

Listen/Écoute

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Listen Écoute

Vol 17 No 2, 2008

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Welcome from the President of the Canadian Hard of Hearing Association Canada: A World Leader in the Global Community of Communication

Welcome to Vancouver, Canada to all delegates at the CHHA/IFHOH Congress 2008! As National President of the Canadian Hard of Hearing Association, I am proud of the team I work with – the men and women from across this great country who make this organization one that makes a real difference in people's lives. In its first quarter century of existence, thanks to their help, support, and participation, the Canadian Hard of Hearing Association has emerged as a leader within Canada for communication access for persons who are hard of hearing.

It is my hope that this extraordinary international congress will establish Canada as a world leader in the global community. The keynote presentations, the workshops, the trade fair, and all of the wonderful events taking place in the course of these few days are all once-in-a-lifetime opportunities to share leading-edge practices with our friends in the international community.

its greetings and its very sincere thanks to the International Federation of Hard of Hearing People and its representatives for this fantastic experience in which each one of us will share over the next few days.

The Canadian Charter of Rights and Freedoms, which is enshrined in our Constitution, prohibits discrimination based on physical disability. More importantly, the cornerstone of Canadian society is equality for all. The Canadian Hard of Hearing Association invites the global community to work together to provide real, direct benefits to persons who are hard of hearing, wherever they may be.

Thanks also to all the delegates who travelled to be here with us! And most of all, I would like to express my sincerest words of gratitude to the event organizers for making this all possible.

It is my wish for you that this CHHA/IFHOH Congress 2008 will be the experience of a lifetime!

*Carole Willans,
CHHA President*

The Canadian Hard of Hearing Association extends



By
Carole Willans

Meet the artist, Jacques Desgagnés

Delegates are invited to share in the creative energy expressed by international renowned Canadian artist, Jacques Desgagnés. He has produced an oil painting, *The Power of Hope*, expressly for the CHHA-IFHOH International Congress. Jacques says, "I was inspired by the event's theme, *A Global Community of Communication*. This painting reflects the tremendous creative energy of the Canadian Hard of Hearing Association and how it is a light in the lives of so many hard of hearing persons. It is like a beacon, a source of hope that has a powerful impact."



Jacques is going to be present at the Congress, and will share with delegates the energy and the emotions that make this painting so special. It will also be available for viewing, notably in the silent auction room. In addition, Jacques will give a poster presentation. *The Power of Hope* will be open to bidding (minimum bid is \$2,000) and part of the proceeds goes to CHHA. In

addition, smaller souvenir reproductions will be available. For more information on the artist:

www.ajdesgagnés.com



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Welcome from the Executive Director of the Canadian Hard of Hearing Association

On November 19, 2005 A Memorandum of Agreement was signed between the Canadian Hard of Hearing Association (CHHA) and the International Federation of Hard of Hearing People to host the 8th International Congress of Hard of Hearing People in Vancouver, British Columbia. Two and a half years has passed since that day and I can't believe we are ready to kick off this incredible event.

I like to tell people that if I knew then what I know now, the Canadian Hard of Hearing Association may never have taken on the challenge of hosting this congress, but I am always up for a challenge and this one did not let me down. It has been an incredible learning experience for the staff in the CHHA national office and for me personally. It was a once in a lifetime opportunity that is about to begin and I am thrilled to be part of it.

I want to welcome everyone to Vancouver, to relax and enjoy the beauty that the province has to offer. Take the time to examine the incredible selection of workshops and choose what is best for you. I would like to suggest you find a partner who will work with you to go to the workshop you are going to miss but want to see, they can take notes and share them with you and that way you will benefit from twice as many sessions.

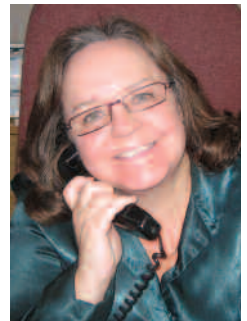
The Congress Committee has done a fantastic job of selecting a wide variety of workshops that will be sure to suit everyone's individual needs – so much to learn and so little time. But do remember that this congress is not just a learning experience; there is fun to be had, people to meet, and places to go and see.

Plan to enjoy the social events that are part of the congress; like the Thursday night Karaoke Reception being hosted by Advanced Bionics, the Friday night Cochlear Corporation reception and, of course, there is always the closing banquet that will bring a close to the festivities, a bittersweet time to say so long to the new acquaintances you have made from all over the world.

When the congress comes to an end, you will be able to sit back and reflect on this unique opportunity you have experienced and think to yourself, I am so glad I made the decision to be here. Personally, I know I am glad that the Canadian Hard of Hearing Association made the decision to host this event; it has been an incredible experience!

So everyone, please enjoy the sessions, enjoy the surroundings, and mostly enjoy the people and forge new relationships that you will carry for the rest of your life.

Janice McNamara
CHHA Executive Director



By Janice
McNamara

Welcome from the International Federation of Hard of Hearing People

On behalf of the Board of Directors of the International Federation of Hard of Hearing People (IFHOH), I am pleased to welcome all participants to the 8th World Congress of IFHOH co-sponsored with, and organized by, the Canadian Hard of Hearing Association (CHHA). I am sure that you will find the Congress to be stimulating and enjoyable as well as a wonderful opportunity to connect with others from around the world.



By Jan-Peter Strömrgren

The theme of *A Global Community of Communication* reflects the importance of communication at international levels to create a worldwide understanding of hearing loss issues and to explore practical short-term and long-term solutions that will improve our lives. This theme is particularly fitting this year as the United Nations Convention on the Rights of Persons with Disabilities and its Optional Protocol have been entered into force by member states. We now have a binding human rights treaty focused

solely on the rights of persons with disabilities and a new standard to promote and achieve our equal rights and inclusion in all facets of society. I look forward to discussing these and many other issues with you at the Congress.

In closing I want to acknowledge the excellent work of the staff of the CHHA who worked tirelessly with the Congress Committee to bring to you the first-ever IFHOH Congress in North America.

Sincerely,

Jan-Peter Strömrgren
IFHOH President

Welcome from the Congress Chair

Welcome to the 8th World Congress of the International Federation of Hard of Hearing People and the Canadian Hard of Hearing Association, and welcome to Vancouver, Canada. Are you ready for several days of stimulating and informative presentations and workshops? Are you geared up for days of pleasant conversation and social excitement with persons from around the world whose one common thread is a commitment to hearing access and awareness? Yes! Then, you have come to the right place: the IFHOH/CHHA 2008 Congress July 2–5, 2008.

IFHOH holds its Congresses every four years in a different part of the world. CHHA sponsors an annual conference in a different Canadian location each year. This year they've joined forces to present Congress 2008, a partnership that brings you the international perspective combined with local hospitality, backed by the organizational acumen of CHHA: an excellent combination.

Each day of the Congress begins with a plenary session, followed by workshops and presentations throughout the day. Each evening a special event is offered with more opportunities to mix and mingle, and learn together. A strand of youth workshops are offered but these sessions are open to everyone and, after all, are not most of us young at heart?

We hope that you will enjoy your four days with

us at Congress 2008, learn more about the many issues facing us and the potential solutions or possible ways forward, and renew old acquaintances as well as make new friends.

In closing, I want to express my thanks to the sponsors who have made the Congress a fiscal possibility, to the leadership in our two organizations for their faith in us, and to all of you for coming – our presenters, exhibitors, and countless volunteers. In particular, I want to thank three people who worked closely with me during the last 12 months, living and breathing Congress 2008 for countless days and nights: Marilyn Dahl, Janice McNamara, and Leslee Scott. I am sure that I speak for all of us when I say that every bit of it has been worth it.

Ruth Warick
Congress Chair



By Ruth Warick

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The Organizers

The 8th World Congress is produced by the International Federation of Hard of Hearing People (IFHOH) and organized by the Canadian Hard of Hearing Association (CHHA). Jan-Peter Strömgren is president of IFHOH and Carole Willans is president of CHHA.

Congress Core Organizing Committee

Chair – Dr. Ruth Warick, General Secretary of IFHOH, and Past President of CHHA

Co-chair – Dr. Marilyn Dahl, a Past President of CHHA and of IFHOH

BC CHHA Representative – Leslee Scott, President of BC CHHA

Secretariat of the Congress – Janice McNamara, Executive Director of CHHA

Communications Coordinator of CHHA – Karla Wilson

Congress Committees

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Michael Currie, Airport Awareness Program

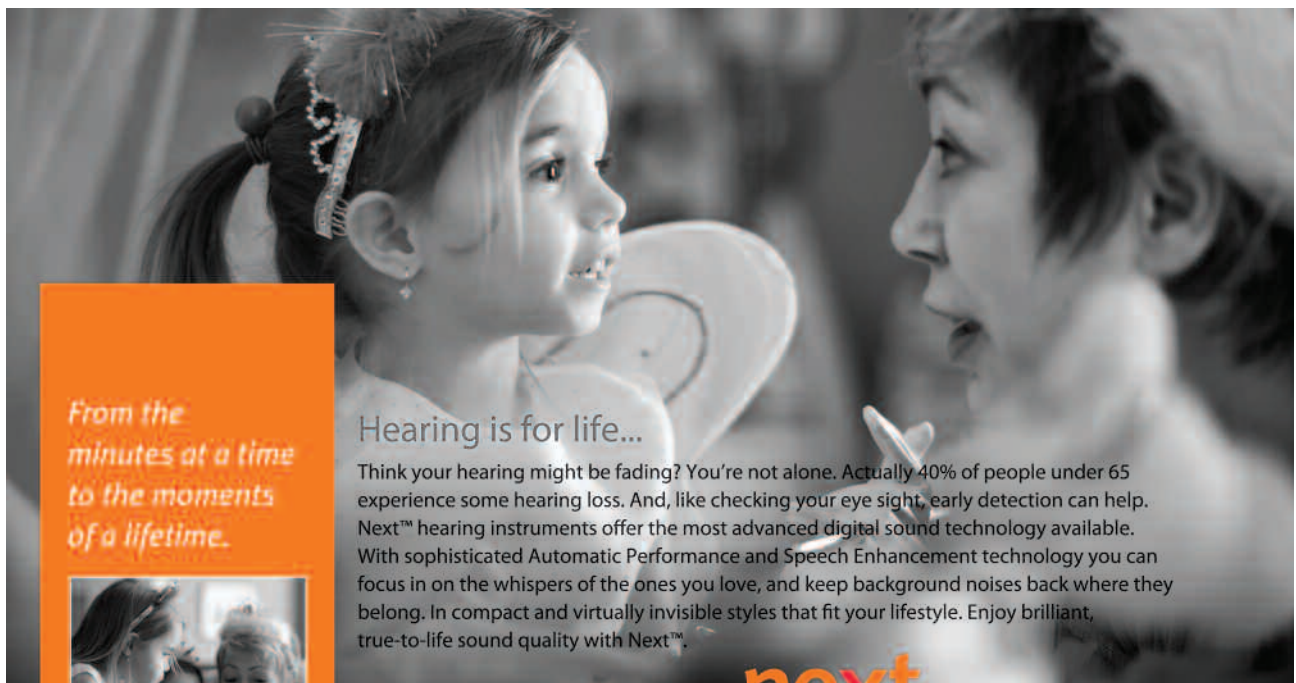
James Ferguson and Greg Carrier, Youth Conveners

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CANADIAN HARD OF HEARING ASSOCIATION/INTERNATIONAL FEDERATION OF HARD OF HEARING PERSONS CONGRESS *A GLOBAL COMMUNITY OF COMMUNICATION JULY 2–5, 2008*

WEDNESDAY JULY 2, 2008

9:30 A.M.	Biennial IFHOH Meeting	Port Alberni Room
2:00 P.M. – 6:00 P.M.	Registration	North Tower, Third Floor Foyer
6:30 P.M. – 7:30 P.M.	Opening Ceremonies: Wine & Cheese Reception	Junior Ballroom
7:00 P.M. – 10:00 P.M.	Trade Show	Pavilion Ballroom

THURSDAY JULY 3, 2008

8:30 A.M. – 5:00 P.M.	Registration	Third Floor Foyer
9:00 A.M. – 5:00 P.M.	Silent Auction	
9:00 A.M. – 5:00 P.M.	Trade Show	Pavilion Ballroom

Opening Plenary



9:00 A.M. – 10:30 A.M.	Around the World with Hearing Loss	Grand Ballroom A & B
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Sponsored by Resound

Speakers: Johan Hammarström, Ahiya Kamara, Duong Phuong Hanh, and Jan-Peter Strömgren

Description: The project, World Flight for Hearing (WFH), was launched in 2003 to increase awareness about hearing loss and to fight the stigma associated with hearing loss. Johan Hammarström became the first hard of hearing pilot to circumnavigate earth and, through his innovative project, he and his colleagues generated publicity and activities in more than 20 countries reaching more than 170 million people.

This presentation will describe the outcome of the World Flight for Hearing project and will present an update of the challenges and issues faced by hard of hearing people in the countries along the World Flight expedition route. The pres-

entation will be led by Johan Hammarström, joined by Jan-Peter Strömgren, president of IFHOH; Ahiya Kamara of Israel, and Duong Phuong Hanh of Vietnam.

Objectives of the plenary presentation are

- Provide reflections on global challenges and issues faced by being hard of hearing persons in different parts of the world
- Share the outcomes of World Flight for Hearing project and its successes in decreasing the stigma of hearing loss
- Inspire members of the audience to think “outside the box” when it comes to flying, involving younger people in hard of hearing organizations and increasing awareness of hearing loss

Presenters

Johan Hammarström is the founder and project executive of the international project World Flight for Hearing. He has also been a board member within Swedish Association of Hard of Hearing people (Stockholm sub-group) since 2006.

Ahiya Kamara is one of the founders of Bekol, the hard of hearing organization in Israel, established 10 years ago, and has been serving as Bekol's executive director for the past seven years. He has a bachelor's degree in psychology from the Hebrew University in Jerusalem and a master's degree in education for the hearing-impaired from Tel-Aviv University.

Duong Phuong Hanh currently works at Disability Resource & Development in Vietnam. She was also the project manager for the World Flight for Hearing's visit to her country.

Jan-Peter Strömgren is president of the International Federation of Hard of Hearing People, a position held since 2006; he has been a board member since 2002. He is president of the Swedish Association of Hard of Hearing People and has held that position since 2000. He has been an IFHOH representative to the International Disability Alliance (IDA) since 2006.

THURSDAY JULY 3, 2008
Workshop A

10:30 A.M. – 11:00 A.M.	Break	Pavilion Ballroom
11:00 A.M. – 12:30 P.M.	Improvements to the Working Environment of Hard of Hearing and Late-Deafened People in Japan	Grand Ballroom A & B

Speakers: Tadashi Takaoka, Tomoyoshi Shintani, and Kyoju Sasaki

Description: For the past 20 years, the All Japan Association of Hard of Hearing and Late-Deafened People (Zennancho) has been consistently making efforts to improve working environments for people with hearing loss in Japan. One of such efforts is the “Employment Project”, which was started in 2002 and was completed in 2004. As a result of the project, the “Working Environment Improvement Manual” was published. In the report, Zennancho pointed out that many of the problems in employment faced by hard of hearing persons including lack of reasonable accommodation such as a lack of sign and text interpreters and a lack of assistive listening devices.

During this session, participants will:

- Be presented current working environments surrounding hard of hearing and late-deafened people in Japan
- Be shown current barriers to prevent hard of hearing and late-deafened people from completing their jobs in Japan
- Explore practical and effective approaches/measures for hard of hearing and late-deafened people in order to break down visible and invisible barriers and achieve full participation in employment in Japan

Presenters

The main presenter, **Tadashi Takaoka**, the president of Zennancho, has participated three times in the Delegation of Japanese NGOs at the above mentioned UN Convention. Tomoyoshi Shintani, the chief of International Division, and Kyoju Sasaki, the staff at large of the International Division, will present how they were involved in the “Employment Project”.

Workshop Length: 90 minutes

Workshop B

11:00 A.M. – 12:30 P.M.	Demystifying Hearing Assistive Technology	Junior Ballroom A & B
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Speakers: Dr. Beth Wilson and Tina Thompson

Description: Hearing assistive technology can make a huge difference in communication access, but only if you can figure it out. Open a catalogue and you will find many options, but sometimes it feels like it is too many.

This workshop takes the premise that hearing aids can help, but they are only a partial solution. Hearing assistive technology as an approach bridges the gap of distance and makes the art of listening less stressful. The workshop will clearly explain the difference between FM, infrared, and loop technologies and show the advantages and disadvantages of each technology.

During this session, participants will:

- Gain an understanding of how hearing access technologies work
- Be encouraged to feel anxiety-free about acquiring and using technology

Presenters

Beth Wilson has a PhD in electrical engineering and is an avid user of assistive technology. When she is not working on radar systems, she is promoting hearing access in all aspects of our lives.

Tina Thompson, MSW, currently conducts hearing assistive technology demonstrations to simplify technology options for people with hearing loss.

Workshop length: 45 minutes

Workshop B

11:00 A.M. – 12:30 P.M.	Empowering Strategies	Junior Ballroom A & B
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Speaker: Janis Aaron Moore

Description: People with hearing loss face questions about assistive technologies, coping with stresses, and overcoming communication challenges. This workshop encompasses significant issues and resources for those who share the desire to nurture this community, including those who are new to the mysteries of hearing loss.

After a fun warm-up exercise, the presenter will give a brief overview of her hearing loss experiences. She will discuss assistive technologies and services, coping with stresses and staying connected with people, and overcoming communication challenges. The workshop will be interactive, allowing time for questions and answers at the conclusion. Her workshop is primarily geared for people who are new to the mysteries of hearing loss – including hearing people – and who want an introductory overview about important issues.

During this session, participants will:

- Understand why hearing aids and speech reading might be inadequate
- Receive an overview of available technologies for safety, security and communication
- Gain tips for coping, advocacy, and resources.



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Presenter

Janis Aaron Moore, BA, has conducted in-depth explorations of hearing loss issues ranging from the impact of nutrition to social stigmas and self-disclosure. Her studies included examining the roles of the ears and brain in hearing and understanding speech, support services, coping skills and self-advocacy.

Workshop Length: 45 minutes

Workshop C

11:00 A.M. – 12:30 P.M.	Finding A Cellphone That You Can Use: What Do You Mean the Apple iPhone is Not Hearing Aid Compatible?	Grand Ballroom C
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Speaker: Brenda Battat

Description: This workshop will give useful, practical information to help consumers purchase a cell phone that is compatible with a hearing aid and/or cochlear implant: reading the labels and understanding the ratings, trying out a cell phone in the store, the importance of knowing the immunity level of your hearing aid, trial periods to test drive the phone in different situations, understanding return policies, where to go for more information and what to do if you are having problems. The workshop will also include an overview of the advocacy that the Hearing Loss Association of America has done with the wireless cell phone industry as well as with the hearing aid industry resulting in federal regulations and standards that have increased the number of accessible cell phones on the market. Attendees will be informed of advocacy that is still needed to ensure that when new designs are introduced, such as the Apple iPhone, they come to market with accessibility already built-in.

During this session, participants will learn about:

- Factors to look for when purchasing a cell phone to use successfully with a hearing aid and/or cochlear implant
- Federal regulations and standards in the USA that cover hearing aid compatible cell phones
- Advocacy work that has resulted in cell phone manufacturers and service providers designing and selling cell phones that are accessible to people with hearing loss.

Presenter

Brenda Battat, MA, MCSP, is associate executive director of the Hearing Loss Association of America (HLAA), a consumer organization for people with hearing loss in the United States.

The focus of Ms. Battat's work is advocating for accessibility for people with hearing loss and increasing public awareness about hearing loss. Ms. Battat has a profound hearing loss and uses a cochlear implant and hearing aid for better hearing. Ms. Battat has served on numerous government, professional, and business advisory boards in the field of telecommunications and information technology, disability, airlines accessibility, and accessibility and aging.

Workshop Length: 90 minutes

Workshop D

11:00 A.M. – 12:30 P.M.	Estimation of Supply and Demand of Cochlear Implantation	Grand Ballroom D
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Speaker: Ruud Van Hardeveld

Description: Each year European countries are asked to provide information on the state-of-the-art of cochlear implantation in their country. In this session, data will be presented in absolute numbers and in relative numbers per million inhabitants, number of births, etc. Through the analysis of these statistics the policies of different countries on bi-lateral cochlear implantation are more evident.

This session will also discuss a method for the calculation of the demand for cochlear implantation, which enables a comparison between supply/capacity and demand. In most countries capacity is shown to be short. In other words, the demand is shown to be much higher than the actual implantation capacity. In practice this shows up in a waiting list for cochlear implantation.

In this session, participants will:

- Gain an overview of the research study methods used
- Review a qualitative and quantitative flow diagram of the various inputs for implantation
- Understand that available capacity for implantation is far too low

Presenter

Dr. Ruud van Hardeveld is secretary of OPCI, the platform uniting the cochlear implant activities of all organizations for deaf and hard of hearing in the Netherlands, and secretary of Euro-CIU, the umbrella organization of European country organizations of CI users. He is a retired chemical-physicist who uses a cochlear implant and wears a hearing aid.

Workshop Length: 90 minutes

THURSDAY JULY 3, 2008**Workshop E**

11:00 A.M. – 12:30 P.M. Accessibility in Europe Junior Ballroom
C & D

Speaker: Marcel Bobeldijk

Description: Considerable strides have been made to increase accessibility in all forms for hard of hearing persons in Europe, but much remains to be done. Through organizations such as the European Federation of Hard of Hearing People and the European Disability Forum, considerable advocacy is being undertaken by hard of hearing persons for the benefit of all persons with hearing loss.

Through this session the following information will be provided:

- An overview of television subtitling in European countries, including the percentage of subtitling in various countries
- An overview of accessibility in Europe, including EFHOH guideline for hard of hearing people, the work of the European Disability Forum, public transport issues including air travel, and e-accessibility.

Presenter

Marcel Bobeldijk is president of the European Federation of Hard of Hearing People (EFHOH) and a board member of the International Federation of Hard of Hearing People (IFHOH). Formerly, he was a volunteer board member of the SHJO, the Dutch Organization of Hard of Hearing Young People, and for many years he was the treasurer of the International Federation Hard of Hearing Young People (IFHOHYP). He continues to volunteer at the NVVS, the Dutch Organization for hard of hearing people (adults) and he is presently chairman of its committee of the middle-ages group and also chairman of its committee of International affairs. In addition, he is a board member of JOSH!, the Dutch Organization for Young People with a Disability.

Marcel Bobeldijk is also active at the European level, in the European Disability Forum, as one of the internal auditors and as a member of its Committee on Universal Access. He is also a member of the WHO-Europe working group of hard of hearing people.

Workshop Length: 45 minutes

Workshop E

11:00 A.M. – 12:30 P.M. **Part 1 –** Junior Ballroom
Voice Recognition: C & D
Results and Future
Challenges

Speakers: Giuliano Pirelli and Giacomo Pirelli

Description: The session presents an overview of the European VOICE Project, aimed at the promotion of auto-

matic recognition of speech in conversation, conferences, television broadcasts and telephone calls, with their translation into PC screen messages. The project achieved significant results and provided a better definition of the requirements of people with special needs. Through the project, several conferences were organized in order to develop an awareness rising process on the potentialities of voice-to-text recognition systems. Approximately 6,000 participants attended the workshops, in which a prototype of automatic subtitling, developed for this aim, was presented and used for live subtitling of speeches. The activities also addressed the harmonization of television subtitling, in collaboration with the European Broadcasting Union and the CENELEC Normalization Committee.

The acquired experience helps in extending the application field to other technical means and considering also other difficulties in communication, security and safety, encountered by elderly people or people with disability.

