



Canadian Hard of Hearing Association British Columbia Chapter

THE LOOP NEWSLETTER

APRIL 2021 | VOL. 30



MESSAGE FROM THE PRESIDENT

BY RUTH WARICK, PRESIDENT OF CHHA-BC

Dear Members and Friends,

Spring brings with us a promise of good weather, blooming flowers and trees, and, for this year, vaccinations for the coronavirus. As well, typically in the spring, the CHHA-BC Annual General Meeting is held and that is the case this year with the meeting scheduled for Tuesday, May 18, 2021 at 7 pm using a Zoom platform. Further information about registration for the event is included in this publication. Be sure to join us for a summary of the past year's activities and an update about future plans.

Please also note that board positions are open, and the Call for Nominations is included in this issue. Step forward and contribute your ideas and energy for CHHA-BC.

A recent highlight was the educational session offered with CHHA-Vancouver on the World Health Organization's World Report on Hearing: Implications for Future Policy. The event marked the release of the first-ever report on hearing by WHO and was timed to mark the end of the week of World Hearing Day, held annually on March 3.

The World Report is a comprehensive document about hearing health care and proposes a set of H.E.A.R.I.N.G interventions for implementation. It is an important document for our policy initiatives including the support for hearing screening for persons of all ages and for the provision of affordable hearing aids, cochlear implants, assistive devices and captioning. To download a copy please go to www.who.int/publications/i/item/world-report-on-hearing.

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We are pleased to offer other educational sessions with CHHA Vancouver including one upcoming on April 20th giving a BC Adult Cochlear Implant Program Update. Please see further information in this issue. As well we are offering a session about the Better at Home program of the Wavefront Centre for Communication Accessibility on June 16th as noted in this issue.

We are working on updating our hearing access health materials, formerly known as the Hospital Kit, and are including information related to the impact of the coronavirus pandemic. We are adding a new publication geared to how health care professionals can enhance our communication access to their services. Further information will be available when our newly revised website is launched in the summer.

Our staff are working hard on the hearing access to health care project, the website revision and updating our accounting system. As well, I appreciate the work of board members on various projects and for their active engagement in our monthly on-line meetings. Thanks also goes to our volunteers for their assistance.

Do not hesitate to contact me or our staff should you wish to become involved in our work or would like to discuss an issue of concern.

With sincerest best regards,

Dr. Ruth Warick
President
Email president@chha-bc.ca



MESSAGE FROM OPERATIONS MANAGER

BY HENRY KUTARNA

Calls to the office continue as leading indicators of top of mind concerns and issues.

Recent conversations typify the direct and indirect effects of the current global pandemic. There is a pattern of repeat stories. Reading non-verbal and verbal cues through a mask is problematic. Receiving medical advice without an advocate present is problematic. Not hearing and therefore not comprehending after the third repetition is problematic. Isolation is problematic.

On occasion it feels like we are in collaboration with the social service and health care system to bring about a coordinated solution and to point vulnerable individuals in a certain direction. The need is great and, I think, increasing.

An example: Though many are completely familiar with the various devices that aid in hearing, signaling who is at the door, bringing clarity to a phone call, finding a refurbished hearing aid, and so on, we see that many are not familiar with solutions already available in the marketplace. It seems on an anecdotal basis that the majority of calls pertain to captioning on phones or screens – which is perhaps not surprising.

We receive a clear signal that the mission of CHHA-BC remains of great importance to our members and friends. At the office, Michelle and I, and our volunteers, continue to sense your support and we are always appreciative.

We continue our weekly focus on managing and implementing new initiatives. We continue to expand our network to bring about quicker solutions, often on a person-by-person basis. We have enjoyed working on the contents of the new hearing health kit, the revised website, and the new accounting and publishing software – with full implementation coming soon. We are collaborating with our national body in new and innovative ways. These we believe are signs of the fact that we work for a dynamic organization that makes a difference. Who could want more than that?

Thank you for your support of CHHA-BC.

Henry Kutarna
Operations Manager

A NEW MEMBER PERSPECTIVE

BY MEAGAN HIRVINEN

My Toolbox

Greetings to everyone at CHHA, hope you are all doing well and keeping safe. As a new member, I am looking forward to getting to know all of you, and joining in our collective life journey as deaf, deafened, or hard of hearing individuals.

To briefly introduce myself, nearly 48 years ago I was born with a profound-severe, sensori-neural hearing loss. I wore hearing aids until six years ago, when I received a cochlear implant for my left ear. I am fluent in both speech and ASL, and use both interchangeably depending on my environment.

