



Telephone: (585) 266-7890
Email: info@hearinglossrochester.org
Website: <https://www.hearinglossrochester.org>

Volume 38, Number 2

OCTOBER CALENDAR & PROGRAMS

Featured Presentation

TUESDAY, OCTOBER 1

NOON - 1:00 PM AT ST PAUL'S PARISH HALL AND ON ZOOM

HLAA Rochester Hospital Task Force, Becoming Your Best Advocate, by Art Maurer and Mary Chizuk

Our Chapter's Hospital Task Force will be presenting new techniques to attain more effective communication between hospital patients and medical staff. Included will be the premier showing of a short video developed by Nazareth University students titled: *The Importance of Communication Access for Adults in Hospitals*. Also, meet the new *GO TO Bag* developed for those with hearing loss preparing for a hospital stay. (Everyone attending will receive the new *GO TO Bag*).

Other October Meetings and Programs

TUESDAY, OCTOBER 1

10:00 AM-11:00 AM IN PERSON, ST PAUL'S VESTRY

ROOM: JOE KOZELSKY CCC/A, HOPE Session: 'Hearing Other People's Experiences' (HOPE)

11:00 AM - 11:30 AM AT ST PAUL'S PARISH HALL:

Conversation and light refreshments.

11:30 AM - NOON AT ST PAUL'S PARISH HALL:

Chapter announcements and business meeting

TUESDAY, OCTOBER 8

7:00 PM - 8:30 PM ON ZOOM: Board of Directors Meeting

TUESDAY, OCTOBER 15

7:00 PM - 8:00 PM ON ZOOM: Professional Advisory Committee (PAC) Meeting

THURSDAY, OCTOBER 17

10:00 am - 2:00 pm - ASSISTIVE LISTENING DEVICE DEMO CENTER. Technology Team. In person. Lifespan, 1900 South Clinton Avenue

View and try out a selection of assistive-listening devices before actually buying them. Included are captioning-capable and amplified telephones, signaling-

(Continued next column)



October 2024

Leader's Letter

By Art Maurer, Past President

Having just celebrated our 40 years of service from 1983 to 2023, it seems the groundwork is set to embrace a new era as we encounter the coming 40 years.

A few years ago, our Marketing Committee became impatient with HLAA Rochester often being referred to as 'The Best Kept Secret in Rochester'. We decided to initiate a branding initiative for all HLAA Rochester printed materials and advertising. With the help of designer Kathy Warner we've issued new brochures, print media ads, the OTC Tip Sheet, bookmarks, pre-show ads at The Little, most recently, billboards...all with common graphic design, type fonts, colors... for an easily recognizable 'look and feel'.

Outreach has been accomplished on a person-to-person basis by initiating presentations at Monroe County libraries, with most visited and a few repeated; and out-

(Continued on page 2)

alerting devices and smart phone APPs related to hearing enhancement. Chapter members stand by to answer your questions.

Tuesday, October 22

8:00 - 9:00 pm on Zoom: HEAR TOGETHER:

Kristin Bergholtz CCC/SLP./Carly Alicea Au.D/Ph.D

Speech language pathologist Kristin Bergholtz conducts a virtual support group with audiologist Carly Alicea.

For parents and caregivers of Deaf/hard of hearing children. Learn more about your child's hearing loss, services to benefit them, and tips to support their language development. To register, contact kristinb1p@gmail.com.

Please check our Chapter Website hearinglossrochester.org for any changes

REFRESHMENTS

We appreciate our members who have volunteered to bring refreshments to our October 1st meeting: Anne Adamson, Dan Brooks, Nancy Shepard, Chris Sufredini.

Leader's Letter

(Continued from page 1)

reach is beginning to libraries in nearby counties. We also launched presentations to Senior Residences. And our Health Fair participation continues to grow. We make our Express Hearing Test Kiosk available at most presentations. And we issue a monthly Press Release of upcoming presentations and events.

Along the way we grasped opportunities to be on TV and radio, and anywhere else folks will listen to what we have to offer. Our website is continually being refined, and our Newsletter just received a second National Award. We also spread our message by being active members of GRAPE (Greater Rochester Partnership for the Elderly) and the new CDAC (Community Diversity Advisory Council) of Monroe County.

New technologies present new opportunities; we leverage them by refining our Demo Center offerings...even making reference available to them by a link on our website. Often, we find ourselves helping folks who don't yet have hearing aids by recommending new inexpensive assistive devices.

For years our members have raised concern about serious problems hearing when in the hospital. We decided to address this by forming our Hospital Task Force. For the patient preparing for a hospital stay, an HLAA 'TO GO BAG' is being introduced for items to bring to the hospital such as hearing aid chargers and/or batteries, health records, contact information, etc.). For more effective hearing when in the hospital we're developing use of relatively inexpensive equipment that will be on-hand at the hospital; without requiring anything being worn by the patient. We're just about ready to launch a live BETA field test in a hospital as soon as a willing hospital is found.

Since our efforts at branding and outreach have been emphasized our paid membership has increased from just over 200 members to approximately 350. And more and more people seem to have heard of HLAA, some even being aware of what we do.

