

A CENTURY OF COMPREHENSIVE CARE

Hearing and Speech Center of Northern California (HSC) celebrated its 100-year anniversary in May, 2017. Situated in downtown San Francisco, the center is home to an extensive range of services created to address communication challenges throughout an individual's lifespan.

As a non-profit, the HSC has dedicated itself to establishing holistic models of care and adapting those services to meet the unique needs of its clients. Services range from early identification intervention for infants with hearing loss and speechlanguage concerns, to school advocacy and support for children, to homework groups, tutoring and peer mentoring for youth, to job readiness and employment placement for adults, to outreach & care for seniors. The staff includes audiologists, speech pathologists, educators and social workers. The care model is designed to be holistic, comprehensive and far reaching.

Recently the HSC was awarded the #1 spot by Bay Area Consumers' Checkbook for overall rankings of 50 hearing clinics surveyed in the entire Bay Area. Tracy Peck Holcomb, AuD, Director of Clinical Services at the HSC and past president of the California Academy of Audiology, believes that such an award is reflective of the core values of the agency and how they manifest in the care and treatment of those with hearing loss.

Dr. Holcomb says, "At the HSC we have adamantly resisted the commoditization of hearing health care, in particular the apparent trends in the field to push hearing aids out to the public without support models that take into consideration the situational and unique circumstances every client faces. We are



extremely concerned that clients are being convinced that the only solution is for them to purchase high priced hearing aids when often there are less expensive options, such as communication strategies, technologies including assistive listening devices, plus auditory training, education and counseling that can either substitute for or complement a hearing aid. Comprehensive and quality hearing healthcare should be available to all individuals with hearing loss, not just those who can



Darragh Kennedy and Dr Tracy Peck Holcomb at HSC

afford to pay for premium products."

Darragh Kennedy, CEO of the HSC and an industry veteran of nearly 25 years adds, "For decades our services have been deeply rooted in our mission, which is to provide lifelong services to support all people with hearing or communication challenges in achieving their goals. However in recent years we have shared the frustrations, suspicions and fatigue of our clients as we have watched our field rush to push expensive technology out to the market without the same push for complementary holistic care. We had to make the very conscious decision as an agency to incorporate advocacy as a distinct element of how we can be of service to the public, both locally and on a larger scale.

Being a non-profit agency enables HSC staff members to be very thoughtful and deliberate in

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how they provide care. The charitable support HSC receives allows it to move outside the traditional model of audiological care and offer a variety of innovative programs such as tinnitus support groups, health care professional trainings, hearing loss and cochlear implant support groups, college employment prep classes for individuals with hearing loss. Particular focus is paid to the needs of seniors and HSC also provides care (through Project Homeless Connect) to those in low income senior residences. It is one of only a few providers for clients with Medi-Cal and California Children's Services (CCS) in the Bay Area. The majority of these programs take place in the Center's community lab, which is equipped with an induction loop to give access to sound and improve clarity of speech for clients who have the telecoil feature in their hearing aids. In addition, HSC is a host to the California Telephone Access Program (CTAP), a program that delivers free amplified phones to those with hearing loss (and other disabilities).

Through the years, HSC has made a concerted effort to foster and build an extensive network of collaborative partnerships with other community organizations sharing similar core values. partnerships not only strengthen their ability to provide direct comprehensive services but also help to support their advocacy efforts.



When asked how they manage to stay motivated and committed, both Dr. Peck and Mr. Kennedy respond almost in unison, "We are here to be of service and constantly guided by our mission. Our job is to do what is right for the public so it makes our jobs very distinct and clear. We look forward to continued collaboration with HLAA and its members to ensure that our services remain client-centric, adaptive and comprehensive."

Hearing and Speech Center of Northern California is at 1224 Divisadero Street, San Francisco CA, 94115, 415-921 -7658, www.hearingspeech.org

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(Continued from page 1)

loss is. I was very lucky that my guide was well aware of the challenges of communicating for people with hearing loss. This is not always the case. Be sure to explain your needs fully.

I provided the same information to our local Cuban guide when we met him later in the day. He spoke English well, but with an accent, which is always a challenge for me. I let him know that I would be standing close to him while he was speaking so that I could hear him and see his face for lip reading. I didn't want him to feel odd or uncomfortable with my constant presence.

