## HearSay The Official Newsletter of HLAA-PA Volume 15 Issue 4 Winter 2016



#### MESSAGE FROM NANCY

By Nancy Kingsley, State Director Recently, a Deaf driver was fatally shot by a police officer after getting out of his car after a chase. The



details of what happened are not clear, but this is a reminder that drivers who have a hearing loss need to know what to do if an officer signals for them to stop. Here are some guidelines:

1. If a police car turns on its flashing lights behind you, pull over immediately. (If you continue to drive, the officer may think you have done something illegal.)

2. Have your license and registration out before the officer comes over.

4. Do not make any abrupt moves. (If you do, the officer may think you are about to grab a weapon.)

5. Keep your hands visible. (This will show the officer that you are unarmed.)

6. Tell the officer that you have a hearing loss and may not understand what he says. (Otherwise, he may think you are being aggressive if you don't do what he tells you.) You may want to use a visor card stating that you have a hearing loss and indicating your communication needs. A free copy can be downloaded at hearinglosshelp.com/shop/visorcards-hard-of-hearing.

7. Pennsylvania has a Yellow Dot program that alerts first responders to a traffic accident about any special needs, and you can note your hearing loss communication needs. Information on how to participate is at www.penndot.gov/TravelInPA/ Pages/Yellow-Dot.aspx.

#### INSIDE

- 2. State Happenings
- 3. Penn Audiology
- 4. 2016 Walk4Hearing
- 5. Hearing Dogs
- 6. Temple TDDP
- 7. Entertainment Survey, Salus
- 8. Convention Scholarships
- 9. Cochlear America
- 10. Lunch&Learn, Farm Show, Pickles
- 11.Tech Topics-What Can Go Wrong

12. About HLAA-PA

Hearing Loss Association of America Pennsylvania State Office 126 Cedarcroft Road Kennett Square, PA 19348 Kennett Square, PA 19348



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#### STATE HAPPENINGS AND OUTREACH

#### By Carolyn Meyer

HLAA-PA maintains a commitment to have a voice in Pennsylvania government for residents with hearing loss across the state. We have an ongoing request that may interest you for a



chance to participate in such issues. Many of you use the relay service (with a captioned telephone) so this may be some position you may want to consider. You do not have to use the relay yourself to be eligible, however. Please read the following description carefully:

Pennsylvania's Public Utility Commission has a Telecommunications Relay Service (TRS) Advisory Board that currently has only one member who is deaf or hard of hearing, and needs more. The other board members are from Hamilton Relay, the Pennsylvania Telephone Association, the Pennsylvania Public Utility Commission, and the Office for the Deaf and Hard of Hearing. Meetings are held quarterly in Harrisburg on Wednesdays from 10:30 to 3:30. CART and sign language interpreters are provided, and mileage and parking costs are reimbursed. Lunch is provided as well. Contact Kay Tyberg at Tyberg@hlaa-pa.org for information and an application.

#### SAFETY EXPO FOR PEOPLE WITH HEARING LOSS

November 5 : Plymouth Meeting, PA: Many HLAA members and others in the community came 9:00AM- 1:00 PM to hear presentations by trained professionals on topics including fire safety; public safety, travel tips; hospital safety, and safety tips for parents. The Expo was free and sponsored by Cochlear Americas. Safety has become a leading issue now of concern for us all who have hearing loss. If you have a chance in your own community to promote an event like this, please take the opportunity to do so.

#### **ODHH HEARING LOSS EXPO**

NOVEMBER 2-3, 2016 Radisson Harrisburg Hotel

HLAA-PA had 2 exhibits at the Expo: one staffed by HLAA-PA volunteers Nancy Kingsley, HLAA-PA State Director and chapter president of HLAA-Lancaster County chapter, and members of the Capital Region chapter: Mary Jane Paluska, Dave McIntosh, Steve Schultz, Pat Brockley, and Donna and Herb Nurick. At the second table for HLAA-PA, ALD coordinator Bill Best demonstrated numerous assistive listening and alerting devices that are part of our state-owned ALD Demo Kit. Kay Tyberg had a table for the new Blair County chapter and Augusta Spandler had a table for the Capital Region chapter. On November 2, from 12:30 until 2:00 PM Kay and Bill presented a separate program in one of the conference rooms: "Understanding People Who Are Hard of Hearing: A Practical Approach". This presentation (limited to 30 people) was fully accessible with CART, a hearing loop, and sign language interpreter. The entire Expo offered the public a place to:

- \* Get your hearing screened,
- \* Try assistive technology and see interpreters in action,
- \* Learn and network,
- \* Attend educational presentations, and
- \* Get resources from around the state!

