



## WE ARE ON THE MOVE!



Our Nanaimo office will be closed from the 13th of January till the 17th so we can move to our new location.

The new location will be:  
**102 – 6588 Applecross Road, Nanaimo**

We are excited to get moved in to our new space on Applecross and to welcome the newest member of the Nanaimo team, Audiologist Nauman Shah (learn more about him on page seven).

With this expansion IDHHC will now be offering full audiology services and the Sound of Change (free refurbished hearing aids) initiative to the mid and North Island community. Be sure to stop by and see Anna, Alex, Janet, and Nauman when we reopen on the 20th of January. Or join us for the Open House on March 11th. More information on page three.

### UPCOMING IDHHC EVENTS

- JAN 11:** Internet Scams & Fraud
- JAN 24/25:** Mental Health & Addictions
- MAR 11:** IDHHC Nanaimo Open House
- MAR 14:** Understanding Nutrition Facts & Labels
- MAR 26:** Tax Night 2020
- APR 17/18:** Parenting Workshops

*SEE PAGE 2 & 3 FOR MORE INFO*

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# INSIDE IDHHC

WHAT'S HAPPENING AT OUR CENTRES



**Time to renew your annual membership! Not a member? Join us!**  
**Email [idhhc@idhhc.ca](mailto:idhhc@idhhc.ca) to sign up or renew!**

## WHY BE AN IDHHC MEMBER?

**We cannot do this without you.** Our members are a combination of clients, donors, volunteers, and supporters – a healthy mix of people that we rely on to help fulfill our mandate and provide valuable feedback. **Membership benefits include:**

- + Free or discounted program or services/workshops/events
- + Attend and vote at the Annual General Meeting and vote in elections
- + Be elected to the Board of Directors
- + Submit program and service ideas
- + Volunteer on internal committees or special ad hoc committees

*(Memberships are annual, January to December.)*

## IDHHC VICTORIA EVENTS

### INTERNET SCAMS & FRAUD

JANUARY 11, 2020 - 3PM

Presenters: Sgt. Julie Fast and Cst. Dani Frohloff of Saanich Police

Fraud is one of the fastest growing crime trends that can impact anyone. We've all received strange emails or calls asking for money or our personal information. We've read stories about the latest scam and how someone lost their money to it. We've seen fraudsters arrested in big international busts that make headline news. But we tell ourselves we are too smart to fall for these scams and that we will never lose our money to them. Unfortunately this is not the case. We will give you information on some of the top scams, how to recognize them, and what to do to avoid them.

*ASL Interpreting provided.*

*Captioning upon request.*

*Funded by Deaf Well-Being Program*

### MENTAL HEALTH & ADDICTIONS

#### SERVICES & SUPPORT

JANUARY 24, 2020 - 4PM TO 6:30PM

JANUARY 25, 2020 - 9:30AM TO NOON  
- 1PM TO 3:30PM

A series of topics which will include: Deaf Well Being Program Services, Mental Health, Substance Use, and how to support family & friends. More information will be announced on Facebook and at [www.idhhc.ca](http://www.idhhc.ca) once confirmed.

*ASL Interpreting provided.*

*Captioning upon request.*

### UNDERSTANDING NUTRITION FACTS & LABELS ON FOOD PRODUCTS

MARCH 14, 2020 - 10AM TO NOON

Presenter: Jennifer Zinetti, Registered Dietician

Jennifer will explain the labels found on food



packaging, what the numbers mean, which nutrients are important to focus on and how to increase your intake of these nutrients. Jennifer has been working as a dietician for almost 20 years. Over the past 10 years she has worked with people living with Chronic Kidney Disease, diabetes, gastrointestinal health, geriatric nutrition and cardiovascular and heart disease. She has a 5 year old son who has become her motivation to discover healthy kid-friendly snacks that adults love as well.

*ASL Interpreting provided.  
Captioning upon request.  
Funded by Deaf Well-Being Program*

**TAX NIGHT 2020**  
MARCH 26, 2020 - 5PM

Tax Night is for low-income Deaf, Deaf-blind, and deafened individuals living in the Greater Victoria area who require a sign language interpreter for communication with an accountant. Check our website - [www.idhhc.ca](http://www.idhhc.ca) - for more information.

**TO REGISTER FOR ANY OF THE ABOVE,  
CONTACT SUSANNE HARNDEN**  
EMAIL/FT: [susanne@idhhc.ca](mailto:susanne@idhhc.ca)  
TEXT: 250.818.5738



## SPEECHREADING CLASSES

Speechreading helps put people with hearing loss back in the conversation. Taking a Speechreading course will increase your understanding of hearing loss issues, assistive technology, and provide you with a range of strategies to deal with challenging listening situations. You will learn how to create the best possible listening environment for yourself, anticipate your communication needs, and how to advocate for what you need. Through weekly instruction by a certified Speechreading instructor and expert guest speakers, you will learn plenty and have the opportunity to socialize with others who are living a similar experience with hearing loss in a fun and comfortable setting.