Although it wasn't always possible on the tour, when a smaller group went for coffee or a snack, I made sure to request a quiet corner table. On previous trips, I have asked the hotel concierge to suggest quieter restaurants or places with outside seating and to reserve a table for me ahead of time.

Remind People What You Need

People often forget about hearing loss because it is invisible, so don't be shy when reminding people about your needs. Through gentle prompting (the hand behind the ear usually works well) and frequent requests for the guide to use the microphone on the bus, I was able to understand most of what he said. When I had questions, I asked them, usually later as a follow-up one on-one in order to keep the group moving.

When logistical information was given, the guide wrote down critical times and locations, which was appreciated by all of us, hearing loss or not. Just in case, I was prepared with a notebook and pen in my bag to make taking my own notes easy in case something was mentioned along the way.

Bring Ear Protection

I was amazed how loud traveling can be, particularly in an underdeveloped country. The old cars in Cuba (most 1950's American cars) did not have noise suppression technology the way we do now. The trucks were equally old and smelly and caused quite a racket as they barreled down the streets of the small towns we visited. One evening I turned off my hearing aids to remove the auditory overload and enjoyed the visual peace and quiet of a small Cuban town. It made quite a difference.

Another day, we took a 15 minute ride on a commuter ferry, which I clocked at 95 decibels! I quickly turned off my hearing aids so they would act as earplugs, but I felt bad for others on my trip who did not have that option. I can only imagine the hearing damage suffered by the locals who use this ferry on a daily basis.

Enjoying local music performances is a wonderful part of traveling, but this can also be very loud. One local club was playing music at 110 decibels. I walked right out despite the wonderful performers. Nothing is worth damaging my hearing further. In guieter venues, I was prepared with earplugs...and I brought along a few extra pairs to share with my traveling companions.

Bring Extra Batteries and Chargers

Your devices won't work without power; be sure to bring a sufficient supply of batteries as replacements

may be harder to find in unfamiliar locations. Pack a supply of batteries in different travel bags in case one gets misplaced. Check that all your chargers are working well and bring an extra if you have one

Have a Backup Plan

Having your hearing aids on the fritz can be troubling at any time, but when you are far away from home and from your audiologist (in another country, for example) it can feel like a disaster. Make a backup plan before you go and test it out so you can easily implement it if needed. Examples include using a pocket-talker, an FM system, or connecting a high-quality headset to an app like EarMachine on your smartphone. If you have spare hearing aids, bring those too.

Traveling is all about embracing different people and places, and my trip to Cuba was no different. With the right advance planning, self-advocacy behaviors and a positive attitude, traveling can be a wonderful experience for people with hearing loss. Where should I go next?

Shari Eberts is a hearing health advocate, writer, and avid Bikram yogi. She serves on the Board of Trustees of Hearing Loss Association of America. She is the former Board Chair of Hearing Health Foundation. Shari has an adult-onset genetic hearing loss and hopes that by sharing her story it will help others to live more peacefully with their own hearing issues. Follow Shari on her blog: livingwithhearingloss.com

A version of this article was originally published in The Hearing Journal. Reproduced with their permission.

Take the Next Step to Better Hearing

f you or a loved one are struggling to hear, even with your hearing aids, it's time to consider the many benefits of solutions beyond hearing aids, including cochlear implant technology.

Join us for an educational seminar covering the very latest advances in hearing technology.

Free Seminars!

Sacramento Area Sunday, Sep. 10th Sunday, Dec. 10th

Bay Area

Sunday, Nov. 12th Sunday, Feb. 11th

Valencia Area

Wednesday, Sep. 20th Wednesday, Oct. 18th Wednesday, Nov. 15th Wednesday, Dec. 13th

Wednesday, Jan. 17 Los Angeles Area

Thursday, Sep. 7th Saturday, Oct. 7th Thursday, Nov. 2nd Saturday, Dec. 2nd

Orange County Area

Saturday, Oct. 21st Thursday, Nov. 30th San Diego Area

Monday, Sep. 11th Monday, Oct. 2nd Monday, Nov. 13th Monday, Dec. 4th Monday, Jan. 8th



Register Online:

Sacramento Area:

https://advancedbionics.regfox.com/sacramento-events

https://advancedbionics.regfox.com/bay-area-events

https://advancedbionics.regfox.com/2017-sw-events

Or Call:

The Bionic Ear Association: 866.844.HEAR (4327)

For more information on the benefits of cochlear implant technology, visit AdvancedBionics.com





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Position is open Interested candidates please email: chapters@hearingloss.org

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Santa Monica Chapter

(Currently inactive) Nanci Linke-Ellis 310-829-3884 nanci@linkeellis.com

No chapter near you?