#### **CHAPTERS:**

Center City HLAA Philadelphia Chapter president, Pat McGeever was one of the principal speakers at a meeting sponsored by *Friends in the City*, an organization which holds a large variety of events for seniors. This year's panel was on October 20 at the Belleview Hotel on South Broad, and had about 50 attendees. Pat McGeever invited center-city HLAA members. The speakers and their topics were:

Pat McGeever: How or why someone with hearing loss finally decides to obtain a hearing aid

Diane Holstein, AuD, Penn Medicine Washington Square: New and developing technology of hearing aids

Wendy Davis, CaptionCall : Captioned phone service currently available through federal financing (no cost for you).

Pat distributed a "Who Are We?" brochure from Center-City HLAA and offered a "Survivor's Guide for HOH People" with information on finding captioning, looped venues, and restaurants where hearing is possible. It included advice for people living with HOH people on how to assist them to find help, speak to them effectively, etc.

Pat's view - "It was a good audience with good questions and we added a number of them to our center-city mailing list."

#### NEW CHAPTER FOR HLAA-PA: WELCOME TO THE BLAIR COUNTY CHAPTER

A new chapter led by Kay Tyberg, the Blair County Chapter is information with 4 people as charter members.

Do you live in the area? Would you like more information? Please contact Kay at Tyberg@hlaa-pa.org or Dale Long, Central PA Chapter Coordinator at Long@hlaa-pa.org for details.

#### HLAA NATIONAL CONVENTION JUNE 22-25 SALT LAKE CITY, UTAH ; CHAPTER OFFICERS AND DELEGATES EARLY REGISTRATION (SPECIAL RATES)

State associations/offices and chapters may register up to 4 officers (i.e., president, vice-president, secretary, treasurer) and 1 Delegate (encourage a member who is being groomed for a leadership role to use the Delegate registration). Officers must be current members of HLAA. The officer registrations are not transferrable to other HLAA members.

State Chapter Coordinators are also eligible for the State/ Chapter Leader/Delegate Registration. (Deadline: March 31, 2017)

#### **HLAA-PA TRIBUTE FUND**

HLAA-PA has a Tribute Fund to honor or memorialize someone with a contribution to the organization.

The "Recent Donors" List appears at the end of each issue of HearSay. You can donate at www.hlaa-pa.org, or mail donations to Mitch Bilker, HLAA-PA State Treasurer, 821 Rosehill Drive, King of Prussia, PA 19406 with checks payable to "HLAA-PA". All donations are tax deductible, and donors as well as recipients receive a letter of acknowledgement. In this season of giving, it is a wonderful way to remember someone special! Advertisement

# Penn Audiology – We are "hear" for you!



### We are top 10 in the nation and #1 in the region.

Penn Audiology within the Department of Otorhinolaryngology – Head & Neck Surgery at Penn Medicine provides comprehensive assessment, diagnosis, and treatment for people with all types of hearing loss.

All of our audiologists hold a clinical doctorate in audiology and have extensive experience in treating hearing loss. In 2015-2016, U.S. News & World Report ranked our program the highest in the Philadelphia region and top 10 in the nation for Ear, Nose & Throat.

#### **Cochlear Implant Program**

- Highest number of cochlear implants procedures performed in the region
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- Innovative Implantable Hearing Device research program

#### **Hearing Aid Program**

- Offer hearing aids from a wide variety of manufacturers at varying levels of technology and price ranges
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Penn Medicine Washington Square 800 Walnut Street Philadelphia, PA 19107

Penn Medicine Radnor 250 King of Prussia Road Radnor, PA 19087

Penn Medicine University City 3737 Market Street Philadelphia, PA 19104 Set up your appointment today:

(215) 662-2777

http://www.pennmedicine.org/otorhinolaryngology/patientcare/clinical-programs/audiology/

Hearing Loss Association of America

WALK4 HEARING®

#### THE AMAZING WALK4HEARING 2016

Yes, we had rain and wind but the crowd had umbrellas, babies in strollers, and dogs with raincoats. All were spirited and, miraculously, when the actual Walk began, the rain stopped and off we went. In the words of our Chair Ronnie Adler, "It proves that our walkers would not let it rain on our parade". We thank all our wonderful, devoted volunteers who worked more than their shifts to make this day successful for all those with hearing loss. We will see you again in 2017!

