

Building Bridges
for Better
Communication

June 2010

This month's theme is "Families"

**Reminder:
TSHA Will Be
Closed July 5th.**

Mason and Mauni: Hard-of-Hearing "Brothers" By Marvin "Mauni" Frohock

Last fall, I decided to volunteer for my community. I had wanted to volunteer for many years, but I never took the time to find an organization because I was always too busy.

I am a dedicated family man, and my family means the world to me. But for some reason, I decided that it was time to take action, and pursue my goal of giving back to my community. I decided that I could still be there for my family, but also spend time helping others. I also felt that this would be more beneficial than to simply give money to charity

organizations. I realized I had something to offer - an example to someone young who also faces the same challenges of being hard-of-hearing.



Mason
and
Big
Brother
Mauni

My mother was a volunteer for BBBS (Big Brothers Big Sisters) in Colorado, and

she worked with a deaf girl who is now an adult, and is successful in her endeavors. I think I was inspired by my mother's actions, and it certainly gave me the idea to do the same.

So I found BBBS online, and signed up to volunteer. They called me in and interviewed me, and I specified that I wanted to work with someone who was deaf/hard-of-hearing. At the time, there was no child who met that criterion, so I was put on hold until they could locate a match for me.

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TSHA's Office Hours

**Monday
8:00 am -7:00 pm**

**Tuesday- Thursday
8:00 am - 5:00 pm**

**Closed Friday,
Saturday & Sunday**

Volume 16
Issue 6

"It Takes a Little Time": A Sister's Perspective By Jenna Griffith

When I was asked to write an article for this month's theme: "families affected by hearing loss," a song by Amy Grant came to mind. The 1997 song, "It Takes a Little Time," starts out with the chorus, "It takes a little time sometimes, to get your feet back on the ground...It takes more than you've got right now. Give it time."

People often ask me what it was like growing up with a deaf sister, especially when they find out that I (the hearing sister) know more sign language than she (the deaf one). My sister was raised with and still maintains an oral approach to life. She became deaf post-lingually (hence she was not born deaf), and at the time, the method of speech therapy and auditory training seemed to work well for her. She has graduated from college with a B.S. in

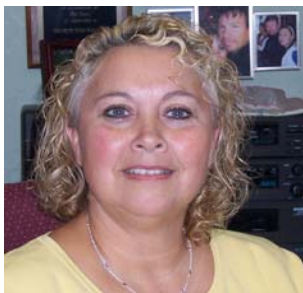
Bio-Chem and is going on to pursue her masters in leadership and ethics.

Growing up with a deaf sister was normal for me. I don't remember "leaving her out" of activities, or not wanting her to come with me because she was deaf. In fact, I normally dragged her along to participate in whatever I was doing.

I'd like to expound on something that I wish more people would realize is of **extreme importance**.

In my family, whether at the dinner table or playing outside, in the grocery store or with a group of friends at church, if my sister said, "What did you say?" or "Hmm? I missed that," it was expected that we (my other siblings and I) were to repeat what we had said.

Continued on page 4



From the Executive Director's Desk by R. René Ryan

Parents Spur Exploration: Code of Ethics in Educational Interpreting??

When I first began this exploration I believed it to be a simple quest on ensuring Educational Interpreters were following the Code of Ethics. However, I soon learned that it was much deeper and more complex than I ever thought.

It all started when three different parents came to me in my role as Executive Director with TSHA. Each had concerns about ethical situations regarding their child and the school interpreter/administrator.

I informed the parents that I would do some checking and get back with them. The more I delved, the more confused I became on the role of interpreters in the educational system and their ethics.

I have been a nationally certified interpreter since 1985 and strongly support the RID (Registry of Interpreters f/t Deaf) Code of Professional Conduct (CPC). I later took Oklahoma's QAST certification system (so I could better support local interpreters in

their quest for certification) and I preach their Code of Ethics too. However, I was clueless about the EIPA (Educational Interpreter Performance Assessment).

I began by asking nine different professionals in the area, (interpreters, school administrators, teachers, state agencies) and was amazed at nine different responses. The overwhelming astonishment came when I repeatedly heard the phrase, "EIPA doesn't have any ethics to follow."

