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Monday, June 15, 2009 HLAGR Fifth Anniversary Celebration

Chris Jacques: Can I have your attention please? Please take your seats so we can start the program momentarily. Quiet is sometimes a nice thing except if you don't hear well; then you are concerned. We will wait for just a minute and then start with the program.

Good morning. I am Chris Jacques, the current HLAGR president. I want to thank you all for coming. We are here for you. Keep in mind that this program today is for all of you in the audience today. We are here to support and advocate at the local, state and federal levels for what our representatives can help with in our search for solutions to hearing loss.

This room is set up for hearing aids and T-coils. If any of you have hearing aids that are loop compatible, please turn them on if you have not already. Keep in mind that we have set up the chairs for optimum signals from the loop system. You may have to turn your head just a bit to hear me. We also have a couple of other technologies here. We have headsets in the back if anyone needs to use them. Feel free to grab them.

We also have captioning; it's a wonderful tool that helps all of us, even if you don't have a hearing loss. Frankly, any group can benefit from this. There is nothing like having someone here to help you see it on the screen. We also have a sign language interpreter. Rose is here; they are supposed to be invisible but having them visible is important.

Also I want to thank Vic Krause; this whole program was his idea. We would not be here without him. Although Vic is over 40 he seems to think that he is under 20. Maybe his coordination has disappeared a bit but he is in the process of healing an Achilles tendon. We were hoping he could make it.

Normally the next part of the program would include Richard DeVos but he is running late. I want to introduce Val Lego, our master of ceremonies. She has a fine show that I watch on Sunday on health issues in West Michigan and all around. We appreciate all she has done for us. She works for WZZM.

Val Lego: thank you, Chris. The program airs on Sunday at 11 am. I want to tell you why I got involved in hearing loss. I did a story on Jessica Stone who lost her ability to hear after having a tumor on her brain stem. She wanted to hear her dog bark, the wind chimes, etc. All the things we in the hearing world can hear and take for granted. We were with her through the process of waking up after surgery and getting a cochlear implant. We were also with her when she heard her parents say I love you again.

Hearing loss affected me early in that my grandparents were hard of hearing. They had the over the ear hearing aids. At that time it was a brand new technology. I will never forget that she could hear the birds and was startled. Dealing with hearing loss and people who suffer from that has been a part of my life. I know that at times it's frustrating for you.

It's my honor to introduce U.S. Rep. Vern Ehlers, the sponsor of the hearing aid tax credit bill. We will bring him up to give us some information.

Rep. Vern Ehlers: Good morning. Thank you, Val. That is good programming. First beauty, then the beast. It's a pleasure to be here. I am sorry that I won't be able to speak long because I need to be in Washington for our session. I will try to be brief so Richard DeVos can start.

Thank you for inviting me here. I never expected to be known for my work in hearing loss. My wife got her hearing aids and a couple years later I was missing things. I decided that I should do something about it. Although I could hear the volume I was missing a lot of the consonants. I talk like a physicist but that is what I am. The hearing aids made everything much easier to understand. I don't know that I want to hear it all, but it's good.

I was able to get the House chamber wired and the meeting rooms as well. It's a great aid. I am also the Republic co-chair of a caucus of like-minded members of Congress with certain issues. I was able to serve on some caucuses that would help with this. I am in support of the School Facilities Act as well; that meant that some of the money could be used for hearing loops for students with hearing difficulties.

One of the main problems of youngsters with hearing loss is the inability to pay for hearing aids. I introduced a bill with Karen Maloney of New York to provide monies to young children who need hearing aids but whose parents cannot afford them. You need to be unable to pay for them yourself but it will be a great help for children.

I hope you will join me in one of my causes which is to try to persuade young people to wear ear plugs when they go to concerts. The hearing industry must be benefiting from this. As I age I know how important hearing is. To see young children ruin their hearing by attending these concerts and other things that damage hearing is alarming to me.

If and when we get it through the House, the Senate will be helpful to us as well. I am passing out a description of the bill that I introduced. We will put a few copies at the desk outside as well. Rick will distribute this quickly because he is going to drive me to the airport in 2 minutes. I would be happy to answer any questions. Thank you, Rich, for your support. It's the old story: you don't appreciate what you have until you lose it.

I especially appreciate it and hearing music, which is an important part of my life. I could not hear my wife any more either; some people may think it was a blessing but we are still in love and still like to talk to each other after 51 years of marriage. She sometimes asks me if my hearing aids are in because I don't seem to be listening, but thank you for all your interest in this. And thank you, Val.

