

>> Roxana: Richard, we're on, we're letting people come in.

>> Holly: Roxana, we're going to start the recording.

>> Roxana: Okay.

>> Holly: Okay. For everyone that is on the call so far.

>> Holly: We want to start using the chat, if you would click on the chat button at the bottom of the screen, and let us know where you're from, and also how many meetings you have attended.

Let's start first with where you're from. Typically, we have people from all over the country. We see Michigan.

Maryland, Manhattan. My goodness, we have from all over the country. Florida, Chicago, Vancouver island, we know who that is. Santa Rosa. So we're going to wait just another few minutes and then we're going to do our first poll so we can get a sense from everyone that's on the call so far, you know, where they are calling in from.

So Roxana, do you want to -- Dallas, Texas. Do you want to put the first poll up?

>> Roxana: Yes let's do it let's do it. Let us know, if you will click on where you're from, we'll have the report from this. This polling feature helps us understand quickly where everyone is from. It looks like we have representation from all over the country and a couple of percentages from outside the country too.

So this is the end of the poll. Half the people from the east coast, 24% from the west coast. 17 from the central. 43% from mountain, and then the 2% from outside the US.

Very happy to have you all here. If you could -- now what we're going to ask is how many of these virtual meetings have you attended? Attended? If you've attended all of them? This is actually our sixth virtual meeting. Some of them? Or for some of you this is your first one? And very exciting to see these results.

And we thank you for using this so easily.

So we have 19% that has been to all six 19% that have been to all six. For 22% of you this is your first one, so we welcome you.

So we're going to get this meeting started, we're going to welcome everyone else that is now on the call, and you will see the numbers grow, if you're looking at gallery view, you can scroll through the pages and see who is on this call.

So Roxana, is it all open?

>> Roxana: It's all open, yes.

>> Holly: So let's begin. If you haven't done so already, please click on the closed caption icon at the bottom of the screen, and then click on show subtitles to see the captions. This meeting is being live captioned by Whitney who is the best. We're very happy to have her here. For those of you here for the first time, we welcome you, and for all those who have been with us here before, welcome back. My name is Holly Cohen, I'm a hearing health advocate, and member of HLAA New York City. This virtual meeting is sponsored by HLAA, the Hearing Loss Association of America, and will be recorded. If you would like to watch it again, or, you know, of some other people who were not able to join the call, and would like to see it, it will be on the HLAA website [hearingloss.org](http://hearingloss.org). So take a look again at the bottom of the screen for the orange icon that says chat, so you can chat with each other during this meeting. We'll post some information at times. This is your opportunity to connect with each other throughout this meeting, but do remember that if you send a private message, it will be saved to the public transcript.

So now, I'm very pleased to turn this meeting over to Barbara Kelley, HLAA's Executive Director who would like to share a few words. Barbara.

>> thank you, I don't know how it is where you are, but here in the DC area, it's hot. We're all lucky to be inside on this virtual meeting with captioning.

A few weeks ago on June 18th, and 19th, 2400 people registered for experience HLAA, maybe some of them were you. Because our convention was canceled this year, so we held a mini conference online. And I think that just shows that our community is willing to get online and wants to get online.

So 2400 people registered, and we realize not everyone was on at the same time, so we will be offering the entire two-day mini conference on our website in a couple of weeks, so stay tuned and come to hearingloss.org, and thank you for coming today. And I'll turn it back to these great volunteers who have put this together and to all of you. Thank you.

>> Holly: Barbara thank you so much. We're going to turn it over to Shari Eberts who will provide the advocacy update.

>> Shari: Great. Well, thank you, holly, and hello, everybody. Thank you for joining us today. I've been spending time -- I'm really amazed all we've accomplished as a hearing loss community. When we began, many of us had never heard of a Zoom call, let alone dialed into one, but we learned together and proved our skills every time.

And we quickly realized that captions were a critical piece of the puzzle. We needed captions to make communicating by video conference calls effective and productive. And so we did something about it. We started a petition to demand free captions on video conferencing platforms for People with Hearing Loss.

47,000 people signed that petition. And that is more than twice the capacity of Madison square garden, and it definitely got noticed. Google meet and other platforms quickly moved to make auto captions available for free, and I'm just so proud of how the hearing loss community has come together to create change like this.

And also to learn from one another. Each of our virtual meetings addressed an important topic for People with Hearing Loss during this COVID crisis. Dr. Kelly Tremblay and I began with survivor tips, followed by Dr. Kevin Francks from the audiologist perspective. We were entertained by Gael Hannan, we'll hear from her again today, and we were inspired by Rebecca Alexandra's story of resilience and Rebecca's taught us how to breathe in peace and breathe out fear.

Last time we heard from Tony and Elaine about handling hearing loss in a healthcare setting, and this topic has always been important and it's even more important as we battle the additional challenges of COVID and face masks, and last but not least today, we will hear from Richard Einhorn about the technology we can use to ease communication in these tough times. I have learned so much from all the speakers, as well from all of your comments and questions. Thank you for your participation in the meetings and for sharing your feedback and surveys, and for providing support to one another during this time.

I will certainly keep advocating for all of you on my blog, living with hearingloss.com , and also as a board member of HLAA, and I know you will all do the same. We come together as a community, we can really accomplish almost anything.

And speaking of accomplishments, I want to turn it over to Roxana, who has an exciting announcement for the hearing loss community, but first I want to thank her for her leadership in envisioning and creating these meetings for us to enjoy. Thank you very much, Roxana. Turn it over

to you.

>> Roxana: Thank you, Shari. Well March 28 of this year, we had our first virtual meeting after the pandemic started. In that meeting, I said some words in Spanish for the Latin hearing loss community and I promised I would do my best to help the Hispanic community understand the struggles of our hearing loss, especially the use of masks.

Now I will like to share some exciting news. Zina Jawadi, our 25-year-old HLAA board member has been chosen as an everyday hero to be highlighted on the upcoming Univision music award show for young people called Premios Juventud. In English, this means youth awards. Univision is the number one network in the United States for the Hispanic community. On this year's award show, Univision has chosen to highlight young people making a positive change in the world. Zina will be showcased with a 40-second pre-recorded spot as well as a live feed on August 13th. She will be talking about her experience with hearing loss during the COVID-19 crisis and the challenges we all have communicating with masks.

This is a great way to raise awareness about hearing loss and to send a positive and a strong message about our community. I think it will be the first time the hearing loss community will be highlighted on any Hispanic national network.

Premios Juventud is one of the ten most watched shows on the network, also with a strong digital presence so our message will be seen far and wide.

