

# HearSay

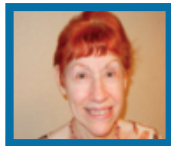
The Official Newsletter of HLAA-PA

Volume 16 Issue 3 Fall 2017



## MESSAGE FROM NANCY

By Nancy Kingsley, State Director



There are many myths and misunderstandings surrounding hearing loss. These are some of the most common:

**MYTH:** Hearing loss is a sign of old age.

Although hearing loss becomes more common with age, 60 percent of people with hearing loss are under 65.

**MYTH:** A mild to moderate hearing loss, or a loss in one ear, isn't a problem.

These losses can cause difficulty understanding speech in the presence of background noise, and people with a loss in one ear have difficulty if their good ear isn't facing the sound source.

**MYTH:** People with a hearing loss can hear when they want to.

Comprehension ability varies depending on background noise, acoustics, lighting, fatigue, etc.

**MYTH:** Shouting helps people with hearing loss to understand better. .

Shouting distorts speech. Instead, speak a little louder and slower, close to and facing the person.

**MYTH:** People can hear normally with hearing aids or cochlear implants.

Most hearing loss damages hair cells in the cochlea, causing imperfect sound reception from hearing aids. Cochlear implants can only partly replace the functions of hair cells.

**MYTH:** Health insurance generally covers hearing aids. Insurance rarely covers hearing aids, and Medicare does not.

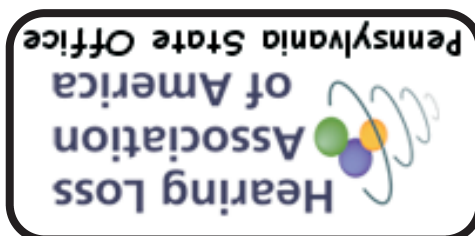
**MYTH:** It's possible to speechread everything that's said.

Only about 30% of English sounds are visible on the lips, and some (such as "b" and "p") look alike. Speechreading depends heavily on context.

## INSIDE

2. State Happenings.
3. Penn Audiology.
4. Vestibular Rehab, ECHL.
5. PATF Loans.
6. TDDP Temple.
7. Let It Go, Finisdore Award.
8. HLAA Convention.
9. Cochlear America.
10. Pickles, Picnic.
11. Captioned Theater.
12. About HLAA-PA, Donors.

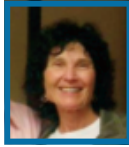
NON PROFIT  
U.S. POSTAGE  
PAID  
Harrisburg, PA  
PERMIT 411



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

**STATE HAPPENINGS AND OUTREACH***By Carolyn Meyer*

HLAA-PA greets the fall with upcoming Expos, renewed chapter meetings, and the excitement of the Walk4Hearing on October 22 at the Navy Yard in Philadelphia. Do you have a team, want to register, be a volunteer? See page 5 for details, or go to [walk4hearing.org](http://walk4hearing.org) and click on the Pennsylvania Walk for complete details. It takes many volunteers of all ages to make Walk day a success so please contact Ronnie Adler, Walk Chair, if you have time to participate in any way. [radler@hearingloss.org](mailto:radler@hearingloss.org)

**CHAPTERS IN THE NEWS**

Kay Tyberg, president of the newly formed Blair County Chapter, writes that reporters from the local TV station in Altoona attended her chapter meeting and interviewed her. This clip was then shown on the newscast. See [bit.ly/AltoonaHLAA](http://bit.ly/AltoonaHLAA) Following this publicity, 13 new people came to the next chapter meeting where the topic "Communication Tips for Hearing People with Hearing Loss" was discussed.

**MONTCO CHAPTER PICNIC**

July 16 at Fort Washington State Park.

The weather was close to "picnic-perfect" for this event, and there were 22 attendees. Most were from the MontCo chapter, but members were happy to welcome people from other chapters. All food was on a pot luck basis and there was plenty of it!