Presenter

Giuliano Pirelli is an official and scientist at European Commission Joint Research Centre (JRC). He graduated in electronic engineering in Turin and in science of information and documentation in Brussels. He has worked at FIAT in Turin in the field of simulation of soldering robots, at the EU in Brussels in the field of legal information documentation and retrieval, and at JRC-Ispra in the field of education and training. About 20 years ago, both for professional interest and personal experience, as a father of a deaf child, he started collaborating with the EC Services.

At present his activity is in the area of border security, looking for solutions to the difficulties encountered by elderly people and people with disability in identity checks and airports accessibility.

Part 2 –

Worldwide History
of Television Captioning

Description: Captioning of movies started in 1948 in the USA, while captioning of television programs started in 1970 thanks to an idea of the ABC American broadcasting network to include a text portion on the television screen. A multimedia documentation will illustrate the worldwide history of television captioning, which was applied first in the USA and then in other countries, following the evolution of captioning techniques, such as the stenotype machine or re-speaking based on speech recognition. Captioning reached 100% of broadcasts in 2006 in the USA, a country with greater linguistic harmonization, since all inhabitants learn English (and some also Spanish) at school, while the European Union is a more fragmented area of 27 countries with different languages, cultures and approaches to disability.

Presenter

Giacomo Pirelli is working on digital graphics in the staff of Multimedia, Research and Innovation of the University of Turin's website and on the accessibility of e-learning online videos. He obtained a master's degree in multimedia audiovisual representation at the University of Turin in January 2008. Giacomo became profoundly deaf when he was 3 years old and he followed speech therapy for many years, after which he had a cochlear implant surgical operation.

Workshop Length: 45 minutes

Young Adult Session

11:00 A.M. – 12:30 P.M.	Peer Mentoring for Hard of Hearing Teens and Young People – A Proactive Approach	Port Alberni Room
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Speaker: James Ferguson

Description: Young and hard of hearing? Looking for ideas and solutions to life's problems? Looking for friends that can help support you? Look no further, as this Peer Mentoring workshop will show you the way and help you learn how to advocate for yourself and for other hard of hearing young people! Come and check out this exciting workshop and learn how to become a leader in your community and stand up for your rights.

The workshop is based on the concept of enabling hard of hearing young adults to work with each other and become role models for younger hard of hearing people, a form of peer mentoring. The peer mentoring concept is derived from personal life experiences based on hearing loss and the desire to empower each other and become proactive advocates for hard of hearing young people.

This Peer Mentoring workshop will enable a summarized discussion about life experiences of hard of hearing young people as part of a plan to engage the audience in discussion and encourage the development of solutions to barriers relating to hearing loss in a positive and effective approach (attitudinal, social, and intellectual).

Finally, the workshop will stress the value and importance of effective networking among hard of hearing young people for the purpose of exchanging information in a social context, of which it could enable peer support for educational, employment, and social aspirations. It will also promote the CHHA-Young Adult Network and other such networks as vehicles of peer support and role model development for hard of hearing young people.

During this session, participants will:

- Take part in a discussion about hearing loss-related life experiences as part of a plan to encourage the development of solutions to barriers relating to hearing loss in a

positive and effective approach

- Discuss strategies and action plans regarding employment and education goals and issues
- Learn the value of networking among hard of hearing young people and the value of becoming role models.

Presenter

Born with bilateral sensorineural hearing loss that was not detected until one and a half years of age, **James Ferguson** attended programs for the deaf and hard of hearing in mainstream schools from preschool to high school. He currently wears digital hearing aids. James is a long-time member of the Canadian Hard of Hearing Association and has been a member of its Young Adult Network since 2002. James co-facilitated a workshop in the Young Adult program of the 2005 CHHA conference in Kelowna, BC, Canada. He is vice-president of the CHHA-Regina and District branch and co-edits the CHHA Young Adult Network's electronic newsletter, *The Sounding Board*. James is also chairperson of the Young Adult program of the 2008 CHHA-IFHOH Congress and is the CHHA-YAN liaison with the International Federation of Hard of Hearing Young People. James is working towards his bachelor of arts in political science at the University of Regina, Canada.

Workshop Length: 90 minutes



12:30 P.M. – 2:00 P.M.	Lunch Sponsored by RIM	Grand Ballroom A & B
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Workshop F

2:00 P.M. – 3:30 P.M.	Speech Recognition Technology and Global Information Accessibility	Grand Ballroom A & B
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Speaker: Keith Bain

Description: Information access is essential for today's global citizen. Speech recognition technology is helping to make information more accessible around the world. Innovations in information accessibility are being fuelled by international collaboration.

Around the world, access to information is essential to participating in society and the economy. However, information is not always automatically accessible in education, workplace, and virtual environments.

Since 1999, an international consortium of lead organizations has been working to develop Speech Recognition (SR) technologies that foster equal access to information. Using specially designed SR to automatically caption live or recorded speech and produce accessible, multimedia transcripts is known as the Liberated Learning concept – a new approach

to ensuring information accessibility.

The presentation will feature demonstrations, accessible multimedia examples, and special discussions about innovations happening in Japan, China, the USA, Canada, and the European Union, including a special project with the Canadian Hard of Hearing Association.

During this presentation, participants will learn about evolving speech recognition technology including:

- Usage of speech recognition in university classrooms as a note-taking alternative
- Usage of speech recognition in secondary schools to assist students
- Multilingual speech recognition systems for real time captioning and transcription
- Speech recognition and e-learning
- Speech recognition technology specially designed for information accessibility
- Multi speaker systems for enhancing meeting information access
- Speech recognition application in a public setting to improve access

Presenter

Keith Bain, BEd, MBA, is international manager for the Liberated Learning Consortium out of Saint Mary's University, Halifax, Nova Scotia, Canada. He leads the Liberated Learning Consortium, an international research and development organization studying speech recognition technology as a means of improving access to information.

Workshop Length: 90 minutes

Workshop G

2:00 P.M. – 3:30 P.M.	Lack of Information as an Obstacle to Working	Junior Ballroom C & D
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Speaker: Juha Hietala

Description: In Europe, a good employment situation does not necessarily affect the labour position for the hard of hearing individual. Hard of hearing people are unemployed more often than the mainstream population and form a large group of untapped people willing to work.

The main reason for low employment of hard of hearing persons is that their needs lack visibility in decision-making, partly because of insufficient current research. The hard of hearing community is often forgotten in studies concerning disabled people, and very few studies actually address the point of view of hard of hearing people. To redress this situation, the Finnish Federation of the Hard of Hearing has initiated a project mapping out problems in the working environment to answer some of the questions regarding the issue.

During this session, participants will learn about issues for the hard of hearing community within the labour market including:

- The present situation in the labour market in Finland and Europe for hard of hearing individuals
- The lack of scientific studies that may prevent the needs of the hard of hearing community from being visible in social debate and decision-making
- How new information about the working life and needs of hard of hearing persons may influence the labour market position of the working-age hard of hearing person.

Presenter

Juha Hietala is a planning officer for the Finnish Federation of Hard of Hearing Helsinki, Finland. He graduated from the University of Tampere in 2002 with a master's degree in social policy. He has worked with the Finnish Federation of Hard of Hearing since 2005. Research has always been important in his work and he has conducted a survey of the availability of hearing services for aged people. He was also involved in a study about accessible listening environments and has recently begun to co-ordinate a project concerning employment issues of the hard of hearing community.

Workshop Length: 45 minutes

Workshop G

2:00 P.M. – 3:30 P.M.	Music to Your Ears: Hearing Beyond Words with Cochlear Implant	Junior Ballroom C & D
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Speaker: Lisa Gokstorp

Description: Music in our lives can be very powerful; it can connect us emotionally and enhance everyday experiences. Years ago, enjoyment of music was beyond the hope of anyone using a cochlear implant. However, technological advancements, innovative changes to signal processing and rehabilitative methods have led to numerous cochlear implant recipients hearing beyond words, and enjoying music again.

This presentation will focus on how a music signal is conveyed by a cochlear implant, the technological advances that specifically address music enjoyment with cochlear implants, explain musical terms and how they relate to music perception, describe rehabilitative methods for music including music therapy and ideas for home practice, and review specific assistive listening devices and how to connect for an improved music enjoyment. An audio demonstration will be played to demonstrate the sound quality capable of being delivered by a cochlear implant. Whether you enjoy rock on your iPod, classical pieces at the symphony hall, or your grandchild singing at the dinner table, a little practice and preparation can go a long way to making these sounds music to your ears!

Through this session, delegates will be introduced to:

- Music terms and how they relate to music perception and enjoyment
- Ways to maximize music enjoyment
- Rehabilitative resources to practice listening to music.

Presenter

Lisa Gokstorp received her master's in audiology from the University of Western Ontario. She previously worked at a rehabilitation centre with children and adults with hearing loss in St. Catharines, Ontario. After joining Advanced Bionics as a clinical specialist in 2006, Lisa relocated to Calgary, Alberta. Current job responsibilities include supporting clinics and cochlear implant users across Western Canada.

Workshop Length: 45 minutes

Workshop H

2:00 P.M. – 3:30 P.M.	The Evolution of Hearing Aid Technology: New Developments	Grand Ballroom C
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Speaker: Dave Gordey

Description: Hearing aid technology has changed and evolved very quickly in the past five years. Hearing aids have become very sophisticated, offering many new features. New developments are helping those with hearing loss become hearing empowered!

This session will offer an update on new styles/models of hearing aids. Specific features such as microphone directionality, noise reduction, data logging, and Bluetooth compatibility will be discussed. Special attention will be given to new hearing instruments and their connection to wireless devices including cell phones and MP3 players. Future research and development plans in hearing aid technology will be discussed.

During this session, participants will:

- Be introduced to new features/concepts of hearing aid technology
- Receive simulations and demonstrations of new technology
- Learn about future research and development plans in hearing aid technology.

Presenter

Dave Gordey is an audiologist currently managing the Oticon Pediatric Program. Dave previously worked as a clinical audiologist in Victoria and Vancouver for 12 years as a clinical audiologist. He also was a clinical supervisor for the University of British Columbia. Dave's professional interests include assistive listening devices, hearing aids and auditory processing disorders.

Workshop Length: 90 minutes

Workshop I

2:00 P.M. – 3:30 P.M.	Population Based Surveys on Hearing Loss Around the World and Their Uses	Grand Ballroom D
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Speakers: Andrew Smith, Hannah Ayukawa, Ian Mackenzie and Valerie Newton.

Description: The World Health Organization estimates that there are 278 million people world-wide with a moderate or worse hearing loss. The experience of persons varies widely depending on the services available in their home country. Poverty can be both a cause and a consequence of hearing impairment in lower and middle income countries.

In this workshop delegates will learn about the problems of the hearing impaired and deaf in different and diverse regions of the world. Some recent WHO survey results will be presented by panelists from Asia, Africa, Europe, and America. Solutions and new directions as the results of information obtained in surveys are put into practice will also be brought forth. Similarities and differences in the provision of services, types of rehabilitation available and efforts in prevention of hearing loss are some of the issues to be addressed.

In this session, participants will:

- Learn about the challenges facing the hard of hearing and deaf persons in different and diverse regions of the world
- Gain an appreciation of how and why hearing and ear surveys are carried out and how the results can help in defining solutions.

Presenters

From 1996 until February 2008, **Andrew Smith** was responsible for the program for Prevention of Deafness and Hearing Impairment at the World Health Organization, based in Geneva, Switzerland. He is now based at the London School of Hygiene and Tropical Medicine in its International Centre for Eye Health, where he is helping the centre extend its mandate into the field of hearing loss. Prior to WHO, he was head of the Hearing Impairment Research Group at the Liverpool School of Tropical Medicine, UK. He originally trained as a pediatrician and then developed interests in international public health, especially the prevention of the causes of disability in developing countries. He has been principal investigator or provided technical advice in surveys and intervention studies on hearing impairment in various developing countries around the world.

Hannah Ayukawa, an audiologist, works in the Canadian Arctic traveling to Inuit villages on the coast of Ungava Bay, Quebec, Canada. In 2004, the Canadian icebreaker **Amundsen** visited all Nunavik communities and a hearing survey was performed using the WHO protocol. The preva-

lence of hearing disability and impairment was found to be one of the highest in the world. “My job is to bring culturally appropriate audiology services to Inuit communities. I work together with a team of Inuit hearing specialists. We do hearing screenings in daycares and schools as well as more in-depth audiological testing, rehabilitation and prevention.”

Ian Mackenzie is a practicing otolaryngologist in Liverpool UK with experience in working in poorer countries and was the principal investigator in a prevalence of deafness study in four Asian countries (India, Sri-Lanka, Myanmar, and Indonesia), and has a particular interest in chronic suppurative otitis media and its management.

Valerie Newton is a professor emerita in audiological medicine and managing editor of *Audiological Medicine*. She has worked in the University of Manchester, UK and has experience of hearing surveys in China, Kenya, and Botswana. These have involved babies, pre-school and school children. The surveys have featured the use of low technology methods to detect hearing impairment and have shown that a simple methodology can be effective and culturally acceptable.

Workshop Length: 90 minutes

Workshop J

2:00 P.M. – 3:30 P.M.	Patterns of Hearing Loss in Maitama District Hospitals, Nigeria: Challenges in Management	Junior Ballroom A & B
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Speakers: Dr. M. Ahmed-Danfulani and Eneche Audu

Description: The problems of hard of hearing persons are enormous, the resources to manage them are scarce, and investment in this area by the government and private sector is highly desirable. This session describes these issues and a study carried out of willing patients with history of hearing loss who attended clinics of Maitama District Hospitals over a period of one year (between Jan-Dec 2006). Physical examinations and basic hearing assessment, (PTA, tympanometry and occasionally otoacoustic emissions and ABR) were done when affordable. Results were analyzed and presented in both data and graphical forms.

In this session, participants will:

- Learn the results of the study, involving both children and adults
- Understand the many challenges in providing hearing care to this population in a developing country
- Learn what resources are needed to help in improving the situation of people with hearing loss in developing countries.

Presenters

Dr. M. Ahmed-Danfulani is currently the consultant/head of the ENT Department, Maitama District Hospital Abuja, Nigeria. Dr. Danfulani was born and educated in Ilorin Kwara

State, Nigeria. His medical degree is from University of Ilorin teaching hospital. He is a member of American Academy of Otolaryngologist/HNS.

Eneche Audu is head of the Audiology Unit, Services for People with Disabilities, Abuja, and is an audiology resource person for the National Ear Care Centre in Kaduna, Nigeria. A native of Nigeria, Mr. Audu holds a diploma in audiology in southern Nigeria.

Workshop Length: 45 minutes

Workshop J

2:00 P.M. – 3:30 P.M.	Challenges of Living with Hearing Disability in a Developing Country	Junior Ballroom A & B
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Speaker: Eneche Audu

Description: In Nigeria, as in many developing countries, the prevalence of hearing loss is high. Many factors account for this, including diseases, infection, and heredity. One-third of Africa lies within the meningitis belt and intra-family marriages are common amongst many tribes in Africa, so also are cases of chronic (unresolved) ear diseases especially otitis media.

Those with ear problems and hearing losses in developing countries are faced daily with social, emotional and economic problems. Frequently, persons who are hard of hearing are left out of family meetings and decision making, and face social isolation. The problems are further compounded due to the scarcity of audiologists and audiology clinics, limiting the acquisition of hearing aids to improve the quality of life for most people except those of the upper class.

In this session, participants will:

- Learn about the social, emotional and economic difficulties faced by the hearing impaired in developing countries, especially Africa
- Understand the need to provide vocational training via formal education for the congenitally hearing impaired in developing nations especially Africa
- Learn about the need for developed nations to support existing programs designed to provide quality affordable hearing aids to developing countries so as to improve the quality of life of the hearing impaired.

Presenter

Eneche Audu is head of the Audiology Unit, Services for People with Disabilities, Abuja-Nigeria. He was born and educated in Kaduna, Nigeria. He obtained a diploma in audiology in southern Nigeria. He has had three years experience as a teacher in a secondary school and another three years as a social worker.

Workshop Length: 45 minutes

Young Adult Session

2:00 P.M. – 3:30 P.M.	Identifying and Exploring Canadian and Global Issues Relevant to Hard of Hearing Youth and Young Adults with Respect to Post-Secondary Education	Port Alberni Room
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Speaker: Ainsley Latour

Description: Through a panel discussion and guided inquiries, youth and young adults will have the opportunity to increase their awareness of issues facing youth and young adults in various countries with regard to post-secondary education.

Through questioning of a panel of young adults or hard of hearing people who have grown up with hearing loss and experts in the field, delegates will gain an understanding and awareness of strategies and resources to help develop their own toolbox for post-secondary success.

Youth leaders will gain the necessary background knowledge to identify goals and initiatives for their hard of hearing organization.

During this session, participants will:

- Identify global issues concerning post-secondary education for hard of hearing youth and young adults
- Learn about the strategies and resources other young adults have utilized to achieve success in post-secondary education, including self-advocacy, teaching/learning strategies and accommodations, and dealing with conflict within schools.

Coordinator

Ainsley Latour, Hon. BSc, BEd, is a hard of hearing member of the Ontario College of Teachers, with qualifications in the intermediate and senior grades. She is currently a student in York University's Faculty of Education, Teacher Preparation Program in the Education of Deaf and Hard of Hearing Students. She has been involved with the Canadian Hard of Hearing Association's Young Adult Initiatives since 2003. She is the recipient of the 2006 Ontario College of Teacher's Foundation's Atkinson scholarship for "Excellence in Teacher Education" and of the Canadian Hard of Hearing Association's Frank Algar Memorial Scholarship, 2004.

Workshop Length: 90 minutes

3:30 P.M. – 4:00 P.M.	Break	Pavilion Ballroom
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Workshop K

4:00 P.M. – 5:30 P.M.	Realtime Text: An Essential Accessibility Feature	Grand Ballroom A & B
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Speakers: Amoud van Wijk and Raymond Kruyer

Description: Internet telephony is rapidly changing the communication world. Voice and video communication will be cheaper and easier to use. But there is a third important communication method: realtime text. Realtime text is sent as character by character and is received and read the moment you type it.

This workshop will show and explain WHAT realtime text is. Presenters will also explain the relationship between real-time text and the text telephone. They will discuss how text users can still call and be called regardless whether the person hears. As well, this workshop will explain how realtime text will make it easier to call an emergency centre in case of fire or other emergencies.

A demonstration of realtime text will be given including video and voice call with real-time and mobile text telephony on a Blackberry.

During this session, participants will;

- Gain an awareness about the real-time text accessibility feature in communication
- See practical examples of real-time text and its benefits
- Learn about the important application of real-time text for relay services and emergency services.

Presenters

Arnould Van Wijk is one of the architects of real-time text over IP. As a deaf researcher and active standardization committee member (eTCAM, INCOM, COCOM, and IETF) he is ever watchful that technological standards and policies move in the right direction. He is currently responsible for the realtimetext.org website and helps coordination the real-time text alliance.

Raymond Kruyer is the CEO for 4C Telecom and is always on the phone connecting and inspiring people. As both his parents are deaf, he has a good understanding of the challenges deaf and hard of hearing have to meet. He has over 15 years of experience as an independent entrepreneur in marketing and organizing events. He has the end responsibility and is in charge of marketing, sales and business development.

Workshop Length: 90 minutes

Workshop L

4:00 P.M. – 5:30 P.M. Everything You Always Junior Ballroom
Wanted To Know About C & D
Speech Recognition
Systems but Were
Afraid to Ask

Speaker: Pierre Dumouchel

Description: Research in speech recognition started in the mid-70s. Thirty years later, a complete solution that could translate speech into text in the home, on the move, at work, in public places, and able to respond to emergency situations is still missing. Why? This is what we are trying to understand during this workshop.

The first part of this presentation will be dedicated to demystifying how a speech recognizer works for non-expert and hard of hearing people. The second part will be devoted to the performance evaluation of these systems. This will help us understand why the applications are increasingly numerous. The third part of the session will be devoted to examining different uses of the needs of hard of hearing people. Finally, a demonstration of a real-time closed captioning application will be done.

During this session, participants will:

- Learn about speech recognition as non-expert and hard of hearing people
- Be presented past and future trends of speech recognition applied for hard of hearing people
- Take part in a demonstration of a real-time closed-captioning application

Presenter

Dr. Pierre Dumouchel is professor, Ecole de Technologie Supérieure of University du Québec. From 1999 to 2004, he was vice-president, research and development of CRIM (a Canadian information technologies applied research centre). Previously he was the principal researcher of the CRIM's automatic speech recognition team and a scientific columnist at Radio-Canada, the French-Canadian National Radio. Since 2000, he favored applications of speech recognition for the hard of hearing. He is the scientific director of the Canadian Inclusion research network, a network that aims to create audio-video tools to improve the richness of the multimedia experience for the blind, the deaf, the hard of hearing, and the hard of seeing. The CRIM speech recognition research team has developed STDirect, a real-time closed-captioning system used for broadcast news, Canadian parliament question period and hockey game retransmission. Pierre has more than 22 years of expertise in speech recognition research.

Workshop Length: 45 minutes

Workshop L

4:00 P.M. – 5:30 P.M. Voice Recognition– Junior Ballroom
Based Closed C & D
Captioning to Meet the
Needs of Persons who
are Hard of Hearing,
Deafened, or Deaf

Speaker: Michel Boissonneault

Description: A successful Government of Canada House of Commons/Translation Bureau partnership has resulted in the provision of quality real-time French closed captioning. The House of Commons currently provides a limited set of services to accommodate the needs of Canadians with hearing loss, namely real-time English closed captioning, which has been provided for the past 20 years or so by steno captionists. Also provided is French Sign Language (LSQ) Interpretation of question period for TV display.

In 2005, the House of Commons asked the Translation Bureau for help to extend the range of captioning services. In 2007, after four phases, a voice-recognition-based French-language closed captioning solution was to be deployed in the Parliament of Canada

From the onset, members of the project management team sought the active cooperation and constructive feedback of the Canadian Hard of Hearing Association to help them better understand and assess the needs of the target-audience. This proved to be a determining factor in bringing the pilot-project to fruition.

During this session, participants will learn about the:

- Report on the Government of Canada joint House of Commons/Translation Bureau pilot-project designed to evaluate and introduce a technologically feasible and financially viable voice-recognition-based French language closed-captioning solution for the daily question period in the House of Commons.
- Parameters and metrics used to continually assess and raise closed captioning quality standards in the House and amongst French Canadian language television broadcasters
- Advantages of voice recognition
- Issues related to target-audience awareness of the availability of bilingual CC of parliamentary proceedings
- Future applications of this technology to extend the provision of services.

Presenter

Michel Boissonneault works as a language expert and on the management team for Voice Recognition-Based Real-Time French Language CC Pilot-Project, Government of Canada's Translation Bureau, Ottawa, Ontario, Canada. He graduated from Laval University with an honours BA with a specializa-

tion in French-English translation, and heads the Closed Captioning Service recently created by Public Works and Government Services Canada's Translation Bureau. Since April 2007, he provides a link among various stakeholders involved in the delivery of quality English and French closed captioning at the House of Commons and throughout the federal government.

Workshop Length: 45 minutes

Workshop M

4:00 P.M. – 5:30 P.M.	Defining and Deploying Self-Advocacy for the Hard of Hearing	Grand Ballroom C
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Speaker: Kurt Lynn

Description: With some disabled populations, self-advocacy has now evolved to a well-defined “technology” and curricula with clearly articulated criteria, goals, guides, and learning mechanisms. This has been catalyzed by the pressure to provide suitable special education programs for students in such populations. The result has been that, in several disabled populations, significant self-advocacy study has been pursued and advanced since the mid-1970s.