We are so proud of Zina and very excited to have hearing loss take center stage at this important event. Everyone, even if you don't speak Spanish, tune in next month, August 13th, at 7 p.m. Eastern on Univision. Special thanks to my, Ingrid Salcedo, producer of Univision networks and her team who helped us make this happen. Ingrid is with us today. Let's give her a virtual applause.

[ Applause ]

Thank you, Ingrid.

I also want to let you all know that this will be the last meeting that we -- that will be hosted by Holly, Shari and me. And yes, we will miss you very much. We started these virtual meetings in March in reaction to the isolation and loneliness we were feeling due to COVID-19 and our sudden quarantines. It has been a thrill to watch the hearing loss community come together to support one another and to advocate for the changes we needed to keep communicating during this crisis.

As many of you know, I am the recipient of two cochlear implants and I am very grateful for the support I receive every day from the people in this great organization.

We want to thank each and every one of you, today more than 400 people together in this room is really amazing, for helping create this wonderful platform where we can learn, exchange ideas and provide support to one another. HLAA will inform you of any future virtual meetings that they will organize. I personally will continue as part of the board of HLAA and the President of the Miami chapter to do my best to help support people with hearing loss.

In addition, I will continue to do what I love to do professionally, produce content, but this time for People with Hearing Loss, along with Holly and Shari, we'll keep you posted as our plans develop.

Speaking of content, let's see this video that my dear friend, Gael Hannan, made for us today, and let's have some fun.

>> Gael: Do you want me to talk, Roxana?

>> Roxana: Go ahead.

>> Gael: All righty. Anyway, thank you for watching that little bit of madness, but my short, simple job is to introduce the main event and that is the fabulous Richard Einhorn who is the chair of

the Board of Trustees of HLAA and he's going to give you some sound advice. Richard?

>> Richard: Hello, everybody. It's great to see you. It's great to see so many people here. First of all, I hope that everybody is healthy and well. In case it's not obvious, I am in the country. I am in a parking lot, because my Wi-Fi at the country house we have is very, very slow, so I am poaching off the municipal Wi-Fi which is actually faster. And a thunderstorm is on the horizon, and if I need to move, you will all laugh hysterically, as you watch me scramble into my car. Anyway, let me get started with the presentation. I'm going to share my screen. Where is it?

Let's see if I can do that again. Because I have a little presentation all prepared for everybody. There it is.

Okay. And what I'm going to be talking about today is a few tech things that you need to know now, and this is based on a previous webinar that I did for HLAA, and just to introduce myself to those of you who are new, my name is Richard Einhorn, I'm the chair of the board of the Hearing Loss Association of America. I'm a working musician and composer as well. I lost my hearing mostly probably to a virus about ten years ago, most of my hearing, and since then I've been continuing to compose and also become an advocate for better hearing loss technology and for better access to hearing health products.

So without any further ado, let me just put up this disclaimer which says that any products that I might mention are not endorsed. You can go read through this at your leisure, because we're going to give you access to all of these slides and everything later, but before going on, I just wanted to give you a little bit of insight into how to watch this presentation, because presentations on technology are very often misunderstood how people should watch them. Just don't -- the slides will be made available to all after the presentation, and it's also being recorded, so you will be able to rewatch it later.

What that means is you can just relax and listen and enjoy it. I've put in a whole bunch of really terrible jokes and bad cartoons so that you can laugh or groan as you see fit. Take a few notes if you want to, but don't feel like you have to, and then just come back later and something interests you, you should be able to find it pretty quickly by flipping through the slide deck. Consider whether anything presented here might be helpful, if it is, be patient, manage your expectations, technology is difficult, and use Google for further information, and feel free to ask questions, including by me. My e-mail is on the first slide in this slide deck, and just simply shoot me an e-mail and I'll try to answer the question as best as I can. So let me just talk a little bit about general tips, and I'll talk about the first one which is by far the most important tip I can give you which is the web -- the address of our website of the Hearing Loss Association of America's website, it's [hearingloss.org](http://hearingloss.org), and there's an immense amount of information about hearing loss, advocacy for better hearing health, information on how to find an audiologist, anything you can imagine, including of course joining a chapter of the hearing loss association, and forming your own chapter, of which many, many people have done all over the country. Now, in addition to that, we have a special coronavirus news and resource section which will give you up to date information on hearing health, hearing loss, hearing health access during the pandemic.

So please check it out. It's just a click away. And also another important one, just click that "read more" button. Also another important part of our website is to click on the donate button. We are a not for profit organization, this is a wonderful organization. I joined nine and a half years ago, as soon as I found about about it after my hearing loss, and I have to say it's both save and changed my life. I've made wonderful friends with HLAA and I know you will too, if you're not already

a member. So please join us. I think you will have a blast, as I have, and have so many others.

So let me just go on to some general tips about technology, and some of these are probably going to be a little obvious to you, but they need to be explained anyway. The most important one is to make sure that you have enough batteries, and typically, I'm sure most of you have just popped down to the drug store or something and gotten batteries, but if you buy them in bulk, and now you have a perfect excuse, because you should try not to go out as much as we used to, you can just simply buy them online for far less than it takes, nearly four times less than it takes to buy them at your local pharmacy. So you can literally get 80 batteries for -- for less than \$23, and that should last you for quite a long time. It's a very, very good idea to buy batteries in bulk and it's something that I do. Once you have the batteries, you put them everywhere, so that you don't have to think about where they are. You just know wherever there's an open drawer, wherever there's a medicine cabinet or a jacket, or anything else, you put them there, and of course you put them in your Rolls Royce, if you don't have a Rolls Royce, you put them in any old Jalopy you have floating around. Considered a adjustments and repairs during the pandemic, because it's a little bit different than it used to be. In the old days we used to go to our audiologist if we were having trouble and we felt that we could have a better fitting, that we needed an adjustment to get our hearing aids adjusted, but now remote audiology, AKA tele-audiology has become a thing. The -- the field of audiologist was slow to adopt remote technologies, and now they have adopted it, and how. So check with your outside to see if it's available for your device. If you have to have your devices cleaned or repaired, here is a couple of tips for what to do. Follow your audiologist's manufacturer's recommendations. I know that sounds obvious, but it's amazing how many people don't bother to check. Go to their websites and check, or contact them by e-mail or phone, if you can use a phone, and check with them. I've gotten conflicting answers regarding using alcohol to clean the devices, but whatever you do in terms of cleaning, don't use Purell, don't use bleach. You will destroy the device!

