



Heard In Fort Worth

Hearing Loss Association of America - Fort Worth Chapter

May 2023

MAY IS BETTER SPEECH AND HEARING MONTH

See More on Page 4

May 13 Meeting

Hearing Loss Panel Presentation

Panel members will share their personal experiences in dealing with hearing loss from different backgrounds.

- Ann Feary is a hearing aid user.
- Yasemi Oxley is a cochlear implant user.
- Kris Dorasami is the spouse of a person with hearing loss.
- Leslie Kilton is a hearing loss resource specialist and sign language interpreter.

Panel presentations like this have proven highly favored by our members. It opens up good discussion by all.

June 10 Program: Esther Kelly, HLAA veteran and hearing resource and technology specialist, will lead an interactive presentation intended to involve all participants in the meeting.

HLAA Fort Worth meets on the second Saturday of each month

in the fellowship hall of Central Christian Church, 3205 Hamilton Avenue, Fort Worth, TX 76107.

Snacks and mingle at 9:30 a.m. and meeting at 10:00. Please join us, and bring a friend!

We offer realtime captioning and assistive listening systems for communication accessibility.

Captioning is provided courtesy of Cauthen & Associates Court Reporting and CART Services.

WELCOME NEW SPONSOR: Carson Hearing Care. See page 8.

Photo Credit: *The photograph of The Fort Worth Herd on our Heard In Fort Worth banner is used by permission of The Fort Worth Herd and its sponsor, the City of Fort Worth Parks and Community Services Department.*

Joyce's Jargon

Greetings!

I was contemplating what to write about this month and then had the opportunity to help a friend with hearing loss questions. That was it! I would write about how that affected both of us. She was delighted to have the help and I was excited to help.

When people are newly diagnosed with hearing loss there are so many questions! I had encouraged this friend to have her hearing checked and she did, which was a big step. Next came the question - "Tell me what I need to know about hearing aids, so I can ask good questions."

We talked first about the importance of having hearing aids because of cognition decline if you are not hearing. It made her realize she really did need to take the step. Next, we talked about cost, batteries, or rechargeable aids, what the package might include - follow up appointments, warranty, etc.

We can all be of help when someone we know needs encouragement when taking the step of treating their hearing loss. Share with them your experiences and what you have learned in your own journey and about our chapter meetings, valuable friends, and professionals. We are here to help! See you Saturday, May 13th, and Happy Mother's Day to the mothers in our group.

Have a blessed week.

Joyce Parlin, Chapter President

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This newsletter is published by the
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The Hearing Loss Association of America (HLAA), founded in 1979 by Howard E. "Rocky" Stone, is the nation's leading organization representing consumers with hearing loss. The mission of HLAA is to open the world of communication to people with hearing loss by providing information, education, support, and advocacy.



Hearing Loss Association of America
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Membership has its benefits. Please join or renew. Go to www.hearingloss.org and click on "Membership" to join. A portion of your national dues is remitted to our chapter for local support.

Chapter News

9-1-1 Call Center Tour Photos



For a full summary of the 9-1-1 Call Center Tour, see page 6. Special thanks to our chapter vice president, Kevin Medlin, for setting up this tour. Kevin serves on the Fort Worth Mayor's Committee for People with Disabilities and has been active in working with the police department and other city departments and agencies in advocating for our needs and concerns.

Karen Moulder, Former SHHH/HLAA Chapter Leader, Dies



Karen Moulder died on Thursday night, April 27, in Denham Springs, LA, of complications from COPD. She had been in hospice care for 10 days, her youngest brother and caregiver Rodney Ballard-Kibby reported.

Karen worked as hearing loss resource specialist for several years at the Goodrich Center for the Deaf and Hard of Hearing in Fort Worth. She served as president of our chapter from 1999 to 2000 and again from 2003 to 2004. The organization was then called SHHH - Self Help for Hard of Hearing People.