Our Chapter Coordinators will help you to set up a local group.

Please join us!

Meet others who are facing the challenge of everyday life with a hearing loss. Meetings are free and informal. Bring a friend or family member. Everyone is welcome. Hearing loss is a daily challenge you can overcome. You do not have to face hearing loss alone.

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- Free hearing aid consultations
- Affordable rates
- Warm and friendly environment
- Make appointments by email

Phone: (626) 796-2016 (Pasadena, CA) email: appointments@hearcenter.org Hear Center is a not-for-profit 501(c)(3)

HEARING LOSS RESOURCES

Hearing Loss Resource Specialists

Theodore Horton-Billard, Los Angeles Greater LA Agency on Deafness GLAD 323-285-5306,

thorton@gladinc.org

Guy Gomez Center on Deafness Inland Empire (CODIE), Riverside 951-801-5688 ggomez@codie.org

Sr. Ann Rooney, LMFT, Burlingame annrooney@sbcglobal.net

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Valerie Stern, LCSW, Sunland

Psychotherapist - hearing loss and grief, certified equine assisted psychotherapist www.valeriesternlcsw.com 310-936-0939,

Alison Freeman, PhD, West LA. Sherman Oaks Psychologist - hearing loss, trauma and crisis counseling, stressmgmt and teletherapy, 310–712-1200, www.dralisonfreeman.net

For Parents

California Hands & Voices,

Parent driven, nonjudgmental support for families with D/HoH children Family camps, Mom's Night Inn www.cahandsandvoices.org National, <u>www.handsandvoices.org</u> info@cahandsandvoices.org

Parent Links, Parent to Parent Support for families with D/HoH children Parent Mentors are Parents of D/HoH children, <u>www.myparentlinks.com</u>

For Youth

Training & Advocacy Group (TAG), LA Self-Advocacy group for D/HoH children & teens, www.tagkids.us

HEAR YA NOW. Young Adults Group Social events, online community www.hearyanow.tumblr.com

NO LIMITS Individual therapy, literacy, parent education thru educational center, national theatrical group, for ages 3-18. All services free. 310-280-0878

www.nolimitsfordeafchildren.org

Lawyers

David Grey, david@greyslaw.com Special education law

John Waldo, john@wash-cap.com Captioning of movies/theatre

Gaylord & Nantais, gaylordnantais.com Hearing Loss Claims

Resource Guide

UC San Francisco online guide: Navigating Your Hearing Loss, A Comprehensive Resource for the San Francisco Bay Area and Beyond hearing.ucsf.edu

Clinics

UC Irvine, Cochlear implant services 714-456-5853, www.ent.uci.ed

The HEAR Center, Pasadena

Hearing/speech therapy, Community out reach, hearing aid dispensing. All ages, www.hearcenter.org 626-796-2016

House Ear Clinic, Los Angeles Hearing Aids, Cochlear Implants Ear surgery, 213-483-9930 www.hei.org

UC San Francisco,

Audiology Clinic, 415-353-2101 Cochlear Implant Center, 415-353-2464 ucsfhealth.org/clinics/audiology

Stanford University Ear Institute 650-736-4351

http://med.stanford.edu/ohns/earinstitute/

Stanford Lucille Packard Children's

Hospital 650-498-4327

Childrenshearing@stanfordchildrens.org Hearing and Speech Center, San Francisco 415-921-7658, info@hearingspeech.org www.hearingspeech.org

