

Publication of the  
Canadian Hard of  
Hearing Association  
(CHHA)

**NORTH SHORE  
BRANCH**

ISSUE 14  
MAY 1997



MOUNTAIN EAR, formerly ((SPEAK)) is a publication of the Canadian Hard of Hearing Association - North Shore Branch. It is Published 5 times a year on the 15th of March, May, August, October and December.

Your submissions are always welcome. Please contact the Editors:

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## CHHA - NORTH SHORE BRANCH BECOMES A B. C. SOCIETY

April 22, 1997 was an historical day for the North Shore Branch. On that day we became a B.C. Society. This event has been two years in the making. A sub-committee was formed to carry out the task which required a lot of research and hard work. A copy of the Certificate of Incorporation is shown

## PRESIDENT'S REPORT

Looking out of my window, spring has finally arrived with many daffodils, tulips, hyacinths and that lovely little blue flower, Forget-me-not. We know that without care, time and encouragement being given to our garden throughout the year, spring flowers would not be there to give us a sense of a new beginning. In many ways it is the same with our North Shore Branch. It has been the care, time and encouragement, spanning many volunteer hours over the last two years, donated by our Executive Committee that has helped our North Shore Branch develop and enhance its profile across the North Shore. I would like to express my very sincere thanks to all the Executive Committee members.

Alfred Kobbeltvedt, whose role as Treasurer of our Branch, has spent many long hours of his free time from his work carrying out the meticulous task of Treasurer. He also continues to collect our membership dues, recording them, as well as, CHHA national membership dues.

Clarence Bleackley has recently taken on the task of Membership Chairman and assists Alfred in distributing information to new members and sending out our membership fee reminders.

Evan Hamilton, our Vice President, who has had a busy personal year, has volunteered time to arranging speakers for our regular meetings. He also attends the North Shore Health Board Advisory Group for People with Disabilities.

NUMBER: S-36768

  
SOCIETY ACT

CANADA  
PROVINCE OF BRITISH COLUMBIA

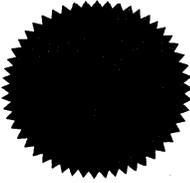
**CERTIFICATE OF INCORPORATION**

*I Hereby Certify that*  
CANADIAN HARD OF HEARING ASSOCIATION - NORTH SHORE  
BRANCH

has this day been incorporated under the *Society Act*

*Issued under my hand at Victoria, British Columbia  
on April 22, 1997*

  
JOHN S. POWELL  
Registrar of Companies



... Continued on page 2.

## President's Report (Continued from Page 1)

Lynda Jobs, our Secretary, who in her free time from her work, has spent many hours typing our Constitution and Bylaws, first for CHHA, the B.C. Chapter and our members for approval, then a final text for the Registrar of Companies in Victoria to register our North Shore Branch as a B.C. Society.

Lorna Calvert, volunteers to call our members to remind them of meetings and arranges rides for those who do not have a car. She has also started cataloguing the many publications our Branch has received.

Hugh Hetherington, has spent a great deal of volunteer time designing our letterhead paper, new brochures, posters and flyers for the *International Noise Awareness Day* and various forms. Hugh also co-edits the Branch Newsletter *Mountain Ear* with Lynda, and is responsible for its publication and distribution.

Bill Tivy is the Branch's Nominating Chairman, and is responsible for arranging for nominations to the Executive committee at the Annual General Meeting.

Jean Taylor, our Branch's Recording Secretary, has spent a great many volunteer hours over the last two years networking in the community on behalf of the Branch, and contacting and meeting with community and professional services. She is also responsible for keeping the minutes of our meetings. Jean has organized and put together display boards for presentations and workshops which the Branch has been giving in the community.

Jean and Joan Bennett attended the Teachers Training Course, the B.C. Chapter's project *Managing Your Hearing Loss*. Joan and Jean gave courses to the seniors during the year.

The Executive from March 31, 1996 to March 31, 1997 gave over 1,600 volunteer hours.

Through everyone's hard work, our Branch now has a credible profile across the North shore. Our membership has increased and we are gradually being asked to give more and more presentations and workshops.

