

# HLAA TC

# January 2023

## Twin Cities and Greater Minnesota



The mission of HLAA TC is to open the world of communication to people with hearing loss by providing information, education, support and advocacy.

### UPCOMING MEETINGS

#### **January 21, 2023**

Darlene Zangara:  
Report from the Minnesota  
Commission of the Deaf, DeafBlind  
and Hard of Hearing (MNCDHH)  
Email ([secretary@hlaatc.org](mailto:secretary@hlaatc.org)) for  
meeting link.

#### **February 18, 2023**

Nolan Johnson, (MED-EL):  
Aural Rehabilitation

#### **March 18, 2023**

Johnathan Taylor:  
Music and Hearing Loss



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### Officers' emails

Robin Coninx – [president@hlaatc.org](mailto:president@hlaatc.org)

Signe Dysken - [vicepresident@hlaatc.org](mailto:vicepresident@hlaatc.org)

Susan Arquette - [secretary@hlaatc.org](mailto:secretary@hlaatc.org)

Robin Coninx – [treasurer@hlaatc.org](mailto:treasurer@hlaatc.org)

HLAA TC Website - Minnesota

[www.hlaatc.org](http://www.hlaatc.org)

HLAA TC telephone 763-447-9672

Contact Information - Minnesota

[info@hlaatc.org](mailto:info@hlaatc.org)

HLAA National - Maryland

[www.hearingloss.org](http://www.hearingloss.org)

The January Hearing Loss Association of America Twin Cities Chapter meeting  
(HLAA TC) will be a Zoom meeting on January 21, 2023

Email the secretary ([secretary@hlaatc.org](mailto:secretary@hlaatc.org)) for meeting information and link.

## President's Message

*HLAA-TC President's Message – January 2023*

*Robin Coninx*

### Thank you to our 2022-2023 Speakers!

As we move into the new year HLAA-TC and the HLAA-TC Board would like to thank the speakers that have participated in meetings over the last few months of 2022 and into 2023. Thank you for sharing your wealth of knowledge with the Hearing Loss Association of America- Twin Cities Chapter.

#### **Fall 2022 Speakers**

Ed Auer, Ph.D, GW University (Presented in September 2022: "Can Training Improve Understanding of Noisy Speech by Listeners with Hearing Loss?")

Hybrid Conference at Marriott Minneapolis West "Preventing Noise-Induced Hearing Loss" by HLAA-TC with DHHS and U of M- Twin Cities, four presenters:

Kerry Witherell, AuD, CCC-A (Presented in October 2022: "Introduction to Noise-Induced Hearing Loss")

Peggy Nelson, PhD, CCC-A (Presented in October 2022: "What is a Hearing Protection Device (HPD) and Why Do I Still Need to Wear Them When I Have a Hearing Loss?")

Monique Hammond, RPh (Presented in October 2022: "Preventing Noise-Induced Hearing Loss in the Loud Workplace.")

Kristen Swan, MA, LP (Presented in October 2022: "The Grief and Emotional 'Backdraft' of Acquired Hearing Loss.")

Thank you also to the Minnesota Department of Human Services, Deaf and Hard of Hearing Services Division (DHHS) Mary Bauer, TJay Middlebrook and the University of Minnesota-Twin Cities for partnering with HLAA-TC to put on a hybrid conference. (Resources from the conference are still available here: <https://www.hlaatc.org/hearing-loss-conference-2022/> )

Kristen Swan, MA, LP (Presented in November 2022: "Grief [hearing loss and loss]")

And Thank You in advance to our Spring 2023 Speakers.

#### **Spring 2023 Speakers**

Darlene Zangara, MNCDHH (Presenting in January 2023: MNCDHH Annual Update).

Nolan Johnson from MedEI (Presenting in February 2023: "Aural Rehabilitation")

Jonathan Taylor (Presenting in March 2023 on music and hearing loss)

Shari Eberts (Presenting in April 2023: "How to Live Skillfully with Hearing Loss")

If you have an idea for a possible speaker or topic for the 2023-2024 season, please email HLAA-TC President Byrdie Coninx at [president@hlaatc.org](mailto:president@hlaatc.org)

**Happy New Year!**

**To all from the HLAA-TC board**

## Meet the Board



Director at Large  
and Social Media Specialist  
*Laura Hagemann*

I am a trained librarian and have years of experience in marketing and advertising. I got involved with HLAA-TC after injuries sustained in a car accident in 2016 left me with a severe Traumatic Brain Injury (TBI) with severely altered and distorted hearing.