#### **Photos by KSN Images**





#### ABOUT HEARING DOGS

When we first realized that Wayne could not hear, it was our first White German Shepherd who told us. What a shock that was - it just wasn't in our scope of thought. Quickly, we researched everything we could about hearing loss and dogs. We began by making things to let other people know that someone cannot hear - desk signs, door plaques, window decals, bracelets, etc. and hearingimpaired.net Inc. was born.

Snow Prince was not to be left out. At the time there were no resources for information - no one really knew what dogs could do and how. Wayne was 52 years old and isolating himself more and more. We are both very active and proactive people, no matter what the subject. Injustice is intolerable - and "what do you mean, we can't!"

Snow taught us what a hearing dog does and how. He trained us to watch him for his alerts so we would know what he was saying. He also alerted when Wayne was near someone who owned cats -Wayne is deathly allergic to them. He would drag Wayne out of the store and then relax once he was outside. We would ask people in



line if anyone had a cat - and sure enough, someone would have one. So we learned.

Shadow is a different story - he is definitely the boss and the essence of discretionary disobedience. It is true that he often knows what is best. As the years have progressed, Wayne has had more and more health issues, but now we are "dog savvy." When Wayne has seizures, the dog lies in his lap (130 pounds - oy). When Wayne gets winded and too tired, the dog drags him to a chair or the car. Shadow puts him to bed at 8:30 p.m. every night and wakes him in the middle of the night to adjust his bed to accommodate his breathing problems. And the list goes on. Whatever you need, the dog will morph to do it. It is the human's job to listen and understand.

When we are out in public, Shadow creates quite a stir. He is very large and quite handsome. People are so curious about service dogs that we feel it is incumbent upon us to help educate them. Sometimes it gets tiresome, but it's always satisfying. It is hard to get through a mall, national monument, cruise ship, etc. without questions being



asked. Oh, yes - Shadow has been on an Alaskan cruise. The first question is always, "Where does he relieve himself?" The cruise ship puts an acrylic or wooden tray filled with mulch, wood chips, or doggy litter on our balcony, which is a huge help. Owners also need to learn to say "NO" to people who want to pet their service dog. When the dog is wearing his harness or vest, he is working. He is concentrating on his person and should not be distracted.

Customer needs impelled us to write three books to share information, resources, and knowledge:

My Ears Have A Wet Nose: Acquiring, Training & Loving a Hearing Dog

I Have a Wet Nose . . . and I Have a Job - an educational coloring book about service dogs

Handbook for Service Dogs

All are available on www.hearingimpaired.net, www.mrpaws.com, and Amazon.

- Anne Wicklund



#### Advertisement

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# <u>D</u>evice <u>D</u>istribution <u>P</u>rogram

TDDP provides **FREE** specialized equipment to eligible Pennsylvanians who have disabilities which prevent them from using regular telephone equipment.

# FOR MORE INFORMATION

WEB: disabilities.temple.edu/tddp VOICE: 800-204-7428 TTY: 866-268-0579 EMAIL: TDDP@temple.edu





TDDP is implemented by Pennsylvania's Initiative on Assistive Technology, a program of the Institute on Disabilities at Temple University, in conjunction with the PA Office of Vocational Rehabilitation and the PA Public Utility Commission.

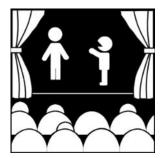
#### **Arts & Entertainment Access Committee Survey**

We are seeking information about the movie and live theater access experiences of our HLAA chapter members and others with hearing loss. Below are sample questions to guide you in your response:

- Does the movie theater have a sign indicating that captioning devices are available?
- If yes, was a staff member thorough in explaining how to use the captioning equipment if this was your first time?
- Has your experience with movie captioning been positive or negative? How?
- Have you had to take your captioning device back after the movie started? If so, why?
- Does your local live theater offer open captioned performances? If yes, did you find the captions satisfactory? Why or why not?
- Can you benefit from assistive listening devices? If so, what was your experience like using them at the movies and live theater in your area?

Please e-mail your responses to Kay Tyberg at tyberg@hlaapa.org or Alan Kutner at kutner@hlaa-pa.org by January 8, 2017.





