



# Canadian Hard of Hearing Association British Columbia Chapter

## THE LOOP NEWSLETTER

FEBRUARY 2021 | VOL. 29



### MESSAGE FROM THE PRESIDENT

BY RUTH WARICK, PRESIDENT OF CHHA-BC

Dear Members and Friends,

I am at a counter asking the agent to repeat himself which he does but, because I still did not hear him, I ask him to repeat himself again. The third try is no better. At this point I wake up from this recurring nightmare, which changes slightly in terms of the venue and persons involved but not with the central theme that I am unable to hear the other person.

This is a new type of nightmare and I theorize that its genesis is the pandemic. During the last year I have encountered so many situations where I cannot hear the person wearing a covered mask. Until recently, I did not realize the toll that this broken communication was taking on me personally, so much so that it has invaded and interrupted my sleep.

In a survey conducted by the International Federation of Hard of Hearing People (IFHOH) and the International Federation of Hard of Hearing Young People (IFHOHYP) 91.5 per cent of respondents stated they experienced some difficulty in understanding someone who wears a covered face mask. Difficulties continue even when repetition is requested, according to two-thirds of the survey respondents.

CHHA BC has been advocating for the use of clear masks and lists various providers who have contacted us on our website. Foremost among them is CHHA National which has launched a Share Your Smile campaign featuring users of a clear mask. Go to [Share Your Smile Campaign | Canadian Hard of Hearing Association \(chha.ca\)](#)

Unfortunately, many people are still using covered masks, which requires us to employ additional strategies such as the use of assistive technology or amplifying devices or requesting the traditional method of use of pen and paper.

#### What's inside this issue:

|  |     |
|--|-----|
| Message from the President.....        | 1-2 |
| Operations Manager.....                | 3   |
| Mentoring Program.....                 | 4   |
| Employment Service Workshop.....       | 5   |
| CHHA Vancouver & BC Webinar.....       | 6-7 |
| CHHA North Shore Branch.....           | 8   |
| Survey & Announcement.....             | 9   |
| Donation Welcome & Acknowledgement.... | 10  |
| Contact Us.....                        | 11  |

CONTINUED ON PAGE 2

Also, an effective strategy is to give advance notice to others about our difficulty in hearing.

When I started to be straight-up about being hard of hearing and having difficulty hearing due to the use of covered masks, I noticed a marked improvement in communications. Others began to speak with greater volume and clarity and did not mind repeating themselves. We became partners in a quest to communicate rather than becoming frustrated individuals.

More tips will be shared during an internet webinar by CHHA Vancouver and CHHA BC on February 11th. Bowen Tang, Coordinator of the CHHA BC Youth Peer Support Program, and Tim Archer, who heads up Advanced Listening, will be speaking on the topic of Addressing COVID-19 Communication Challenges: Tools and Technologies. If you are unable to attend the session, we will have a report in the next issue of *The Loop*. For more information on this event and other events offered by CHHA BC and CHHA Vancouver, please see other pages in this issue.

One of the events concerns the World Report on Hearing to be released by the World Health Organization (WHO) on World Hearing Day of March 3. The event will be held on March 6th to give you a chance to read up on the World Report before the webinar. Note: CHHA National will also be holding an event for World Hearing Day and your participation will be invited; further details will be available on our website.

Please also note that this month, CHHA has launched a National On-line Mentoring Program, based on the previous provincial program of our Chapter. We are glad to see that this program is now available to all Canadians. Please refer to a release in this issue.

Finally, as always, do not hesitate to contact me if you would like to become involved in our work, would like to discuss an issue or just want to drop us a line.

With sincerest best regards,

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



# MESSAGE FROM OPERATIONS MANAGER

BY HENRY KUTARNA

Hello members and friends of CHHA-BC.

Phone calls to the CHHA-BC office can be a simple indicator of top of mind issues for those who value the services of CHHA-BC or who are simply looking for help.

Routine inquiries about income tax receipts, where to find certain services and products for the hard of hearing, and professional agencies seeking advice on how to round out services to their clients are part of the steady flow of requests and interactions.

More challenging are calls for which there is really no simple answer. Sometimes people want to express their daily challenges. Recently one individual called with a concern that his job was in jeopardy because his hearing was declining. That individual was mid-career and the future seemed frightening. One could hear a certain level of trepidation in that voice. When I hung up I wondered how one could even prepare for an eventuality that was coming at a relentless pace.

Such calls at the office renew in our minds the urgency of the work we do.