This last year, members of our Branch have also begun to volunteer time with various activities, like Mary Pool, who has helped with refreshments at our meetings. On page 3 of this Newsletter, there is a very special thank you to our members and community friends who worked so hard on the distribution of the Branch's brochures and International Noise Awareness Day posters and flyers. Thanks to you all, our spring flowers are blooming.

Erica Barrett

President.



## ERICA BARRETT HONOURED AT CHHA NATIONAL CONFERENCE.

Our President, Erica Barrett was awarded one of two Marilyn Dahl Awards of Merit at the Awards Banquet at the CHHA National Conference in Hull Quebec on May 9, 1997. This award recognizes a



hard of hearing member of CHHA who has contributed outstanding service to the work of the Association at the National, Chapter (Provincial), or Branch level. Erica was nominated for the award because of her steadfast commitment to hard of hearing causes and her tireless work for the North Shore Branch in various capacities, most recently, as Presi-

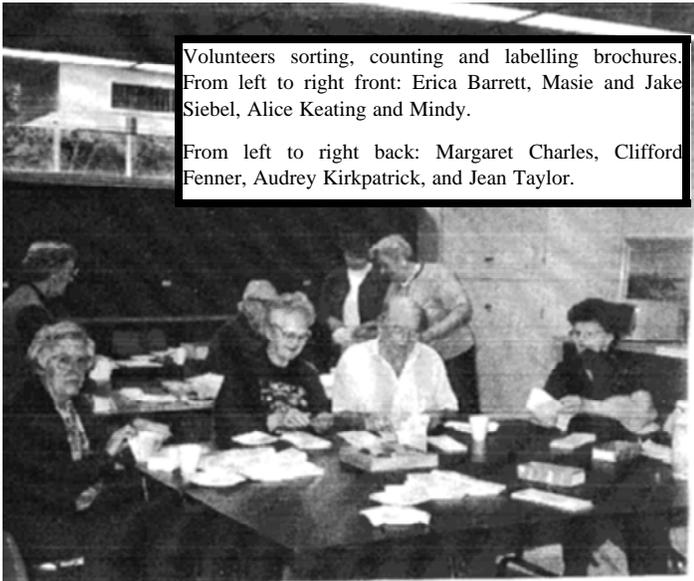
dent. We would like to congratulate Erica, most whole heartedly, and say a special thank you for her tireless effort on behalf of the hard of hearing and the North Shore Branch.

## NEXT REGULAR BRANCH MEETING

Just a reminder that our next Branch meeting will take place at the North Shore Disability Resource Centre on **Thursday May 22nd at 7:30 P.M.** Our guest speaker for the evening will be Dr. Sipke Pijl, Chief of Audiology and Coordinator of the Cochlear Implant Program at St. Paul's Hospital in Vancouver. Dr. Pijl we be speaking on Cochlear Implants.

## THANK YOU VOLUNTEERS

The CHHA North Shore Branch wishes to express its sincere thanks to all the wonderful volunteers who sorted, counted, packed and labelled the Branch's brochures, and then distributed them across the North Shore along with the *International Noise Awareness Day* posters and flyers. Your help is invaluable in bringing awareness of the CHHA - North Shore Branch and its activities in the North Shore communities.



Volunteers sorting, counting and labelling brochures. From left to right front: Erica Barrett, Masie and Jake Siebel, Alice Keating and Mindy.

From left to right back: Margaret Charles, Clifford Fenner, Audrey Kirkpatrick, and Jean Taylor.

Before starting upon this project, the Branch needed funds to cover the cost of printing our brochures and the posters and flyers for *International Noise Awareness Day*. Thanks to a grant from the Seniors' Health Promotion Network this became possible.

Hugh Hetherington designed two new brochures and the *International Noise Awareness Day* posters and flyers. Lynda Jobes and Hugh arranged for the printing of the brochures.

For distribution, it was necessary to make a list of North Shore audiologists, family doctors, dentists, medical clinics, podiatrists, physiotherapists, opticians, community agencies, recreation centres, libraries, facilities, professional services, such as home support, North Shore Health, Lions Gate Hospital, and the North Shore Health Board, as well as, the municipalities, RCMP, West Van. Police, Community Policing offices, Emergency Rescue, Fire Halls and the Coast Guard. The list had to be divided into areas, streets in each area and buildings on each

street. This was a time consuming task carried out by Jean Taylor, and Audrey Kirkpatrick who also typed the list.