Although there has been some structured work on self-advocacy among deaf populations, little structured self-advocacy work has been done for the older, non-deaf hard-of-hearing person. The result is a lower quality of self-advocacy skills among the hard of hearing, which subtly, but substantively, impact their quality of life and the quality of hearing health care they may access.

This workshop will review well-established self-advocacy criteria, methods, tools, and programs now in use in other disabled populations. The workshop will then compare these methods with typical hard of hearing self advocacy approaches and advance a new model and “roadmap” for hard of hearing self-advocacy tools based on these methods. The workshop will provide a complete bibliography, copies of selected reference materials, and sample lesson plans adapted for the hard of hearing.

Delegates will be provided the following:

- A review of how “self-advocacy” is defined and advanced in regard to other disabilities
- A clear definition of “self-advocacy” as it applies to the hard of hearing and a quantitative means of assessing and scoring self-advocacy skills
- Instruction methods for teaching self-advocacy and a sample syllabus for self-advocacy training.

Presenter

Kurt D. Lynn, is the president of the Ontario Chapter of the Canadian Hard of Hearing Association. He is also a founder

of ListenUP! Canada, one of the largest hearing health care providers in the country. Kurt is an electrical engineer by training but most of his career has been focused on providing product development and product marketing consultation to emerging technology firms. Kurt has Ménière's disease.

Workshop Length: 90 minutes

Workshop N

3:30 P.M. – 5:00 P.M.	The Fight for Equal Opportunities for People with a Hearing Loss - On a Personal Level and in Society	Grand Ballroom D
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Sponsored by Earvision

Speaker: Lotte Rømer

Description: Focusing on the psychological development process, hearing strategies and a personal commitment to fight for equal opportunities and understanding for people with hearing loss, Lotte Rømer's presentation is a discussion based on her personal experiences spanning a wide range of encounters.

Delegates can expect to engage in a dialogue with a well-informed individual, whose resume includes over 500 lectures on sound, hearing and audio problems since 1998, as well as two books discussing audio-psychology and audio-tactics.

Presenter

Lotte Rømer also has a severe hearing loss and is devoted to helping people with hearing difficulties and raising the awareness about hearing related issues in society. So far, she has given more than 500 lectures on sound, hearing and hearing difficulties in schools, colleges and for various organizations. In addition, she has had a number of articles and essays on sound and hearing published in the general media, and has participated in radio and TV programs.

Workshop Length: 90 minutes

This session sponsored by Earvision

Workshop O – Three Consecutive Workshops

4:00 P.M. – 4:30 P.M.	The Impact of Technology	Junior Ballroom A & B
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Speaker: Jo-Ann Bentley

Description: This presentation will suggest that the greatest impact for consumers is not from new or developing technology, but rather a wider spread application of existing technology. The application of existing assistive listening devices improves both the quality of life for seniors (and other people with hearing loss) and contributes to government goals for improved health status of older hard of hearing persons.

Specifically, the presentation will:

- Reveal that hearing loss is the fastest growing disability in Canada due to the correlation between aging and hearing loss. It will also include other people in Canada (besides seniors) who have hearing loss and therefore are impacted by these existing and developing technologies – i.e., deaf and deafened individuals
- Quote sources on the impact of hearing loss on quality of life (isolation, impact to employment and earnings, etc.)
- Reveal through both Stats Canada information and a recent Canadian Hard of Hearing Association report that “despite their availability, consumers are not made aware of/or provided with the coping skills, communication strategies and supports available.” And to quote the same report “50% of people with severe to profound hearing loss do not use them despite their benefits.”
- Relay some short examples of the positive impact of this existing technology on the lives of seniors and others with hearing loss.

Presenter

Jo-Ann Bentley, manager, Communication Devices and Access Program with The Canadian Hearing Society has been involved with technology advancements and promoting accessibility for over 18 years. As a child of deaf parents, she has seen the transformation and acceptance of technology and accessibility make its way into public facilities enhancing communication for the deaf, deafened, oral deaf, and hard of hearing community. Jo-Ann is currently involved with an array of accessibility initiatives including assisting public facilities with identifying and implementing enhanced service through education, technology, information and communication. She worked closely with the Ontario facilities Air Canada Centre and Toronto SkyDome to ensure that they were aware of the changes required to enhance their accessibility requirements. Jo-Ann is an active member on the Canadian Standards Association, Toronto Transit Commission Advisory Committee, and The Accessibility for Ontarians with Disability Act (AODA) Development Standards Committee for the Built Environment and Transportation sector.

Workshop Length: 30 minutes

4:30 P.M. – 5:00 P.M.	Making the Best Use of Your Time with an Audiologist	Junior Ballroom A & B
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Speaker: Marcia B. Dugan

Description: Too many consumers are unhappy with their hearing aids and the information they received during the evaluation and purchase. Often this is due to poor communication between the consumer and the hearing health care provider.

This workshop will engage participants in a discussion that will provide them with information and skills to enable them to become educated consumers and successful hearing aid users.

Emphasis will be on the consumer and the importance of being informed, assertive, careful, and satisfied. The importance of having realistic expectations from hearing aids and assistive devices will be covered. But most important is what consumers should and should not expect from an audiologist in terms of service, follow-up appointments, and information.

During this session, participants will:

- Obtain information and skills that enables them to become educated consumers and successful hearing aid users
- Be educated on how to balance their hopes against the realistic expectations based on the nature of their hearing loss
- Receive knowledge of what they should and should not expect from their visit to an audiologist, in terms of service, follow-up appointments, and information

Presenter

Marcia B. Dugan is a past president of Hearing Loss Association of America and a past president of the International Federation of Hard of Hearing People. She is the author of *Living with Hearing Loss*. A former director of public affairs at the National Technical Institute for the Deaf at RIT in Rochester, she is the 1998 winner of the Oticon “Focus on People Award” that recognizes “remarkable people making a difference in their families, communities, and the world ... people who contribute, succeed, teach, create, improve, and inspire ... and who happen to be hard of hearing.”

Workshop Length: 30 minutes

5:00 P.M. – 5:30 P.M.	The Situation of Hearing Impaired Care Patients in Germany	Junior Ballroom A & B
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Speaker: Rolf Erdmann

Description: In Germany, older patients who are hard of hearing and require additional care and attention often are not recognized as having a hearing loss. Instead, they are misclassified as having dementia. This has disastrous consequences for the older patient not to mention the financial costs for receiving inappropriate or incorrect treatment. A further difficulty is that nursing staff are not trained on hearing loss and how to deal with persons with hearing losses. In this session a training concept on hearing loss for the nursing staff will be introduced.

Presenter

Rolf Erdmann is a retired engineer who lost his hearing on the left side through a war-time accident in 1945. Today, he is a cochlear implant user on both sides. Mr. Erdmann has been a speaker for the self-help group for the hard of hearing people at an adult education center in Hanover. In addition, he was the chairman of a local Union of Hard of Hearing People

in Hanover 1995-2001 and the chairman of the area association for the hard of hearing and deaf people of the federal state Lower Saxony. Rolf Erdmann has also been a leading advisor on hard of hearing issues in Lower Saxony since 1993, a fellow member for the DSB-Department Senior Citizen and Patients since 1997 and a patient representative in the regional health service since 2007.

Workshop Length: 30 minutes

Young Adult Session

4:00 P.M. – 5:30 P.M.	Power Me Up! – An Hour of Empowerment for Young Adults	Port Alberni Room
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Speakers: Erika Breen and Olivia Heaney

Description: Youthful, empowering, and interactive, “Power Me Up!” is a workshop designed by young adults for young adults. This workshop will leave the participant feeling energized, confident, and better able to self-identify and encourage self-identification.

This workshop is composed of four main topics:

1. Statistics of the actual number of hard-of-hearing young adults. This will show young adults that they are not alone; there are more hard of hearing young adults like themselves than they think. This concept will help break down the isolation barrier that many young adults encounter.
2. Communications resources. Presenters will share their communication strategies with participants and vice versa, through a “teacher teaching the teacher” style.
3. Skits in which hard of hearing young adults self-identify in various life situations. The “best” and “worse” case scenarios will be demonstrated. The purpose of this section is to show young adults that self-identifying is not as intimidating as one may think. The reason for the “worse” case scenario is to make the presentation as realistic as possible; young people will not accept the “rosy picture” because they know what is out there –after all, they are the experts! Therefore, by showing both situations, relevance is kept and the presentation becomes real and true to the participants.
4. Fun! A song and dance will be taught to the participants. This section of the presentation will give the participants a good laugh and bring them closer together. The young adults love to have fun, and this is a good way of balancing out learning with laughter. It will make the presentation very memorable, while raising energy levels and boosting confidence. It will give the young adults from all over the world an opportunity to learn from each other and have fun.

During this session, participants will learn:

- How to improve communication and resourcefulness, and therefore improve young adults’ ability to communicate in environments they previously might not have ventured
- To self-identify and encourage others to do the same
- How to have a renewed sense of confidence and ability as well as a heightened awareness of the strength of the individual.

Presenters

Erika B. Breen is a business student at Memorial University in Newfoundland. Diagnosed at the age of 5 with a binaural mild-to-moderate severe hearing loss that went undetected for 4 years, Erika has never gone a day without her hearing aids since acquiring them. She is on the Board of Directors for CHHA Newfoundland and Labrador and Youth Group Chairperson. When she graduates, she plans to head to law school, and will be graduating from Memorial in December 2008.

Olivia Heaney is on the Board of Directors for CHHA Newfoundland and Labrador, and is an active member of both the youth and strategic planning committees. She has demonstrated her outstanding leadership abilities since childhood, and in high school was named Newfoundland and Labrador’s Youth of the Year. Olivia was valedictorian of her graduating class and the recipient of the Governor General’s Medal for Academic Excellence. She will graduate from Memorial University in April 2008 with a bachelor of arts in English literature, and plans to pursue a master’s degree.

Workshop Length: 90 minutes

5:30 P.M. – 6:30 P.M.	CHHA Foundation – Annual General Meeting	Grand Ballroom C
5:30 P.M. – 7:00 P.M.	Young Adult Townhall Meeting	Port Alberni Room
7:00 P.M. – 8:30 P.M.	Poster Sessions	Third Floor Foyer



8:30 P.M.	Karaoke Reception	Junior Ballroom A
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Come out and have fun!! Advanced Bionics is proud to sponsor an evening of Entertainment fun with a Karaoke Reception on Thursday night in the Junior Ballroom. Come out enjoy the music, enjoy some appetizers and sing along with the gang from Advanced Bionics.

Thursday following the poster presentations at 8:30 pm in the Junior Ballroom. An event not to miss!

POSTER SESSION DESCRIPTIONS

Thursday July 3 in the Third Floor Foyer

We Can Teach So You Can Learn

Presenters: Beth Brooks, Shannon Hougham, Marcia Tanaka, Leanor Vlug, Andrea Sam, and Suzy Gaspar-Smith

Description: For 35 years, Vancouver Community College has provided unique one-of-a-kind learning opportunities for Deaf and Hard of Hearing Adults (DHH). The program provides direct instruction to students who are deaf or hard of hearing matching classroom communication modes to student needs. This poster session will focus on how DHH's offerings have evolved to meet the needs of students, respecting their choices in communication modes. Instructors facilitate student-to-student communication in classrooms of students who use a variety of communication methods.

Information will be provided about:

- Characteristics of the diverse population of deaf and hard of hearing adults seeking to further their education
- How programs, courses and supports at VCC meet the range of needs of this population
- How instructors and staff in DHH work together to meet student learning needs in sign language and/or oral English communication

Poster Presenter

Beth Brooks is an audiologist at British Columbia's Children's Hospital in Vancouver BC. She has over 20 years of experience in monitoring the hearing of children with cancer. She counsels them and their families about the changes in hearing status and how to adjust successfully.

Preventing Hearing Loss in the MP3 Generation

Presenter: Richard Bowring

Description: Research shows that the better children hear, the better they learn. Even mild hearing loss can affect current and future academic, social, and career achievements. Today, the hearing ability of young people is being threatened by overexposure to sound and noise from many sources, including MP3 players and other sources of music.

While research has clearly identified this threat, studies also show that hearing conservation programs can prevent hearing loss. In 2005, the Hearing Foundation of Canada launched *Sound Sense: Save Your Hearing for the Music!*, an award-winning, interactive program that teaches elementary school students how to protect their hearing. In 2006, a research team from the University of British Columbia and St. Paul's Hospital developed and conducted a scientific outcomes

study in select Vancouver schools to examine the efficacy of the Sound Sense program.

This poster session will present information about the needs and goals for school-based hearing awareness programs, and how to measure their success in terms of both awareness and behavioural change. Strategies required to move people towards a quieter society and safer listening habits will be presented.

Information will be presented about noise-induced hearing loss in children and:

- The need for curriculum based hearing health programs in Canada's elementary schools
- The elements of a successful hearing health education program and a scientific outcomes study
- The long term strategies to change behaviour towards safer listening habits in today's young people

Poster Presenter

Prior to joining the Hearing Foundation of Canada in 2005, **Richard Bowring** worked with a number of education and health-oriented nonprofit organizations including the University of Toronto, and the AIDS Committee of Toronto. This background has allowed Richard to recognize the value and importance of clear communication in achieving the social missions of nonprofit organization. He is senior manager of programs, the Hearing Foundation of Canada.

Acquired Hearing Loss in Children with Cancer

Presenter: Beth Brooks

Description: Ototoxicity is a common adverse effect of treatment for many types of childhood cancer. As more and more children are surviving the disease, this has become a major cause of acquired permanent hearing loss in children. Usually, children acquire high-frequency sensorineural hearing loss that is often progressive, even after treatment has been completed. There may also be fluctuating or permanent conductive hearing loss, and/or hearing loss as an effect of the disease itself. Implications for communication, education and speech and language learning depend upon the age of acquisition, the degree of loss and the amount of the frequency range affected. These children are often difficult to fit successfully with hearing aids due to the configuration of the loss and the difficulty many people have in understanding the limits and benefits of technology. Understanding of the implications of the hearing loss and use of compensatory communication strategies are critical for optimal quality of life.

Information will be provided about:

- Characteristics and causes of hearing loss in children associated with childhood cancer and its treatment
- Implications of these hearing losses for communication, education and speech and language learning
- Challenges in providing appropriate remediation

Poster Presenter

Beth Brooks is an audiologist at British Columbia's Children's Hospital in Vancouver BC. She has over 20 years of experience in monitoring the hearing of children with cancer. She counsels them and their families about the changes in hearing status and how to adjust successfully.

"But I'm Doing Just Fine with My Hearing Aids"

Presenters: Linda Day and Alexandra Hatton

Description: Cochlear implants have been available for over 25 years, yet less than 10% of people with hearing loss that could benefit from the amazing technology actually have one or are aware of the technology. The objective of this presentation is to address the broad range of emotions associated with the cochlear implant approval process and provide facts that may help soothe the concerns of those considering cochlear implants as an option for their hearing loss or that of their child. Also discussed will be how a cochlear implant works and how they are different than hearing aids, along with the level of benefit they can provide.

Information will be provided about:

- Characteristics of the diverse population of deaf and hard of hearing adults seeking to further their education
- How programs, courses and supports at VCC meet the range of needs of this population
- How instructors and staff in DHH work together to meet student learning needs in sign language and/or oral English communication

Poster Presenter

Linda Day has worked in the disability field for more than 15 years. As a recipient herself, today Linda is a manager of the Cochlear Awareness Network for Cochlear Americas where she educates people about cochlear implant technology and supports individuals who have, or may be, cochlear implant candidates.

Alex Hatton received her bachelor of science degree in speech-language pathology from the University of Nevada in 1993. She then went on to graduate school to study audiology at Idaho State University. Her area of interests was always cochlear and auditory brainstem implantation and rehabilitation of patients. After graduating in 1997, Alex worked as a clinical audiologist in the cochlear implant program at

Oregon Health and Science University in Portland, Oregon for 5 1/2 years. As of May of 2003, Alex joined Cochlear Americas as a clinical application specialist for the Pacific Northwest and Western Canada; she provides technical/clinical support for clinics in these regions.

The Power of Parents – Supporting Hard of Hearing Children's Learning to Listen and Talk

Presenter: Norah-Lynn McIntyre

Description: For more than 40 years, VOICE has offered programs that support the use of spoken language by children with hearing loss. This presentation will share developments over the years, which have evolved into the agency's model of early identification and intervention for children with hearing loss. The model's outcomes are focused on the successful acquisition of listening skills of children, as well as their spoken language, in order to promote their full integration into a hearing society. The merits of four program areas will be explored: Parent Support, Public Information, Advocacy and Auditory-Verbal Therapy, that contribute to a history of successful outcomes for hard of hearing children in Ontario, Canada.

Information will be presented about:

- The merits of parent-to-parent support
- The power of parents collaborating with professionals to affect changes in programs and services
- The range of supports provided to parents and their children.

Poster Presenter

As executive director of VOICE for Hearing Impaired Children, **Norah-Lynn McIntyre** oversees the largest parent support organization for families with children with hearing loss in Canada with over 1,000 members, 17 chapters. As well, VOICE has the largest concentration of certified auditory-verbal therapists of any such program in the world. Ms. McIntyre is also a parent of an adult daughter with hearing loss.

Connections – How One Organization is Reaching Out to the Hard of Hearing Community

Presenters: Kim Pratt-Baker and Alison Day

Description: The Canadian Hard of Hearing Association's Newfoundland & Labrador (CHHA-NL) has created many programs and services for the hard of hearing. Through trial, error and experience, CHHA-NL staff has learned that many factors play a role in developing successful programs, especially when trying to reach different age audiences.

This poster will present some of CHHA-NL's success stories,

specifically concentrating on reaching out to seniors and youth audiences. Presenters will share their program models and will highlight creativity and low-budget ideas.

Presenters will focus on:

- Identifying the needs of different age groups of the hard of hearing population and what needs do they have in common? What factors are completely different?
- The CHHA-NL seniors program, including recognizing senior's needs, attracting seniors to programs, programming ideas, and community partnerships
- The CHHA-NL youth group and youth programming ideas including: what do youth need? How can we reach out to youth?
- Reaching out. Our experiences in rural versus urban communities in Newfoundland and Labrador

Poster Presenter

Kim Pratt-Baker is director of programs and services at the Canadian Hard of Hearing Association's Newfoundland & Labrador (CHHA-NL). In her position with CHHA-NL, Kim is involved in the creation of new programs and services as well as overseeing the evolution of those already in place. Over the past two years, Kim has been closely involved in developing a seniors program and improving kindergarten-grade six classroom acoustics for hard of hearing children through the Adopt-a-Classroom Program.

Alison Day works as the coordinator of outreach services for the Canadian Hard of Hearing Association's Newfoundland and Labrador (CHHA-NL). Alison focuses on connecting with the hard of hearing in rural areas of Newfoundland and Labrador through outreach programming and has also been actively involved in developing programs for hard of hearing youth including the Youth Vibrations provincial youth conference, and a summer camp for hard of hearing children and parents. Alison also works with the CHHA-NL youth group in developing their newsletter, and recently a youth "blog."

Speech Reading Support by Computer Mediated Communication

Presenter: Rebecca Schocken-Topaz

Description: The main problem for a hard of hearing person who relies on speech-reading is lack of access to the same information available to those who hear. This poster session will describe a speech reading support system based on the phonemic level which provides additional visual cues in order to distinguish between similar consonants. The support system is based on computer-mediated communication, so that the speech-reader user receives a friend's picture on the computer screen.

Currently, research is being done to determine which conso-

nants in the language should be assigned visual cues. The research is based on the assumption that it is unnecessary to present all information about phones in the same VISEME; partial information should suffice in facilitating the communication process. Information embedded in the context level may compensate for lack of information in the speech stimuli.

This research evaluated two support systems, each based on a different theoretical approach: "Graded cued speech;" and Phonology as Human Behaviour Theory. Each were evaluated by a set of theoretical metrics for different levels of support. So far results show that it is possible to suggest an optimal support system (which enables fluent communication via speech-reading alone), with only two to three additional signals. Furthermore, results propose a theoretic explanation based on Communication Theory (Shannon, 1949). Field research validates the measures above and the theoretical conclusions.

The poster presentation will focus on:

- The main problem of speech reading and a solution based on computer-mediated communication
- Two approaches to support speech reading process: graded cued speech and phonology as human behaviour
- Use of metrics, based on a big sample of the Hebrew language, processed by computational linguistics methods, to estimate the contribution of the support system

Poster Presenter

Rebecca Schocken-Topaz is the chairman of Bekol, an organization of hard of hearing people in Israel. She obtained her bachelor of arts degree in philosophy and economics from the Hebrew University of Jerusalem in 1980. Following this, Ms. Schocken-Topaz continued her education at the Tel-Aviv University where she most recently obtained her MSc with a specialization in management sciences and information systems. Ms. Schocken-Topaz is a PhD candidate and currently works as a course consultant at the Open University of Israel.

Language of Choice – Practices of Bilingual/Multilingual Families and Their Preschoolers

Presenters: Noreen Simmons and Tamara Pelletier

Description: The poster session will focus on a study to explore beliefs, preferences, and practices of families who are bilingual/multilingual or ESL regarding language of choice while interacting with their young pre-school children with hearing loss. For the study, 25 interviews are being conducted with parents of young pre-school children between the ages of 0-5 years regarding use of language(s) at home and other environments, their preferences regarding language of service delivery, and the impact of language choices on speech and language development.

Responses of participants will emphasize the importance of gaining knowledge on decision-making regarding language of choice and effective ways to provide linguistically appropriate services to diverse families. Findings from the study will also offer guidance on training early interventionists to develop programs that support the goals and needs of families who speak more than one language. The responses and findings will be shared in this session.

Poster Presenters

Noreen Simmons completed her PhD from the Department of Audiology and Speech Sciences at the University of British Columbia in August 2007. She works as a clinical researcher and speech-language pathologist at the BC Family Hearing Resource Centre. Her areas of research interest include bilingualism/multilingualism and hearing loss, improving service delivery to linguistically and culturally diverse families, and developing tools to effectively identify speech and language development in linguistically diverse preschoolers with hearing loss. As a speech-language pathologist she works with pre-school children aged 0-5 who have speech language problems and hearing loss.

Tamara Pelletier completed her master's in speech-language pathology from the University of British Columbia in 2005. She also works as a Speech-Language Pathologist at the BC Family Hearing Resource Centre with pre-school children aged 0-5 with hearing loss. Tamara's research interests include – ultrasound and biofeedback with hearing loss clients, linguistically diversity, and the efficacy of cochlear implant use.

Patient-Centred Hearing Rehabilitation Services – Getting the Most from Your Hearing Aids and Hearing Health Care Professional

Presenter: Mitchel Turbin

Description: Carl Rogers' famous person-centered psychology influenced George Engels' patient-centered (also called biopsychosocial) medicine, and this model was adopted by the UN's World Health Organization and the Institute of Medicine's report to the US Congress. Patient-centered medicine places people, not disease, as the focus of care. Patient-centered doctors encourage people to take responsibility for their on-going health. People's emotions, personal relationships, and resources are attended to in partnerships between patients and clinicians as core ingredients of the treatment for any illness, including disorders affecting hearing.

Patient-centered hearing health care practitioners are working as partners with their clients to provide more tools for dealing with hearing loss than just hearing aids. This workshop introduces the components and benefits of patient-centeredness to attendees, and discusses how to identify patient-centered

hearing health care providers. Also covered are how to advocate for more patient-centered care from current providers, and for more patient-centered providers for future hearing health care needs. Research evidence from the international scientific literature attesting to wide acceptance of patient-centered medicine as central to quality health care will be presented.

