



## HLAA Fox Valley Chapter News

### Volume 35 Issue 3

### May 2020



### May 11th Meeting is Online! 6:30PM.

All of our 'on site' meetings are cancelled until further notice; including H.O.P.E. and CI Groups. Our meeting locations are closed to outside groups, so we don't know when we can start meeting again. You'll know when we know. Meanwhile, we'd like to try something different.

Some other chapters are using ZOOM conferencing to meet. Let's try it this month. It's a chance to learn. No presentation. Just come for the experience, and to see some of the friends we are all missing right now. Here's how:

**By May 10th**, let Julie Olson know you want to participate. [julieo@athenet.net](mailto:julieo@athenet.net) On May 11th, You'll receive an e-mail from her, with instructions and a link that will allow you to join the ZOOM meeting at 6:30 PM, that evening. We are new to this, so it may not be perfect, but its worth a try. **See page 2 for more information on how to use ZOOM.**

**Meeting would be limited to 25 participants.**

### Join us for the Virtual Walk4Hearing on May 9th!

Sign on begins 8:45 a.m. CST

Online program starts 9:00 a.m. CST



<https://hearingloss.zoom.us/meeting/register/tJcod-isrj0sH9RH8Hx4rqN3wfiOBbcEsVWM> Join the walk at this link.

As of publication, the HLAA Fox Valley Fox Trotters have raised \$1,215, or 60% of our goal of \$2000. You can still donate at [www.walk4hearing.org](http://www.walk4hearing.org) Milwaukee Walk\* HLAA FVC Fox Trotters.



Colleen, Christine & Stevie

A few years ago, our walk team enjoyed the day in foxy attire. Pizza and a stop for ice cream made the day! This photo of Colleen Van Rooy, Christine Klessig, and Stevie Schmidt, tells the story of a good time! **We are sad to report that Stevie passed away on April 16th. We will miss her zest for living! Rest in Peace, Stevie.**

### You Can.... Attend a National HLAA Meeting via ZOOM on May 9th!

Participate in a free, captioned, virtual get together for the HLAA community. It's a time to socially connect while we are physically distant. The captioned Zoom meeting will include a presentation from a speaker, plus ample time for questions and conversation.

The May meetings will take place on May 9th and May 23rd, beginning at 1 PM Central Daylight Time. Advanced registration is required. These meetings are sponsored by our national HLAA organization. [REGISTER FOR VIRTUAL MEETING](#)

After registering, you will receive a confirmation email from HLAA with information about how to join the meeting.

To participate, you need a computer, tablet or phone that is equipped with a camera. It's very easy to use.

**See Page 2 for some Hints and Tutorials  
on ZOOM**

### Newsletter Update...



Until further notice, our newsletter can only be circulated by e-mail. As we 'shelter in place' our volunteers cannot process the printed version for mailing. We regret that a few on our regular mailing list will not receive it. However, we are pleased that we have been able to double the size of our e-mail list. Once this crisis is over, we will return to print and mail for those who prefer to receive it that way. It will help us to know your preference once things settle down.

Please share our e-mail version with others. If you wish, you can print and share it too. Thank you! Let's stay connected!



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

## When Communication is Vital....

Being able to communicate with family and friends during this difficult time of COVID19 is so important. Sadly, it's difficult for many people to stay connected, especially people who are affected by hearing loss. Many have trouble using the telephone and are dependent on being able to have live face to face communication. Many older people are isolated in assisted living and nursing homes, especially now because of restrictions on visitors. If they are not able to hear on the telephone that isolation increases tenfold.



A captioned telephone could be a positive game changer. Captioned phones are available at no cost to people who qualify for them. Yet, many don't know they are available. You, or someone you know, can sign up to receive a captioned phone at: <https://captioncall.com/phone/> or at <https://www.captel.com/>. At these websites you will find companies that offer caption phones or a caption app that will work on smart phones. Captioned telephone service is provided by a federally funded program that is part of the American with Disabilities Act.

Another great resource is: <https://www.innocaption.com/>, an app that allows captioning on smart phones. These technologies require self-certification of hearing loss. You do not need to get professional certification. The day you sign up, you will be able to make and receive captioned calls!

According to Colleen Van Rooy, an installer for CaptionCall, and past HLAA Fox Valley Chapter president, since Covid-19 captioned calls have nearly doubled and the average talking time has nearly tripled. Caption phone providers are hiring more 'Captioning Agents' to handle the volume of calls. Although you might find there is a slightly longer than usual hold time when using your captioned phone, on average most were captioning within 1-2 seconds of contact. A few weeks ago, it was taking far longer before captions began. Thanks to increased hiring, that has happened. **You should know that 911 calls are always moved to the front of the queue.** This wonderful technology has brought people of all ages back into the world of communication. Please tell people about it.

