communication alternatives

- Speak at a moderate rate and repeat oneself if asked. Exercise patience during communication.
- Try text interpretation of speech through cellphone apps or pen and paper.
- Employ text messaging or video apps with the captioning feature enabled where personal interaction is not possible. Google Meet is one example.
- Use assistive listening devices; the speaker uses a transmitter and the hard of hearing person wears a receiver. The device has a range that allows for social distancing.
- Arrange for the meeting to be captioned (contact us for more information).

We also want to take this opportunity to thank you and your team for your leadership and excellent work during the pandemic. Please do not hesitate to contact us if you have any questions.

The British Columbia Chapter of the Canadian Hard of Hearing Association (CHHA-BC) is a non-profit organization of individuals who have a hearing loss. CHHA-BC and its local branches are self-help organizations committed to creating awareness of the nature of hearing loss, accessibility needs and strategies for enhancing better hearing.

Sincerely yours,

ident, CHHA-BC  
info@chha-bc.org

#208, 2005 Quebec Street, Vancouver, BC V5T2Z6  
Toll-free 1.866.888.2442 Local 604.423.3247

## COVID COMMUNICATION ACCESSIBILITY IN ISOLATION: THE INVISIBLE FACTOR

May 21st is Global Accessibility Awareness Day. Nowadays, most people are aware of the importance of mobility accessibility, but fewer are aware of the importance of communication accessibility for people with “invisible” disabilities such as hearing, vision or cognitive difficulties.

COVID-19 puts older adults at greater risk, especially those with health problems such as diabetes, chronic pulmonary diseases and heart conditions. What we have not yet realized fully is the invisible factor for those with hearing, vision and/or cognitive impairments. By 75 years of age, half of Canadians have hearing impairments; by 85, half have both hearing and vision impairments. Those with sensory loss are also more likely to have cognitive impairment. It is common for residents in long-term care to have a combination of hearing, vision and cognitive impairments. In other words, those who are at the greatest risk for COVID-19 may also be those with the greatest risk for isolation because of their need for communication accessibility.

Communication challenges have escalated as COVID-19 has altered the ways in which people interact socially because of the need for distancing and wearing masks. People cannot touch or hug. It is impossible to see a face and difficult to hear the emotion in a voice

or the words being spoken through a mask. Hearing aids and glasses are not always used when people need healthcare, whether in an ambulance, the ER, or ICU, when receiving palliative care, or even having an elective surgery. While visiting is restricted, people with communication difficulties are often alone when health care decisions are made. The best health care cannot be provided without communication accessibility.

We will all need to find new solutions for communication accessibility as we adapt to the extremely challenging stresses of the pandemic. Hopefully, we will also learn some useful lessons that will improve communication accessibility into a future after COVID-19.

Organizations of people living with hearing, vision and cognitive disabilities, associations of specialized professionals working with them, manufacturing companies, and researchers studying healthy aging are working to find new made-in-Canada solutions. For example, some innovative people who are hard of hearing and audiologists have been making their own do-it-yourself masks with a clear panel and some are using clear face shields so that people can lip-read.

Researchers in the Sensory-Cognitive team of the Canadian Consortium on

Neurodegeneration in Aging are pursuing collaborations with industry to produce medical-grade PPE options to improve communication accessibility in healthcare settings. Canadian clinicians who work with individuals who have sensory and cognitive impairments are developing ways to improve clinician-patient communication in a time of physical distancing, including telehealth. Other solutions to improve communication accessibility include the use of video conferencing with personal amplifiers and captioning or speech-to-text apps to help people see and hear better. Communication accessibility for some individuals may require other more specialized technologies or the use of sign language interpreters. But for everyone, simple, tried, tested and true communication tips may be very helpful, including patience, clear and slow speech, good lighting, minimal background noise, taking time to confirm that people understand, and including others who can facilitate communication and help to recall conversations later. We are looking for new ideas and solutions to overcome the invisible factor ([ccnateam17.ca](http://ccnateam17.ca)).

Everyone can benefit if we all become more aware of the importance of the senses and communication for overcoming isolation. Let's make a visible difference!