And you have to understand that audiologists will treat these devices as if they are contaminated, so they will open up the box very, very carefully when they receive it, of your hearing aids, and they will make sure that they're sterilized before touching them. But if you feel for some reason or another that you need to make it clear what you've done, just drop a note into the box to make sure that the audiologist is aware of what you've done. But don't go to any extra trouble to clean it, because they will simply do so when they get it.

So now what happens if your hearing aids or your cochlear implant goes south during the coronavirus? There's a few things that you can do in a pinch. The most important one, of course, is to have a spare, a spare hearing device, and if you have older hearing aids such as this model from the 1950s, you -- you can certainly drag them out of the closet, get a wench or something like that and put them on to your ears, just make sure you clean them before you put them into your ears. The last thing you want is an ear infection, be sure you have the proper batteries. I'm wearing hearing aids with size 13 batteries in them, but my spare hearing aid has size 3-12. You can be assured everywhere, everywhere in my house, I have size 13 batteries, and I have size 3-12 batteries packed away, stashed away, so that I can use them.

Another thing that you can do, if you don't have a spare hearing aid, is you can purchase an over-the-counter hearing device. There are several on the market, but the important thing to understand is that they're only usable up to people with moderate or possibly moderate-to-severe hearing losses. If you have a more severe hearing loss than moderate-to-severe, I'm sorry, these devices probably won't work for you, but if you have a mild to moderate hearing loss, and you would

like an affordable spare, these are certainly something to consider; just make sure when you purchase one that you have the option to return it, if it doesn't work for you.

A few models that I've used, and again this is not an endorsement, are Bose hear phones or the new IQ boost, there are nice models by a company called Alongo, and of the company called sound world solutions. These could be useful as spares for you. Another thing you can use as a spare is a SmartPhone app which turns your SmartPhone into an external microphone, it's not very convenient, but I happen to have a fellow board member of HLAA whose hearing aids died when she was in China, and she ended up actually using a SmartPhone app in China rather than her hearing aids. It wasn't convenient. It wasn't ideal, but it did do the trick. It wasn't able to translate unfortunately, but she managed somehow or another to get along and to come back.

So SmartPhone apps used as external microphones can be very helpful. And here are three different SmartPhone apps that you can try. And these are -- frankly, these are the ones that I would recommend that you do try, and be very wary of others, because there's a lot of very poor apps out there. I've tried all three of these, and these seem to work quite well. Petrolex, in app purchases, the other two are completely free. Ear machine is made by the people who made the Bose device and listen app is made by a company that I consult for, so full disclosure. They all have different ways of approaching hearing amplification, and one of them may work for you.

One of the things about SmartPhone apps is you need to use them with wired headphones. You will need to take your hearing aids out and put on a pair of headphones, because Bluetooth just has too much delay, and they're suitable for moderate hearing losses, but again, in a pinch, they could work out for you.

This is another slide containing some more interesting SmartPhone apps courtesy of Dr. Eric Nelson of Cornell, and feel free to go through some of these, as some may fit your needs better than the ones I just profiled.

Another thing you can do using an app on your SmartPhone is too complicated for you, buy an external microphone like a pocket talker. I would recommend using different headphones. These head phones are adequate, but for \$25, these days you can get really excellent headphones, so why not get a pair of those if you decide to go this route?

Okay. So now let's talk about what happens if by any chance you unfortunately need to visit a doctor at this time? What should you do if you have a hearing loss? One thing I would suggest is to buy some transparent masks, and consider bringing them to the office with you, and the reason is that your hearing healthcare provider, that is what HCP stands for, might not have one, but may will willing to wear one if you have it. We've been looking into advocacy for mask as part of a board position statement and policy statement for HLAA, it's a complicated issue, but in this particular case, I think it's a fairly simple thing. You can easily buy transparent masks on the Internet, just Google transparent masks, and a whole bunch of options will come up, they cost around 10 bucks, when you're done, leave them with the hearing healthcare provider who can either throw them away or sterilize them, and use them again with other patients who might have a hearing problem.

This is something that I think it sounds like it's low tech, but really these masks are an important piece of technology right now. They are available for purchase, and why not bring your own just to be sure? Another thing you should bring to medical visits are a pencil and a piece of paper, so that if you have trouble understanding something, your hearing healthcare provider can write it down and show it to you. A little bit more elaborate is to bring a remote mic, almost all of your -- almost all major hearing aid manufacturers provide the opportunity to purchase a remote mic that works with

their devices. Bring it and give it to your doctor, just make sure to wipe it clean after use, using some sort of sterile wipes.

Another thing to bring is a SmartPhone with a speech-to-text app, and you will be able to -- we'll be talking a little bit more about one of these speech to text apps at the end of this presentation, but that might also be helpful, but again, use all of these things, be sure to take paper with you as well, because sometimes the apps aren't entirely accurate.

Now, what happens if you really want to geek out? You can even bring a wireless keyboard that connects to your SmartPhone, and what you do is you give the keyboard to the doctor or the nurse, you hold the phone, and he or she will be able to type and you'll be able to see what they type. Again, this is a little geeky, so if this seems a little confusing to you, just ignore this tip, but if you do -- if you are relatively comfortable with technology, it is something to consider. I use this with my friend, Jay Zimmerman all the time whenever we used to get together, back when things were normal, and it works quite the charm, and we have a lot of fun using it, whenever we got together, it's perfect for medical visits.

And be sure to clean the keyboard after use. So now, I hope this doesn't happen to you, but if you need to go into the hospital, here is a few tips for doing that as well. In addition to bringing along what I've just described, leave your premium hearing aids at home, and bring along older or cheaper aids. Things walk in hospitals, things get lost in hospitals, they get easily broken. So if you can bring along a cheaper pair of aids or one of those over the counter devices, if you can hear well enough with that, bring that instead. Bring a case for your hearing aids, including one -- and any materials that you use to dry your hearing aids, and possibly consider printing up a card or a sign that explains that you have hearing loss. It's amazing how many trained doctors and healthcare professionals have difficulty understanding what hearing loss is, they confuse it either with deafness or they simply just don't understand what it is and think that you are able to hear them.

So a card explaining -- briefly explaining what is -- what you're dealing could be very helpful in a hospital. Now, let's talk a little bit about video calls and conferencing, and as I like to say, here is a slide of Ruth Bernstein, our wonderful HLAA member from the New York chapter, chatting with Barbara Kelley, our Executive Director before there was actually video calls everywhere, and so let us just talk a little bit about some tips for that.