John Tracy Clinic

Pediatric hearing loss, low cost services world wide, www.jtc.org 213-748-5481

Oberkotter Foundation

Pediatric hearing loss, oral schools, free materials <u>www.oraldeafed.ora</u>

Financial Aid

Audient Alliance

audientalliance.org 206-838-7194

Let them Hear Foundation, Palo Alto 650-462-3143 http://www.letthemhear.org

Refurbished Hearing Aids, Sacramento 916-340-5493 cnoble@sonn.com

Career Counseling/Employment Services

HLAA Employment Toolkit

www.hearingloss.org/advocacy/ Employment.asp#jobtoolkit

GLAD/Employment Development Dept www.gladinc.org

213-478-8000 info@gladinc.org

Dept of Rehabilitation, (DOR)

Deaf/HoH Advisory Comm (DHHAC) stephanie.stansell@yahoo.com

Vocational Rehab provides clients with hearing aids/devices necessary to secure or retain employment. www.dor.ca.gov

Deaf/Disabled Telecomm Program (DDTP)

Administrative Committee (TADDAC)

Ken Cluskey (Hard of Hearing) kcluskey@hotmail.com

Nancy Hammons, (Late Deafened) hammonsn@aol.com Vadim Milman (Deaf)

Equipment Program (EPAC) Brian Winic (Hard of Hearing),

lovetwohear@aol.com

Free Telephones (CTAP) www.ddtp.org/ctap

Online Videos

Listen and Speak, children www.oraldeafed.org/movies/index.html

Hearing Loops

LoopFinder

Find Hearing Loop enabled venues www.LoopFinder.com

All about Loops

www.hearingloop.com

Lip Reading Classes

www.hearinglossca.org/communication

Captions

Movies search engine Captionfish.com **Netflix instant library** www,phlixie.com **TED Talks videos** *TED.com* **Advocacy Group**

www.CCACaptioning.org

Auditory Therapy/Rehabilitation

Angel Sound - FREE Online download

http://angelsound.emilyfufoundation.org

Request an installation CD

angelvoice@emilyfufoundation.org

Online Directory

http://hearingloss.org/content/listeningtraining-programs

Speech Therapy

Mellisa Essenburg, M.S., CCC-SLP

mellisaslp@yahoo.com 858-232-5842 www.SanDiegoSpeechPathology.com

Assistance Dogs for Deaf/HoH

Canine Companions for Independence www.cci.org 800-572-2275

Sam Simon Foundation

www.samsimonfoundation.com 310-457-5898

Alison Freeman, Ph.D. Clinical Psychologist Calif. Psych #10597

Hearing Loss

Specialist 14724 Ventura Blvd., #1100

Sherman Oaks, CA 91403

11911 San Vicente Blvd., #280 Los Angeles, CA 90049

(310) 712 -1200 voice dralisonfreeman@gmail.com www.dralisonfreeman.net

RESOURCES, CONT.

Other Resources

Hearing Loss Association of America

Hearing Loss Magazine www.hearingloss.org

Hearing Loss Association of America-California Association

EDEE The Hearing Loss

FREE The Hearing Loss Californian www.hearinglossca.org

Meniere's and Vertigo

www.hearinglosshelp.com www.upcspine.com www.burconchiropractic.com

Dolls with Disabiliities www.mymakie.com

Janice Schacter Lintz

Hearing Access Program www.janicelintz.com

Pat Dobbs

Empowering people with Hearing Loss www.HearingLossRevolution.com

Sam Trychin

Living and Coping with Hearing Loss samtrychin@adelphia.net www.trychin.com

Sound for Light

An Alternative Hearing Experience www.soundforlight.com

Hearing Aid Services of Hollywood www.lahearing.com

Hearing Loss Info and Treatment www.hear-it.org

Hearing Loss Help E-zine

www.hearinglosshelp.com neil@hearinglosshelp.com

Hearing Industry News and Insight www.hearingmojo.com,

Better Hearing Institute www.betterhearing.org

Hard of Hearing/Late Deafened Program DCARA, www.dcara.org

Deafness in Disguise

History of hearing devices beckerexhibits.wustl.edu/did

Deafness Research Foundation

FREE Hearing Health magazine www.drf.org

Hearing Loss Apps

Ava InnoCaption Petralex

LIVE MUSIC & THEATRE ACCESS

SOUTHERN CALIFORNIA

Segerstrom Center - Costa Mesa

Access: https://www.scfta.org/Plan-Your-Visit/Accessibility-Information/Services.aspx