But our success comes with increased opportunity; and opportunity brings challenges. First and foremost were concerned about having enough person-power to sustain increased demand. A concern exacerbated by the fact that many of our most active members are in their '80s.

So, if you have any interest in participating at the working level, or in administrative tasks, please get in touch. We'd love to have you. Don't let lack of experience stand in your way.

Contact me at amaurer40@frontier.com, or call 585-721-5943 and I'll advise the team leader in your area of interest.

Photos from our Cruise and Picnic are online at:
<https://bit.ly/HLAAROC-PICNIC24>

HLAA New York State Association Report

by Peter Fackler, President -- Board of Directors

The Board of Directors will meet Saturday October 5, 2024. The agenda will include (but not be limited to) reports from the Buffalo and New York City Walk4Hearing events, consideration of a proposal to establish a membership committee of the Board (more on membership below), advocacy updates and board consideration of prioritizing advocacy efforts, and a report from the special committee formed to consider a possible next state conference.



Did you know that you are likely a member of Hearing Loss Association of America – New York State Association? The bylaws provide that all members of chapters located in New York State are automatically members of the Association along with HLAA national members who reside in New York State. The recent expansion in the bylaws of the membership definition has created the need for a committee to keep track of the membership contact information.

HLAA-NYS members are invited to the Association's annual meeting which will take place this year on Saturday morning December 7. Mark your calendars, more information to come via direct-to-you e-mail message.

Introducing New PAC Member - Jeff Klein

Jeff Klein served honorably in the Navy from 1987 until 2009. He served at Ground Zero after 9/11 and earned the Defense of Liberty Medal with World Trade Center Device. He is a retired Road Patrol Sergeant, serving with the Monroe County Sheriff's Office as a Deputy, Investigator, and Sergeant for over 21 years where he retired as the Supervisor of the Community Services Unit. Jeff spent several years volunteering in his children's schools before joining the Veterans Outreach Center as a Residential Case Manager in 2019. Jeff founded and organized, "They Stepped Up to the Plate" where he seeks to honor surviving members of Negro League baseball. He received US Congressional Recognition for his efforts.



Jeff lives in Mendon, NY with his wife and 3 children, where he was elected to the HFL Board of Education and served as President of HF-M Rotary. He also coached youth baseball for 9 years. Jeff is an avid hiker and an Adirondack 46er. He enjoys spending time with his family hiking, camping, and attending live music concerts.

About the Auracast™ Assistive Listening System

by Bruce Nelson

At the recent HLAA Convention, considerable attention was being given to the new Auracast™ technology being developed for use as an assistive listening System (ALS). Attendees were given the opportunity to try out Auracast™ receivers in several of the presentation rooms which were also looped.

The following information is excerpted from a report written by The Center for Hearing Access, available at <https://www.hearingloop.org/uploads/tools/Future-Auracast-Broadcast-Audio-Used-as-an-ALS.pdf>

Auracast™ broadcast audio is an expanded Bluetooth® technology. Classic Bluetooth®, used broadly by nearly everyone today, allows transmission from one-to-one. Auracast™ broadcast audio differs from Classic Bluetooth in that it allows transmission from one-to-many.

Auracast™ broadcast audio can be used in two ways:

- Auracast™ broadcast audio for Audio Sharing (no live sound). Sports bars TV, sharing audio with friends and family.
- Auracast™ broadcast audio used as an Assistive Listening System (ALS) (live sound). Auracast™ broadcast audio has the potential to be used as an assistive listening system, but it is unknown if and when various products will be ADA-compliant.

Auracast™ broadcast audio used as an Assistive Listening System is not currently available. To become widely available at scale, it will probably take a decade.

What do users need to be able to use any ALS today and in the future?

Purchase hearing instruments now with both telecoil and Auracast™ broadcast audio capability. Years from now, when consumers have both telecoil and Auracast™ broadcast technologies, they can go anywhere and use either an existing or a new system. Alternatively, separate receivers may be available to receive the ALS broadcast.

As of this writing, the ReSound Nexia 12 and Jabra Enhance Pro 203 are Auracast™-ready as delivered. With a firmware update, the Signia IX, Oticon Intent, Philips 9050, Rexton Ready, and JLab HEAR OTC are Auracast™-ready. Additionally, the Cochlear Nucleus 8 sound processor is also Auracast™-ready.

No site owner/operator will be required to change systems. All assistive listening systems (hearing

Bluetooth is a 1 to 1 connection, Auracast™ is a 1 to many connection. Auracast™ is being developed as another Assistive Listening Device solution.

loops, FM systems, IR systems, and future Auracast™ broadcast audio used as an ALS) can and will coexist for years. It is expected that Auracast™ broadcast audio used as an ALS can be added to and operate alongside a hearing loop installation..