Just sit close to your computer or phone. It's easier to see you. There's better sound pickup. Speak in a normal tone, maybe a little bit slower. Adjust the lighting, and be patient with technical problems, like the fact the wind is blowing up right now, and a storm is about to happen. If you have really bad technical problems, just hang up and reconnect. And I am going to move a little bit, forgive me, so that I can control the wind a little bit more. I hope everybody can see me now, because I can't see you, I'm looking at the slides.

One thing you can do with some video programs like Skype is blur the background. Here it's not blacked, here it is blurred. This will enable somebody with hearing loss to be able to focus more on lip reading. Another thing that you can do is use hearing personalization software, like this program, SonicCloud, which was made by a fellow board member, Larry Gutterman and allows you to customize the sound of Zoom and other programs to your hearing.

Also some hearing aids now actually directly connect to computers, so you should be able to directly.

Direct your hearing aid to the audio that comes out of your computer. The model is Phonak, as you can see, and there are instructions how to do this easily available on the web. Again, Google is

your friend. Another thing that you can do is remember that remote microphone from earlier? You can set it up and you can set it up with your computer to stream wirelessly from the computer. Here is Roxana actually using that. She uses it all the time. And here is what will you need to do it. You will need the remote microphone and you -- the remote microphone needs to have an audio jack on it, and then you will need this special cable that connects the microphone to your computer. So this is how it works. One end of the.

... the other end goes into the microphone and then you wear the microphone and it streams into your hearing aids, it streams the sound into your hearing aids so that you can hear without any of the reverberation and room noise of the hearing aid.

Another thing you can do is you can hook up a hearing loop, works quite well, and one great supplier is hearing loss help.com , Neil Bauman who has a hearing loss as well and can help you with all the technical issues.

Here is the slide that will help you hook up everything. You can go through the details on your own. Here is a few more tips for better video calls. Consider a wired connection rather than Wi-Fi. This is not a phone cable, it's an ether net cable. You might need an adapter for your computer, but it works quite, quite well. Another thing is you can sometimes see -- whoops, got some noise around here, forgive me. You can sometimes see on Wi-Fi network, if you're using Wi-Fi, there are two identical networks, one called 2G and another one called 5G. The 5G is 5 gigahertz, and that is a faster and more reliable streaming network, if you can use the 5G, use that. Another thing to do is do what I'm doing is use a headset with a boom microphone.

Let's talk a little bit about captions, as we all know the gold standard remains CART. CART isn't always available. Automatic captions can be very good. At the moment you have to pay for the good ones when you're streaming video., each video service handles auto caption differently if they offer it at some, some like apple Facetime do not. We are advocating for all video platforms to have hearing -- to have captions available. Use Google to find out which service is best for you. I'm going to talk a little bit about one of the favorite ones of people in the hearing health community that I know, one of our favorite apps is one called Otter. It's not the only one out there. There are other --

>> The closed captions are not working. Now they're back. Okay.

>> Richard: What is not working.

>> Roxana: The captions were not working. Now they're back. I'm sorry to interrupt you.

>> Richard: No problem. I'm so sorry that the captions were not working. I apologize.

Again, one has to manage expectations with all technology.

The -- let us talk a little bit about Otter, which again needs to be -- the expectations need to be managed. It is excellent, in many situation, but in some situations it struggles to do automatic speech-to-text transcription. It's available for phones, tablets and computers, and it has some nice advance features, but the important thing to remember about Otter is it's not an accessibility app. It's not set up to make your life easier; it's set up as a productivity app for business, so it has a lot of features that you probably don't need, but are kind of cool, actually, and we'll go through it very briefly.

This is the man screen for Otter, and as you can see, it's kind of a mess. There's not very, very much -- it's very hard to focus on it, down in the lower right, you can see there's a little microphone icon. What you do, when you launch Otter, you click then on that button, you place the phone near the computer, and then you click that button, that speaking button, and that puts you into a



transcription screen where anything that Otter hears will be transcribed. And actually, pretty quickly, and reasonably accurately. There are some mistakes, but not that many in my experience, with many of the phone calls and many of the -- many of the Zoom calls that I've been on.

Then you can pause the transcription if for some reason you want to, and you can express stop. When you press stop when done, it then returns you to the main screen. When you're done with the transcription, one of the cool things that you can do, if for some reason you want to, is tap on one of the words and Otter will automatically wind in the recording that it's made of the Zoom call or the conversation, and it will start playing from that word. And this could be very useful if you have -- if you are doing things like attending a lecture, or going to a meeting. You can literally have a transcription tied to the recording, a very, very cool feature.

From the main screen, if you want to access additional features of Otter, tap the upper of those little bars, in the upper left, and you'll see a list of the recordings. You just simply go to my conversations, tap that, and then you'll see a list of all of the conversations.

Now, Otter has additional features. You can have pre-recorded things like podcasts. It can transcribe podcasts. You can e-mail transcriptions. It has collaboration features for teams, and it also has a web-based application which is very powerful.

To get some of the advance features of Otter, you need to pay for it, I haven't yet, but you do get extra minute, and you end up finding that it's useful, then I would certainly suggest that you pay the extra for it. It's about \$100 a year, if you want collaboration, it's about double that for that, but most of us won't need that. Anyway, it's an interesting app, hopefully some time in the future, I can talk some of the other excellent speech-to-text apps, and basically that's it. Thank you very much. To all these people, and I would be happy to answer any questions.

I'm going to stop sharing.

>> Roxana: Holly, unmute yourself, she's trying to --. Shari, unmute yourself.

>> Shari: You need to unmute yourself so we can start the Q&A.

>> Holly: Right. I'm not seeing anybody, but I will get back on. Let me just mention to Richard, first of all, thank you, is everyone hearing me okay?

>> Roxana: Yes.

>> Richard: I think I can stop leaning on the car. I think the wind has calmed down.

>> Holly: How I can see you, perfect. Richard, first of all, thank you for all the tips about the batteries, the transparent masks and the SmartPhone and the wireless keyboard, and also about the pen and paper, because when all else fails, that really works.

So now we're going to open up for questions and answers, for those of you that have been with us before, you know that there are so many people that want to speak, and we wish we could have time for everyone to speak, but we will do our best, and we ask that if you are going to speak, that you are limit your questions or your comments to two minutes.

If you would like to speak, please go to the participants' icon at the bottom of the screen, click on raise hand, that's how you can raise your hand virtually, and then Shari will unmute you. So we know that the clear masks are very big issue for all of us, but for today's discussion, let's focus on the questions and comments for Richard related to technology. So Richard, if we can just kick it off with you, though, and ask you, again, going back to Otter, and some of the other captioning apps, can you talk a little bit about their accuracy?