South Coast Repertory Theatre - Costa Mesa

http://www.scr.org/tickets/ticket-information/special-needs

Hollywood Bowl

https://www.hollywoodbowl.com/visit/accessibility (scroll to bottom of page)

Hollywood Pantages Theatre

https://www.hollywoodpantages.com/visit/accessibility

La Jolla Playhouse

http://www.lajollaplayhouse.org/tickets-and-subscriptions/accessibility-services

La Mirada Theatre

http://lamiradatheatre.com/accessibility/

Center Theatre Group
Ahmanson & Mark Taper – Los Angeles
Kirk Douglas Theatre – Culver City

https://www.centertheatregroup.org/ programs/audiences/access/

Grammy Museum – Los Angeles Email *pgarces@grammymuseum.com*

The Music Center - Los Angeles Walt Disney Concert Hall & Dorothy Chandler Pavilion

https://www.musiccenter.org/visit/Getting-Here-and-Around/Accessibility/

CSUN/Valley Performing Arts Center - Northridge

http://www.valleyperformingartscenter.org/ visit/accessibility/ Pasadena Playhouse

https://www.pasadenaplayhouse.org/visit/ #accessibility (Inductive loop system)

San Diego Theatres Balboa & Civic

http://sandiegotheatres.org/audienceservices/

Griot Theatre of the West Valley

Email Sabah El-Amin, Executive Director Sabah@griottheatre.org/ www.Griottheatre.orgabout/aboutus.html

NORTHERN CALIFORNIA

Berkeley Repertory Theatre

https://www.berkeleyrep.org/boxoffice/accessibility.asp

California Shakespeare Theatre – Orinda http://www.calshakes.org/v4/visit/accessibility.html

California Musical Theatre - Sacramento Community Center Theatre & Music Circus

https://www.californiamusicaltheatre.com/ about/accessibility/

Curran Theatre - San Francisco https://sfcurran.com/visit/#accessibility

SHN Theatres - San Francisco Golden Gate & Orpheum

https://www.shnsf.com/online/article/ADA

TheatreWorks Silicon Valley Mountain View Center for the Performing Arts Lucie Stern Theatre - Palo Alto Lohman Theatre - Los Altos Hills https://theatreworks.org/venues/accessibility/

the Hearing Loss Californian

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HEARING LOSS IS A LEADING PUBLIC HEALTH ISSUE

Hearing loss is a daily challenge you can overcome. You do not have to hide your hearing loss. You do not have to face hearing loss alone.

Please share this information! When you've finished reading the Hearing Loss *Californian* pass it along to a friend or colleague.

To subscribe to this *free* newsletter, go to hearinglossca.org
Under the Newsletter tab, select Sign-up for Newsletter.
Available in paper or as an email link.



HLAA FOUNDER Howard E. "Rocky" Stone, 1925-2004.

Because there were no services for hard of hearing people, Rocky Stone founded Self Help for Hard of Hearing People (SHHH) in 1979. The thinking behind the self-help philosophy for SHHH was to enhance each of us as human beings. Hearing loss is an important but secondary consideration. Once we accept responsibility for ourselves, we have to learn to love ourselves, and then, each other.

SHHH was renamed Hearing Loss Association of America (HLAA) in 2006. Today, HLAA is the premier consumer organization for people with hearing loss. The HLAA mission is to open the world of communication to people with hearing loss through education, advocacy and support.

Hearing Loss Association of America *The Nation's voice for people with hearing loss*

HLAA is an international, non-sectarian, educational, non-profit consumer organization of hard of hearing people, their relatives and friends.

It is devoted to the welfare and interests of those who cannot hear well but are committed to participating in the hearing world.

7910 Woodmont Avenue, Ste 1200 Bethesda, MD 20814 inquiry@hearingloss.org 301-657-2248 Voice 301-913-9413 Fax

HLAA, California State Association

Supporting chapters throughout California

HLAA-CA is a separately incorporated non-profit affiliate of HLAA.

California residents who join our national organization automatically become members of HLAA-CA.

info@hearinglossca.org 650-449-0091