
"This text is being provided in a rough draft format. Communication Access Realtime Translation [CART] is provided in order to facilitate communication accessibility and may not be a totally verbatim record of the meeting."

>> I want to get the meeting started.

AUDIENCE MEMBER: Hello.

Can you hear me?

>> Where is Toni? She is my tech person.

We don't have the loop today. This is the loop box. And the guy who usually does it is not coming today. He said that last month. I was supposed to set it up. I didn't have all the equipment.

We have captions, and we have a slide presentation here.

You just have to go back and forth. I hope you don't get a headache going back and forth.

Marla is here. She went to get coffee. Some people want coffee. So she's in the process.

This other stuff is hers.

We have some new people here. We won't put them on the spot.

Just raise your hands.

Raise your hand new people. We have two ladies here. Two ladies up here. I have people in the back signing in.

I'm the vice chairman. I'm Bob Rennie. I've been with this group since the beginning.

Today we're having a special session on coping with hearing loss.

We -- she's going to talk about coping with hearing loss.

In all the years I've been involved with this group, never had the subject talked about from that angle. I'm looking forward to it.

It's always something new. You learn something new every month you come to these meetings.

That's a good point to learn.

I am waiting for a couple more people to get settled in. So Pam can have your undivided attention perhaps Robin has something to say.

>> Everyone knows I'm sort of a political junkie. I find that some news stations, the captioning is terrible and then I switch over to -- well, I will go from Fox, which I don't think it is very good captioning, to MSNBC and doing the same broadcast. Who do I write to?

I don't understand why some stations is so hard, when it's live TV. I'm talking about live news maybe.

Who do I contact?

Is the station responsible for captioning?

>> I would suggest that or Fox. Write to them.

>> It's not like a uniform?

>> Just try whenever you can.

>> It has to start with the network.

We have a couple of more people in the back. There's some folks I haven't seen.

I hope you signed in the back.

Good. I'm glad you're here.

I'm Bob. I'm the vice chairperson of this group. The chairperson, Marla is getting coffee.

We don't want to delay.

I'm going to turn it over to Pam.

I hope she has a loud voice.

We'll make sure --

>> I can sure try.

>> I want to remind people there are some refreshments on the back table.

There is literature over here -- on the table.

Everything you need. A lot of literature and refreshments. You might have to get a cup and get water on the outside.

We're also -- I don't know if Rachel is going to make an announcement.

We will be meeting after the meeting. We go to lunch. We hang out a little bit and we invite the speaker to come with us.

Anyway, just keep that in mind. Get yourself a bite to eat.

Thank you.

>> This is not our normal meeting location. We meet in building 56, the opposite direction from the parking lot.

Those who just came late, you can have your parking validated for 2 hours free. I'll be in the back. So you can come back and see me. I will be at the back table.

We also have a 50/50 raffle. If \$50 is collected, you get \$25. The chapter keeps \$25.

If you want to participate in that, you can do that as well.

Over to you.

Thank you for coming.

>> Hello. My name is Pamela Mang.

I am late deafened. That means that I became deaf after I was already an adult. Specifically, age 33.

So that's why I can speak, but I also happen to work with the Deaf community since I was about 16. So I already knew how to sign.

No, that did not make it easy when I lost my hearing. No, it did not, but it does give me a different perspective.

I understand being hearing, I understand being deaf. I understand being in the middle, too. Because I've been in all three of those places.

So today I want to talk about coping with hearing loss.

Anybody enjoy having a hearing loss? No. Nobody enjoys having a hearing loss.

So that's why I'm honest. Even though it sucks. We still have to cope with it.

Let's see.

This is if Yoda was deaf, he would say, I did not -- your question here. Repeat it. Would you, or down you write.

I've always liked that one, because I like Yoda too.

I am what you would call culturally Deaf now. I didn't start that way. I decided at some point to become involved with the Deaf culture. Many people who are late-deafened or hard of hearing do not choose to be involved with the Deaf culture, and that's absolutely fine. I'm not here to tell anyone what they should or should not do, but me personally, that's where I finally decided to find my place as much as possible.

Because for about seven years, I was like an airplane circling the airport. And I never landed. I was going around and around and around, seven years of awful depression of just awful everything.

I used to be a professional sign language interpreter. So as I told the department of rehab, go ahead rehabilitate that. What are you going

do with me, you know?

I used to be an interpreter. In sign language, that means my identity, who I was, fell off literally.

And I didn't feel like I belonged anywhere. All of a sudden, I had immediate social rejection. I still remember the other mommies at the playground by the kindergarten or preschool, something like that, the other mommies that I used to talk with and everything and all of a sudden, they did this.

And I was, like, what? I'm still the same person. I'm still Pam. Why? Because people were afraid of me. Why? And they're probably afraid of you, too.

Because they don't know what to do. They recognize that there's some kind of problem here, but it terrifies them because they immediately say, oh, I don't know sign language. I don't know sign language. That's not the point.

And, we do not bite. I don't bite. And I can tell you, too, that the culturally deaf people who were born deaf, grew up Deaf, they don't bite either, and they don't hate you. They don't.

If anything, I've had so much support from people who couldn't understand my situation because they grew up deaf, but they've supported me because they understand that it was something that I had that I lost.

And I think that's kind of a universal thing that people can relate with.

Um, I was pregnant, the way I lost my hearing, I was pregnant. And actually, I denied it to myself. I first noticed it in May that year. I noticed it because, my daughter came up when I was in bed. I was laying on one side, and my daughter came up, asked permission to watch TV downstairs.

Normally I could hear all of that just fine. I said yeah, go on. And then I was thinking, well, that's really strange. Why is she asking me to watch TV, but I don't hear it?

Why would she come and ask me but I don't hear it?

So, that was my first experience of going, wait a minute. What's wrong?

Then I found out I was pregnant later and, my thought, I was on my third kid. I had already had two. My third kid, I thought, well, you know, pregnancy, you get blurry vision. You have strange things happen. It's probably like that. I am just losing my hearing temporarily, and when the baby is born, I'll be fine.

Because I'm a professional sign language interpreter, I can't deal with even the idea that I'm really losing my hearing.

So I didn't tell anyone.

I believe it wasn't until August or September, I finally told my mid-wife. And I was like, yeah, you know, just like that blurry vision thing, right? And she just looked at me. She was, like, no. No! That's not normal.

You're going right now to the ear doctor, right now!

I was like --

So I finally went, and in October, that year I got my first hearing aid and, New Year's Eve, I got my second one.

By the time the baby was born, um, that was February, I was severely, severely hard of hearing. And by a couple months after she was born, I was profoundly deaf.