Thanks to Capilano Community Services Society, a room was provided in their building in which our branch members, Erica Barrett, Margaret Charles, Clifford Fenner, Alice Keating, Audrey Kirkpatrick, Jake and Masie Siebel and Jean Taylor, along with, Shorna Fraser, Capilano Community Services volunteer, cheerfully sorted, counted and labelled all the brochures. (See Photo)

Next, Audrey and Jean arranged to get the *International Noise Awareness Day* posters and flyers printed, and were joined by Lorna Calvert to stick eye-catching fluorescent dots on all the posters.

The result; 2000 North Shore Branch brochures, 160 large *International Noise Awareness Day* posters and 180 flyers, as well as, 34 smaller posters and flyers for the North Shore Schools were packed into boxes by area, ready for volunteers to distribute across the North Shore. The distribution was carried out by Joan Bennett, Margaret Charles, Clifford Fenner, Hugh Hetherington, Alice Keating, Audrey Kirkpatrick, Sylvia Rose, and Bill Tivy, as well as, our community volunteer friends, Roy Duncan, Hildegard Jaeger and Frances Nellist. The area covered was from Horseshoe Bay to Deep Cove. Volunteers donated a total of 146 hours to organize and distribute the materials and covered 161 kilometres. Again, a warm thank you to all. Without your help,

## PROCLAMATIONS

CHHA B.C. Chapter informed branches that the Government of British Columbia has proclaimed April 30, 1997 as International Noise Awareness Day and the month of May 1997 as Hearing Awareness Month. Dated: 24 April 1997.

The three North Shore Municipalities, North Vancouver City, North Vancouver District, and West Vancouver Municipality have also proclaimed May as Hearing Awareness Month and have made reference to the effects of noise on hearing in their proclamation. These four proclamations are important in creating public awareness to the effects of noise pollution on hearing and the need for hearing accessibility in the workplace and in the community.

## DISCUSSION GROUPS HELD AT BRANCH MEETING ON APRIL 24.

A meeting of the North Shore Branch of CHHA was held at the North Shore Disability Resource Centre on the evening of April 24. Eighteen people attended, sixteen members and two non-members. The format for the meeting was to form four discussion groups on the following topics: (1) Membership - leader Lynda Jobes; (2) Social - leader Bill Tivy; (3) Future discussions - leader Erica Barrett; Speakers - leader Evan Hamilton. The attendees participated in the discussion group of their choice and each group came up with a list of its priorities.

### Membership.

- Consider CHHA should advertise more about its existence and what it does. Few people know of its existence.
- Consider North Shore Branch should advertise about its existence in local newspaper, on cable, through newsletters of community agencies, colleges, and the Canadian Association of Retired Persons, CARP.

(Editors Note: See the article elsewhere in this newsletter, *Thank You Volunteers*)

- North Shore Branch should aim to get more support from audiologists and ENT's.
- Encourage younger members to join the branch.

### Social

This group came up with three priorities and asked those present to vote on them:

- local walks - 9 in favour
- coffee groups in local homes/cafes - 10 in favour
- picnics/pot luck - little interest

Bill Tivy (away in winter), Clifford Fenner, Betty Jones, and Alice Keating have agreed to be the social working committee. They would start by ascertaining interest, decide on activity, phone members and check on required transportation.

### Future Discussion Groups

This group, after discussion, came to the conclusion that they came up with discussion/information meetings for all members rather than separate discussion groups. Their four priorities were:

- CHHA - What is its role?
- Discussion - Sharing and coping with hearing loss.
- Closed Captioning - What is available? - How can we get increased closed captioning? (those present knew about closed captioning)
- Information and discussion on cost of hearing aids, assistive listening devices, and tax benefits.