>> Richard: About the advocacy? Yes, actually, Shari can talk a little bit more about this as well, as -- oh, about accuracy -- pardon, have I a hearing loss, you know, and sometimes --

[ Laughter ]

Sometimes I don't hear properly, so forgive me. So their accuracy. That's a great question. In general, they can be -- they can sometimes approach the accuracy of a really good CART transcriber, CART operator. They are not by any means perfect, and if you are in a situation where high accuracy is required, for example, talking to a pharmacy, et cetera, and you're relying on -- and you're relying on a transcription app, my suggestion is that you use the transcription app but then repeat back what you understand to the pharmacist so that she can then confirm that that information is correct. If for kind of less mission critical shall we say conversations, you can usually get the gist of it very easily from these. We have some people who are expert -- excuse me -- on the use of Otter here, like Toni who can tell you better as to when and where it works and doesn't work.

The one thing that is certain, though, is that the technology will improve. It will never be perfect, but it will get a lot better.

>> Holly: Richard, thank you, I think we're seeing that, the weeks and the months go by, the more accuracy, the more options, so thank you. So --

>> Richard: Actually, the more you use the app, the more you actually use the app, the better it gets at particularly with the same people, the better it gets and understands what, you know, what is going on. So it kind of learns. There's artificial intelligence.

>> Holly: Thank you.

>> Shari: Excellent. So we're going to turn to some questions from the participants, and Arlene, you're first.

>> Hi, I'm Arlene Romoff, I'm a long-term member, and past President of the New Jersey State Association. I wanted to mention that there's relay conference captioning in fourteen states as part of the relay contracts. Every state has a relay contract. Fourteen states and federal employees are allowed, and this has been expanded with these platforms and these virtual platforms where you can request CART captioning, that's realtime captioning with a human being doing it for free, no charge to you. If you give them 48 hours notice, two days notice, and all the information about when the meeting is, and at the meeting that person will transcribe the meeting in realtime captioning, and that will go to a separate website. There are some options to include it in the website -- include it in the Zoom screen, but that's up to the person running the meeting. But this is huge. That means that you get free CART captioning. Now, I will tell you, sometimes live is not necessarily better than all transcription, but it is live, it is CART, and it's professional. So that's really important to know. Fourteen states, I have the list here. I've given it out a number of times. Not New York, Richard. Sorry about that. But it's something that I know Pennsylvania has been asking for it with some success, so if you want to pursue, that is something to consider. Just let people know that.

>> Richard: Thank you, Arlene, as a matter of fact, I was sharing the screen just now, I'll share it again. I believe that you sent me this afternoon last time, and I prepared some slides. I'll just show you the relay slides that I have again.

Can everybody see my screen?

>> Roxana: Yes.

>> Richard: Sprint has a tele-conference captioning, you just go to [sprintrelay.com](http://sprintrelay.com). It looks like this, and here is that list of states where it's available, and yes, it's a wonderful thing. So by all means, you should take advantage of it, because it is free live captioning. You do have to arrange for it and reserve it, but it is available.

>> Holly: Arlene, thank you, thank you for your long history of advocacy and you're always at it,

thank you so much.

>> Richard: Yes, yes, Arlene is an old friend and just does great work.

>> Holly: Always. Thank you.

>> Shari: Excellent. So Margaret, your mic is open.

>> Hi, thank you for taking my call. I get into a lot of Zoom meetings, free accounts, and I love Otter. I just presented it actually for our virtual senior center -- lunch with the senior center, had a good demo, talking and holding up the Otter app, so that was fun. What's a good way to use Otter in combination with a noncaptioning Zoom account? Can I put a pretend person on my phone and them share their screen or what's the best way?

>> Richard: I'm not sure I completely understand. Do you mean for the person, for somebody else to see the Otter -- do you want to see the captions or do you want your friend on -- to see your captions on the screen.

>> Well, I'm the hard of hearing person, so I would want to see them. Let's friend there's another hard of hearing person, I'm wondering if we could set up a Otter phone as a pretend human being, and the Otter pretend person shares their screen.

>> Richard: That's a really interesting idea. I don't know if that will -- it will not -- I don't know if that will work with free Otter. I think it would require a lot of technology. The best way to do that, the simplest way to do that is for both you and your friend who both have hearing issues to download Otter to your SmartPhone or to a tablet, and prop it up next to your computer screen and just use it as a second screen. That's what Toni does. I've done that. Most of the people I know do that. That I think is probably the best thing to do.

>> Okay. Thank you.

>> Richard: The simplest thing to do. Of course, we can make it much more difficult if you prefer.

[ Laughter ]

>> Thanks.

>> Richard: No problem.

>> Holly: Margaret, thank you, and I have a feeling that a lot of other people are going to be doing that from now on, I know I do too on my laptop and it makes a huge difference.

>> Shari: If have you the opportunity to use another platform besides Zoom, Google Meet has built-in captioning, which is quite excellent, if it's a personal call I would use Google Meet as well.

>> Richard: Microsoft Teams works well, but Microsoft Teams is a little tricky to set up.

>> Shari: Great. Now, we're going to turn to Ken Cluskey. I'm trying to unmute your mic. Can you unmute your mic? Ken Cluskey.

>> I have unmuted my mic. Richard, thank you very much for the presentation. I thought it was great, and very helpful. I had some questions and it's kind of a follow-up question to the accuracy issue that we just talked about. Your headset, I wonder if you could talk about your -- the microphones that you can use to bring the audio closer to -- I guess the microphone closer to the source, and how that can help improve the quality of the audio. You can hear it even in this presentation that your voice sounds to me so much clearer than others.

>> Richard: Yeah. Yes, this is very, very simple physics and it has to do with the fact that the closer you can get to a sound, to the sound that you want to hear, the closer you can get a mic to the sound you want to hear, the clearer that sound is, the less background noise there is. So if I have my microphone, which is right here, just a few inches from my lips, it's very easy, but if -- if I do

this -- pardon me.

[ Coughing ]

You can hear my coughing, but you can't hear me very well. So the idea is that the closer you can get a mic to the sound source, the better. And that's the advantage of a headset like this. However, it's kind of tricky. It's trickier than it sounds, as you can see, I don't have it directly in front of my mouth, because if I do, you get Ps and pops, if I get it too close to my nose, you start getting all my snorts. So it's a little tricky to do. Another thing you need to do, which I need to do, is to put a little bit of soft cloth padding around this. There's special things that you can purchase for the tips of these microphones to cut down on the keys and what are called Splopifs which are explosions, you can do that as well. I recommend headsets if you are comfortable wearing them and don't mind looking like a 1940s radio operator, or one of those guys in one of those bomber fighter movies, you know, World War II sort of things. I could get very geeky on, this but believe me, you know, 384 other people would start to fall asleep if I did.