After hearing my whole life, I took a research librarian's approach to my hearing loss after recovering from the coma and began to research ways to manage hearing loss. This eventually led to HLAA-TC.

Several years ago, I began writing the blog for HLAA-TC and posting on HLAA-TC social media and in 2021 I helped start a Virtual/Zoom Book Club for HLAA-TC. The book club meets monthly on the fourth Tuesday of the month and we have welcomed many authors (and will continue to do so). To find out more about the book club and see a list of books for 2023, visit: <https://www.hlaatc.org/book-club/>

## Summary of HLAATC meeting Saturday, December 17, 2022

*By Signe Dysken, Vice President*

Prior to the formal start of the meeting, there was general conversation about issues of interest to many people with hearing loss.

1. Monique addressed the dilemma of OTC hearing aids – which are confusing, in part because they are being made by so many companies. She also discussed Bluetooth versus hearing loop technology, and mentioned an emerging technology called Auracast, which is intended to broadcast sound to many devices via Bluetooth.
2. Karla talked about her interest and political involvement in Senior issues that include hearing loss.
3. Byrdie informed us that the MN Commission of Deaf/Blind and Hard of Hearing (MNCDHH) has invited the HLAA-TC Board to join them in an upcoming telecall meeting – final date to be determined.
4. Monique will be the guest speaker on **Jan 18<sup>th</sup> at 6 PM** for MNCDHH (<https://mn.gov/deaf-commission/news/?id=557497>). She will discuss access to communication, including the usefulness of and access to telecoils, Bluetooth and other technologies.
5. Laura announced the creation of an HLAA-TC Holiday Recipe book (see page 10 for details).

Laura, Director at Large, opened the meeting at 10 AM and presented the agenda, that centered in part on getting through the holidays while dealing with hearing loss

1. Laura discussed technologies that can be helpful in group situations, eg: live transcriptions and captions. Apple's "Notes" APP has quite good live transcription. Android's "Live Transcribe" is excellent. Apple's "Live Transcribe" is OK. "Group Transcribe" is an ongoing Microsoft Garage project. Cardzilla is helpful in displaying a larger font on a screen. AVA is another transcribing APP (see page 6 for links and more apps).

Laura recommended the Google Chrome browser for captioning during videos and audio – turning on live captions allows a person to stream podcasts (see page 11 for instructions to turn on live captions).

The HLAA-TC blog covers many of these issues and techniques: Look for [hlaatc.org](http://hlaatc.org) with links to the blog at the top of the screen on your device.

2. Susan discussed the use of the Roger Pen, which she has found very useful. Sound is transmitted directly to hearing aids. The Roger Pen can be worn around the neck and can also be used as a pointer to hear certain individuals in a group. It is compatible with most hearing aids, although adapters might be needed for non-Phonak hearing aids.

*(meeting summary, cont.)*

3. Susan, Laura and others addressed ways to cope with holiday dinners and parties: sit next to a “communication buddy” who can apprise you of the general content of a conversation, sit apart from the crowd with another HOH or hearing person you can understand, arrive early at parties before it gets noisy and leave early when noise has ramped up. Listening-fatigue and “recruitment” with hyperacusis are additional issues.

Technology can be helpful, but it can also be overwhelming.

4. In the competition for Best Holiday Outfit, there were several winners, who received lovely, impressive medallions. (Although digital, these medallions are a fun motivator for more of us to invent or re-invent our holiday garb for next year’s December meeting!)

Final Points of Discussion:

1. Apathy in people who are hard of hearing – how difficult it is for many to communicate and advocate for what they need in order to participate fully in conversations and especially in group settings.
2. Legislative action – the size of the lobbying group matters. Legislators inevitably want to know about this. Since one million people in MN have problems with hearing, this is an enormous group --- and legislators need to be made aware of this.
3. Vicki addressed the need for caregiver instructions in the use of hearing aids for their patients or loved ones. Hearing difficulties in the elderly and disabled can lead to miscommunication, behavior problems, and even incorrect diagnoses. Videos on how to insert hearing aids, how to change batteries are available, and individualized, hands-on instructions are especially effective.
4. Hearing aid manufacturers want to maximize sales, but should also maximize usability for the Hard of Hearing community. The latter does not get as much attention.
5. Finally, it is worth noting that normal-hearing people tend to think that a hearing aid will solve everything. Unfortunately, that is far from the case.

The meeting was adjourned at 12 noon.