Phone installers, like Colleen, are working during the COVID19 crises in an effort to get those who need captioned phones hooked up quickly. Companies also offer self installs if it's not practical to have someone coming into your home, or to a senior residential facility where visitors are not allowed.

Now, with so many people isolated and unable to meet personally with family members, a captioned telephone can be a true lifesaver. **Be connected and stay safe!**

If you have any questions about CaptionCall, Captel or Innocaption, reach out to Colleen. She promises to do her best to answer or direct you to someone else who can.

Colleen can be reached at: [cvanrooy@yahoo.com](mailto:cvanrooy@yahoo.com)

*Social isolation has consequences. It is strongly connected to mental health conditions. People with hearing loss are very much at risk. A Dutch study of adults; ages 18-70 showed that for every decibel drop in hearing perception, the odds of becoming lonely increase by 7%. Let's do all we can to help ourselves remain in the mainstream!.* **Hamilton CapTel document 2020**



## Helpful Hints and Tutorials on ZOOM Technology

**Zoom concerns have been addressed** and procedures will be modified as Zoom continues to update their software. They had a security issue with open meetings. Closed meetings are not a problem. When you register for a closed meeting, a unique link is sent to you for a password protected session.

**Use a computer.** If possible, attend the meeting on a computer rather than via a smart phone or iPad. This will give you the best layout to participate and explore other meeting features.



- [How to Install Zoom on MAC](#)
- [How to Install Zoom on PC](#)
- [How to See Closed Captions in ZOOM\\*](#)

**Technology makes lives with hearing loss more bearable. It makes sense to learn to use it! NOTE: \*Captions may be available. Zoom is working on this. Stay tuned.**

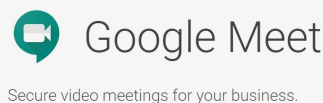


We encourage you to find a way to try ZOOM with your family and friends. Anyone can sign up to host a meeting at [www.zoom.us.com](http://www.zoom.us.com). It's free to use for 40 minutes. For longer meetings, you will pay a fee for the 'Pro Version'. Chapter leaders are experimenting with this, but we have much to learn! We're willing to try it for our May meeting with limitations. **See page 1 for info.**

To use ZOOM, your computer must have an active camera, and audio must be turned on. If you have a neckloop or a Bluetooth device you can plug in to hear better. If you're adventurous, try it by hosting a 'meeting'. And join us on May 11<sup>th</sup>, as we experiment with possibilities.



**Another Option...** We are also looking into Google Meet, another technology that is similar to ZOOM. This app offers caption service for meetings, that would be provided with a 'speech to text' app similar to AVA or Live Transcribe used on cell phones. ZOOM meetings can also be captioned, but currently require a captionist to be done 'live'. All we can say is "WOW". Technology is amazing, and it is going to change lives; not just for people with hearing loss, but for everyone. It makes sense to keep up with it.



**FROM NATIONAL HLAA**  
**Hearing Life e-News**  
**emailed 2x a month**  
**[SIGN UP FOR E-NEWS](#)**

**HLAA – Community &  
Support Facebook Group**

**[JOIN GROUP](#)**

### **HLAA Veterans Virtual Chapter**

<https://www.hearingloss.org/hearing-help/communities/veterans/>

**NOTE: A Special Card designed by Wisconsin DHHS for Deaf & hard of hearing is available to print on the home page at:**

<https://www.hlaawi.org>



### **With Madame Prez...**

Welcome to the inaugural column featuring a favorite hearing loop of one of our members.

Did you know there are over 800 hearing loop installations available to the public right here in the Badger State? You can find them listed by location at [hlaawi.org](http://hlaawi.org) (resources). May's featured hearing loop is not on that website because it's a private loop. Good thing too, as it can be used & not violate the social distancing regulations!

**Where:** In my TV room at Home with a \$100 hearing loop kit by UniVox installed by my spouse.

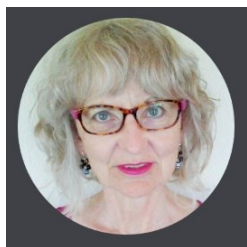
**When:** In the summer of 2011

**How:** I heard about telecoils and loops at an HLAA meeting that had a presentation by Juliette Sterkens AuD.

**Why:** My hearing aids were not doing what I needed them to do to enjoy TV. I enjoy Masterpiece Theater-except for the foreign accents! Hearing loop to the rescue!