When I was pregnant, the first thing the ear doctor told us was that I probably had a brain tumor. [Laughter] geez.

>> That was not helpful.

I spent the entire time being pregnant losing my hearing, losing my

identity, my job, and thinking, well, maybe I'm going to give birth to this baby, and then I'm going to die. Because being pregnant nobody will touch you. Nothing!

Doctors just go, whoa, no way. They're going to have nothing to do with it.

And it turns out that they could have stopped my hearing loss with my situation. But it would have involved giving me steroids, which probably would have killed or in the very least deformed my baby, so they couldn't do that.

So do I feel bitter about having that baby? No. She was the one thing in those seven years that helped me stay, like, sane.

Um, but it was a very difficult situation, and seven years is a very long time to be depressed. And I hope that no one here has to go through that, because I know it's awful.

I used to play the flute in a show band, and I also used to sing in a group, a choir, and we actually made a CD. So I don't mean like no big deal here. Music was a huge part of my life, and I still miss it.

But, I still -- I have what I call my music. And that is a big, huge amplifier. I think it has 14,000 watts per channel, and I've gone through many very powerful head phones that I blow up, somehow by connecting and listening.

I don't hear what I used to hear, but it's my music. And I miss it so much that I just have to have that.

I used to love radio, concerts, being able to go to any old seminar or workshop, just like that, seeing something and going, oh, yeah, I want to go there.

You probably know that that's not so easy anymore, right? Yeah.

So that's who I am.

I'm called a late-deafened adult. I have not yet found out what I'm late for. Late for what? Is there a Deaf party or something and I'm late? I'm late deaf, but that's who I am.

Yes, a many profoundly deaf, even though I talk so well and everything else.

Okay. Let's see.

I want to talk about invisible disabilities. And by the way, signing is just me, I either have sign or sign all the time. It's just who I am.

So, hopefully it doesn't bother anyone.

Invisible disability -- disability means exactly what I get. This thousands of times.

You don't look like you're deaf. Well, I'm sorry. I didn't wear my deaf clothes today. But I am. [Laughter].

>> But you speak so well. And it's like they're congratulating me. And I'm like, yes. I know. But the same way you don't know how somebody lost their legs that's in a wheelchair, you don't know how I lost my hearing, but this happens.

You're doing fine, the lip-reading thing. I love that. I have no idea what they're saying, and they say, oh, you're doing fine. You're doing fine. You don't need me to write anything down or anything. And I am like, how can you decide what I need for communication?

You can't.

I'm the only one. Okay.

And then there is the ultimate compliment, which is, nobody could ever tell that you're deaf. Well, yeah. That's a problem more than anything, because when you look at me, you can't see what's wrong.

You can't see the problem. It's there already, but you can't see it.

>> My favorite is selective hearing.

>> Selective hearing, yeah.

And also, because of today's culture, we have a ton of people like that young lady right there, wearing earphones and everything, and that's accepted. So now it doesn't matter that I have shocking pink hearing aids. It doesn't matter, because everybody just figures that I'm, you know, listening to music or something like that.

Not true.

They also assume immediately that I'm rude. I'm rude because I didn't respond to what I didn't know they were saying.

I have actually been rammed with a shopping cart in a store. Because apparently I was blocking the aisle and did not respond to a woman's command to move out of her way. She literally rammed me in the butt. Okay.

And I end up saying, I'm not rude. I'm just deaf. I can't hear you. And I've learned that one of the best things you can do is be very blunt, very upfront about your hearing loss.

We actually do damage to ourselves when we try to hide it. In ASL it's called passing for hearing. Meaning, you can't tell. I'm going to hide it.

But then what happens? I understand something wrong. I miss completely what somebody said. I look like I'm stupid. Okay.

That's not benefitting me or my self-esteem at all. Not at all.

It's much better, although I know seven years I went around and around and around. I know it's hard. Much better to be upfront with it, so people aren't jumping to conclusions that I'm, you know, stupid or not paying attention or I'm rude and ignoring them.

I put it right out there, because you can't see it.

If you saw me in a wheelchair, you get an idea. There's something. There's something there. But you can't see it.

So -- you have a question?

>> You do speak well. You speak wonderful. And I continue to speak well, but I heard my own voice with hearing aids.

Now, when I take my cochlear processor off, I don't know how loud I'm speaking. It-- feels so weird. I don't like it.

How did you learn to keep your voice? How did you learn to keep your voice so good?

>> Well, actually, my doctor, my ear, nose, throat doctor told me that I would never forget how to talk. He said you will never forget it, so don't worry or anything like that.

But yes, I absolutely understand that disconnection from sound completely. In fact, that's why I still wear this hearing aid. It's actually pretty much psychological comfort and support.

I mean, it gives me sound, but mostly it's more like noise. It's sound.

I have pretty much no discrimination, but I have this a lot, and I used to wear two. I got rid of one because it was too many headaches, really.

I wear this because if I turn it off, and it's not in my control, I feel like I just get lost. It's like there's this sea of people and things happening out there, and I'm like way, way far away from it. And I hate that feeling.

And I don't blame you for feeling the exact same way. I know. It's very hard. That one thing that I did learn, the one thing that I did learn is to not think about it.

I can actually -- I've been told by my family, I can sing and stay on key if I don't think about it.

And it's a song that I knew before, before I lost my hearing.

But if I try, forget it.

So it's actually better to just relax and trust in your voice than it is to put effort in it.

>> Another thing that bothers me is, a lot of people go like that, and like that, because I'm speaking when I take it off and I don't know I'm speaking either too low or too high.

People go, and I'm so sick of that.

But maybe If I --

>> It's better than them not saying anything.

>> That's true.

>> I went for several years thinking that, wow, I don't know how you're going to caption this?

Thinking that, the amphitheater that's in Irvine was the Verizon wireless theater, V-A-R, emphasis on that. I as in, what's that called? Soft, soft i. Soft i, Z-O-N.

And nobody bothered to tell me that it was Verizon, and really it rhymes with horizon. I had no idea.

You know what, that really hurt. The same thing happened with my dentist's name. I pronounced it wrong for many years.

And so, I've learned that I would prefer that somebody say, hey. As long as they don't make this big deal out of it, you know.

I'm like, oh, okay. My family knows to be, like, you know, you're louder than you think you are.

But I know it's a very frustrating situation.

Anyways, I believe that you should confront the situation right up front.

You say I have a hearing problem. I have now been deaf 20-something years. This is the only thing that actually gets through most hearing people's heads.

I can't understand you. Not I don't. I can't understand you.

