



# Canadian Hard of Hearing Association

MANITOBA CHAPTER

NEWSLETTER

December 2023

## IN THIS ISSUE:

The Board Hears	1
Get in the Hearing Loop Update by Rosalyn Sutley	2
My Assisted Listening Experience (ALD) by Daniela Rempel	3
Welcome New Board Member Mae Denby	3
Telecoils Postcard	3
Hearing Loops Poster	4
Our Gratitude to Our Sponsors	5
CHHA-MB Membership Form	5

## The Board Hears

We've had a very busy 2023 and have some wonderful plans for 2024. We're hoping that, as much as possible, we meet with you in-person or online.

We have a new member of the board, Mae Denby, who has joined us as secretary. She has been instrumental in starting a support group in the St. James Seniors Centre. Eight in-person sessions ran from September to November on Friday afternoons. They will be continuing on the second and fourth Friday morning of each month. These are on a drop-in basis open to all so come for the fellowship while learning to cope with hearing loss. Mae's bio is included in this newsletter.

The Transcona Support Group has been growing, resulting in some very stimulating discussions on the third Monday of every month. The online groups Tinnitus (second Wednesday of each month) and Let's Talk (first Tuesday evening of each month) have been meeting regularly and will be continuing in the new year. Again, these are on a drop-in basis so please join and share your insights and questions.

Our petition to the government to have hearing aids considered a medical necessity was partially successful with a grant created for seniors, but this does not cover those between the ages of 19 and 64. Also, because it is based on family income and not the individual, many seniors are finding they do not qualify. Cindy Lamoureux, Liberal MLA, will continue to read our petition in the Legislature as we continue to advocate to make hearing aids more affordable.

The Advocacy Committee has been working to increase awareness of the necessity of assistive listening systems especially looping. Rosalyn Sutley has written an update full of information including things you can do. A very educational webinar is planned for Tuesday, January 16 at 7 pm - see the poster included in this newsletter for more information. Service desks at the Superstore on Kenaston and Grant and the Canadian Museum for Human Rights have been looped. Check them out and compliment the staff. The very latest good news, the City of Winnipeg was successful in their application to the MB Accessibility Fund to proceed with the Audio Loop project to install as many audio loop systems at customer service counters as possible. Another Advocacy Committee member, Daniela Rempel, has been researching other assistive listening systems and has written about her experience at the Winnipeg Art Gallery.

I want to thank the board and committee members for all their hard work this year and everyone in the community who helped us this year.

Jo-anne Jones,  
CHHA-MB President

**Canadian Hard of Hearing Association - Manitoba Chapter**

c/o Manitoba Possible 204-285 Sherbrook Street, Winnipeg, Manitoba R3A 1M5

chhamanitoba@outlook.com (204) 975-3037

 Group: Canadian Hard of Hearing Association: Manitoba Chapter

[chha-mb.ca](http://chha-mb.ca)

## Get in the Hearing Loop Update by Rosalyn Sutley

CHHA-MB continues to work with Inland AV and CHHA National to promote hearing loops throughout Manitoba. The in-person demonstrations for looping held in January at Inland AV were well attended, with representatives from senior serving organizations, government, worship, education, and most importantly, individuals with hearing loss. The response to the demonstrations were mostly very positive with many remaining in ongoing discussions with Inland AV and pursuing funding grants. Plans to host another demonstration week are under consideration by the advisory committee. If you would be interested in experiencing a hearing loop, please contact the office at 204-975-3037.

In July the board and advisory committee had the opportunity to meet with Dr. Juliëtte Sterkens via Zoom to discuss how we can further our advocacy efforts. Dr. Sterkens has been instrumental in establishing hearing loops in the USA. CHHA National has partnered with Dr. Sterkens and the Hearing Loss Association of America to assist in establishing hearing loop systems in Canada. To successfully advocate for hearing loops and telecoils in hearing aids we need **YOU!** How can you help? On a personal level you can become informed about hearing loop systems and how they can improve your hearing and understanding in large public venues or large noisy areas such as a deli counter in a grocery store. Learn about telecoils for your hearing device(s) and speak to your hearing health care provider about them. Ask if you have telecoils in your device(s), if not, can a telecoil be added and lastly, learn how to access the program. Telecoils in hearing devices are a must have program that all consumers should be inquiring about and getting.