At the end of countless hours of research, I feel confident in saying that, **yes, EIPA has Ethical Guidelines.** More so, as a professional, EIPA interpreters should join RID as the national organization and therefore, agree to adhere to RID's CPC.

Another area that came up was the role of Educational Interpreters in the school. There is a great article detailing roles and responsibilities put out by Classroom Interpreting.

I believe often the confusion comes with defining "educational team". The article was excellent on what educational interpreters can and cannot do. (<http://www.classroominterpreting.org/Interpreters/index.asp>)

At the completion of my research I presented a workshop on this topic and by the end, all present knew the differences in various ethics and what to do when there was a conflict between them. At the conclusion we had eight pre-set ethical scenarios the participants were able to appropriately respond to and take back with them into their school districts.

What began with a simplistic assumption, ended up hours later with the realization of what a difficult and complex life an Educational Interpreter must live, and often times without the tools and understanding to do his/her job effectively.

"Mason and Mauni" continued from front page

Six months later, BBBS contacted me and informed me that they had found Mason, and that he and his mother were interested in the program. Since then, I have spent time with Mason doing various activities, and I really enjoy his company.

He is a very intelligent kid who has a passion for life. He has a great sense of humor, and he and I have a lot of fun together. I look forward to working with him, and to giving him the life skills he needs to accomplish his goals and dreams in life successfully.

Notes from Mason's mother:

Mason is in the 4th grade at Wright Elementary in the Tulsa Public School system. This year his teacher Deana Brown had him tested for the gifted and talented (GT) program. Since Mason was the first Deaf Ed student to test for this program, other educators in TPS weren't sure if this was a good idea. Miss Brown pushed and pushed to have him tested. Mason was accepted into the GT program and hopes to continue through middle school and high school.

Mason is the youngest of eight children and lives with his mom in Tulsa.



MENTAL HEALTH SERIES BY DR. EMILY THOMAS, PH.D, LPC

Family Communication

As the fundamental unit of society, healthy families are important and affect each and every one of us.

As individuals, we function better when our families are functioning well. We accomplish more when our families work together. We are happier when our families are healthy.

One of the most vital steps towards healthy families is effective communication.

Communication is necessary for successful relationships; without it, individuals feel misunderstood or even ignored. However, when we feel understood, we are more willing to resolve problems and work harder to develop trust. When we communicate well, our relationships become caring instead of destructive.

Communication requires two people. One is the sender of a message, and one is the receiver of a

message. Miscommunication happens when the message is confusing or not well received. Good communication happens when the sender is clear and accurate, and the receiver is attentive and responsive.

“Active listening” is one of the best ways to improve communication. This means you remove distractions (turn off the TV!) and really *pay attention* to what the other person is trying to say to you. Rather than thinking about what you want to say next, you instead focus on what the other person is saying in the moment. You keep good eye contact, and pay attention not only to *what* is being said but also the *feelings* behind the words. Instead of giving advice, repeat back what the other person said to be sure you understood fully and correctly.

For more tips and a video (with a video transcript) on better communication with your children, see this website: <http://family.samhsa.gov/talk/listener.aspx>.

Tulsa Hearing Helpers

“What’s New in the State”

By Diana Higgins

June 10 - Cody Francisco will tell us about his new position with the Department of Rehabilitation Services, and update us on whether the state may be able to assist YOU or someone you know.

Our thanks to Ray Willingham from the state equipment program for an excellent May program! We learned about the new CapTels and much more.

When: The second Thursday of each month, from 10:00 – 11:30 a.m.

Where: TSHA’s conference room, 8740 E. 11th St.

Accommodations: We usually have a court reporter type and project everything that is said on the wall for all to read. We have assistive listening devices and interpreters, upon request. Thanks to audiologist Julia Shirk, our room is now looped! Just use the t-coil on your hearing aid to hear the speaker.

What is Tulsa Hearing Helpers? It is a monthly gathering for people who have lost hearing later in life. All ages and amounts of hearing loss are welcome, along with friends and family members.