## **Badger**

Ade Haugen writes: I have a product that may be of interest to many of those who are deaf, hard of hearing or deafblind with low vision. Below is the link to the “Badger” which is a product that translate speech into text... What I find interesting about this product that it is very portable and easy to use. For those who would like to learn about “Badger” please go visit the website’s link: <https://satellitedisplay.com/>

Comments made:

“Thank-you for passing this along, the tech world is moving quickly and developing very helpful tools that can assist in different ways.”

“This is really interesting. What I do not understand is why a phone is necessary if the badger is displaying the text”

“I had heard of this before but it seems a little far from actually hitting the marketplace, isn’t it? However, the exciting thing is that they just won an award at CES (the technology showcase) so hopefully that means the product will be produced soon.”

# Surviving the Holidays with Hearing Loss: technology review

By *Laura Hagemann*



On Saturday, December 17, 2022 the HLAA-TC Board of Directors presented various aspects related to “Surviving the Holidays with Hearing Loss.” Three major areas were covered: 1) Technology and hearing devices ; 2) Hearing Aid maintenance (for caregivers): 3) Sharing holiday stories. Below are links associated with the information discussed regarding technology and hearing devices.

## **Technology and hearing devices**

When it comes to using technology like smart phones and computers to help with hearing, there are major categories that this technology works best for (for our purposes I will just talk about the first two categories and on the blog I have provided links for all four categories):

1. Transcription (definition: a written or printed representation of something)
2. Captions (open and closed captions are time coded and closed captions can be turned on and off while open captions are a part of the video. Live captions are displayed in real time and are either computer- generated or human-generated).
3. Syncing with hearing aids
4. Understanding phone calls

## **Transcription Apps**

Best Free Speech to Text Software for Android, Windows and iOS: <https://www.folio3.ai/blog/best-free-speech-to-text-software/>

Apple Dictation in the Notes App- Apple Dictation/Notes App is one of the best free speech to text software that comes built-in with most Apple devices. Just open a Note and press the microphone on the keyboard to start dictation/transcription.

Group Transcribe: A Microsoft Garage Product: <https://apps.apple.com/us/app/group-transcribe/id1527145885>

How to use the new Live Captions in iOS 16: <https://mashable.com/article/apple-ios-live-captions>

Otter.ai- Voice Meeting Notes & Real-time Transcription: <https://otter.ai/>

Live Transcribe (for Android): <https://www.android.com/accessibility/live-transcribe/>

Ava: an instant transcription app for the computer and devices. Available on iOS and Android: <https://www.ava.me/>

Cardzilla: transcription app that displays text large on screen. Google Store and Apple Store



*(technology and hearing devices, cont.)*

## **Captioning Apps/Websites**

To be able to have all video and audio captioned, use the Google Chrome browser (this only works on a computer) and turn on “Live Captions” which is Google’s AI version of live captions. As long as you run the program on Chrome (Google Meet, Microsoft Teams, any video or audio platform (YouTube, Vimeo, Spotify, etc.) the video or audio will be live captioned by AI. Read this help article by Google to find out how to easily turn live captions on.

## **Syncing with Hearing Aids**

Your audiologist and hearing aid manuals are the top places to go for this information. However, you can find additional information for iPhones here: <https://support.apple.com/guide/iphone/hearing-devices-iph470b1833/ios> and you can find additional information on syncing hearing aids to Android phones, here: <https://support.google.com/accessibility/android/answer/9426888?hl=en>

## **Understanding Phone Calls**

[https://rogervoice.com/en/ Captions phone calls \(on smart phones\).](https://rogervoice.com/en/ Captions phone calls (on smart phones).)

[https://www.innocaption.com/ Captions phone calls \(on smart phones\).](https://www.innocaption.com/ Captions phone calls (on smart phones).)

<https://apps.apple.com/us/app/clearcaptions-mobile/id1389230518> ClearCaptions Mobile- captions phone calls (on smart phones).

<https://apps.apple.com/us/app/olelo-captioned-calls/id1529823668> Olelo. Captions phone calls (on smart phones).

<https://www.captel.com/> CapTel: a special landline phone that captions phone calls.

<https://captioncall.com/> CaptionCall: a special landline phone that captions phone calls.

## **Other Apps and websites**

There are many apps out there that cover various features that help with Hearing Loss:

<https://www.soundprint.co/> SoundPrint- find decibel levels of nearby places.