Consider advocating for hearing loops in public spaces such as senior centres, pharmacy counters, deli counters, theaters, and other public spaces you visit. Access to public places for individuals with disabilities is a fundamental right. The "Accessible Customer Service Standard and the Accessible Communication and Information Standard" of the Accessibility Act for Manitobans is in effect as of 2023 and addresses hearing accessibility and accommodation.

Hearing loops have been available throughout the UK for over 25 years, they are prevalent in USA and are starting to be used in various provinces in Canada. If you have had an opportunity to use a hearing loop consider sharing your experience on your social media and in the CHHA-MB Facebook group or write a story for the newsletter.

For more information on how you can get involved, contact the office or send us an email. For further information, check out the following links:

- [Hearing Loops - Canadian Hard of Hearing Association \(chha.ca\)](https://chha.ca)
- [Manitoba Government Accessibility Plan: 2023 2024](#)
- [www.hearingtracker.com/opinion/letter-to-the-editor-consumers-need-telecoils-and-hearing-loops](https://www.hearingtracker.com/opinion/letter-to-the-editor-consumers-need-telecoils-and-hearing-loops)
- [Canada GITHL Ask-Audiologist 4-x-6 110322.pdf \(getinthehearingloop.ca\)](#)  
(a downloadable postcard about telecoils to share with your hearing health care provider.)



## My Assisted Listening Experience (ALD) by Daniela Rempel

Recently I attended a tour of an exhibition at our own Winnipeg's WAG -Qaumajuq led by an informative tour guide. True to WAG's commitment to accessibility and inclusion, all the tour participants received an Assisted Listening Device (ALD) so no one stuck out as different or handicapped in any way. This system was comprised of a simple ear speaker looped over the ear and a neck loop receiver worn around our neck while the tour guide wore and spoke into a microphone. Learning more about this system I believe it was called an RF (ALD) system.

This tour experience was transformative, for being hard of hearing and wearing hearing aids, I heard every word clearly and could walk 50 feet away still hearing clearly the descriptions and story telling about each exhibit by the tour guide. Every participant both hearing and non hearing impaired enjoyed this clarity and ease of speech sound. Contrast this experience with another tour I participated in where there were no ALD to be had, where I missed out on the richness of the experience and much of the information that was integral to the tour exhibits. This was a "Tale of Two Cities" experience for sure!

This WAG tour is a great example of what more venues should be incorporating into their programming if they are serious about accessibility and inclusion. There are different ALDs and Hearing Loop system venues one could choose from. They can be cost effective, simple to use/understand, and can be used with hearing aids with or without telecoils, cochlear implants, and for those who do not have hearing aids, but need to hear more clearly. These ALD systems should also comply with the accessibility legislation both federal and provincial on the horizon.

## Welcome New Board Member Mae Denby

Mae Denby was born in Winnipeg and grew up in rural Manitoba, After high school, she attended the final year of the Manitoba Teachers' College, just prior to the formation of the Faculty of Education. After teaching seven years in various communities in Manitoba, she moved to Ontario. Subsequently, she became a school principal, and retired as a Superintendent of schools in the Niagara region. She moved back to Winnipeg in 2012.

In her 60's, she found it necessary to begin wearing hearing aids; the hearing loss has progressed slowly, but steadily ever since. Mae found her way to CHHA Manitoba Chapter through the virtual support group and joined the Board in 2023, taking on the role of secretary.



## Telecoils Postcard



Canadian Hard of Hearing Association  
Association des malentendants canadiens



Get in the Hearing Loop  
Bienvenue à la boucle auditive

### For Audiologists and Hearing Aid Providers

Please advise me if my hearing device(s) has a telecoil(s) / T-coil. If they do, please activate and program them for use in a hearing loop. Also, please write instructions for their use on the back of this card. If I don't have a T-coil(s), can my device(s) be retrofitted or is there an accessory remote control / streamer telecoil option?

