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## DON'T LET THE SCHOOL YEAR START WITHOUT GETTING YOUR KIDS' HEARING CHECKED

**BY JENNIFER HENSLEY, FAMILY AND YOUTH RESOURCE SPECIALIST AT THE ARIZONA COMMISSION FOR THE DEAF AND THE HARD OF HEARING**

As summer comes to a close, parents are faced with the hustle and bustle of getting kids prepped and ready to go back to school. The school supplies are purchased, the new clothes still look new, and the school-year routines are beginning to fall into place. What else is there to prepare? As always, parents want to ensure their kids are healthy and ready to go back to the classroom.

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## WE WANT TO HEAR FROM YOU!

LET US KNOW HOW WE ARE DOING BY TAKING THIS SHORT SURVEY.



## Upcoming Events

### SEPTEMBER

**Young at Heart Senior Expo**  
September 12, 9 a.m. – 3 p.m.  
Doubletree Hilton  
445 S. Alvernon Way  
Tucson, AZ 85711

**Association of Late-Deafened Adults (ALDA)**  
September 16-20  
Hilton Scottsdale Resort & Villas  
6333 N Scottsdale Rd.  
Scottsdale, AZ 85250

### OCTOBER

**Arizona Assisted Living Federation of America Annual Fall Symposium & Trade Show**  
October 5, 9 a.m. – 5 p.m.  
Black Canyon Conference Center  
9440 N. 25th Ave.  
Phoenix, AZ 85021

**The Ultimate Women's Expo**  
October 10-11, 9 a.m. – 5 p.m.  
Phoenix Convention Center  
100 N. 3rd St.  
Phoenix, AZ 85004

# DON'T LET THE SCHOOL YEAR START WITHOUT GETTING YOUR KIDS' HEARING CHECKED Continued



Jennifer Hensley,  
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of Hearing

## SO, HOW DO YOU KNOW IF YOUR KID MIGHT HAVE ATYPICAL HEARING?

### Some signs include:

- \* Frequently asks people to repeat themselves
- \* Often turn their ears toward a sound to hear it better
- \* Keep asking you to turn up the volume on the radio or TV
- \* Complain of pain or ringing in their ears
- \* They are rubbing or tugging at their ears

### Additional considerations:

- \* Are they getting in trouble for not listening
- \* Struggle with volume control or talking too loud
- \* Responding to the wrong questions

If you notice your child having any of these signs, make sure you get their hearing checked promptly. It is important to keep your child's hearing in mind when you are making the annual appointments.

## SO, WHAT SHOULD PARENTS DO?

Before school begins, health experts recommend that parents take their children to their primary care doctor for a routine check-up. During the checkup, the physician should check items such as vital signs, growth measurements and address any health concerns. In addition to paying a visit to their doctor, it is also recommended that children have their hearing tested. Hearing checks are just as important as regular physical checkups, and if monitored at the right time, can prevent other issues or concerns for children throughout the school year.

According to the Better Hearing Institute, in the United States, there are at least 1.4 million children (18 years or younger) that have hearing issues. In Arizona, 1.7 out of every 1,000 newborns has atypical hearing and this number doubles by the time these children are 6-years-old. Even a slight hearing difference could cause a child to experience difficulty in school if not identified and addressed with accommodations or adaptations. If missed, a deaf or hard of hearing child could experience difficulty developing critical communication and social skills.

### In addition to general health and hearing tests it is recommended that parents do the following:

- \* Keep the volume on televisions, music, radios and cell phones turned down to a moderate level.
- \* Watch the volume on the headphones or earbuds that your children are wearing. If you can hear what your child is listening to, it is too loud.
- \* Take regular breaks from loud noise – at least a -10-minute break every hour.

As the family and youth resource specialist for the Arizona Commission for the Deaf and the Hard of Hearing, I'm always available if you would like more information on this topic.

For more information visit [www.acdhh.org](http://www.acdhh.org)



## HEARING RESOURCES FOR THE DEAF AND THE HARD OF HEARING

Do you have trouble hearing a person over the telephone? Have you given up trying to use the phone all together, just because your hearing isn't what it used to be? Talking over the phone should not be difficult no matter an individual's hearing ability.

Did you know that the [Arizona Telecommunications Equipment Distribution Program](#) (AzTEDP) provides free telecommunications devices for residents of Arizona with hearing loss? Since 1986, AzTEDP has been providing telephone equipment such as volume-control telephones, captioned telephones and signaling/flashing devices to Arizona residents who are deaf, hard of hearing, deaf-blind or speech-impaired.

Some of the products available include [Captioned Telephones](#), TTY, electrolarynx and voice amplifiers.

- \* **Captioned telephones, one of most utilized services**, allow the user to read word-for-word, voiced phone conversations in real time. This feature is similar to the captioning seen on television.
- \* **TTY, or Text Telephone**, is the most common way to connect through the relay. TTY is used by zero speech individuals who type their message, then read the other person's response. The response is typed by the communications assistant from Arizona Relay Service. TTY comes equipped with a keyboard and small screen.
- \* **The Electrolarynx** is equipped for individuals who have had a laryngectomy. The electrolarynx serves as an artificial larynx with tone control for the user.
- \* **Voice Amplifiers** are used by individuals with weak speech. The voice amplifier boosts speech with high volume and low feedback.