When I say I'm deaf, it goes right past them.

If I say I'm hard of hearing, it goes right past them.

If I say I can't hear, I actually had one woman say, I can't hear you either. That was in a 7-11.

I'm hearing impaired sometimes. It depends.

If the person's very sensitive towards political correctness, it will get through, but I don't count on that.

Because what I'm saying here is, I have a hearing problem. You use the word problem. That's my first cue to let them know, there's something happening here. It's a problem.

And it has to do with hearing.

Okay. But it's not really about my ears, so -- oh, wait a minute.

Okay. I got myself backwards here.

What's important is comprehension.

Looking like we understood, pretending like we understood, making it all the way through that social event and nobody knows, you're not benefitting from it.

What are you talking to yourself in your head? The whole time?

What the heck are they saying? What was that? I missed that. I can't see them. The lights are too dark. This is going through your head the whole entire time.

Your only and most important goal is comprehension. If you don't understand, you're not benefitting.

So get rid of all the need to look like there's nothing wrong and the need to feel sometimes embarrassed or ashamed or whatever and remember that that is your goal. Understanding. That's for you.

Forget what other people think. You need to understand, and just because somebody sent you a message, does not mean that you understood it.

And it takes two people to communicate successfully. It's not all on you, and you have to recognize that.

You have to get them involved by telling them. I have a hearing problem. I need you to look at me, turn on the lights, write. Sit over there. Whatever. Okay.

By being active.

Another one of my famous sayings is "I have a communication disability." I start with that when I walk in with a sign language interpreter and I had to go to some -- what was it? County of orange competing for some contractor something, whatever, and I start with that.

I walk in the door. Because I have a communication disability, I have a sign language interpreter here with me today.

Because I have a communication disability, notice I'm saying it again, because I have a communication disability, my responses may be slower than you might expect, but that's because I'm having to go through a translator.

Or because I'm hard of hearing, whatever. Because I'm lip-reading, whatever.

Okay. Communication disability gets it away from our ears. Because this is not really the problem. It's about communicating.

We are the only people that are blocked from communication by our disability. Okay.

Other people can't see, can't walk, etc., but it doesn't involve communication.

And without communication, where is socializing? Where is feeling good about yourself?

Where is feeling like you belong somewhere?

Where is feeling like somebody thinks that you're smart and worth listening to?

Okay. So I use statements such as this: I got the first part. What did you say at the end, because how many people -- you say what? And they start all the way over at the beginning. Blah, blah, blah.

I'm like, no. I got all of that.

So I say specifically, so they don't repeat the whole thing. Please rephrase. It helps.

And, my absolute favorite, especially with my kids, my teenagers -- well, when I had them, with my kids was, I really doubt that you meant to say there's a deep artichoke on the wall.

Ultimately everybody starts laughing, how, how. Well, I'm letting them know, that's what I received as communication. Okay.

So all of a sudden, they go, whoa. Because they're thinking that you're pretty much getting it. I doubt very much that you said that.

So would you please say it again or write or whatever?

Then, there's the need to remind them repeatedly. I don't care how many times.

I still need you to look at me. I still need your face for me to be able to lip-read.

Because a lot of times people will go, oh, okay. Blah, blah, blah, and then. What? You know.

And they're not trying to be mean, but instead of putting up with it, just say, hey -- I tell people -- I tell my friends that are hearing, I say, I'm still deaf. I still need you to look at me.

I can't understand you when you're mouth is full of food. Gross. Okay.

Please slow down. That's very, very important with one place, doctor's offices.

Doctors talk fast. They're used to that because time, time, time,

time is money.

You have to tell your doctors, no, they do not magically know that you need them to slow down. And sometimes no, they don't even care. Okay.

You have to insist, and say, hey. It's really important that I know what my doctors say. I will give you a very good and hopefully shocking example.

My daughter, I thought, I can lip-read. It's fine. I don't need an interpreter or anything. I go with my daughter. She had problems with her kidney or liver or something like that.

Went through the whole thing with the doctor, and I was like, yay, great. They don't need to do surgery or anything.

Oh, that's so fantastic. So I take her home, blah, blah, blah.

Like a week later, I happened to have a hearing friend come over to my house. And she heard our hearing answering machine. We have the deaf one and we have the hearing one for the rest of my family.

She heard my answering machine, and she said hey, Pam, didn't you say that your daughter was not going to need surgery or anything like that? And I was like, yeah. Isn't it great?

She said, they're saying you need to make an appointment for pre-op.

Now, hopefully that just terrified you as much as it terrified me. It is critical that you understand what a doctor is saying.

It is absolutely critical.

Also, I cannot lip-read in the dark. If you can notice, if you're in a class, seminar whatever ahead of time, and you notice that they're probably going to turn off all the lights because they're going to have a movie or something like that, you want to catch them before, and I say, hey, you know, I can't see anything. I can't see even my sign language interpreter when you turn off the lights.

So I need something to still stay light somehow. We need to figure the out.

Again, I'm telling them there's a problem. I'm not waiting for me to panic because I'm in the dark now and I can't understand.

So being proactive is very much the key.

Always have paper and pen. Always, always, always.

Text message is fine too, but always have that available.

What you do is you say, um, I need to buy some skis. Can you please tell me where that's at? I hand them the paper and the pen.

I don't wait for them to want it.

>> Also, when I go to the doctor and I think I'm getting information that's real important, I follow it up with an email the next day or a couple days later. Because they're paranoid about liability and malpractice.

I'll say thanks for meeting with me and seeing me on Monday. I'm just confirming this is what you said to me and this is what you need me to do. Whatever it is.

Trust me. If I said to them, I think this is what you said, and I'm giving them totally different information, they'll get back to me really fast. I sent an email, don't call and leave a message because I'm deaf. Email me back.

So it's in writing now. So that helps me. I don't need to do it often but I do it.

>> Yes. That is very important.

In fact, we can either be in person or later, when you think about it, to say in person, you can say, I think you're saying this. Is that correct?

It's also doctors, I always have and one of my favorite doctors with

a ton of deaf patients is one who writes down whatever it is they want you to do afterwards.

She just takes a piece of paper, writes down, 1, 2, 3, 4, love it. Absolutely love it.

Yes?

>> About the doctor, my doctor, she'll get going. She'll be talking fast. She gets going, and dah, dah, dah. I feel like I'm interrupting her constantly, right.

She's great about it. It's okay, but that's when I say, you know what, never mind. And what is that? Is that P or a B? Is it D, like dog? Forget it. Just write it down, or I have her --

She has a portal. She's typing everything on a computer so she sends it to me.