Roger Pen (by Phonak)

[Phonak Roger Pen, user guide](#)

[Introducing Roger Pen video](#)

[How to use Roger Pen video](#)



## Hearing Aid Care and Maintenance for Caregivers

*By Vicki Martin*

Our son, who has developmental and physical disabilities including blindness, is also hard of hearing. His hearing aids are his link to the world. During the year 2022, there were no less than 6 instances of loss, breakage or other damage to the hearing aids. He was without them multiple times, for weeks at a time. Developing a tutorial for caregivers was an idea suggested by a behavior analyst from the Metro Crisis Coordination Program.

The group home staff were on board with the idea of a training session, and we were invited to a staff meeting to share information about the hearing aids with those who handle them.

This training was specifically about **hearing aid care and maintenance instruction** for caregivers.

Three things can be provided:

**Tutorials (often Handouts/videos)**

**In-person meeting – show and explain**

**Hands-on experience (probably part of an in-person meeting)**

**Tutorial** – a “how-to” lesson; step by step walkthrough, targeting major care issues (cleaning, battery use, etc.)

This can be done using printed **Handouts** – and/or **videos** they can watch

These may be canned or custom, or a combination: some handouts and videos are available from DHHS, the hearing aid manufacturer (eg: user guides), and organizations devoted to hearing loss care. You can also customize these for the individual. We created an 8-page custom tutorial, using photos of the actual hearing aids they would be using.

**In-person explanation** – using the actual hearing aids, show them the parts and terminology, and walk through the handouts. Describe, explain and show. This is better than a handout or video alone. We did this around the kitchen table with a small group of caregivers.

**Hands-on experience** – Using the actual hearing aid and battery, have caregivers insert the battery and demonstrate the battery door positions. We were surprised to find out how confusing it can be for staff to insert batteries correctly, so this was very valuable. Also pass around other items they can pick up and use, such as the cleaning tool.

Here is a summary of the tutorial pages:

1) Table showing the make, model, serial number, and year purchased for each hearing aid.

Photos of the actual hearing aids, batteries, and battery door positions

Illustration from user guide showing parts and program buttons, labeled

2) Photos and illustrations of individual parts – hooks, tubing, program button, volume control, and earmold, with comments on how and whether to use (programs and volume control), and what to look for in maintaining tubing, earmold and hooks.

3) Photos showing hearing aids, batteries in position, and serial number plate

4) Illustration (from user guide) of all battery door positions, and instructions for inserting batteries. Information about overnight and longer-term storage with/without battery.



(caregivers, cont.)

- 5) Link to a video showing how to put on and remove a hearing aid  
Illustrations (from user guide) showing step-by-step insertion and removal procedure  
Photos (gleaned from internet) showing properly fitted hearing aid, and one with a tube too long.
- 6) Storing the hearing aids – emphasize having one designated place to always keep them  
Photos of storage box options  
Reminder to check on hearing aid location (being worn, or in the boxes) frequently – at least daily.
- 7) Photo of cleaning tool  
tips on daily cleaning (removing earwax, checking tube)
- 8) Copy of troubleshooting guide, borrowed directly from the manufacturer’s user guide

### **Educating caregivers about hearing loss and hearing aid care: DHHS resources**

Mary Bauer (*now retired!*) of DHHS, and TJay Middlebrook (DHHS Regional Services Supervisor) shared the following resources on educating caregivers about hearing loss and hearing aid care. These are available from Minnesota Deaf and Hard of Hearing Services:

#### **Fact sheet:**

There is a new fact sheet created for care facilities: [Understanding hearing loss: A guide for care facilities \(state.mn.us\)](#)

#### **Forms:**

Mary and former colleague Jeannie at DHHS recently finished some forms that they plan to add to a packet of information that each DHHS office is mailing out to care facilities in their region. The recently completed forms (which document residents with hearing and hearing /vision loss and help staff track hearing aid management, battery size / recharging info, etc.) will be added to the fact sheet to create packets to mail out to long-term care facilities and assistive living residences as well as being available to transitional care, hospice care, and group homes.

#### **Video:**

This video about caring for hearing aids was made by students at the University of Minnesota Speech Language Hearing Center. Here is the link: [Daily Use and Care of Hearing Aids / Deaf and Hard of Hearing \(mn.gov\)](#).

(caregivers, cont)

### **Training classes:**

Also, in our online training ([Supporting Seniors with Age-Related Hearing and Vision Loss / Deaf and Hard of Hearing \(mn.gov\)](https://www.hlaa-tc.org/supporting-seniors-with-age-related-hearing-and-vision-loss-deaf-and-hard-of-hearing)), there is a segment about hearing aid care. This is a VERY comprehensive online training. Go to the “Supporting Seniors) and go down to “Video: Caring for Hearing Aids and Glasses.”

