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2023HAPPY
KWANZAA

NEW YEAR'S EVE

The newsletter of the Hearing Loss Association of America, Albuquerque Chapter

WIRED FOR SOUND

To Hear When Traveling, Educate Your Smartphone

Part 3: Travel Tips concluded

Stephen O. Frazier, Hearing Loss Support Specialist

At the Airport

- Show your TSA Notification Card to the agent at the security check-in to facilitate communication. It might even get you moved over to an express line.
- If available, take a seat near the agent's counter at the gate and alert the attendant to your hearing loss. Request that you be notified of any emergency or other announcements. Also, you can pre-board with the "wheel chairs and babies" if you have a hearing impairment.
- Have your smartphone handy to use as a remote microphone personal sound amplifier via a neckloop or Bluetooth and the appropriate smartphone app.
- As you board the aircraft, alert the flight attendants about your hearing loss so they will know to pay attention to your communication needs, and read the safety instructions in the pocket in front of you. You may have difficulty hearing verbal instructions from the flight crew.
- In the event you're on a long flight where music or other entertainment is offered, keep your neckloop accessible. It will plug into the sound jack on most aircraft and provide you with better quality sound than the earbuds handed out by the airline. If you want to be safe, get a two-pronged adapter for your neckloop, because some airlines still use them instead of the typical single-



pronged jack.

At Your Hotel

- Once you reach your destination, if staying in a hotel, alert the desk clerk to your hearing loss as you check in, and request an ADA kit for people with hearing loss. (It's a good idea to make this request when you make your reservation.) It will include such items as an alarm clock with signaler, a bed shaker and built-in flashing strobe light to alert you if the alarm clock goes off, the phone rings, someone knocks on your door or if a smoke/carbon monoxide alarm goes off in the room. It could also have a telephone in-line handset amplifier that plugs into the hotel room's existing telephone line to amplify all calls, making it easier for guests who have trouble hearing on the phone to hear their conversations.
- Have documents and identification cards you will need ready to show at the desk either in printed form or on your smartphone to help speed up check-in. Keep voice communication limited to avoid some things being repeated or having any misunderstandings.

Out and About

- Again, advocate for yourself. Let your tour guides and fellow travelers know about your hearing loss and provide specific suggestions on how they can help you hear your best.

WIRED FOR SOUND

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Providing support and advocacy for
people with hearing loss

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[Hearing Loss Association of America](http://hearinglossabq.org)
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16 Dec Meeting 10:00 AM To Noon—on Zoom**Latest Cell Phone Apps for People With Hearing Loss**

You asked, and we will do our best to deliver some tips and tricks and some basics about cell phone apps. Everything from “What’s an app?” to “Where do I find them?” to learning about some of the apps that can make a world of difference for people with hearing loss. Everything from how to look for a quieter restaurant, to multiple speech to text apps, {What’s a speech to text app?)



Join Mary Clark, a long-time member of the ABQ chapter, and Ann Thomas who will be joining us via Zoom to co-host a presentation that will focus on the basics and learning about new apps. Ann Thomas shared a presentation about cell phone apps with our chapter about 5 or 6 years ago, and it was well done and well received. She is president of the Diablo Valley (CA) chapter of HLAA, and serves on the Get in the Hearing Loop Committee at the national level for HLAA.

This is a program you won't want to miss!

The HLAA ABQ Chapter could use some help to resume hybrid meetings (for example, with hospitality), as well as some new blood. You already know our dedication to providing the best information, advocacy, education and support for people with hearing loss. You can ease your way into volunteering and learn how this works. Just email one of the board members (listed on the left). You may also use the chapter email: HLAAbq@gmail.com.