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#### **Two HLAA National Convention Scholarships**

In 2017 the Hearing Loss Association of America — Pennsylvania State Office (HLAA-PA) will offer two scholarships to assist Pennsylvania residents who are members of the Hearing Loss Association of America to attend the HLAA convention. In addition to the Diana Bender HLAA National Convention Scholarship, this year there will also be a Tony Finamore Scholarship, in memory of a MontCo Chapter member who passed away in 2016. These scholarships will be available for deserving persons who are currently involved with hearing loss issues. The HLAA-PA Advisory Council's Scholarship Committee will select the qualifying applicants.

When and where is the 2017 HLAA convention? The convention will be June 22-25 (four days, three nights) at the Salt Palace Convention Center, 100 South West Temple, Salt Lake City, Utah 84101

Who is eligible as a scholarship candidate? Any Pennsylvania resident with hearing loss, regardless of age, is eligible as long as he or she meets the following qualifications. The applicant must be a current HLAA member, must have demonstrated an interest in being actively involved with hearing loss issues, and must indicate that a scholarship would enable his or her attendance. Preference will be given to those who have never attended an HLAA convention.

**Scholarship amount:** The recipient will be awarded \$500 (to be applied to transportation, lodging, and meals), plus the cost of registration for the full-activity convention package (includes banquet). Any amount exceeding \$500 will be his or her responsibility. The awardee must attend the convention or return the \$500.

**Submission date:** Application forms may be mailed or emailed (email preferred if possible). Deadline for receipt is <u>April 10, 2017</u>.

HLAA National Convention Scholarship Application Form for 2017 Convention				
Name:				
Address:	City	State:		
Telephone	E-mail:			
What is the expiratior	n date of your HLAA membership? (See y	our Hearing Loss Magazine label.)		
	- led an HLAA convention? (Check one) s why you should be selected (necessary sary			

#### Date:

Application must be received by April 10, 2017. E-mail information to Mitchell Bilker, HLAA-PA Scholarship Committee Chair, at scholarship@hlaa-pa.org or mail this form to HLAA-PA National Scholarship, 821 Rosehill Drive, King of Prussia, PA 19406 (email preferred).

## Ask the Expert

#### HOW HYBRID<sup>™</sup> HEARING IS DIFFERENT

# Straining to hear certain sounds each day, even when using powerful hearing aids?

Feeling frustrated and sometimes even exhausted from listening? Hearing some sounds but still not being able to understand them can impact your ability to communicate with others. If you struggle to understand speech, especially in noisy environments, hearing aids alone may not be enough.

Hybrid<sup>™</sup> Hearing<sup>1</sup> is a new hearing solution that works differently than hearing aids. The system uses acoustic amplification to improve the hearing you still have, while taking advantage of cochlear implant technology to restore access to the hearing you're missing.

- Q: How is Hybrid<sup>™</sup> Hearing different than hearing aids?
- A: Hearing aids help many people by making the sounds they hear louder. Unfortunately as hearing loss progresses you're not able to understand words and high pitch sounds like the voices of women and children. With Hybrid™ Hearing you use the hearing you still have using amplifcation technology of a hearing aid, and get back what you're missing with cochlear implant technology

designed to provide you with improved clarity and speech understanding.

- Q: Is it major surgery?
- A: No, not at all. In fact, the procedure is often done on an outpatient basis and typically takes just a couple hours.
- Q: Are cochlear implants covered by Medicare?
- A: Yes, Medicare and most private insurance plans routinely cover cochlear implants.
- Q: How do I know Hybrid™ Hearing will work for me?



Bruce J. Gantz, M.D., Cochlear Medical Advisor

Dr. Bruce J. Gantz, a Hybrid implant surgeon and medical advisor to Cochlear answers questions about Hybrid Cochlear Implants and how they are different from hearing aids.

A: When compared to hearing aids alone, Cochlear Nucleus Hybrid Cochlear Implant System recipients reported 2x better hearing in both quiet and noise and 10x increase in overall hearing satisfaction.<sup>2</sup> Hearing aids are worn first and for those who cannot hear up to 50% of words in sentences a Hybrid<sup>™</sup> Hearing solution is considered. Be sure to discuss your options with a Hearing Implant Specialist in your area.

Call **1 800 212 1313** to find a Hearing Implant Specialist near you. Visit **Cochlear.com/US/HearLife** for a free guide.