This session focuses on:

- Components of patient-centered medicine, how this orientation relates to the World Health Organization's biopsychosocial model for medical care, and how it differs from a disease-centered biomedical model and a doctor-centered model
- Patient-centeredness for hearing health care, and how this can empower the person with hearing loss by establishing relationships between providers and patients as equal partners in the process of hearing rehabilitation.
- Ways to identify patient-centered hearing health care, and/or to advocate for the development of patient-centered care by their current and future hearing health care providers

Poster Presenter

Dr. Turbin, PhD, represents the US Department of Veterans Affairs, Rehabilitation Research & Development Service, National Center for Rehabilitative Auditory Research (NCRAR).

Hearing Problems and Solutions for Nunavik Inuit

Presenters: Hannah Ayukawa and Nora Kokkinerik

Description: The Inuit have one of the highest prevalence of hearing loss in both children and adults in the country. The hearing loss is caused primarily by chronic perforation of the eardrum in the younger population, and noise induced hearing loss in the older male population.

The poster will describe the Hearing and Otitis Program which has been providing innovative services for hearing impaired Inuit in Nunavik (Arctic Quebec) for more than 20 years. The work is shared between Inuit audiological technicians and community health workers in conjunction with an audiologist and hearing aid specialist.

Comprehensive services are brought to these remote villages including:

- Hearing testing for all ages,
- Pre- and post- ear surgery evaluations,
- Provision and maintenance of hearing aids and other amplification devices,
- Promotion of hearing loss prevention.

Poster Presenters

Hannah Ayukawa is the audiologist for the Hearing and Otitis program. She began visiting the North in 1984. Since then she has been involved in clinical work and research investigating prevalence and risk factors for otitis media and hearing loss, benefits of classroom amplification, effect of vaccination programs as well as promotion of hearing loss prevention. She is responsible for training and supervision of Inuit technicians and works together with them as well as the hearing aid and ENT specialists who visit the region.

Nora Kokkinerik began working in the Hearing and Otitis program in 1995. She travels regularly to seven villages to do hearing screening and hearing aid follow up. Nora has a severe mixed hearing loss and has been using a hearing aid since childhood. Her perspective and opinions as an Inuit hearing impaired person are valuable to team members and clients alike.

Creative Energy

Presenter: Jacques Desgagnés

Description: Share in the creative energy expressed by internationally renowned Canadian artist, Jacques Desgagnés. Jacques, known as “The Wizard of Energy,” presents his oil painting entitled *The Power of Hope*. He is on hand to explain how the Congress’ keynote painting expresses the energy and the emotions of the community that makes the Canadian Hard of Hearing Association the extraordinary organization that it is – one that reaches out and touches real people every day - an organization that is vibrant with positive energy. This artwork also forges a strong link with the CHHA/IFHOH Congress 2008 theme, *A Global Community of Communication*. The artist welcomes the opportunity to talk with you about how you can get in touch with your own creative energy!

Poster Presenter

Jacques Desgagnés started experimenting, exploring and creating with his art thereby evolving from the figurative to the abstract style. Today, his work expresses, above all, energy and emotions. It reflects the artist’s state of mind and its evolution. He has received many awards.

Clinical Research in Hearing Loss – A Collaborative Effort

Presenters: Lorianne Jenstad and Grace Shyng

Description: Research studies indicate there is a poor transition from lab-based efficacy studies of health intervention to

clinically-based effectiveness studies (e.g., Glasgow & Emmons, 2007). The poor translation of research outcomes may be one of the main contributing factors to low compliance with recommended interventions. For example, only 20% of those with reported hearing loss actually seek help through options such as amplification and aural rehabilitation despite advanced processing options that are researched and developed in laboratories (NCOA, 1999, 2000). There is a clear gap between what is currently available as treatment and what clients consider to be effective treatment options.

Suggestions to improve a smooth transition from research to practice include: (1) the need for partnerships between university and clinics; (2) research studies that include outcome measures meaningful to both clients and clinicians, such as clinical feasibility and quality of life; (3) samples that are representative of the population and not limited to the select groups of people who volunteer for laboratory-based research and (4) studies that are planned by researchers and clinicians together.

To address these suggestions for knowledge translation,, a collaborative research relationship between the UBC School of Audiology and Speech Sciences and the Audiology Department of the Western Institute for the Deaf and Hard of Hearing has been established. The poster presentation will provide information on the team’s research objectives and the process of its team development.

Presenters

Lorianne Jenstad, PhD, Aud(C) is an assistant professor at UBC’s School of Audiology and Speech Sciences, Faculty of Medicine. She completed her PhD in speech and hearing sciences at the University of Washington (Seattle). She received her master’s degree in audiology in 1996 from the University of Western Ontario, where she subsequently worked for four years with Richard Seewald as a research audiologist. Lorianne’s research and teaching areas are amplification, auditory aging, and clinical audiology. Her research is currently funded by an NSERC Discovery Grant and a BC Network for Aging Research Seed Grant.

Grace Shyng is the head of audiology at the Western Institute for the Deaf and Hard of Hearing (WIDHH). Grace received her master’s of science in audiology from UBC in 1995. Grace leads an outstanding audiology department at WIDHH that provides full audiological assessments, hearing aid trials, and aural rehabilitation classes. Grace is also a clinical assistant professor at UBC’s School of Audiology and Speech Sciences, Faculty of Medicine and actively participates on many consumer and professional committees, at both provincial and national levels.

History of the NVVS, 100 years: Fighting for the Rights of the Hard of Hearing in the Netherlands

Presenter: Kees Twilt

Description: This poster session focus on the history of the Dutch Hard of Hearing Organization NVVS which, in 2008, is celebrating its 100th birthday. This session will shed light on the work and developments of a national hard of hearing organization, and provide information about current structure of the organization and issues of current concern.

Born in Holland, following schooling, Mr. Twilt studied library science, then worked as a librarian at the University of Amsterdam. He also studied special pedagogics while being active as a chairman for the Dutch Hard of Hearing Youth Organization, SHJO and secretary of the International Youth Federation ICHOHYF. Presently, he is active in the Dutch Hard of Hearing Organization NVVS. In 2008 the NVVS is celebrating its 100th anniversary. Kees is one of the authors of a book about the history of the NVVS.

Benefits Derived from Level-Dependent Speech Enhancement

Presenter: Sheila Douglas

Description: Speech enhancement with a preference for soft or distant speech provides demonstrable perceptual improvements in most listening situations. It was preferred by 20 listeners showing significant improvements in SNR testing.

Providing amplification for speech while minimizing gain applied to noise should provide demonstrable perceptual improvements in almost every listening situation. When speech enhancement (gain increase) is applied to amplification channels that are dominated by soft speech while channels containing soft environmental sounds do not receive additional gain, the effect is improved clarity for soft or distant speech without noise complaints.

Twenty one individuals participated in this study. In all cases there was a significant Signal-to-noise ratio (SNR) improvement for maximum speech enhancement compared to no speech enhancement. When running speech was presented at most comfortable listening level (MCL) the acceptable noise level (ANL) for maximum speech enhancement was also significantly better than when speech enhancement was off.

These results clearly demonstrate that level dependent speech enhancement developed for a wearable hearing aid provides significant benefit for speech in quiet and noise. Furthermore, in a counterbalanced blind comparison of the clarity and loudness provided by level dependent speech enhancement listeners overwhelmingly prefer it.

FRIDAY JULY 4, 2008

8:30 A.M. – 5:00 P.M.	Registration	Third Floor Foyer
9:00 A.M. – 5:00 P.M.	Silent Auction	
9:00 A.M. – 5:00 P.M.	Trade Show	Pavilion Ballroom

Opening Plenary

9:00 A.M. – 10:30 A.M.	Relearning to Hear With Our Brain	Grand Ballroom A & B
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Sponsored by CHHA Calgary



Speaker: Dr. Kelly Tremblay

Description: Hearing aids and cochlear implants help compensate for disorders of the ear, but the role of the brain is often overlooked. We typically think of hearing as it relates to the ear, but sound travels along many nerve fibres and through many brain structures before reaching the auditory centers of the cortex. Along these pathways, the content of the signal (i.e., frequency, intensity, and timing information) is coded by highly organized neural systems and these codes contribute to our perception of speech and music.

Even though we are typically born with the capacity to code this acoustic information, our brain “changes” as a function of auditory deprivation (hearing loss) and stimulation (e.g., hearing aids, cochlear implants). Sometimes described as being “plastic,” the brain reorganizes itself throughout our lifespan, according to the auditory input that it receives. In this respect, when someone experiences age-related hearing loss for example, not only is the way sound is processed within the ear altered, biological codes in the brain are also affected. This means that the typical person being evaluated by an audiologist for a hearing aid or cochlear implant has likely experienced significant deprivation-related changes in the brain.

Reintroducing sound to a previously deprived auditory system (via a hearing aid or cochlear implant) also alters the way sound is coded throughout the auditory system. And in many instances, people describe themselves as needing to relearn how to hear with their new devices. For these reasons, we are interested in understanding how the brain is affected by hearing loss and how people can take advantage of the brain's plasticity. One example is auditory training exercises. The theory behind these training programs is that repetitive listening exercises improve place and timing codes in the brain, as well as teach people to focus and attend to important acoustic cues.

Learning objectives:

- Describe how sound is relayed and processed beyond the ear

- How damage to the cochlea affects coding throughout the brain
- Define what is meant by brain plasticity
- Describe the reasoning behind auditory training exercises

Presenter

Dr. Kelly Tremblay, PhD, CCC-A, is an associate professor in the Department of Speech and Hearing Sciences at the University of Washington in the United States. Her areas of specialization are: Electrophysiologic Measurement of the Central Auditory Neural Representation of Speech, Training-related Plasticity of the Central Auditory System, and Aging and the Auditory System. She has numerous publications and awards to her credit and is an assistant editor for the *Journal of the American Academy of Audiology* as well as a Section Editor for the *Ear and Hearing Journal*.

10:30 A.M. – 11:00 A.M.	BREAK	Pavilion Ballroom
Workshop A		
11:00 A.M. – 12:30 P.M.	Advocating with Your Audiologist and Hearing Health Care Professional	Grand Ballroom A & B

Speakers: Dr. André Marcoux and Dave Hodgson

Description: The hard of hearing and deafened consumer receives services in hearing health care by professionals who may or may not be regulated. The implications for the consumer are important as regulation provides the public with dedicated services to recourse in the event of professional negligence. The consumer should therefore be aware of the regulation status of hearing healthcare professionals in his/her jurisdiction and should strategize to influence government to regulate all professionals providing services in order to ensure its protection. This example as well as several others will be highlighted to show that hard of hearing and deafened consumers have valuable input regarding the quality of care they wish to receive.

During this session, participants will:

- Learn that not all hearing health care professionals are regulated
- Understand the implications and importance of regulation
- Gain awareness of the need to influence government to regulate such caregivers
- Gain understanding of the value and importance of consumer input to the process

Presenters

Dr. André Marcoux PhD, is a professor of audiology University of Ottawa Department of Audiology and Speech-Language Pathology. He is a former president of the Canadian Academy of Audiology. Dr. Marcoux is currently an academic

councillor for the College of Audiologists and Speech-Language Pathologists of Ontario.

David Hodgson has been the registrar and CEO of the College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO) for the past 8 years. He is on the executive committee of the Federation of Health Regulatory Colleges and was president in 2003. He is also president of the Canadian Alliance of Regulators of Audiology and Speech-Language Pathology.

David holds a degree in economics from the University of Western Ontario and is a member of the Canadian Society of Association Executives, the Council on Licensure, Enforcement and Regulation, and the National Council of State Boards.

Workshop Length: 90 minutes

Workshop B

11:00 A.M. – 12:30 P.M.	Music Therapy in Oral Deaf Education: An Early Childhood Intervention	Junior Ballroom A & B
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Speaker: Beth Clark

Description: The integration of singing, instrumental playing, movement, and literature can assist young children in developing receptive and expressive language, literacy, social skills, and relationships through music. The Vancouver Oral Centre for Deaf Children has incorporated music therapy in its programming for over 10 years. The children served through this centre are ages 0 through 8, and use their residual hearing and hearing aids and/or cochlear implants in developing their language and hearing. This workshop is designed to provide professionals and caregivers who are interested in oral deaf education early interventions with an overview of the development of the music therapy program, areas of need addressed, and interventions found to be effective with these children and their families. An experiential component as well as time for questions and discussion will be included.

The objectives of the presentation include learning about the influence of music therapy research, centre philosophy, and clinician experience on the development of the music therapy program. Participants will learn about specific needs addressed through music therapy, including expressive language, receptive language, literacy, social skills, and interpersonal relationships. Interventions including singing, instrumental playing, movement, and integration of literature with music will be discussed. Finally, there will be opportunities to experience some of these interventions, with a focus on practical methods of integrating music with literature in the classroom or therapeutic setting.

During this session, participants will:

- Learn about the factors influencing the development of an oral deaf education music therapy program, including music therapy research, philosophy, and clinician experience with this population
- Understand the areas of need addressed through music therapy in oral deaf education for young children, including expressive language, receptive language, literacy, social skills, and interpersonal relationships
- Understand and experience the interventions through which children expand their mastery of language, literacy, and social skills; these include singing, instrumental playing, movement, and literature, with a focus on practical ways to integrate music and literature in the classroom or therapeutic setting

Presenter

Beth Clark is a music therapist, Vancouver Oral Centre for Deaf Education, and a sessional instructor at the University of British Columbia; as well she serves on a provincial music board. Beth has extensive experience working with children who have developmental and sensory needs, as well as youth with psychosocial issues. She holds master's degrees in music therapy and music education, and has completed postgraduate training in neurologic music therapy.

Workshop Length: 45 minutes

Workshop B

11:00 A.M. – 12:30 P.M.	Induction Loops – Making Them Work	Junior Ballroom A & B
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Speaker: Luke Crossey

Description: Millions of people with a hearing loss face ongoing barriers in communication in all walks of life. For hearing aid wearers, induction loops are a technology that has the potential to significantly increase access to meetings, audiovisual information on public transport or in the theatre, telephones, or just televisions and other home entertainment systems. However, this potential is often not fulfilled because loops are not present or, when they are installed, not maintained or operated properly. This presentation will explain how loops can help hearing aid users, what the current problems are with them and suggestions for how to improve the situation.

During this session, participants will:

- Learns about induction loops, the common problems, and the role of the user
- Learn about recent research outcomes and what needs to be done in the future
- Be introduced to RNID's induction loop card scheme
- Have the opportunity for questions and answers on induction loops

Presenter

Luke Crossey is a research project manager at the RNID. He has a master's degree in software engineering and has worked in the RNID New Technologies department since 2003, focusing on using technology to help inclusion, with particular emphasis on real time text communication, broadcasting, induction loops and transport. He is heavily involved in consortium projects across Europe focusing on accessible technology and inclusion policy. His work has included access to television, telecommunications, transport and the Internet with a specific interest in user requirements gathering and analysis. He has managed a range of projects, including analysis of user requirements for signing on television and user evaluation of announcement and induction loop systems for London Underground.

Workshop Length: 45 minutes

Workshop C

11:00 A.M. – 12:30 P.M.	Cochlear Implant Rehabilitation: It's Not just For Kids	Grand Ballroom C
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Speaker: Donna Sorkin

Description: This workshop addresses rehabilitation for adults after cochlear implantation including what type of rehabilitation might help you, finding a rehabilitation professional and positively involving family and friends in the process. Although it is widely accepted that children require a systematic rehabilitation program post-cochlear implant, adult rehab is not widely promoted for, nor utilized by, most adult recipients. Adult cochlear implant recipients are a diverse population with variations in their age of implantation, duration of deafness, speech perception at time of implantation, and neural population reserve. A growing number of individuals receive a second cochlear implant – generally sequentially. Yet, many recipients receive limited guidance on this important aspect of the cochlear implant process and often don't know where to turn.

Not all adults require one-on-one rehab with a clinician but most benefit from guidance on how to maximize outcomes. Structured group therapy addressing a variety of communication and coping strategies are beneficial for many recent recipients. Many recipients derive benefit from self directed, individual programs.

Among the special topics to be covered in this workshop are: rehab after a long period of deafness, rehab after bilateral implantation, telephone training, music appreciation, interactive software, and improving listening in noise.

During this session, participants will:

- Learn how to describe at least three models of adult rehab post cochlear implantation

- Be enabled to design a rehab program that addresses their unique needs such as a desire to improve telephone skills, appreciate music, listen in noise, or improve listening generally
- Acquire skills to enlist clinicians, friends and family members in participating in their follow-up rehab program.

Presenter

Donna Sorkin, MA, is vice president, consumer affairs at Cochlear Americas where she leads activities aimed at the broad life needs of adults and children including Cochlear's HOPE program for educational professionals. Ms. Sorkin was executive director of Self-Help for Hard of Hearing People (1993 to 1999) and executive director of the Alexander Graham Bell Association for the Deaf and Hard of Hearing (1999 to 2001). She has served on a number of federal, corporate, and university boards including the U.S. Access Board and the National Institute on Deafness (National Institutes of Health) Advisory Board.

Workshop Length: 90 minutes

Workshop D

11:00 A.M. – 12:30 P.M.	Introducing Sound Field Amplification Technology in Elementary Classrooms	Junior Ballroom C & D
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Speakers: Dr. Catherine Aquino-Russell

Description: Schools are primarily auditory-verbal environments, so being able to clearly hear spoken language is vital to learning. Children spend a large part of their school day engaged in listening activities. The impact of classroom acoustics cannot be overlooked because most information in school is expected to be acquired through listening. The complex listening environment of classrooms affects instruction of all students, but compromises learning of young listeners to a greater degree because their auditory systems have not yet matured. Through amplification systems, which improves the soundscape of classrooms, students' ability to hear and ultimately to learn are likely to improve.

The presenters conducted a research project evaluating use of sound amplification in grades kindergarten to three including 1,100 students in 60 classrooms across New Brunswick (NB), Canada. They found that many students, in kindergarten and Grade One, may have reduced hearing due to conditions such as otitis media. These and other findings will be shared in the workshop along with students' and teachers' views on using amplification systems. Workshop participants will have the opportunity to discuss listening environments and the possibilities of enhanced learning with improved soundscapes.

In this session, participants will:

- Learn the reasons for introducing amplification systems in elementary classrooms
- Become aware of the views and perspectives of students and teachers in elementary classrooms following the introduction of sound field amplification technology
- Understand how the systems can enhance sounds for persons who are hard of hearing as well
- Share their own thoughts and perspectives regarding enhanced soundscapes in listening environments

Presenters

Catherine Aquino-Russell, RN, BSN, MN, PhD, is associate professor, Faculty of Nursing, University of New Brunswick, Moncton Campus. She has held numerous education, leadership, and administration positions in hospitals and universities. She also works on a casual basis as a home care nurse at the Extra Mural Program, Tantrammar Unit, South East Regional Health Authority, Sackville, NB. Catherine lives with a different sense of hearing and is committed to enhancing others' understanding of this experience.

Workshop Length: 45 minutes

Workshop D

11:00 A.M. – 12:30 P.M.	F.M. Use: Is it Ever Too Early?	Junior Ballroom C & D
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Speakers: Rosalie Yaremko and Loretta Richardson

Description: In recent years the advances in wireless technology coupled with steady developments in hearing aids and cochlear implants has made FM use with very young children standard. The benefits of FM use in schools are well established. The same benefits can be extended to the home, preschool and the community-at-large. The reality of identifying infants at birth with hearing loss before they leave the hospital and the accessibility of early amplification and intervention for all children will no doubt increase the number of babies and toddlers using FM systems before entering schools.

The "How, When and Where" of FM use during the various stages of a child's life will be explored. Guidelines and practical ideas given to parents will be outlined through a power point and video presentation. This workshop is suitable for parents of young children zero to 5 years of age and for professionals who work with this population.

During this session, participants will:

- Learn about the newest FM technology and how it complements hearing aid and cochlear implant use
- Be provided with a brief review of the benefits of FM use
- Learn how to establish FM use with infants in the home; young children in the preschools and children beyond the preschool setting

Presenters

Rosalie Yaremko MSc, Cert AVT, is an auditory verbal therapist in the Parent-Infant Guidance Program at the Vancouver Oral Centre for Deaf Children. She has extensive experience working with children who use cochlear implants. Past experiences include assessing and providing therapy at the Sydney Children's Cochlear Implant Centre in Australia and working with children in the Asian Pacific region for Cochlear Implant International. Rosalie also worked as an Itinerant Teacher of the Deaf in North York, Ontario for 3 years.

Loretta Richardson, MA, Education of the Hearing Impaired, has taught in a variety of educational settings including the Deaf Children's Society, the BC School for the Deaf, and the Vancouver Oral Centre where she is currently employed as the teacher of the deaf and hard of hearing in the preschool. She has extensive experience using both sound field and personal FM systems in the classroom and in one-to-one sessions.

Workshop length: 45 minutes

Young Adult Session

11:00 A.M. – 12:30 P.M.	Putting Numbers and Words on the Problems Young People with Hearing Loss Face in Their Everyday Life	Grand Ballroom D
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Speaker: Niels-Henrik M. Hansen

Description: In this workshop, the results from a new survey of young hard of hearing persons will be presented and discussed. In this context, young is defined as being between the ages of 15 and 35. The survey is one of the largest of its kind in the world. The survey covers issues such as social relations, general well-being and the impact of the hearing impairment in the everyday lives of adolescents.

The workshop will also focus on the tools and strategies young hard of hearing people use in order to overcome their hearing impairment, and the benefits and pitfalls of these tools and strategies.

During this session, participants will:

- Be presented the main results of a large survey of young hard of hearing people's situation
- Learn about the problems facing young people with a hearing impairment
- Discuss these problems and pinpoint possible solutions

Presenter

Niels-Henrick M. Hansen is employed by the Danish Centre for Youth Research at the University of Aarhus in Denmark. He has a master's degree in sociology from the University of Copenhagen and is currently writing a PhD about the quality

of life for hard of hearing young people in Denmark. Mr. Hansen is hard of hearing and is a former president of the International Federation of Young Hard of Hearing People and a local chapter in Copenhagen, Denmark. He has also been editor of the Danish magazine for young hard of hearing people for five years and is currently editor of the magazine *Youth Research*.

Workshop Length: 90 minutes



12:30 P.M. – 2:00 P.M.	LUNCH Sponsored by Real Time Text Alliance	Grand Ballroom A & B
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Over the last four years the Real Time Text Alliance have been developing mobile text telephony for deaf and hard of hearing. With this phone-software (which is currently available on Blackberry) one is not only able to make mobile calls to other mobile text telephones but also to any PC connected to the Internet and to all legacy TTY phones in the world regardless of the protocol that is being used. This is the first time that an implementation of the standards formulated by the ISOC is available anywhere in the world. The ISOC has established a Real Time Text Taskforce as a part of their efforts to advocate for accessible Internet and internet communication and they will announce the establishment of this body on the first of July, just before the congress.

Together with a number of partners the Real Time Text Alliance has been formed as a marketing alliance with the goal of globally rolling out this Text Telephone network for deaf and hard of hearing persons. The Alliance is pleased to announce the availability of the text telephone network and encourages all delegates to advocate the connection of their country to this network.

Workshop F

2:00 P.M. – 3:30 P.M.	Training the Ear: Strategies for Self-Directed Listening Practice with Cochlear Implant Recipients	Grand Ballroom A & B
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Speaker: Tina Childress

Description: You have decided to pursue cochlear implantation; you arrive at the audiologist's office eager to hear new sounds. After the initial excitement of hearing again, you realize the world sounds different. You wonder how you are supposed to make sense of all the new and different sounds you are hearing and how to get the most benefit from your cochlear implant. This is how the road to better hearing

begins and continues as experience with a cochlear implant progresses.

