

**THE UNIVERSITY
OF ARIZONA
HEARING CLINIC**

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Living Well with Hearing Loss

VOLUME 1, ISSUE 1 SPRING 2011



Key Note from Dr. Harris

Our Living WELL With Hearing Loss program has exceeded all expectations since we began in September, 2009. In our on-campus group programs, almost 350 of you have come together in one of our 2-week, 3-week, 5-week or Renew and Review classes. These classes have been facilitated by 36 students, mostly in our Doctor of Audiology graduate program but some undergraduates, all learning from you what it means in your own personal life to have a hearing loss. These students will become better professionals as a result of their interactions with you. We've begun a program just for younger adults with hearing loss, and that has branched off to form its own organization, Hear@Tucson.

In our off campus outreach programs, we've gotten involved at Armory Park Senior Center, Villa Maria Care Center, and at the Southern Arizona VA Health Care System. This part of the program will continue to expand – improving the lives of individuals

who cannot come in to the University of Arizona or who simply want more information. We include staff and caregiver training in these outreach



Living with Hearing Loss Group, UA campus

programs - we all know how important it is as a communication partner to alter our communication habits when speaking with a person who has hearing loss.

We've had several professional conferences on Adult Audiologic Rehabilitation to increase skills for all audiologists and encourage them to start their own group program. We

also partnered with the Adult Loss of Hearing Association (ALOHA) for a public lecture series in Tucson and Green Valley. There were eight lectures, with approximately 70 people at each.

All of this has been made possible because of the James S. and Dyan Pignatelli/Unisource Clinical Program for Audiologic Rehabilitation in Adults. Not only has the program been able to expand due to their generosity but also because of the contributions made by those who have benefited from the program or want to support it.

So – we all hope that you are remembering to Walk Before you Talk and are checking in regularly with the website <http://www.lwhl.arizona.edu> for updates on events.

All the best,
Fran Harris, Program chair and coordinator, and the Living Well with Hearing Loss (LWHL) student assistants

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James S. and Dyan Pignatelli/
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Audiologic Rehabilitation in Adults

Words from our Supporters

Impaired hearing is prevalent in my family. Every generation has been adversely impacted by it. I was able to cope with it during my working years, however, I was very aware that even with my hearing aids I missed parts of conversations, questions and was at a severe disadvantage on the telephone. When I retired, my wife Dyan and I wanted to do something to help people with hearing loss. Working with Fran Harris we established the following objectives, which we felt would create a meaningful program and have a positive impact on individuals and the community: 1. Facilitate communication between the hearing impaired person and their significant

other; 2. Assist the hearing impaired to understand the nature of their hearing loss, how to cope with it and what devices are available to help them; 3. Reach out to the community and have UofA help the public recognize the impact of hearing loss on the individual and the community; and 4. Provide an opportunity for students to observe the impact of hearing loss on actual people (which we felt would make them better audiologists). In the two years the program has been in operation, it has consistently achieved these objectives.

We are very pleased with the results



Supporters, Jim and Dyan Pignatelli, with Dr. Fran Harris

and are extremely proud of the positive impact that the program is having on the subjects and the students.

Contributed by: James S. Pignatelli
Supporter of the Clinical
Program for Audiologic
Rehabilitation in Adults

Student Perspectives

Our program gives students the unique opportunity to get involved in teaching and aiding in the *Living Well with Hearing Loss* classes. We interviewed one of the students about his experience during spring, 2011.

Student Name:

Spencer Benjamin Smith

Degrees Completed: B.A. in Speech and Hearing Science; Minors in Biology and Psychology

Degrees currently working on: Doctor of Audiology (AuD), PhD beginning in August 2011

Clinical area of interest: Geriatric audiology, cochlear implants, vestibular testing

What was your involvement in Living Well with Hearing Loss this semester?

I was fortunate enough to co-teach classes for three groups.

What did you enjoy about your



Spencer Smith, Giau Le, Mary Rose Durkin, and Dr. Harris after a LWHL group

experience overall?

I enjoyed that the groups were very interactive and conversational. Although the course had a loose lecture format, it also served as a forum in which individuals living with hearing loss and their communication partners discussed their own experiences. When this discussion occurred, members of the class found that they related on multiple levels, which was very powerful.

What was your favorite aspect of LWHL?

I enjoyed meeting everyone who participated in the classes this semester. I was reminded weekly of why I decided to pursue audiology as a career, and I will miss being involved with the class next semester.

What did you learn from this experience?

As a student in one of the best audiology programs in the country, a lot is expected of me (and my classmates) academically. What I learned in teaching LWHL is how to apply this information and convey my knowledge in an accessible way to the people who benefit from it the most.

How will you apply this experience to your future career in Audiology?