>> Holly: Richard, you're not geeky at all, every time you introduce us to something, we appreciate it, and your voice is very clear, so that's great for all of us. Thank you, Ken. Great question, thank you so much.

>> Shari: Okay, great, let's go to Carol.

>> Thank you, Richard, and everyone for this wonderful presentation. Have I a couple of questions. I'm listening to my ancient mini mic plugged into my computer going into my ReSound hearing aids, but how can I use Otter in this situation, because all the sound is going into my hearing aids, so the only thing my iPhone can hear is what I say, but I already know what I'm saying. I want to know what they're saying.

>> Richard: Boy, that is a great question. Is that Carol? Because I don't see you, Carol. But anyway, that is an awesome question, and I'm going to need to get back to you about that, because there are solutions for that, but -- I'm afraid to recommend them, because they're complicated, and I need to think about whether or not there's a simpler way to do what you want to do. What type of computer do you have? Do you have a PC or a Mac?

>> PC.

>> Richard: Okay.

>> And I don't mind complicated.

[ Chuckling ]

>> Richard: I will not go into full details, but basically you need to go into the audio preferences of your computer and create a custom configuration which enables you to route the audio both to your audio jack and to your speakers at the same time, okay? And this is quite possible. At the moment, when you plug something into your audio jack, it turns off the speakers on your computer, but if you can -- if you can create a custom configuration that will let you have both the speakers and the audio out to the jack at the same time, your probably is solved.

>> Great.

>> Richard: Does that help?

>> That helps. Now I'll have to try to figure that out.

>> Richard: I truly am sensitive to the fact that we could probably, you know, spend like 30 minutes, you know, trying to trouble shoot that, but that's the basic idea. You should be able to find something online that enables you to do that.

>> Shari: Yeah, we can take that offline, too, we've got a lot of people who want to ask

questions. Betty Hauck, I'm sorry if I'm not pronouncing that. You are up.

>> Thank you, you pronounced that perfectly. Thank you. Great to see you, Richard, this is so helpful and thanks to everyone. Thank you. I had a specific question about -- I'd like to get a headset, and I -- do you have any recommendations for what you like or a good source for reviews of what would be good for People with Hearing Loss?

>> Richard: That's a great question. I think that -- I don't know very much about these headsets. This was the one that I have now, I was doing an interview for an electronic music magazine, and it was an early zoom call. This was like four years ago, and the person said buy this headset if you want me to interview you. Since I wanted him to interview me, that was an easy choice. So there are several people that make good headsets. Jabra J-A-B-R-A, they're a company that has the same parent company owns ReSound hearing aid, so you might want to look there. This is Plantronics. But there are also wonderful ones from other companies as well. You also can simply use apple -- the apple air pods, a lot of people, you know, remarkably good considering, you know, the physics of it all, but there's plenty of them around, and of course you can use like just regular old ear buds with microphone on the cable.

>> Great, thank you.

>> Richard: Yeah, great.

>> Shari: All right. Andrew walker, your line is open.

>> Okay. I am a chapter president for Montgomery county, in Pennsylvania, and I have some pretty severe health issues, so I will probably be having to deal with going into the hospital and things like that, and what I'm concerned about is I already have meetings that I have to set up with nurses and doctors, and it seems like it's difficult to get a remote meeting, you know, going. They seem to want telephone or you have to go in person. And then you have -- if I go in person, they have the masks on, I don't know whether they're going to accept me giving them a mask. So what my question is, these are people that are going to be helping me for years to come. How do I advocate without alienating? It's easy to say advocate, and I want to advocate, but these are the very people that are going to have to take care of me, so I don't want to alienate them. So I think this is a subject that is sometimes is not really addressed, because we all want to advocate, because it's not as easy as people think.

>> Richard: I think -- that is a great question, and first of all, I'm sorry that, you know, this is, you know, that you know that this is in your future and I hope that all goes well with your -- with the course of your treatments.

This is a great question and maybe it's something that we can among, you know, among us, Shari and some other people, Holly and Roxana can also talk as well. We can all discuss this. It's a -- my feeling is this, that the question of how to approach something like is with prior preparation, I think, first of all, through e-mails, if they will accept e-mails, phone calls, if you can use the phone, and just explain to them that there is -- that you have a hearing loss and in the simplest possible and shortest amount of time explain to them what that means in terms the difficulties that you might have understanding things, and explain that transparent masks are really a necessity, because we know there's scientific research that demonstrates that masks muffle the sound and the fact that somebody has a opaque mask on means that they can't lip read. There's research on this, published research. So I think if you're clear about it, and if you are direct, and friendly about it, I think that that won't alienate people and it will give healthcare professionals a real sense of what you're dealing with. A sense of humor helps, but that doesn't mean you have to clown around. But it basically means that

this is going to be a situation which is going to be -- in which there will be things that need to be explain and reexplain and repeated, and it just simply helps to be relaxed about it. I don't know if anybody else has any insight into this, like Barbara -- Barbara wants to say something, so maybe this is a perfect time for her to jump in.

>> Those are all excellent, Richard, if you go to [hearingloss.org](http://hearingloss.org), we do have a accessibility in healthcare settings toolkit that was developed by Toni and her colleague Jody and it will give you some great tips and some information. Hospitals are covered under the Americans with Disabilities Act. And you do have a right to ask for accommodations. But Richard is right. Everything ahead of time. Do as much as you can to prepare ahead of time. If you also go on to [hearingloss.org](http://hearingloss.org), we've collaborated with other organizations of people with hearing loss, just for accessibility in medical settings, because so many people are having to go in these medical settings. The clear masks are terrific. We -- there's only one problem with them. They're not approved as a protective health gear in hospital settings, only the N95 masks are, but they are great, you know, if you're talking to your doctor in the doctor's office, and we are getting about 1,000 clear masks, so we have a partnership with crafters across the country, and we're going to be offering these free on [hearingloss.org](http://hearingloss.org) with just a little bit of shipping in our online store. So I think, Andrew, if you could go on our website, look at the COVID-19 resources, look at that hospital toolkit, and do as much as you can ahead of time, you know, I wish you all the best. But there have been other people who have had success. Yes, it is a struggle, but remember, under the Americans with Disabilities Act, hospitals must provide the accommodation that you need, but have you to tell them what you need, because they may immediately jump to the conclusion that you need sign language, and that might not be what you need so ...