**LET'S TALK LEVEL 1** (10 sessions)  
*There are two day options.*

TUESDAYS: February 4 - April 7 @ 9:30-11:30AM  
THURSDAYS: February 6 to April 9 @ 1:30-3:30PM

**LET'S TALK SOME MORE LEVEL 2** (10 sessions)  
THURSDAYS: April 16 - June 18 @ 9:30 - 11:30AM

**NOTE:** *For Speechreading Level 2, registration is only open to those participants who have completed the Speechreading Level 1 course.*

Registration is now open for all of the above Speechreading courses. Deadline to register is January 25, 2020. Seating is limited; therefore, you are encouraged to register as soon as possible.

**FOR MORE INFO OR TO REGISTER  
FOR SPEECHREADING CLASSES,  
EMAIL [idhhc@idhhc.ca](mailto:idhhc@idhhc.ca)**

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## IDHHC NANAIMO EVENTS

**NANAIMO OPEN HOUSE**  
MARCH 11, 2020 - 3PM TO 6PM

Come on in to see our new office and clinic!

**#102 – 6588 Applecross Road  
Nanaimo**



**PARENTING WORKSHOPS  
BY DEAF WELL-BEING PROGRAM**  
APRIL 17 & 18, 2020  
*Time and location to be  
announced in early spring.*

Learn about stages of child development and healthy parenting boundaries.

***Child care available during workshops.***



## FROM THE EXECUTIVE DIRECTOR



I would like to wish everyone the very best of the holiday season and hope everyone enjoys a wonderful start to 2020. As we look ahead at IDHHC, we are motivated by the opportunities we see in the New Year. We are very excited about our Nanaimo office moving to a new location and now with full audiology services in that region!

All of our service areas will be embarking on exciting new challenges on the horizon as we continue our endeavours to build and deliver robust and accessible services. I am happy to be working with our diligent volunteer Board of Directors and want to warmly welcome our two newest Directors, Michael Colussi and Chris Beresford.

And as always I want to acknowledge the generous support we receive each year from all of our wonderful donors and partners. I would like to offer a very special thank you to the organizations that helped us expand our clinic in Victoria and allowed us to open our audiology services in Nanaimo: Mr. and Mrs. P.A. Woodward's Foundation, Community Gaming Capital Grant, Van Tel/Safeway Credit Union Legacy Fund and Natus Medical Incorporated.

*Denise Robertson*

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## BOARD NEWS

Have you been thinking about volunteering? Have you considered lending your time and talents to a local non-profit? Doing so can be a rewarding opportunity to give back to your community in a way that is meaningful to you. As the longest serving member of the current Board of Directors, I would encourage you to consider our vital, dynamic and growing agency.

A world of silence is something most of us are unable to imagine. Being deaf or severely hard of hearing can lead to a life where exclusion and social isolation are more the norm than the exception. Employers are often reluctant to provide meaningful job opportunities, while even friends and family experience challenges with communication, patience and support.

IDHHC's mandate is to work to reduce social isolation and promote inclusion by helping clients, employers, families and friends learn how to improve communications. This is accomplished through a unique model of services and supports that are unparalleled on the Island. With increasing demand pressures from an aging population and

noise induced hearing loss, the need to evolve and grow is constant.

The IDHHC Board is actively seeking interest from individuals who feel they can be a good "fit" with our agency. We are looking for individuals who are task oriented, with strengths/skills in areas such as human resources, information technology, law, finance and communications. While being Deaf or hard of hearing is not essential, those "strengths" bring empathy and understanding to our decision making.

These are exciting times for IDHHC. We are expanding our audiology services and "Sound of Change" program to our newly located office in Nanaimo, forging new working relationships with government, and looking for new and innovative ways to serve our community and our clients. If you feel that this might be the kind of volunteer opportunity you are looking for, please contact Southard Quint, President of the Board of Directors by leaving a message at 250.592.8144

*Mike Hayes*  
PAST PRESIDENT

## HEARING HEALTH SERVICES

**SOUND OF CHANGE:** Exciting news! In the New Year 2020, our Nanaimo office will be opening a Sound of Change hearing clinic. More than ever, we will be relying on ongoing support of donated hearing aids. If you or anyone you know, are in possession of hearing aids in good condition that are no longer needed, please consider donating to this much needed service. If you know of anyone in need of hearing aids that may not be able to afford them please encourage them to contact



IDHHC and we can determine if they are eligible for our Sound of Change Program. Contact us for more information, contact info for both offices on the back of this newsletter.

Our Hearing Health Services team, in collaboration with Our Place Society and the Victoria Brain Injury Society, will continue to provide hearing screenings to assist community members in identifying hearing loss, and providing recommendations regarding treatment services.

For assistance for all your assistive technology needs – amplified telephones, alarm clocks, alerting systems, and personal amplification devices, please contact Szilvia in Victoria (szilvia@idhhc.ca or 250.592.8144) or Anna in Nanaimo (hhsnanaimo@idhhc.ca or 250.793.0999).

