



## September Meeting: Monday September 14th

**6:30PM via Zoom Videoconferencing**  
**(Meeting room opens at 6:15...come early)**

Presenters: Nancy Gilbertson & Service Dog, Dalton III

Program: **Tales of a Service Dog**

The relationship between a Service Dog and their handler is a sacred bond.

Many of you have seen Nancy and her Hearing Service Dog, Dalton III, at HLAA events. They were matched at one of six Canine Companions for Independence® facilities in August of 2018. Canine Companions is the largest provider of assistance dogs in the world. Canine Companions provides professionally trained dogs and on-going follow-up services, for free, to children, adults and veterans, to be of assistance for over 65 disabilities.



Nancy will share Dalton's journey to becoming a Service Dog; life with Dalton, tales of other Canine Companion recipient's, and explain the five types of assistance dogs Canine Companions train, including an amazing program called, "Wounded Veterans Initiative", that provides trained companion dogs for veterans.

Join us on September 14th. (Instructions below.)

### Topic: HLAADFV-September Meeting

**Time: Sep 14, 2020 06:15 PM Central Time (US and Canada)**

Join Zoom Meeting by clicking on this link

[https://us02web.zoom.us/j/85373452161?](https://us02web.zoom.us/j/85373452161?pwd=cnoxd3BaUGZDNTAzbmdJVE1OUmZ6QT09)

[pwd=cnoxd3BaUGZDNTAzbmdJVE1OUmZ6QT09](https://us02web.zoom.us/j/85373452161?pwd=cnoxd3BaUGZDNTAzbmdJVE1OUmZ6QT09)

**Meeting ID: 853 7345 2161      Passcode: HLAADFV-SEP**

The e-mail version of the link is live. The print version is not. If you only have the print version, e-mail us and we'll send it to you by return e-mail. [hlaafoxvalley@gmail.com](mailto:hlaafoxvalley@gmail.com)

**DON'T WAIT UNTIL THE LAST MINUTE. This all takes time.**

## We miss you!

COVID 19 has changed our lives. Isolation, a negative effect of hearing loss, is running rampant. It's not healthy! It's something we are encouraged to avoid. Isolation can lead to reclusiveness and depression, concerns that many of us have expressed when we've met. So here we are, and it's not just us. It's everyone. So let's get creative. *Maybe we can help others too.\**



**There are ways to stay in touch.** Love them or hate them; computers can link us to other people. Video conferencing is keeping families connected. It's connecting students with teachers. It can keep us connected. It isn't perfect but it's pretty amazing, if we're willing to use it.

Our last three meetings have been held on Zoom, a popular platform that allows us unlimited time, the option to add captions, share a presentation, along with the ability to see and listen to each other. We've had 'satisfactory' attendance; averaging 17 people each month. Our regular meetings attract more than double that number, however.

**We miss you!      Please join us on September 14th.**

Our H.O.P.E. and CI subgroups will meet on video conferencing until further notice. (See page 6 for info.)

We look forward to the time when we can meet again in person. That may be many months away. The chapter board has worked hard to help everyone stay in touch through our newsletter, our Facebook page, and on the chapter page on the HLAADI website at [www.hlaadi.org](http://www.hlaadi.org)

Please help us hold our HLAA chapter together during these difficult and unusual times. **We need you!**

**We miss you!** We choose to believe you miss us too.

\*The free version of Zoom is open to anyone. Try zooming with friends & family members. Let them know when. You sign up, send an e-mail to them and start a meeting. [www.zoom.us](http://www.zoom.us) Join friends and family for morning coffee or a late afternoon cocktail! It's fun, and it really does help prevent feelings of isolation.

Grandkids love it too! It's way better than Facetime!

**YOU Can Do This!!**



**PS: When we follow the basic 'hearing loss' rules for video conferencing on page 6, it works very well.**

## A Special Story...by Colleen Van Rooy

A nice touch was recently added to a sidewalk in Appleton. I was one of the winning poets for the City of Appleton Sidewalk Poetry contest held earlier this year.

I was pretty excited to learn that my poem was selected, and I hope it brings a smile to all who stop and read my poetry.