**ACCESSIBLE ENTERTAINMENT IN THEATERS**

The HLAA-PA crew is working on a list for *HearSay* and/or the state website [hlaa-pa.org](http://hlaa-pa.org). We are all familiar with the website for captioned movies [captionfish.com](http://captionfish.com) but it is difficult to find theatrical performances that are captioned. We would like to include all parts of the state so we need your input. Please provide the name of the theatre, location, box office phone numbers and dates for captioned performances, and send to our

editor and webmaster, [groff@hlaa-pa.org](mailto:groff@hlaa-pa.org). Please provide your contact information as well. For any questions. Dates can be for 2017-2018. We are trying to encourage theaters to increase the number of accessible performances. ***The next step: we all need to attend the performances to show how important it is to us to be accommodated.***

**HLAA IN THE SPOTLIGHT**

No doubt you have all been updated about HLAA's position concerning the Over the Counter Hearing Aid Act. If you do not receive the emails from national, please make sure you are on that list and sign up now. The latest information on this Act is on our HLAA national website. As we go to press, HLAA has informed members: "Now that the Over-the-Counter Hearing Aid Act of 2017 has been passed by both the House and Senate it will go to the president to sign into law. Once the bill is signed into law it will go to the FDA, who will begin drafting the rules and regulations for it. While the FDA has three years to complete that process we are hopeful that it will be done much sooner."

**WEBINARS**

Have you ever participated? Signed on? Missed the time and date? If you missed it, you can always go to the archives and review what each webinar discussed. Many of them are in a format that you might even be able to bring to a chapter meeting and use them for a program if you do not have anything on the agenda for the meeting.

**CONVENTION IMPRESSIONS FROM 2017**

In this issue please read the article written by our HLAA National Convention Scholarship Award winner Sue Farrell. It's a pleasure to read her overviews of the days in Salt Lake City. Great photos, too, thanks to Sue. The National award was presented to Don Groff as state webmaster and editor of *HearSay*. Diana Bender accepted the award for Don. The HLAA State Organization award was presented to HLAA-PA. Kudos to all our award winners!



## 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
- Only center to offer all three manufacturers of cochlear implants & hybrid devices
- 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
- Extensive selection of assistive listening devices
- Ongoing support by our trained professionals for the life your hearing aid

### Four convenient locations:

**Penn Medicine Perelman Center for Advanced Medicine**  
3400 Civic Center Boulevard, South Pavilion, 3rd Floor  
Philadelphia, PA 19104

**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/patient-care/clinical-programs/audiology/>

## WHAT IS VESTIBULAR REHABILITATION THERAPY?

Have you ever experienced vertigo, dizziness, imbalance, or visual disturbance such as blurriness or gaze instability, and are seeking answers for what to do and which doctor to see? Historically, the path that a worried patient goes on to obtain the proper diagnosis for a vestibular condition is lengthy and haphazard rather than short and direct. Once the diagnosis is received, the patient is usually given a prescription for what is referred to as vestibular rehabilitation therapy, often abbreviated VRT, which is a specialty service in the realm of physical therapy.

Depending on whether the patient is found to have a central or a peripheral vestibular condition after a series of simple tests and measures, the vestibular physical therapist (PT) can choose to either recover the function of the vestibular system or compensate for the loss of function through one or more of these categories: adaptation, habituation, substitution, or gait training and balance exercises. If the patient is diagnosed with a benign positional vertigo, which is a mechanical peripheral vestibular issue, the PT may opt to complete particular vestibular maneuvers to redirect the calcium carbonate crystals in the vestibular labyrinth of the inner ear that make a person sensitive to gravity. When these crystals are out of place in the vestibular labyrinth, they can make a person experience the sensation of “room spinning” or true vertigo.

Vestibular exercises require a patient to stand stationary in particular balance poses or walk and move his or her head in a “yes” or “no” nodding position while gazing at a stationary or hand-held visual target, usually a closed letter like a “B,” against non- busy or busy background. Therapists may introduce the use of optokinetic stimulation to create a busy background. Other vestibular exercises require a patient to stand stationary in a

particular balance pose or walk on a non-compliant or compliant surface with eyes open or closed. The vestibular physical therapist leads the patient in vestibular rehabilitative therapy typically once a week in a clinic for 30 to 60 minutes, and a home exercise program is used on non-treatment days.

How does the physical therapist know if the vestibular therapy provided is effective? The patient is asked to complete questionnaires and surveys or standardized balance tests to deem whether his or her balance has been recalibrated through the use of informational cues from the three balance organs: the ears, the eyes, and the balls of the feet. Many patients experience a significant improvement in their overall balance or a cessation of their dizziness symptoms as a result of vestibular rehabilitation therapy.