The positions CHHA-BC board members take with policy makers and legislators are always articulated from experience and from wide knowledge and a sense of things gained from continuous interaction with hard of hearing persons. They do have an impact on individuals. Sometimes that impact seems general or at a high level. Very often the impact is direct. The family of a hard of hearing elderly BC resident about to enter the hospital was greatly relieved to know that there is a hospital kit that provides some tools for both the health care professional and the patient to cope with vital communication in less than ideal circumstances.

Even the simple listing of resources on the website such as documents or products aimed at reducing the impact of hearing loss on regular daily communication has been acknowledged with great relief by many.

Researchers and grad students from time to time show interest in the hard of hearing. Recently we encountered someone who is entering a doctoral program and selecting a research project that will undoubtedly advance knowledge and *propose solutions* that impact CHHA-BC members and friends.

I'm pleased to say that we have proposed to certain funders a program of renewing the CHHA-BC website, improving the publishing platform, renewing and redesigning what previously was called the hospital kit and which now will be titled something more appropriate for its wider application and improved tool-set. Even the provision of new office equipment such as printers, computers, software and other tools specifically designed for not for profit organizations will improve our ability to reach CHHA-BC friends and members, dialogue with them, and offer an upgraded technology capability.

There will be a new website, a new accounting system vastly improved over the previous system, new publishing software, new client tracking software, faster real time tax receipt generation, file sharing and collaborative software to speed up the production of content such as letters, documents, files, and newsletters. Even such things as an easier to use email system and other remote operations capability will help us deliver services rapidly from home and office.

It's all part of a continuous improvement policy and is intended to elevate our ability to serve your needs. Office efficiency is part of the solution. We hope you will see the results of that over the next few months as we roll out new software and tools – some quite visible and some operating in the background, but all aimed at sharpening our tools and even adding a few to the tool-box.

Thank you most sincerely for your support of CHHA-BC.

Henry Kutarna  
CHHA-BC Operations Manager





Canadian Hard of Hearing Association  
Association des malentendants canadiens



## National Online Hearing Loss Peer Mentoring Program

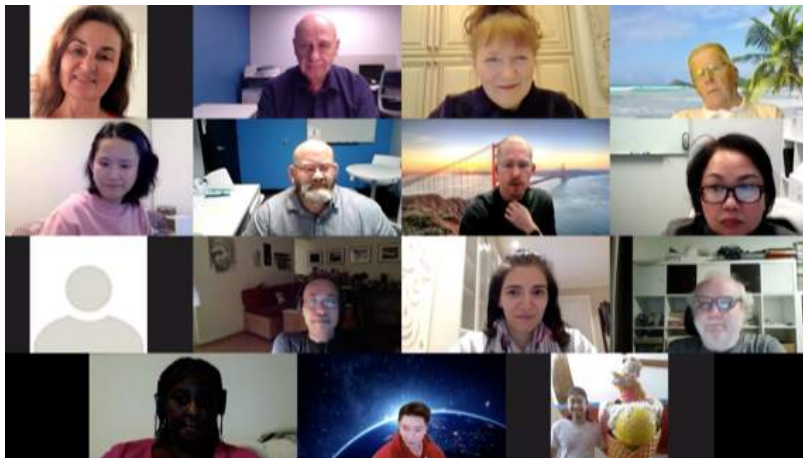
The Canadian Hard of Hearing Association (CHHA) announced its **National Online Hearing Loss Peer Mentoring Program** officially launched on **February 1, 2021**. The virtual online mentoring program will be available for Canadians seeking guidance and mentoring in adjusting to their hearing loss. The mentoring program will have trained volunteer peers who can relate to hearing loss issues by providing support through the online platform.

"We are thrilled to offer the **Mentoring Program** across Canada. The program's success with our CHHA-BC Chapter under the leadership of Dr. Ruth Warick and Dr. Marilyn Dahl has allowed us to expand our outreach to connect with more Canadians," said Lee Pigeau, CHHA National Executive Director. The pandemic's current situation has created additional barriers to accessibility, making it very challenging for individuals to be active and connected in their communities. Our goal is to ensure Canadians, especially our seniors in remote and rural populations that may be experiencing social isolation, will benefit from our mentoring program connecting with some incredible mentors."

