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#### Executive Committee

President Jan-Peter Strömngren of Sweden  
Vice-President Ahiya Kamara of Israel  
General Secretary Ruth Warick of Canada  
Treasurer Katja Vis of Finland  
[EFHOH Rep Marcel Bobeldijk, the Netherlands](#)

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# From the Editor's Desk

Ruth P. Warick



Air travel is pleasurable but often daunting when there are flight delays and unexpected occurrences.

At the outset of the year, my return flight from a meeting at the United Nations in Geneva was delayed by snow storms which caused an airport shutdown. During my 12 hours in the airport I was mainly reliant on verbal communications.

As is the case for most of us, loudspeaker announcements are difficult to hear at the best of times, but doubly so when the speaker is not of your mother tongue. Even when the speaker of another accent is face-to-face, comprehension is a challenge.

It is timely that this issue of the IFHOH Journal contains a report of new developments to make air travel more accessible for hard of hearing persons flying US carriers and to-and-from US destinations. It is important for us to promote such accessibility with air carriers in our own countries.

This issue contains news of advocacy work being carried out by members and friends worldwide. Hearing loops are an affordable means for providing accessibility - this was the conclusion of a conference on the matter; read a full report in this issue. Another report covers the Association of Late Deafened Adults' fall conference.

Presidents of IFHOHYP and its European counterpart, EFHOH, provide news of their continuing progress on our behalf. A report of activities of the young organization shows that our future is in good hands.

Check out upcoming activities and numerous developments in News Bites and the Calendar of Events. Finally, read about IFHOH's biennial meeting which will be held in Stockholm, Sweden June 18 to 19, 2010. Plan to attend to keep abreast of developments and to connect with old friends and make new ones.

As we head into a new year and a new decade, I wish you all the best.

# President's Report

Jan-Peter Strömgen



*IDA meeting in New York with an interpreter, Stefan Tromel, IDA staff and Jan-Peter Strömgen (left to right).*

IFHOH will have its next World Congress in Bergen, Norway June 25 to 28, 2012. I can guarantee you that it is a very beautiful and perfect place for us to have our big event. You can get the same feeling as experienced in Vancouver, site of the 2008 Congress, with the mountains, the sea and the islands. You will be able to enjoy, not only the lovely city of Bergen, but also the Grieg Congress Centre where the Congress will be held.

From the first of July, 2009 to the end of June 2010, I am chair of the International Disability Alliance (IDA). In that capacity, I have had some major events to handle besides all e-mail correspondence. On the third of July, IDA had a Donors meeting in Geneva which was my first meeting as IDA chair. The purpose of the meeting was to inform donors about the work of IDA and interest them in funding our work. I believe that IFHOH should also try to do this in the future.

As president of IFHOH, I have been invited to partner a manuscript about the ICF (International Classification of Functioning) entitled "International Classification of Functioning, Disability and Health Core Sets for Hearing Loss: A discussion paper and

invitation". The manuscript has been accepted and will be published in the International Journal of Audiology.

IDA and the IDA Convention on the Rights of Persons with Disabilities Forum (CRPD) held its second meeting this year from August 31<sup>st</sup> to September 1<sup>st</sup>. The meeting was held the days before the Conference of State Parties responsible for the CRPD. For the first time I was chair of the entire IDA and IDA CRPD meeting. Ruth Warick was representing IFHOH at the meeting.

The Second Session of the Conference of States Parties to the Convention on the Rights of Persons with Disabilities (CRPD) was held in the UN headquarter in New York September 2<sup>nd</sup> to 4<sup>th</sup>. Ruth and I were able to attend the first and second day of the conference. I also had the privilege to represent all disabled people in the world, called the civil society, in the beginning at the High Level panel. I made an IDA statement about the UN work with the CRPD. You can see the statement in the Fall 2009 IFHOH issue and on the IDA website <http://www.internationaldisabilityalliance.org/>



*Here Jan-Peter informs the UN about the neckloop and the telecoil before his speech..*

Before I started to make the statement I informed the audiences about my neck lop and the telecoil in my hearing aid.

On October 26th I was in Geneva as chair of IDA to make a presentation about how the UN system should work with respect to Article 33 of the CRPD. It's about implementation and monitoring mechanisms for the CRPD in each country. During my presentations I made it a point to raise the lack of accessibility for hard of hearing people inside the UN system.

As IDA chair I'm also had my first meeting with the newly appointed UN Special Rapporteur on Disability, Shuaib Chalklen,

from South Africa. The meeting took place in Stockholm on December 4<sup>th</sup> when he was here, where I live, on other business.