In order for Auracast™ broadcast audio be to used as an ALS on a widescale basis, there are several considerations:

- Current designs require intermediary devices such as smartphones, smartwatches, hearing aid remotes, or special receivers. Intermediary devices add complexity for individuals with limited dexterity, limited cognitive abilities, or who may not be technologically savvy. In addition, the connection between the intermediary device and the hearing instruments may use Bluetooth, which adds additional latency (delay).
- Hearing instruments must be Auracast™ broadcast audio capable. Few are currently Auracast™ broadcast audio capable, but manufacturers are beginning to develop new ones.
- There needs to be enough time for users to purchase new hearing instruments. The typical user's hearing instrument life cycle is 5 to 7+ years. Users will need an updated or upgraded smartphone with built-in Bluetooth Low Energy (LE) Audio.
- Practical, reputable third-party proof-of-concept studies are required. Auracast™ broadcast audio used as an ALS technology needs to work well for all people with hearing loss, with and without hearing instruments, and with and without a smartphone.

Other considerations include compatibility with Public Address (PA) systems, how it will be used for service desks and help points, and informing users about the new technology.

For more information, visit:
<https://www.hearingloop.org/auracast>

The Center for Hearing Access is a nonprofit with a national mission to pursue the understanding and adoption of those principles, practices, designs, and technologies that best realize a world in which seamless and simple hearing access is available to everyone with hearing loss so they can participate fully across all aspects of daily life.

'The Importance of Communication Access for Adults in Hospitals'

An HLA Rochester Video Premier

By Art Maurer

Elizabeth Runnion, an assistant professor at Nazareth University and a member of our of our Professional Advisory Committee, has collaborated with our Hospital Task Force over the past year.

Last fall Betsy and I discussed how she might be able to engage some of her students in assisting the Task Force. She and I met with a team of five undergraduate students in Communication Sciences and Disorders to frame the intent and focus of a project. It was decided probing for published research associated with the benefits of attaining more effective communication between patients with hearing loss and medical staff would be most helpful

The student team went to work and found a broad array of findings. Betsy and the team then decided the best method of presentation would be through video and she and the team developed a five-minute video presentation. Final feedback and approval was given by members of the Hospital Task Force.

There are three motivating forces behind the video. One was for students to learn about the frequency and implications of communication breakdowns between staff

and patients in hospitals. The second was for students to understand how to minimize communication barriers. A third was to provide the task force with material to share with hospital administrators about the consequences of ineffective communication. All are embedded in the video presented in an interesting animated format.

The video is being premiered at our Chapter Meeting on October 1st. It will also be available in the Video section of our website hearinglossrochester.org

Many thanks to Betsy and the student team: Regan Wellington, Emily Powers, Kiley Keeler, Erin Harvey, and Bridget Gates. They spent many hours gathering and summarizing the research and, importantly, finished the video by the end of the school year.

HLAA needs help identifying TV advertisers who caption their TV ads. Please send the names of local advertisers who close-(or open) caption their ads to:



captions@hearinglossrochester.org

The New TO GO BAG

By Art Maurer

When preparing to go in for a hospital stay, what to take? And how can I be prepared ahead of time in case I have to go in unexpectedly? And how do I organize all the various items? The TO GO BAG has been developed by Mary Chizuk, a member of our Hospital Task Force, to address these questions.

The need for a TO GO BAG is particularly important because very often the responsibility of accessible communication is left to us with hearing loss. Even in sickness we are still 'captains of our communications' and responsible for understanding those talking to us. Being your own Best Advocate takes time and preparation. The TO GO BAG has been developed to alleviate some of the stress of preparation and being prepared.

Suggested items to be included:

- 1. Personal Health File** - it's a "Living Document" that needs updating when there are changes in medication or new diagnosis and possible treatment - include dates of changes
- 2. Chargers HA/CI or Battery Chargers.**



3.Charger for Telephone

4. Mylar Plastic Pouch with a label for your name and contact information for Storing Hearing Aids and/or CI Processors. (Hopefully to avoid loss!)

5. Pad and Pen with HLA web address/phone

number to write down messages, comments and questions.

6 Effective Hearing Tips Poster to be hung in room.

The TO GO BAG is one of the components of the proposed bundle of devices to attain more Effective Communication between hospital patients with hearing loss and hospital staff. Included in the bundle are the preadmission letter insert advising of hearing assistance being available, the easy to use TV Listener married to transmitter/receiver, an innovative captioning tablet, an in-room poster of Tips for Effective Communication, and staff training. Also, a video on The Importance of Communication Access.

Many components of the Hospital Task Force approach are being applied in innovative ways to provide an experimental first-in-the-field Beta test. The TO GO BAG is the latest to be introduced.

National HLAA Report

By Peter Fackler, National HLAA Treasurer

The 2024 national convention was a terrific event. Nine of us from Rochester chapter attended. By all accounts, the programming, and opportunities to socialize with old and new friends were well received. Recent conventions have suffered lower than typical attendance counts owing in part to post-Covid changes in the way people evaluate opportunities for travel. The Phoenix convention saw a return to more normal levels of attendance as over 500 participated. The 2025 convention is set for Indianapolis, June 12 – 14; more details to come. Indy is a doable one-day drive from Rochester and the city has multiple interesting attractions for convention goers. Ask a HLAA Rochester board member whether convention stipends will be budgeted for the 2025 convention...