### **Printable guides:**

- [Understanding hearing loss: A guide for care facilities](#)
- [Understanding hearing loss: A guide for corrections officers](#)
- [Understanding hearing loss: A guide for health care clinicians](#)
- [Understanding hearing loss: A guide for human service providers](#)
- [Understanding hearing loss: A guide for law enforcement](#)

See also this video link from Oticon for putting on and removing hearing aids:  
<https://www.oticon.com/support/how-to/put-on-and-remove-hearing-aid/btepower>

Then cook something good!



The graphic features a festive background with pine branches and gold ornaments. A red circle on the left contains the text: "Filled with recipes submitted by HLAA-TC members." The central text reads: "Did you want to receive a digital copy of the Holiday Recipe Book 2022? It's filled with recipes from HLAA-TC members for anything from breakfast, appetizers, entrees and dessert." A dark green circle on the right contains the text: "To request a FREE digital recipe book, email: social@hlaatc.org". At the bottom center is a 3D rendering of the "Holiday Recipe Book 2022" showing various food items on its cover.

## Events in January

### HLAA-TC

**Book Club:** We are continuing to meet monthly on Zoom. The tentative reading schedule for 2023 is on the book club page on the website: <https://www.hlaatc.org/book-club/>

### MNCDHH WORKSHOP

**"Equitable Communication Access for People with Hearing Loss"** Workshop  
Wednesday January 18<sup>th</sup> at 6 PM.

- Newsletter announcement:
- <http://mn.gov/deaf-commission/news/index.jsp?id=1063-557497>
- Register here: [https://us02web.zoom.us/meeting/register/tZ0kdOuvpzoIG9FbStdBf80\\_d4I6oLz0TUL](https://us02web.zoom.us/meeting/register/tZ0kdOuvpzoIG9FbStdBf80_d4I6oLz0TUL)

### MNCDHH and HLAA-TC

#### TOWN HALL MEETING

Saturday January 28, 10 AM - noon

The Minnesota Commission of the Deaf, DeafBlind and Hard of Hearing (**MNCDHH**) and the **Hearing Loss Association of America, Twin Cities Chapter (HLAATC)** are hosting a town hall meeting centering on people with hearing loss who use speaking and listening to communicate. We invite all members of the hearing loss community, as well as professionals and families to attend.

The main goal of the town hall is to gather suggestions from the public on what the Commission and HLAATC should focus on while working to advance the lives of Minnesotans who have hearing loss.

When: Saturday January 28, 10 AM – noon

Where: ZOOM

Join Zoom meeting: Meeting ID: 869 1363 5170, Passcode: 901771

<https://us02web.zoom.us/j/86913635170?pwd=SUhIL3ZUTC9MbE5aSkTkK3NIWE91dz09>

Accommodations:

ASL interpreters and CART provided. For additional accommodations, please email [mncdhh.info@state.mn.us](mailto:mncdhh.info@state.mn.us) by Monday January 23, 2023.

### [Enable live captions for all of your Google Chrome audio/video on Windows 10](#)

Open Google Chrome

Click the main menu (three dotted) button from the top right corner

Select the Settings option

Click on Advanced

Click on Accessibility

Under the Accessibility section, turn on the Live Caption toggle switch

HLAA TC  
PO Box 26021  
Minneapolis, MN 55426



**Next meeting: January 21 on Zoom**

### First Class

**HLAA Twin Cities Chapter**

Name.....

Address.....

City.....

State.....Zip.....

Phone.(area code).....

E-Mail.....  
*Newsletter via email included in all memberships*

\_\_\_\_\_ Individual \$15  
\_\_\_\_\_ Professional \$50  
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Welcomes You!

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The next meeting of the Hearing Loss Association of America Twin Cities Chapter (HLAA TC) will be held on Zoom Jan 21, 2023. Open to socialize at 9:30 AM, formal meeting 10 AM.

**Email the secretary ([secretary@hlaatc.org](mailto:secretary@hlaatc.org)) for meeting information and link.**

**Please visit the chapter’s web-site at [www.hlaatc.org](http://www.hlaatc.org) or visit us on Facebook: groups/HLAA-TC.**

**Accommodations:** All meetings are real time captioned by Lisa Richardson and her staff of *Paradigm Captioning* ([www.paradigmreporting.com](http://www.paradigmreporting.com)).