In addition, Arizona Relay Service provides a free service that enables individuals with speech disabilities, or who have difficulty being understood on the telephone, to communicate on a telephone call through the assistance of a specially trained Communications Assistant (CA), this is called Speech-to-Speech.

The Arizona Commission for the Deaf and the Hard of Hearing offers free demonstrations for people utilizing the equipment and services. These range from how to place a relay call, adjusting amplified volumes and incorporating new technologies with the old. They also offer advice for making the most of your existing hearing aids when using the telephone.

To qualify for the free services from the State of Arizona, residents must be deaf, deaf-blind, hard of hearing or speech-impaired. Individuals interested in receiving an AzTEDP product must [apply](#) through the Arizona Commission for the Deaf and the Hard of Hearing.

For more information on AzTEDP services please visit: [www.acdhh.org/aztedp](http://www.acdhh.org/aztedp)



# RELAY CONFERENCE CAPTIONING

Anyone should be able to actively participate in conferences, phone calls or video chats no matter their hearing ability and because of Relay Conference Captioning, this is possible.

Relay users can participate in meetings, phone calls and video conferences without a delay using Relay Conference Captioning (RCC). With a high-speed internet connection, the real-time captioning will provide a live stream of the discussion or presentation for the relay user.

Arizona Relay Service offers RCC as a free service for anyone with hearing difficulty to be able to actively

participate in conference activities and conversations.

## Benefits of RCC:

- \* Participate in meetings, phone calls, videoconferences and multi-party teleconference calls
- \* Free service provided by the Arizona Relay Service
- \* Receive live, real time text streamed to an Internet-connected computer/laptop anywhere in the world
- \* Receive transcripts of the meeting after the call is completed.

These step-by-step diagrams shows how easy RCC is for the participant.



The only requirements to use RCC are that the user must be an Arizona resident with a hearing loss and working high-speed internet access.

For more information on RCC please visit: [www.arizonarcc.com](http://www.arizonarcc.com)



## RELAY FRIENDLY BUSINESSES

At Arizona Relay Service we do business with the following “Relay Friendly” businesses! They are certified “Relay Friendly” and understand how relay works — and more importantly, how to use relay.

### H&R BLOCK

Prince and Fairview Plaza

909 West Prince Road

Tucson, AZ 85705

**Phone: (520) 887-7310**

Fax: (520) 887-2152

**Website: [www.hrblock.com](http://www.hrblock.com)**

### BISBEE ROTARY CLUB

P.O. Box 21

Bisbee, AZ 85603

**Phone: (520) 227-6612**

**Email: [mail@bisbeerotaryclub.org](mailto:mail@bisbeerotaryclub.org)**

### DEVELOPMENTAL DISABILITIES PLANNING COUNCIL

Larry Clausen, Executive Director

1740 West Adams, Suite 201

Phoenix, AZ 85007

**Phone: 877/665-3176 - Toll Free**

**(602) 542-8977 - Office**

Fax: (602) 542-8978

**Website: [www.azgovernor.gov/DDPC](http://www.azgovernor.gov/DDPC)**

### CITY OF PHOENIX- NEIGHBORHOOD SERVICES

Phoenix City Hall

200 W. Washington St., 4th Floor

Phoenix, AZ 85003-1611

**(602) 262-7344**

### PAPA JOHN PIZZA

Chaz Lomax, Owner/Operator

1656 South Highway 92

Sierra Vista, AZ 85635

**Phone: (520) 459-7200**

### KARTCHNER CAVERNS STATE PARK - BENSON

2980 Highway 90

PO Box 1849 (mailing)

Benson, AZ 86502

**Phone: (520) 586-4112**

Fax: (520) 586-4133

**Website: [www.pr.state.az.us](http://www.pr.state.az.us)**

## THE RELAY FRIENDLY PARTNERS PROGRAM IS A FREE PROGRAM THAT:

- \* Offers FREE training to assist your business with receiving and placing Arizona Relay Service calls
- \* Reduces or eliminates hang-ups on relay users
- \* Allows customers to know you are certified as a Arizona Relay Service Relay Friendly Partner
- \* Offers you a free listing on the Arizona Relay Service website
- \* Provides a Relay Friendly Partner logo to post on your business' website
- \* Provides a Arizona Relay Service Relay Friendly Partner decal for your door or window

To view the entire list of relay friendly businesses or for additional information on becoming a relay friendly business please visit our website at [http://www.azrelay.org/home/relay\\_friendly\\_business](http://www.azrelay.org/home/relay_friendly_business)

# PHOTO RECAP



◀ Ken Arcia at the 6th Annual Disability Empowerment Center Health and Wellness Fair, 4/24 & 4/25

AzTAP Conference celebrated the 25th Anniversary of the ADA, 7/13 & 7/14



◀ Ken Arcia at the Diamondbacks Disability and Human Services Expo, 6/7



▶ Attendees at AzTAP Conference, 7/13 & 7/14