Val: we have a special presentation for you.

State Representative Joe Haveman: We want to thank you for your work with hearing loss. The bill has significant support in the House and in Washington we cannot corrupt anyone with a gift of value. This is to get the word out. You have done a tremendous job of doing this. We want to thank you for all that you have done and all that you are doing here.

Rep. Vern Ehlers: guess what you get to carry home, Jo? It's great; I can hear you.

Val Lego: I hope you can get through airport security with that. I want to bring back Chris Jacques to introduce one of our special guests.

Chris Jacques: thank you, Vern and have a safe travel back to Washington. Before

introducing the next person, who needs no introduction, I want to say a few words.

I was a young Ph.D. chemist when I first came to Grand Rapids. I thought I had the world by the tail and would go like mad. I never heard of Richard DeVos but came to work for Amway Corporation. I was there 3-4 days and we had an employee meeting. Rich or Jay got up and made a presentation and the first meeting I went to Rich got up and started talking. I don't remember what you said, but I remember the joke that you told. It was about two guys in a pickup truck and falling off a bridge, but I also remember the feeling I got when he started to talk.

I felt that you were going to change my life. He has changed my life and that of many others. He is responsible for getting this chapter back on its feet with the help of Vic Krause. With these two we were able to get this back and going. I want to invite Richard DeVos up here. If I could sing, I would sing now, but I'm not a vocalist.

Richard DeVos: I am lucky to get up here at all.

Chris Jacques: on behalf of the Grand Rapids chapter of HLAGR we want to thank you for all that you have done, even beyond this group. You helped us get started and moving and we are much appreciative.

Richard DeVos: thank you. I think receiving an award entitles you to speak. The other day I spoke to a group of our people in Japan. While communication is a hobby of mine and an important thing, it's not only a matter of hearing but teaching people to communicate. It was the first thing I learned after WWII. I took a Dale Carnegie speaking course that made my career.

In high school I was a cheerleader and spent my whole life as that. I am happy to be a cheerleader for this effort as well. In talking to the group from Japan I was introduced in such a way....I want to thank our interpreter here. Amway Corporation had a big celebration recently and we worked with 24 interpreters. We work with 80 different countries and it takes 24 language interpreters to carry on work. This lady next to me is interpreting for me right now. She said to me that I was the clearest speaker she had ever had and it was easy for her to carry on the messages.

It's important that we all learn to communicate so that we can hear each other and that we learn to communicate in clear and positive ways. There is a closed circuit group that went to Tokyo with a couple thousand people and two interpreters. He asked me why I started Amway Corporation in such a tough time. I said I did not know it was a recession at the time. It drove me to a time of realizing that it does not matter what the condition is, whether it's a good time or bad time. It's the only time you have; it's when God put you here.

You have to deal with whatever the conditions are in your life because it's the only time you have. Overcome your hearing loss because there is no better time. Encourage your friends with hearing problems that this is the only time they have; the problem will get worse. Deal with things now.

When Dr. Myers contacted me, it was just a friendly call for coffee in Holland. I think it was at JPs. He explained to me about the loop and his hearing problem. He wondered if I could help to get more people to install loops. I said I would help you and said here is Louise. They have worked together on this project. Every once in a while we are asked to put a loop system

in and Helen and I are happy to do that. We try to be supporters of this. We thank David for pioneering this and for Louise's help.

I am sure you will know all about this and what a fabulous thing this is. We hope we can get Holland looped, as well as Michigan. Then we take on the world. Let us "loopers" go out and take the world. I am honored and privileged to be a part of this and make a difference in people's lives. God calls me to do this and calls you as well.

Thank you everyone.

Val Lego: What a wonderful and inspirational message. Our next speaker is David Myers. He is the professor of psychology at Hope College and spearheading the spread of hearing loop technology.

David Myers: thank you very much. It's a great pleasure to be here to celebrate the HLAGR and its fifth anniversary. I encourage you to become a member of this chapter and the national organization. I have been invited to introduce you to some of the wonders of hearing. Hearing is really the Cinderella sense, the step sister of vision. Vision has 1 million cells that receive information as compared to only thousands in the ear. Yet it's very important.

