



HLAA Webinar – 5/ 21/2020
Face Masks and Hearing Loss: Practical Tips and Strategies
Question and Answers

Type of Question	Question	<p style="text-align: center;">Answers from Dr. Ellen Lafargue and Carolyn Ginsburg Stern from Center for Hearing and Communication</p> <p style="text-align: center;">If you have any additional questions, please email elafargue@chchearing.org or cgstern@chchearing.org</p>
Apps	Do you know of ASR Apps that can live transcribe in Spanish?	Ava, Microsoft Translator, Google Live Transcribe
Apps	What’s the name of the app that makes flash cards - could you print them out.	Cardzilla, Buzz Cards, Big Note. These are designed to be displayed on the smartphone screen. The apps do not appear to have a function for printing.
Apps	I like the digital cards, but wouldn't be for the clerk or salesperson, they can hear me, I can't hear them.	The digital cards were suggested in the presentation as a strategy to help the person you are interacting with understand clearly what you are asking or need and to reduce their need to ask you extra questions or clarifications. The shorter the conversation the easier it will be for you when masks are worn.
Apps	Do all these transcribe apps require Wi-Fi?	Yes, the apps discussed in the webinar require Wi-Fi, an internet connection or cellular connection. Cellular service may be limited inside a retail store, for example, but more establishments offer Wi-Fi.
Apps	I am curious, I got the Otter app for my iPhone and also the InnoCaptions on my phone. I cannot figure out how to get Otter to caption and cannot find a tutorial. I haven't tried InnoCaptions. I am curious what you use.	I would suggest reinstalling the app. If that does not work, we suggest that you contact Otter’s customer service at https://otter.ai/contact .
Apps	Will any of the mics or transcribing apps work if you hold them out to the telephone to hear phone calls better?	Yes, if the telephone is put on speaker in a loud volume, the speech to text apps discussed in the Webinar will work.



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Apps	Which android tablet or phone has the most sensitive microphone to work with Google Live Transcribe?	Typically, newer smartphone devices have better microphones and overtime the microphones tend to wear down and lose their effectiveness.
Audiology	Any tips on completing speech testing with everyone using masks? audiocenter2@gmail.com	I have not yet been in the office since we started working remotely in March, so haven't experienced this yet. I don't anticipate any problems since the volume on the talkback can be increased. I use a headset rather than the speaker, so I have more volume available without feedback.
Audiology	I have Otter, and iPhone, and Marvel hearing aids. If I turn Otter on it shuts off the hearing aids. Is there any setting that will prevent that? I've been told it's because both use the mic on the iPhone. But I thought hearing aids use their own mics.	It could be the settings in the phone. Go to the audio routing on the iPhone and give the aids preference.
CHC	Is CHC the old NY league for the Hard of Hearing? That's where I went in NY as a child and adult.	Yes. We love hearing from former clients. Please let us know how you're doing at cgstern@chcheating.org .
Face Masks	What is a good mask for BaHa?	Tie backs or headband would be good to secure the BaHa and then the facemask over it. Here is the headband demonstrated in the webinar presentation: https://www.amazon.com/Goody-Ouchless-Jersey-Headwrap-Count/dp/B005HT3PK6/ref=sr_1_4?dchild=1&keywords=goody+ouchless+headband&qid=1590618837&sr=8-4
Face Masks and Health Care Setting	I was in the hospital recently for outpatient surgery. While waiting for the surgery, the anesthesiologist talked to me. I told him I couldn't hear, so he leaned in and whispered in my ear, which, of course, was useless. What can I do the next time? I couldn't bring my phone into the area for Live Transcribe.	For the next time, we recommend contacting the hospital in advance and discussing your communication needs. Ask to meet and discuss your hearing loss and any critical information with the anesthesiologist prior to the surgery by phone, telehealth or in-person and again in the hospital before you are prepped for the surgery and your hearing devices are removed. You can request that the medical team communicate with you visually with a communication board, boogie board or wipe board.