At the outset of this year I attended an IDA seminar about alternate reporting followed by a meeting with IDA and IDA CRPD Forum. The meetings took place in Geneva on the 7-9<sup>th</sup> of January and Ruth Warick was also representing IFHOH at the meetings.

From the 27-28<sup>th</sup> of February the IFHOH Board will meet in Stockholm. There we will discuss and prepare for the IFHOH BGM in Stockholm 18-20<sup>th</sup> of June 2010. I hope that I will see many of you in Stockholm next year.



*IDA donors meeting in Geneva*

# EFHOH NEWS

by Marcel Bobeldijk

**A B M W** are the four first letters of the name of the places for EFHOH important meetings:

**A** of Antwerp,Belgium.

Antwerp was the host city of the 3rd international conference on media for all. Sami Virtanen of Finland and I were presented at this conference. Sami gave an interesting presentation about an overview of subtitling in Finland and Europe. I participated in a panel discussion about subtitling in Flanders/Belgium and the Netherlands. In the EFHOH newsletter you can read the article written by Sami.

**B** of Bergen,Norway.

Bergen was the host city for our EFHOH and IFHOH joint board meeting together with Karina Chupina, the president of IFHOHYP. It was good to see Bergen and the conference hall for the IFHOH 2012 World Congress. I can say that Bergen is a very beautiful, compact city and the conference hall looks very good. I think this is a good choice of the Norwegian federation,HLF, to organize the world congress in Bergen. I can only say you are welcome to attend the World Cognress 2012 in Bergen. At the BGM in Stockholm we will provide you with more detailed information about the World Congress.

**M** of Milan,Italy.

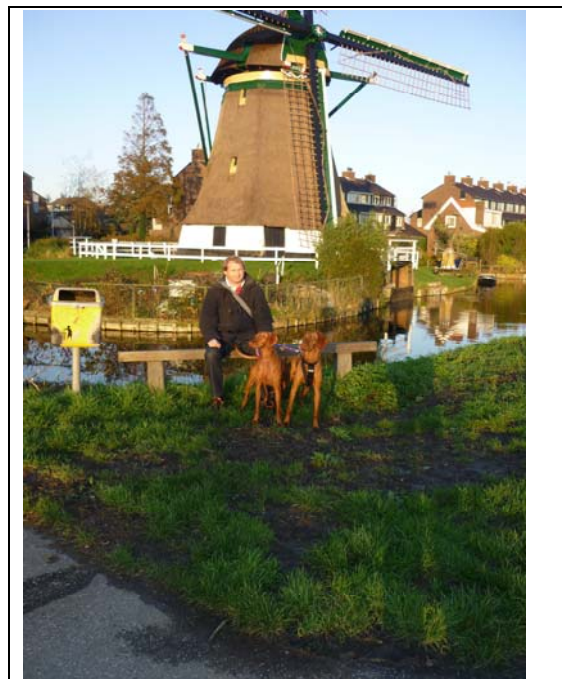
Milan was the host town for the cen380 meeting about the European standard of the service of the hearing professionals. A final document will be sent to our members.

**W** of Winterthur. Switzerland.

Winterthur was the host city for our first international hearing loops systems conference. This conference, organized by EFHOH Vice-president Siegfried Karg and Pro Audito Schweiz/Winterthur, was excellent. The conference was joined by speakers and participants from outside Europe. Read more about this conference in an article from Katja Vis.

For more EFHOH news go to our newsletter [www.EFHOH.org](http://www.EFHOH.org). As well, you can ask for a copy to be sent to your e-mail address by a message to [efhoh@hrf.se](mailto:efhoh@hrf.se).

Warm regards,  
Marcel Bobeldijk  
President of EFHOH



# Hearing Loops Conference: A Personal Journey

by Katja Vis

The first international conference on audio frequency induction loop systems for hard of hearing people and people with cochlear implants was held in Winterthur, Switzerland from September 25-27, 2009. Winterthur is the sixth largest city in Switzerland with 100,000 inhabitants, and it's very close to Zürich.

It was an honour to represent IFHOH at the conference and to attend for a personal reason: since last June I'm a very proud cochlear implant user (CI-Freedom). With my CI, I have got "new Sounds-World", and suddenly all kinds of acoustics helpmates are very interesting.

At home I have four small children under school age, and my hands are really full. If this isn't enough, we have started building our dream home.

Being two days away requires a lot of organization: I spent three busy days organizing everything for my husband and children: food, clothes, memo-papers, making agreements who will take the children to their appointments, etc. No, I'm not indispensable, but my husband's words are that I am one of the best at house management.

Very early Friday morning I took a flight to Switzerland from Helsinki. On the plane I read background information about the conference and met other participants from Finland, including Jukka Rasa.