"The launch of the **Mentoring Program** comes at a perfect time to ease the isolation a person may feel from having a hearing loss which affects communications and social interactions. Through virtual platforms, persons with a hearing loss can take part in the program wherever they live in the country at a time convenient to them. In the privacy of their own home, they can have one-on-one confidential discussions with someone else who truly understands what it is like to live with a hearing loss. The mentors in the program are peer experts, generously donating their time and expertise to share their knowledge and experience with mentees," said Dr. Ruth Warick.

The program is free and available to all Canadians who have a hearing loss. The mentoring program's benefits will help individuals acquire skills in managing their hearing loss in everyday life, achieving optimal well-being and personal fulfillment. Individuals will be linked up with a trained mentor who has the experience of living with a hearing loss. Visit [www.chha.ca/mentor](http://www.chha.ca/mentor) for more details and to sign up.

## CHHA Vancouver and CHHA-BC Employment Services Workshop



**Screenshot of Attendees**

On January 19, 2020, CHHA Vancouver and CHHA-BC hosted a joint virtual workshop about Employment Counselling Services offered by Wavefront Centre. The audience was made up of familiar faces and some new folks.

The speakers Joy Borgonia and Rytch Newmiller work as Employment Placement Specialists at Wavefront Centre. Marco Chiaramonte, who is the Acting Head of Counselling Services at Wavefront as well as the CHHA Vancouver Vice-President, also joined in to answer questions from the audience.

The speakers talked about the history of the Wavefront Centre and what services they provide. They explored in depth about how Wavefront Centre is contracted to WorkBC to provide: Employment Counselling Services to people looking for work throughout BC; Assistive Technology Services, to reduce or remove the impact of disability-related employment barriers; and Apprentice Services to support apprentices to get the training they need to become journeypersons. Wavefront can also perform workplace assessments and workplace interventions to help with accessibility technology or career training. An accessibility audit by Wavefront would look for all the gaps at an entire workplace, not specifically for a single employee. YVR (Vancouver International Airport) is an example of one place where Wavefront has done an accessibility audit.

Wavefront's contract with WorkBC has been amended to ensure that they can continue to provide services during the pandemic. A lot of training is now done virtually, and there is now funding to provide technology for training, such as a laptop.

The presentation was followed by a very lively Q&A session. Joy and Rytch both have a hearing loss, and they discussed their own experiences and the challenges they have faced in providing services during the COVID-19 pandemic. The workshop speakers and audience members exchanged tips on how to keep a face mask in place and how to keep hearing aids from flying off when removing the mask. The group also discussed how to cope with phone calls and what technology can be helpful.

It was a great workshop, and we look forward to seeing you at our next one!



# Canadian Hard of Hearing Association Association des malentendants canadiens

CHHA Vancouver and CHHA BC are pleased to present three webinars over  
**the next few months:**

For all sessions, please register at least 4 days in advance of each event with [<chhavancouver@gmail.com>](mailto:chhavancouver@gmail.com). Realtime captioning will be provided; if you require sign language interpreting please advise when you register at least 4 days in advance of each event.

## February Event

Date: Thursday, February 11, 2021

Time: 7:00 pm to 8:30 pm

Topic: **Addressing COVID-19 Communication Challenges: Tools and Technologies**

Speakers will discuss communication tips and the assistive listening technologies and apps most appropriate to use during these unprecedented COVID-19 times.

February Event Speakers:



Tim Archer



Bowen Tang



Ruth Warick

---

## March Event

Date: Saturday, March 6, 2021

Time: 10:30 am to 12 noon

Topic: **WHO's World Report on Hearing: Implications for Future Policy**

This event focuses on the World Report on Hearing produced by the World Health Organization (WHO). This seminal report in response to the World Health Assembly Resolution 70.13 is an important advocacy tool for advancing ear and hearing care.

March Event Speakers:



Dr. Carolina Hommes



Dr. Kathy Pichora-Fuller



Dr. Kelly Tremblay



## **April Event**

Date: Tuesday, April 20th, 2021

Time: 7:00 pm to 8:30 pm

Topic: **BC Adult CI Program Update – 2021**

During this talk, audiologists from the BC Adult CI Program at St. Paul's Hospital will share the latest updates about the BC Adult CI Program, current updates in cochlear implant candidacy criteria, current wait times for service and advances in CI technology.