Adult cochlear implant recipients are motivated to make the absolute most of their hearing capabilities. Yet home rehabilitation resources have been limited and professional services for auditory training with adults is not readily available. This workshop is designed to promote self-directed techniques for cochlear implant patients to maximize their listening abilities and appreciation of music with their cochlear implant.

Various formal and informal resources available for home practice will be presented, including a new internet site with free materials for adult listening skill development. Materials will be presented in three forms: instructive talk, live demonstration, and interactive discussion.

During this presentation, delegates will:

- Gain an understanding of factors that may influence listening skill development in adult cochlear implant users
- Learn and experience various self-directed activities to promote listening skill development and music enjoyment in everyday life
- Learn new, well developed resources you can use to maximize hearing abilities with cochlear implants.

Presenter

Tina Childress is an audiologist and late-deafened adult who received her first Advanced Bionics cochlear implant in August 2000 and became a bilateral recipient in December 2005. She is currently a Consumer Services Specialist for Advanced Bionics' Bionic Ear Association (BEA) where she is able to assist adults and parents of children with cochlear implants learn how to maximize their hearing potential with their technology. Through the BEA, she is able to use her dual perspective to provide support, networking opportunities and education in person at events or through e-mail. Tina is active in various support groups and online forums.

Workshop Length: 90 minutes

Workshop G

2:00 P.M. – 3:30 P.M.	Accessibility Collaboration and Hard of Hearing People	Junior Ballroom C & D
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Speaker: Sami Virtanen

Description: Barrier-free physical environment, functional services and usable products are all part of accessibility that impact on the hard of hearing community. Traditionally, accessibility policies address the needs of the physically disabled and increasingly also the culturally deaf, but not the hard of hearing.

Accessibility efforts in an information society require partici-

pation from the hard of hearing community in cooperating with planners, researchers and interest groups. This is a challenge for hard of hearing organizations both globally and nationally. We need stronger networks for best practices and for a more active stand from the hard of hearing community. We need a resource centre for the accessibility issues of the hard of hearing.

Internet, interpreting services, mobility information, and television captioning are important media for the hard of hearing community, but there is a risk of being left out from the research and development of these areas. Different media support and promote the empowerment of hard of hearing people. The United Nations and the European Union have policy papers that emphasize accessibility and participation.

During this session, participants will:

- Be involved in accessibility planning, through creating scenarios
- Learn about accessibility of communication issues
- Outline challenges and opportunities in auditive and visual information.

Presenter

Sami Virtanen is a planning officer for the Finnish Federation of Hard of Hearing and has been a member of the Finnish Federation of Hard of Hearing since 2001. He graduated in 1999 from the Jyväskylä University of Applied Sciences in Finland, with a bachelor of business administration. His further education includes EU expert training and studies in sociology.

Workshop length: 45 minutes

Workshop G

2:00 P.M. – 3:30 P.M.	Creating Consumer Awareness Through Policy Change	Junior Ballroom C & D
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Speakers: Sherri L. Collins, Sherry Appleby, and S.C. "George" Ghorpade

Description: Nationally in the U.S., it is a common experience that hearing aid consumers are not fully informed by hearing health professionals (dispensing audiologists and hearing aid dispensers) of telecoils or hearing assistive technology.

The State of Arizona recently passed a law known as the "T-Coil Bill" that requires all dispensing hearing health professionals to inform and educate the consumers about the benefits of telecoils as well as inform them about the Arizona's telephone equipment distribution program. Notification is mandated to appear on each hearing health care professional's bill of sale.

This session will focus on how hearing healthcare providers and consumers have come together to discuss ways in which mutually beneficial information may be disseminated to peo-

ple with hearing loss.

In this session, participants will:

- Learn how a change in public policy can help to ensure the understanding and awareness of hearing assistive technology by consumers.

Presenters

A long-time advocate for the deaf and hard of hearing in the United States, **Sherri L. Collins** became the executive director of the Arizona Commission for the Deaf and Hard of Hearing in 1998. In her role as executive director she has worked toward improving communication access, support services and community empowerment. Collins is on the Board of Statewide Independent Living Council (SILC) and chair of their Public Policy Committee. She is also of the Board of the Arizona Schools for the Deaf and Blind. Collins is the current chair of the National Association of the Deaf ad-hoc committee on video relay service interpreting issues and the National State Relay Administrators Association VRS interpreting issues. She is a graduate of Gallaudet University in Washington D.C. and holds a master's in education from North Carolina State University.

Serving her second term as board chair of the Arizona Commission for the Deaf and Hard of Hearing, **Sherry Appleby** is responsible for conducting the Commission Board meetings and oversees the various board subcommittees and acts as the board spokesperson. She represents the board at conventions both locally and at the national level. Ms. Appleby is president and CEO of Hearing Aid Specialists, Inc, in Yuma. She is an item writer for the National Board of Certification of Hearing Instrument Specialists, member and past president of the Arizona Hearing Society, member of the International Hearing Instrument Specialists and a licensed Hearing Instrument Specialist.

S.C. "George" Ghorpade was born and raised in India where he received his bachelor's and master's degrees in engineering. He came to the USA in 1966, received his first hearing aid and his nickname "George" in 1967. George received his second master's degree from Ohio State University in 1969, then received a PhD in metallurgical engineering in 1974 from the University of Wisconsin. After a short stint of teaching, George initiated his career in industrial R&D primarily for the fibreglass industry and retired in 2002. In December 2002, he underwent Cochlear Implant surgery in Phoenix. He is a board member, Hard of Hearing Representative, for the Arizona Commission for the Deaf and Hard of Hearing

Workshop Length: 45 minutes

Presenters: Sandra German, Anne Henderson, and Len Sperling

Description: This enlightening and entertaining workshop will see Northern Institute of Technology (NAIT) staff Anne Henderson and Len Sperling introduce Canadian captioning pioneer Sandra German and set the stage for her presentation of how captioning works to improve communication access and quality of life for deaf and hard of hearing people. Anne and Len will briefly discuss issues affecting availability of qualified captioners

Sandra's upbeat seminar will describe the differences between CART in a litigation setting, a corporate, or educational setting, or provided remotely where the captioner is not present at the live location, and a broadcast captioner on television or webcast. She will clarify how the spoken word is heard by the captioner, written on the steno machine at speeds of 250 plus words per minute, translated through sophisticated software and sent through modems to encoders, ultimately arriving on viewers' television sets across the country in mere seconds. Sandra will also explain why hieroglyphic characters sometimes mysteriously appear on the screen.

Participants will learn how different speakers are identified, how environmental and audible sounds as well as different languages are portrayed. The session will close with discussion about how participants can contribute to better quality captioning and more availability of captioners.

During this session, participants will:

- Learn the differences between a real-time writer, CART provider, and broadcast captioner; how captioning works, the different types of captioning, how the steno machine functions and why there are sometimes "gibbly-gooks" and unusual translations
- See practical examples of real-time text and its benefits
- The challenges in recruitment, training, and retention of captioners.

Presenters

Since 1979, **Sandra German** has been an official and freelance court reporter, firm owner/manager, software trainer, court reporting instructor, and is presently a CART provider (on-site and remote) and broadcast captioner. She is an active member of CHHA Edmonton and has held various board positions with ASRA (Alberta Shorthand Reporters Assoc.). Sandra also serves on the National Court Reporters Association's membership committee and the CART and Captioning Communities of Interest. Sandra's passion for her profession and working with the hard of hearing shows in her entertaining and upbeat presentations.

Anne Henderson is chair, NAIT Legal and Realtime Reporting program. Although not a captioner, Anne is one of the "converts" who is in awe of the captioning skill. She is particularly interested in the legal and human rights issues

Workshop H

2:00 P.M. – 3:30 P.M.	Nuts "N" Bolts of Captioning	Grand Ballroom C
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related to the deaf and hard of hearing community. Although she appreciates the respective mandates of the different stakeholders – consumers of captioning services, captioning providers, government, the broadcast industry, and educational institutes – she also recognizes the importance of working together. This Congress is a wonderful opportunity to raise awareness, connect with each other, and move our joint agenda forward.

Len Sperling has been a faculty member of the Legal and Realtime Reporting program at NAIT for the past 11 years and teaches a real-time course that includes CART and broadcast captioning components. He is currently chair of the Teachers Best Practices Committee and a member of the Council on Approved Student Education (CASE) for the National Court Reporters Association (NCRA). Len is also an NCRA faculty member for the Certified Reporter Instructor designation. Before joining NAIT, Len was a court reporter for 11 years, including doing real-time work for the National Energy Board and the CRTC.

Workshop Length: 90 minutes

Workshop I

2:00 P.M. – 3:30 P.M.	Students With Hearing Loss: Post-Secondary Voices and Universal Design for Learning	Junior Ballroom A & B
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Speaker: Shirley Coomber

Description: Human rights legislation in Canada has supported the provision of disability support services within the public post-secondary system in British Columbia. However, most institutions and their students with hearing loss have faced the challenge of disparate views regarding access to learning. A rights-based approach has not achieved the goals of inclusion, diversity and equality in all situations. It appears there is room to further explore the impacts of this approach and an alternate paradigm – universal design for learning – that may have equal potential to meet legal access obligations.

This presentation points to future innovation in higher education with regard to supporting students with hearing loss through universal design for learning. Discussion will focus on the implications of research findings for educational redesign in the areas of professional practice, professional development, and academic access policies, and recommends areas for further research related to universal design for learning, educational leadership, and social justice.

During this session, participants will:

- Understand hearing loss as one type of diversity within the learning environment
- Understand universal design for learning as a new guiding

paradigm in learner-centred education that has benefits for all students

- Reflect on the social landscape in post-secondary institutions with regard to meeting the learning needs of diverse learners
- Identify social structural changes that may support the implementation of universal design for learning

Presenter

Dr. Shirley Coomber is a long-time disability services coordinator and presently is coordinator of the BC Post-Secondary Communication Access Services in the Province of British Columbia, Canada. She has held leadership roles in her profession and in 2006 obtained her PhD from Simon Fraser University.

Workshop Length: 90 minutes

Young Adult Session

2:00 P.M. – 3:30 P.M.	The Role of Intercultural Communication and Collaboration for Hard of Hearing Youth and Adults	Grand Ballroom D
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Speakers: Karina Chupina, Lianne de Jonge, and Noora Penttinen

Description: The workshop will focus on the complexity and necessity of intercultural communication and collaboration between hard of hearing people, despite the cultural differences, hearing loss and language barriers. Through the workshop concrete suggestions for improving intercultural communication and, hence, the quality of life of hard of hearing people at local and national levels will be shared.

During this session, participants will:

- Explore the challenges to intercultural communication
- Develop strategies to counteract barriers to communication, such as: (a) intercultural barriers (b) communication barriers resulting from hearing loss, and (c) language barriers.
- Learn about the social situation of hard of hearing young people across different countries of Europe through the presentation of the results of the IFHOHYP international research project “Hard of hearing young people in Europe: Developing strategies on access to equal participation, social inclusion and protection of human rights.” The project was supported by the Council of Europe.

Presenters

Karina Chupina is an international trainer and consultant, freelance journalist and researcher with more than nine years of experience in international youth and non-government organizational work. She is currently the president of the International Federation of Hard of Hearing Young People

(IFHOHYP) and a member of the Trainers' Pool of the Council of Europe's Directorate of Youth and Sport. Ms. Chupina obtained an MA in international journalism as well as an executive MA in international and European relations and management. Her research and training are focused on issues of the social inclusion of minorities and people with disabilities (including people with hearing loss), as well as inclusive methodologies in training.

Lianne de Jonge has been involved in the Dutch organization for hard of hearing youth (SHJO) since 2005 and became a board member of IFHOHYP in 2008. She has a bachelor's degree in water engineering and is working on her master's of international land and water management at Wageningen University in the Netherlands.

Noora Penttinen is a university student and volunteer worker. She currently serves as the secretary of IFHOHYP. Noora has been active in the Finnish Federation of Hard of Hearing for more than five years and formerly was the IFHOHYP auditor for two years. She has been on the organizing team of IFHOHYP Study Session with the co-operation of the Council of Europe in 2006 as well as on the organizing team of the 2004 IFHOH World Congress Youth Forum. She has been studying at the University of Tampere, Finland since 2004 and plans to obtain a master's degree in international relations.

Workshop Length: 90 minutes

3:30 P.M. – 4:00 P.M.	BREAK	Pavilion Ballroom
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Workshop K

4:00 P.M. - 5:30 P.M.	Hard of Hearing People in Time of Crisis and Emergencies	Grand Ballroom A & B
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Speakers: Ahiya Kamara and Lise Hamlin

Description: This workshop will provide concrete solutions to problems faced by individuals with hearing loss when preparing for an emergency. Participants will hear about lessons learned from the war in northern Israel and Hurricane Katrina and other emergency events as they relate to people with hearing losses.

Hard of hearing persons are especially vulnerable in emergency situations because of difficulties in hearing warning sirens when sleeping at night without their hearing aids, difficulty in gaining accurate information from the media, and difficulty in communicating with the immediate surroundings.

Ways to overcome hearing difficulties in emergency situations will be discussed in this workshop. These include emergency alerting options such as emergency television broadcasts and text alerting systems and devices, and emerging technology such as text radio. Participants will be engaged in a discussion regarding the elements of emergency preparation, including creating an emergency family plan and individual

emergency kits. Strategies to advocate for change in public policy so that people with hearing loss are included in community emergency plans will be explored.

The workshop will draw from the experiences of the Deaf and Hard of Hearing Consumer Advocacy Network (DHH-CAN) which worked with emergency officials to compile a report about experiences Deaf and Hard of Hearing individuals faced during 9/11 and its aftermath entitled, "Emergency Preparedness and Emergency Communication Access: Lessons Learned since 9/11 and Recommendations." As well, the experiences of Bekol, the organization of and for hard of hearing people in Israel, will be shared. During the months of July and August 2006, when over 1.5 million citizens in the North of Israel were hit by rockets and missiles, Bekol went right into action reaching out to help hard of hearing people in areas under fire as well as victims suffering from hearing injuries.

During this session, participants will:

- Learn about the elements of emergency preparedness, how to create their own emergency plan and an emergency kit that meets their needs
- Learn about technology that helps people with hearing losses in emergencies
- Understand public policy issues as it relates to emergency preparedness issues and how to advocate for the needs of people with hearing loss
- Learn what resources are available for additional information

Presenters:

Ahiya Kamara's hearing was damaged when he was one year old. Ahiya volunteered to serve in Israel's Defense Force and later earned his bachelor's degree in psychology from the Hebrew University in Jerusalem and a master's degree in education for the hearing-impaired from Tel-Aviv University. Ahiya is one of the founders of Bekol, the hard of hearing organization in Israel, established ten years ago, and has been serving as Bekol's executive director for the past seven years. During the recent war in northern Israel Ahiya was one of the leading activists concerned with the well being of hard of hearing people.

Lise Hamlin is director of access & advocacy at the Northern Virginia Resource Center for Deaf & Hard of Hearing Persons (NVRC). Ms. Hamlin joined NVRC as the regional emergency preparedness specialist for TDI's Community Emergency Preparedness Information Network. She currently serves on the US Access Board's Passenger Vessel Emergency Alarms Advisory Committee, the E9-1-1 Stakeholders Council, Senior Citizen Fire Safety Task Force, Northern Virginia Voluntary Agencies Active in Disaster, Fairfax County's Citizen Corps Council, and as vice chair of the Montgomery County Commission on People with Disabilities. She is a former trustee of Hearing Loss Association of America.

Workshop Length: 90 minutes

Workshop L

4:00 P.M. – 5:30 P.M.	Hard of Hearing Children in the School Years: Family Needs for Support and Connection	Junior Ballroom C & D
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Speakers: Janet Jamieson and Dr. Brenda T. Poon

Description: The arrival of a child with hearing loss into a family with no members with hearing loss affects the entire family. Family needs for information and support tend to be well addressed in the early years following the diagnosis, but when the child enters the child-centered school system, the family needs are largely ignored. The workshop will discuss the research undertaken to investigate family needs for information and support during the school years.

As part of the research study, through surveys and focus groups, parents of hard of hearing children and youth candidly revealed their ongoing needs for information and support. Although some idiosyncrasies were noted, overall there seemed to be almost predictable needs at different points of family development. The children with the hearing loss, parents, siblings, grandparents, and families as whole entities have unique needs that are related directly or indirectly to the child's hearing loss – and are often unrecognized. Parents clearly described the pivotal role of professionals during the school years as well as frequent – and usually unaddressed – family needs for mental health support

Implications of the research findings for service provision to families are described. This session will be of interest to both parents and professionals.

During this session, participants will:

- Be given a description of the rationale for and design of a research project aimed at investigating information and support needs of families of school-aged hard of hearing children
- Be provided a description of the needs of families of hard

of hearing school-aged children for information and support

- Receive information on suggested services and supports that educational, audiological, and mental health professionals could provide to families to help meet their expressed needs

Presenters

Deaf and hard of hearing children and their families have been **Dr. Janet Jamieson's** professional focus for almost 30 years. Dr. Jamieson undertook graduate studies in speech-language pathology at the University of Western Ontario and in school counselling at Gallaudet University, and received her doctorate from McGill University. She has worked as a school counsellor with deaf, hard of hearing, and deaf-blind students and their families, and is currently the director of the graduate program in Education for the Deaf and Hard of Hearing at the University of British Columbia, Canada. Research interests include the social and cognitive development of children with hearing losses.

Dr. Brenda Poon is an assistant professor with the Human Early Learning Partnership (HELP), which is an interdisciplinary network of faculty, researchers, and graduate students across six of BC's universities. Dr. Poon completed her master's in deafness studies from the University of Alberta and her doctorate in special education at the University of British Columbia. Her research interests pertain to evaluating the impact of early childhood hearing, vision, and dental screening programs on children's developmental outcomes. Dr. Poon is also interested in investigating health care contexts and ways that they may be sensitive to the diverse social-emotional needs of families.

Workshop Length: 45 minutes

Workshop L

4:00 P.M. – 5:30 P.M.	Early Hearing Detection and Intervention in BC – A Made in BC Program	Junior Ballroom C & D
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Speakers: Anne Marie Newroth, and Susan Lane

Description: Birth to age five is a critical period for language development and infants with hearing loss receiving intervention support by age 6 months have significantly better outcomes.

Each year in the province of British Columbia, Canada approximately 120 babies are born with a significant hearing loss; average age of diagnosis is between 2 and 3 years old.

In 2005, the Government of British Columbia in Canada announced the creation of a new provincial program, the BC Early Hearing Program, for the early detection and intervention for young children with hearing loss. The goal of BCEHP is to have babies with hearing loss screened by age 1 month, hearing status confirmed by age 3 months and enrolled in early intervention and supports by age 6 months.

This presentation will introduce the BCEHP with particular emphasis on its screening, diagnostics and early intervention services. Attendees will get information on the following key areas of the program; screening, diagnostics, and intervention, as well as current statistics for the program.

During this session, participants will;

- Be introduced to the BC Early Hearing Program with particular emphasis on the screening, diagnostics and early intervention services provided
- Learn about how infant screening works, how to access these services and the process a family experiences
- Learn how BCEHP developed a province-wide program and intervention services model despite the geographic and practical challenges of providing services to families in rural and remote communities

Presenters

Ann Marie Newroth trained as an audiologist and worked in Public Health Audiology at the Vancouver Island Health Authority for over 20 years in both a clinical and administrative role. Ann Marie led the development of the first Universal Newborn Hearing Screening Initiative in BC for the Capital Region. She joined the Provincial Health Services Authority in 2006 as the provincial coordinator for the new provincial early screening program, called the BC Early Hearing.

Susan Lane trained as both a speech-language pathologist and audiologist with a special interest in early communication development. She worked with the BC Family Hearing Resource Centre for 25 years as the Centre's executive director. Susan was instrumental in developing training and support programs for parents of young deaf and hard of hearing children as well as training programs for professionals. In January, 2008 she assumed the role of full-time provincial intervention coordinator for BCEHP. Ms. Lane has co-authored *My Turn to Learn: A*

Communication Guide for Parents of Deaf and Hard of Hearing Children.

Workshop Length: 45 minutes

Workshop M

4:00 P.M. – 5:30 P.M.	Bilateral Cochlear Implants – Two Ears are Better Than One	Grand Ballroom C
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Speaker: Mark Doshier

Description: Bilateral cochlear implantation raises many questions for both current users and those considering a cochlear implant for themselves or their child. The benefits of bilateral cochlear implants will be discussed. As well, this presentation will highlight findings from Cochlear Corporation's Nucleus clinical trial data of bilateral cochlear implantation for adults and preliminary data on its pediatric study.

During this session, participants will:

- Who may want to consider bilateral cochlear implants
- Accessibility to bilateral implantation
- Summarization of the outcomes of the Nucleus bilateral clinical trials
- Personal experiences of a bilateral recipient

Presenter

Mark Doshier lives in McKinney, Texas (USA) with his wife Karen and his daughter Sarah. He graduated from the University of Oklahoma where he earned a bachelor's degree in business administration. He joined Cochlear as a manager, Cochlear Awareness Network, in August of 2005. Prior to joining Cochlear, he spent 20 years in several different executive capacities in the retail industry.

Mark was diagnosed with mild hearing loss at age 15 and his hearing loss progressively worsened until he was 30 at which time he was profoundly deaf and was getting little use from his hearing aids. In 2002, he became a bilateral cochlear implant recipient and has enjoyed huge success with his implants.

Workshop Length: 90 minutes

Workshop N

4:00 P.M. – 5:30 P.M.	Exchange of Junior Experiences of Working for and with Ménière's Patients from the Non-medical Entrance	Ballroom A & B
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Speaker: Henk de Graaf

Description: This panel will encourage an exchange of the experiences of persons with and working for and with

Ménière's patients from the non-medical standpoint. As well, this presentation will report on the results of the Dutch Committee on Ménière's, which had over 25 years experience working with Ménière's patients in a self-help capacity.

Topics include: education and awareness, self-help activities and programs, advocacy work, Internet forums: successes and limits/weaknesses, relations with the medical establishment

During this session, participants will:

- Gain insight into the lessons learned
- Learn about successes of various activities and programs
- Learn the role of Internet forum, its successes and weaknesses
- Learn about relations with the medical establishments

Presenter

Henk de Graaf, NVVS, Commission Ménière, the Netherlands, has worked with Portuguese speaking countries in Africa mainly Angola and Mozambique (Eduardo Mondlane Foundation 1975 – 1986) and more general development cooperation with Southern Africa (Hivos 1986 – 2005) He is an volunteer worker in the Netherlands particularly with the NVVS, Ménière Committee and he has Ménière's. During the session he will provide reflections of the results of 25 years of advocacy work on Ménière's issues.

Workshop Length: 90 minutes

Young Adult Session

4:00 P.M. – 5:30 P.M.	Improving the Quality of Life of Hard of Hearing People as a Political Issue	Grand Ballroom D
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Speaker: Esa Kalela

Description: Hard of hearing people should be involved in creating policies that improve their quality of life, otherwise, this leads to patronizing practices and decisions being made for them. Involvement requires that hard of hearing individuals become aware of their right to demand that relevant issues to them be addressed.

Policies aimed at improving the quality of life for hard of hearing individuals are implemented by various authorities and institutions, such as the social sector and schools for the hearing impaired. Policies are built on assumptions about what kind of life is qualitative for the hard of hearing community. However, to be representative of hard of hearing persons, policies aimed at improving quality of life cannot be based on

generalizations of different aspects of life for a hard of hearing individual.

The approach outlined for this workshop is based on a recent study on the socio-cultural situation of the Finnish hard of hearing.