**What:** I learned that the telecoils in my hearing aids could pick up a loop signal wirelessly when the T program is on. I've since learned that telecoils can do a whole lot more!

**Nominate!** Everyone has a story to tell about their unique hearing loss journey, and we all benefit from sharing our stories. Do you have a favorite telecoil or loop experience? Let's hear about it. Photos welcome!



Contact me at [bommaklessig@gmail.com](mailto:bommaklessig@gmail.com) with your story.

*Christine Klessig, Chapter President*

### **The Sponsor Program is Fox Valley Chapter's Main Fundraiser.**

Names will be added as donations are received.

NOTE: If your name or business is not listed correctly, please let us know immediately. **If you would like to support the chapter this way, send your check to: HLAA-Fox Valley Treasurer, P.O. Box 25, Menasha WI 54952. [hlaafoxvalley@gmail.com](mailto:hlaafoxvalley@gmail.com)**

### **2020 Chapter Sponsors**

#### **Platinum Level (\$200 or More)**

**Ear, Nose & Throat Surgical Associates (Audiology)** - Kristin Borgen, AuD; Beth Gabavics, AuD; Nicole Maxam, AuD  
**Fox Valley Hearing Center** - Melissa Dintelman AuD; Jody Jedlika, AuD; Stephanie Long, AuD; Brittany Uitenbroeck, AuD; Candy McGinnis, AuD  
**Haviland Hearing Aids** - Peter J. Zellmer, AuD; Kyle Martell, AuD  
**Helen Hardt Family Fund/Fox Cities Community Foundation**  
**Rural Audiology Services**, Waupaca  
**Seeing the Word LLC** - Margo Lucas, RPR, CRC, CRI Cart Reporter  
Judy & Larry Benish  
Douglas Grant MD  
Jim Machalk  
Tom & Linda O'Connor  
Howard & Charlene Porter  
Raymond Smith

#### **Gold Level (\$100 - \$199)**

**Ascension Audiology** - Debra Engebos, AuD, Susan Iwanski, AuD, Lisa Esser AuD.  
O.C. & Pat Boldt, Ival & Dorothy Grotegut, Charles & Judy Hastert, Christine Klessig, Mike & Sue Landreman, Jay & Babbette Robitshek, Carol Smokovich, Barb & Russ Soderberg, Jan & Diane Vennendaal, Dale & Rene Voskuil, Grace & Bill Zurovitch

#### **Silver Level (\$50 - \$99)**

Jim & Rhonda Bartelt, Sue Brown, Jo Crabb, Mary Ginke, Joyce Hanneman, Betsy & Charles Hansen, James Hemmen, Ione Muehlenbein (in memory of Paul), Julie & John Olson, Sharon Salm, LeRoy Sauer, Stevie Schmidt, Karen & Tom Schuppe, Phyllis & Lyle Sconzert, Jerome & Phyllis Van Handel, Mike & Lois Vande Loo, Harriet & Paul Zucker,

#### **Bronze Level (\$25 - \$49)**

Anonymous, Richard Erickson, Kevin Gossens, Dirk & Maureen Fisher, Lorna Hamilton, Tom & Patty Reimer, Katie Weber

**We are grateful to everyone who has made smaller donations to our treasury, & to those who contribute personal resources of time, energy, mileage & more. We depend on them to make our chapter successful.**

***Our Mission: To share information, educate, advocate and provide support to people with hearing loss who choose to remain in the hearing mainstream with technology.***

**Meetings are open to the public, and are organized and run by volunteers.**

### **You can Still Add Your Name to Our Sponsor List for 2020**

Sponsors help cover the costs of facility rental, newsletter printing & mailing, convention stipends, and numerous other expenses the chapter incurs. HLAAFV is a 501(c)(3) registered non-profit. Donations are tax deductible, as allowed by law.

**Thank you to everyone who supports us this way.**



Disclaimer—HLAA does not endorse products or services. Mention of such is intended to provide readers & those who attend meetings with information on products or services that might be of interest, & is not a recommendation or endorsement.

#### HLAA-Fox Valley Chapter

P.O. Box 25  
Menasha WI 54952-0025

### 2020 Chapter Calendar

**May 9:** Wisconsin's Virtual Walk4Hearing! VIRTUAL  
**May 11:** Today's Technology Made Easy CANCELLED  
**June 8:** Hearing Loss and Relationships  
**June 18-21:** HLAA National Convention CANCELLED  
**July 13:** Summer Social at Appleton Yacht Club  
**August 10:** Challenges of Hospitalization with Hearing Loss  
**September 14:** Canine Companions for Independence  
**October 12:** Balance, Vertigo & Other Issues  
**November 9:** Stigma, Stress, Denial, Fatigue; H.L. Crazy's  
**December 14:** Holiday Social at Appleton Yacht Club

Details on programs and presenters will be on the front page of each month's newsletter/meeting notice.