- Tell the guides that you will try to stay close to them so you can better hear them and see their faces for lipreading.
- If requested, many tours offer assistive listening devices so you can hear the docent or tour guide even when you're not right close by, so make such a request. If the device offered comes with earphones, check to see if you can connect your neckloop into it, instead. That way you'll hear ambient sound that would otherwise be masked by the earphones, and you'll escape the risk of damage to or loss of your hearing aids. Many theaters, concert halls and places of worship also have such systems, so, if not offered, ask about their availability.
- Again, keep your smartphone or other assistive listening device handy to hear others using a neckloop or Bluetooth in the event such devices are not offered on loan. If you have a remote mic for your hearing aids, ask the docent to wear it around the neck to help you hear comments being
- People are inclined to forget that they've been alerted to your hearing loss. You can silently remind them of it by simply placing your hand behind your ear so you'll hear them better and they'll remember your disability.

Travel offers the reward of being able to experience everyday things as if for the first time where very little is familiar and much is waiting to be explored. When memories are stored to be relived in later years, in addition to the sights seen, the sounds heard can be part of those memories with the help of a digital traveling companion called a smartphone.

Bon Voyage!

Disclaimer: HLAA and the author of this article do not endorse any specific product or app. This article does not include all the apps available to people with hearing loss.

For the full article, see *Hearing Life*, Spring 2022, *HearingLoss.org*, 23

said.

Captioning for Most Devices

Dr. Norm Dawson, HLAA Albuquerque

Have you ever found yourself frustrated when attempting to comprehend spoken audio or video content on your computer or phone? Have you raised your voice in frustration at a Facebook post lacking captions? Are you struggling to catch the dialogue during phone calls? Does it bother you when you join a Zoom event, and the host forgets to enable captions? If any of these scenarios sound familiar to you, know that you're not alone!

Fortunately, there's now a solution. I encountered a similar situation while attending a group Zoom meeting when I forgot to inform the host about the need to adjust the settings before the meeting began. As someone who can read lips fairly well, I still faced difficulties when participants had their video turned off.

Smith's Community Rewards Shop at Smith's with their Rewards card, and Smith's will make a donation to HLAA Albuquerque chapter. You get your usual re-

I reached out to my 27-year-old daughter, who was responsible for the event's technical aspects. When I told her about the lack of captioning options, she explained that she wasn't the host and couldn't change the settings. However, she came up with a workaround that works for nearly all computers and phones. It was a game-changer, providing relief from missing out on crucial information during phone calls and the absence of captions in social media videos and or podcasts.

For APPLE:

On your Mac, choose Apple menu > System Settings, click Accessibility in the sidebar, then

click Live Captions on the right. (You may need to scroll down.)

Turn Live Captions (Beta) on or off.

The Live Captions window appears and stays on screen. If you want to hide the window when no audio is detected, click the Live Captions icon in the menu bar, then make sure Keep Onscreen isn't chosen.

Note: The first time you turn on Live Captions, language data is downloaded to your Mac. You must be connected to the internet.

If You Have a Windows Machine:

Google Chrome > Settings > Accessibility > Live Captions.

Actually Google works the same on Apple or Windows.

For Apple iPhone:

Settings > Accessibility > Subtitles and Captioning > Closed Captions + SDH

I don't have instructions for Androids, but they should be similar.

These instructions should work for most devices. If not, update or upgrade your device as needed.

Have fun!

Albuquerque Sunport Getting In The Loop

News Release

These loops will change the nightmare of the airport's cacophony of unintelligible sound into a dream of flight for travelers with hearing loss.



Hard of hearing holiday travelers using Albuquerque's uniquely Southwestern Sunport may find their trip through the terminal just a little less intimidating—at least if they're flying with Delta Airlines. The Sunport is taxiing to join twenty-two other American airports who feature one or more applications of hearing loop technology to provide enhanced communication access to hearing aid wearers. The Sunport, in partnership with Delta Airlines, is testing two portable countertop hearing loops—one at a ticket counter and one at a boarding gate.

The countertop loops contain a microphone that is used by the Delta agent and transmits what the agent is saying as a silent, electromagnetic signal that is picked up by receivers called telecoils that



Lincoln Fox's "Dream of Flight" at the Albuquerque International Airport

are found in the majority of hearing aids and implanted hearing devices, where it is turned back into sound. By turning off the microphones in their hearing aids and activating their telecoils, users can eliminate the majority of the background noise heard at the ticket counter or the gate, and actually hear and understand the agent serving them. The countertop loops feature this international hearing loop symbol, making them easily identified by travelers familiar with this technology.