The following are excerpts (edited for conciseness) from recent communications from Barbara Kelley, CEO and Executive Director of Hearing Loss Association of America:

New Website

The team is working to launch the new site right after Labor Day.

• **Advocacy**

Staff is working to better publicize our advocacy work. We know this is important to people and hearing it told in repeated and varied ways is important. The policy workshops were packed at the convention.

The FCC has been the target for us this month. Reminder, HLAA serves on the FCC's Disability Advisory Committee which meets at least monthly, year-round.

• *Captioning on TV: With our input, new FCC rules came out to ensure the caption button or setting can be easily found, and fonts, colors, etc. can be adjusted by the viewer.*

Captioned telephone service (IP CTS). We have requested that consumers have a choice to toggle between ASR and Communications Assistant-aided calls. There's a push at the FCC to set a bifurcated rate for the companies (one for ASR and CA-aided calls) by July 31. Our concern is not what rate they set, but rather quality service, and ensuring consumer choice. Subsequently, if the rate is so low, there will be a race to the bottom and companies offering quality service will get out of the business, not do R&D for ASR im-

provement, nor do any outreach. The FCC will vote on policy without opening it for public comment, so Neil and I have been meeting with the chair (filed an ex-parte) and other commissioners. We filed a petition with other organizations who share our concerns. We've also had meetings with most of the CTS companies, mostly in person when they're here in DC.

CTIA-The Wireless Association, held its accessibility forum last week in D.C. where Neil, Meredith and I attended. Neil spoke on a panel on hearing aid compatible (and CI) cell phones and the goal of 100% phones being HAC, and volume control options. All the major wireless companies, several of our corporate partners or supporters, were there (T-Mobile, AT&T, Verizon, Apple).

• **Long-Time Volunteer Retires**

At the center of our work is our volunteers. As HLAA Board members, you give generously of your time, talent and treasure. People in HLAA Chapters and Walk4Hearing locations give selflessly on behalf of people with hearing loss and work to make HLAA known in their communities.

Hollace Goodman, long-time national office volunteer, is taking her second retirement.

Hollace commented, "I've been working since age 18, it's time. And, besides, all things must end."

Age 18 to age 81 (five+ days a week) is quite a run! Her last day is July 31 and we've been showing our love and appreciation. She always made the board agendas look tidy, made your name badges, and compiled the board folders. Somehow, I think she will still want to do a little work from home 😊, but maybe I'm just wishing. Feel free to drop her a note, hgoodman@hearingloss.org.

For your continuing reference, here are notes regarding how you can connect with HLAA:

Website: hearingloss.org

Walk4Hearing website: walk4hearing.org

Office phone: 301-657-2248

Office FAX: 301-913-9413

6116 Executive Blvd., Suite 320, Rockville, MD 20852

e-News: sign up at website.

Archived webinars: go to hearingloss.org.

The 2025 national convention will take place

June 12 - 14 in Indianapolis, ana.anaPlease

reach out to me with your comments, concerns, and questions -- pcf.hl原因@yahoo.com or (814)

319-2083 (text or voice).

“Your Voice Matters” Survey Updated

In our June newsletter, we published an advertisement on the back page, for a survey being conducted by RIT Professor Dr. Qing Mao and student Iskender Mambetkadyrov.

Unfortunately, shortly after the newsletter was printed, their website was inundated with bots and fraudulent responses and needed to be taken down. The survey has since been redesigned, and interested participants must first fill in a screening form in order to receive a link to the actual online survey, which will have video ASL interpretation for each question and answer choice for greater accessibility.

The purpose of the survey is to gauge the current effectiveness of local emergency services to the Deaf and Hard of Hearing in the Rochester, NY area, and to solicit ideas on how they can be improved.

It is anticipated that the survey will take 10 to 15 minutes to complete. Successful participants will receive a \$20 gift card. Responses are anonymous and confidential and will be used only for research purposes.

To access the screening form, go to https://rit.az1.qualtrics.com/jfe/form/SV_5A015WP0hxcieLk

or scan the QR code:

Questions may be directed to Dr. Qing Mao at qxmgl@rit.edu.



This research is supported by the National Science Foundation and Department of Energy under Award No. 2322255.

Assistive Device Demo Center

Our chapter sponsors the Assistive Device Demo Center where our members and the public can see some of the latest devices available to help them with day-to-day difficulties associated with hearing loss.



The types of devices represented during the demo sessions include signaling-alerting devices, captioned telephones and personal assistive listening devices with an emphasis on TV listening and coping with noisy environments. Chapter members stand by to answer questions.

Sessions are usually on the 3rd Thursday of the month. The next demo session is at Lifespan, 1900 S. Clinton Ave. (Tops Plaza) on Thursday, October 17th from 10 am to 2:00 pm. Sessions are free. All are welcome!