**At this point we don't know if our July social will be held. Keeping our fingers crossed! We hope it's on your calendar. Appleton Yacht Club is reserved. Stay tuned via newsletters.**

### 2019 Chapter Leadership Board

**President:** \*Christine Klessig [bommaklessig@gmail.com](mailto:bommaklessig@gmail.com)

**Vice President:** \*Dale Voskuil [voskuil@gmail.com](mailto:voskuil@gmail.com)

**Secretary:** VACANT (Seeking Support & Phone Contact)

**Treasurer:** \*Michelle Frisbie [michellefrisbie@gmail.com](mailto:michellefrisbie@gmail.com)

**Program Chair & CI Group Chair:** \*Rhonda Clancey  
[rclancey@hotmail.com](mailto:rclancey@hotmail.com)

**Member at Large & Newsletter Editor:** \*Julie Olson  
[julieo@athenet.net](mailto:julieo@athenet.net)

**Member at Large:** \*Jane Young [YBLUEJAY@aol.com](mailto:YBLUEJAY@aol.com)

**Phone Contact/Social:** Vacant...**Need Help Here!!**

**H.O.P.E. Chair:** Nancy Gilbertson [nancy.gilbertson2@gmail.com](mailto:nancy.gilbertson2@gmail.com)

**Chapter e-mail:** [hlaafoxvalley@gmail.com](mailto:hlaafoxvalley@gmail.com)

**Support Crew:** Dave Gilbertson, Bob Opsteen,  
Jerry Van Handel, Paul & Harriet Zuicker

Feel free to contact any of us personally, or use the chapter's e-mail address. We will respond as soon as possible.

\* Designates Members of the Chapter's Current Board of Trustees.

### Hello Cochlear Implant Supporters!

I hope everyone is doing well! It's been a challenge with "staying-at-home!" We have now cancelled our last 2 meetings.



We are dealing with several hearing loss issues right now! Wearing face masks with elastic covers over our ears doesn't set well with hearing aids or cochlear processors! And, we can't read lips with everyone's face being covered! I hate it when the news people on TV are standing outside wearing a face mask when reporting the news! I've seen some clever folks put buttons on headbands to hold the elastic or even making masks with strings to tie behind their heads.



I really like the creative facemasks that have transparent plastic over the lip area, but they are in short supply. We all have to remember these creative masks are for us to use with each other or on trips to the grocery store. They are not for our professional medical staff to wear for their protection. Yes, there's a bit more stress for hearing loss folk to deal with! Do remember to inform any medical people that you have a hearing loss! That helps!

**Our next scheduled CI support group meeting is Monday, July 20<sup>th</sup> at 6:00 PM at Neenah Festival Foods Community Room.** I hope to be able to include reps from all three cochlear manufacturers in the future. Our own 'team player', Ken, has been waiting to share his experience with his upgraded AB processor. Please watch for my e-mail postings.

Take care and 'stay at home' through Monday, May 25<sup>th</sup>!

Rhonda [rclancey@hotmail.com](mailto:rclancey@hotmail.com)



Hello Everyone,

It has been two long months since the H.O.P.E. Group has been able to meet.

How are you dealing with your hearing loss and the quarantine? I trust you are not giving into the temptation of not wearing your hearing device everyday; not sitting in silence. We hear with our brain & the brain must keep having the opportunity to hear, to work.



Speaking of keeping hearing devices on. While I was working deep in thought on my laptop, Dave had TV on (old westerns, ugh!). I took my cochlear implants off so I could better concentrate, which is one of my perks of being deaf. I laid a CI on each arm of my chair. Dalton, my CCI Hearing Dog, always lies on a large ottoman on the right side of my chair. When I was done with my project, I reached for my right CI, but it was not on the arm of the chair. I started searching, but I could not find it. Dalton had gotten off the ottoman and I could see it wasn't anywhere on the ottoman either. I was baffled. I looked at Dalton, asking if he had seen my CI. I had to laugh and took a photo of what I saw. The CI has a powerful magnet and obviously fell close enough to attach. I hope this story and photo brought you a chuckle.

H.O.P.E. is a support group. We do not have to get together, face to face, to give or receive support. If you have any questions, concerns, or maybe you just want to visit with someone who truly understands living with hearing loss, send me an email or text me. I would be honored to help you in any way I can or to just visit. There are others within the H.O.P.E. Group who would be happy to help you, too. We want you to know you are not alone. We are only an email away. When we support each other, incredible things happen.