**HARD OF HEARING SUPPORT GROUP:** Following the Advocacy series held in the Fall of 2019, those that are interested in further discussions are invited to meet on Saturday, January 4, 2020 from 10AM till noon at IDHHC Victoria. We will discuss opportunities for further advocacy in the community as well as determine if an ongoing support group is wanted.

**COCHLEAR IMPLANT SUPPORT GROUP:** If you are interested in learning more about Cochlear Implants, curious to meet others who now have one and learn about their experience or swap stories with others who have a CI, please join us on Saturday, January 18, 2020 from 10AM till noon at IDHHC Victoria. Please bring the devices you use with your CI for demonstration purposes.

**MUSICIANS WITH HEARING LOSS:** Calling all former and current musicians to come out to discuss your hearing struggles with music and let's see if we can come up with some strategies on how you can enjoy music again. Join Leslee Scott and Edward Storzer (Audiologist) on Saturday, January 18, 2020, 1PM - 3PM at IDHHC Victoria.

**For more information or to register for one of these sessions, please contact our front desk at 250.592.8144 or idhhc@idhhc.ca**

### TECHNOLOGY SALE & GIVEAWAY

Hearing Health Services will be hosting an Assistive Technology Sale and Giveaway! On Wednesday, April 1, 2020 (time TBD) IDHHC will be selling and giving away Technology Aids at IDHHC Victoria. We will have gently used amplified phones, alerting devices and TV listening systems for sale, as well as lots of giveaways!

# EMPLOYMENT SERVICES

## VICTORIA EMPLOYMENT EVENTS

### Victoria Diversabilities Employment Fair

Equal opportunity employers and opportunity for mock interview with these employers (interpreters available) as well as a session on self-employment.

THURSDAY, MARCH 5, 2020

Location TBD

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In Nanaimo people gathered to learn about the Community and Competitive Advantages of Hiring People with Diverse Abilities. IDHHC Nanaimo Employment Advisor, Janet McDonald, was asked to participate in this Panel Presentation hosted by GT Hiring to talk about the benefits of hiring employees with hearing loss. In addition to IDHHC staff, other panel members included representative from VIVRS (Vancouver Island Vocational Rehabilitation Services) and the manager of one of the Nanaimo London Drugs. A small but well engaged audience listened and participated as each panelist described their experience with people with diverse-abilities and employment.

London Drugs Manager, Warren Cook, spoke about his very positive experience working with a Deaf employee and his role as a local advocate and mentor to other local employers. Mr. Cook listened with great interest as Ms. McDonald explained the services available through WorkBC and IDHHC to Deaf and Hard of Hearing Individuals and their new employers before and during transition into a new job:

- + ASL Interpreting Services for job interviews and initial on the job training
- + Deaf Awareness Training (DAT) for employers of newly hired Deaf employees
- + Workplace Assessments that provide potential solutions to specific communication issues on the job
- + Workplace accommodations – tech aids
- + Hearing Aids assistance for people working and looking for work with a financial need

Great connections were made and new ideas brainstormed including the possibility of a

Diversabilities Hiring Fair in Nanaimo. GT Hiring is looking into coordinating such an event in this New Year – STAY TUNED!

## NANAIMO EMPLOYMENT EVENTS

### Indigenous Job Fair

WEDNESDAY, JANUARY 15, 2020

@ WorkBC Nanaimo

155 Skinner Street, Nanaimo

### BC Ferries Employer Forum

WEDNESDAY, JANUARY 15, 2020

1:15PM - 2:30PM

@ WorkBC Nanaimo

155 Skinner Street, Nanaimo

### Youth Career & Info Fair

FEBRUARY 24 & 25, 2020

@ WorkBC Nanaimo

155 Skinner Street, Nanaimo

### Women in Business Employer Forum

FRIDAY, MARCH 6, 2020

@ WorkBC Nanaimo

155 Skinner Street, Nanaimo

### WorkBC Nanaimo Job Fair

Tues. March 31, 2020

@ Vancouver Island Conference Centre

101 Gordon Street, Nanaimo

### Francophone Career Fair

WEEK OF MARCH 9TH, 2020

@ WorkBC Nanaimo

155 Skinner Street, Nanaimo

### Techworks for Youth and Young Adults

Free Digital Skills Training

VARIOUS INTAKE DATES

FROM APRIL 1, 2019 - MARCH 31, 2020

For more information call 250.714.8116 ext. 21, or email [techworks@ethoscmg.com](mailto:techworks@ethoscmg.com), or visit <https://adobe.ly/2EQjVNb>

## WELCOMING NEW STAFF



IDHHC is excited to welcome Audiologist Nauman Shah to our Nanaimo office!

Nauman Shah started his career as an Ear Nose and Throat (ENT) surgeon in 1986 and

continued in that role for 16 years. At that time working in Pakistan, deafness was rampant and working as an ENT provided many opportunities to see the many challenges faced by those with a hearing loss. Yet during the 80's and 90's Audiology was relatively unknown in Pakistan. He was passionate about providing services to those deaf and hard of hearing patients, especially children whose life would be changed completely without timely diagnosis and intervention.