In 1997 I obtained a BA degree in Psychology at the U of A, then in 2007, changed my career path to follow my heart and earned a Journeyman ticket & Red Seal Certificate in Cabinet Making at NAIT. For a period of 13 years, I worked as a cabinetmaker, and as a sole proprietor for 4 years, doing custom woodwork. Overall, this was a very intense and challenging period of time in my life, which I am most proud of in terms of personal achievement and satisfaction. Unfortunately In 2016, a serious back injury forced an early retirement from cabinetmaking, and a midlife career change. I still enjoy woodworking on the side at home, though miss the regular experience of laboring long hours over a complicated project and seeing it come to shape.

The apprenticeship process, and working in busy, noisy, often multi-lingual woodshops, have ingrained some essential skills on how to successfully level the playing field, with regards to accessibility and communication. Along with my wooden toolbox of hand tools, of equal importance to me is my mental toolbox. I know these will carry me through to the next life phase. This toolbox is always changing and expanding as my life and circumstances change. My favorite tools include technology, knowing my limits, the written word and being kind to myself.

Technology

Gone are the days of relying on a limited array of clunky, simplistic and expensive equipment to facilitate phone calls, conversations, or wake up in the morning! One new feature I've added recently to my toolbox is the use of voice-to-text software to transcribe phone messages and non-captioned meetings. It's best to research the available apps and software, and find one that best fits your phone type, budget, and usage rate. Some apps to consider are: Google Live Transcribe, Ava, Microsoft Translator, and Web Captioner.

These apps are very easy to use and a huge help in understanding speech. If I can use them so can you, embrace the technology!

Know your limits & take breaks

Managing my energy and eye-work during social interactions is important. Taking frequent micro breaks when needed is a strategy that often gets forgotten, especially when in the thick of things. However, it is a vital strategy for restoring and maintaining both mental and physical energy. This can be as simple as getting a glass of water, gazing at something far away to refocus the eyes, and taking time to stretch my arms and neck. Take the physical break you required to release tension, refresh the mind and restore energy.

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Get the written word

Getting information in writing as much as possible, before and during an event, goes a long way to participating more efficiently. This can include names, notes by someone else, brochures, meeting outlines. Voice recognition technology can also be used to record the conversations for review later, if no one is available. Always feel free to ask for a copy of the meeting minutes and agenda.

The most important tool in my box is Self Loving-Kindness

There will be times when technology fails, no information is available, tiredness or stress will hamper your skills, and you will feel outside the social bubble, and not in. Remembering to breathe, and to practice self loving-kindness is, for me, the best tool here. It helps me to get through tough moments with grace, and is the perfect antidote to stress and anxiety.

I have only mentioned a few of my favorite tools, the list is always growing and adapting. Let us all work together and share experiences to help expand our tool boxes collectively. This is one of the best parts of being in this group with each and every one of you.

Kind Regards,

Meagan Hirvinen



CHHA VANCOUVER AND CHHA BC SESSION: BC ADULT CI PROGRAM UPDATE 2021

Form of event: Virtual via Zoom

Date: Tuesday, April 20th

Time: 7:00–8:30PM

Registration: RSVP no later than April 18th to chhavancouver@gmail.com

During this talk, Grace and Jowan 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.