### Program Recommendations

**For open RIC fittings:** manual T only program

**For closed / occluded fittings:** manual M + T program in social settings

**For closed / occluded fittings:** manual T only program for high noise environments like airports or train stations.

Verify mic and telecoil responses **match** in gain, output, and frequency response in user programmed mode (use ANSI-SPLIV test procedure).

I would like to use my T-coil(s) in a hearing loop or with a neckloop and an assistive listening device or system.

Please write clear instructions on how to use my manually accessible telecoil program.

For example: the numbered position of the program, number of beeps or voice prompt, and location of the switch to activate the T-coil.

[Please write instructions here:](#)



**Audiologist or hearing aid provider name and contact information**

This resource, its contents and design are used with permission from the Hearing Loss Association of America (HLAA). Copyright 2022. This material is a product of the HLAA Get in the Hearing Loop (GITHL) Program. For more information go to [www.hearingloss.org/programs-events/get-hearing-loop/](http://www.hearingloss.org/programs-events/get-hearing-loop/).



**DR. JULIËTTE  
STERKENS AuD**

RENOWNED ADVOCATE ON  
HEARING LOOPS

**MR. DUANE RYAN**

KEY SENIOR ACCOUNT EXECUTIVE AT  
INLAND AUDIO VISUAL

**WHAT ARE HEARING  
LOOPS?**

**HOW DO THEY HELP  
THE HARD OF  
HEARING?**

**HOW CAN THEY  
IMPROVE MY  
BUSINESS?**

**TUESDAY  
JANUARY 16, 2024  
7:00 PM**

Join our zoom presentation!

# HEARING LOOPS

**Better Hearing – Better Business**



Sponsored by:  
The Canadian Hard of Hearing  
Association – MB Chapter

**TO REGISTER:**

Call: 1-204-975-3037

E-mail: [chhamb@outlook.ca](mailto:chhamb@outlook.ca)

Before January 12, 2024

A link to the presentation  
will be sent January 16, 2024

**EVERYONE WELCOME!**

# Our Gratitude to Our Sponsors

CHHA - MB would like to acknowledge our appreciation to our sponsors and contributors. Without their support, we would be unable to provide the services and information we offer.



## MEMBERSHIP

The CHHA-MB yearly membership fee is \$40 for an individual or \$60 for a family membership. The fees support CHHA National and \$10 of the fee remains in Manitoba.

Fees or donations can be made by cheque payable to CHHA-MB, through PayPal on our website, or by e-transfer. The first time you use e-transfer, add us as NAME: CHHA-MB EMAIL: [chhambtreasurer@outlook.com](mailto:chhambtreasurer@outlook.com). In the comments, please be sure to state if it is a membership fee or donation and include your postal mailing or email address for a receipt.

Thank you for your continued support of our Chapter. With your help we are able to continue providing information, education, and advocacy on behalf of the hard of hearing in Manitoba.

If you would like to receive this newsletter via email, please send an email to:  
[chhamanitoba@outlook.com](mailto:chhamanitoba@outlook.com)



## Canadian Hard of Hearing Association - Manitoba Chapter Membership Form

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Postal Code: \_\_\_\_\_ Email: \_\_\_\_\_

Yes, I would like to receive the newsletter by email.

New Membership       Membership Renewal      Membership Date: \_\_\_\_\_

Annual Membership Fees:

Individual: \$40       Family: \$60       Non-Profit Org: \$130

Donation       Donation in Memory of: \_\_\_\_\_

*Charitable Registration No. 131620742 RR0001*

### Canadian Hard of Hearing Association - Manitoba Chapter

c/o Manitoba Possible 204-285 Sherbrook Street, Winnipeg, Manitoba R3A 1M5

[chhamanitoba@outlook.com](mailto:chhamanitoba@outlook.com) (204) 975-3037

Group: Canadian Hard of Hearing Association: Manitoba Chapter

[chha-mb.ca](http://chha-mb.ca)