Marcel Bobeldijk, an old friend and the President of EFHOH, picked me up from the Zurich airport. We had a long walk with his partner and dogs, Bibi and Moo, then had a lovely picnic on the beautiful Switzerland

landscape. Next it was to the hotel (Banana City) which was only a 4-minute walk to the conference site. Service was very kind full as was the case everywhere in Switzerland.

The conference began with an opening ceremony on Friday, which meant seeing many known and unknown people from near and far. There were participants from Austria, Australia, Croatia, Finland, France, Germany, Italy, Kuwait, Netherlands, Russia, Slovenia, Sweden, Switzerland, United Kingdom, and the USA. A special touch was the Swiss yodellers and Alphorn duo which I personally loved. Although I have been in Switzerland many times, I never have heard them except on TV, but that is not the same.

Siegfried Karl was the major person who made the Conference a reality. He was also a wonderful (free) translator between English-speaking and German-speaking people. Of course there were also professional interpretations and captioning provided by velotypist Daniel Tuinman of the Netherlands. Siegfried also ensured that the conference sessions started and ended on time.

For two days we received much information about loop systems and heard about experiences with it in Kuwait, Australia and America, to name a few of them. I also met industry representatives who have marketed a new neck loop system for the phone. I also learned how I could use my CI and the hearing aid in my other ear with an MP3. The only thing I would change about the conference is more varied examples of use of hearing loops other than in churches.

On Saturday afternoon we had a boat trip and dinner on the sea of Zurich. The sun was shining and the weather was lovely!

The conference was a great venue for me to exercise my CI. I listened by use of a loop system and I heard really well, even without lip reading. That was really a wonderful experience. Before I would have been "half dead" from tiredness after two days, but now I was not tired at all. This motivates me to

believe that we have to work harder for hard of hearing people around the world.

On a personal note, my new home will have a new loop-system. I will take care that the surrounding will be metal-less; metal degrades magnetic fields resulting in a weak signal and a poor signal-to-noise ratio.

Note; Conference papers, the text of the resolution passed at the conference and video recordings are available on-line at [www.hearingloops.org](http://www.hearingloops.org)



Presentation

Ed, Sanne, Katja and Ritva-Liisa

Yodels



Public

Katja(Fin), Marcel(NL), Karina(Rus)

Katja and Gert

# ALDA CONVENTION 2009: An Inspiration

by Duong Phuong Hanh



Author on the right shown with Sue Thomas

In 2008 I felt fortunate to participate at the IFHOH/CHHA World Conference in Vancouver, Canada. In 2009 I was blessed to have experienced a positive conference atmosphere for a second time. I attended the Association of Late-Deafened Adults (ALDA) convention November 14-18 in Seattle, USA.

At the conference I provided a five-minute report about the ALDA-Asia Pacific movement discussing what we are, how deafened people live in the Asia-Pacific, and how society knows about deafened people in the Asia-Pacific. I explained how, in Vietnam, late-deafened people meet a lot of difficulties in their life. They cannot communicate at all since they cannot read lips and hearing persons don't like to or care to use notepads to communicate with them. What we have done and are going to do is to live a life to the fullest.

I really don't have enough words to tell you what a wonderful time I had. ALDA board of

directors and members encouraged me to participate and welcomed me warmly.

As the organizer said, "Our annual ALDAcon is more than just a convention; it is communication heaven." No one needs to worry about being "alone in a crowd" because every conceivable way to communicate is put to work to make every participant feel welcome. Some people lip-read, some sign, some use hearing aids, some have cochlear implants, and some need to have others write down what they are saying and, at ALDA, all the above is okay! ALDA gives late-deafened adults a chance to mingle without being uncomfortable about their deafness and, perhaps for the first time, a chance to confront and accept their deafness.

There were more than 30 workshops covering a wide range of topics. I listened J. King Jordan who stated "Deaf people can do anything hearing people can do, except hear." I felt touched to shed tears when Sue Thomas discussed how she became an FBI officer despite a profound hearing loss and how invaluable her lipreading skills were to resolving crimes.

I also attended workshops with the titles of Ask an Audiologist, Open Your Eyes to a New Way of Communicating, ALDA as a Way of Life, Whatever Works, Works! Real Solutions for You, Officer, We Can't Hear You, Family and Hearing Loss, and Are you Safe? Late-Deafened Safety Awareness.

ALDAcon's hospitality room was a great place to take a break during the busy day or hang out and play favorite card or board games with round tables, which provided social interaction, relaxation, conversation, and competition.

ALDAcon was most famous for the Saturday Night Karaoke Party, where everybody could cut loose with singing and dancing. We would not find this kind of fun anywhere else - the only place to "sing like no one can hear you" because they can't.