The poem is special to me because I treasured the stories told to me while I was growing up. I enjoyed the stories of how my parents met, their first date, the changing of a flat tire in the rain while Dad wore a tuxedo, the monthly flowers he gave my mom, how my Dad proposed to my Mom, etc. Just thinking about it, lifts me up. This poem is a reflection on my parents.

I stopped by at one of my poem stamp locations, and the neighbor came outside and told me that she has seen many stop and read it out loud and talk about it with each other. I think that just makes it all the more special.

I don't consider myself much of poet, but it certainly has opened up my eyes to new possibilities in my own writing. The poem is stamped in two locations with a third coming soon. 536 N Bateman St, 103 Lynn Drive and the last one will be stamped at 2515 S Greenview St.

Here is the inscription:

*"I remember the day I met her. It was a Sunday in April in spring. And I was the first season of her soul. Her first spring rain. Her first spring blossom. Then I bent down low, to the ground my knee...and asked her to marry me."*



This Foxy Lady Poet is a past president of HLAA Fox Valley Chapter. She is also the founder of HEAR In the Fox Cities, a non profit organization that raises money to help pay for hearing aids for children whose families cannot afford them. Congratulations Colleen! You are amazing!!



### Condolences to the Family of Doug Grant

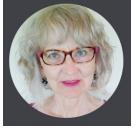
We are sorry to report the passing of Douglas H Grant MD, a chapter member for several years. Doug passed away on July 28th. He had practiced medicine in the Appleton area for nearly 40 years.

Doug came to HLAA a few years prior to his retirement when he was experiencing the complexities of progressive hearing loss. He always had something to contribute. Those of us who were Facebook friends had the pleasure of enjoying postings of his wonderful nature photography and of his grandchildren.

HLAA Fox Valley Chapter has been named as one of the organizations to support in Doug's memory, along with the Grand Teton National Park Foundation and Wild Ones Fox Valley Nature Center. We are as grateful to be included, as we are to have had Doug among us. Rest in peace Doug. We will miss you.

## Q & A with Madame Prez...aka Christine Klessig

**Featured Guest: The Hearing Aid Fairy  
aka Peggy Troller DNP**



**MP:** LOVE your outfit. Tiara, wings & magic wand.  
Tell me your story.



This is my Hearing Aid Fairy costume. It commands WAY more attention than a traditional nurse's uniform. I have been a nurse for over 37 years. I currently work at UW Hospitals in Madison.

**MP:** How did you earn your wings?



Once upon a time, I realized there was a need to help people with hearing loss in the hospital. I wrote a grant for batteries and a cleaning kit and the rest is history. Now I also teach healthcare providers about hearing loss and how to communicate with us. Yes, 'us', I have a hearing loss too.

**MP:** I was one of the twenty lucky people who heard you speak via ZOOM at our 8/10 Chapter meeting. Thank you for the excellent presentation and tips on Managing Hearing Loss in a Hospital Setting. Such a timely topic due to the continuing Covid-19 pandemic. For readers who were not able to hear your 8/10 presentation, where should they direct their questions?



I have a website: [www.hearinglossrn.com](http://www.hearinglossrn.com),  
email [peggy@hearinglossrn.com](mailto:peggy@hearinglossrn.com)

**MP:** I heard you have a book in the works about your HOH education initiative? Tell me about it.



I am starting to write a book about us, geared toward the healthcare system. Please send me your true life stories to the above email...no fairy tales please! I am also actively seeking opportunities to present to healthcare providers and people with hearing loss. Pass it on!!

**MP:** Best of luck to you, and, again, thank you for the informative presentations you've given for HLAA.



Thank you.

**Note:** Peggy was selected to receive the 2018 Nursing Innovation Award from over 2000 applicants. She recently completed her doctorate degree in nursing practice. What a way to sparkle!! Thank you for shining your light on hearing loss!

**The pandemic changed things.** For the past 4 months this newsletter has only been circulated by e-mail. If, by chance, you did not receive it, know it is always posted on the HLAA Wisconsin website, and is archived there for several months.