During this session, participants will examine issues about the quality of life for hard of hearing individuals including:

- Why hard of hearing individuals should not be thought of as a homogeneous entity
- Why hard of hearing individuals who identify themselves with the majority of the population seem to have the biggest problems with their quality of life
- Differences amongst hard of hearing persons, including those who use sign language and share the culture of the deaf and others who take a different approach

Presenter

Esa Kalela graduated from the University of Helsinki in Finland in 2006 with a master's in education. During his studies, he specialized in Finnish sign language and the culture of the deaf. For several years, his main interest was the socio-cultural experiences of hard of hearing people. He has produced four academic studies with the aim of developing a theoretical frame of reference for his future PhD thesis dealing with the hard of hearing community. He works as a researcher for the Finnish Federation of the Hard of Hearing.

Workshop Length: 90 minutes

6:00 P.M. – 7:00 P.M.	CHHA AGM and Awards Presentation	Grand Ballroom C
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7:30 P.M. – 9:30 P.M.	Cochlear Americas Reception	Junior Ballroom
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This event will be of importance to people with cochlear implants, potential candidates, or anyone with a particular interest in cochlear implants.

The program will include a guest speaker, a "strawberry tea" and lots of time to mix and mingle, meet new people and connect with friends. Attending also will be Dr. Sipke Pijl, head of the Cochlear Implant Clinic at Saint Paul's Hospital.

Featured speaker: Mark Doshier of Cochlear Americas

SATURDAY JULY 5, 2008

8:30 A.M. – 5:00 P.M.	Registration	Third Floor Foyer
9:00 A.M. – Noon	Silent Auction Item Pick-up	
Opening Plenary		
9:00 A.M. – 10:30 P.M.	The United Nations Convention on the Rights of Persons with Disabilities and Its Importance for Hard of Hearing People Worldwide	Grand Ballroom A & B

Speakers: Jan-Peter Strömberg, Marcia B. Dugan, and Charlotta Göller

Description: The United Nations Convention on the Rights of Persons with Disabilities was adopted on December 13, 2006. The Convention deals with the rights of persons with disabilities and marks a “paradigm shift” in attitudes and approaches to persons with disabilities, from a medical to a human rights approach. It reaffirms that all persons with all types of disabilities must enjoy all human rights and fundamental freedoms.

The Convention is referred to as the first civil society convention, alluding to the involvement of persons with disabilities and their expertise in the elaboration of the text. Allegedly, approximately 80% of the final text comes from civil society.

The Convention negotiations began in 2002 and IFHOH became involved in 2005. A consequence of the late involvement of IFHOH is that there is no direct reference to hard of hearing people in the Convention. That is history and we now need to focus on the interpretation and implementation of it, making sure hard of hearing people are included.

The presentation will describe the background of the convention, IFHOH’s involvement in elaborating it, and an analysis of its importance for hard of hearing people worldwide.

Presenters:

Jan-Peter Strömberg is president of the International Federation of Hard of Hearing People, a position held since 2006; he has been a board member since 2002. He is president of the Swedish Association of Hard of Hearing People and has held that position since 2000. He has been an IFHOH representative to the International Disability Alliance (IDA) since 2006.

Marcia B. Dugan is immediate past president of the International Federation of Hard of Hearing People, holding the office from 2001 – 2006. From the United States, she is a former president of Hearing Loss Association of America. She was an IFHOH representative to the International Disability Alliance (IDA) from 2005-2007.

Charlotta Göller is an international policy officer for the Swedish Association of Hard of Hearing People and has participated as an observer at IDA meetings since 2004. She has a master’s degree in peace and conflict studies and international relations.

10:30 A.M. – 11:00 A.M. BREAK

Workshop A

11:00 A.M. – 12:30 P.M.	Audiologist and Hearing Loss Stigma Meets Positive People	Grand Ballroom A & B
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Speakers: Kenneth Southall and Gael Hannan

Description: The aim of this workshop is to discuss hearing loss stigma in a new light. Presenters will examine a recent study on positive responses to stigma to illustrate ways to protect oneself against the negative effects of stigmatization.

Traditionally, audiology researchers interested in stigma have examined the harmful consequences of the prejudice and discrimination of individuals who are hard of hearing. Few efforts have been made to learn from individuals who thrive in spite of the mistreatment caused by hearing difficulties.

In this interactive workshop, the key findings from that study will be used to recommend strategies that may help protect oneself against the negative effects of stigmatization. Organizers will also comment on theory, policy and rehabilitative practices. The overall goal of this workshop is to help people with hearing loss develop a more positive self-image.

In this session, participants will:

- Learn new strategies to help buffer the negative effects of stigmatization
- Understand factors that moderate the impacts of stigmatization
- Gain a clearer view of why people with hearing loss “buy in” to stigmatization

Presenters

Kenneth Southall, BSc, MSc., is a PhD candidate (sciences biomédicales) at the Centre de recherche - Institut universitaire de gériatrie de Montréal Affilié à l’Université de Montréal. His doctoral study examined factors that influence use of assistive listening devices by older adults. He is currently investigating the pre-procurement factors that influence the use of technologies by older adults who have a hearing loss.

Gael Hannan is a writer, actor, and public speaker who grew up with a progressive hearing loss that is now severe-to-profound. She is on the national board of the Canadian Hard of Hearing Association (CHHA), and an active advocate for hearing awareness in many capacities.

Workshop Length: 90 minutes

Workshop B: Panel Discussion

11:00 A.M. – 12:30 P.M.	Become a Hero, Unleashing Your Potential within the Workplace	Junior Ballroom C & D
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Speaker: Michael Currie

Description: Persons with hearing loss must actively overcome perceptions of having a hearing disability. They must explore ways to succeed mentally by never taking “no” for an answer and learn to find ways to overcome obstacles

By taking advantage of technology available today, hard of hearing and deafened persons can create opportunities for further personal and professional development. One technology option for hard of hearing is a cochlear implant. As well, many people have been able to succeed with very traditional methods or what we might consider to be the hard way of doing it. Dream big, goals and possible opportunities are available.

During this session, participants will:

- Learn about some current successful HOH people in today's competitive workforce and what tools they use to overcome obstacles
- Look at how to create opportunities for personal and professional development by utilizing mentors and networking with other successful people and how to plan ahead.
- Be exposed to potential technology such as cochlear implant which might be an option for some hard of hearing people to succeed today and in the future.

Presenter

Michael Currie was born with a bilateral profound hearing loss. He was mainstreamed in elementary years, home schooled for junior and senior high school and graduated with a bachelor of arts in 2000. Despite having a hearing loss, he worked as a lifeguard and reached the highest rank in Air Cadets. Currently, he is very active with the Canadian Hard of Hearing Association and the Bionic Ear Association. While working full-time as a desktop and network specialist on the trading floor at Powerex, he is attending the University of British Columbia, Canada, to obtain the prerequisites for the master's of science in audiology.

Workshop Length: 30 minutes

Workshop B

11:00 A.M. – 12:30 P.M.	Hearing Loss in the Workplace: 2008 and Beyond	Junior Ballroom C & D
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Speaker: Dean Olson

Description: Old and new challenges to hearing loss in

the workplace demand new and innovative solutions. The presenter will share solutions for 2008 and beyond. Today's work environment with computer-based training, webinars, podcasts, and the shift to new technology all require new skills to survive with a hearing loss in the workplace today. The presenter has worked in various industries: telecommunications, manufacturing, academia and today, is a health IT professional. The presenter's message is not to let hearing loss force a premature job departure because accommodations may enable one to continue to be a productive employee. Despite your hearing loss, job satisfaction and productive employment are possible even with a hearing loss in 2008 and beyond.

Sub-topics include phones, meetings, training classes, interpersonal relationships, consequences of hearing loss misinterpreted as performance issues, and rapid pace of technology changes.

As a result of the workshop, participants will be able to:

- Recognize adaptation skills needed at your workplace. Self-awareness or self-efficacy is an important prerequisite to developing effective adaptation skills
- Identify accommodations needed for your hearing loss. These include the simple and cheap solutions, as well as the more complex solutions (CART, interpreters). Behavioural accommodations are usually the most important skills
- Practice techniques to ask for your accommodations. This includes how to approach superiors, human resources, coworkers and networking. Specific tactics will be reviewed

Presenter:

Dean Olson experienced a mild-to-moderate hearing loss when he was five years old. After completing high school, he went on to obtain a bachelor's degree in English, an MBA with a management information systems concentration, and then a high school language arts teaching certificate. Over the past 20 years, Mr. Olson has worked for telecommunications, health, adult computer systems training, and space manufacturing firms. He has learned how hearing loss impacts us in the workplace. In March, 2005, Dean received a cochlear implant. Today, he uses the implant in the left ear and a power hearing aid in the right ear.

Session Length: 30 minutes

Workshop B

11:00 A.M. – 12:30 P.M.	Communication Bloopers and Hearing Loss: Suggestions for Improving Communication Outcomes	Junior Ballroom C & D
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Speaker: Debbie Quinn

Description: If you have attempted to use a hearing aid or cochlear implant, you have made a conscious decision to maximize your likelihood of communication success. Everyone who lives with their own hearing loss or the hearing loss of a significant person in their life will have examples of communication bloopers. It can be frustrating and disappointing when situations are encountered that lead to a conversation breakdown.

The presenter of this session will volunteer some personal “communication bloopers” discuss how different environments can affect your communication and different ways to minimize these breakdowns.

Participants will:

- Gain an understanding of how the listening and visual environment can affect communication
- Be able to identify at least three different communication strategies that can influence ease of communication in different environments (for communicators with hearing loss and also for those with normal hearing when communicating with someone with hearing loss).
- Look on the lighter side of a communication breakdown, either their own or someone else's, to recognize that communication breakdowns do occur, acknowledge that it is sometimes difficult, and identify there are ways to gain control of the situation

Presenter

Debbie Quinn experienced progressive hearing loss from the age of 18. In 2003, at the age of 39, she received a cochlear implant. Debbie has worked for the City of Ottawa for the past 27 years and is currently the supervisor of administrative support for transit operations. Debbie's experience includes working with employees with a disability who require modified working requirements; helping visual, hearing and mobility impaired transit passengers who use the transit service; ensures working conditions are in accordance with health and safety legislation; co-ordinates annual events, special projects and takes part in orientation sessions for new employees.

Session Length: 30 minutes

Workshop C

11:00 A.M. – 12:30 P.M.	Top Ten Tips for Making a Classroom Accessible	Grand Ballroom C
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Speaker: Donna Sorkin

Description: With the majority of children with hearing loss now attending school in public or private mainstream classrooms, parents should be prepared to aid school personnel in

understanding and addressing their child's needs. This workshop will review key topics that can help achieve a favourable classroom environment as well as provide guidance for the classroom teacher. Among the top tips to be addressed are: FM systems and the how's and why's for a school environment, classroom acoustics, troubleshooting technology, the role of classmates in a child's success at school, and best practices for teachers working with hearing impaired children in the classroom.

The workshop is intended for parents of children with hearing loss and the educational personnel who serve such children.

As a result of this session, participants will be able to:

- Advise on, or advocate for, FM systems in the classroom
- Describe the role of the mainstream classroom teacher in providing a positive classroom environment for the child with a hearing loss
- Initiate actions to involve classmates in addressing the needs of a child with hearing loss

Presenter

Donna Sorkin MA, is vice president, consumer affairs at Cochlear Americas where she leads activities aimed at the broad life needs of adults and children including Cochlear's HOPE program for educational professionals. Ms. Sorkin was executive director of Self-Help for Hard of Hearing People (1993 to 1999) and executive director of the Alexander Graham Bell Association for the Deaf and Hard of Hearing (1999 to 2001). She has served on a number of federal, corporate and university boards including the U.S. Access Board and the National Institute on Deafness (National Institutes of Health) Advisory Board.

Workshop Length: 90 minutes

Workshop D

11:00 A.M. – 12:30 P.M.	CHHA and the Ukraine: A National Perspective?	Junior Ballroom A & B
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Speakers: Dr. Michael Rodda, Dr. Roman Petryshy, and Stuart Morris

Description: Since 1908, MacEwan College and the University of Alberta have been closely involved in educational and other developments for hard of hearing (and deaf) individuals in the Ukraine. This presentation will describe previous programs, future objectives, and a possible relationship with CHHA and IFHOH.

In 1991, Ukraine became independent for the first time in over 400 years. The political structure of Ukraine was opened up to review by internal and external agencies in an exciting climate in which change was welcomed. The Ukrainian heritage in Canada seized the opportunity to re-establish its

roots and help Ukraine to make the change from a Soviet system to a Westernized democracy. Education was an integral part of this change, specifically education, post-secondary education and the civil rights of hard of hearing (and deaf) individuals.

The Ukrainian Research and Development Institute at MacEwan College (URDC) worked to support these changes and eventually partnered with the Western Canadian Centre for Studies in Deafness (WCCSD) at the University of Alberta. Amongst many achievements, they developed a summer institute program that, in the last 7 years, has provided support/training to approximately 1,200 hard of hearing/deaf students, their families, their teachers and their administrators.

Together URDC and WCCSD, with other colleagues from MacEwan and the University of Alberta, have developed joint programs with the Institute of Special Education and also the Academy of Pedagogical Sciences of Ukraine. In recent months they have cooperated in these programs with the Canadian Centre for Disability Studies in Winnipeg and are pursuing relationships with CHHA and IFHOH.

In this session, participants will:

- Learn about programs for hard of hearing students/adults in Ukraine, including the post-independence (1991) movement in Ukraine
- Discuss the use of the “civil society” model to facilitate educational change in Ukraine and the opportunities it provides to provide a “test bed” for other countries (including Canada)
- Discuss the role CHHA may play in a Canadian project providing international opportunities for facilitating improvements in educational and other programs and services for hard of hearing children, students and adults.

Presenters

Roman Petryshyn, B.A., M.A. PhD, is director of the Ukrainian Resource and Development Centre (URDC), Grant MacEwan College, Canada and holds the Drs. Peter and Doris Kule Chair in Ukrainian Community and International Development. He is active in the Canada Ukraine Research Team, administered jointly with the Faculty of Education, University of Alberta, to study and improve educational services available to children with disabilities in public schools in the Ukraine.

Michael Rodda, PhD, is a respected researcher, academic, teacher and psychologist working with individuals with hearing loss. Based at Bridges Support Services Association in Edmonton, Alberta, Canada, he is a term faculty member in MacEwan's Psychology Department. He and Dr. Roman Petryshyn are the only two North American members of the 25 foreign members of the Academy of Pedagogical Sciences of Ukraine.

Stuart Morris is vice president of the Canadian Hard of Hearing Association (CHHA). He is a PhD student in measurement, evaluation, and cognition, University of Alberta, Canada. His research interests include: human information processing models; speech-to-text technology for persons with hearing loss; and general measurement issues in quantitative research.

Workshop Length: 90 minutes

Young Adult Session

11:00 A.M. – 12:30 P.M. Optimal Communication Grand Ballroom D for Hard of Hearing People-Combining Technology and Bilingualism

Part 1: The Possibilities and Limitations of Technology – Today and Tomorrow
Speaker: Ulf Olsson

Part 2: Combining Technology and Bilingualism: Participation Through Bilingualism
Speaker: Maria Midbøe

Description (Part 1): For many years now, technology has been a necessity to enable communication between hard of hearing people and hard of hearing people and others. The question, however, is how it works in practice and how hearing technology combines with general technology in modern society? What are the limitations in the area of technology today? What can we expect from the technology of tomorrow, viewed from a hard of hearing perspective? Will technology ever be the perfect and satisfactory solution for hard of hearing people's communication?

Description (Part 2): An individual's benefits of technology depend on his or her type of hearing loss as well as the hearing environment. To achieve optimal participation, knowledge of sign language is a viable alternative. This workshop discusses the use of sign language among hard of hearing people and discusses what today's brain research tells us about a hard of hearing child's language development.

The workshop starts with the premise that sign language in early age is not a threat to speech development; on the contrary, sign language can be a support for the development of speech. A hard of hearing person must have the right to communication even when the technology is insufficient. Bilingualism brings the individual to a safety and comfort level in communication. The key to optimal communication among hard of hearing people is the individual's right to choose. The individual must be given the prerequisites to make a choice. Therefore, learning of speech and sign language must start at an early age and proceed as parallel developments.

During this session, participants will:

- Discuss how the need of sign language differs among hard of hearing people
- Discuss what brain research says about a hard of hearing child's language development
- Discuss how access to bilingualism makes it possible for the individual to choose communication depending on context.

Presenter

Ulf Olsson, MSc. in Applied Physics and Electrotechnics, is a Senior Project Manager for TeliaSonera for which he has worked since 1993. He was a member of the board for the Swedish Organization for Hard of Hearing Young People 1982-1984, and a member of the board for the Swedish Association of Hard of Hearing People (HRF) 1989-1996, 2004—to the present.

Maria Midbøe is the Vice-president of the Swedish Organization for Hard of Hearing Young People (UH). Prior to assuming this position in 2007, she was a board member, a position held since 2006. Currently, Ms. Midbøe is a completing a Master's of Science in Psychology.

Workshop Length: 180 minutes (Continues at 1:30 P.M. following lunch)

12:30 P.M. – 1:30 P.M. LUNCH (on your own)

Workshop F

1:30 P.M. – 3:00 P.M.	World Health Organization: Training Resource and Need for Hearing Awareness Programs	Grand Ballroom A & B
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Speakers: Sally Harvest and Andrew Smith

Description: Recent World Health Organization (WHO) estimates for the global burden of disease (2005) shows that 278 million people worldwide are estimated to have a disabling hearing impairment. Approximately 50% of these cases are preventable. The role of primary health care workers (PHCW) is vitally important for the prevention, diagnoses and treatment of ear and hearing disorders. With understanding and support, people with hearing impairment can play productive roles in the household, education programs or in the workplace. People with hearing impairment and their families/communities can acquire necessary hearing management skills through the Hearing Awareness Program.

This presentation on the Hearing Awareness Program, a WHO training resource, will highlight three levels of information (as well as knowledge and skills) available to primary health care workers so that he/she will be better able to explain ear and hearing conditions, provide treatment and work with and provide support to members of the patient's

family and broader community. The structure of the HAP program will be explained and resources for raising awareness in the community and schools will be discussed. The presentation will include diagrams, photographs, examples of interactive exercises included in the training resource.

This presentation will demonstrate that prevention, treatment and management of ear and hearing problems with a Hearing Awareness Program helps reduce the prevalence of hearing impairment.

Presenters

Sally Harvest currently works for the National Association of Deaf People in Ireland. She is an experienced trainer with a proven track record of developing accessible training materials and resources for children, adults, teachers, primary health care workers (WHO), and people with disabilities (deafness), as well as working with voluntary, statutory, and community-based organizations. She is experienced in areas relating to equality of opportunity and access to training and education. Sally Harvest is profoundly deaf.

Andrew Smith was responsible for the program for Prevention of Deafness and Hearing Impairment at the World Health Organization, based in Geneva, Switzerland from 1996 until February 2008. He is now based at the London School of Hygiene and Tropical Medicine in its International Centre for Eye Health, where he is helping the centre extend its mandate into the field of hearing loss. Prior to WHO, he was head of the Hearing Impairment Research Group at the Liverpool School of Tropical Medicine, UK. He originally trained as a pediatrician and then developed interests in international public health, especially the prevention of the causes of disability in developing countries. He has been principal investigator or provided technical advice in surveys and intervention studies on hearing impairment in various developing countries around the world.

Workshop Length: 90 minutes

Workshop G

1:30 P.M. – 3:00 P.M.	Combining Hard of Hearing with Volunteers	Grand Ballroom C
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Speaker: Ruth Zilberman

Description: In this session the presenter will discuss working with hard of hearing volunteers and share her experiences that of "Bekol Organization" for self help persons in Israel. She will explain how she came to work as a volunteer coordinator for the organization and discuss her work with volunteers. She will discuss hiring hard of hearing volunteers, factors of change in perception& recruiting hearing volunteers, what motivates hearing volunteers to work at "Bekol," the makeup of hearing volunteers, and the integration of

hearing and hard of hearing volunteers. Also discussed will be the reasons why volunteers continue and their rewards and mutual gratification.

Presenter

Ruth Zilberman is from Israel and works as the volunteer coordinator of “BEKOL” hard of hearing organization for the last 5 years. Ms. Zilberman has been hard of hearing since early childhood and received her cochlear implanted in 2001.

Workshop Length: 45 minutes

1:30 P.M. – 3:00 P.M.	The Connection between Hard of Hearing and Mental Health	Grand Ballroom C
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Speaker: Jennika Kullman

Description: Hard of hearing affects not only the hearing organs, but also overall health. Furthermore, issues concerning social relations and communication can arise, affecting quality of life. Hard of hearing and related conditions (e.g., tinnitus) can also develop due to psychological factors.

The Finnish Federation of Swedish Speaking Hard of Hearing and Finland’s Swedish Speaking National Psychosocial Central Association are co-operating in a project called Anti Depp 2006-2009. The purpose of the project is to study and define the association between mental health and the condition hard of hearing. The project also seeks to create a model for preventing social isolation among the hard of hearing and those with mental illness. A survey has been conducted among 850 members of both organizations. The survey dealt with issues regarding depression, isolation, treatment by others, constraints, need of information and support. The first results of the study are expected in early 2008. Preliminary results indicate that similar problems can be found among members of both organizations. Findings and issues will be discussed in this session.

During this session, participants will:

- Gain an awareness of the connection between hearing loss and psychosocial factors concerning mental health based on the preliminary results in the light of previous research within the field
- Examine a preliminary model for preventing social isolation among the hard of hearing persons and those with mental illness
- Discuss the psychological effects of being hard of hearing from a consumer perspective

Presenter

Jennika Kullman is project secretary for the project Anti Depp in association with the Finnish Federation of Swedish Speaking Hard of Hearing and Finland’s Swedish Speaking National Psychosocial Central Association. She holds a degree of master

of social science with a major in international relations

Workshop Length: 45 minutes

Workshop H

1:30 P.M. – 3:00 P.M.	Perspectives from a Hard of Hearing Audiologist	Junior Ballroom C & D
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Speaker: Jamie Grew

Description: Beginning with the delayed realization of communication errors made in the company of others, and learning – through experience – the various coping strategies in such embarrassing situations, a hard of hearing person’s life experience can become a fearful, lonely, never-ending roller coaster ride.

This presentation is a reflection upon the experiences of hearing loss, with emphasis placed on the experiences of youth and young adults. Reflections will be offered from the point of view of a male audiologist with hearing loss.

The ability to see beyond bloopers in communication – and accept the reality that self-advocacy for communication needs is necessary – is key for the hard of hearing person’s successful management of hearing loss.

During this session, participants will:

- Listen to the experience of living and coping with mistakes in communication due to hearing loss. The audiologist’s appreciation of these embarrassing scenarios and the psycho-social impact these may have on the hard of hearing person will be discussed
- Review what has happened over the past few decades in the areas of hearing technology, the social stigma associated with hearing loss, strengthening self esteem and self-dignity of people with hearing loss
- Accept that many communicative errors will be made – and accept the reality that self-advocacy for communication needs is necessary – is key to the hard of hearing person’s successful management of hearing loss

Presenter

Mr. Jamie Grew, MCIsc, Aud (C), Reg. CASLO, is a clinical audiologist working in Toronto, Ontario. A graduate from The University of Western Ontario’s Graduate School of Communicative Sciences and Disorders, he began his clinical career in 2001 at Sick Kids Hospital. After four years of working in the pediatric hospital setting, Jamie transferred to The Canadian Hearing Society in 2005 where he continues to serve the pediatric population while also providing aural rehabilitation to adults. Jamie has been dependent upon hearing aids since he acquired a significant bilateral hearing loss secondary to contracting bacterial meningitis at age 2.5 years.