Karen organized and led a statewide SHHH convention in Fort Worth in 2000. It drew 200 people from all over Texas and the surrounding states. In 2003 Karen was named Texas SHHH Co-Coordinator, along with Mr. Lynn Stroud of Longview. Lynn covered East Texas, and Karen had West Texas.

Karen built up the membership and attendance during her terms of office. Much of the secret of her success was her enthusiasm. Dan White, a former co-worker, recalled, "Karen really knew how to work a room. No matter how she felt, when she got up in front of a group, she turned on the enthusiasm, and it was contagious. She was amazing." Karen was dedicated to improving the quality of life for others with hearing loss and accomplished a great deal.

“Some Glad Morning”

Kevin Medlin, our chapter vice-president, has posted a new entry, “Some Glad Morning,” on his blog page, “Reflections from My Silent Pew.” Kevin invites you to join him, a late-deafened guy, in his “silent pew” as he plays tunes on his “mental jukebox” connected with something that has just occurred in his life. It’s an inspiring reverie. Go to <https://mysilentpew.com/2023/04/22/some-glad-morning/> and listen in mentally or sing along.

Flower Mound Hearing Loss Group Meeting Report:

Last month, we reported that Harley Nicholas, of Flower Mound had contacted our chapter seeking assistance in beginning a hearing loss support group in his community. We provided information and referrals, including the suggestion that he contact Esther Kelly, a hearing loss resource and technology specialist in Dallas.

The group met on Wednesday, April 5, with 22 people present. Esther spoke on understanding hearing loss, coping strategies, hearing aids and other technologies, and on HLAA. She had someone speak briefly about cochlear implants and another person to speak about captioned telephones. Five people got approved for captioned phones and two others learned how to upgrade their CI’s.

“We accomplished some good in the hour we had,” Esther reported. Future meetings and possible affiliation with HLAA remain uncertain, but Harley is committed to pressing on.

May is Better Hearing and Speech Month

This is an annual observance to raise awareness of hearing loss and other communication issues. All through May, HLAA is offering a wide range of resources and a #BetterHearing social media campaign. Join us! Go to: <https://app.getresponse.com/view.html?x=a62b&m=B0sRYp&mc=ls&s=BRKW1pA&u=QQmeu&z=EF4hFk7&>

Consumer Reports Article Covers Hearing Aids

“How to Hear Better Now” is the title of an extensive article on hearing aids in the special May/June double issue of *Consumer Reports* magazine.

“Should you opt for a traditional hearing aid? Or one of the new over-the-counter devices, which are easier to buy and may be more affordable? The expert advice here can help you decide.” That is the opening line to the report by CR writer Catherine Roberts.

The article includes pros and cons of prescription hearing aid vs. OTC, quick hearing test questions, mention of other types of hearing devices, a comparison of eight brands of OTC aids, and, for the first time, actual ratings of prescription hearing aids. It also includes a customer satisfaction survey of various retailers, including Costco, Connect Hearing, Audibel, Miracle-Ear, and Beltone. Survey methodologies are given for both kinds of ratings.

Consumer Reports is available at magazine counters as well as by subscription. It does not accept advertising, but purchases and does its own testing of all the products it covers. It is funded by subscriptions and donations. *Consumer Reports* is an independent, nonprofit organization.

Senator Fetterman Receives Hearing Aids

Freshman U.S. Senator John Fetterman (D-PA) recently made headlines when he was released from Walter Reed Medical Center after depression treatment. The *Philadelphia Inquirer* reported that he also had been fitted for hearing aids to treat mild to moderate sensorineural hearing loss and an auditory processing disorder. That makes Sen. Fetterman a high-profile role model for both mental health and hearing health.

Nearly 50 million Americans have hearing loss, but most don’t get hearing aids. By getting hearing aids, Fetterman is taking an uncommon approach: actually doing something about the problem. Four out of five people who could benefit from hearing aids do not wear them, according to the Hearing Loss Association of America.

For the full story, go to <https://www.inquirer.com/health/john-fetterman-hearing-aids-auditory-processing-20230404.html?>

CNN Reports on Dementia and Hearing Loss

Treating hearing loss could mean reducing the risk for dementia, according to a new study [reported on CNN].