It's like 20 questions before you get back to what the original question was you are trying to figure out what they're saying, and sometimes it's too fast. It gets too long.

What do you do about that, that constant interrupting?

And then their office is all, you know, horrible acoustics. So that makes it even worse.

Tile floor, windows. No cushion, no absorption of sound. It's horrible. It's the worst experience.

That's a big thing to me.

Stopping fast people and having to constantly ask them to repeat.

What do you do?

>> Okay. Well, the very first thing I want to call attention to, is you feel you said I feel like I'm interrupting.

Who is paying who in that situation?

You are paying or your insurance company, whatever, are paying that professional person, okay.

So it doesn't matter if you are interrupting if that means you understand.

So, again, I would start with, the next time you go into that doctor, say, I just want to let you know that so far, I've noticed that you tend to start out okay, but then you start speaking really fast. And it makes me confused. I don't understand, and I end up having to ask you a bunch of questions.

This time, could we start with your computer screen and you typing? Okay.

You want to confront the problem before you're already lost in it and drowning.

And that tends to help.

You just let them know -- and it's hey, it's been fine, but I just want to let you know. I haven't really been understanding. It's very difficult for me.

Because you are paying for that service.

And that's why I'm going to say again, take the time necessary.

People with hearing loss, hard of hearing, deaf, it doesn't matter, we take more time. Sorry. Are you worth it? Yes. (Applause).

>> Am I worth it? Yes. (Applause).

>> We are worth a few minutes. Yeah. You can go, next, next, next, next, next with most of the people you see during the day. Fine. I'm one person. Just a couple of minutes more.

Do not let them rush you.

Say, whoa. I have a hearing problem. I can't understand you.

You are not a microwave. And that's one problem that I think the culturally Deaf people understand a lot better.

They are very aware. They say, hearing people, time, time, time,

time, time, time, time, time, time, time. How much time? And McDonald's, hurry, hurry, hurry, hurry.

And the checkout lane, hurry, hurry, hurry, hurry.

I actually had a friend that worked at Target, at one time she told anyway they timed how much time it took her to go through each customer, and she got in trouble if she didn't do it within so many seconds or something like that.

I was ready to scream. What!?! You get in trouble for stopping and interacting with me?

I'm going to go talk to that manager. Say, hey. I buy here. I shop here a lot. I need your workers to be able to slow down and communicate with me in order for me to have a good experience shopping here.

Can you please change your policies?

Because I am worth it, and you are too.

(Applause).

>> Stop nodding your head. This is actually a sign for an entire, like, concept.

Nodding your head. We do this, uh-huh huh, uh-huh, uh-huh. Do we understand? No. No. No. Stop.

Don't act like you understand when you don't.

Yes?

>> Did you go talk to the manager?

>> Yes.

>> You did?

>> Yes. And they were kind of shocked, but they took it under advisement, whatever.

>> So they didn't change their policy?

>> I don't know.

>> You need to write to the CEO. Take it from me.

>> Yeah. I could do that. I've done that with my bank. There's another place. Doctors, bank. That's important that you understand what's going on.

Secondly, no shame. No, I'm sorry. I can't hear you. No. Get rid of your "sorry." What are you sorry for? Did you do something wrong? No.

You lost your hearing. Are you worth less than them because you lost your hearing? No.

I am so tired. It just makes me sick of people feeling like, they're better than me for some reason just because there's many of them. No. There is nothing wrong with you.

If you are here and you are breathing, you are valuable.

(Applause).

>> You are absolutely valuable.

No more "sorry." Throw that out, and let me tell you in that seven years, it was when I finally accepted my hearing loss.

Did I like it? No. But I just got peace with it, like this is not going to change. Okay.

Instead of trying to fight it. No. No. No. No. I could get by. I can. I can. I give up. I said, I give up.

That was when I started going forward.

Because what I was doing is I was criticizing myself for something that I can't change. Okay. I was feeling bad that I might hurt the hearing person's feelings, that I might be interrupting. That they have more important things to be doing in that two minutes. Whatever.

That's a lie.

>> Okay. I disagree a little bit with that.

I'm an extremely strong woman. I'm a big advocate for myself and

others, but I know that I have to do everything I can to be aware of what's going on around me to make it a little easier on them, not that I'm not invaluable.

But I do my part. It's not only them. It is me also that must do my part to try to make it a little quicker.

I'm not saying to rush my butt out of there.

[Chuckles].

>> But, however, I will make sure they're going to ask me if I want to use the bag. I try to predict what they might say, to try to make a restaurant server know that I'm hearing impaired, but also they might ask me what to drink. So I don't have to interrupt so often.

I know what my doctor might ask me, so I come prepared. In addition to that. I went to a doctor's supervisor, the CEO of the medical group because he would put on his mask. He couldn't do it. ,

I tried to remind him. I did my part. If he doesn't cooperate with me, I go to the CEO. And the next time, he apologized.

But he told me to go learn sign language.

I said --

>> That takes a lot of nerve.

>> I said how is that going to help my communication with you?

So -- there's always a battle; however, I do feel that there is something I can do also to make it a little easier.

>> Yes, and that's why I was saying communication takes two.

>> Right.

>> But what I was talking about with the shame and "I'm sorry" is what are you telling yourself up here?

Trust me. I'm a therapist. I could literally have appointments all day and all night. I only see deaf and hard of hearing people, because I can't hear.

I could literally have appointments all day and all night, and all I see all the time is people who are feeling less than, and that's just not right.

So what are you telling yourself in your head? No, you don't have to be superior or anything like that, but what are you telling yourself inside? Think about it. Just think about it.

>> About "I'm sorry", I think what you're saying, and I agree with, is that we just automatically say, "I'm sorry. I didn't hear you."

How about just saying, excuse me, I didn't hear that. Could you repeat it? I'm not saying I'm sorry all the time. Just say excuse me or one minute. Just a second. Stop saying I'm sorry. It's like an apology for nothing.

I've gone around and around about this, because I work for the school district in the special education division.

And they talk about working with people with disabilities and children with a disability, and the biggest thing -- what you're saying is accept answer and feeling valuable and worthy and that your disability doesn't make you who you are.

The problem is, too, that what Gail is saying she does her part. Okay. We do our part, but they are responsible.

I'm told over and over again that other people are to accommodate us. It was really, really hard for me to get that in my head for a long time, because I always felt responsible.

Like she said that I have to help them out, but they're not having the disability. I do.

So I'd like someone to finally explain what is the truth about that. Who really is responsible? Because, yes, I'm able to do certain things, other things I can't do, but at the same time, they need to accommodate.