It starts as vibrating air and then generates movement of fluid in the ear and electrical impulses to the brain. It's a wonderful process, but if anything goes wrong we experience hearing loss. Can you advance the slides? This is what I was saying. This wonderful process in which vibrating air gets translated into vibration that is perceived by the brain.

So when something goes wrong, are we hard of hearing? Many of us deny it, but many times we do have difficulty. We cup an ear to hear or in conversation we may talk loudly or don't talk at all. We may do what many hard of hearing people do. We make judgments. We say yes, yes, but we don't have a clue what is said. We experience hearing loss and so do our family members. They tell us that we have the television or radio on too loud.

Some 32 million people in the United States have hearing loss. That number is increasing as the population ages over time. 36 million people now have hearing loss. What is the consequence of that? First of all, social and emotional consequences. People who have hearing loss and have hearing aids for that usually don't have depression but those who don't address it are at greater risk.

When it comes to participating in social activities, those that do have hearing aids do participate but those without tend to be more socially isolated. When we look at those not using hearing aids it tends to be younger people who are resistant to hearing aids. If you are 70 or older in America you are much more comfortable addressing this. Why don't we address hearing aids as we do glasses for our vision? Is it that we don't register what we don't hear?

What I do hear depends on the situation. I am ignorant of other sounds. My hearing seems normal to me because that's all I hear. We also think that other people mumble or that there is too much noise in a situation. I need you to help me advance the slides. Hearing loss occurs with imperceptible gradualness. There are considerations of cost. People are hesitant to spend the money on hearing aids.

I did find a very low cost hearing alternative for only \$9.95. That is the cheap alternative but most of us need to deal more seriously with hearing loss. Some of us do so with hearing aids.

There are hearing professionals here and they can introduce us to the latest technology. But how have I benefited from digital technology?

Today's hearing aids take sound and digitize sound technically and give it back to us. Like most people with hearing loss, Rep. Vern Ehlers has selective hearing loss for higher sounds. I have hearing loss in the low sounds. When I am in conversation with you later, I have directional hearing aids. I can hear to the side and front of me. We also have T-coils available. Let me demonstrate or visually show you what this is like.

Some sounds are too low or too soft, and there are some that are too loud. We like to soften the loud sounds and amplify the low sounds. That is what technology can do for us. What else can we do? We can choose to be in places where there is good light so we can read people's lips. When I go out, I want a place with quiet places so I can hear better. We can ask to be seated in a corner so we can hear well. We can also sit front and center.

We can seat chairs close together rather than far apart to minimize the distance between the speakers. We can also let people know that we have hearing loss. We can also harness new technology. I want to tell you about some cool toys that are available.

You probably have caller ID and that is very helpful. It's great to know who is calling before you have to figure it out. Volume controlled phones also help. What else helps? Hearing with two ears rather than one. I have a two eared wireless headset in my office. That is a huge improvement for me. The hearing industry also gives us two hearing aids rather than one as they did years ago.

You can also turn on the captioning on the television. You begin to believe that you can hear it without until you turn it off. How often do television stations take the captioning and put it in the worst possible place? Val Lego does not do that, but one of the competitor's does. The captioning is obnoxious to others that way.

I promote assistive listening. This requires taking out your hearing aids. You can pick this equipment up at many public facilities. In the United Kingdom they do it differently. They broadcast for different hearing losses. In the United States you need to plug your ears sometimes. Rep. Vern Ehlers talked about not hearing his wife when he is listening to the television. He could use a T-coil setting to hear conversation in the room.

The T-coil is coming in more hearing aids in the United States. It's a coil of copper wire that is wrapped around; it can be put in most hearing aids. Surveys report that hearing professionals include them in $\frac{2}{3}$ of all hearing aids sold. The hearing review recently had a profile of 35 new hearing aids that are all available with T-coil. BTEs usually come with T-coils. The people needing hearing assistance usually need this.

What is it? It's helpful for hearing on the telephone. All telephones have a receptor for the magnetic technology needed in the T-coil. Under new FCC regulations more cell phones can also do this. That alone is reason enough to have hearing aids come with T-coils. The professionals now promote this. It can also be used as it is right now in the room. We have a hearing loop or induction loop. It sends a signal. An amplifier is attached to some sound source and if you sit inside a wire loop that surrounds you, that signal is wirelessly broadcast to the hearing aid.

Instead of having sound reverberate around the room, the sound is transmitted directly to the

ears with much greater technology. I first experienced this nine years ago in Scotland. It's a high stone building around which the sound would bounce. My wife noticed a sign that had a little "T" in the corner. It was the T-coil. The person was speaking in the middle of my head when I turned this on. It's in all the cathedrals and churches that have PA systems.