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Face Masks and Health Care Setting	Hello, I teach nursing and I might need to go to the hospital and wear a N95. I wear a cochlear implant and amplifier any suggestions to keep these devices secure.	We recommend using the wide cloth band demonstrated in the webinar and make sure you have the N95 re-fitted with the cloth band.
Face Masks Suggestions	Several participants provided additional suggestions for protecting hearing aids and wearing face masks with elastic bands.	<p>Protect hearing aids: Use Gears for Ears and hearing aid suspenders</p> <p>Additional ways to pull the elastic bands of a face mask off the ear: Ear savers Barrettes Mask extenders Aluminum tabs with adhesives to add to cloth masks to help them fit better</p>
Face Masks Suggestions	One of the most challenging things for me is asking people to slow speech and they just don't get it even if you repeat the request then it becomes rather adversarial if you ask a 3rd time what strategy to use. I often give example, but it can be viewed as mocking the others' speech. You can see them saying with body language annoyance with each request and "I'm not gonna do that."	There are likely many different ways to manage this. Our recommendation is to tell people what you DID hear so they can fill in the rest. For example, if you are talking about the new doctor's office and you got the name but not the location you could say "Dr. Smith's office is on <i>what</i> street now?" rather than just saying "what" or "I didn't get that". That way the person you are speaking with knows that you are paying attention and they don't have to start all over again. It gives you the chance to just have to listen to one piece of information.
Face Masks Suggestions	Suggestion - I use a headset and plug the cord into the jacks at drive thru bank tellers and fast food drive-thru speakers. And/or, hold your pocketalker close to the speaker-box; or hold your cell close to the speaker-box and turn on Live Transcribe.	Thank you for these terrific suggestions.



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Face Mask Sources	Where can I purchase a face shield?	Here are some sources for face shields. https://www.zverse.com/our-products/ www.responseppe.com https://www.youtube.com/watch?v=GjqUagWGtmw&feature=youtu.be
Face Mask Sources	Where can I buy clear masks?	Where to buy clear masks? https://safenclear.com http://www.faceviewmask.com/ https://connect-hear.com/knowledge-base/clear-masks-to-order/
Face Mask Sources	Where can you buy the light green headband? Is there a name for this?	Goody Ouchless Headbands. Here is the link: https://www.amazon.com/Goody-Ouchless-Jersey-Headwrap-Count/dp/B005HT3PK6/ref=sr_1_4?dchild=1&keywords=goody+ouchless+headband&qid=1590618837&sr=8-4
Face Masks and Students/ Schools	Are there resources for hearing impaired college students who must attend lectures given by professors in masks? A website with language to use with the disabilities office, perhaps?	We are not aware of a website, but the office of students with disabilities can be provided information. Some excellent information is contained in https://audiologyblog.phonakpro.com/the-masking-dilemma-revisited/
Face Masks and Students/ Schools	I am a high school teacher in NY and am really worried about how all of this will work. There are many unknowns and I struggle already as a recent single sided hearing person. Do you have any suggestions?	Our recommendation is to use good communication strategies, use an assistive listening device and captioning/transcribing apps will help. Also, possibly use of a CROS hearing aid if not already using one.
Telehealth	On Telehealth visits on Zoom there are no captions but with Google Meet there are ASR and transcribe both sides of the conversation with is great. but there are HIPAA concerns with both platforms. What is the answer? My doctor wanted to use chat rather than asking the hospital to provide a CART reporter who could sign into Zoom.	Zoom is HIPAA compliant. You could explore using an ASR app or ASR web-based capability (ex. Otter.ai or Webcaptioner) to pick up the doctor's speech through the speakers of your computer or laptop.



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Hearing Technology	I use a Pocket Talker with a neck loop and engage my t-coils. Has anyone tested this? Seems to work very well.	We are not aware of any tests, but this is a great suggestion.
Hearing Technology	I have a Phonak Compilot. My new aids are Oticon Exceed. Will the pilot work on that? Does it need a certain adjustment?	The two devices are not compatible. Phonak ComPilot only works with Phonak hearing aids or AB implant processors. We suggest that you reach out to your audiologist for additional assistance.
Hearing Technology	What is the best way to clean off a device like the Roger Pen after use?	It is best to use a non-alcohol based cleaner.
Hearing Technology	Does the Bluetooth microphone work inside a plastic bag? Just thinking you could hand the microphone to someone on bag.	Yes, you can hand someone a bluetooth mic placed inside a plastic bag, but it might also pick up the crinkling sound of the bag. Also, the plastic bag would muffle the sound. We recommend testing it out.
Hearing Technology	Are the remote mics like the Roger Pen significantly better than the mic on my iPhone? I'm concerned about purchasing such an expensive item, even short term, to try it out.	The sound quality of the Roger Pen is better than the iPhone live listen mic according to many of my clients. It also depends on the distance you will be wanting to transmit. If it is more than 15 to 20 feet, the live listen does not work as well. Many of the manufacturers have remote microphones, which tend to have better results than the live listen but not as good as the Roger Pen. They are much less expensive than the Roger Pen.
Remote Hearing Care	Are there online systems or telecommunication systems that can support remote access to hearing care services?	Some of the hearing aid companies can do remote adjustments to hearing aids. There is no completely remote reliable hearing testing available. Some puretone testing is starting to be available, but not complete hearing testing.
Mobile Phone	What kind of a smartphone does Carolyn Stern use in the Webinar?	Pixel 3A