Upcoming Speakers:

July 8 – Audiologist Carol Lambert will be back for her annual July visit! She always brings the latest information from the professional conferences.

August 12 – Audiologist Julia Shirk will educate us on looping, and how YOU can help make a difference in your community.

"A Sister's Perspective" continued from front page

We were not to say, "Oh, never mind." We were not to shrug her off and say, "I'll tell you later." We were simply to repeat what had just been said.

It wasn't until later in my college years that I realized this was not the norm. Too often we (hearing people) brush off requests to repeat things, maybe because we are frustrated at their inability to understand the first time, or because we feel like the other person is ignoring us. Maybe we are tired of repeating ourselves, especially if our job is one where we talk to many people throughout the day.

I would encourage you, though, to take some time and evaluate yourself and your motives. Why is it

that we (hearing people with deaf family or friends) become frustrated when asked to repeat what we just said? For me it is a normal part of life.

Recently my grandfather has begun to wear hearing aids. They help him some, though he still routinely comments, "What did you say?" It's not because he wasn't listening - maybe there is just too much background noise at the moment. There are a variety of reasons and noises that cause interference to hearing aids.

With ever-growing noise pollution, and more adults losing their hearing later in life, **maybe we (hearing individuals) need to reevaluate the value of repetition.**

Maybe we need to ponder what *we* would want, should that ever-precious sense of hearing begin to deteriorate. Would you prefer to be left out of the laughter and wonder what is so funny? Or would you appreciate someone taking the time to relate what just happened so you could enjoy the joke as well?

Sometimes at my dinner table we would laugh through a joke for two or three rounds - as many times as it took to include *everyone*. Believe it or not, instead of being annoying times, those are some of my best memories!

Back to the lyrics of the song I started with... it *does* take time. Sometimes more than a little. But, down the road you will be

so glad you chose to take the time to *communicate* with your loved one.

So, please - when asked to repeat what was just said, don't roll your eyes. Instead, "take the time" to stop and relate what just happened. Maybe while you're stopping and taking time, you'll even get a whiff of the proverbial roses while you're at it!



Jenna and sister Lindsay

Lightning & Thunderstorm Safety

By Bob Roberts, Sr. Disaster Planner, Flanagan & Associates, LLC

(Editor's Note: TSHA, as a member of the Language & Culture Bank, works to ensure that the deaf community is informed about disaster preparedness. Our thanks to Bob Roberts, fellow LCB member, for this important and timely information.)

In the United States, there are an estimated 25 million cloud-to-ground lightning flashes each year. While lightning can be fascinating to watch, it is also extremely dangerous. During the past 30 years, documented lightning deaths averaged 73 per year in the U.S. This is more than the 68 deaths per year caused by tornadoes and the 16 deaths per year caused by hurricanes.

It's believed that lightning is probably the #1 natural weather killer and the #1 cause of weather-related property damage. While many people think they are aware of the dangers of lightning, the vast majority are not.

The National Weather Service has designated the 3rd week in June as "Lightning Safety Week." Information about lightning safety, and the medical facts about lightning, is provided on this web site: <http://www.lightningsafety.noaa.gov/>

(Editor's Note: We can also send you Bob's tips for lightning safety. Just ask.)

TSHA's Summer Camp 2010 Enrollment Form

"Camp Hero!"

Ages: 7 through 13

Date: July 19 - 23

Time: 9:00 a.m. - 3:00 p.m.

Cost: \$50 for one week (\$60 for hearing kids)

Place: TSHA's conference room, 8740 E. 11th St., Tulsa, OK 74112-7957

Who: *Deaf and hard-of-hearing children, their siblings, and hearing children of deaf parents (hearing children will only be accepted in proportion to deaf/HOH campers, to ensure this is "deaf" camp)*

CITs: Students age 14 – 15 may apply to be a Counselor-In-Training. The fee is \$25. The teens will act as volunteer assistants, but will participate in all activities the campers do. Applicants are subject to approval.