The Tower of London also has this. Marx and Spencer stores, the British post offices, etc., also have this. When I got my stamps, I could hear with crystal clearness. All London taxis are also looped. There is a window that separates you, but there is a signal that broadcasts to your hearing aids. Why not try that in Grand Rapids? Cochlear implants also come with T-coils as well now.

Here is an example. I had an e-mail from someone in New York City who said that they were traveling abroad and attended a show that was actually looped. It was wonderful. I did this at home as well. I took my staple gun and looped my basement for sound. It worked beautifully. As Richard DeVos mentioned..... First, an illustration of the amplifier to the television. Magnetically the information is transmitted to the hearing aid. By the way, one other bit of information: people that have this system love their hearing aids.

Someone I know equips homes with loop systems. He has taken a survey of people who have this and tracks their satisfaction with hearing aids. If their hearing aids serve as wireless communication with the television, it's great. Might it be possible that over the next decade or so we can double the use of hearing aids in America and diminish the stigma of hearing aids and generate more support for hearing aids?

I launched an initiative in my area, and Richard DeVos said that I called him up. He did not tell the whole story. He is a business person and owner of the Orlando Magic, but I bet you did not know he was the founding chair of the disability association. I was the recipient of a couple of notes from him. I screwed up my courage and asked him for coffee. He responded to my efforts with a kind note and we had the coffee together. He helped launch the initiative to help with this in Grand Rapids. He encourages me to dream big. In his book, his message is one of hope and confidence and optimism.

Just West Michigan? Why not across the United States? At the Grand Rapids airport where I flew in, they have the loop systems. The DeVos convention center rooms are also looped. Some 300 facilities are looped in West Michigan now. It has helped to spur on new technology. Some of the businesses are marketing this as well. It's the "can do" spirit.

It also helps to inspire Silicon Valley, central Wisconsin, New York City. There is also a movement in New Mexico. The California extension has said that their rooms should be hearing aid compatible. New York City is also proposing that some of their subway windows will also be looped. You will have a wireless customized loud speaker. This is my dream and passion. I have no vested interest in this as a business because I work at Hope College, but why not take something that has been demonstrated as working, with support from the hearing aid professions and facility planners? I created a website, hearingloop.org and also have a personal website.

That is my 25 minutes. I thank you for your support.

Val Lego: I want to keep you here for a minute while we bring up Joe Haveman who has a presentation for you.

State Representative Joe Haveman: thank you, it's a pleasure to be here today. David Myers and I worked in the same town for 20 years and I have seen him ride his bike many times but have never met. I came out of the construction industry. I have seen this phenomenon grow for many years. Today it's a standard in Holland. It's a pleasure to be here again.

I did learn a lot today. Not being 50 yet, I do notice my hearing loss. I share the same low frequency hearing loss as David Myers. Never again will I say to my kids that they are mumbling. I have my own issues to look at in the years to come.

Let me read... *[We commend David MyersAs we mark the fifth anniversary. We recognize the important role that he has played in the well being of countless citizens. Since its inception as hearingloop.org David Myers has spearheaded the advancement of hearing loss technology and is addressing the issue of hearing loss. He is also a writer of his own memoir, "A Quiet World". It's clear that David Myers has set his course with a continuing look to the future and the hearing loss community. The importance of looking beyond the balance sheet has motivated David Myers. This special tribute is dedicated and signed to recognize all his work on behalf of Hearingloop.org]* It's signed by all the State Representatives.

David Myers: Thank you for giving your whole morning. This is very special.

Val Lego: We have had some wonderful speakers and learned a lot more about the technology. This next speaker has some very inspirational stories to tell us. He is Bill Barkeley and is both deaf and blind and climbed Mount Kilimanjaro. He has been featured nationally and internationally. Bill?

Bill Barkeley: Good morning. Thank you. It's an impressive group here this morning. I cannot help but be inspired by Dave. He represents some of the things that I want to do.

I am a married 47 year old with two sons, a wife and a pretty normal life. At the age of 5 I lost my hearing and at 28 found I was going blind. I am very encouraged by the assistive technology. A couple years ago I decided that there were so many great technologies out there. We have night vision goggles and such rather than using a cane.