In 2003, Nauman decided on a mid-career change and moved to England to pursue his Masters in Audiology at The University of Manchester. Upon graduation as an Audiologist he stayed and worked with the UK National Health Service for 4 years where he obtained his

basic and advance training in Audiology. In 2006, he moved to United Arab Emirates and worked in a University Teaching Hospital. In 2016, Nauman immigrated to Canada with his family and worked in key organisations supporting hard of hearing patients that were struggling with vertigo. He has also worked with Cochlear Implant programs and CI Advocacy groups.

Nauman brings with him a vast work experience not only in his time as an ENT specialist but also as an Audiologist. He has worked with a diverse population comprising of 163 nationalities on 3 continents. This 33 year career experience developed ethnical and cultural sensitivity with Hard of Hearing clients and provided insight into the social cost of hearing loss and its impact not only on an individual but society at large.

When asked about himself, Nauman replied "I love to cook, frequent the gym and be with people. My wife, who is a busy gynaecologist, and son and daughter (both physicians) complete the circle of my life."

Welcome Nauman!

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## NICE TO MEET YOU, EDWARD



**Each issue, we will interview one of our team members from IDHHC. This issue, we'd like to introduce you to Edward Storzer, our Audiologist for Hearing Health Services at IDHHC Victoria.**

### WHERE WERE YOU BORN/RAISED?

I was born and raised right here in Victoria, BC and after high school I moved to Vancouver to attend UBC. Altogether I spent approximately 10 years in Vancouver but was thrilled to move back to Vancouver Island and Victoria specifically in 2002. My friends and family are all here and this is definitely home.

### WHAT HAS BEEN YOUR PAST WORK HISTORY?

Throughout high school and during the summers when I was at UBC I worked in a number of restaurants as a cook. Then after graduating with my Masters in Audiology from UBC, I moved back to Victoria and started working in a family run private practice, McNeill Audiology, where I was mentored by an amazing Audiologist, Brent McNeill. I spent the next 17 years working at McNeill Audiology until I started working here at IDHHC in July of 2019.

### HOW DID YOU GET INTERESTED IN AUDIOLOGY?

During my undergrad (BA in Linguistics and Psychology) I took some classes on sensation and perception and became really interested in the intricacies of the auditory system. In one of my linguistics classes we visited an audiology clinic and I loved the idea of working with technology

and science AND being able to work with people on a daily basis. It's a rare combination to find all that in one job. I loved the idea of being able to work with people to improve their quality of life in a significant way.

### **WHAT DO YOU DO AT IDHHC?**

As the Audiologist in Hearing Health Services at IDHHC, I conduct hearing evaluations, conduct fittings of hearing aids and other assisted devices. I spend time with clients and family members to educate and counsel on hearing loss and communication strategies to improve communication within the family. We also do outreach in the community at places such as Our Place and the Victoria Brain Injury Society which I really enjoy. I provide presentations on hearing loss and hearing technology. Then of course a big part of what I do at IDHHC is our Sound of Change Program, providing hearing assessments and fitting free refurbished hearing aids to low income and at risk individuals.

### **WHAT DO YOU ENJOY MOST ABOUT YOUR JOB?**

Aside from the technology and science behind what I do – the biggest reward is learning about clients and their individual stories and working closely with them to overcome the challenges they face. You get to know people intimately and some of their life experiences which is always fascinating to me. Meeting people where they are at gives me great joy to assist them in their quality of life. I also value working with community members and focusing on rehabilitation. I really get to know a wide range of individuals and no two stories are alike. Working alongside such dedicated colleagues in a collaborative way is very rewarding to me!

### **WHAT DO YOU FIND MOST CHALLENGING ABOUT YOUR WORK AS AN AUDIOLOGIST?**

The need to adapt treatment and technology changes with each client and their individual needs. With the experience I have gained through the years I have learned that what may fit best for one individual does not fit for another even when they have a similar hearing loss. Factors vary such as cognitive ability, dexterity, age, lifestyle, listening environments they frequent. So all that

demands individualized care and technology for each person I meet with. I need to find out what is most appropriate for that one person not just their hearing loss.

### **DO YOU HAVE ONE PARTICULAR CLIENT/STORY THAT HAS STUCK WITH YOU?**

I have always really appreciated helping musicians with their hearing loss. Music is a big part of my life and it is always exciting for me to assist a musician feel they can hear their instrument or voice better. Helping musicians enjoy music again when they never thought it would be possible really makes my day!

### **WHERE ARE SOME PLACES THAT YOU HAVE TRAVELLED TO?**

Road trips across North America including the Yukon, the East Coast of Canada as well as places like New Orleans and New York City. My in-laws live in California and Oregon so we've travelled a lot up and down the West Coast. In 2013, I took a big trip with my wife and 2 daughters and we spent 4 months travelling through Europe. We hit 20 different countries during that 4 months. Spain was amazing and we really enjoyed our time there and then I have lots of family in the Czech Republic so we had a great time there.