Kathy Schlueter, President of the Association for Late-Deafened Adults, presented the Bob Harley Fearless Leader Award to Mr. Muhammad Akram of Pakistan for the starting ALDA Asia-Pacific

([www.danishkadah.org.pk/networks/alda-ap](http://www.danishkadah.org.pk/networks/alda-ap)).

Lauren Stork, Chair International Committee ALDA, accepted it for Akram.

Good bye ALDACon 2009 and see you next year.



*IEC Symbol for Audio Frequency Induction Loop Systems (AFILS)*

## **HEARING LOOPS International Conference 2009**

**Winterthur / Switzerland  
September 25 - 27, 2009**

*Hearing Loops*, the first international conference on audio frequency induction loops (AFILS) for people with hearing loss, with participants from Austria, Australia, Croatia, Finland, France, Germany, Italy, Kuwait, Netherlands, Russia, Slovenia, Sweden, Switzerland, United Kingdom, and USA, passed the following resolution at Zurich University of Applied Sciences at Winterthur / Switzerland on September 27, 2009.

**An audio frequency induction loop system (AFILS) is an inexpensive, efficient and universal system to enable people wearing hearing aids or cochlear implants to hear in public situations.**

We recommend that

- 1) hearing aid manufacturers, manufacturers of cochlear implants, physicians, audiologists and hearing instrument specialists shall communicate the benefits of hearing aid / cochlear implant telecoil receivers for phone listening and assistive listening and educate people who are hard of hearing accordingly.
- 2) venues and service points where sound is broadcast shall offer assistive listening, such as induction loop systems designed to the IEC 60118-4:2006 standard, that broadcast sound directly to hearing aids and cochlear implants, enabling them to serve as customized, wireless loudspeakers (without the need for extra equipment).

# *WWHearing & Affordable Hearing Aids*

*by Ahiya Kamara*

WWHearing (World Wide Hearing care for developing countries) is an initiative founded in 2003 to promote better hearing by the provision of appropriate and affordable high quality hearing aids and services on a long-term basis and on a significant scale.

On November 12-13, 2009 WWHearing had its General Assembly and workshop in Geneva. It was its seventh workshop and the fourth meeting since I have been IFHOH's representative to WWHearing. I was the only hard of hearing person among mainly professionals in our field. It was very important for me to represent the voice of hard of hearing people. The meeting was fully accessible and, of course, it was very important to all the attendees to see an example of accessibility for hard of hearing people.

We discussed the new proposed and very ambitious plan, AUDIO 2020. One of its ambitious aims is to attract international donors. We were presented with a parallel plan for fund raising and we were showed a short film for donors. I was astonished to discover there are no subtitles in this film of WWHearing and protested immediately.

A resolution was passed to charge membership fees, one of the suggestions arising from the evaluation report. Also discussed from the evaluation report was the theme that the voice of HoH are almost not heard.

We also reviewed the progress in the pilot projects. The projects from India (to provide hearing aids and services to adults) and China (to children) are complete. Linked economic

analysis studies measured the cost effectiveness of the projects. Projects in Brazil and the Philippines were approved and it was very interesting to hear the problems they tackled when trying to find hard of hearing people in isolated areas to evaluate their hearing and supply them with hearing aids.

Good news is that WWHearing is closer to achieving its aim to reduce the cost of hearing aids. Some good offers have come from leading companies in the \$40 range! WWHearing has ordered thousands of hearing aids. I stressed the importance to choosing a hearing aid with a Telecoil and explained how important the T-Switch (also known as the Telecoil) is for hard of hearing people even in developing countries (especially for use with telephones).

We also had a discussion about the issue of recycling used hearing aids and the strong recommendation was not to use them because of its low effectiveness.

Finally, there was an interesting discussion about the definition of hard of hearing in contrast to deaf for practical purposes. Who is the target population of WWHearing? Who will get hearing aids and who will not? For more information about this issue and related subjects look for the hearing aids and services guidelines that was issued by WHO. [http://whqlibdoc.who.int/publications/2004/9\\_241592435\\_eng.pdf](http://whqlibdoc.who.int/publications/2004/9_241592435_eng.pdf). New guidelines are being developed and IFHOH will be involved in updating them.

# Hearing Access for Air Travellers

By **Ahiya Kamara**



Ahiya Kamara with Mr. Samuel Podberesky, Assistant general Counsel for Aviation Enforcement and Proceedings, DOT, who headed the Cairo meeting.

If you ever flew anywhere you probably felt uneasy and under stress. Tensions arise due to unfamiliar procedures, in a very crowded place within time constraints, exacerbated by the fear of flying, especially in times of terrorist attacks. For those of us who are hard of hearing, the tension is intensified due to concerns about the lack of accessibility for audio information. The lack of accessibility makes us feel more vulnerable and dependent.