Sabrina Mele, PT, DPT  
 Physical Therapist  
 Good Shepherd Penn Partners



Advertisement

WHEN HEARING HALF THE STORY IS NOT ENOUGH  
**CHIP HILGER**  
 PRESIDENT  
 215-491-9513  
 P.O. BOX 97, JAMISON, PA 18929  
 EASTCOASTHEARINGLOOPS.COM

TO LEARN THE WHOLE STORY PLEASE SCAN THE QR CODE

**LOANS THAT CHANGE LIVES**

For many people assistive technology is more than just useful devices; it represents independence, freedom, and access to the community and activities they love. For a person with a disability, assistive technology (AT) may mean the opportunity to live at home rather than in a nursing home, communicate more easily with loved ones, the ability to get and perform a meaningful job, or even to simply feed, dress, or bathe oneself.

Unfortunately, many Pennsylvania residents do not have the necessary assistive devices they need because of a lack of coverage by medical insurance or other funding sources. The Pennsylvania Assistive Technology Foundation (PATF) not only fills those funding gaps by providing no- and low-interest loans for AT, PATF also provides information and assistance in finding other funding resources, and financial education opportunities to help people better manage their finances.

Assistive technology covers a broad range of devices including such things as hearing aids (in fact, this is the #1 loan), adapted vehicles, iPads and computers with specialized software, accessible home modifications, seat-lift chairs and stair-lifts, and adaptive sports equipment. These are just a few examples of the devices PATF can help finance.

PATF's statewide program offers lower interest rates than a traditional bank (current rate is 3.75%) with extended repayment plans. PATF also provides valuable information about other potential funding resources and consumer credit education. And for devices and services costing between \$100 and \$1,500, PATF can offer a loan with a 0% interest rate.

Pennsylvanians of all ages, income levels and disabilities are eligible to apply. The borrower identifies the type of AT they need based on their own lifestyle and interests, and PATF helps them find funding, whether through a loan or another source. If the borrower chooses to apply, and is extended a

loan, low monthly payments help make assistive technology more affordable.

If you need help finding funding for your assistive technology or are considering an assistive technology purchase and have the ability to repay a low-interest loan, call PATF for more information at 888-744-1938 (toll-free) or visit [www.patf.us](http://www.patf.us).

Susie Daily.

Outreach and Social Media Coordinator

PATF



## PENNSYLVANIA WALK4HEARING!

Put it on your calendar!

**PA Walk 4 Hearing  
Sunday October 22, 2017**

The Navy Yard  
4747 South Broad Street  
Philadelphia, PA

10am - Registration/Check-in

11am - Walk begins

*Distance: 5K (3.1 miles)*

**Any questions? contact Walk Chair:**

Ronnie Adler

[radler@hearingloss.org](mailto:radler@hearingloss.org)

[www.bit.ly/WalkPA2017](http://www.bit.ly/WalkPA2017)



Visit HLA-PA on the web!  
[hlaa-pa.org](http://hlaa-pa.org) or scan this QR code on  
your smartphone, for latest news and  
a calendar of events.

Advertisement



PENNSYLVANIA'S

# Telecommunication Device Distribution Program

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](http://disabilities.temple.edu/tddp)

VOICE: 800-204-7428 TTY: 866-268-0579

EMAIL: [TDDP@temple.edu](mailto:TDDP@temple.edu)



Institute on Disabilities

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.

**LET IT GO!**

The cover of the August 2017 *Oprah* magazine inspired me to write this article. The magazine has a section called “Oprah: What I Know for Sure,” located at the end of each monthly issue. Oprah begins this particular article by saying that she has mastered the art of letting go so well that she has forgotten to be angry. She adds that anybody who really knows her will confirm that she doesn’t hold grudges very long. When I read that, I thought about how difficult it is for me to let go of grudges, specifically when people have been very rude and insensitive about my hearing loss.

Oprah explained that hearing numerous stories about people who got stuck in the past motivated her to let go. She saw grown men and women who couldn’t stop playing the mind tape from an event that happened days, weeks, and even sometimes years ago, and she wondered why we hang onto such situations: “But I ask you: For what purpose? To feel right? Righteous? Justified? Validated?” Then she asked herself a very important question: Do I want to be right, or do I want

peace? So I asked myself why I was hanging onto situations in which people had been very disrespectful and even nasty about my communication challenges. When I decided to let go, I felt so much lighter because I had released those hurtful feelings, which gave me a sense of peace.

Letting go does not mean that it was okay for me to be treated with disrespect in regard to my hearing loss. Instead, it means that I released the negative emotions about this situation. I cannot think of any reasons why it would be good for me to hang onto these painful past memories. Yes, I was right and they were wrong, but so what? I can’t change what happened in the past. Do I want to find these people and demand an apology? Is it worth starting an argument, or is it better to just let the matter go and instead think about the many kind people who have been sensitive to my communication challenges?