Take best of care. Be safe. You are too valuable.

Fondly,

Nancy [nancy.gilbertson2@gmail.com](mailto:nancy.gilbertson2@gmail.com) 920-832-9004



***"Tragedy can be a pit of despair into which you sink, or a mountain by which you climb to the heights. It's your choice!"***

*Quote submitted by Michelle Frisbie*

## 7 Tips to Maintain Hearing Health Care Amid #COVID19 03.24.20

HLAA has partnered with *The Hearing Journal* to create this NEW Patient Handout for People with Hearing Loss: *7 Tips to Maintain Hearing Health Care Amid #COVID19*

[https://journals.lww.com/thehearingjournal/Documents/000\\_HJ0420\\_Patient%20Handout\\_COVID%2019\\_R1.pdf](https://journals.lww.com/thehearingjournal/Documents/000_HJ0420_Patient%20Handout_COVID%2019_R1.pdf)

## Hearing Loss in the Time of Coronavirus

(From HLAA National)

***Your rights under the Americans with Disabilities Act don't disappear in a time of emergency. Here's important information for people now required to work from home or attend classes online.***

If you are working from home or attending school remotely via online coursework, emergency or no emergency, you still have a right to meetings and online coursework that is accessible. You must be able to communicate effectively with your team, whether at work or school.

In short, your rights under the ADA do not disappear during an emergency. But the Hearing Loss Association of America advises, whether you are at work or school, to reach out first to make sure your access needs are known. Talk to your college disability coordinator or your supervisor at work to ensure access as soon as you can. **They won't know what you need unless you tell them.**

There are many resources to help you navigate our upended world in this time of coronavirus. We are seeing more information specifically for people with hearing loss. One particularly helpful resource is the [Hearing Tracker](https://www.hearingloss.org/hearing-loss-time-of-coronavirus/). They have posted information about how to get captioning online, as well as how to communicate via video conferencing even if you don't need captioning, but do need to make the most of the audio connection. More at: <https://www.hearingloss.org/hearing-loss-time-of-coronavirus/>

## Thoughts About The Corona Virus and Managing Our Hearing Loss in Healthcare Settings From Dr. Peggy Troller

The coronavirus has upended our world. We're staying *Safe at Home*, but missing our friends, family, and usual activities. Feelings of fear, anger, depression, and helplessness are common. We've all experienced the difficulty of communicating with hearing loss and COVID-19 has added yet another layer of difficulty.



There is some good news, though. Since we are the experts on our hearing loss, we have some control over communication, even in healthcare settings. In teaching others about hearing, we can learn skills that will serve us well into the future.

Facemasks are now being worn universally by healthcare providers as well as lay people. This is a trend that will continue for quite some time ahead. Each of us advocating individually, and repeatedly, for our needs will help facilities and providers hear our messages over and over again.

There are many kinds of masks in use – N95, procedure or surgical, cloth of many varieties. All of them hinder communication. The Communicator is the only mask I've found that has a clear window to allow us to see the speaker's mouth (<https://safenclear.com/product/communicator-box/>) Very few organizations have The Communicator, but if each of us advocate for this when we are talking to a masked provider, we will be laying groundwork for the future.

The HLAA-WI hospital kit was updated last year. It has forms you can print and personalize to your preferences and needs. If you are going to be in a medical environment, print these off, preferably on brightly colored paper, and give them to providers. These documents can be found at [www.hlaawi.org](http://www.hlaawi.org)

We are also living in a very fortunate time. Technology is our friend! Think about apps that would be helpful to you and have them on your phone before you arrive. Transcription programs like Google Live Transcribe or AVA will allow you to see a transcription when your provider is talking. There are HIPAA concerns that make it difficult for hospitals to provide this transcription, but YOU can provide it for yourself.

Many medical appointments are now being held remotely. If you have a video visit, inform the clinic ahead of time that you will need CART or captions for the call. If the contact will be by telephone, you can sign up with a service such as Innocaption to have calls transcribed in real time.

Communication with a hearing loss is frustrating, especially in healthcare settings. We can, however, consistently set the expectations for, and teach about, what needs to be in place.



***Dr. Troller holds a doctorate of nursing practice, and is employed by UW Health Systems in Madison. She presented at the 2019 HLAWI State Conference last November, and is scheduled to be the guest presenter at our August Chapter meeting because any chapter members asked us to invite her back. Watch for more information in our summer newsletters. She is willing to answer your questions via e-mail if you'd like to contact her.***  
[peggy@hearinglossrn.com](mailto:peggy@hearinglossrn.com)