1. The Acoustic Component should only be used when behavioral audiometric thresholds can be obtained and the recipient can provide feedback regarding sound quality. The Hybrid L24 Implant is approved in the US for adults ages 18 and older.

 FDA Panel Sponsor Executive Summary, Nucleus Hybrid L24 Implant System [Internet]. 2013 November 8 [cited 2014 June 5]. Available from: http://www.fda.gov/downloads/AdvisoryCommittees/CommitteesMeetingMaterials/MedicalDevices/ MedicalDevicesAdvisoryCommittee/EarNoseandThroatDevicesPanel/UCM373793.pdf.

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#### SAVE THE DATE : 2017 HLAA-PA LUNCH AND LEARN

The annual HLAA-PA "Lunch and Learn" is Sunday, April 30, 2017 from 11:00 AM to 3:00PM at the Radisson Hotel Valley Forge in King of Prussia, PA. Please plan to join us for a wonderful afternoon.

Many exhibitors will be on site . The day will begin with coffee, registration, and an opportunity to visit our exhibitors from 11:00 AM-12 noon. A buffet lunch will follow.

Our keynote speaker is Dr. Steven Eliades, MD PhD from the Department of Otorhinolaryngology, Head and Neck Surgery, University of Pennsylvania School of Medicine. The registration form for this event will appear in the Spring Issue of "HearSay". It will also be on www.hlaa-pa.org. The winners of the Finisdore Advocacy Award and the 2 National HLAA Convention Scholarships will be honored at the conclusion of the afternoon.

Many chapters have chosen to pay for registration for some of their members so please do inquire to see if your chapter will be offering this. It is an excellent opportunity to gain information for yourself and others with hearing loss as well as to socialize with HLAA members from across the state. We look forward to seeing you April 30!

Lunch and Learn is supported in part by a generous grant from the Louis N. Cassett Foundation.

Pickles

#### HLAA-PA AT THE FARM SHOW:

For the eighth consecutive year, members of various Pennsylvania HLAA chapters will staff the HLAA-PA State Office's Information Table at the PA Farm Show in Harrisburg. The Show will be held from Saturday, January 7 through Saturday, January 14, 2017, and our exhibit presents a wonderful opportunity to reach out to the more than 400,000 people who visit each year.

For details and information, visit the event website, www.farmshow.state.pa.us, and when you come, look for us on the Main Floor, Booth 5511.





Visit HLAA on the web! hearingloss.org or scan this QR code on your smartphone.

Visit HLAA-PA on the web! hlaa-pa.org or scan this QR code on your smartphone, for latest news and a calendar of events.



# WIHAT'S BUMP! CLUWK! CLUWK! CUWK! <t

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#### **TECH TOPICS**

# What Can Go Wrong - Some basic issues with hearing assistance systems in theaters and other public venues.

Almost every conversation about hearing loss seems to include a complaint about some hearing assistance system or other.

Let me count the ways:

• Nothing available. All too common. Perhaps the venue is not required by the ADA to provide hearing assistance, or the need is simply ignored. "Can't afford it!"

• A system in place, but the staff is clueless as to how to use it.

• Staff may know about it, but equipment is poorly maintained, batteries dead, channels set wrong, etc.

• Many functioning systems are only appropriate for people with mild hearing loss, and may have a stethoscope type headset, unusable for hearing aid users. Headsets have a somewhat better chance at helping.

• The way the sound is picked up may be unsatisfactory, a major issue in live theater. One venue I know of seems to have a single mike hung over the stage somewhere and the results are very poor.

• It can happen that what you hear through a hearing assistance system may not be synchronized with what you hear directly. Sound travels through air about a thousand feet per second, and if you are a hundred feet from the source of the sound, the delay is about a tenth a second. But the sound coming through an assistance system is delayed hardly at all, and the result is reverberation - not good! The solution is to hear only the sound coming through the system, but this may be difficult to achieve, especially if you have mild hearing loss.

• With a hearing loop and T-coil system, it may be best to set the HA or CI for 100% (T)-coil and no (M) microphone, if you have that control. In that case you won't hear any local ambient noise, which may seem unpleasant at first, but the results are usually better. Headsets actually can function like neckloops and work with T-coils. But without T-coils, there isn't any way to block the sound received through the air, and this reverberation may occur.

• Loop systems are subject to local magnetic interference, which can be difficult to identify and correct, especially since maintenance people will have no clue what the trouble is. The orientation of the T-coil relative to the magnetic field of the loop system can also cause erratic results, a subject in itself.