In 2002 Hearing Loss Association of America (HLAA) members identified two priorities for air travel:

1. Text on video display systems of all audible public address announcements for flights schedules, delays, gate changes, cancellations, overbooked flights, emergencies and so on.
2. Captions on all TV monitors.

Effective May 13, 2009, the US Department of Transportation Air Carrier Access Act (ACAA) requires access for hard of hearing people flying in the US or on flights that begin or end in the US.

## Airports

Airports are required to provide closed captioning on all televisions and other audio-visual displays providing safety, information, or entertainment content. Also, at each gate, ticketing area and customer service desk, a carrier must ensure that passengers who **identify themselves** as persons needing hearing (or visual) assistance have prompt access to the same information such as flight safety, ticketing, flight check-in, flight delays or cancellations schedule changes, boarding information, connections, gate assignments, checking baggage, individuals being paged by airlines, emergencies and so on, that is provided to other passengers.

## Aircraft

As for the accessibility of the aircraft, carriers must ensure that all new videos, DVD's and other audio-visual displays played on aircraft for safety or informational purposes will captioned in the predominant language or languages in which the carrier communicates with passengers on the flight. Also, carriers must ensure that passengers who **identify themselves** as needing hearing (or visual) assistance have prompt access to the same information provided to other passengers on the aircraft including information concerning flight safety, procedures for take off and landing, flight delays, schedule or aircraft changes, boarding information, weather conditions at the flight's destination, beverage and menu information, connecting gate assignments, baggage claim, individuals being paged by airlines and emergencies.

### Special Forum

In a forum held by the US DOT in Cairo, Egypt on December the 8-9, which I attended as IFHOH's representative, the new rules were discussed with airline and airport representatives from all over the world. I was the only representative of organizations of people with disability (PWD) in the forum and it was very important that the aeronautics industry had the opportunity to hear from someone with disability. I told them about the number of PWD, how everyone can be one day disabled, and the concept of "temporary able people." I explained how stressful airport and aircraft are for PWD and how embarrassing it is to seek for help. I referenced the UN Convention for the Rights of People with Disabilities.

The fact that the meeting was captioning in real-time was important. I believe they saw captioning for the first time in their life. I explained why the closed captioning has to be open in airports. I went further to state that the industry should go beyond DOT regulations to require airline carriers to have subtitles on flight entertainments programs. IFHOH, with the cooperation of HLAA, plans to write to DOT in regards to this matter as well as identifying new technological possibilities such as the use of location-based SMS (*Short Message Service* is a communication service component of mobile communication systems) as a new means to make all the announcements accessible for us.

### Aircraft

We have to remember that the news rules apply for US airlines and for foreign airlines flights that begin or end in the US only. The new rule requires that foreign airlines ask local organizations of PWD for advice in regards to planning the training of staffs on how to deal with people with disability needs and it is our opportunity to pressure them to adopt the new US rule for all their flights, not only to the flights to the US. .

If you wish to have more in information you can get it in the DOT website:

<http://airconsumer.ost.dot.gov/>



Ahiya Kamara with captioning at the DOT Forum in Cairo, Egypt

## Calendar of Events



**April 23-24, 2010**

**Australian Deafness Forum**

Grace Hotel, York St., Sydney

[www.deafnessforum.org.au](http://www.deafnessforum.org.au)

[www.ifhoh.org](http://www.ifhoh.org)

**June 18 - 19, 2010**

**IFHOH Biennial Meeting**

Stockholm, Sweden

**June 25 to 28, 2012**

**IFHOH Congress 2012**

Bergen, Norway

Opens on Monday with the IFHOH biennial meeting,

followed by Congress sessions and closes with a Thurs. evening Congress dinner.

## Invitation to IFHOHYP Conference & AGM in Groningen



SH-Jong, the Dutch organization of hard of hearing young people, will coordinate IFHOHYP's 2010 Conference & Annual General Meeting (AGM) in the beautiful town of the Netherlands, Groningen! The conference and AGM will be held from April 1-5, 2010 during the Easter holidays.

Each member organization of IFHOHYP may send one delegate and one-to-two observers. Any youth, youth hard of hearing organization or other organization, which is not a member

of IFHOHYP, may send observers but should discuss this with organizers as spaces are limited.