Hearing loss may increase the risk for dementia, but using hearing aids lowered the risk so it's similar to those without hearing loss, according to the study published in *The Lancet* [a well-known British medical journal].

Researchers followed more than 437,000 people in a cohort from the UK Biobank, a large biomedical database and research resource that follows residents long term. They looked at each person's risk for dementia, self-reported use of hearing aids and medical records to see if the person developed dementia, the study said.

"The evidence is building that hearing loss may be the most impactful modifiable risk factor for dementia in mid-life," corresponding study author Dongshan Zhu, professor at Shandong University in China, said in a statement. "Our study provides the best evidence to date to suggest that hearing aids could be a minimally invasive, cost-effective treatment to mitigate the potential impact of hearing loss on dementia."

The research accounted for other factors, including loneliness, social isolation and depression, but found that untreated hearing loss still had a strong association with dementia.

For the full story, go to <https://www.cnn.com/2023/04/13/health/dementia-hearing-loss-biobank-wellness/index.html?#:~:text=A%202020%20Lancet%20commission%20on,hearing%20loss%2C%20the%20study%20said.>

The Joy of Music

The Science Behind Music and Hearing Loss

Learn more at the HLAA 2023 Convention Research Symposium in New Orleans.

The Hearing Loss Association of America (HLAA) 29th annual **Research Symposium** will focus on music and hearing loss on Friday, June 30, during the Convention in New Orleans, the birthplace of jazz. "Joy of Music/Loving Your Ears" will feature four prominent speakers in audiology, science and music performances: Marshall Chasin, Au.D., Michael Santucci, Au.D., Karen Chan Barrett, Ph.D. and Wendy Cheng.

Panelists will discuss music enjoyment and the prevention of hearing loss, resources to protect your hearing while making music, research on music perception and the joy and challenges of being a musician with hearing loss.

What better locale to present this year's Research Symposium theme than New Orleans—the birthplace of jazz—where music has been such a vital thread woven into the city's fabric and culture for centuries?

If you love music—whether as a performer or a listener—don't miss this event!

For details, go to: <https://www.hearingloss.org/the-science-behind-music-and-hearing-loss/>.

HLAA 2023 Convention

June 29-July 1, 2023.

Register Online by May 26!

The Workplace and the Law

An HLAA Employment Webinar on Zoom

Date: Thursday, May 18, 2023 **Time:** 6-7 p.m. ET

Register at https://hearingloss.zoom.us/webinar/register/WN_u-9audTMTuOP7DHuceSjmg?#/registration

April 8 Meeting Summary

9-1-1 Call Center Tour

*Program summary edited by Darlene Liesner from a transcript by caption writer
Carrie Gibson, of Cauthen & Associates, Court Reporting & CART Service*

On April 8, twenty-five HLAA-Fort Worth Chapter members and guests visited the Fort Worth Police Department's 9-1-1 Call Center. Chapter Vice-President Kevin Medlin, who serves on the Fort Worth Mayor's Committee for People with Disabilities, arranged the tour. Our attendees were divided into two groups, led by staff members Nehru and Patricia. Nehru is the supervisor of hiring; Patricia has just finished her training as a call taker, and she knows sign language. Currently the call taker hiring process takes four to five months, and training takes twelve weeks.

The main 9-1-1 facility on Bolt Street was set up in 1993. A backup call center is under City Hall. The Call Center serves only the city of Fort Worth. Other cities in Tarrant County have their own call centers or use the county's 9-1-1 call center.

Each 9-1-1 call is recorded. The Communication Research and Investigation Unit provides audiotapes to detectives, attorneys, the media, and whoever makes a public service request for the recording. The Call Center Analyst reviews and analyzes call volumes and the average call handling time to establish staffing levels.

Certified Information Privacy Professionals (CIPP) working in the Police Information Center are trained in data privacy laws and regulations. They handle warrants, criminal histories, and property checks for field personnel.