**Large documents can be decoded as 'spam' by servers, so please set your e-mail program to accept mail from both [julieo@athenet.net](mailto:julieo@athenet.net) and [hlaafoxvalley@gmail.com](mailto:hlaafoxvalley@gmail.com)**

**There are some great articles in those editions. You will find them at: [www.hlaawi.org](http://www.hlaawi.org) under chapters.**

## Why Should We Support HLAA?

Compared with other national nonprofit organizations, HLAA is a small organization with a big heart and a purpose that over 40 millions of Americans with partial deafness should embrace. COVID19 is hurting independent organizations in big ways. **HLAA needs your support.**



Founded in 1979 by Howard E. "Rocky" Stone, the Hearing Loss Association of America (HLAA) is the nation's leading organization representing consumers with hearing loss.

HLAA strives to give people the tools they need to live more successfully with hearing loss and to show them they do not have to face hearing loss alone.

HLAA provides adults and children with tools for self help; sensitizes the general population about the unique needs of people who have hearing loss; and promotes understanding of the nature, causes, complications, and remedies of hearing loss.

HLAA is a leading voice in improving communication access for people who don't hear well. Advocacy efforts range from the grassroots, local level all the way up to Capitol Hill.

HLAA advocates for communication access in the workplace, hotels, schools, court systems, medical, and entertainment facilities.

HLAA promotes new technology development, medical research, and legislation that will alleviate the effects of hearing loss, and encourages and participates in research to improve hearing aids, assistive listening devices, and other technology needs of consumers with hearing loss.

HLAA depends on the people it represents for financial support. HLAA represents over 45 million Americans who do not hear well, but who choose to do everything possible to remain in the hearing mainstream. As a membership organization is supported by only a small number of those people. **HLAA needs your support.**

Become a member of the organization that represents you: [www.hearingloss.org/make-a-difference/](http://www.hearingloss.org/make-a-difference/)



## Here are two recent comments posted on Mayo Clinic Connect Discussion Board\*

1. "Hard of hearing people have two big problems that are chronic:

- As a group, hard of hearing people don't know what can help them beyond hearing aids which are considered by society to be a 'solution'. We, who use hearing aids know they are aids. They help, but do not fully resolve the problem. The 'solution' is far more complex. Finding solutions means taking control, educating oneself, and not being led by advertising that markets denial and promises far more than products can provide.
- They don't realize that change that comes through education & that advocacy begins at the grass roots level. In order to solve a problem, the people who are affected by it must become involved in finding solutions. As long as most of our energy is spent denying we have hearing loss and/or hiding it because we're embarrassed by it, progress in effecting change will be difficult and long. We have to get off our butts and speak up. We have to tell people what we need. First, we must be open to learning, so we know what we need."

2. "People who are hard of hearing have been far too nice for far too long. We pretend we understand what people are telling us because we don't want to hurt their feelings. We have to stop doing that. It's not going to be fun, and I am not looking forward to breaking the news to folks who have no idea how much spoken information we are not getting. Asking for accommodation or access is going to disrupt their routines and cause them distress."

To participate in Mayo Clinic Connect, register at: <https://connect.mayoclinic.org/group/hearing-loss/>

**Mayo Clinic Connect has discussion forums on many different health issues. It's a great way to learn from other people who share their concerns on those issues.**





## Navigating our Masked Society



We don't have to ask our hard of hearing friends how masks are affecting their lives. We know. They are making us crazy! People with normal hearing say the same thing, mostly for different reasons. They are hot, they are uncomfortable, they hurt our ears, they are a pain to keep clean, etc. We share all those issues, but we have one that's more complex that most people don't understand. Masks make it impossible for us to lipread. That isolates us and makes fluid communication even harder for us than it normally is.

We're caught in a catch 22! We know that wearing masks is an important health issue now with COVID19. We also know that being able to hear is important. It might help a little for us to know that many of those people who have normal hearing struggle a bit with masked faces too. Masks muffle sound for everyone. Add a plexiglass face covering and/or other barrier and it gets even harder. We are all in this together a little bit.