Linda Rusinko

**2017 MARCIA FINISDORE AWARD FOR ADVOCACY****Nominations Due November 15, 2017**

The *Marcia Finisdore Award for Advocacy* was established by HLA-PA in 2004 to honor our first state director. Marcia has been a tireless advocate for people with hearing loss throughout her life. This award is presented to an individual in recognition of excellence in improving communication access for hard of hearing people.

The criteria for selection are:

- A positive vision for the hard of hearing community and a continuing commitment to leadership
- A demonstrated record of advocacy work for the rights and needs of hard of hearing people in the Commonwealth of Pennsylvania

Nominations should include a written statement about the nominee and why this individual deserves the award. Please include contact information for yourself, as well as for the nominee.

Nominations should be sent to:

Diana Bender - [Bender@hlaa-pa.org](mailto:Bender@hlaa-pa.org) or 126 Cedarcroft Road, Kennett Square, PA, 19348

## ABOUT THE HLA A CONVENTION

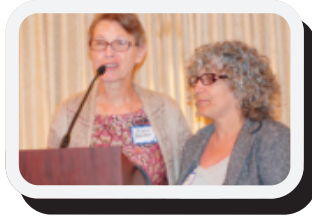
I was fortunate to win the Diana Bender scholarship for the HLA A convention because of my advocacy for the Philadelphia chapter. I wanted to attend so I could be part of a big group of folks from all over the country, where I could get more ideas for advocacy and other matters. I arrived in Salt Lake City on Wednesday to make sure I would be there for the entire time. It was a good thing that I came early, because the convention organizers learned from me and some others that they needed to put signs outside indicating that this was the convention location.

I am not a people person, but I had a good time getting to know other hard of hearing folks. This was a great opportunity, because I didn't know many outside of the chapter in Philadelphia. I was hoping there were no nearby bookstores or places selling chocolates (I'm a book and chocolate nut), but thanks to the Walk4Hearing, I discovered both. Ouch. It was a fun walk, though!

I attended the two-part advocacy workshop, which was worthwhile overall, although the second part was largely duplicative. Most of the workshops were good, and the Innocaption one was very informative. I also took a workshop called "Taking the Sting out of Stigma," and my reaction to it was "Wow!" I wish it had been a lot longer, as what I learned there was fantastic. That material should be offered throughout the year at different locations. It was awesome!

The exhibits were very well done. I spoke with the folks from Harris Communications and bought a device that will help me hear better in restaurants and large rooms. I also obtained information from the three cochlear implant companies. I mentioned my biggest concern, which is music quality for listening, and all three companies said that the quality is satisfactory.

As for social events, I had a blast, although I showed up ten minutes late for the dessert party and missed the chocolate eclairs. I have to remember to be early in the future! I met a lot of interesting folks and talked with some inspiring



people. The ones with dogs were fascinated by the ease I have with them (I am a semi-retired dog walker of 20 plus years). I requested permission to pet those critters, and their owners liked the fact that I knew to ask.

I went to the Family Room and discovered some interesting things about my background, but there are no castles in my lineage. Oh, shoot! The music performances were awesome, which was so unexpected, and the comedy of the cochlear implant show was fantastic.

I learned a lot at the convention and feel strongly that we need a way to make it easier for folks to contact others with similar issues and to learn how to cope with difficult matters instead of retreating. I thank HLA A-PA for giving me the scholarship to attend, and I hope to go again next year.

Susan Farrell



SF Photos



Advertisement

# Ask the Expert

## COCHLEAR IMPLANTS – LIFE BEYOND HEARING AIDS

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

Feeling frustrated and sometimes even exhausted from listening? Whether it happens suddenly or gradually over time, hearing loss can affect you physically and emotionally. Being unable to hear impacts your ability to communicate with your loved ones, hear in noisy environments, talk on the phone, and may force you to become more reliant on your family members to interpret for you.

Cochlear implants work differently than hearing aids. Rather than amplifying sound, they use sophisticated software and state-of-the-art electronic components to provide access to the sounds you've been missing.



**Thomas Roland, M.D.,**  
Cochlear Medical Advisor

*Dr. Roland, a cochlear implant surgeon and medical advisor to Cochlear, the world leader in cochlear implants, answers questions about cochlear implants and how they are different from hearing aids.*

**Q: How are cochlear implants different than hearing aids?**

A: Hearing aids help many people by making the sounds they hear louder. Unfortunately as hearing loss progresses, sounds need to not only be made louder but clearer. Cochlear implants can help give you that clarity, especially in noisy environments. Hearing aids are typically worn before a cochlear implant solution is considered.