# RESOURCES ON CLEAR FACE MASKS

**“Communication Accessibility in Isolation: The Invisible Factor”** A Canadian consortium working with manufacturers in Canada to produce made-in-Canada clear face masks. Published in CHHA BC’s Hearing *Loop* magazine <https://chha-bc.org/loop-newsletter>

**Face Shields essential for communication and Tinkerine Face shields**, pages 7 and 8, June issue of the CHHA-BC Loop publication <https://chha-bc.org/loop-newsletter>

**“ASHA Urges CDC to Emphasize Need for Clear Face Masks for the Hearing Impaired.”** (The Hearing Review article from June 9, 2020)

[https://www.hearingreview.com/inside-hearing/organizations/face-masks?](https://www.hearingreview.com/inside-hearing/organizations/face-masks?utm_source=newsletter&utm_medium=email&utm_term=HR+Today+Jun+2020&campaign_type=newsletter)

[utm\\_source=newsletter&utm\\_medium=email&utm\\_term=HR+Today+Jun+2020&campaign\\_type=newsletter](https://www.hearingreview.com/inside-hearing/organizations/face-masks?utm_source=newsletter&utm_medium=email&utm_term=HR+Today+Jun+2020&campaign_type=newsletter)  
ASHA letter can be found at: <https://www.asha.org/uploadedFiles/ASHA-Letter-to-CDC-About-Face-Masks-060820.pdf>

## SOURCES OF MASKS

**The Communicator (See-Through Surgical Mask):** This mask costs \$60 US for a box of 40. Currently, out of stock but planning to have more available in July. It is a see-through medical mask approved by the FDA and started being used in hospitals in 2017. <https://safenclear.com/> Note: an interim order for their importation to Canada has been approved but SAC is currently investigating if these masks meet surgical grade standards for protection against droplets due to a disclaimer on the Clearmask LLC website they have the following disclaimer:

**“DUE TO THE COVID-19 PANDEMIC, THE CLEARMASK™ IS CURRENTLY AVAILABLE FOR USE IN HOSPITALS AND BY HEALTHCARE OBJECTION FROM THE FDA. THE CLEARMASK™ IS A FACE MASK THAT MAY BE USED WHEN FDA - CLEARED MASKS ARE UNAVAILABLE. PER THE FDA, USE OF THESE MASKS IN A SURGICAL SETTING, OR WHERE SIGNIFICANT EXPOSURE TO LIQUID BODILY OR OTHER HAZARDOUS FLUIDS MAY BE EXPECTED, IS NOT RECOMMENDED.”**

**HMCARE** has developed a transparent mask in Switzerland and the company plans to start selling them in 2021 directly to medical professionals. It is planning to pursue European certification and eventually will pursue FDA approval.

<https://hmcare.ch/>. Or go to <https://www.swissinfo.ch/eng/sci-tech/swiss-develop-first-see-through-mask/45824518>

Also see more information in Popular Mechanics, June 10, 2020

[https://hearinglosscentralma.files.wordpress.com/2020/06/transparent-face-mask\\_-future-of-surgical-face-masks-1-4-1.pdf](https://hearinglosscentralma.files.wordpress.com/2020/06/transparent-face-mask_-future-of-surgical-face-masks-1-4-1.pdf)



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

### Reopening COVID-19 Protocol

We are creating some safety precautions for CHHA-BC employees and visitors as we reopen our office. We promote proper sanitation in the workplace, provide guests with face-masks, ensure that hand sanitizer is given to guest-facing staff, provide a place for sanitizing wipes to be disposed of and encourage hand washing before and after breaks.

### CHHA-BC CHAPTER

2005 Quebec Street  
Vancouver, BC, V5T 2Z6

#### Hours of Operation:

Mon and Thurs 8 am to 4 pm  
Tues, Wed, and Fri 8 am to 12 noon

-  **Tel:** 604-795-9238
-  **Toll-Free Tel:** 1-866-888-2442
-  **Email:** [info@chha-bc.org](mailto:info@chha-bc.org)
-  **Website:** <https://chha-bc.org/>
-  **Charitable #:** 86571-8365 RR0001

## 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/>

### HEAR BRANCH (COQUITLAM) COMOX VALLEY BRANCH

**Tel:** 604-939-0327  
**Email:** [anna.r.bernard@gmail.com](mailto:anna.r.bernard@gmail.com)

**Tel:** 250-339-4706  
**Email:** [cvhardofhearing@gmail.com](mailto:cvhardofhearing@gmail.com)  
**Website:** <https://www.hearinglosscomoxvalley.ca>

### 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/>