It's really hard to accept that I have to -- you know, I feel like I'm bothering them, and that I'm a problem for them, and that, oh, gosh, we've got to do that for Stephanie.

I shouldn't feel like that, right? That's a big thing.

>> I think it's an excellent idea to say "excuse me."

Another thing in a group situation, I was just recently talking to a client about this. It may seem silly, but you know group situations are the worst.

Who's talking now? It -- by the time I see who's talking, it's somebody else who is talking, and in a classroom or something like that. I want to contribute. I want to participate, and I have learned, that for some reason, psychologically, people accept raising my hand.

I do that. I don't care if there's only three of you. I raise my hand.

Just about everywhere. It doesn't matter the situation. People get it.

Oh, she wants to say something. And they will usually finish up whatever they are saying, and say, Pam, you know.

>> I just --

Stephanie, I want to clarify. What I meant was, and that's what the speaker -- I forgot your name -- was saying. And that we are responsible means we have to let them know what's going on.

And let them know what we need to accommodate us.

My big thing is, people are shy. People say, I don't want to tell them I need this or I need a flashing light in my hotel room. I am shy.

I'm lucky and I'm blessed. I'm not shy when it comes to me.

So that's our responsibility. That's our first responsibility. Is to let them know what's going on and what we need.

That's what I mean by being responsible.

>> Always be active, not passive.

We don't have to insult anyone, but be active.

Plan ahead.

The second you know, I want to go to that seminar or workshop, whatever, right there, and it says that they follow the Americans with Disabilities Act federal law that says that they have to provide me accommodations.

As soon as I see that, and I know I want to go, I contact those people.

And I say, and this is what I'm going to need. If you -- if you need CART or whatever, I say I need a sign language interpreter, whatever it is you need, or hey, I need to sit up front, please.

Facing the speaker. As soon as I know I'm going to go to that.

And then, try to be at least one month in advance, if possible.

Especially with companies that are doing seminars and whatever stuff.

Because no, they don't understand. It takes time to set up CART. It takes time to set up a sign language interpreter. You need to let them know, contact whoever, the speaker and/or the person that's running the program, I need the speakers notes.

I need to sit in front, in the middle. And that takes time.

Yes?

>> I would like to -- what you're talking about, sitting in the front, for me, when I was -- you have to understand, when I was born with severe hearing loss, I was also born with very bad eyesight.

And I recall distinctively that I was sitting in the back of the room, towards the back of the room, and I could barely understand what the heck was going on.

It was in the late 50s or something.

>> Yeah. Very much so.

Also, suppose this was all a hearing group, and I was the only person with a hearing loss, and I'm coming in here, I do not want to wait until I walk in here and say to Bob, hey, I have a hearing loss. I need to sit in the front. I need the speaker's notes. Uhn-uhn. Way too late.

So plan ahead.

>> I just want to point out the fact, I may not have made -- what I said about I have those problems, I was in the school for hard of hearing and Deaf people.

>> Yeah. I know.

>> I want to make that clear.

>> It doesn't matter.

Just like doctors should, should, "should," should understand. They don't. Not back then.

>> But the most important thing is never, never, never, never, never, never, never assume that things are taken care of.

Because you are one person requesting something in bazillions of other people.

Who the heck knows what CART is? Or how to get it? Where to get it? How much is this going to cost? Who is going to pay for it? Blah, blah, blah.

Companies, groups out there, they don't know.

So you have to plan ahead and let them know. If you have to, give them the phone number to contact somebody that will explain it.

You have to never assume, because when you assume, you'll end up sitting there with no accommodations.

Finally, and this is -- this is my heart right here. Communication and mental health care.

Hearing loss is a gigantic loss, but it's a continual grieving process.

When somebody dies, you go through a process of grieving. The problem with this is that tomorrow morning, I wake up and look in the mirror, and I'm still deaf.

So I start grieving all over again. And tomorrow and tomorrow and tomorrow and tomorrow.

Don't let anybody tell you that you should be over it.

Don't let anyone do that.

I have seen people have tried to do it to me, and I have seen people do it to other people too, and that's just baloney.

Okay.

Nobody tells somebody that's grieving their loved one, "Hey, get over it already." You know?

You should -- you should, should, should, should, should, should, should be over it already.

You've already been deaf so many years or months or whatever.

No.

It's just like with grieving a person in the sense that everybody grieves their own way. At their own pace.

Not what somebody else tells you or this you should.

It's just like they're looking at me and deciding, oh, you speak so well. What makes them qualified to tell me that?

You should be -- just get over with it. Move on. The past is in the past.

Go forward.

I'm still deaf. And I still hate, maybe most of you agree with me, I hate the telephone. I hate it.

Be straight up honest about that.

And yes, I have -- for me, I have a video phone, an interpreter. You guys have caption call, whatever. It doesn't matter.

It's a symbol. It's a symbol of something that used to be easy. It was so easy to pick up a phone and call somebody. So easy, and now it's so stinking hard.

And time-consuming and frustrating.

I have a very bad habit of trying to convince my husband, who is hearing, to make phone calls to businesses for me.

We've had to talk about this a lot, because I say in 5 minutes you can accomplish what takes me a half hour.

But I've also learned that that's not a good idea. I need to push through. I recommend to all of you, and I've done this myself, and I recommend it to clients, go look up on Yelp or Google or something a bunch of businesses in your area.

Call every single one and ask them what time they close. That's all.

But think about 6, 7, 8, calls, boom, boom, boom.

All you are going to do is ask them what time they close or what time they open or whatever, okay.

The reason why you want to do that is because you're going to experience success. It's a little bit, but it counts.

Every single time you have a positive experience, it reinforces you that, hey, I can do this.

Yeah, there will be a lot of negative experiences, but if you set yourself up to succeed and practice that so your mind and your heart are looking at it, connecting with, yes, I can, you will have a lot better time with it.

But, I will let you know, 20-years plus now I've been deaf. I still hate the phone. I still hate it.

And that's an issue. That's an issue of depression and pretty much everyone in the room, if you had a hearing loss, you have experienced depression, of course.

Okay. But that's an issue, face the phone and what you're going to do about it.

Yes?

>> At work, sometimes if I do need to call something, I'll ask a friend at work, can you call for me. For the same reason you just said, that it's faster.

However, I don't feel guilty about it with be because when that person needs some written, and it would take them a half hour to put two paragraphs together. I can do it in two minutes.

We just help each other.

To me it's not like I have to feel successful or not successful. This is something I don't do well for whatever reason, and I do other things well. I help them out.

I don't really agree with them.

>> Thank you, God, for texting. Yes.