Donations

Donations in Addition to Membership

Judith Moulton	Eileen Lumb
Henry and Denise Adler	Ellen Mandwelle
Wayne and Patsy Brooks	Jerome McElroy
Gayle Carini	Carmel Merrill
Janet D'Ambrose	Nancy and Doug Meyer
Frances Englund	Susan and Scott Miller
Sandra Erickson	Elizabeth Phillips
Berdjouhi Esmerian	Nancy Pink
Brian and Kathy Fox	Christine Rankie
Barbara Gibson	Sarah Sandler
Nick and Marilyn Graver	Ann Sklar
Judith Howard	Kathleen and Ralph Wiegandt

Donations

David Adamson	Dolores Gattie
Harry Aurand	Elizabeth Meteyer
Catherine Battaglia	Target Employee Giving

In memory of Barb Law by

Carol Bradshaw	Janet McKenna
Gayle Carini	Nancy/Doug Meyer
Mary Ann Considine	Susan/Scott Miller
Paula/David Dickson	Edith Moore
Brian Fox	Brendan/Vera Pressimone
Elaine Hondorf	Regina Russel
Nancy Huffman	Marsha Senges
Art Maurer	Linda Siple

In memory of Fred Altreith by

Carol Bradshaw	Janet McKenna
Art Maurer	

Thank you to our major contributors

Elaine VanderBrook
Warren Crandell Estate
Phyllis & J. Stuart MacDonald Estate
Dr. Ruth P. Oakley Estate
Mary Tuckley Estate

October Birthdays

Happy Birthday in October to:

10 Trudi Slocum
11 Stan Gross
15 Dan Brooks
25 Al Suffredini
27 Darlene Augustine-Dear
31 Gloria H. Matthews-England

Buy Hearing Aid Batteries from HLAA

Our chapter offers hearing aid batteries at our monthly program meetings. You may purchase a pack of six for \$1.50, or an entire box (60 batteries) for \$15.00.

Open Door Mission Collection

The Open Door Mission is a Christian Rescue Mission founded on the belief that with proper resources hope can be restored and lives of impoverished men, women and children of Rochester, New York could be forever changed. Our chapter continues to support this vitally important community organization. Please bring any gently used items to our monthly chapter meetings. Marlene Sutliff has kindly agreed to deliver all items to the Open Door Mission as a gesture of thoughtful service from our chapter members.

Captioned Entertainment Around Rochester



JCC Center Stage - Tickets and information are available at www.jcccenterstage.org or (585) 461-2000. Please specify "Captioned Area". Tickets are \$35-40 with discounts for JCC members, full time students and seasonal subscribers. All captioned performances are on Sundays at 2 pm.

The Little - The Little Theatre provides options for people with hearing loss, including hearing amplification headphones in all theaters. The hearing amplification headphones can also be used for descriptive listening.

Theatres 1, 2, 4, and 5, are equipped with Hearing Loop Systems. Personal captioning devices are available for all theaters. Please inquire at the box office.

The Little offers open caption screenings when available. Open captions mean captions are visible to everyone, and cannot be turned off. Open caption screenings are currently shown on Thursdays, along with the first matinees on Sundays (please note some films do not have an open caption version). You can find Open Caption shows via thelittle.org (listed in the showtimes on each film page), and on social media.

Roc Cinema has a hearing loop and some Saturday matinee movies are open-captioned.

Other Theaters - Regal Theatres, Cinemark Theaters, AMC Theaters, and Movie 10 all indicate on their websites that they have closed captioning devices available by asking at the box office. The Strand Theater in Brockport, has individual displays on goosenecks available.



GEVA Theatre Center - Open Captioning for patrons with hearing loss is provided during the 1st Saturday matinee and both performances of the final Wednesday of each Wilson Stage Series production, and the first Saturday matinee of each Fielding Stage Series production. When booking your seats, mention your interest in open captioning in order to secure the most advantageous view of the display on the right of the stage.



RBTL Live Theater - Open Captioning, made possible by HLAA, is offered during most 1 pm Sunday matinee subscription performances of the Broadway Season, and select other performances. A text display scrolls words in synchronization with the dialogue and lyrics of the show. Reserve seating in view of the captioning screen in advance or request open captioning for unlisted events, 585.222.5000 or mail@rbtl.org.

Just What is the PAC?

By Sue Miller, Chair of the PAC

If you're a fairly new chapter member, are you aware that our chapter has a Professional Advisory Committee (PAC)? These individuals are listed on the last page of our chapter Newsletter each month, and their biographies periodically appear in this monthly publication, but do you know what areas of our community they represent?

In 1984, four individuals from the Greater Rochester Community were invited to serve as chapter advisors for a two-year term. The following year, four additional people were asked to serve for two years. Since then, more than 150 professionals have shared their philosophy and thoughts on how Rochester and the surrounding counties can be the best place in the country for people with hearing loss.

This elite group meets with chapter board members three times a year on the third Tuesday in October, January, and April. Until COVID, in-person meetings were held. Now, Zoom meetings provide the opportunity to discuss how to make HLAA Rochester a 'household' name.

Representatives are from the medical field (otolaryngologists, audiologists, nurses), entertainment (RBTL, Geva, JCC, and Regal Theatres), the Greater Rochester Airport, lawyers, senior residences, the underserved urban population, corporate businesses (Kodak, Xerox, Blue Cross/Blue Shield, RG&E, Rochester Telephone), educational facilities (BOCES, RIT, Nazareth College, Brockport University), local govern-

ment representative, Lifespan, Veterans/VOC, Parents of children with hearing loss, houses of worship, Monroe County Library System, Monroe County Sheriff's Dept. and the list goes on. More than 150 professionals have become aware of HLAA and are spreading the word about our valued place in society.