Classes such as this should be an obligatory part of any individual's journey in managing hearing loss. It is important to understand that hearing aids or cochlear



Spencer Smith discussing an audiogram with John Tansley at a LWHL class.

implants are only small pieces of the puzzle in living well with a hearing impairment. The powerful effects of such a program are undeniable, and I plan on incorporating a similar model in my future practice as an audiologist.

"I was reminded weekly of why I decided to pursue audiology as a career and I will miss being involved with the class next semester"

What was one thing you will always remember from LWHL?

I will always remember the mornings in class when the microphones were floating around nonstop. Our participants had so many enlightening things to share, and there was a feeling of connectedness that engulfed the room much of the time.

Because hearing loss can be such an isolating issue, it was a profound sight to see the camaraderie that developed among perfect strangers in just a few weeks.

Interview by: Mary Rose Durkin B.S. Program Assistant

News from the University of Arizona Hearing Clinic

This Spring has seen a variety of activities, and even a few changes, in the Clinic!

The Hearing Clinic was the place to be for a hearing loss simulation during the "Desert Rats" tour in March. This group of benefactors and interested folks were given a tour of the Department, as well as experiencing some hands on activities in various research labs and clinic areas. It was a big success, and a great way to showcase our very active and varied Department!

The Wings on Words program sent 25 of their pre-schoolers over for hearing screenings in late April – a busy morning for the audiologists and

graduate students involved. Two Doctor of Audiology students also educated these youngsters about noise and hearing loss – "Dangerous Decibels" was a hit!

Remodeling of the Cochlear Implant (CI) counseling and mapping room has been a big improvement! We now have all of the CI services in one place, with an area rug to improve acoustics and space for a patient and second person in one room. Also, the room is now looped.

On the faculty / staff side of things, Dr.



Audiologist, Julie Peterson, in the U of A Hearing Clinic

Tom Muller is FINALLY taking a much-needed vacation to Paris and London with his wife! Bon Voyage! Dr. Fran Harris will be trekking and boating the Grand Canyon for her get-away!

Article by: Julie Peterson, M.S. CCC-A
Audiology Clinical Faculty

For APPOINTMENTS in the UA Hearing Clinic, call (520) 621-7070 2

What's New in Technology?

Due to overwhelming interest in how to improve communication over the telephone, we held a free informational telephone seminar for all Living with Hearing Loss participants at ALOHA.

Representatives from CaptionCall and Hamilton CapTel were in attendance to provide information and demonstrate their captioned phones. Caption phones allow the telephone user to hear and see what the person on the other line is saying.

Hamilton CapTel is another captioned telephone option that is available through the AZ Telecommunication Equipment Distribution Program (AzTEDP). Anyone diagnosed with a hearing loss qualifies to receive a telephone for free. The Hamilton CapTel works a little differently than the CaptionCall.

Here is how it works: *If you have one phone line, the caller has to call a 1-800 number to get the captioning operator, who will then connect to your phone number. If you have a second phone line, the caller can call you directly by using your home phone number and you will be instantly be connected with a captioning operator. Once you are connected, the caller will speak and you can hear them through your telephone and read the callers words on the captioning screen.*

A few great things about Hamilton CapTel are that they have a MobileCapTel application for your smart phone that will caption calls, as well as WebCapTel that you can use from your computer. These applications and web connections are not covered by AzTEDP.

If you are interested in more information about Hamilton CapTel please visit their website at:



LWHL Assistants helping with the telephone session

www.hamiltoncaptel.com/. If you are interested in the **free captioned phone**, you can contact AzTEDP at 602-542-0990 or toll-free 1-800-352-8161, you may also contact your audiologist for more information.

The CaptionCall and Hamilton CapTel captioning telephone services are free and can make your once difficult telephone conversations much easier. We had a great turn out at the seminar and learned a lot. Thank you to everyone that attended the ALOHA telephone session! Remember if you were unable to attend the session and are interested in seeing the telephones up close, you can always make an appointment with ALOHA for device demonstrations.

Article by: Lynn Iversen B.A.,
Program Assistant

Contact ALOHA:
Adult Loss of Hearing Association
4001 E. Fort Lowell
Tucson AZ 85712

“Captioning telephone services are free and can make your once difficult telephone conversations much easier”

CaptionCall is a newly designed captioned phone with an easy to read captioned screen. **Here is how it works:** *You can hear the caller's voice on the telephone and the CaptionCall system converts the caller's words to text for you to read on the telephone screen.*

To use CaptionCall, you need three basic



Captioned Telephone display by Hamilton CapTel

Turn Down the Volume!



On April 20, 2011 Hear@Tucson hosted the first annual “Turn Down the Volume” Hearing Awareness Event at the University of Arizona. This event was made possible by the generous support of the Communication, Hearing, and Social Enhancement (C.H.A.S.E) project, funded by the Arizona Community Foundation (ACF),

U of A Department of Speech, Language and Hearing Sciences, and the National Student Speech Language Hearing Association (NSSLHA).