>> Richard: Yeah, Barbara makes a great point about that, I'm sorry.

Go ahead, holly, I just sort of jumped in --

>> Holly: Andrew, I don't know if you were able to be on the last virtual meeting, but the recording is on [hearingloss.org](http://hearingloss.org). At the last virtual meeting, Toni, who Barbara just referenced, and board member Lynn McCaffrey addressed hearing health advocacy, you might want to go on there, and look if you haven't seen it last time. Lots of good resources on there, and of course wish you the best too.

>> I watched that, and the way I feel about this, if you're going to the hospital, how many masks you're going to have to provide, so some of this, like when you really start thinking about it, it's more cumbersome than you think, and I've already had to do several procedure, and I've already used a lot of these things that people have talked about, and it's still a pretty big struggle, you know, so I think people should be aware of that, too, you know, there are a lot of resources, but it is difficult, if you have a hearing problem, an even if you come very prepared, because lots of times you're staring at people with masks, and they may not use the masks you give them, for whatever the situation, so it's challenging, it's very challenging.

>> Richard: I have absolutely no doubt, and you bring up an excellent point, that, you know, that bringing your own masks is going to help you for a day, at best. It is something that really needs to be considered before hand, and to the extent that things can be worked out, great. The issue of masks is an issue that we've discussed many times at the board level. We've discussed it. The staff has also discussed it, I know, and we've discussed it between board and staff, and it's a complicated issue, but I don't know if we have a solution now, but hopefully we can continue to talk about it and see if we can find something. It's going to be difficult. It really is. And I'm, you know, shouldn't try

to -- shouldn't try to cover that up. It will be tricky for you.

>> Shari: All right, thank you for that important discussion. I appreciate that. Darlene Wilson, your mic is.

>> Shari: Darlene Wilson, you may need to up mute yourself.

>> There you go. Thank you so much. This has been great. Hi, everybody. I have a pretty quick question, I think. I'm sorry, I haven't had a chance to actually test this, but does the mute button on a set of hearing aids cancel out a tele-coil, or is it only in charge of the microphone, do you know?

>> Richard: Can you repeat that question, please?

>> Sure. Using a mute button on my hearing aid, when it's out -- when I'm out and about in a noisy world, the question is will it also mute a tele-coil signal?

>> Richard: I'm going to guess yes, but I think that that's a question that's best answered by your audiologist, because one of the things about hearing aids is that they are customized for every individual client by an audiologist, and an audiologist can set up an identical pair of hearing aids differently for two different patients. So you may have -- you may have it set up so that it doesn't mute your tele-coil, but it may be set up so that it does. I really wouldn't be able to tell, and your audiologist would be the person --

>> But it might be possible is what you're saying.

>> Richard: It might be possible, yes.

>> It might be possible to keep the two separate.

>> Richard: It might be. But you need to check with your audiologist. I know you can do things, for example, you can do things like you can set up your hearing aids so that you can adjust the volume of them individually, or you can adjust the volume of them with just one switch, and the audiologist customizes that for each individual, so the best thing to do is to ask your audiologist that question, because I can't -- nobody could answer that except for her or him.

>> Okay, thank you.

>> Richard: All right.

>> Shari: Thank you, Cheryl, your line is open.

>> Can you hear me okay?

>> Shari: Yep, great.

>> Okay. Two things, first of all, I want to mention live transcribe, I've got it running on app on my SmartPhone right next to my tablet where the Zoom is. And it's actually faster than whatever captioning you're using right there.

And I use it when I go to the doctors or anywhere I need to, it's great for me. And it's free. The second thing, I'm wondering if on a website, a national website, we could put some sort of a Zoom for dummies thing, those of us with chapters that want to learn how to hold a Zoom meeting, and get everyone, you know, to be able to log in that has that capability.

I'm going to be -- I'm participating in Zoom, but I'm not knowledgeable of how to administer that if I'm in charge of a Zoom meeting. That's it.

>> Shari: That's a great suggestion, Cheryl, thank you for that, and I'm sure that the folks at HLAA are going to be working on that. It's great new tools for the new situation that we find ourselves in.

>> Richard: Yeah. There's also a lot of information on the Zoom website itself. There's a lot of tutorials and a lot of things to wade through. Some of it is a little tricky, but if you're hosting a

meeting and you're trying to do it in a professional manner, Zoom -- the Zoom website has a tremendous amount of resources.

There's also a lot of things available through Google and through blogs and things like that. So -- but you're right, you know, to host a meeting for People with Hearing Loss, it would be great to have all that in kind of a for chapters. It's a good idea.

>> Shari: All right. Allison freeman, your mic is open.

>> Okay.

>> Shari: Allison, I think you muted yourself, now you need to unmute.

[ Phone Ringing ]

Allison, can you unmute yourself? All right, let's move on to Jerry, we'll come back to Ellison.

>> Shari: Go ahead.

>> Okay. I don't have a question, but I found a nifty thing to add to your list of things to do for keeping track of things. I've ordered a thing called a rocket book, and I got it on Amazon, and it allows you to take pen and paper notes and upload them in total to your SmartPhone or to your computer, so for those of us that still do like pencils or do a lot of drawing and doodling and stuff, and you still want to keep it, that's what I'm hoping this will do for me, then it erases and you start all over again.

>> Holly: Thank you.

>> Richard: Thanks, that's great. There's a bunch of those out there, and they are really fun. And some people can find them very useful.

>> I like pen and paper.

>> Shari: Okay. Allison, try you again?

Allison, you might be --

>> Hi Richard, it's great to see you. It's great to see everybody. These meetings are fantastic, and I'm sorry to hear you're not going to be doing them anymore. One of the biggest advocates and fans and I share this with everybody I know. I realize that I know that time is running out, so Richard, perhaps I can talk to you, because I'm really interested in hearing more about the video conferencing, wiring, et cetera, et cetera, so if other people want to share about that, and the second question I have is microphones to use if you can't -- for people who wear hearing aids, and can't wear headsets.

>> Richard: Right. Okay.

So the second question is easy to answer. I'm not sure I understood the first, so I'll -- but let me just answer the first one. If you want to have a microphone -- if you want to have an external microphone and you're not wearing -- you're not -- and you're not comfortable wearing something like this, which also covers your ears, there's ones that go around your ears that you can find. There are companies like SHure, or audio technicca, that is too long to spell out. But there are these companies that make them, and they may be available, but what is probably better is for you to just simply use an external microphone that you hook up to your computer, you know, that just sits on your desk in front of you the way a broadcaster's mic does, and there's a -- they're pretty inexpensive, they may be \$100 at the most, there's a company called Blue, that make excellent microphones that will stand on your desk and they're the great sound. They're the industry standard for podcasts, for example. Now, your first question, I'm sorry, I didn't quite understand it.