We are enormously grateful to the many professionals in the Greater Rochester area for sharing their time, talent, and expertise with the Rochester Chapter of HLAA. Thought you might enjoy knowing more about them, too!

Card of Thanks from Barb Law's Family

Dear Mary Chizuk, Sue Miller and HLAA members,

Steve and I and our families would like to thank you for the wonderful Olive Garden meal, wine and cheese, s'more ingredients, the 2 wonderful bouquets PLUS the additional beautiful bouquet sent to the Church on 8/10/24. My mom was so proud of her work with HLAA. She spent countless hours at home planning activities, organizing and executing...picnics, walks, scholarships, parties, events and many other activities.

HLAA was such an important part of her life and she definitely made an impact on so many.

Thank you for all you do for the hard of hearing community.

Love,
The Law Family



ROCHESTER HEARING & SPEECH CENTER

Rochester | Greece | Webster
585-271-0680
rhsc.org




Tinnitus Consultation
Assistive Listening Devices
Musician Hearing Clinic
Hearing Loss Prevention
Comprehensive Hearing Evaluations
Hearing Aid Consultations & Fittings
Auditory Processing Disorder Evaluations

Testing & treatment of individuals of all ages
to help them "Communicate for Life!"

Sales Service Rentals

Specialists in Hearing Assistance Loop Systems



Call: (585) 272-9280
E-mail: info@theatresupply.com
2 Townline Circle
Rochester, NY 14623
Web: www.theatresupply.com

Thank you for allowing us to serve you since 1973!

Performing... for the Arts!



Auditorium Theatre

Committed to providing an enjoyable theatre-going experience for all patrons.

Offering:

Assistive Listening Devices
Headsets available at Patron Services in the Main Lobby (free of charge) for all performances.

Open Captioning
Available for Sunday Matinee Broadway Subscription performances. Reserve seating in view of the captioning screen at 585-222-5000 or mail@rbtl.org.

RBTL.ORG/ACCESSIBILITY-SERVICES



Are you happy with the care you are receiving now?

Looking for a caring, hearing healthcare provider?

Call Dr. Christine Stein at Professional Hearing Solutions... she provides quality care in a warm friendly environment.



Dr. Christine Stein
Au. D., FAAAA



Professional Hearing Solutions

We Listen More... To Help You Hear Better!

1331 East Victor Rd., Victor • 585.398.1210
513 W. Union St., Cannery Row Plaza, Newark • 315-573-7844
www.professionallhearingsolutions.com

diglo.

Largest Selection | Lowest Prices







Hearing Aids TV Headphones Vibrating Clocks Amplified Phones ..and more!

Shop now at diglo.com

CLIFTON SPRINGS



HEARING CENTER

A hearing aid is not a symbol of weakness. It's a tool of strength.

To Schedule An Appointment:
Call 1-800-827-0140
www.cliftonhearing.com

Canandaigua • Pittsford • Clifton Springs
Established 1979

Ontario
Hearing Centers

Call one of our two convenient locations today!

BRIGHTON
2210 Monroe Ave.
585.442.4180

GATES
785A Spencerport Rd.
585.247.4810

 Become a Fan!

WWW.ONTARIOHEARING.COM

**Hearing Solutions,
to Fit Every Lifestyle**

For over 60 years we've been helping the hard of hearing benefit from advances in technology.



SERVICES:

- Diagnostic Hearing Evaluations
- Communication Needs Assessments
- Real Ear Measurements
- Adjustment and reprogramming
- Hearing Aid Repairs
- Custom Sound Plugs
- Evening Hours
- Home Service Available

4 AUDIOLOGISTS:

- John J. McNamara, Au.D.
- Andrea M. Segmond, Au.D.
- Elizabeth Orlando, Au.D.
- Carly Willmes, Au.D.

MACDONALD
AUDIOLOGY

We Are Restoring Communication
Matthew MacDonald, AuD, FAAA, ABA
Kyrsten Stephany, AuD, FAAA, ABA

The ONLY Virtual Acoustic Environment in WNY
Award-winning Audiology

MacDonaldAudiology.com
BRIGHTON (585) 461-9192 GREECE (585) 227-0808

 **speech & communication**
services

Suzanne E. Johnston, MA, CCC/SLP
Licensed Speech/Language Pathologist

95 Allen's Creek Road
Bldg. 1, Suite 252
Rochester, NY 14618
Sejohnston1959@gmail.com
585.314.1807 (v/txt)

Enjoy the sounds of life.



Hearing Loops Unlimited is changing the way hearing-impaired persons experience community programs & events!

Hearing Loops Unlimited provides large and small venue assistive listening systems with installation by experienced and trained personnel.

The "magic" of a loop is its simplicity; a hearing aid user simply turns on their tool and instantly hears clear sound directly from the audio source as if the source is inches away from their ear. Competing background noise or room echo is eliminated.

Contact us today to see how we can get you in the "loop!"