I was deaf before most people had cellphones. That was for very rich people, okay.

Thank you, God, for all of the technology that hearing people actually understand now. Okay.

All I have to do is say, this is a text number only. Please text me at this number.

But hearing people accept that. It's a very easy way to communicate. Especially when you get to one of those workshops or seminars. You want to find your contact person. The person who has a clue about the CART or whatever. Find that contact person and say, hey, can I have your text number, please?

Because you never know when you're going to be like, wait, what happened. I thought I was supposed to have somebody here. Okay.

Isolation.

I was part of an international late-deafened group on the Internet.

And it was so sad to me -- I went to one of the conventions. Me and one other lady from New York were the only ones who understood sign.

Everybody else, their stories were so sad and frustrating. People that used to be devout in their worship place now their place of worship won't give them loop or any kind of assistance.

And they're like, I was a big part of that.

People that used to be a part of whatever group, organization, socializing group, who used to be active in politics, whatever, and all of a sudden, I can't understand them.

It's so isolating, very isolating.

And I don't want -- any of you guys to end up like what I saw, is a lot of people staying at home.

They used to be very social. They used to be happy. They used to go out and do things, and now they're just sitting at home, because I can't. I can't. I can't.

Don't let yourself do that.

That will make you even more depressed.

And one last thing. I recommend that you learn some ASL, sign language.

You do not need to be fluent to benefit from someone like her.

There will be a day when your loved one is laying in a hospital bed, or when you're out in the waiting room because you're loved one is having surgery, and that doctor comes out and you're going to want to know exactly what they say.

You're not going to want them to sum it up on a piece of paper, okay.

You don't have to be fluent, but learn enough that you could benefit from it. Conversationally.

If you want to just stay with medical words, that's fine, but be able to benefit from that instead of just being in this stuck situation, what am I going to do?

How many times have I had people who were supposedly writing for me. The doctor says, blah, blah, blah, blah, blah, blah, blah, blah. They write down one sentence.

What? You know.

How many times?

So I recommend, and I very strongly -- I want to let you know, that the culturally Deaf people, the people who are born deaf, raised deaf, etc., they do not hate you. They do not reject you.

Many times that's some kind of an ugly rumor that goes around. It's not true. I found nothing but acceptance.

They were shocked. Like, wow!. What that must be look for you. Uh-huh. I don't know.

I told them, I needed Deaf 101 to learn how to be deaf, because I didn't know how to deal with anything, you know.

I went to the doctor and didn't think about the fact that i signed in. I went and I sat down. I was there 2 hours later.

They already called my name. I didn't hear it. I didn't make sure that the person there at the desk knew I couldn't hear it.

And then they yell at me and say, well, you missed your appointment. Okay.

>> But that's what Gail said before, where you had the responsibility. Because when I go to the doctors or dentist, the first thing I tell them is I don't hear very well. When you call my name, come

get me.

So you had the responsibility to ask to do that.

>> Yes. Absolutely.

It goes both ways.

And then the person in the jar. That's family. We all know how it feels if you've got a hearing family.

I don't care if they sign. My family signs.

At every Christmas, at every thanksgiving, at every new year's, at every whatever, everybody's talking, and wow, they're having a fun time.

What are we most of the time doing? Watching TV. That's a very popular one.

Or just sitting there.

But it's our family. Okay.

You need to make the same efforts to communication with your family, your loved ones as you do with doctors.

Because, yes, they are important. And yes it is important that you have relationships with them.

You want to fight depression, yes, you need to communicate with your family.

Work it out. It's a two-way street, but work it out.

>> About the Deaf culture, you said they don't hate us. I have a cochlear implant, because three years ago I lost every drop of hearing finally. And I already expressed you understand how isolated and horrible that can be.

So I did decide to get a cochlear implant because I wanted to hear again, and it was a chance, and I have -- must say it did give me my life back. It works.

I'm still deaf. I keep reminding people, I'm deaf without my processor. That's another big time explaining, that it's not -- it didn't cure me of deafness.

I'm still deaf. I have a deaf attitude. When I take the processor off, I'm deaf. Even with it own, I may not understand you. Hello. It's not perfect.

So that's another thing we have to learn.

How do you feel about people that try to speak better and try to hear better? Because they're late deaf end? I did. And I'm happy I did. How do you think the Deaf culture feels now about cochlear implants?

>> Okay. There's a big separation here.

Cochlear implants that are forced on babies when they're born by parents with doctors that say this will fix them, Deaf culture is against that. Okay.

Cochlear implant of a person who wants one, teenager, adult, whatever, old enough to understand what's going on, fine. Okay.

That's all you have to do. The first thing you say is, my decision. I decided, and most of the time, especially if you're late-deafend or hard of hearing, most of the time they will be great. That's wonderful for you. They don't want it, or -- the big against thing on that, is against the idea that doctors say, we will fix your baby by putting this surgical implant in them.

And that baby has no choice. That is the problem that makes people upset, not people that decided for themselves.

>> Did you ever think of getting one?

>> Yes, but --

>> You told me, but you didn't tell everyone. I'd like them to hear.

>> I'm not a candidate for cochlear implant because I have a genetic condition, and I'm not able to have elective surgery.

MS. GIANNONE EZELL: I'd.

>> I'd like to suggest that we stop this topic at this point.

I object to some of the conversation that you're having.

Because it's become political.

So if you could just move past the baby issue and forcing babies, I'd appreciate that.

>> Oh, that's fine. That's fine.

>> Thank you.

>> All I'm expressing is what the Deaf -- culturally Deaf people tell me that they are upset about.

I am not even myself necessarily upset about it.

I'm telling you what they say they're upset about.

And people misunderstand and think it means everybody. Okay.

>> I wanted to know what your situation was.

>> No. I am not a candidate for a cochlear implant because I have genetic condition that I cannot have any elective surgeries, regardless of what they are.

If it's life or death, yes, but I cannot have any elective surgeries. That's all.

>> Okay.

>> Yes?

>> I'm going to go.

I'm going to go against what Toni said. The right to speak in my mind as to what I have heard in the past, and um, what I have heard is this: Any baby that -- is it still true, or is it true when a baby is given an implant, but does not understand why he has implants, that they have a problem later in life with it?

They got that --

>> I'm going to have to stop you because this woman here asked that we not --

>> Nobody in the room is having a baby.

>> Okay. Anyways, basically, pick up responsibility, not that you're not now, but be proactive. And think about what you say to yourself up in your head.

What do you tell yourself?

We are talking to ourselves all day long continually, nonstop. What are you saying to yourself? Related to your hearing loss, okay.