So what about those special masks that have see through panels; the window masks or smile masks as some of them are called? Where are they? Have you seen anyone wearing them? If you have seen them being worn, please let us know who is wearing them. We'd like to let those people know we appreciate them.

In last month's newsletter, we asked for volunteers who sew, who might be able to create window masks that we could distribute to the public. We offered to provide the materials for the project. Unfortunately, we had only one person tell us they would help with this project. Thus, the project is on hold. We are now looking at options for purchasing them in quantity for distribution. We are learning that those that are well made are on back order for the most part.

We are working to create a list of options for ordering them. That list will be available on the HLAAWI website/chapters page, and in the next newsletter. Please make note of that information so you can share it with people who need to use them.

Tell the people who serve you how important this is. Doctors, dentists, teachers, bank tellers, store clerks, baristas, wait-staff, etc. , and then be sure to let them know where they can get the special masks once you find out yourself.



Great Helper



Huge Barrier

## Working from home could damage your hearing



With so many people working, learning, and playing at home during the coronavirus pandemic, many are turning to earbuds or headphones to avoid distractions or keep computer conversations private. Many are working online. Many are using video conferencing to remain connected socially. Hearing healthcare professionals warn that this trend could lead to noise induced hearing loss (NIHL). NIHL creates damage to the hair cells in the inner ear, and is permanent and cannot be repaired.

We know that exposure to loud noise is a leading cause of hearing loss. We also know that some people are more genetically susceptible to NIHL. Until NIHL is diagnosed, few realize it can happen to them.

It's important to understand that earbuds and some headphones can emit sound at damaging high decibel levels. Researchers know that 15 minutes of exposure over 100 decibels can damage hearing. They also know that anything over 80 decibels can cause damage if the duration of exposure is lengthy. For comparison, most conversation ranges around 60 dB, while a lawn mower emits 90dB plus. That's why protective ear muffs are recommended.

Ear buds are the worst culprit because they sit inside the ear canal. Even when set at the same degree of volume, earbuds will emit louder sound than headphones. Some headphones have noise cancelling capability, thus are safer over all since they block out background noise that may make the listener increase the volume to a dangerous level.

Do you have Noise induced hearing loss? Here are three common signs of it:

Turning up the TV too loud for others in the room.

Constantly asking people to repeat themselves.

Having trouble understanding conversation in noisy environments.

If those signs describe you, get your hearing checked. A well fit hearing aid will help you keep down the volume.

**Appreciate your hearing, and protect it.  
And tell your children to do the same.**



# Better, Less Costly Treatments for Hearing Loss Coming Soon...

<https://stanmed.stanford.edu/listening/treatment-hearing-loss-cusp-transformation.html>

The article linked above is too lengthy to include. However, it's worth reading in its entirety. Following are a few intriguing points.



- ◆ Today we know that age-related hearing loss doesn't start when you're 60 or 70. That's when it becomes really symptomatic. We now know that people in their 30s are already beginning to experience subtle decline.
- ◆ The way we live with hearing loss is in the midst of a revolution, with enormous changes ahead. New approaches to testing and more affordable and effective treatments are clearing the way for healthier hearing in aging adults. Those changes can't come soon enough. Aging adults are less willing than ever to let hearing loss slow them down and are more open to wearing advanced, in-ear devices.
- ◆ Yet, for some, that desire to stay active and engaged can accentuate the stigma of hearing loss. For many adults, losing hearing is a signal of increasing and inevitable physical fragility that can be profoundly difficult to accept. Wearing a hearing aid can feel like having that fragility openly on display. Many would rather live without it.
- ◆ The onset of hearing loss as we age may be gradual, but the accumulated effect on our population is developing into an epidemic of drastic proportions. The baby boom generation has reached or is about to reach senior citizenship. The number of individuals of all ages with mild to complete hearing loss will balloon from 44 million today to 55 million in 2030.
- ◆ Human communication is nourishing not only to the soul, but also to the mind and, ultimately, the body. People who become isolated and unable to interact with others withdraw into an ever-closing circle that leads to unhappiness and depression for many.
- ◆ Couple this with the outrageous prices of hearing aids and the barriers to care feel insurmountable. Hearing aids are the third most expensive tangible investment most families make, after a house and car. Yet the investment is still a good choice because the use of hearing aids has been shown to mitigate income loss up to \$22,000 annually for people with extreme hearing loss. Annual excess medical expenditures for U.S. adults with hearing loss who are 65 and older are estimated at \$3.1 billion, according to a study in the *Journal of the American Geriatrics Society* published in June 2014
- ◆ When you have hearing loss, you spend a lot of energy just trying to compensate for it. This is called cognitive load. You're putting all your cognitive effort into hearing instead of into the other things you're doing. This leads to fatigue and the impression you can't concentrate on other things.
- ◆ The way hearing testing has been done for the past 60 years is threshold testing in a quiet room. For most people, their problem is not how well they hear soft whispers in a quiet room. The No. 1 complaint they have is the difficulty of understanding speech in the presence of background noise. Stanford is taking the lead in trying to make speech in noise the default test of speech perception in the audiology test battery. This small, but fundamental shift would be one of the most significant changes in how hearing testing is done in this country in decades. **NOTE:** *This article appeared in our August newsletter. It is being repeated on request. Well worth reading, and checking out the full article via the link.*