### **WHAT IS SOMETHING WE'D BE SURPRISED TO LEARN ABOUT YOU?**

I do an annual pilgrimage to Mt. Arrowsmith up island, usually climbing it solo. It really rejuvenates me.

### **WHAT IS YOUR FAVOURITE MEAL?**

Anything Czech with dumplings and lots of sauce!

### **WHAT ARE SOME OF YOUR HOBBIES?**

I play ball hockey 3 times a week, I gather with musician friends on a regular basis, and I enjoy reading books, especially by Canadian authors.

### **IF THE PLANE WAS LEAVING TONIGHT, WHERE WOULD IT BE TAKING YOU?**

To visit friends in Australia!

## TESTIMONIAL

My name is Ryan, my wife is Annie, and we're the proud parents of three wonderful children. When our family adopted our youngest son we were told hearing loss was a risk due to a virus he contracted in utero. His hearing was tested every 3 months for the first 4 years of his life, and the results always showed normal hearing. However we noticed a sudden change in his hearing on Thanksgiving 2018. After some monitoring and further testing, it became apparent he was indeed losing his hearing and by the spring of 2019 we could no longer deny that the tests weren't right or that he would bounce back. We had no idea what this would mean for our family.

It was at this time that a young signing Deaf man was hired at my workplace. The Island Deaf and Hard of Hearing Centre (IDHHC) was invited to provide a Deaf Awareness Training (DAT) session for our department. The DAT provides education about creating an inclusive workplace, an understanding of Deafness and communication strategies, and included ASL interpreters and a Deaf presenter. It was good information, but that was just the beginning of my education. Over the course of the summer, through working with my Deaf colleague, I learned that being Deaf did not hold him back. For the first time I was at peace that deafness didn't have to be a negative experience. I saw what my son could be in 20 years, and it was very positive.

Both Annie and I were curious about American Sign Language (ASL). Annie began watching ASL YouTube videos and I practiced signing "Hi. How are you?" at least twice a day at work. But we realized that, given the rapid progression of our son's hearing loss, if signing was to be a viable mode of communication it required more intensive learning of ASL. Annie contacted IDHHC. Their DAT at my workplace was interesting, and then this is where things got real.



We were matched with a Deaf ASL instructor who comes to our house to provide weekly home-based classes. Our instructor has taught us more ASL in 3 hours than what we had taught ourselves in the past 6 months. We've also begun to connect with a network of families. We recently attended an ASL Mix and Chat which was hosted by parents and we not only learned more ASL, but also met other parents of deaf and hard of hearing children with similar stories - and more Deaf adults! (God bless them for their patience.) These people continued to challenge our view of deafness as a disability; we've been enlightened in a way that I'm not quite sure how to describe! We have been invited to more gatherings, learned about a Hornby Island Family Camp\*, and made Facebook connections all in the last couple months. For the first time we actually feel like we could possibly learn just enough ASL to communicate with great people and support our son.

What IDHHC has done for our family is much more than the above words, but hopefully that gives some perspective of their impact on us.

*Ryan & Annie Bouma*

*\*Family Camp at Hornby Island is run by Deaf Youth Today, under Family Network for Deaf Children. For more information on the camp and other programs they offer, visit [www.fndc.ca](http://www.fndc.ca)*

# IN THE COMMUNITY

WHAT'S HAPPENING AROUND THE ISLANDS

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## SOUTH VANCOUVER ISLAND ASSOCIATION OF THE DEAF

Every month, SVIAD hosts Vingo, a game almost like Bingo but with playing cards. It's always a blast and everyone is welcome! (ASL is primarily used.) There is also a snack bar and a 50/50 draw!

**COST:** \$10 (exact cash)

**TIME:** 6:30 PM (Doors open at 5:45PM)

**WHERE:** Esquimalt Recreation Centre  
527 Fraser Street, Victoria

+ February 1

+ April 4

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## MID ISLAND DEAF ASSOCIATION

Every month, MIDA hosts Ningo, a game almost like Bingo but with playing cards. It's always a blast and everyone is welcome! (ASL is primarily used.)

**COST:** \$10

**TIME:** 7:00 PM

**WHERE:** Oliver Woods Community Centre  
Monarch Room 1  
6000 Oliver Road, Nanaimo

+ January 25

+ February 29

+ March 28

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## GREATER VANCOUVER ASSOCIATION OF THE DEAF

Not on the Islands but very much worth mentioning! GVAD runs a Deaf gathering called "Deaf Hub" every Sunday in New Westminster with food made by a Deaf Red Seal chef! For more information, check out [www.deafbc.ca](http://www.deafbc.ca) and see all postings with titles that start with Deaf Hub.