Our theme was chosen with the recent Olympics as inspiration. We'll look at heroes both deaf and hearing, far away and close to home. We will provide fun, educational activities all related to our sports and heroes theme. TSHA will provide a certified teacher, who will be aided by many caring and capable volunteers. Everything will be presented in sign language, as well as voice, in order to be accessible to all. *Don't miss this chance for your child to have full access to the camp experience!*

Enrollment Deadline: July 7, 2010

(however, space is limited, so don't wait!)

A place in the program can be held for your child only after tuition is received.

Child's name: _____ M/F? Birthday (mm/dd/yy): _____

Parent/Guardian's name: _____

Mailing address: _____

Day/Cell phone: _____ Other phone: _____ Email: _____

Describe camper's hearing or speech loss, and the preferred method of communication:

Explain any allergies or special needs: _____

In case of emergency, contact (other than parent/guardian listed above):

Name: _____ Day/Cell phone: _____ Relationship to child: _____

To enroll, return completed form with cash, check or money order to TSHA at 8740 E. 11th St, Tulsa, OK 74112-7957.

Silent Dinners 2010

TSHA's Silent Dinners in Tulsa have been called "the granddaddy of them all"! They are the oldest and largest in the state. All levels of skill are welcome, from very beginning to native signers. **Why?** To practice sign and to socialize! **Where?** We meet at the Woodland Hill's Mall Food Court (71st and Memorial). **When?** Come after work... about 6:00 p.m. Stay until your hands get tired or the mall turns out the lights (about 8:30).

June 17th
July 26th
August 24th

Thursday
Monday
Tuesday

For more information, contact Diana Higgins at dhiggins@tsha.cc or (918) 832-8742 v/tty.

(Editor's Note: We asked our friends at Tulsa Kids Magazine to provide some helpful summer information for families, since our theme this month is "Families." We truly appreciate their contribution!)

When my children were young, they always looked forward to visits from my mother. Whether it was visiting a tea house in Claremore or playing in the gardens of Philbrook, my mother and my children were always taking interesting field trips. Here are a few places my mother introduced my children to and a few she didn't know about, but would have loved. Grab a kid or two and explore!

(Editor: Contact TSHA for the complete article, including lots of fascinating details and lively descriptions, hours of operation, and costs... while we did not have space here, we'll be happy to email it to you. You can also find the complete article in the May Tulsa Kids Magazine.)

***Philbrook Museum of Art:** Free Family Day is each second Saturday and includes hands-on art projects, scavenger hunts and more. www.Philbrook.org

***Gilcrease Museum:** Numerous family-centered events and activities, azalea filled gardens and stunning vistas. www.gilcrease.org

***Tulsa Air and Space Museum & Planetarium:** Hands-on interactive exhibits. www.tulsaairandspacemuseum.com

***Sherwin Miller Museum of Jewish Art:** For older children and teens. www.jewishmuseum.net

***Tulsa Zoo:** Numerous classes, special events and programs. www.tulsazoo.org

***Oklahoma Jazz Hall of Fame:** Sunday evenings they have jazz concerts. www.okjazz.org

***Woolaroc Mountain Man Camp:** An authentic, interactive reenactment of an 1840's trading camp. You can also attend Woolaroc's Kidfest (June 26-27). www.woolaroc.org

***Oxley Nature Center and Redbud Valley Nature Preserve:** Special activities and crafts, and several trails of varying lengths. www.oxleynaturecenter.org

***Tulsa City-County Library's Reading Roadshow:** Located at the new 41st St. Plaza on River Parks - stories, songs and activities every Thursday, May 27-June 24 from 10-10:30 a.m. Bring a blanket or lawn chair. 918.596.7977

***Blue Bell Creamery Tour:** For a field trip with a sweet treat! By appointment. www.bluebell.com

***Linneaus Teaching Garden:** A perfect field trip for young gardeners. www.tulsagardencent.com

***Greenwood Cultural Center:** Tour the Race Riot exhibit, and more. www.greenwoodculturalcenter.com

***Oklahoma Aquarium:** Educational, fun and always exciting. www.okaquarium.org. After a visit to the aquarium, take

in the shops and restaurants at nearby RiverWalk Crossing.