HEARING LOOPS UNLIMITED
585.727.0408 

www.hearingloopsunlimited.com

Hearing Aid Repair (on all makes and models) • Ear Wax Removal
New Hearing Aid Sales • Hearing Aid Batteries • Wireless Hearing Devices

FREE CONSULTATION
and/or **FREE HEARING SCREENING**




Carolynne Poulton, Au.D.

OFFICE & HOME VISITS

Mobile audiology and hearing aid services
NYS licensed, board certified, and fully insured

 **Hearing Aid Works**
We Work for Your Best Hearing!

2479 Browncroft Blvd. near Creek St.
585-348-9886
HearingAidWorks.com

99% Positive Reviews on Google 50+ Insurance Providers accepted

Finger Lakes
Hearing Center

Canandaigua
585.919.6712
Geneva
315.828.6990

fingerlakeshearing.com 

Hearing aids covered by the
AGX Protection Plan
Try an AGX Hearing system for
75 days, risk-free
Free for 3 years:
Batteries • Warranty
Loss & damage insurance

Applicable toward an AGXS, 7, or 9
two-device hearing system

For information and advice about services for older adults and caregivers, turn to Lifespan.

Providing:

- Eldercare Management
- Expert advice about Medicare
- Education about scams & elder abuse
- Minor home modifications to prevent falls
- Monthly workshops in-person & online.

LEARN MORE
lifespanrochester.org
585-244-8400



Lifespan is a proud partner of the Rochester Chapter of the Hearing Loss Association.



Let us Serve You!

In-Home Services for Seniors
by Seniors
 We match compassionate seniors that want to help with those seniors looking for help.

A few of the services we offer include: Companionship & Socialization, Light Housekeeping, Overnight Stays, Relief for Family Caregiver, Daily Living Assistance, Escorts to Doctors Appointments, and more. I'd love to talk to you to discuss your needs! Owner: AnnMarie Rogers

WWW.SOUTHROCSHS.COM • 585-433-1234



Open Captioned Performance Dates



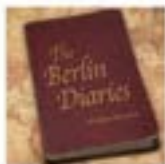
October 13, 2024



December 8, 2024



February 9, 2025



March 5, 2025



May 11, 2025



CenterStage Theatre at the JCC
 585.461.2000 jcccenterstage.org
 Louis I. Wolk Jewish Community Center
 1200 Edgewood Avenue, Rochester, NY 14618

Experts in Hearing and Vestibular Care



Brighton | Brockport | Fairport | Greece | Irondequoit
 585-266-4130 | HartHearing.com

Full Telephone Accessibility for ALL!

A wide array of telecommunications relay services are available to people who have hearing loss or speech differences at **no cost. DIAL 711!**

Connecting people to people...
 One call at a time.



New York Relay Service is funded by New York's Telecommunications Carriers.



UR MEDICINE AUDIOLOGY

EVALUATION • TREATMENT •
 SUPPORT

YOU SHOULD HEAR WHAT YOU ARE MISSING!

COMPREHENSIVE HEARING
 CARE FOR INFANTS,
 CHILDREN AND ADULTS

HEARING AND HEARING AID
 EVALUATIONS

HEARING AID DISPENSING
 REPAIRS, BATTERIES AND
 SUPPLIES



1995 CALL PENNY
 STE. 100
 BATAVIA, NY 14020



2365 S. CLINTON AVE
 SUITE 200
 ROCHESTER, NY 14618



40 GREECE CENTER DRIVE
 ROCHESTER, NY 14612



125 LATTIMORE RD
 ROCHESTER, NY 14620
 PEDIATRICS ONLY

COME SEE ONE OF OUR AUDIOLOGISTS TO LEARN MORE
 ABOUT YOUR HEARING!

585-758-5700

Board of Directors Officers and Members

President..... Suzanne Johnston
 Vice President..... (TBD)
 Immed. Past President. Dan Brooks
 Recording Sec..... Rebecca Sprague
 Corresponding Sec . Carol Loftus
 Treasurer Tom Corteville, CPA
 Asst. Treas. Doug/Nancy Meyer

Henry J. Adler, Ph.D.
 Steven Barnett, M.D.
 Gayle Carini
 Mary Chizuk
 Tamela David, Ph.D.
 Charles Johnstone
 Peter Leas
 Gerry Loftus
 Eileen Lumb
 Eric Matson
 Sue Miller
 Bruce Nelson
 Hope Sceda
 Nick Sprague
 Mary Ann Stager
 Paul Stager

Honorary: Joe Kozelsky
 Past Honorary Board Members: Joe
 Damico and Jeannette Kanter

HLAA Membership Information

Hearing Loss Association (HLAA)
 Rochester Chapter, Inc., a tax exempt
 and volunteer group, is a chapter of a
 national, nonprofit, nonsectarian,
 educational organization devoted to
 the welfare and interests of those who
 cannot hear well.

We are currently meeting in person
 and online via Zoom. See our website
 at

hearinglossrochester.org
 to register for the online access.

While our primary focus is directed
 toward people with hearing loss, we
 welcome everyone to our chapter
 meetings whatever their hearing
 ability.