Workshop Length: 45 minutes

Workshop H

1:30 P.M. – 3:00 P.M.	Hearing in Harmony: Life as a Deaf Audiologist	Junior Ballroom C & D
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Speaker: Tina Childress

Description: As an audiologist, late-deafened adult, former hearing aid user, and current bilateral cochlear implant recipient, the presenter has a unique perspective both from the clinician as well as end-user viewpoint. Cochlear implant candidates and their families want to know what to expect in this journey. Tina will share some of the knowledge she has obtained both professionally and personally by discussing what networks and supports are available to candidates and their families and how they can benefit from other people's experiences. A resource list with on-line forums, parent support groups and user support groups will be provided. Participants will join with her in discussing current issues such as the impact of bilateral implantation. Finally, as a former musician, the speaker will describe how cochlear implant technology has brought music back into her life.

During this session, participants will:

- Understand the impact of hearing loss on the presenter from a dual perspective – first as an audiologist and second, as a late-deafened adult and bilateral cochlear implant recipient
- Learn about available resources for people with hearing loss through support and networking like online support groups and peer matching
- Learn about how cochlear implant technology can help with music appreciation

Presenter

Tina Childress is an audiologist and late-deafened adult who received her first Advanced Bionics cochlear implant in August 2000 and became a bilateral recipient in December 2005. She is currently a consumer services specialist for Advanced Bionics' Bionic Ear Association (BEA) where she is able to assist adults and parents of children with cochlear implants learn how to maximize their hearing potential with their technology. Through the BEA, she is able to use her dual perspective to provide support, networking opportunities and education in person at events or through e-mail. Tina is active in various support groups and online forums.

Workshop Length: 45 minutes

Workshop I

1:30 P.M. – 3:00 P.M.	Musical Ear Syndrome	Junior Ballroom A & B
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Speaker: Dr. Neil Bauman

Description: Hearing phantom sounds does not just belong to the realm of people with mental illness. For untold thousands of hard of hearing people, hearing phantom sounds is a part of their everyday lives, destroying their peace of mind and reducing the quality of their lives.

This workshop introduces Musical Ear Syndrome (MES), the phantom music, voices and weird sounds many hard of hearing people secretly experience, but rarely talk about for fear of being misunderstood. In this workshop delegates will learn that MES is not a sign of mental illness, but of something gone wrong in the auditory system. Also discussed will be five factors that typically make up this syndrome, nine things that can cause MES and eight steps that can be taken to help bring MES under control.

This workshop is based on the stories hundreds of hard of hearing people related to the author about their experiences with phantom sounds.

During this session, participants will:

- Learn about the non-tinnitus phantom sounds many hard of hearing people secretly hear, yet seldom mention for fear of being thought crazy
- Learn that MES is not a sign of mental illness but of something gone wrong in the auditory system
- Understand the five factors which typically make up this syndrome, the nine things that can cause MES
- Learn eight steps one can learn to control these phantom sounds

Presenter

Neil Bauman, PhD, is executive director, Center for Hearing Loss Help. Neil Bauman provides education, support and counsel to hard of hearing people throughout the world via his books, seminars, website and personal contact. He is the author of 10 books and numerous articles on hearing loss. His book, *Phantom Voices, Ethereal Music and Other Spooky Sounds*, is the first book to openly reveal and explain Musical Ear Syndrome.

Workshop Length: 90 minutes

Young Adult Session

1:30 P.M. – 3:00 P.M.	Optimal Communication Grand Ballroom D for Hard of Hearing People – Combining Technology and Bilingualism
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Continued from previous Young Adult Session

Speakers: Ulf Olsson and Maria Midbøe

Workshop Length: 90 minutes

3:00 P.M. – 3:30 P.M. BREAK

Closing Plenary

3:30 P.M. – 5:00 P.M.	Moving Toward the Future – Creating a Virtual Institute for Hearing Accessibility Research	Grand Ballroom A & B
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Speakers: Dr. Charles Laszlo and Dr. Kathy Pichora-Fuller

Description: Hearing loss affects about one-tenth of the world's population, and is one of the most prevalent chronic disabilities. The central issue for hard of hearing people is "accessibility" to the spoken word in all situations of everyday life.

Hearing accessibility is a very complex problem, requiring a variety of interrelated solutions. Relevant research areas include acoustics, architecture, audiology, biomedical engineering, communications, cultural anthropology, economics, demography, education, educational psychology, electronics, law, linguistics, materials science, ophthalmology, otolaryngology, physiology, psychology, sociology, speech sciences, and telecommunications.

While there is much relevant work in each of these disciplines, progress has been slow. This is due to the traditional way research is done, to the lack of participation of hard of hearing people, and to the lack of coordinated effort to appreciate the obstacles faced by hard of hearing people in everyday life.

To achieve more cohesiveness of research activities, and to ensure the critical participation of hard of hearing people themselves, it is proposed that IFHOH assume a leading role in fostering and guiding research. Envisioned is the creation of a virtual institute that will be the forum for defining our multifaceted problems, and enabling researchers to work cooperatively in different disciplines and in different countries to resolve them. This Virtual Institute for Hearing Accessibility Research is now possible through the use of Internet technology.

Objectives:

- To discuss the multidisciplinary nature of hearing accessibility research
- To explore the limitations imposed by the current research environment
- To explore IFHOH's role and to propose a structure to enable IFHOH to provide world-wide leadership in hearing accessibility research

Presenters

Dr. Charles Laszlo, CM, OBC., PhD, PEng, CCE, who has been hard of hearing since his 20's, is professor emeritus of Electrical and Computing Engineering at the University of British Columbia. He was the founding president of the Canadian Hard of Hearing Association, and director for 16 years. He also served as president of the International Federation of Hard of Hearing People.

Dr. Laszlo believes that hearing accessibility is everybody's right. His professional work has focused on creating technologies and systems that allow hard of hearing people to function effectively in their everyday lives.

Dr. Kathy Pichora-Fuller, PhD, Aud (C), is currently a full professor of psychology at the University of Toronto and an adjunct scientist at the Toronto Rehabilitation Institute. She is also an audiologist and has been the president of the Canadian Association of Speech-Language Pathologists and Audiologists and a member of the Board of the Canadian Academy of Audiology and the International Collegium of Rehabilitative Audiology.

Her interest in hearing accessibility is demonstrated in her work to link audiological practice and laboratory research. Her work has focused on the special issues of older adults who have acquired hearing loss later in life, including those living independently in the community as well as frail elderly living in long-term care facilities.

CLOSING BANQUET

7:00 P.M.	Closing Banquet Program - Ear Rage! Life on the Hearing Loss Road	Grand Ballroom A & B
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Presenter: Gael Hannan

Description: Ear Rage! is an entertaining, thought-provoking look at the reality of life with hearing loss. Gael Hannan delivers a humorous rant on the universal pet peeves of self-identification, the hearing test, technology and communicating with loved ones (and other people).

Gael Hannan is a hearing health advocate, actor and writer who grew up with a severe hearing loss. Her hearing loss work focuses on delivering a hearing conservation program for elementary students, and workshops for organizations and consumers. She has presented Unheard Voices, her award-winning solo show about the impact of hearing loss, to audiences around North America and in New Zealand. The dvd version of Unheard Voices is widely used by consumers, universities and hearing healthcare professionals to help foster understanding of the universal challenges of living with hearing loss. Gael is a Director of the Canadian Hard of Hearing Association and lives in Toronto with her husband and son.

Canadian Hard of Hearing Association/ International Federation of Hard of Hearing Persons Congress

A Global Community of Communication

July 2-5, 2008

WEDNESDAY July 2, 2008

WHEN	WHO / WHAT	ROOM
9:30 A.M.	Biennial IFHOH Meeting	Port Alberni Room
2 pm - 6 pm	Registration	North Tower Third Floor Foyer
7 pm - 10 pm	Trade Show	Pavilion Ballroom
6:30 pm - 7:30 pm	Opening Ceremonies / Wine & Cheese Reception	Junior Ballroom

THURSDAY July 3, 2008

WHEN	WHO / WHAT	ROOM
8:30 am - 5:00 pm	Registration	Third Floor Foyer
9:00 am - 5:00 pm	Silent Auction	
9:00 am - 5:00 pm	Trade Show	Pavilion Ballroom
9:00 am - 10:30 am	Opening Plenary – Around the World with Hearing Loss – Speakers: Johan Hammarström, Ahiya Kamara, Duong Phuong Hanh and Jan-Peter Strömgren	Grand Ballroom A & B
10:30 am - 11:00 am	BREAK	Pavilion Ballroom
	Workshop A	
11:00 am - 12:30 pm	Improvements to the Working Environment of Hard of Hearing and Late-Deafened People in Japan Speakers: Tadashi Takaoka, Tomoyoshi Shintani & Kyoju Sasaki	Grand Ballroom A & B
	Workshop B	
11:00 am - 12:30 pm	Demystifying Hearing Assistive Technology - Speakers: Dr. Beth Wilson & Tina Thompson (45 min) Empowering Strategies - Speaker: Janis Aaron Moore (45 min)	Junior Ballroom A & B
	Workshop C	
11:00 am - 12:30 pm	Finding A Cellphone That You Can Use: What Do You Mean the Apple iPhone is Not Hearing Aid Compatible? Speaker: Brenda Battat	Grand Ballroom C
	Workshop D	
11:00 am - 12:30 pm	Estimation of Supply and Demand of Cochlear Implantation Speaker: Ruud Van Hardeveld	Grand Ballroom D
	Workshop E	
11:00 am - 12:30 pm	Accessibility in Europe - Speaker: Marcel Bobeldijk (45 min) Voice Recognition: Results and Future Challenges - Speaker: Giuliano Pirelli & Giacomo Pirelli (45 min)	Junior Ballroom C & D
	Young Adult Session	
11:00 am - 12:30 pm	Peer Mentoring for Hard of Hearing Teens and Young People - A Pro-Active Approach Speaker: James Ferguson	Port Alberni Room



12:30 pm - 2:00 pm	LUNCH Sponsored by RIM		Grand Ballroom A & B
2:00 pm - 3:30 pm	Workshop F Speech Recognition Technology and Global Information Accessibility Speaker: Keith Bain		Grand Ballroom A & B
2:00 pm - 3:30 pm	Workshop G Lack of Information as an Obstacle to Working - Speaker: Juha Hietala (45 min) Music To Your Ears: Hearing Beyond Words with Cochlear Implants - Speaker: Lisa Gokstorp (45 min)		Junior Ballroom C & D
2:00 pm - 3:30 pm	Workshop H The Evolution of Hearing Aid Technology: New Developments Speaker: Dave Gordey		Grand Ballroom C
2:00 pm - 3:30 pm	Workshop I Population Based Surveys on Hearing Loss Around the World & their Uses Speakers: Andrew Smith, Hannah Ayukawa, Ian Mackenzie, Valerie Newton		Grand Ballroom D
2:00 pm - 3:30 pm	Workshop J Patterns of Hearing Loss in Maitama District Hospitals, Nigeria: Challenges in Management - Speakers: Dr. M. Ahmed-Danfulani & Eneche Audu (45 min) Challenges of Living with Hearing Disability in a Developing Country - Speaker: Eneche Audu (45 min)		Junior Ballroom A & B
2:00 pm - 3:30 pm	Young Adult Session Identifying and Exploring Canadian and Global Issues Relevant to Hard of Hearing Youth and Young Adults with Respect to Post-Secondary Education Speaker: Ainsley Latour		Port Alberni Room
3:30 pm - 4:00 pm	BREAK		Pavilion Ballroom
4:00 pm - 5:30 pm	Workshop K Realtime Text: An Essential Accessibility Feature Speaker: Arnoud van Wijk and Raymond Kruyer		Grand Ballroom A & B
4:00 pm - 5:30 pm	Workshop L Everything You Always Wanted to Know About Speech Recognition Systems but Were Afraid to Ask - Speaker: Pierre Dumouchel (45 min) Voice Recognition-Based Closed Captioning to Meet the Needs of Persons who are Hard of Hearing, Deafened or Deaf - Speaker: Michel Boissonneault (45 min)		Junior Ballroom C & D
4:00 pm - 5:30 pm	Workshop M Defining and Deploying Self-Advocacy for the Hard of Hearing Speaker: Kurt Lynn		Grand Ballroom C
4:00pm - 5:30 pm	Workshop N The Fight for Equal Opportunities for People with a Hearing Loss – On a Personal Level and in Society Speaker: Lotte Rømer		Grand Ballroom D

4:00 pm - 5:30 pm	Workshop O The Impact of Technology - Speaker: Jo-Ann Bentley Making the Best Use of Your Time with an Audiologist - Speaker: Marcia B. Dugan The Situation of Hearing Impaired Care Patients in Germany - Speaker: Rolf Erdmann	Junior Ballroom A & B
4:00 pm - 5:30 pm	Young Adult Session Power Me UP! - An Hour of Empowerment for Young Adults Speakers: Erika Breen & Olivia Heaney	Port Alberni Room
5:30 pm - 6:30 pm	CHHA Foundation - Annual General Meeting	Grand Ballroom C
5:30 pm - 7:00 pm	Young Adult Townhall Meeting	Port Alberni
7:00 pm - 8:30 pm	Poster Sessions	Third Floor Foyer
8:30 pm	Karaoke Reception Sponsored by Advanced Bionics	Junior Ballroom


FRIDAY July 4, 2008

WHEN	WHO / WHAT	ROOM
8:30 am - 5:00 pm	Registration	Third Floor Foyer
9:00 am - 5:00 pm	Silent Auction	
9:00 am - 5:00 pm	Trade Show	Pavilion Ballroom
9:00 am - 10:30 am	Opening Plenary - Relearning to Hear With Our Brain Speaker: Dr. Kelly Tremblay	Grand Ballroom A & B
10:30 am - 11:00 am	BREAK	Pavilion Ballroom
11:00 am - 12:30 pm	Workshop A Advocating with your Audiologist and Hearing Health Care Professional Speakers: Dr. André Marcoux & Dave Hodgson	Grand Ballroom A & B
11:00 am - 12:30 pm	Workshop B Music Therapy in Oral Deaf Education: An Early Childhood Intervention - Speaker: Beth Clark (45 min) Induction Loops - Making Them Work - Speaker: Luke Crossey (45 min)	Junior Ballroom A & B
11:00 am - 12:30 pm	Workshop C Cochlear Implant Rehabilitation: It's Not Just for Kids Speaker: Donna Sorkin	Grand Ballroom C
11:00 am - 12:30 pm	Workshop D Introducing Sound Field Amplification Technology in Elementary Classrooms - Speakers: Dr. Catherine Aquino-Russell (45 min) F.M. Use: Is it Ever Too Early - Speakers: Rosalie Yaremko & Loretta Richardson (45 min)	Junior Ballroom C & D
11:00 am - 12:30 pm	Young Adult Session Putting Numbers and Words on the Problems Young People with Hearing Loss Face in Their Everyday Life Speaker: Niels-Henrik M. Hansen	Grand Ballroom D
12:30 pm - 2:00 pm	LUNCH Sponsored by Real Time Text Alliance	Grand Ballroom A & B
2:00 pm - 3:30 pm	Workshop F Training the Ear: Strategies for Self-Directed Listening Practice with Cochlear Implant Recipients Speaker: Tina Childress	Grand Ballroom A & B



2:00 pm - 3:30 pm	Workshop G Accessibility Collaboration and Hard of Hearing People - Speaker: Sami Virtanen (45 min) Creating Consumer Awareness Through Policy Change - Speakers: Sherri L. Collins, Sherry Appleby & S.C. "George" Ghorpade (45 min)	Junior Ballroom C & D
2:00 pm - 3:30 pm	Workshop H Nuts "N" Bolts of Captioning Speaker: Sandra German, Anne Henderson & Len Sperling	Grand Ballroom C
2:00 pm - 3:30 pm	Workshop I Students With Hearing Loss: Post-Secondary Voices and Universal Design for Learning Speaker: Shirley Coomber	Junior Ballroom A & B
2:00 pm - 3:30 pm	Young Adult Session The Role of Intercultural Communication and Collaboration for Hard of Hearing Youth and Adults Speakers: Karina Chupina, Christi Menheere & Noora Penttinen	Grand Ballroom D
3:30 pm - 4:00 pm	BREAK	Pavilion Ballroom
4:00 pm - 5:30 pm	Workshop K Hard of Hearing People in Times of Crisis and Emergencies Speakers: Ahiya Kamara & Lise Hamlin	Grand Ballroom A & B
4:00 pm - 5:30 pm	Workshop L Hard of Hearing Children in the School Years: Family Needs for Support and Connection - Speakers: Janet Jamieson & Dr. Brenda T. Poon (45 minute workshop) Early Hearing Detection and Intervention in BC – A Made in BC Program Speakers: Anne Marie Newroth & Susan Lane (45 minute workshop)	Junior Ballroom C & D
4:00 pm - 5:30 pm	Workshop M Bilateral Cochlear Implants - Two Ears are Better Than One Speaker: Mark Doshier	Grand Ballroom C
4:00 pm - 5:30 pm	Workshop N Exchange of Experiences of Working for and with Ménière's Patients from the Non-medical Entrance Speaker: Henk de Graaf	Junior Ballroom A & B
4:00 pm - 5:30 pm	Young Adult Session Improving the Quality of Life of Hard of Hearing People as a Political Issue Speaker: Esa Kalela	Grand Ballroom D
6:00 pm - 7:00 pm	CHHA AGM and Awards Presentation	Grand Ballroom C
7:30 pm - 9:30 pm	Cochlear Americas Reception 	Junior Ballroom

SATURDAY July 5, 2008

WHEN	WHO / WHAT	ROOM
8:30 am - 5:00 pm	Registration	Third Floor Foyer
9:00 am - NOON	Silent Auction Item Pick-up	
9:00 am - 10:30 am	Opening Plenary – The United Nations Convention on the Rights of Persons with Disabilities and Its Importance for Hard of Hearing People Worldwide Speakers: Jan-Peter Strömgren, Marcia B. Dugan, Charlotta Göller	Grand Ballroom A & B

10:30 am - 11:00 am	BREAK	
11:00 am - 12:30 pm	Workshop A Hearing Loss Stigma Meets Positive People Speakers: Kenneth Southall and Gael Hannan	Grand Ballroom A & B
11:00 am - 12:30 pm	Workshop B - Panel Discussion Become a Hero, Unleashing Your Potential within the Workplace - Speaker: Michael Currie Hearing Loss in the Workplace: 2008 & Beyond - Speaker: Dean Olson Communication Bloopers and Hearing Loss: Suggestions for Improving Communication Outcomes Speaker: Debbie Quinn	Junior Ballroom C & D
11:00 am - 12:30 pm	Workshop C Top Ten Tips for Making a Classroom Accessible Speaker: Donna Sorkin	Grand Ballroom C
11:00 am - 12:30 pm	Workshop D CHHA and the Ukraine: A National Perspective? Speakers: Dr. Michael Rodda, Dr. Roman Petryshyn & Stuart Morris	Junior Ballroom A & B
11:00 am - 12:30 pm	Young Adult Session Optimal Communication for Hard of Hearing People-Combining Technology and Bilingualism – Part 1: The Possibilities and Limitations of Technology-Today and Tomorrow Speaker: Ulf Olsson Part 2: Combining Technology and Bilingualism: Participation Through Bilingualism Speaker: Maria Midbøe	Grand Ballroom D
12:30 pm - 1:30 pm	LUNCH (on your own)	
1:30 pm - 3:00 pm	Workshop F World Health Organization: Training Resource and Need for Hearing Awareness Programmes Speakers: Sally Harvest & Andrew Smith	Grand Ballroom A & B
1:30 pm - 3:00 pm	Workshop G Combining Hard of Hearing with Volunteers - Speaker: Ruth Zilberman The Connection Between Hard of Hearing and Mental Health - Speaker: Jennika Kullman	Grand Ballroom C
1:30 pm - 3:00 pm	Workshop H Perspectives from a Hard of Hearing Audiologist - Speaker: Jamie Grew (45 min) Hearing in Harmony-Life as a Deaf Audiologist - Speaker: Tina Childress (45 min)	Junior Ballroom C & D
1:30 pm - 3:00 pm	Workshop I Musical Ear Syndrome Speaker: Dr. Neil Bauman	Junior Ballroom A & B
1:30 pm - 3:00 pm	Young Adult Session Optimal Communication for Hard of Hearing People-Combining Technology and Bilingualism – Part 1: The Possibilities and Limitations of Technology-Today and Tomorrow Speaker: Ulf Olsson Part 2: Combining Technology and Bilingualism: Participation Through Bilingualism Speaker: Maria Midbøe	Grand Ballroom D
3:00 pm - 3:30 pm	BREAK	
3:30 P.M. - 4:45 P.M.	Closing Plenary – Moving Toward the Future – Creating a Virtual Institute for Hearing Accessibility Research Speakers: Dr. Charles Laszlo and Dr. Kathy Pichora-Fuller	Grand Ballroom A & B
4:45 pm - 5:30 pm	Closing Remarks	Grand Ballroom A & B
7:00 pm-	Closing Banquet Ear Rage! Life on the Hearing Loss Road - Speaker: Gael Hannan	Grand Ballroom A & B

Exhibit Hall Participants

Advanced Bionics

Booth Numbers 27 & 28

Advanced Bionics' mission is to improve lives by developing, manufacturing and marketing bionic technologies – implantable neurostimulation devices for a variety of conditions. Advanced Bionics people are a group of high-spirited, driven, energetic and committed technologists and professionals from all over the world with a proven record of performance in improving the lives of those who suffer from neural disorders. Website:

www.advancedbionics.com

Advanced Bionics is proud to sponsor an evening of entertainment fun with a Karaoke Reception on Thursday night July 3 after the poster presentations in the Junior Ballroom

AIM Technologies

Booth Number 4

For Over 35 years AIM has been the proud supplier of world recognized products and excellent technical services to audiologic and medical offices across Canada. Website:

www.aimtechnologies.ca

Alberta Shorthand Reporters Association

Booth Number 25

ASRA is a professional association of verbatim shorthand reporters, with members primarily in Alberta but also in other Canadian provinces, the Northwest Territories, and the United States. The ASRA is an affiliate member of the National Court Reporters Association (NCRA). Website:

www.asraonline.com

Bernafon Canada

Booth Number 20

For 25 years Bernafon Canada has been supplying assistive listening devices and systems to help deaf and hard of hearing people enjoy better communication, enhanced security and more effective social interaction. We are one of the largest suppliers of alerting devices in Canada with a nation-wide network of distributors, and the technical expertise to support them. Bernafon Canada carries products from manufacturers such as Sennheiser, Clarity, Clear Sounds, Silent Call, Ameriphone and Hal-Hen. Each product we sell carries our personal guarantee of quality and availability, with a complete Canadian warranty, and adherence to Canadian Electrical Standards (CSA). Website:

www.bernafon.ca

Canada Revenue Agency (Disability Tax Credit)

Booth Number 24

The Disability Tax Credit, also known as the disability amount, is a non-refundable credit that reduces the amount of income tax a person has to pay. You can transfer all or part of the amount to your spouse or common-law partner, or to another supporting person. Website: www.cra.gc.ca/disability

Canadian Association of Speech Language Pathologists and Audiologists (CASLPA)

Booth Number 26

With more than 5,000 members, the Canadian Association of Speech-Language Pathologists and Audiologists (CASLPA) is the only national body that supports and represents the professional needs of speech-language pathologists, audiolo-

gists, and supportive personnel inclusively within one organization. Through this support, CASLPA champions the needs of people with communications disorders. Website: www.caslpa.ca

Canadian Hearing Society

Booth Number 32

The Canadian Hearing Society is the leading provider of services, products, and information that:

- Remove barriers to communication
- Advance hearing health
- Promote equity for people who are culturally deaf, oral deaf, deafened and hard of hearing

Our services include, counselling, education, hearing health care, accessibility consulting and communication devices Website: www.chs.ca

CHHA-Newfoundland & Labrador Chapter (CHHA-NL)

Booth Number 34

CHHA-NL's mission is to improve the quality of life of hard of hearing people of all ages in Newfoundland and Labrador; to promote understanding of the prevalence, causes, and prevention of hearing loss; and to advocate for accessibility in public places. Website: www.chha-nl.nl.ca

CHHA-Sudbury Branch

Booth Number 2

A branch of CHHA servicing the Sudbury area. CHHA: Sudbury Branch offers many worthwhile programs including free speech reading classes, a Hear Now Fund, an ALD lending library, tinnitus workshops and learning to hear classes for CI recipients.