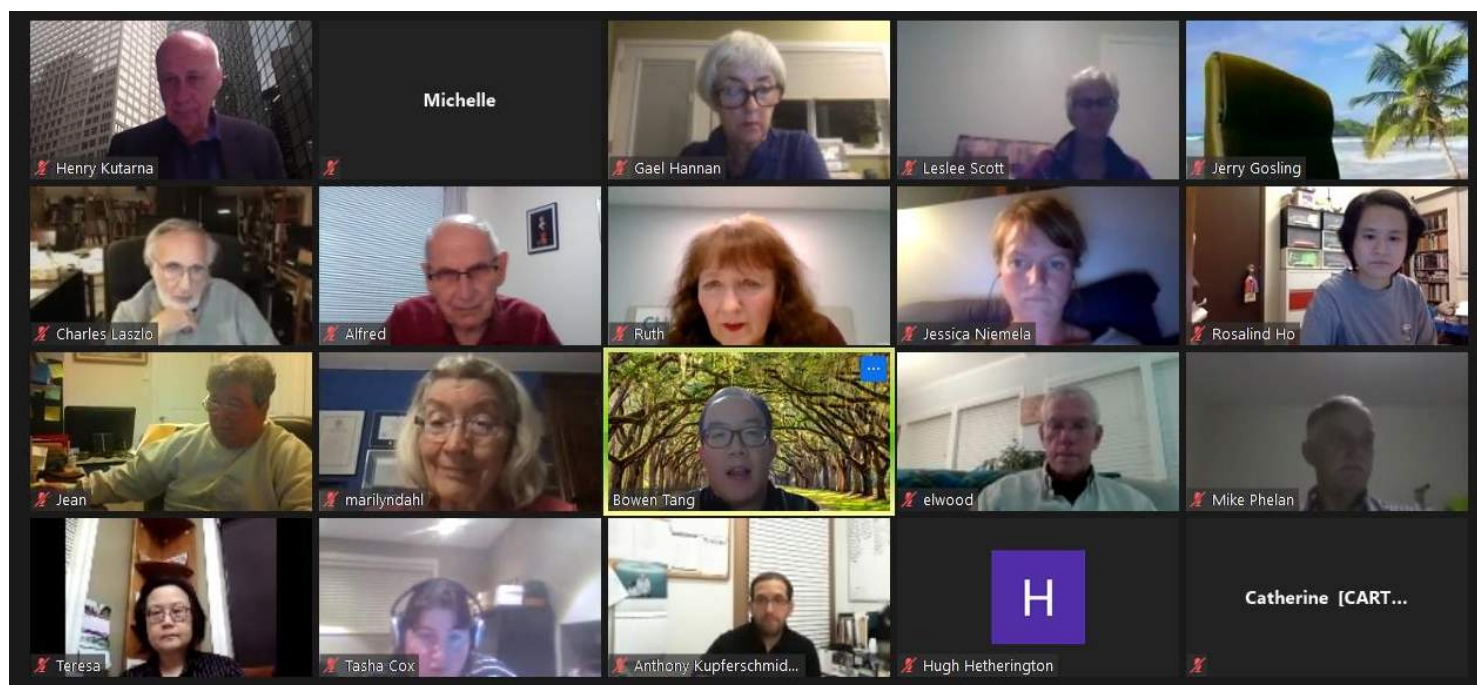
Grace Cheung began her audiology career as a dispensing audiologist. She then went on to work with children at a Public Health Unit. In 2017, Grace was able to secure a position on the CI Team at St. Paul's CI Program, fulfilling her dream of working with cochlear implant technology. She was actively involved in current expansion of the cochlear implant criteria.

Jowan Lee began his audiology career as a dispensing audiologist, helping clients improve their ability to hear using hearing aid technology. After 4 years working in amplification, Jowan jumped at the chance to work as a cochlear implant audiologist at St. Paul's CI program. Twelve years later, he continues to enjoy seeing the direct benefits patients receive from their cochlear implants.



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CHHA-BC ANNUAL GENERAL MEETING



CHHA-BC Chapter will hold its Annual General Meeting on Tuesday, May 18th, 2021, 7:00PM - 9:00PM. The meeting will be conducted virtually; join our meeting with the information below!

Please make sure to click the link for the registration.

<https://zoom.us/j/96934411518>

We are looking forward to meeting you then!

Thank you.

PERSONAL WELLNESS 101

This **free** workshop is designed for **hard of hearing youth (13 & up)** across Canada!
Through this workshop, you can:

1. *Get a taste of laugh therapy;*
2. *Learn how to calm your mind with deep breaths;*
3. *Practise other wellness strategies with us;*
4. *Join our lucky draw at the end of our event!*

Fill out the registration form or with the following link or with this QR code !


<https://forms.gle/YhpFYcqTF6xpamHr8>

Date: Saturday, 1st May 2021

Time: 10:30am to 12:00pm (PST)

Form of event: Virtual via Zoom

*CART services will be provided



Canadian Hard of Hearing Association
BC Youth Peer Support Program



Here is the link to our webpage:

<https://www.chha-bc.org/youthpsp/workshops/> with the registration information

CANADIAN HARD of HEARING ASSOCIATION (BC CHAPTER)
&
WAVEFRONT CENTRE FOR COMMUNICATION ACCESSIBILITY



Brought to you by Wavefront Centre's
Better At Home Program

Essential Services for Seniors

Companionship Transportation
Home Visits Grocery Shopping



Marco Chiaramonte

Acting Head of
Counselling

Darshan Kaur

Senior Clients &
Volunteer Outreach Liaison



Canadian Hard of Hearing Association
British Columbia Chapter



WAVEFRONT
CENTRE FOR
COMMUNICATION
ACCESSIBILITY



United Way



Better at Home is funded by the Government of British Columbia

Via ZOOM

CART & Sign Language Interpreters Provided
| 7pm - 8:30pm | Jun 16th 2021 (Wednesday)

Please make sure to click the link below for the registration.

<https://zoom.us/j/98223833950>

CALL FOR NOMINATIONS FOR THE CHHA-BC BOARD

This is a call for nominations for the position of CHHA-BC board. All nominations must be received by May 3, 2021. Please click the link below to download the nomination form.