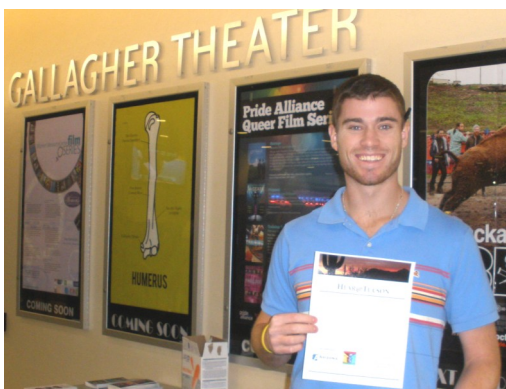
Faculty, undergraduate and graduate students all pitched in to make this event run smoothly. Our goals of the day were to educate the U of A students and faculty about hearing loss and give them strategies to protect their hearing from noise exposure. Participants had the levels of their iPods and MP3 players measured using a sound level meter to show them the level at which their music was being played. We found that many students were listening to their music DANGEROUSLY loud! Free ear plugs were passed out, and we collected surveys about hearing and noise exposure.



NSSLHA president Kelsey Janet and NSSLHA volunteers educate fellow U of A students about the effects of noise exposure.

The participants also had the opportunity to listen to a simulated noise-induced hearing loss. Since the event was of such great success, Hear@Tucson plans to host this event annually.

Article by: Kasey Hope B.S.
C.H.A.S.E Program Assistant
Edited by: Lynn Iversen B.A.
LWHL Program Assistant



Hear@Tucson Program Coordinator Patrick Holkins helping with their captioned movie event at Gallagher Theater. Look for more captioned movies in future!



On a personal note...

May 5, 2011
Hi Fran,

It is always nice to hear how your classes are going. It was definitely a great learning experience. I am so glad we saw the article about the class and committed to attending.

The things we learned about living in the world of hearing loss was a great help and we have passed on this information to some of our friends who are in the same situation, some with small hearing losses and others with more severe losses. To be in denial certainly impacts the quality of your life. One of suggestion to make life a little easier was regarding seating in restaurants. It really does help to be seated against a wall to help cut down on the noise level of the restaurant. The "walk the talk" is definitely a better way of communicating with each other even if occasionally, we don't do it. One of the worst situations for a hard of hearing person is bluffing your way through a conversation and pretending you understand what was said. I have learned not to be embarrassed to ask the speaker to speak a little slower (especially on the phone) and to please rephrase the wording, allowing me to fully understand what I heard.

We were also impressed by the services we learned which are available through the ALOHA organization. I am currently using TV ears for watching my favorite programs and am so pleased that I am able to distinguish what was said. I altered the way they are worn by placing the "ears" on top of my hearing aids instead of in the ear....works great!

Hope our experiences help your class and we will be the first to recommend it to anyone who has any doubts.

Thank you again for your help.

Sincerely,
Jerry & Jan Olstad

*5-week Living Well with Hearing Loss class participants,
Thank you Jerry and Jan*

A friendly reminder!

**As we all know, habits are hard to break;
don't forget your strategies!**

For people with hearing loss:

- Tell others that you have a hearing loss and how to best speak to you.
- Look for visual cues about the topic being discussed
- Do NOT bluff
- Give your communication partner feedback about what you DID understand.



WALK

For communication partners:

- Get your partner's attention before you begin speaking
- Speak slowly and at a moderate level
- Repeat the message once, then rephrase if you are not understood
- Tell your partner the topic before you begin speaking



TALK

before you

RELAX! Communication connects- it's a two-way street.

University of Arizona Hearing Clinics

1131 E. 2nd St.
Tucson, Arizona 85721
telephone: (520) 621-7070



The University of Arizona Hearing Clinic is a full-service hearing clinic offering diagnostic evaluations, hearing aids, assistive technology, cochlear implant mapping, Living Well with Hearing Loss classes, consultations

For appointments contact:

(520) 621-7070

For local and national resources, consult our website:

<http://lwhl.arizona.edu/>

Email us with suggestions or contributions for the newsletter:

UAHearing@gmail.com

Yes! I am proud to support the **Living with Hearing Loss program** in the Department of Speech, Language, and Hearing Sciences (SLHS) at the University of Arizona. Your contribution will support graduate student assistants or provide scholarships for those who are unable to pay for the group programs. You may designate how you would like your contribution to be distributed. (Clip and return). Contact us at UAHearing@gmail.com

Contributions are tax deductible!

Make your check payable to: **The University of Arizona. Please send to Department of Speech, Language, and Hearing Sciences, 1131 E. 2nd St. Tucson, AZ 85721**

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ e-mail: _____

Contribution to Living Well with Hearing Loss Program