• Users may need to share some of the blame. "What is a T-coil?" "I think I have one, but I don't know how to turn it on." A quick test of T-coil operation is to hold a watch, a battery-powered one with a second hand, up to the HA. With the T-coil turned on, you should hear "pop, pop, pop" once a second, as the little motor inside advances the second hand. This can be ambiguous however, as some watches will produce slight audible noise at the same rate.

• Lack of utilization - if a venue provides an effective hearing assistance system, and patrons rarely use it, other venues will learn of it, and have little motivation to follow suit. Find and patronize a place with a good system, and let the world know about it.

• Systems based on Bluetooth technology show promise for hearing assistance. But many Bluetooth connections have delays of several tenths of a second, making them unsatisfactory for hearing assistance in most cases. And Bluetooth systems need to be "paired", a major roadblock for multiple listeners.

• A note about terminology – these systems are often referred to as "assistive listening devices", and "ALD's", but I feel that we are concerned with hearing loss rather than listening loss.

• You can find a listing of locations across the US that provide hearing assistance at www.aldlocator.com/

• HLAA-PA wants to know about your experience with these systems. If you have encountered these problems, please let Kay Tyberg or Alan Kutner know. tyberg@hlaa-pa.org, kutner@hlaa-pa.org.

- Don Groff



#### Get HearSay

To receive HearSay by mail, send this form to the address below. Subscriptions are free; however, HLAA-PA is a not-forprofit organization run exclusively by volunteers, and we are grateful for donations. Donations are tax-deductible.

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Name			
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Enclosed is my tax-deductible contribution of \$ to support HearSay. Please make checks out to HLAA-PA. I would like to remain anonymous. I cannot donate but would like to receive HearSay.			
Mail to:	Mitch Bilker, Treasurer 821 Rosehill Drive King of Prussia, PA 19	406	

#### About HLAA and its State Office, HLAA-PA

The Hearing Loss Association of America (HLAA), founded in 1979, is the nation's foremost membership and advocacy organization for people with hearing loss. HLAA opens the world of communication to people with hearing loss by providing information, education, support and advocacy. The national support network includes the Washington, DC area office, 14 state organizations, and 200 local chapters. HLAA is a 501(c)3 non-profit organization.

> Hearing Loss Association of America 7910 Woodmont Avenue, Suite 1200 Bethesda, MD 20814 www.hearingloss.org

HLAA-PA is the all-volunteer state office of Hearing Loss Association of America. We were established in 2001 to carry out the mission of HLAA for Pennsylvanians with hearing loss, their families and friends.

#### DISCLAIMER

Opinions expressed in HearSay are those of the authors. Mention of goods and services in articles and advertisements does not mean HLAA-PA endorsement, nor does absence suggest disapproval.

To reach readers of HearSay, contact Director of Marketing Lee Williams (leewilliams@hlaa-pa.org) for information.

#### **VOLUNTEERS NEEDED!!**

Assist the HLAA-PA State Director by serving on the Advisory Council or one of its committees. The Council meets periodically at locations convenient to its membership, and committees conduct most of their business by e-mail and occasionally meet in various parts of the state. If you would like to serve on the council or any of its committees, please contact one of the state leaders listed here:

#### **State Director:**

Nancy Kingsley (kingsley@hlaa-pa.org) Editor: HearSay and HLAA-PA Website

Don Groff (groff@hlaa-pa.org)

Advocacy:

Nancy Kingsley, Chair (kingsley@hlaa-pa.org) Government Affairs:

Steve Schultz, Chair (schultz@hlaa-pa.org) Outreach:

Carolyn Meyer, Chair (meyer@hlaa-pa.org) Arts & Entertainment:

Kay Tyberg, Co-Chair (tyberg@hlaa-pa.org) Alan Kutner, Co-Chair (kutner@hlaa-pa.org)

#### ALD Demo Kit:

Bill Best, Chair (best@hlaa-pa.org)

Director of Marketing:

Lee Williams (leewilliams@hlaa-pa.org)

#### **Chapter Coordinators:**

Alice Pakhtigian, Eastern PA (pakhtigian@hlaa-pa.org) Dale Long, Central PA (long@hlaa-pa.org) Teresa Nellans, Western PA (nellans@hlaa-pa.org)

#### **RECENT DONORS**

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