***Afternoon Tea:** One special treat my daughter particularly enjoyed with her grandmother was visiting the Pink House in Claremore for tea. Well-mannered children can also enjoy tea, lunch and sweet treats right here in Tulsa at Dragon Moon Tea Co. on Harvard. www.pinkhouseofclaremore.com Dragon Moon Tea Co., 918.742.8322

***Admiral Twin Drive-In:** Remember the fun you had as a kid going to the drive in? Share that experience with children. 918.838.3114

Editor's Note: Tulsa Kids' Magazine has LOTS more information for families at www.tulsakids.com. They have local bloggers so people can leave comments. They usually have a contest going, too!

People can also join their Facebook page (facebook.com/tulsakids), and can follow them on Twitter (twitter.com/tulsakids). They like to get comments to put in the magazine.

AND, they have an e-newsletter that goes out every other week that has family events for that 2 weeks, a recipe and some kind of informational article...it usually has a least one contest or giveaway, often several.

Make it a FUN summer for your whole family!

TSHA Membership Application

Please PRINT clearly

Support TSHA through your annual membership and/or a donation. Mail completed application to:

**TSHA, Inc. / Membership Application
8740 E. 11th Street, Suite A Tulsa, OK 74112-7957**

Name: _____ Address _____

City: _____ State: _____ Zip: _____

Home Phone: _____ o TTY o V Work : _____ o TTY o V

VP: _____ Cell: _____

Email: _____ *Newsletters are **emailed** unless otherwise specified.*

Membership Category

(Please **choose one** and enclose payment)

- Student (full-time) \$15.00
- Deaf \$15.00
- Hard-of-Hearing \$15.00
- Speech-impaired \$15.00
- Individual \$20.00
- Family \$30.00
- Non-Profit Organization \$50.00
- Business \$100.00
- Sponsor \$100.00
- Benefactor \$500.00

Additional Donations:

Please apply my ***additional*** donation of \$_____ to _____ TSHA's:

- General Operating
- Information & Referral
- Independent Living
- Endowment Fund

Household Information

(please complete)

- _____ Number of persons living in household
- _____ Number of persons who are deaf
- _____ Number of persons who are hard of hearing

Your \$20 membership will pay for a field trip for two camp kids.

Contributions & Memberships

Contributions

Southside Sertoma Club of Tulsa, Inc.

In Memory of Loren Melendy:

James & Virginia Allen
TSCCD

Memberships

Claudia McAllister
Papa Rodger
Jim & Denelda Richardson
Ryan Zilm
Donna Smith



**Thanks to all of you who came out to the spaghetti dinner to support KT.
Also a thanks to all those who have sent in donations.**

Did you know you can make donations and renew your membership online at our website?
Visit www.tsha.cc to find out more!



**Total Source for
Hearing-loss and Access**

8740 E. 11th Street Suite A

Tulsa, OK 74112-7957

Phone: 918-832-8742 v/tty

Fax: 918-834-4329

Interpreter Services: 1-888-311-3523

Website: www.tsha.cc

JUNE 2010

Mission: Providing comprehensive services to encourage independence for people with hearing loss.



LIVE UNITED
GIVE. ADVOCATE. VOLUNTEER.

“Partner Agency of Tulsa Area United Way”

Have You REALLY Got Our Number?

Have you called and called TSHA during work hours, and no one ever answered? Rest assured, we are NOT ignoring your call!

It has come to our attention that when you call Information (411), **you may be given the number to our equipment lab.** It happens to be the most recent line we had installed, so perhaps that's why it's being given. The equipment lab phone line is used only for people to try out amplified phones, TTYs, etc. The lab is at the far end of the hall behind locked doors, and no incoming calls are expected on that line – no one even hears the phone

ring down there.

We DO have that line forwarded to our office number, but it seems that occasionally call forwarding gets turned off - perhaps in the process of demonstrating a phone.

So – double-check – do you REALLY have our number?? TSHA is (918) 832-8742 (832-TSHA). If you hear of someone having difficulty getting TSHA to answer... please give them the correct number.