>> Okay. So I do a lot of video conferencing, I'm a therapist, and so what often happens is the picture is a problem, so I'm trying to increase the efficiency of video conferencing, and I've heard you



say you do hard wiring with ether net.

>> Richard: Yes.

>> What else you were saying about that?

>> Richard: Yeah, if you were doing a lot of video conferencing, the most reliable way to do it is with wired rather than over Wi-Fi the way probably all of us are doing it right now, or almost all of us are doing it. We're connecting via Wi-Fi to our Internet connection, but what you can do is you can run a special wire called an ether net cable from your router, you know, where the Wi-Fi is coming into your home, into -- directly into your computer. You're going to need an adapter, and very likely you'll need an adapter in order to do that, and you'll also need a -- you'll also need to maybe do some adjustments to your network preferences. But if you're committed to this, then there's a lot of information online, again, Google is your friend, and it's not that difficult to set up. It's literally connecting one wire and doing a little bit of magic on your computer. And a lot of people have explained what to do on the computer. And that will give you the most reliable connection that you can expect unless you really want to geek out and spend a lot of money.

And that's a whole other story. Frankly, one that I don't know that much about, and that you -- you would be best to talk to, you know, to get a consultant in -- a network consultant, somebody who does that professionally for a living, but an ether net cable is a great idea. A really great idea. We use it, back at my house, where every single mega bit per second counts, because our Internet is so slow, both my wife and I have like ether net cables stretched all over the house, over the kitchen table, through a flower pot, that sort of things. Literally a hundred foot cable.

>> Shari: We have time for two more question, so Jeffrey, your mic is open.

>> Great. Can you hear me?

>> Shari: Yes, go ahead.

>> Terrific. Richard, how are you? As always, an excellent presentation, and much appreciated, all the technical information. I have two tips that I've read about. One experience and one tip I read about for hospital stays, and it's very practical, and it is made sure to bring power plugs and extension -- and power cords and also try to have extension power cords. These chargers just fly around in hospitals, they're hard to find. People desperately running around asking for them. So very useful. It's a life line to the outside world, and it's useful to put in a go bag and to have them ready.

>> Richard: Great suggestion. Yeah. The idea of having extension cables, it's a great idea. I've had unfortunately some extended hospital stays in my background, and, yes, I remember that we did -- we did make sure that we brought along extension cords so we could charge my devices.

Jeff, you're muted again.

>> The other -- I'll make this very short, is the tele-medicine.

[ Lapse in Audio ]

>> Shari: Jeffrey, we're not hearing you.

>> ... that I had to --

>> Roxana: Sorry --

>> Shari: Let's move on, your line is open.

>> Richard: Sorry, Jeff, it was kind of breaking up.

>> I'm on Zoom maybe eight to ten hour as day, I work with people with disabilities, children and adults, and I tried with my Oticon hearing aids to connect with that so I could get direct input, it did not work. It did not work at all T people on the other side kept getting muted terrible, I bought

expensive headsets, that's going to be great, all I want is excellent amplification, all I want is a good headset where I can get good amplification, I don't care about the microphone, all I want to do is hear better, reduce the noise ratio, I wanted you to tell me the Jabra you were discussing before? What do I need to get the best loudest amplification. I don't carry it if I wear it, I won't from Phoebe on my hearing aids, I want something to give me more loudness.

>> Richard: No. Its a real problem. The -- do you want over the ear --

>> I don't care, at this point, if it has little feedback, that's okay.

>> Richard: Let me just ask you a question. Do you want to keep your hearing aids in, or do you want to remove your hearing aids --

>> If it's good enough amplification that I could take them out, that would be one thing, but I don't know that I'll get that.

>> Richard: There's basically two styles. There's an over the ear like this, and then there's an in-ear style as well. My suggestion is probably you're used to your Oticon hearing aids, so you probably want something you can pop on top of them and work well. I would recommend hearing -- I would recommend over the ear ear phones by Sennheiser.

They're a German company, they make superb products.

This is not an endorsement by the way, they're plenty of others. They're the first ones that come to mind. The model -- the model that I know is the 205, which I think is around 50 bucks, but there may be -- there may be a newer model, you can -- the important thing for you to understand, if you really want to geek out on this is you want low impedance over the ear headphones. Those will give you the loudest sound with a computer, okay?

You want -- but the Sennheiser models will be excellent. If they don't give you enough amplification, you can buy an external head phone amplifier, and there's excellent ones out there. They will cost you a couple of hundred dollars, but they will give you a few extra bits of volume, dB of volume. But that's about the best I can suggest at the moment for you, but I think that that might work well for you. Then you can use the microphone -- the Sennheiser doesn't have a built in microphone, will you use the microphone on the computer, but you will use the Sennheiser technology to hear, they're wonderful, they're state-of-the-art, they're used by people in my business. Which is audio.

>> Shari: Great.

>> Richard: Somebody said they use HD600, another great one, I have HD650s, excellent headphones.

>> Shari: I'm sorry we're not able to get to more questions, but I'm going to throw it back to Holly to wrap things up for us.

>> Holly: First of all, Richard, thank you, you are a wealth of information and resource and knowledge. Thank you so much for answering all the questions. So Gael for making us laugh, and we could relate, especially going in the shower, oh, like oh my God, thank you so much. And to all of you on the call, people that offer suggestions, and questions for Richard that really enlightened all of us. So as we close today's virtual meeting that Roxana, Shari and I have been so honored to host, you would like to just share a few lyrics from another song, by my favorite musical theater composer Jason Robert Brown, I shared lyrics another time. This song is called "wait 'til you see what next." These lyrics reflect the power of our community, the gift of our connection and our hope for the future.

He writes, step by step, when it's hard just to see or to hear, a ripple of doubt, a slack in the pace, a small hesitation, step by step and at last when the farthest stars are clear, I open my eyes and

I'm ready to see what's across the road, what's behind the wall, what's around the corner, and what if it's not what I thought I'd see? If it's not for me, chalk it up to faith and wait 'til you see what's next. So before we end this meeting, we're going to open the mics for a big applause to thank and appreciate each one of you for your time for sharing with us in this time of crisis, and we are a strong community and we have accomplished a lot together, so we're going to open the mics and everyone can hear the --

>> Roxana: Everybody has to unmute themselves so we can all hear it. Everybody unmute.  
[ Applause ]