That's all.

[APPLAUDING]

>> This woman, this very nice lady here who is signing for you, obviously not with you all the time, so how do you communicate on your own? You're out shopping? Is it all written down?

What do you do when you're by yourself? Pam is by herself?

>> I have a hearing problem. Could you please write that down.

Could you please look at me.

Excuse me, I don't understand. Could you please repeat it. I have a hearing problem. Sometimes I even go like this. I have a hearing problem.

>> There are people that are shy. I was a president of an organization like this chapter, in I would try to tell people, advocate. That's what you need, and they're like --

>> It all starts up here.

It starts up here. Because the shy comes from somewhere that says, you know, I should be quiet and I shouldn't do anything.

That -- change up here and say, yes, I'm worth it.

Would I expect of somebody else? I tell people all the time, what

you say to yourself in your head, would you say that to one of your friends out loud? Would you say that?

Most of the time the answer is no. We are so mean to ourselves in our own heads.

Okay.

Thank you very much.

[APPLAUDING]

>> Pam, we have a little something for you.

It's a certificate.

>> Thank you.

>> Thank you very much.

[APPLAUDING]

>> Thank you for sharing everything.

Did you want to mention if people want to talk to you, they can get in touch with you at those address?

>> Yes, absolutely.

Lick I said, almost all of my clients are deaf or hard of hearing and use sign language to communicate, but I have seen a few people that are losing their hearing or late deaf and they know a little bit of sign, not a lot. We'll do exactly what somebody said about total communication.

We draw pictures, we lipread, we sign.

A lot of this information we could probably readily identify with.

I was -- a lot of it can really relate to in going through what I have with my hearing loss.

So I want to thank you very much for coming and speaking to us.

[APPLAUDING]

>> I want to go over some announcements.

I want to know, is there anybody here who is here for the first time today?

Any first-timers?

Great. Thanks.

We're happy to see you.

We'd like to know if you could introduce yourself and tell us a little bit about if you have a hearing loss, you know, about your hearing loss. And so we can get to meet you.

I know Hannah. She is a student with Biola university.

Her instructor emailed me and asked me if she could come, any of their students and be a part of our netting. I said sure. They can all come.

Hannah, we want to thank you.

I hope you enjoyed the meeting.

>> It was really good. I liked it a lot.

>> Hi? I'm sorry. We don't have a microphone.

I'm little bit late. I didn't realize because we weren't doing our looping today, they had placed the attachment for the audio in with the looping.

I made a mad dash. It turns out that our speaker was doing sign language didn't need the microphone, and I heard her -- every word she said clear in the back, didn't even need to the read the monitor, the captioning.

So I was very impressed with that.

I wish --

I should learn sign language. I know I should. Being a late-deafend adult. Not having family members who do sign, I'm kind of hesitant to do it, plus, I have a little blockage with it, because when you sign, you're

not signing -- I know there's a single exact English, but most people use ASL.

So I'm thinking grammatically while I'm talking, and my hands can't coordinate with that.

I have a little blockage with that, but I know I should learn it.

It works? Great.

>> Hi. My name is Vanessa.

I just recently got diagnosed with reverse curve or reverse slope hearing loss.

So I can hear the high frequency -- low frequency considered -- sorry.

It was brought on when I got pregnant with my daughter. I'm going to start crying.

What the speaker was saying really hit home with me. I'm going through a lot of the same things she did. So I'm happy to be here.

>> You're with friends. We understand.

I myself had the same type of hearing loss. Low frequencies. I could hear the high ones, but low frequencies were not there.

You're not alone.

We hope we can help you in some way.

I want to update us on what on next meeting for approx 1st, believe it or not, approx April are fool's day.

We are going to have Lyra Replinger. She is with Med-El. She will talk about the Synchrony system with an electric acoustic stimulation. A combination of two technologies. Cochlear implant for high frequencies and acoustic for low frequencies. Designed to fit the needs for people with partial deafness.

There's a new technology. We'd like to be able to bring new technologies to your attention and information.

Then on May 6th, our very own Dr. Brad is going to have a X and A with everyone. Bring your questions about hearing loss, hearing aids, cochlear implants and all that jazz. He'll be prepared to lead us in discussion on those topics.

On June 3rd, we're going to have Megan. She is a cochlear implant consumer specialist with Advanced Bionics. She's going to talk about new technology they have connected, the Phonak hearing aids that transmit and connects with implant processor.

It's their new technology.

She's going to talk about auditory rehabilitation. Something that is important for people with hearing aids and cochlear implants as well.

July we're not going to have a meeting. No meeting. We're going to be dark in July.

We have a couple of other dates you need to put on your calendar.

The first date is approx April 8 it is. The walk 4 hearing kickoff at the grand in Long Beach. It's a brunch, and it's going to be getting us information about the walk. Getting us reved up for the walk.

We need to start a team for our chapter, and I need to know if anybody who is willing to be our time captain. If you are, please let me know.

I want you to go online to the website for the walk, get our time enrolled, send out invitations for people to join and to make donations for the team.

Last year, we received \$1340 as our 40% of who weigh got for the walk. That was very important.

That's the only fundraising thing that we've really done so far. That helps pay for CART and marketing and advertising for the chapter. It's an important event.

Is I hope you will come out.

I do have on the table -- we are mailing out invitations today for the kickoff. I do have some blank ones here.

If you want to grab unjust in case, help yourself to it.

The other date is the walk itself. It's on June 10th. It's at the same location we generally always have the walk, and that's at the Marina Green in Long Beach. We have flyers. You can take some and pass them around.

It's on June 10th. Registration is at 9:00. The walk starts at 10:00.

I would like to get a team for our chapter. Last year we called ourselves Orange Crush. Maybe we will call ourselves that again.

Anyway, keep those two things on your calendar. They're important events.

Also, let's see here. I have some forms here that if -- we call them getting to know you. If you haven't completed one of these, I will ask you to pick one up, fill them out.

We'd like to know a bit more about you, information.

Does anybody have a birthday this month?

[APPLAUDING]

>> We like to be able toage things like that, events that are important to you in your life and your important.

Get one of these and fill them out for us.

If you enjoyed today's meeting, if you got something out of it, we ask you -- back at our table we have a box that we collect do nations.

We've also used it for our 50/50.

Bob, why don't you come up.

Yes?

>> I want to make a comment.

I want to say something. That even if the topic is not directly related to you, like I wear hearing aids. I don't have cochlear implant. I am not planning to get one. I find these meeting are important, camaraderie with people who understand and the same issues.

I always learn something new.