Many churches, performance spaces and other venues in Albuquerque feature a larger, room-serving version of the technology, as do similar venues throughout the US and abroad, so many hearing aid wearers will be alerted to the countertop loops when they see that blue ear. These loops will change the nightmare of the airport's cacophony of unintelligible sound into a dream of flight for travelers with hearing loss.

This has been a banner year for the adoption of hearing loops at US airports. Those in Colorado Springs and Providence, RI were the latest additions to the list of “looped” airports. Though already on the list, New York's La Guardia, the Sky Harbor in Phoenix, the Austin-Bergstrom In-

ternational Airport in Texas, and the Minneapolis–Saint Paul International Airport have all made additions to existing hearing loops found in their terminals. A list of known looped US airports and a small sampling of known airports abroad can be seen and downloaded at www.loopnm.com/News.html.

About Loop New Mexico

Loop New Mexico is a not-for-profit online clearinghouse for information on hearing loop technology. LNM maintains a website and periodically sends news releases and a quarterly newsletter entitled *In the Loop*. Past editions of that newsletter can be accessed at <http://www.sofnabq.com/ITLNewsletter.html>.

Loop People, Loop Places

Ginevra Ralph

What's wrong with this picture?



I attended a recent “Economic Summit” conference in a large meeting room at a community college. I noticed at least a dozen hearing aid users, many of whom came up to me to talk excitedly about new hearing loop projects in the community. I also noticed the sign that says, “This facility is

equipped with a hearing assistance system. Please ask for a receiver.”

So I asked. The fellow on the sound board looked a little taken aback and responded, “Oh, we don’t have those. The time I looked for them, they didn’t have batteries and weren’t working.” And

then he added, “Besides, no one ever asks for them; there’s no demand!” Obviously, what is terribly wrong with “this picture” is: 1) the sign is misleading at best. 2) They aren’t implementing their system and are probably out of ADA compliance. But 3) how can it be that we aren’t asking for

accessible hearing? Are we not attending? Are we too shy? Are non-loop systems unsatisfactory, so we just don’t bother? We need to increase the demand for effective assistive listening systems—especially hearing loops— now!

Worthy of Note:

From the NM Commission for the Deaf and Hard of Hearing Web Page

<https://www.cdhh.nm.gov/resources/factsheets/>

Resources for Individuals Who Are Deaf or Hard of Hearing

[Financial Assistance for Hearing Aids](#)
[Hearing Aids](#)

[12 Step Meetings](#)

[Assistive Listening Devices](#)

[Behavioral Health Resources](#)

[College Resources for Deaf & Hard of Hearing Students](#)

[Deaf, Hard of Hearing & Deaf Blind Organizations](#)

[Domestic Violence Information for Deaf and Hard of Hearing](#)

[Latinx Deaf](#)

[Lifeline – Discounts on Phone Service](#)

[Open Captioned Movies](#)

[Resources for the Hard of Hearing](#)

[Telecoils](#)

Community Resources

[American Sign Language \(ASL\) Classes](#)
[Communicating with People who are Hard of Hearing](#)

[Real Time Captioning Resources](#)

[Hearing Protection](#)

Check it out!

When God gave out *brains*, I thought He said *trains*, and I missed mine.

When God gave out *looks*, I thought He said *books*, and I didn’t want any.

When God gave out *noses*, I thought He said *roses*, and I asked for a red one.

When God gave out *legs*, I thought He said *kegs*, and I asked for two fat ones.

When God gave out *ears*, I thought He said *beers*, and I asked for two long ones.

When God gave out *chins*, I thought He said *gins*, and I ordered a double.

When God gave out *heads*, I thought He said *beds*, and I asked for a soft one.

Since then, dear God, I will try to listen better.



Thanks to those listed below for their generous donations.

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