April Event Speakers:



Jowan Lee



Grace Cheung

---

# **Announcement**

**Please hold the date:**

**CHHA-BC Annual General Meeting**

**Tuesday, May 18th, 2021**

**(7:00 p.m. to 9:00 p.m.)**

**More details soon**

# CHHA-North Shore Branch Online Workshop

Dear CHHA Members and Friends,

We would like to share with you an online workshop hosted by CHHA-North Shore Branch. Please find the information below:

On Monday, **February 15th at 7:00 PM**, CHHA - North Shore Branch is hosting a Zoom presentation with guest speaker, Ken Jones, the Facilitator of the Greater Vancouver Tinnitus Self Help Group. Ken is also the President of the BC Tinnitus Association. Ken will be speaking on the topic "TINNITUS - Nothing You Can Do About It - FALSE".

To receive an invitation to join the Zoom presentation email [chha\\_nsb@telus.net](mailto:chha_nsb@telus.net). Zoom invitations will be sent out on February 15th. See attached poster.

Thanks for your continued support.

**Canadian Hard of Hearing  
Association  
North Shore Branch**

**February Presentation**  
Monday, February 15, 2021  
7:00 PM  
Via Zoom

**Special Guest Speaker**  
**Kenneth Jones**  
Director, Tinnitus Association of Canada  
President, BC Tinnitus Association  
Facilitator: Greater Vancouver  
Tinnitus Self Help Group  
**Tinnitus—Nothing you can do about it**  
**False**

To request an invitation to join the meeting  
send an email to [chha\\_nsb@telus.net](mailto:chha_nsb@telus.net)  
For Information call: 604-926-5222



## Take Survey

The CHHA-BC Youth Peer Support program is looking to gather your opinions and recommendations about our upcoming events for DHH children, youth and their families.

Please fill out this survey to help us reach more people in need!

<https://docs.google.com/forms/d/e/1FAIpQLSfgt7x-j0-mbQqidPjTaeFguWJ5gv2MWcyXVFcGZlqu807dsg/viewform>

Lastly, we are hoping to collect the experiences of DHH young people regarding their previous hiring processes, and their suggestions about practices that an employer can implement to ensure a more inclusive hiring process.

The valuable input will be collected to:

- (1) Provide tips for the deaf and hard of hearing youth currently looking for employment;
- (2) Give employers guidelines to make employment process more inclusive for the deaf and hard of hearing community.

Please fill out this survey to make British Columbia a more inclusive community!

[https://docs.google.com/forms/d/e/1FAIpQLSe6pmFRxGEnToj8GtP4LnzjPD1vgO2\\_ZvIXUc309CQSBixIIA/viewform?gxids=7628](https://docs.google.com/forms/d/e/1FAIpQLSe6pmFRxGEnToj8GtP4LnzjPD1vgO2_ZvIXUc309CQSBixIIA/viewform?gxids=7628)

Thank you!

Bowen Tang, M.E.D.

Teacher for the Deaf and Hard of Hearing

Director, CHHA-BC Youth Peer Support Program

<http://www.chha-bc.org/youthpsp>

[www.facebook.com/chhabcypsp](http://www.facebook.com/chhabcypsp)

## Wavefront Centre for Communication Accessibility

**Become a Friend!** Wavefront Centre's Better at Home program is looking for volunteers who would like to assist with purposeful friendly visits in person, by phone or virtually, to talk, laugh and keep Hard of Hearing seniors company. The in-person friendly visits can be carried out - with social distancing - at a mutually agreed location.

Volunteer training will be provided.

For more information, e-mail [darshan.kaur@wavefrontcentre.ca](mailto:darshan.kaur@wavefrontcentre.ca) or call 604-736-7391 ext. 123.

# DONATIONS WELCOME

**Donations are always welcomed by CHHA-BC. A receipt for income tax purposes will be issued.** There are four ways of donating:

- Cheque: PLEASE make it payable to CHHA-BC and send directly to our office at #208, 2005 Quebec Street, Vancouver, BC. V5T 2Z6.
- PayPal: PLEASE go to their website <https://www.paypal.com/ca/fundraiser/charity/3474627>
- Canada Helps: PLEASE go to their website <https://www.canadahelps.org/en/charities/canadian-hard-of-hearing-association-british-columbia-chapter/#donate-now-pane>
- Credit card: PLEASE phone our office at 604-423-3247 or Toll Free 866-888-2442 to provide your credit card information to our staff members Henry Kutarna or Michelle Santiago.

We are very grateful for your consideration and support. 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.





## Canadian Hard of Hearing Association British Columbia Chapter

### CONTACT US

#### COVID-19 Protocol

We are continuing safety precautions for CHHA-BC employees and visitors. 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, Tues, Wed, and Thurs 8 am to 4 pm  
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.hardofhearing.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/>