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

The September newsletter is being sent by regular mail and e-mail. It has **ONLY** been sent by e-mail for the past 4 months. It was sent to over 200 e-mail addresses in our file. We hope you received it, but we have no way of knowing. We're glad we can return to the print edition. Please let us know your thoughts and what you'd like to see in future issues. [hlaafoxvalley@gmail.com](mailto:hlaafoxvalley@gmail.com) And, consider writing an article for us about your personal experiences.



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

**September 14:** Canine Companions for Independence

**October 12:** Balance, Vertigo & Other Issues

**October 19:** Cochlear Implant Meeting on Zoom

**October 22:** HOPE Meeting on Google Meet

**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.**

**Until further notice, all of our regular meetings will be held on Zoom Videoconferencing.**

## 2019 Chapter Leadership Board

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

**Vice President:** \*Dale Voskuil [voskuild@gmail.com](mailto:voskuild@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 Zucker

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

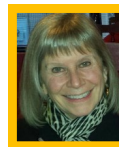


*Tensions are high in the produce section  
as no one dares to lick their fingers*

## CI Group Will Use Zoom in October. Join us!

It's just not going to happen the way we want it to. It is unlikely that we will be able to meet in person for the rest of 2020, and possibly in early 2021. So, let's do the next best thing.....ZOOM!

More information on the October 19th meeting in the October newsletter. Please feel free to contact me if I can be of help to you. Also, let me know if you have any special topics we can use for discussion. There is so much that we can learn from each other! See you soon.



*Rhonda Clancey, CI Group Moderator*

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

## Let's Try Videoconferencing at H.O.P.E.

By the time you get this newsletter, we will have held our first H.O.P.E meeting online, on August 27th. We hope you joined us. We will meet this way again in October, so save the date 10/22/20.

We all miss seeing one another. We miss getting updates from everyone. Cross your fingers and HOPE this works well so we can be together again.

Dalton and I will be presenting the program at the September chapter meeting. It will be a new experience for all of us. I hope to see you there too.



*Nancy Gilbertson, H.O.P.E. Group Moderator*

[nancy.gilbertson2@gmail.com](mailto:nancy.gilbertson2@gmail.com)

## Important Rules for Video Conferencing

- ◆ Come to the meeting early rather than late. The meeting room will open 15 minutes prior to the meeting start.
- ◆ Only one person speaks at a time, like at regular meetings.
- ◆ Do not have more than one computer or iPad working in the same room. It causes noisy interference.
- ◆ Eliminate background noise in your area. (TV, Dogs barking, kids yelling, etc.)
- ◆ Mute yourself when you are listening. Unmute when you wish to say something.
- ◆ Take time to explore the options in the black area around the main screen. You'll figure it all out faster.
- ◆ Look at your own image, and make sure we can see your face. We do a lot of lip reading! No masks. Yay!!