### Speakers

This group had four priorities:

- Repeat presentation by W.I.D.H.H. (audiologist and coordinator on Assistive Listening Devices)
- Speakers on CHHA (Fred Clark, President), BC Chapter (Lloyd Dahl, President) and our local branch. Joint information and discussion. Bridging the Gap.
- Invite bank tellers, receptionists (ie. Government Depts., etc.) to talk about "Access" for the hard of hearing.
- Movie Theatres - Close captioning - assistive listening devices.

Those present were asked how often they thought regular meetings should be held. They agreed that it should be every two months, as at present, except for summer months and December. Members can meet in between through the social group.

### Other Information presented at the meeting

Vancouver Health Audiology Department, #250 - 555 West 12th Avenue, Vancouver, Telephone 873-7080, will give free hearing tests and advise on hearing aids. (They do not sell them) A referral is required from your doctor which you can ask for by telephone/FAX. An appointment is necessary.

The League for the Hard of Hearing, New York, sponsor for International Noise Awareness Day, informed the North Shore Branch, a participating sponsor for the event, that information on its activities would be highlighted the week of April 20 - 26 on the WEB.

A suggestion was made that our newsletter *Mountain Ear* should give more information on the work being done on behalf of the branch and the hard of hearing in the community, especially by members of the Executive. (Editors note: See article in this newsletter, *Thank You Volunteers and President's Report*)

## COMMUNITY PRESENTATIONS

On March 4, Erica Barrett and Jean Taylor gave a presentation to seniors of the *Keep Well Program* at Seymour United Church. Fourteen seniors attended. Audrey Kirkpatrick joined Erica and Jean to talk about CHHA, CHHA - B.C., and our local branch; coping with a hearing loss; speech reading; different types of hearing aids and assistive listening devices; care tips for hearing aids. Three seniors present had hearing aids, and six considered they were beginning to lose their hearing. The others present had concerns for relatives who had a hearing loss. Participants showed a great interest in the documentation available and in the special display boards. A number of seniors asked questions, mostly relating to cost, choice and repair of hearing aids, and coping with a hearing loss.

Then again, on April 15, Erica Barrett and Jean Taylor gave a presentation to 15 seniors' *Golden Circle Group* at North Shore Neighbourhood House. The theme was "*A Positive Look at Hearing Loss*".

The seniors raised a number of questions. One senior, living in a facility, who was blind and needed help with her hearing aid, such as changing batteries, wondered if staff and volunteers were trained. Changing batteries was a general concern for these seniors, as was, hearing aids which did not seem to function correctly. The problems of noise, and the ability, or lack of it to speech read, the lack of information on testing, cost, choice and repair of hearing aids, and where could one get information on tinnitus for a relative in another Province were other concerns. These very real concerns do not reflect a positive look at hearing loss, but by the end of the afternoon, over cookies and tea, the seniors expressed how much they had enjoyed talking with Erica and Jean, and asked them to come back again soon because they found the meeting so helpful and

## NORTH SHORE BRANCH RECEIVES A GRANT AND A DONATION.

The North Shore Branch acknowledges and wishes to express its sincere thanks to:

*The Seniors' Health Promotion Network* for a grant of \$1,200. The funds will go towards the publication and distribution of the Branch's Newsletter, *Mountain Ear*, printing of brochures, advertisements in the

North Shore News, assembling display panels and other presentation and workshop material, printing of the *International Noise Awareness Day* posters and flyers, and the video.

*The Claire and Murray MacKenzie Foundation* for a donation of \$1,000, which will go towards operating costs, especially in the area of outreach.

## CONGRATULATIONS, ALICE AND MINDY!

On April 5, 1997, our member, Alice Keating, received her certificate from the Pacific Assistance Dogs' Society. Alice and her Hearing Dog, Mindy, successfully passed their probation period, during which they had to train to work together to ensure that Mindy was the correct match for Alice's needs.

The Awards Day was quite a festive affair when a number of people received their certificates. Another member of our branch, Monica Craver, who also has a Hearing Dog, was there to see Alice get her certificate.

## CALGARY'S GAIN IS NORTH SHORE BRANCH'S LOSS

Our Vice President, Evan Hamilton has advised the Branch that he is moving to Calgary as of May 11th, and consequently stepping down as Vice President of the North Shore Branch. Evan has been a member of the Branch for seven years, and has served as Vice President for the last two years. He has asked to remain as a member of our Branch and will be keeping in touch. On behalf of the Branch, we would like to thank Evan for his efforts and support as a member and Vice President. We will miss Evan and wish him every success in his new endeavours.