<https://www.chha-bc.org/wp-content/uploads/2021/04/Nomination-form-2021.pdf>

Please send together with the attached form, biography and candidate statement to:

CHHA-BC Nominations Committee – Miron Gazda, Chair, and Dr. Charles Laszlo,

Member PO Box 34006 - Stn D Vancouver BC V6J 4M1

miron.gazda@gmail.com

WAVEFRONT CENTRE FOR COMMUNICATION ACCESSIBILITY

Do You Want to Assist Seniors?

Volunteers are needed for Wavefront Centre's Better at Home program to drive Hard of Hearing seniors to: appointments, prescription pick-ups, or grocery shopping and to help with carrying grocery bags. This is a meaningful role that helps many seniors. Make an impact today and apply to receive free training!

Prerequisite: Desire to help a senior in need. All you have to do is sign-up and we will train you for the purposeful role.

For more information, e-mail darshan.kaur@wavefrontcentre.ca or call 604-736-7391 ext. 123.



A note from Vivian Zhang our Volunteer

My name is Vivian and I am currently a 3rd year university student studying Biology. I volunteer with the CHHA BC Youth Support Program to help plan and facilitate online BC Buddies events. I also volunteer in the office, where I help with a variety of tasks such as organizing, scanning documents, and sending out mail. I am happy to be a part of the everyday operations in the office, where little things in the background help the CHHA's goal to support the hard-of-hearing community.

Thank you so much.

Vivian

IMPROVED QUALITY OF LIVING WITH HEARING LOSS IS POSSIBLE: MESSAGE FROM THE WORLD REPORT ON HEARING WEBINAR

Hearing across the life course is possible through public health action including prevention steps, early identification of hearing loss and appropriate care. For example, in children 60% of hearing loss is due to preventable causes that can be addressed, Dr. Carolina Hommes noted at a CHHA Vancouver-BC webinar about WHO's World Report on Hearing.

The session was organized to recognize World Hearing Day of March 3 and the release of the World Report on Hearing by the World Health Organization.

Dr. Hommes, who is the Healthy Life Course Specialist at the WHO's Regional Office for the Americas, stated that by 2030, WHO looks forward to a 20 percent increase in newborn hearing screening services and coverage of adults that use hearing aids and implants, as well as a decrease in the prevalence of chronic ear diseases in school-age children.

"Integrated people-centered ear and hearing care implemented through a strengthened health systems can overcome the challenges faced," she stated.

Dr. Kelly Tremblay, a retired Professor of Speech and Hearing Sciences at the University of Washington, spoke about how hearing loss and its connections to other health-related issues historically have been poorly understood by public health officers. Hearing loss did not rise on the priority scale compared to other conditions because people did not understand the implications of hearing loss on our quality of life and assume that it is part of aging.

She stated that there has been a lot of improvements: the first-ever World Report on Hearing, a UN Decade of Aging, 2021-2030 with hearing loss receiving attention, and initiatives such as the WHO Guidelines on Integrated Care for Older People (ICOPE). These guidelines include hearing as one of six areas for priority attention. Interventions are targeting professionals outside of the typical ear and hearing care field because everyone needs to be engaged in hearing health care.

Addressing actions for the future and for CHHA, Dr. Kathy Pichora-Fuller, Professor Emerita of Psychology at the University of Toronto, stressed support for hearing screening as recommended by the World Report on Hearing. She noted that many people do not know they have a hearing loss. "Our research has shown that people with unacknowledged hearing loss actually are at risk for social isolation as they get older. So we want to find a way where everybody in the world can have universal hearing screening."

She noted that WHO has developed an app, Check Your Hearing, that allows for self-administered hearing screening as a first step (www.who.int/health-topics/hearing-loss/hearwho). Considerable interest was expressed in the app by meeting attendees.

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Dr. Pichora-Fuller also recommended improving hearing accessibility, promoting age-friendly environments and programs, and increasing public awareness of hearing loss through events, sharing personal stories, and engaging celebrities to champion hearing loss.

A full copy of the World Report on Hearing is available at www.who.int/publications/i/item/world-report-on-hearing

by Ruth Warick

First photo below shows speakers (left to right) Dr. Pichora-Fuller, Dr. Tremblay and moderator Dr. Warick (first row), then, in the next row, with Dr. Hommes and participant Inge Vindberg and ASL Interpreter Jenny Lang. The subsequent photo shows participants at the webinar.





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

🖱 **Website:** <https://chha-bc.org/>

👉 **Charitable #:** 86571-8365 RR0001

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/>

HEAR BRANCH (COQUITLAM)

Tel: 604-939-0327

Email: anna.r.bernard@gmail.com

COMOX VALLEY BRANCH

Tel: 250-339-4706

Email: cvhardofhearing@gmail.com

Website: <https://www.hardofhearing.ca>

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

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