### Schedule

Thursday: Arrival day

Friday & Saturday: Presentations & workshops on Communication & Empowerment and/or group workshops on specific topics related to IFHOHYP matters

Saturday afternoon: sightseeing

Sunday: AGM

Monday: Departure



### IFHOHYP-Summercamp in Fiesch, Switzerland.

IFHOHYP's 2010 summer camp will be held in Fiesch, Switzerland for 12 days from July 19-30. Young persons between 18 to 35 years old are urged to apply. English is the language of communication at the summer camp. Activities

include workshops, sports, games and outdoor trips including excursions to the mountains, a bike tour and a hiking tour. For information go to [www.jugehoerig.ch/summercamp2010](http://www.jugehoerig.ch/summercamp2010).



## ***IFHOH Biennial Meeting in Stockholm June 18-19, 2010***

Welcome to Stockholm and Sweden!

The Swedish Association for Hard of Hearing People, HRF, wishes to welcome you to the Swedish Capital, Stockholm, for three interesting days of meetings, social activities and conferences with the umbrella title **The Hard of Hearing People of the World**.

Please visit the home pages for more information about Stockholm and Sweden:

[www.stockholm.se/-/Turism/](http://www.stockholm.se/-/Turism/)

<http://beta.stockholmtown.com/sv/>

[www.svenigeturism.se/smorgasbord/index.html](http://www.svenigeturism.se/smorgasbord/index.html)

[www.visitsweden.com](http://www.visitsweden.com)

[www.eurotourism.com/se/sv/](http://www.eurotourism.com/se/sv/)

[www.sverige.com/](http://www.sverige.com/)

**Accommodation and venue:** Hotel Norrtull S:t Eriksgatan 119, Stockholm

Telephone +46-8-33 93 08 [www.hotellnorrtull.se](http://www.hotellnorrtull.se) HRF has already pre-booked rooms for the BGM and AGM; all we need to know is that you are coming! A limited amount of rooms is pre-booked for those who have a long travel journey and wish to come the day before the conference opens. It is possible to extend your days in Stockholm, should you wish to do so, and stay at the hotel at the HRF-negotiated discount price.



### **Hotel Norrtull – a Industrial historical building**

The building has an historical and architectural value as it was constructed in 1923 to be the central warehouse and head office of Vin & Sprit ("Wine & Spirits"), a company in those days owned by the Swedish state and the singular part of the entire alcohol production and distribution in Sweden at that time.

Today the hotel contains several conference rooms and 128 individually designed rooms and suits.

## AGENDA

Friday the 18<sup>th</sup> of June:

11:00–12:00 Registration for all participants at the Hotel Norrtull

12:30 Lunch at the Hotel Norrtull

14:00 Opening Conference "The Hard of Hearing People of the World" at the Hotel Norrtull

19:00 Dinner

Saturday the 19<sup>th</sup> of June:

09:00 Conference "The Hard of Hearing People of the World" continues at the Hotel Norrtull

12:00 Lunch at the Hotel Norrtull

13:00 The European Federation for Hard of Hearing People Annual General Meeting at Hotel Norrtull

It will be possible to visit the HRF office for the visitors who are not taking part of the EFHOH AGM.

17:00 Bus to the harbour - boat trip in the Stockholm archipelago and dinner on board  
The boat trip is with "Waxholm III", an old steamer, not altogether suitable for wheel chairs, as it is a rather steep staircase up to the second landing where the dinner is being served. Please inform about any difficulties on the registration form box for "further information".

Sunday the 20<sup>th</sup> of June:

09:00 The International Federation for Hard of Hearing People's Biennial General Meeting at the Hotel Norrtull

13:00 Lunch at the Hotel Norrtull

Departure to follow



### Getting to and from there:

Stockholm has two airports, and most flights from abroad will arrive at Arlanda airport, approx. 40 kilometres from central Stockholm. From Arlanda airport buses leave every 10 to 20 minutes, depending on the time of your arrival. The journey takes about 30 minutes and the bus stop nearest the hotel is "Norra Stationsgatan", which is situated right outside the hotel entrance.

From the hotel, visitors can take bus "65" to the very centre of Stockholm in about 10-15 minutes, or a ten minutes walk will take you to the nearest underground station, a few stops and a speedy journey to the centre of Stockholm. The return journey would be in the reverse.

### Registration

Contact IFHOH by emailing [ifhoh@hrf.se](mailto:ifhoh@hrf.se) to request a registration form.

**Hearing accessibility:**

The conference and BGM/AGM meetings will have a hearing loop system and speech-to-text interpreters in English. A portable hearing loop system will be used on board the boat and to-and-from the boat by bus. Please check your need of hearing loop system inside and outside the conference venue.

**Registration on arrival and before the EFHOH AGM and IFHOH BGM**

Please ensure that you register at the hotel registration desk and check out before you leave the hotel after the conference.