Most people don't know about all the technology. Most important we need to expose people to it. I decided to climb Mount Kilimanjaro to draw attention to disabilities. I decided to do something new. I will take you on the story. *[News story featuring Bill Barkeley on TV8.....Video: some people live for a challenge and feel a need to overcome it. Bill Barkeley can't see the top of the mountain but that does not stop him. The top in his case is Mount Kilimanjaro, the crown of Africa. It will take him through six ecosystems before he reaches it. With a visual field of 26 degrees and declining, he see it like this. He would love to see it. Every person that makes the travel faces issues of fitness and altitude sickness. Bill is doing all he can to train. He uses walking sticks to navigate trails. He pushes himself beyond limits.*

As crucial as it is to get fit, he needs help with a guide and technology. Bill lost his hearing at 5. He has Usher syndrome that is a rare disease that strips it's victim of both senses. This is not the type of lottery that people spend time in line for. It rocks you. It would have been easy to withdraw into the inevitable darkness. You can say to yourself I give up or you can go on and press it. His positive energy rubbed off. He received a \$10,000 grant for a hearing system to communicate with his guide. Usher syndrome is the best thing that happened to you? Yes, sometimes people don't know what to do with all the gifts they are given. Sometimes

constraints help you press on. It's about telling the world that even with disabilities people can do a lot.

It just takes a vision and purpose and faith. Bill has worn hearing aids since he was 5. He wants to get the message out that if he can do it, you can too. He wore a shirt in the River Bank Run that said deaf on one side, blind on the other. Follow his journey. If I am a filmmaker and I see this, I would want to write the story.]

They helped me get the project off the ground. It also scared me. It was a hard thing for me, but emotionally it was the most incredible thing I did. Most importantly, I wanted to show that a deaf-blind person could reach the summit. For most people that would be the thrill, but for me it was after I reached the summit. I had to get the message out. I went into groups of children and talked; I went to corporations to talk about the battle of adversity and working together. It's what you do with adversity.

Mount Kilimanjaro let me live life now. If I was totally blind, why climb? No one can ever take that away from me, seeing the sunrise below my feet. There has been a lot that has gone on. Next year we will take a group of kids to the Amazon and share with them the sounds that nature has to offer. We will take kids with hearing loss all over America to show them what they can do.

It really is about God. I share this message. God is the door opener. He has opened up a new door for me. After 15 days in Africa my Blackberry went off but I got an e-mail later. This is what happened. *[video: our lives expand to our courage. You are about to meet a man whose life has no limits, even though he is nearly blind. He wanted to show that disability cannot stop you from achieving incredible heights. With Jeff Evans, Bill Barkeley climbed Mount Kilimanjaro, rarely separating from Jeff. He took on a bracing life's journey to show everyone that their dreams can come true.*

We had a chance to sit down and talk to him. How do you get to Mount Kilimanjaro? Going blind, the best thing that I could do was create memories that I would never forget, something that no one could take away from me. I came to a place that said God gave me what I have. It's a process for me. I want to share my gifts with others. When you met Bill Barkeley, (Jeff) what did you think? He wanted to do something big. This was a more sophisticated challenge. It was a different set of problems that we had to deal with. There is so much great assistive technology out there now that allows people to communicate. It increased my odds of getting there.

The last 40 minutes or so I had everything going through my mind of the last 18 months. I was crying and there was a lot in my mind; I could not believe it. How do you deal with the fear of the eventualities? People asked if I could climb a mountain; no way. But it's not so overwhelming after all.]

Bill Barkeley: The mountain we talk about today is hearing loss. You have heard a lot of stories about it. Imagine a newborn born deaf; maybe in six months we can change their life forever through a cochlear implant. What about a student who can engage fully in class? What about a widow who is sitting alone wondering if the sound was the wind or a burglar?

With hearing loss people sometimes withdraw and isolate. But that is not necessary. 1 in 10 people are affected by it. It's one of the most treatable things we have today. We would like to talk about walking your own path. First thing, something that I learned on the mountain

was what is the adversity in your life? It makes you look inside first. When you hit adversity you can run and hide or embrace it. At the HLAA we encourage you to embrace it.

The other thing is to take a look at all the tools and resources that you can access. I have a Kindle too so I can read books. I have an alarm clock that shakes me awake. I also have the ability to be able to initiate, receive and conduct a conference call through Bluetooth. It changes the way that people live, work and play.