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## CANADIAN HARD OF HEARING ASSOCIATION

The Comox Valley Branch of the Canadian Hard of Hearing Association (CHHA) meets the third Thursday of each month from 11:30AM to 1:30PM at the Comox Recreation Centre. This group is very involved with the Hard of Hearing Community in the mid island. Anna Bosa from IDHHC Nanaimo periodically joins them to provide information and demonstrate the latest Assistive Listening Devices. For more info, please contact them at: [cvhardofhearing@gmail.com](mailto:cvhardofhearing@gmail.com)

# OUT THERE

WHAT'S HAPPENING IN CANADA AND THE WORLD



## BC ACCESSIBILITY LEGISLATION

The Canadian Hard of Hearing Association BC Chapter (CHHA-BC) is working with the National office regarding the proposed BC Accessibility Legislation. The purpose of the BC legislation is to identify, remove, and prevent barriers. Chris Sutton, Executive Director of the Canadian Hard of Hearing Association, worked with various disability groups at the federal level when they were working on the Canadian Accessibility Act. CHHA-BC prepared these recommendations for the BC Accessibility Act and are open to hear from other hard of hearing (HOH) people about their concerns at the provincial level. Contact [info@chha-bc.org](mailto:info@chha-bc.org)

**INTRODUCTION TO THE HOH COMMUNITY:** The number of Canadians of all ages, challenged with some form of hearing loss is a growing concern. In Canada, 40% of working-age adults and 78% of seniors have measurable hearing loss (4.6 million Canadians over 20 years of age), and approximately 4 in 1000 babies are born with hearing loss. Roughly 77% of adults, 86% of youth, and 95% of children with measured hearing loss did not report that their hearing loss was ever assessed by a healthcare professional. (*Statistics Canada: The Canadian Health Measures Survey (CHMS) - 2015*) Despite evidence-based research and government statistics that show hearing loss to be widespread with serious impacts on health, quality of life and economic cost to government and individuals, hearing health remains a low public policy priority in Canada.

Hearing loss has a significant impact on the quality of life of Canadians - the way they work, play, develop, learn and socialize. If unmanaged, it can have serious health, safety, emotional and social consequences, including isolation, loss of

autonomy and mobility, increased risk of falls, earlier onset of cognitive decline, confusion, depression, anxiety, higher rates of re-admission to hospitals and higher rates of preventable medical errors. These consequences have an enormous burden on the government-funded health care system.

Hearing loss impacts the Canadian economy through lost productivity, employee earnings, and tax revenue. Individuals with hearing loss typically have lower educational and employment opportunities, lower incomes and often face barriers to finding and keeping a job.

Noise-induced hearing loss caused by continuous or repeated exposure to loud noises is a major concern throughout life, with 1 in 5 adolescents having hearing loss. It is preventable! Concerts, restaurants, sports events, use of personal sound devices, home used maintenance equipment and working environments are all of concern and need improvement in regulatory oversight.

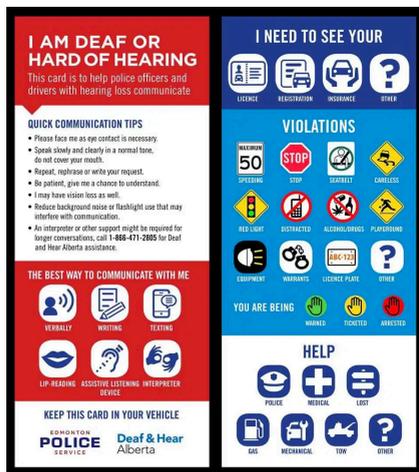
We require Accessibility legislation to be developed that ensures people living with hearing loss have equal access and have equal protections under the law.

Between November 2016 - November 2018, CHHA National conducted over 24,000 consultations with people living with non-visible disabilities, such as hearing loss, across Canada to provide the Government of Canada with recommendations on the development of its accessibility legislation, later known as Bill C-81: An Accessible Canada Act.

Read more at  
<http://ow.ly/kd1150xun4e>



# NEW TOOL TO HELP POLICE COMMUNICATE WITH DEAF & HARD OF HEARING



BY ANNA JUNKER, ABC NEWS

<https://edmontonjournal.com/news/local-news/eps-launches-new-tool-to-help-communicate-with-deaf-hard-of-hearing-community>

City police are launching a new tool to help officers and motorists with hearing loss communicate better with one another.

In partnership with Deaf and Hear Alberta, the Edmonton Police Service has introduced a communication card with common visual symbols and text that can be pointed to by either person to help facilitate a conversation.

One side of the card tells the officer the motorist has hearing loss, provides communication tips and best options for communication with the driver. The flip side has various reasons for the traffic stop, what documentation the officer may need from the motorist and symbols for the motorist to request assistance.

“Being stopped by police can be a stressful situation for motorists, and even more so if there’s a communication barrier between you and the officer,” said Const. Trevor Claydon, with EPS traffic services and the officer who came up with the idea of the communication card.

“Last year, I had an interaction with a deaf driver, where communication was a concern. I wanted to do something more to help us understand

each other better. To break down barriers and to reduce the stress during the traffic stop”

Claydon found that other police agencies had similar problems and some had created information cards to help with communication. This prompted Claydon to work with Edmonton’s deaf and hard of hearing community to develop a similar tool.