There will be a separate registration desk, near the hotel registration desk, where you shall register as partaking in the conference and receive your name badge and other information. Before the EFHOH AGM and IFHOH BGM, there will be a separate registration of the delegates of Member association, where the voting cards will be handled out before the AGM and BGM.

**What's included in the conference fee, 375 Euro:**

- A single room in Hotell Norrtull for two night's (18th and 19th of June)
- Breakfast Saturday
- Coffee Friday afternoon, Saturday at 10 am, Saturday afternoon, Sunday at 10 am
- Lunch Friday and Saturday included mineral water
- Reception dinner Friday evening included 2 glass of wine or bear
- Boat journey and dinner on board Saturday included 2 glass of wine and bear

**Currency in Sweden:**

The currency in Sweden is the Swedish Krona, SEK. In January 2010, 100 SKR equals around 10 Euro.

**Visitors' information**

Stockholm in June has very long daylight hours and can be very warm and pleasant, however, it is advisable to bring both a jacket/cardigan and an umbrella. The sun is no guarantee even in June - especially when going by boat in the Stockholm Archipelago in the evening. Should you wish to stay longer in Stockholm to explore the city, bring comfortable shoes and a swim suit: Stockholm is called the Venice of the North and is surrounded by water and has plenty of opportunities for nice walks and a swim. <http://beta.stockholmtown.com/sv/>

***IFHOH Welcomes New Members*****Hochiminh City Deaf Association in Vietnam****Pakistan Hard of Hearing Association**



**WELCOME TO THE NEXT WORLD CONFERENCE FOR HARD OF HEARING 2012  
IN THE LAND OF THE MIDNIGHT SUN - NORWAY**

The next World Conference for the Hard of Hearing will be held in Norway June 25-28, 2012. The conference will be in the second largest and the most beautiful city in Norway, Bergen. It is a very special city with a lot of charm, where you will find "everything" within a short walking distance.

Bergen has given a warm welcome to visitors for more than 900 years. "Bryggen", in the harbour, has become a symbol of the cultural heritage and has gained a place on UNESCO's World Heritage List. The city is surrounded by seven mountains. You can get to the top of two of them and have a marvellous view of the city.

Bergen is called "The Gateway to the Fjords". The city is surrounded by one of the world's most spectacular tourist attractions - the Norwegian Fjords, which have now been included in UNESCO's World Heritage List. Bergen is also the starting point for a cruise along the Norwegian coast which will take you all the way up to the most northern city in the world. You will have a lot of possibilities to combine the conference with a wonderful vacation.

The planning of the conference has started and we can already promise you a few very interesting days. The main theme will probably be "A Better Life", with several well qualified and interesting speakers.

The venue for the conference will be The Grieg Hall, a concert hall having its name from the famous Norwegian composer, Edvard Grieg. It is placed in the middle of the city and you can reach all the hotels just by a couple of minutes walk.

You can read news about the conference at our own web-site: [www.IFHOH2012.no](http://www.IFHOH2012.no)

We are glad to invite you to Bergen in 2012 and to a conference which will give you new knowledge for a better life as a hard of hearing person. And to a land where it almost never gets dark in late June, and to a city which can offer you beautiful and interesting experiences.

Welcome to Norway in 2012 - a few days you will remember for the rest of your life!

Knut M. Ellingsen, President, The Norwegian Association of Hard of Hearing

# News bites

## News bites

**The World Deaf Information Resource Project** of the Center for International Programs and Services at Gallaudet University, a liberal arts university for deaf students in Washington, DC, operates international exchange programs.

<http://cips.gallaudet.edu/wdi.xml>.

**Hear-it AISBL**, the publisher of [www.hear-it.org](http://www.hear-it.org), regularly provides web updates. Check out the one that hearing aids improve social relations, including the users' love life, and make intimate conversations easier.

<http://www.hear-it.org/page.dsp?page=6731>

**Danishkadah**, an NGO focused on empowering persons with disabilities and deafness, has recently conducted an access audit of Karachi, Pakistan.

([http://www.danishkadah.org.pk/activities/events/080420-Tourism/access\\_audit.html](http://www.danishkadah.org.pk/activities/events/080420-Tourism/access_audit.html)). Muhammad Akram is the Founder & Chairman of DANISHKADAH [www.danishkadah.org.pk](http://www.danishkadah.org.pk)

**Rayovac** announces green hearing aid battery technology, a new high-performing zero mercury battery. They note that International Electro-technical Commission (IEC) and American National Standards Institute (ANSI) test data shows that the new battery's performance is up-to 30 per cent superior to other mercury free batteries. [www.emea.rayovac.com](http://www.emea.rayovac.com)

Diana Kloorfain a mom whose child is hard of hearing and who has developed a Hearing Access Program.