## Canadian Transportation Agency Update.

In April 1997, the CTA issued a draft Code of Practice Respecting Rail Car Accessibility and Terms and Conditions of Carriage of Persons with Disabilities by Rail. The draft Code of Practice covers areas such as signage, lighting, communication of announcements (visually and verbally), alarms (visual and audible), electrical and communication wall outlets and other forms of accessibility for persons with disabilities.

## The Training and Certification of Hearing Health Care Professionals.

(Extracted from CHHA Manitoba Chapter Newsletter, Volume 12, #2, April 1997.)

Presented at a CHHA meeting in Winnipeg, Man. by Sharen B. Ritterman, M.S., CCC/A, Audiologist, at The Wellspring Hearing & Speech Centre Ltd.

Hearing health care is provided by a variety of professionals. It can be difficult to determine which hearing health care professional should be consulted when services are needed. Each of the professionals are specifically trained and certified in different types of services.

The *audiometric technician* is specifically trained to perform hearing screening procedures. Screening procedures are pure tone air conduction hearing tests used to determine the presence or absence of a hearing loss. The *audiometric technician* or *audiology aide* must always work under the supervision of an audiologist or a physician. The *audiometric technician* may be trained on the job by the supervisor or receive a formal training course. In Manitoba, there is an *Industrial Audiometric Technician* certification which allows technicians to perform hearing screening tests for industrial sites. The certification course requires 40-50 hours of training and a written and practical examination which must be completed successfully.

The *hearing aid dealer* is more commonly known as a *hearing aid dispenser* or a hearing instrument specialist although the legislation refers to the certification of a *hearing aid dealer*. The *hearing aid dealer* is specifically trained to select and fit hearing aids. In order to apply for certification as a hearing aid dealer, the applicant must have a minimum of a Grade XII education and have two years experience working in a hearing aid dispensing office under the supervision of a certified hearing aid dealer. The *hearing aid dealer* must pass a written and a practical examination.

The *audiologist* is trained to evaluate and provide follow up services for the hearing impaired. They provide extensive testing involving the auditory system for all ages from birth to geriatrics. The follow up services can include working with hearing aids and therapy or counselling involving strategies in dealing with a hearing loss. The *audiologist* must have a master's degree in audiology from an accredited university. The master's program includes

350 hours of supervised practical experience. The certification process in Manitoba also requires one year of supervised professional experience before becoming fully certified to practice. An *audiologist* is also trained to select and fit hearing aids as part of their university training. However, the *dispensing audiologist* in Manitoba must also pass the written and practical examination for the hearing aid dealers' certification in order to dispense hearing aids. These laws vary among the Provinces and in the U.S.

Each of these professionals is trained and certified to provide specific hearing health care services. The consumer should determine which services are

## NEWSFLASH

The following are the highlights of the CHHA Conference which took place in Hull, Quebec on May 9-11, 1997:

- All the proposed changes in the National Bylaws were passed.
- The Charles Laszlo Award for Excellence went to the Brockville, Ontario Branch.
- The Bette Moulton Award for the most innovative idea, significant event or achievement which benefits the Hard of Hearing went to the Newfoundland Chapter.
- Two Marilyn Dahl Awards of Merit were awarded: Al Bowden, Ottawa, Ontario, and to our President, Erica Barrett. Erica's plaque says:

### *For Her Dedication and Outstanding Service With the CHHA North Shore Branch.*

- An award was presented to Marilyn Dahl for her work in the President's Club.
- Telemarketing to raise money on the National Level was again brought up, but was defeated.
- Access Promotion Workshops were held in order that local branches would establish this program in their local area.
- The next CHHA National Conference will be held in Edmonton on May 29-30, 1998.

Erica would like to express her thanks to the Executive for nominating her for the Marilyn Dahl Award.

## HAPPY HOLIDAYS!

We would like to wish all our members a Happy Summer and remind them that the next issue of Mountain Ear will come out on the 15th of August.