Even if the topic itself doesn't relate to you, these meetings are very, very good.

>> Thank you.

>> Okay.

Before I do the into 50/50 raffle, there were some people who came in late. I want you to sign in. Please sign in. I will be at the back table there.

Also, if you didn't get your parking van dated, you get 2 hours of free parking, unless you want to pay the full amount, which I think most people don't.

Come back.

My wife and I -- my wife is at the back table. We will leave early. We have another commitment this afternoon.

The 50/50 raffle, we had \$33. I need to break it down. It will be \$17 for the winner.

If you want to buy a ticket, it's the last minute.

If you want to buy a ticket, so it's not -- okay.

>> Okay. The last three numbers are 0-6-0.

>> Me.

[APPLAUDING]

>> There you go, Robin.

Um, there's one other thing I wanted to -- it's kind of a sad note, but one of our members passed away on February 15th, Joan Broom. If you

remember Joan, she was the lady who came with her walker, came with Ken Bennet.

I wanted to pass that along. Sorry to hear of her passing.

So, now, Toni wants to make an announcement.

>> Yes. I'm going to be retiring as the state chapter coordinator for southern California at the end of this month, and in my time doing this, I learned a few things, not new. We have several chapters in southern California, and all of them are volunteer based, strictly volunteers. There's no federal money. There's no grants.

This chapter earns a lot of money from the Walk4Hearing.

Preparation for this meeting pretty much falls on Marla. Marla works a full-time job Monday through Friday and takes care of her father, which is also a full-time job.

This chapter is growing, and we need volunteers. One of our southern California chapters folded this week because there weren't enough volunteers.

I think what you learn in these meetings is pretty significant. There's something that you take home with you every time. We really want to keep these meeting going.

I don't want to see Marla wear out because sometimes that's just what happens. A leader passes away. That's not going to happen to Marla. I'm not suggesting that, or they just get tired of doing everything.

So there are so many little jobs that just maybe a few hours a day, somebody to help with name tags and reaching out to newcomers, helping --

We didn't have our volunteer today to put down the loop, and that was Bill. His wife usually handles the refreshments, so when Bill and Coco couldn't be here today, some of the things started to fall between the cracks.

We need more volunteers on a regular basis.

>> Toni, I think what you need to do -- from my experience, is not just call for volunteers.

You need to write a list and so people say, oh, people fill out what they're going to do versus I need volunteers.

>> I wasn't prepared to do that, but because of what happened this week, and because it's been a really tough week for Marla this week, I wanted to get people thinking that it's not a big deal.

A few hours a week Marla can tell you what they have she needs in the way of help.

Gail has started to help with the brochures and the pamphlets and that's appreciated too.

I wanted to say from personal experience, when I started to get involved that's when I started feeling better about myself.

Because nobody else, just as our speaker said, made me feel very good.

My job, I lost my job. So I put everything I had, a lot of what I had -- I was married at the time. This gave me a reason to keep going.

And also helping others in the situation I was in gave me a lot of self-confidence.

So I urge you to help not only to help our chapter, but to help yourself honest I will.

[APPLAUDING]

>> Definitely one of the jobs we have open is somebody to handle refreshments. And the chapter pays for it. We just need somebody to arrive early, make coffee and bring cookies, that type of thing.

So Bills's wife is doing that. We kind of put that on her.

>> I need help with setting up signs too.

>> We have signs that need to be setup outside.

This is a lot of little things. And Marla, you know, has a list of things she has to go through. It would be helpful if somebody could pitch in.

If we're going to grow anymore, and this chapter has grown, we need more help.

I want a round of applause for Marla.

[APPLAUDING]

>> And a big thank you.

>> Marla, if I would come closer to 9:30 -- of.

What time should I be here to I could do things?

>> I get here at 9:00, and I always to have call security, unfortunately for them to unlock. It's supposed to be automatic. It hasn't turned out that way. I get here a few minutes before 9:00, call them, please unlock the door. They come. Then we get setup.

That gives us an hour to setup and lay the loop and all of that.

>> Sometimes people don't know you need help if you're not asking. That's the answer to that.

>> Yeah. Part of the thing on any kind of an organization, relies on volunteers. Volunteers means, hey, you need help with something, you know.

Sometimes it's actually asking that question. It's not being told or saying, can anybody help.

Sometimes it's do you need help? And that kind of situation.

Did you have a question?

>> Yes. Are we going to be meeting in this room from now on?

>> No. This was a one-time deal.

>> So we'll be going back?

>> We're going back. We're going to be back in the other building.

This was because UCI has an intern program. They had interns that needed that room for whatever function they were doing today.

So that's why we were put to this room.

Actually, this room is much better than it was before above the library. Yeah, that was not a great room.

But we will let you know in advance, whenever there is a change. We will let you know a couple of meetings ahead of time.

I hope you found the direction.

I appreciate Jacqueline. She put out a map that showed the feet coming to this building. She made it nice and easily viewed.

I appreciate her doing that for us.

Another thing, we do have -- Stephanie, Stephanie, Stephanie with be do you have the Roger Pen? The Roger Pen?

>> Oh, yeah, I have it.

>> You are still using it?

>> I brought it.

>> So next time --

Okay, Stephanie is using the Roger Pen right now. On April 1st, it will be available.

It is an accessory you can use that will be like a extra microphone. You can use it in many different ways. It has Bluetooth on it. You can use it for your phone. It has a TV link.

You can use it in a conference room at work. I use it by putting it in the middle of the table. I can get a 360. I can hear really well. It's a really nice accessory.

We were given this two years ago at the convention HLAAs convention. We were able to use it on a year to year basis. As long as we get four people to try it out and then go online and fill out a survey.

This year, whoever goes back to the convention, will probably take it

back with them, and perhaps turn it in or find out if we still use it or not.

On April 1st, if you want to use the Roger Pen, please let me know. We will have it there available four and give you a demo.

Thank you for coming. Paragraph.

>> Where are we going to lunch?

>> I think it's the usual place. It's going to be the usual place. I'm not sure who is going.

Rachel, you have any news on that?

Also, we got a lot of literature up here at the table. Help yourself to whatever information you'd like to access.

>> We're going to end up at the same parking lot we usually have been, where it's Pita grill. Next to it is this place called a Mexican place.

>> Called what?

>> Urban cactus, on Chapman, the very first parking lot after the freeway.

>> That's where we were last time?

>> Yeah. The same place. I just wanted to make it clear.

(End of Meeting)

"This text is being provided in a rough draft format. Communication Access Realtime Translation [CART] is provided in order to facilitate communication accessibility and may not be a totally verbatim record of the meeting."