“Currently OPP, the Ontario Provincial Police, are using a similar card. That is the only other police agency that I know of in Canada which is currently using that,” said Claydon.

“In the United States, states such as Michigan, Wisconsin, Minnesota at state and local levels are using those cards. They seem to be leaps and bounds ahead of us when it comes to accessibility for the deaf and hard of hearing community, so we have some catching up to do but we’re going to get there.”

Cards are available for free at all EPS division stations, as well as the Deaf and Hear Alberta office located in the Alberta School for the Deaf, 6240 113 St. EPS is also aiming to make the cards available on their website to download.

Drivers are encouraged to keep the card in their cars where it’s easily accessible and officers will also carry the card in their cruisers.

“This is quite special and unique to see Edmonton Police Services coming up with a way to decrease these barriers that deaf and hard of hearing people face and to assist with that communication,” said Cindy Pilz, deaf services manager with Deaf and Hear Alberta through a sign-language interpreter.

“I feel this card will have a positive impact on the community and provide less stress for the life of those who are deaf and more access.”



# RESOURCES

BENEFICIAL INFORMATION



## 10 CHALLENGES DEAF STUDENTS FACE IN THE CLASSROOM

**BY MARILYN L. WEBER, PRESIDENT & CEO OF DEAF INTERPRETER SERVICES**

<https://www.gettingsmart.com/2016/08/10-challenges-deaf-students-face-in-the-classroom/>

Imagine trying to learn a lesson in a classroom trapped inside of a clear sound-proof box. The only way you can gather information is visually and you will be tested on what you've learned – or were supposed to have learned – at the end of the day. Seems a bit unfair, doesn't it?

This could be anything from the basic ABC's to complex mathematical equations – deaf and hard-of-hearing students face many challenges in their day-to-day lives. So much so that their challenges in the classroom are all too often over-looked.

With that being the case, here are 10 challenges that deaf and hard-of-hearing students face in the classroom, along with guidelines for teachers on how to mitigate them:

**CLASSROOM ACOUSTICS:** Acoustics are often a problem in the classroom, but luckily there are several ways to solve this challenge. Deaf or hard-of-hearing students need full visual access, so the best seating arrangement for full participation, engagement and access by these students is to arrange desks in a "U" shape. This will allow the students to see who is speaking, and participate fully in the conversation.

Also, we recommend not placing a deaf or hard-of-hearing student near the A/C unit in a portable building or near a window. Hearing aids can pick up and amplify all outside sounds – making it impossible to understand what is happening

inside of the classroom if you place a student by a window. Be mindful that if there is carpet in the room—it helps with the distinction of sounds versus hardwood floors, allowing sounds to bounce around and become overwhelming.

**LIGHTING:** Fluorescent lights emit a special sound that interferes with hearing aids and cochlear implants, making it even more difficult when trying to distinguish what peers or the teacher are saying. Consider the placement of the window in relation to the teacher, the interpreter and the deaf or hard-of-hearing student. Windows and light should not be behind the interpreter or teacher because this makes it difficult, if not impossible, to see the signs produced by the interpreter or the teacher's lesson.

**LANGUAGE DEFICIENCIES:** Keep in mind that some deaf students' first (or second!) language may not be English. Be sure to provide an appropriate interpretation service that will effectively communicate the lesson in their primary language.

**EXPERIENTIAL SHORTAGES:** Research shows that deaf students often lag behind their hearing peers when it comes to number concepts, language and problem solving skills. Hearing students constantly absorb new information and knowledge through the daily noises, conversations and language that is spoken around them. Deaf and hard-of-hearing students do not have that luxury. Teachers can bridge this gap by being flexible in the way that they respond to the educational concerns of their deaf students.

**LIP-READING/RESIDUAL HEARING:** Teachers often hypothesize that their deaf students are capable of lip-reading – which can be true – but it is essential to keep in mind that only 30-40% of spoken English is distinguishable on the lips. Students who rely on lip-reading often perform better when it is a subject that is familiar. When lecturing students, teachers should consistently face their deaf students, never talk when handing out papers, pause before heading into a new subject and give the deaf student applicable time to process the preceding subject’s information in case he/she has any questions.

**INADEQUATE KNOWLEDGE AND AWARENESS:** Every child learns differently. Even if teachers are given instruction on how to best assist one of their deaf students, it could be completely different for the next, resulting in an academic gap. To minimize this educational gap, teachers could present the directions of tasks in an assortment of ways to be positive that the deaf student will comprehend and complete tasks properly. It is important to not assume that because a student can hear sound and voices, that he or she can distinguish speech and process acoustical language.

**SOCIAL CONCERNS:** Children who are deaf often tend to feel uncomfortable in the classroom when drawing attention to their hearing problem. They want to be like their friends with ‘normal’ hearing, so this drives them to mainly keep to themselves and prefer to not take part in classroom activities. This lack of engagement and attention often wears on the child, making them tired and can cause headaches. When arranging seating charts, keep in mind that it is best to incorporate deaf students into smaller groups. This will help the child relax and focus on their school work rather than unwanted, distracting social interactions.