<http://www.examiner.com/x-28980-NY-Hearing-Loss--Parenting-Examiner>

**Videos** of all presentations and the panel discussions at HEARING LOOPS, the first international conference on audio frequency induction loop systems (AFILS), which was held in Winterthur / Switzerland, September 25-27, 2009, can now be downloaded as video streams.

[www.hearingloops.org](http://www.hearingloops.org) then click on "Speakers", "Schedule" or "Panel Discussion" and start the video.

**NHS 2010** - Beyond Newborn Hearing Screening: Infant and Childhood Hearing in Science and Clinical Practice will be held at the Villa Erba Congress Center, Cernobbio, Italy June 8-10, 2010. Early registration and hotel accommodation deadline is April 12, 2010.

[www.nhs2010.org](http://www.nhs2010.org)

**UK audiologist Robert Beiny** has been named the European Hearing Aid Audiologist of the Year for 2009, which is run by hearing aid battery maker Rayovac. Based at the Hearing Healthcare Practice in Harpenden, Hertfordshire, Robert Beiny won the award for fitting a hearing aid for a stroke patient whose stroke had left him completely deaf in one ear and with limited hearing in the other. Nominations are now open for the 2010 award: [www.audiologistoftheyear.eu](http://www.audiologistoftheyear.eu)

### *IFHOH JOURNAL*

The deadline for submissions for the next issue is March 15, 2010. Your contributions are welcomed: short and long articles, anywhere from 25 to 1,500 words, with 400 to 500 words (one page) preferred. News bites, information about coming events and news about people are also welcomed. Photographs and illustrations to accompany articles would be appreciated. Please send pictures in jpeg format and files as rich text or word documents.

Editorial assistance for the Journal is being sought - if you would like to assist with the production of this publication please contact the Journal Editor Ruth Warick ([info@ifoh.org](mailto:info@ifoh.org)) with a brief summary of your experience and interest. Many thanks!

## In Remembrance - Marcia Dugan



Marcia Dugan, President of IFHOH from 2001 to 2006, passed away Feb. 7 at age 78 after a valiant battle with leukemia. Her children — Maggie, Elizabeth and Michael Dugan — were by her side at her home in Penn Yan, Yates County, United States.

During her long and varied career, Mrs. Dugan directed public relations for Keuka College (1972-1980) in Penn Yan and the National Technical Institute for the Deaf (1980-1995) in Henrietta. But she made her strongest impact as a spokeswoman for hard of hearing persons like herself.

She began losing her hearing at age 40, while teaching math in Penn Yan's public schools. It was an intensely unnerving experience that became grist for her books, *Keys to Living with Hearing Loss* (Barrons, 1997) and *Living with Hearing Loss* (Gallaudet University Press, 2003). They are considered essential coping guides for people adapting to auditory impairment.

She became president of the Hearing Loss Association of America (1996-1998), then IFHOH. She was instrumental in getting IFHOH involved in the International Disability Alliance (IDA) and was a mentor to numerous younger persons.

States Brenda Battat, executive director of the Hearing Loss Association of America in Bethesda, Md. ""She was always encouraging us to stay involved with international issues around hearing loss. We're really going to miss her."

Marcia was born in New Orleans and moved to Cuba when her father joined the Old Time Molasses Company. She was a championship swimmer at her Havana schools. She returned to America to attend Antioch College in Yellow Springs, Ohio. There she met her future husband, Frederick, a Yates County man who became a well-known county family court and surrogate judge until his death in 1987. Mrs. Dugan was an enthusiastic sailor, skier and globetrotter. Closer to home, she was long active with local Republican organizations and was named Yates County Republican of the Year in 1979. She also helped to establish the Yates County Arts Council and served as a trustee for Keuka College, which awarded her an honorary Doctor of Humane Letters in December 2009

Among the outpouring of tributes are the following:

I had the pleasure of working with Marcia during the negotiations for the Convention on the Rights of Persons with Disabilities and I particularly remember how she, during a meeting in Panama, tried hard to push for the rights of hard of hearing people and recruiting new members to IFHOH in Latin America. IFHOH became a member of IDA during her time - not without difficulties - and is now a full and strong member of the global disability movement with JP currently chairing IDA. Tomas Lagerwall of Sweden, Past RI Secretary General

She has contributed a lot to change the attitude of people against hard of hearing people. In stead of ridiculous people to make fun of, she personalized and fought for the dignity of hard of hearing people and she was very accurate. Lex Grandia, Belgium, World Federation of the Deaf/Blind Union

It is with sadness that I have received the news of Marcia's untimely passing. Memories of her warmth of personality and the wisdom of her contributions at IDA meetings fill one with gratitude. William Rowland, South Africa, World Blind Union