**Q: Are cochlear implants covered by Medicare?**

A: Yes, Medicare and most private insurance plans routinely cover cochlear implants.

**Q: How do I know a cochlear implant will work for me?**

A: The technology is very reliable. In fact, it has been around for over 30 years and has helped change the lives of over 450,000 people worldwide. For many people, cochlear implants are better than hearing aids in noisy environments.<sup>1</sup>

**Q: What does a cochlear implant system look like?**

A: There are two primary components of the Cochlear™ Nucleus® System, the implant that is surgically placed underneath the skin and the external sound processor. Cochlear offers two wearing options for the sound processor, one that's worn behind the ear – similar to a hearing aid – and the new Kanso™ Sound Processor which is a discreet, off-the-ear hearing solution that's easy to use. The Cochlear Nucleus System advanced technology is designed to help you hear better and understand conversations.



Call **1 800 354 1731** to find a Hearing Implant Specialist near you.

Visit **Cochlear.com/US/HLAA** for a free guide.

1. The Nucleus Freedom Cochlear Implant System: Adult Post Market Surveillance Trial Results. 2008 June.  
©2016 Cochlear Limited. All rights reserved. Trademarks and registered trademarks are the property

CAM-MK-PR-293 ISS1 NOV16



Introducing the N7 Processor: **HearYourWay.com/US**

## Get HearSay

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

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Zip \_\_\_\_\_

Email: \_\_\_\_\_ Phone \_\_\_\_\_

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 19406

MontCo  
 Picnic  
 @ FWSP

DEG Photos



Get HearSay by E-mail!  
 Visit [hlaa-pa.org](http://hlaa-pa.org) or scan this QR code on your smartphone.



Visit HLAA on the web!  
 Visit [hearingloss.org](http://hearingloss.org) or scan this QR code on your smartphone.

## Pickles



© 2011 Brian Crane - Used by permission.

**CAPTIONED THEATERS**

These Pennsylvania theaters regularly have open-captioned performances. See [hlaa-pa.org](http://hlaa-pa.org) for details and a calendar listing of specific dates.

This information is believed to be accurate, but should be confirmed with the box office.

1812 Productions @ Plays and Players  
Box Office: 215-592-9560

Annenberg Center  
Box Office: 215-898-3900

Arden Theatre Company  
Box Office: 215-922-8900

Fulton Theatre (Lancaster)  
Box Office: 717-397-7425

Kimmel Center  
Operas have surtitles at each performance.  
Box Office: 215-893-1999

Labuda Center for the Performing Arts (near Allentown).  
Box Office: 610-282-3192

Peoples Light and Theatre (Malvern, PA)  
Box Office: 610-644-3500

Philadelphia Theatre Company  
Box Office: 215-985-0420

Touchstone Theater (Bethlehem, PA)  
Box Office: 610-867-1689

Walnut St. Theatre  
Box Office: 215-574-3550

Wilma Theater  
Box Office: 215-546-7824

City Theatre Company, Pittsburgh  
Box Office: 412-413-2489

Pittsburgh Public Theater  
Box Office: 412-316-1600

Additions and corrections are welcome. Send to [groff@hlaa-pa.org](mailto:groff@hlaa-pa.org).

## RECENT DONORS

Carolyn and Joe Meyer  
in memory of Darwin Loigman  
Thomas Connor  
Carolyn and Joe Meyer  
in memory of Aila Kingsley,  
granddaughter of Nancy Kingsley  
Laurence Blackburn  
Claire Lynch  
Philadelphia Chapter I  
in memory of Darwin Loigman



Like us on facebook!

The Facebook logo, consisting of the word 'facebook' in white lowercase letters on a blue rectangular background.

@hlaapa

## DISCLAIMER

Opinions expressed in HearSay are those of the authors. Mention of goods and services in articles and advertisements does not mean HLA-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 HLA-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 HLA-PA Website

Don Groff (groff@hlaa-pa.org)

### Advocacy:

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

### Outreach Coordinator:

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:

Open, Eastern PA

Dale Long, Central PA (long@hlaa-pa.org)

Teresa Nellans, Western PA

(nellans@hlaa-pa.org)

## About HLA-PA and its State Office, HLA-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.