Cochlear Americas

Booth Numbers 13 & 14

Has opened the doors to a world of sound for over 100,000 people. Cochlear is the world leader in implantable hearing solutions, offering both cochlear and bone-anchored products. Our bone-anchored Baha is the industry's only bone conduction implant system. Nucleus® Freedom™ is the most reliable cochlear implant on the market, features water resistance and is backward compatible with even our earliest products. Our Nucleus recipients who were implanted over 20 years ago are now able to utilize the newest sound processors. Website: www.cochlear.com

Cochlear Reception

Friday, July 4, 7–9 pm
in the
Junior Ballroom

This event will be of importance to people with cochlear implants, potential candidates, or anyone with a particular interest in cochlear implants.

The program will include a guest speaker, a “strawberry tea” and lots of time to mix and mingle, meet new people and connect with friends. Attending also will be Dr. Sipke Pijl, head of the Cochlear Implant Clinic at Saint Paul's Hospital.

Featured speaker: Mark Doshier of Cochlear Americas

Department of National Defence

Booth Number 3

Civilian employees of the Department of National Defence work with the Canadian Forces through their support of military operations, their contributions to the department's cor-

porate responsibilities and their work at bases and various regional sites. DND is part of the Public Service of Canada. As such, we offer an attractive total compensation package as well as learning and professional development for our employees to keep them at the forefront of their fields. We are proud to have a diverse workforce that mirrors Canadian society. We value work-life balance and have developed programs to encourage this among our employees. Website: www.forces.gc.ca

Ear Technology/Dry and Store

Booth Number 11

Moisture. It dampens the responsiveness of microphones and speakers, corrodes battery contacts, and interferes with conductivity of delicate electronics. Fortunately there's an antidote to damaging moisture: the Dry & Store conditioning system. Incredibly effective at removing moisture, Dry & Store's patented process also kills the germs that often cause itchy ears. Users report an end to static, intermittency, volume fluctuations, even hearing aid failure caused by moisture. Professionals report significant reductions in hearing instrument repairs. With Dry & Store universally recognized as the pinnacle of hearing instrument care, two of the world's largest manufacturers of cochlear implant equipment now provide Dry & Store to their implant recipients. But Ear Technology Corporation is not resting on its laurels. New products are on board for domestic and international distribution as we enter 2008. Website: www.dryandstore.com

Hearingimpaired.net

Booth Number 9

Hearingimpaired.net, Inc. and MrPAWS by Snow brings you accessories and signage for people with hearing loss, and service dog supplies – we design and develop 95% of our products which include lapel pins, decals, door plaques, vests, collars, leashes, and more. New products are

developed often, so keep checking. Ask to be placed on our mailing list for news about events where we exhibit and products. Website: www.hearingimpaired.net

Hearing Loss Association of America (HLAA)

Booth Number 33

The Hearing Loss Association of America (HLAA) is the largest consumer membership organization for people with hearing loss in the United States. Our clear, straightforward message has changed the lives of thousands of people for over two decades. 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. Our programs and services include; The American Academy of Hearing Loss Support Specialists, annual conventions, Hearing Loss magazine, information and support, the National Center for Hearing Assistive Technology, and public policy and advocacy. We have over 200 chapters across the country, 14 state organizations, and our national office is located in Washington DC. Website: www.hearingloss.org

Island Hearing & Affiliates

Booth Number 21

Island Hearing & Affiliates is Canada's largest independent network of certified audiologists and hearing instrument practitioners. Founded in 1978, Island Hearing has grown to over 90 locations across the country, and has assisted over a half million people with their hearing health care needs. Island Hearing is also Canada's exclusive distributor of SpeechEasy, an anti-stuttering device. Website: www.ihs.ca

Micopower Battery Company

Booth Number 22

We are a leading supplier of hearing aid batteries to consumers and hearing aid professionals. Our company offers

custom imprinted cards to dealers as well as all the name brands including: Rayovac, Energizer, Duracell, PowerOne, Panasonic, Zenipower, Renata and iCellTech. We offer all brands of cochlear batteries and our e-commerce site, Microbattery.com is open for business 24/7. For wholesale, contact Debbie Barbour, tel. 847-484-6104 email: db@microbattery.com. Website: www.microbattery.com

Nokia Corporation

Booth Numbers 15 & 16

Nokia is the world leader in mobility, driving the transformation and growth of the converging Internet and communications industries. Nokia makes a wide range of mobile devices and provides people with experiences in music, navigation, video, television, imaging, games and business mobility through these devices. Nokia also provides equipment, solutions and services for communications networks. Website: www.nokia.com

Oral Deaf Education

Booth Number 5

ODE offers FREE RESOURCES for professionals to share with educators, families and other health care professionals who work with children that are deaf or hard of hearing. Website: www.oraldeafed.org

Oticon

Booth Number 10

As one of the world's leading manufacturers of hearing instruments, Oticon has always maintained a leading position in the research and development of hearing care solutions. The uncompromising focus on the needs of the hard of hearing forms the basis of everything we do at Oticon. We aim to supply the most sophisticated technology and audiology, and to offer a full range of the best hearing aids and fitting systems on the market. Whether it's hearing instruments or fitting systems, audiology or technology, or our relations with hearing care professionals, our starting point remains the same: We put people first! Website: www.oticon.ca

Phonak

Booth Number 29 & 30

Phonak Canada specializes in the production and distribution of technologically advanced hearing systems and communications products, including all the new instruments on our CORE platform. This includes the new Exelia micro that will complete the Exelia family. With the launch of our other CORE platform based Naida UP underway, we are excited to announce the next generation, Naida SP is just around the corner. Just like the Naida UP, the Naida SP, will have a Jr. line in both the business and economy class. With this new CORE platform we are also able to fit wirelessly and have Bluetooth functionality with the new Digital Wireless Accessories; iCube and iCom. Drop by our booth to test your knowledge. Website: www.phonak.com

Research In Motion (RIM)

Booth Number 12

A leading designer, manufacturer and marketer of innovative wireless solutions for the worldwide mobile communications market. Through the development of integrated hardware, software and services that support multiple wireless network standards, RIM provides platforms and solutions for seamless access to time-sensitive information including email, phone, SMS messaging, Internet and intranet-based applications. RIM technology also enables a broad array of third party developers and manufacturers to enhance their products and services with wireless connectivity. The RIM portfolio of award-winning products, services and embedded technologies are used by thousands of organizations around the world and include the BlackBerry® wireless platform, the BlackBerry® product line, software development tools and software/hardware licensing agreements. Website: www.rim.com

RIM is the sponsor of the Thursday Luncheon

Sennheiser Canada

Booth Number 17

For 60 years Sennheiser has been creating superlative audio products for professionals and consumers over the world, winning countless awards. Audiology products by Sennheiser exhibit the same excellent audio specifications as their music-oriented counterparts, providing assistive listening for many varied applications, from TV and theater listening to classrooms amplification. Website: www.sennheiser.ca

Sensimetrics Corporation

Booth Number 8

Seeing and Hearing Speech: Lessons in Lipreading and Listening. This interactive CD-ROM from Sensimetrics Corporation contains carefully planned lessons that help people combine what they see with what they hear, to understand speech better. Features of the training program include: highly interactive video presentation, with control of audio and video, with slow-motion repetition; background noise; practice and test modes; a wide variety of talks; and storage of results. The program allows people to train and practice lip-reading at their own pace and at home on their personal computers (For Windows PCs). Website: www.sens.com

Silent Call Communications

Booth Number 1

Silent Call Communications has been manufacturing high quality, dependable alerting devices for people who are hard of hearing, deaf or deaf/blind for over 20 years. Products include alerting devices for the telephone, doorbell, smoke detection, co detection, weather alert radio, baby cry monitoring and much more. Website: www.silentcall.com

Sound Listening Environments

Booth Number 18

Sound Listening Environments Inc. researches, develops and distributes quality products designed to improve the listening environment within academic and workplace settings. Our flagship product, Hushh-ups®, was borne from a need to reduce the problem of ambient noise for all, but particularly those challenged by hearing impairments as well as individuals with learning difficulties. Hushh-ups® easily and securely attach to furniture and eliminate the scraping noise caused by chair/desk legs. Hushh-ups® use air inflation, making it the only brand in the marketplace that is free from nitrites, nitrates and other chemicals found in pellet inflated balls. Hushh-ups® are designed to fit a variety of furniture. Because of the universal one-size-fits all, Hushh-ups® eliminate the need to purchase a vari-

ety of sizes that are necessary to accommodate different furniture configurations. Hushh-ups® is an internationally available solution to improve the listening environment. Website: www.hushhups.com

Unitron Hearing

Booth Number 19

Unitron Hearing creates world-class hearing solutions that make everyday listening easier for people with hearing loss. The company supports hearing healthcare professionals and their clients by delivering a diverse, high-value, easy-to-use product line to satisfy every hearing loss, lifestyle and budget. Unitron Hearing has made it a cornerstone of its business to incorporate premium innovations into every product category. Unitron Hearing's global Development Centre is located in Kitchener, Canada, and serves people with hearing loss through international offices and its distribution partners in over 65 countries. Website: www.unitronhearing.com

Vancouver Oral Centre for Deaf Children

Booth Number 6

A Clinical and Educational Centre for Children with Hearing Loss in Vancouver,

BC, Canada. The Vancouver Oral Centre for Deaf Children (VOC) is an independent special needs school, pre-school and daycare providing auditory-verbal therapy (AVT) and oral deaf education to deaf and hard-of-hearing children from infancy to early primary years. Our itinerant teachers provide services to children and youth in independent schools throughout Metro Vancouver. The VOC's new tele-health initiative "A Sound Move" will provide AVT services throughout BC. Website: www.deafeducationcentre.org

Voice for Hearing Impaired Children

Booth Number 31

Founded in the 60s, VOICE is now recognized as the largest parental support organization for families with children with hearing loss in Canada. VOICE offers parent to parent support, public education and advocacy programs and boasts the largest auditory-verbal therapy program in the world. VOICE strives to ensure that all children who are deaf or hard of hearing have the right to develop their ability to listen and speak and have access to services enabling them to learn these critical life-skills. Website: www.voicefordeafkids.com

Western Institute for the Deaf and Hard of Hearing

Booth Number 23

The Western Institute for the Deaf and Hard of Hearing (WIDHH) is Western Canada's largest non-profit Agency providing services and products for Deaf, Deafened and Hard of Hearing persons. For over 50 years, WIDHH has provided audiology, counselling, interpreting and communication aids services to our client community. We have been recognized on many occasions for our outstanding customer service. Services are offered in English, French, Chinese and American Sign Language. For more information, please visit our Website at www.widhh.ca.

Widex

Booth Number 7

At Widex, we are committed to giving people with hearing loss a better quality of life – through research, development and production of hearing aids as well as through comprehensive information. This has made Widex a world leader in digital hearing aid manufacturing. Website: www.widex.com

hearingimpaired.net

*Accessories and signage
for people with hearing loss*

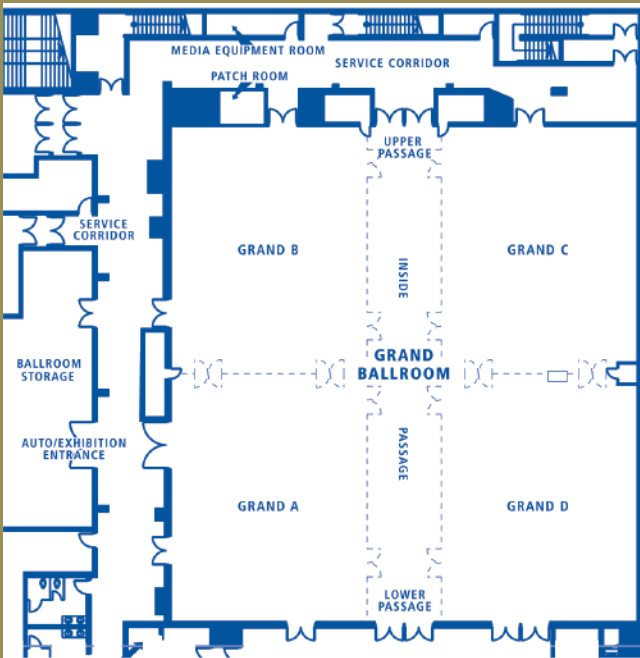


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- Door Plaques • Patches
- Door Hangers • Visor Cards
- Stand-up Signs • Stickers
- Supplies for Service Dogs
- And more

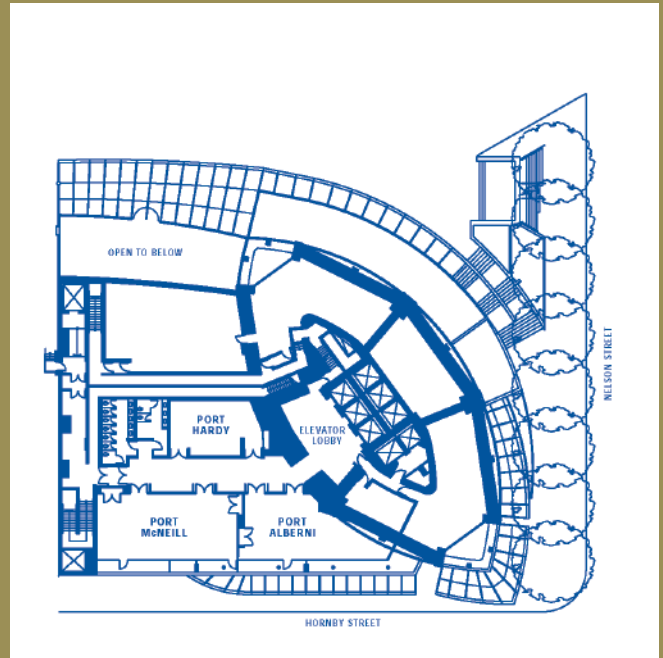
Wayne/Anne Wicklund
PO Box 17954
Fountain Hills, AZ 85269
Voice/VCO 480-837-0190

sales@hearingimpaired.net

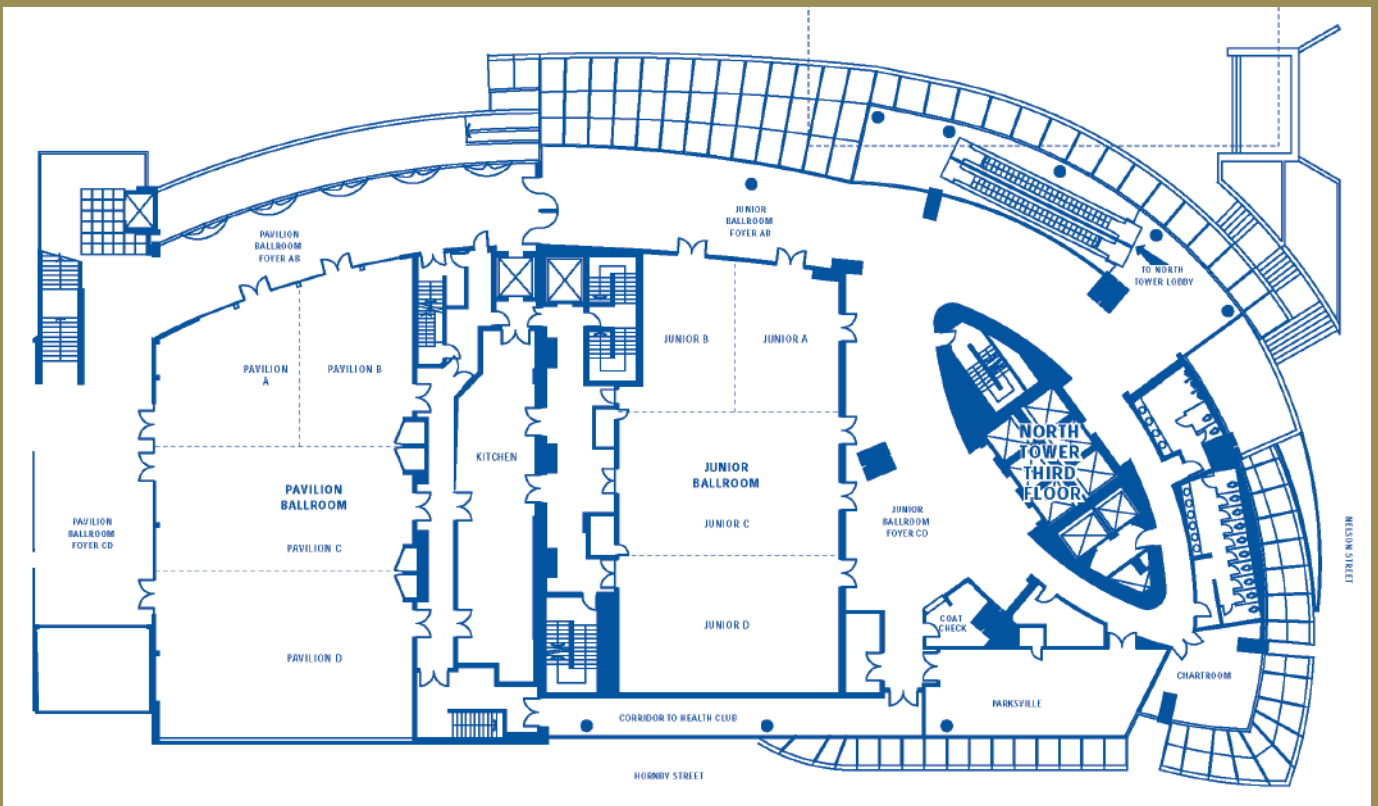
Workshop Program Floor Plan



GRAND BALLROOM LEVEL – North Tower

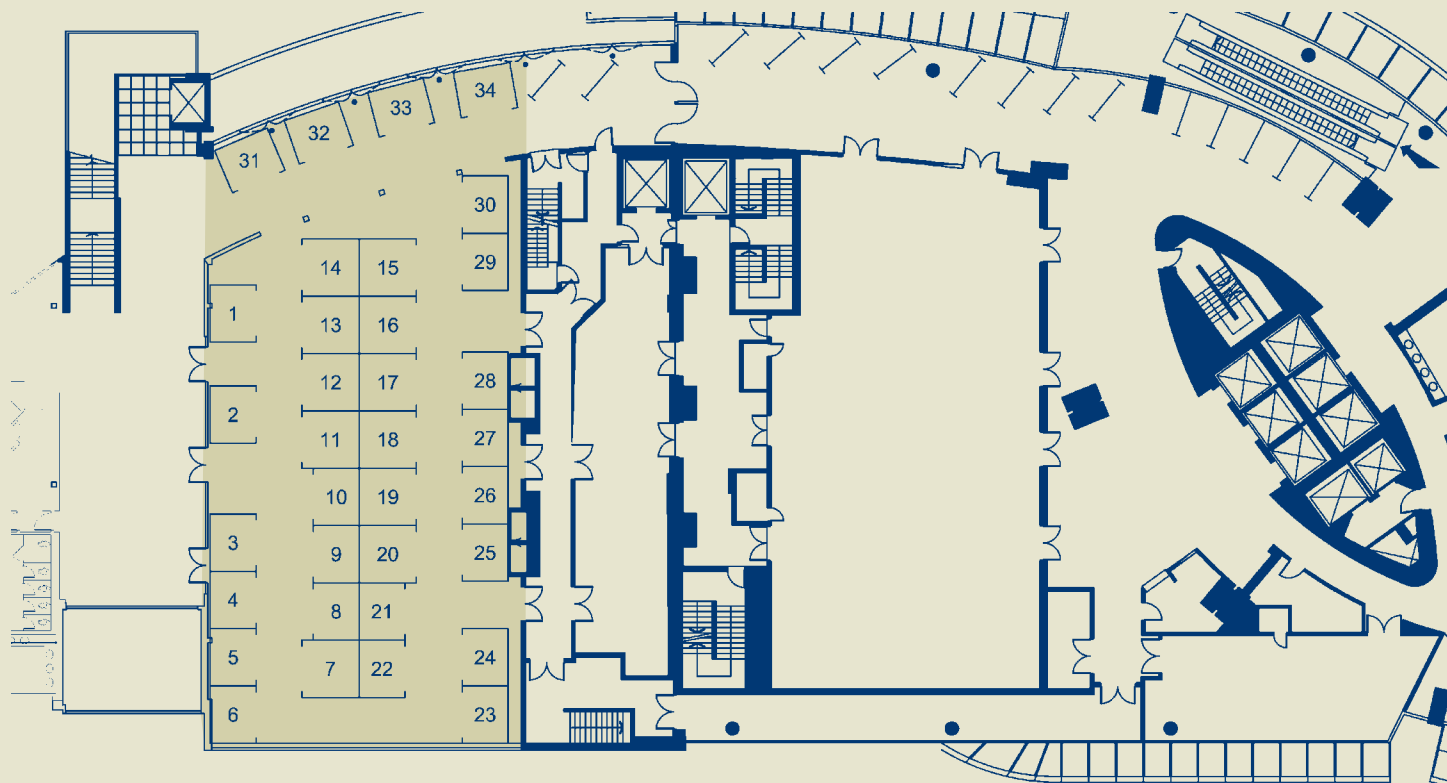


FOURTH FLOOR – North Tower



LEVEL THREE – South & North Towers

Exhibitor Floor Plan



Exhibitor Booth Number

SILENT CALL	1
CHHA SUBURY BRANCH	2
DEPARTMENT OF DEFENCE	3
AIM TECHNOLOGIES INC	4
ORAL DEAF EDUCATION	5
VANCOUVER ORAL CENTER	6
FOR DEAF CHILDREN	7
WIDEX	8
SENSIMETRICS CORPORATION	9
HEARINGIMPAIRED.NET	10
OTICON	11
EAR TECHNOLOGY	12

Exhibitor Booth Number

CORP/DRY & STORE	13
RESEARCH IN MOTION	14
COCHLEAR CORPORATION	15
COCHLEAR CORPORATION	16
NOKIA CORPORATION	17
NOKIA CORPORATION	18
SENNHEISER CANADA	19
SOUNDS LISTENING ENVIRONMENTS	20
UNITRON HEARING	21
BERNAFON CANADA	22
ISLAND HEARING	23
MICROPOWER BATTERY COMPANY	24
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Exhibitor Booth Number

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But, together we can change the world.”**

William F. Austin



With “So the World May Hear” as his goal, Starkey Hearing Foundation founder William F. Austin built an organization upon this vision.

Today the Foundation is sustained by the efforts of thousands of volunteers and donors around the world. Your support allows us to deliver more than 50,000 hearing aids annually through more than 100 hearing missions a year in countries stretching from the U.S. to Vietnam.

In addition to giving the gift of hearing, the Foundation promotes hearing health awareness while supporting research and education.

Best of all, it’s easy for you to share in this life-changing experience because every dollar and every hour you contribute helps. Whether you participate by promoting hearing conservation or help make a hearing mission possible through a donation, you help give the gift of hearing.

For that we Thank You.

To learn more about the Starkey Hearing Foundation,
please visit our website at:

www.sotheworldmayhear.org