**COLLABORATION:** Due to busy schedules during the school year, it is often difficult to hold regular, collaborative meetings with the individuals that are critical components to a deaf student’s academic progress. We recommend that teachers remain in constant, close communication with the student and his or her parents, as well as make sure the interpreter is available to assist with

complete understanding. This will ensure that everyone is on the same page and is available for ongoing conversations about proper educational techniques and adequate learning environments for the deaf or hard-of-hearing student.

**CURRICULUM AND INSTRUCTION:** Some teachers require all students to take lecture notes during class. A suggestion to assist the deaf student with this requirement would be to provide them with a written or digital copy of the lecture information beforehand. If it is preferred that the student engages more actively in class, teachers can provide a printed copy listing key points, so that the majority of the student’s attention remains on the lesson. We also encourage teachers to use interactive whiteboards if available.

**LACK OF RESOURCES:** Often schools are not capable of supplying their deaf or hard-of-hearing students with the proper technology that could significantly increase the learning development process. This could be any form of assistive technology – interactive whiteboards, VRI, chat rooms, strobe lights, digital pen technology, closed captioning on all movies and videos, infra-red systems – hearing aid compatible, computer assisted note taking, ASL videos for testing materials, alert systems such as vibrating systems, and alarms and interpreters in the classroom.

These are only 10 of the many challenges that deaf and hard-of-hearing students face in the classroom, and we hope it helps open conversations in your school and district about taking a few additional steps to assist deaf students in the classroom. By acknowledging the challenges deaf students are facing and implementing strategies to alleviate those learning barriers, teachers create a learning environment that will benefit all students every day.

# THINGS WE LOVE

THESE COME HIGHLY RECOMMENDED



## TECHNOLOGY



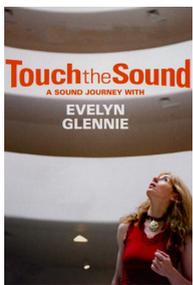
**The ASL App** is all about teaching you conversational ASL. Packed with 1800+ signs and phrases, easy navigation and features, with different signers, The ASL App is designed to make learning easy, accessible, and fun. Start signing today! Available for Apple & Android mobiles.



### YOUTUBE: Rikki Poynter

Rikki covers a variety of topics including disability (deafness, chronic pain, and fatigue), mental health, child abuse, and more. She is also known for her efforts for proper closed captioning on YouTube. In September 2016, she launched a closed captioning campaign called #NoMoreCRAPtions in hopes to get a large group of people promoting captions at the same time. The campaign is still ongoing today.

## FILM

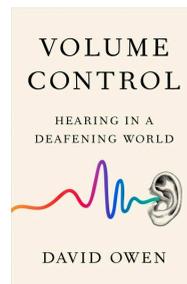


### Touch the Sound: A Sound Journey with Evelyn Glennie

is a 2004 German documentary film directed by Thomas Riedelsheimer about profoundly deaf Scottish classical percussionist Evelyn Glennie. In the film Glennie, who won a Grammy Award in 1989, collaborates with English experimental musician Fred Frith and others, and explains how she perceives sound. The film appeared at over 20 film festivals across the world, and won several awards, including "Best Documentary" at the 2004 BAFTA Awards, Scotland. A soundtrack of Touch the Sound featuring Glennie and Frith, plus additional

music and sounds from the film, was released in 2004. An album based on Glennie and Frith's performances in the film entitled The Sugar Factory was released in 2007.

## BOOKS



### Volume Control, written by David

**Owen:** Millions of people suffer from hearing loss. Faced with the cost and stigma of hearing aids, the natural human tendency is to do nothing and hope for the best, usually while pretending that nothing is wrong. In Volume

Control, David Owen argues this inaction comes with a huge social cost. He demystifies the science of hearing while encouraging readers to get the treatment they need for hearing loss and protect the hearing they still have. With wit and clarity, Owen explores the incredible possibilities of technologically assisted hearing. And he proves that ears, whether they're working or not, are endlessly interesting.



### Shay and Ivy: Beyond the Kingdom, written by Sheena

**McFeely:** The book is based off McFeely's daughters Shaylee and Ivy. The story follows the characters Shay and Ivy as they dream about being princesses at

an imaginary ball. But Shay starts to think about possibilities outside of their imaginary kingdom. Shay and Ivy begin imagining themselves as fearless pilots, scientists, and astronauts. The book includes illustrations of the characters signing to each other, and sends a lovely message about the importance of being yourself.

# THE FUNNIES

HAVE A LAUGH



## WHEN A PRESENTER ASKS THE INTERPRETER TO PARTICIPATE



**Q:** What did the drill sergeant say to the audiologist?

**A:** I can't hear you!

## THAT DEAF Wizard BY MATT DAIGLE



## PICKLES

## BY BRIAN CRANE



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