For more information, call

585 266 7890

**or see
 hearinglossrochester.org**

Professional Advisors Sue Miller, Chair

2023-2025:

Jeff Klein
 Jennifer Popovich
 Korin Reynolds
 Betsy Runion, Ph.D.

2024-2026:

Paula Brown
 Meghan Fox, PsyD
 William Marshall
 John McNamara, AuD.

Consultants:

Medical - Paul Dutcher, M.D.
 Technical - Charles Johnstone
 Legal - James Vazzana, Esq.

~~~~~

#### **Newsletter**

Newsletter deadline: first day of the  
 month preceding the issue month.

Bruce & Candi Nelson, Editors  
 120 Cobblestone Dr.  
 Rochester, NY 14623  
 585-334-5513  
 editor@hearinglossrochester.org

#### **HEARING LOSS ASSOCIATION OF AMERICA**

### ***Be Part of National HLAA***

It's now easier than ever to **become a member** of HLAA's unique  
 community of support! HLAA is the leading organization  
 representing more than 50 million Americans with hearing loss, and  
 empowering millions more who are at risk of developing this  
 invisible disability.

Make a gift in any amount to help us make an impact on this  
 growing public health crisis

#### **As a Member, You Will...**

- Make an impact helping millions thrive with hearing loss
- Get *Hearing Life* seasonal magazine delivered to your home\*
- Get the latest in hearing news, events and action alerts each month
- Get involved in important local and national advocacy initiatives

*\*Donations of \$45 and higher have option to receive Hearing Life Magazine by mail.*

To sign up, please visit

<https://www.hearingloss.org/make-an-impact/hlaa-membership>

or send your donation, with your name, address, phone number,  
 and email address (if any) to 6116 Executive Blvd, Suite  
 320, Rockville, MD 20852

#### **CHAPTER MEMBERSHIP FORM HLAA-ROCHESTER**

Membership year: July 1 - September 30

☐ I want to join as a first-time member ☐ I want to renew

All members receive the Rochester chapter Newsletter!

Check preference for access: ☐ via US mail ☐ via Chapter website  
 Check membership type: ☐ Individual ☐ Family ☐ Corporate  
 Check contribution: (\*please consider a charitable donation above  
 Basic dues - an acknowledgement is sent for donations of \$10 or  
 more.): ☐ Basic/Individual Dues, \$10 • ☐ Basic/Family Dues, \$20  
☐ Corporate\* \$50 • ☐ Friend\* \$25 • ☐ Partner\* \$50,  
☐ Supporting\* \$100 • Donation, ☐ \$\_\_\_\_\_

☐ Veteran COMPLIMENTARY (Free lifetime chapter membership  
 for veterans with hearing loss). Branch of Service: \_\_\_\_\_

#### **PLEASE PRINT**

Name: \_\_\_\_\_  
 Street: \_\_\_\_\_  
 City/State/Zip: \_\_\_\_\_  
 Phone (home): \_\_\_\_\_ (cell): \_\_\_\_\_  
 Email: \_\_\_\_\_

☐ **I have a different mailing address for part of the year.**  
 Please attach an additional page with the address and dates you  
 are gone.

Please make your check payable to: HLAA-Rochester. Send to:  
 Mr/Mrs Doug Meyer, 5275 Rosebrugh Rd., Geneseo NY 14454





NONPROFIT ORG.  
U.S. POSTAGE  
**PAID**  
ROCHESTER, NY  
PERMIT # 1193

P.O. Box 1002  
Fairport, NY 14450  
**Return Service Requested**

**Time sensitive**

**Please deliver by September 27, 2024**



## **If You're New, This is for You**

More than 48 million people in the US have a hearing loss, which can hinder daily communication. By age 65, one in three Americans has a hearing loss. This invisible condition affects the quality of life of the individuals with hearing loss as well as family, friends, co-workers and everyone with whom they interact. HLAA believes people with hearing loss can participate successfully in today's world.

Founded in 1979, the mission of HLAA is to open the world of communication to people with hearing loss through information, education, support and advocacy.

HLAA is the nation's foremost membership and advocacy organization for people with hearing loss. HLAA publishes a bimonthly magazine, *Hearing Life*, holds annual conventions, a Walk4Hearing, and more. Check out: [www.hearingloss.org](http://www.hearingloss.org).

The Rochester Chapter, started in 1983, is a dynamic group of individuals working together as a team. To join, please see inside back page. HLAA has a support network of organizations—Rockville, MD; State organizations; and, local Chapters. Welcome!

## **Our Meetings are Hearing Accessible**

We meet in St. Paul's Episcopal Church, East Ave. and Westminster Rd., across from the George Eastman Museum. Parking is available at the George Eastman Museum, if needed.

All meetings are audio looped and captioned. Our chapter meetings will also be streamed on Zoom, with captioning. See our website at [hearinglossrochester.org](http://hearinglossrochester.org) to sign up for access to all future meetings. Please register at least 24 hours before the first meeting you wish to attend, so that you will receive the link by email.

*Everyone, with or without a hearing loss, is welcome to join our meetings online or in person.*