A fiber optic cable in the server room delivers data to the digital phone lines. In case of a power outage, a backup generator outside the building powers only the call floor. If the generator fails, a UPS system keeps the call center running until the employees board a van to go to the backup call center downtown.

The call center is divided into two sections. Call takers sit on one side of the large room, and dispatchers sit on the other. Monitoring several screens and a queue board, call takers screen the calls, take the information, and send the calls electronically to the dispatchers. On weekdays the busiest times are 3:00 p.m. to 8:00 p.m. On weekends, the busiest time is 8:00 p.m. to 3:00 a.m.

The 9-1-1 operator asks for address, name, phone number, and the nature of the emergency. If the caller gives insufficient information or is cut off, the call taker calls back twice. If a caller uses a landline phone and leaves it open, an officer is dispatched, because a landline is linked to a verified address. Locating a cell phone caller can be more difficult.

The Vesta 9-1-1 emergency call handling system and Vesta Map Local system locates callers quickly and precisely. Using AutoCADMap3D, call takers manage and analyze geographic data in a 3D environment. Red lights on the Vesta map indicate priorities. Within two minutes an officer is heading to the location. The blue lights are priority two; yellow is three, and green is four.

The FWPD defines a *robbery* as being held up at gunpoint, forced to hand over an item, beat up for an item, physically contacted, or assaulted. If something was grabbed from the victim, and the suspect runs off, the incident is considered a *theft*. Call operators can look up almost any item having a serial number to see if it was stolen or not.

Dispatchers are divided into areas: central, west, east, northwest, and south. If a field officer has questions, a Dispatch Coordinator contacts the call taker for more information. The 9-1-1 Call Center dispatches only police. Medical Services are run by MedStar. Fire calls are sent to the Fort Worth Fire Department.

The 9-1-1 Call Center cannot discriminate against a disabled job applicant. One hard of hearing employee, now retired, answered calls via a Bluetooth connection to her hearing aids. A visually impaired employee used a document camera to enlarge printed documents. If a call is silent, the call taker asks, "Can you hear me?" Getting no answer, the call taker tries a TTY (teletypewriter). If still getting no response, the call taker reverts to voice.

When calling 9-1-1, a hard of hearing caller should identify as hard of hearing and ask the emergency operator to speak slowly and clearly. Voice calls are preferable, but texts are fine. Operators click the phone to accept the text and ask the same questions they ask voice callers. Relay Texas is a service that provides telephone access for people with speech or hearing loss who cannot use a traditional telephone. Several call takers speak Spanish. For other languages, the center uses an interpreter service.

Fort Worth also has a 9-8-8 Suicide & Crisis Lifeline which provides 24/7 support, prevention, and crisis resources for distressed individuals and follows best practices for professionals. If a caller who is threatening suicide has a weapon, the call is dispatched as an 841 suicide priority. The non-emergency phone number is 817-392-4222.

The two tour guides answered group questions throughout the tour. It was supposed to be their day off, but they graciously volunteered to lead our tour.

Support your Fort Worth chapter

We will acknowledge your donations in each issue of the newsletter.

The list is updated monthly. We started over for 2023.

**Platinum = \$400+; Gold = \$200 to \$399; Silver = \$100 to \$199;
Bronze = \$50 to \$99; Friends = Up to \$49**

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Husband of Dr. Shirley Molenich,**

Given by Stephen J. and Joan S. Boyle, Judith Fitzgerald, & Dan White

The Fort Worth Chapter is a 501 (c) (3) nonprofit organization.
All contributions are tax-deductible.

Hearing Loss Association of America - Fort Worth Chapter **2023 CHAPTER DONATION FORM**

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Cauthen & Associates, Inc. is a woman-owned business, founded by Lisa Cauthen in 1998, and incorporated in 1999. Cauthen & Associates has provided the DFW Metroplex with **captioning, communication access real-time translation (CART), and court reporting services** for over 20 years. It provides CART services for our meetings

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