Get people involved. You can do a lot more than you thought. Open up the possibilities. If it's your desire to be independent, you can do it. I had all the technology in place to get to the summit, but at the end of the day I surrounded myself with the professionals. At the end of the day what will be will be. It took over 50 people for me to make it to the top. No matter how big your dreams are, you need others to help. You have support groups, audiologists, etc.

I got a powerful phone call before I left. They said I cannot imagine you doing this without letting the world know. It was a filmmaker who accompanied me and filmed it. I will share this with you today. *(video: part of the anticipation is reading about it and packing. When you are finally here and know that you will experience a great adventure, it's wonderful. It's hard to take it all in. This is how the head gear works on the summit. It's like a mad scientist. It's hands-free so it can be adjusted. When you are looking at it, this is what you see but this is what I see. If I scan it, I can get a sense of it.*

I will wear these. They are not the greatest but.... What happens with the software program? They load all the information into here. If I lag behind a bit I can focus on a backpack or something. Jeff: I listen and look more and am more attentive to things I typically I would not see. To have Bill Barkeley with me creates a new experience for me. When we pitch a tent..... We are at the first stop. I cannot imagine what it must be like to live with me and watch me go blind and not be able to do anything about it. When you are like this, you use what you have. It's what you want to leverage.

Sometimes it's great because less becomes more. I can pick up people up and down the line. Let's try out the line a minute. Walk left onto the platform here. You have nice feet right here. It's peeking out right there. It's huge. See it? It's pretty moving. It teases you. We know where we are going. I think about people here in Africa with a lot of passion and compassion.

I could not do it without that. It's a voice in the wilderness. There is a lot going on, but this gives me confidence. Come up hard with your right hand. Get on the platform. Pull hard. Stay forward. All right? This is your outside step. See my foot? That is where you will step. Left hand here. Come straight to me. Nice. The fog is rolling in as we navigate up the wall. Visibility is starting to play a factor.

It's a beautiful morning when you can see the mountain and the glaciers. The sun has come up but I will willingly trade cold and wind for sun. 16,000 feet! It's summit day! I have a letter from my three sons so this is great. (reading letter: your journey has inspired a lot of people, including me. Don't let people get you down. This is the type of thing that could rock a man to his core, but I know you can overcome this. I hope someday you can see my children's faces.....I love you and am so proud of you!)

It's a part of our life. We don't walk alone. Let's go. Time to rock and roll. There won't be many obstacles at all on the trail now. If you step outside the trail, see how soft it is? [wind noise] The next few feet I need to know you are here. Do you see this over the clouds? My

world has opened up. It's a great gift. Did you see over there? Holy shit! That is cool!

So here in about 20 minutes we will be at the crater and we will be able to see a lot. [tribal chanting] I can't wait to get there. Family, friends and community are all watching all over the world. I hope people see me and get the assistive technology they need to make it in the world. I could not have done this without it. Whew! Turn around and kiss the sign. Nice. I made it! [celebratory dancing and singing])

Bill Barkeley: Thank you everyone. It was a great morning!

Keith Brautigam: ♪ ♪ *Climb Every Mountain* ♪ ♪ [back of room] [applause]

Chris Jacques: thank you very much, Keith and Bill. That was wonderful. I would like to close the program with thanks to all the presenters and the audience who came in to participate with us. I would also like to thank the JW Marriott for the room and all their help.

I also want to thank the interpreter, the captionist, and Mike who helped put together the audio/visual program. I also want to thank Vic Krause for all he did.

You have forms that look like this. I want to encourage you to fill them out with questions or comments. If there is something that you have an interest in for future programming let us know. We have a program in September and December, and we also have a walk in October. You will get a mailing of all this if you fill this out. You will have hands-on ability to experience the technology. In December we have fellowship and Mike will show us how to loop your own room in your home with a television or whatever you want.

As far as parking, if you parked in the JW Marriott lot, take the middle lane only. Tell them that you attended the program today for a discount. If you choose one of the other lanes, I cannot help you.....

For me, because of this organization I hear better today than ever before. It's not just the audiology and hearing aids, but all the things that I learned. There are a lot of psychological aspects to hearing. It's not just something that we with hearing loss can gain from but those around us as well. This organization is here to help educate people. I am involved in the organization because of all the things I learned; I want to impart that to others so they can communicate better as well.

I hope you will be involved with us and go out into the rest of the public to share your knowledge so all of us can communicate better. Thank you all for coming. This concludes the program. Thank you very much.