

CCAA Report

CCAA Survey

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Q29 - Optional: We welcome comments about your need for and/or use of assistive communication technologies

Optional: We welcome comments about your need for and/or use of assistive c...

I need to lip read, so prefer captions! I wish they were more accurate on Zoom, etc. I had to quite graduate level seminars because Zoom captions were unable to deal with complex intellectual subjects. Too many garbage captions to avoid confusion and stress made me give up.

I am very pleased when cart is available

I am 88 yoa and have had hearing aids for over 30 years. Two years ago I receive a cochlear implant and it has helped immensely after I learned to use it and probably need another but at this stage. The blue tooth is great and the AB app on my phone is helpful. My wife wears a microphone to converse. Close captioning on the tv is also helpful.

not familiar with "CART". Need a better understanding of my options (like different loop systems) and just how they work BEFORE trying them (just to find out they are not working)

Most of the assistive devices in Dallas area venues have not worked with my hearing aids.

I was involved with HLAA for a long time, and I think they do a great job. Zoom and Otter are great and very helpful. Apple has some very accurate translators. Lots more captions on tv, though sometimes it's hard to find. It's way better than it used to be. but why is C-SPAN not captioning???

I would like to see an system wearing one can wear ear buds & receive sounds, conversations. Etc by using a small remote device or maybe this is already available? Seems everyone now a days has on earnings!!!;

the best option is for telecoil to my device as do not have to bother or notify anyone. use of my own equipment....don't have to worry about sanitizing devices. don't have to identify myself with a hearing loss...can be just like anyone else.

Sorry - I don't know if my implants have tele coils. Not really knowledgeable about the various choices.

Airports and other transportation- should have captions readily available since hearing announcements and people on mics is impossible. It would be really great if all theaters, movies and live, offered open caption options. Hospitals and other medical facilities should be more hearing friendly.

I enjoy have the ability to stream via bluetooth when it is available. I also enjoying seeing captioning being used more on tvs in different places. In some places even public transit captions what's being announced and that should be everywhere! It would be nice to see cars with radios that can caption songs and programs for passengers, as a musician I have no issue with just listening via bluetooth to music and driving, but for my passengers who are Deaf/HOH it would be of big help.

I chose FM instead of Loop because I believe most people would understand using it, I believe it's easier and less costly to install, people don't know what T-coil is and AuD don't seem willing to advocate for them. I hope WiFi can fox the latency issue because the aging brain is less capable of following along. I also found the Smart Caption glasses difficult because the captions do not follow along with the actors speech.

Jargon not understood

Not always sure I answered the questions correctly. I do have captioning on my landline and it is a tremendous help.

Optional: We welcome comments about your need for and/or use of assistive c...

Want movie theaters to offer more open captions viewing and personal caption devices that are easier to position and have fully charged devices.
Want live venues to broadcast to a telephone number so I can use my caption phone app like InnoCaption by calling that phone number

the resources in my town and region are scarce

InnoCaption is wonderful and I love streaming music or online videos via Bluetooth

New smartphone app, called XRAI Glass, is best one I've found for providing text of live conversation. However, even though very fast, the latency factor is still high enough that I won't use it in any situations where I can instead hear via bluetooth directly from my phone to my hearing aids.

Make all of this the law including captioning everywhere public places like airports, buses, movin theaters.

I would love to learn more about how I can more fully utilize assistive devices, but I'm not sure who could show me how to use them. Do you have any suggestions?

It would be helpful if people were made aware that these devices are available. I have been using hearing aids my whole life and I didn't realize that some places might have these and that I could use them if I asked. Mainly, though, I wish more people used captions when playing videos because those are most useful for me.

I really need them but can't afford them. I need new hearing aids and a good audiologist, not a Sales Person. Now, I have applied for MediCal, and can't find out what I can get. I spent a huge amount of money for my first good hearing aids, but the telecoil only worked intermittently. My hearing loss was discovered when I was in my 30s and now am in my late 70s. Money and good assistance are my problem in dealing with all technology, but especially with hearing. I have special alarm clocks and a smoke detector, and a CapTel phone, but my life has been put in danger because I couldn't hear an intruder breaking into my apartment and I couldn't hear the alarm. Hearing loss has cut me off from so much in life. Now that my vision has been damaged, even keeping up with cc in movies is challenging. People don't believe that I can't hear because I can speak. I don't have good comprehension, so missing one word can leave me in confusion. I'm smart. I've read books, spent years at meeting, taken weekly classes in "coping" and done everything I could, but isolation and technological advances have set me back. Now that my vision has been damaged, it's even harder. I would use anything I could understand and afford. Often, speech is just too fast, and I can slow some media down. I say that as a person who speaks quickly--these are habits. I have to rewind video and stop to read things on the screen, cc or images of smartphones. I appreciate that you are trying to make assistive communication technologies more available. It's exhausting and expensive to try to keep up. HLAA helped me so much, but zoom meetings were hard. I believe they are starting up in person soon, where I live. As you realize, it is also depressing to be judged and dismissed when I still have a lot to offer.

Great questions

As a HOH consumer who is used to the ease and better sound quality of a hearing loop, it is the technology that I overwhelmingly prefer.

Assistive listening venues need to have signage, working receivers and neck loops, and staff training for their use.

My first hearing aids had a telecoil feature. I did not know how to use it. Since moving to North Carolina, telecoil technology has not been mentioned by the providers I work with. I mainly rely on my smartphone and bluetooth to manage.

I have lost most of my vision so I rarely leave my home

Wish we had more accommodations for events and movies and theatres

Some of the above questions really weren't applicable for me. I will use an assisted device if I cannot use my Bluetooth via my hearing aids. That is what I really like using best as it's so easy and doesn't require bulky equipment. I just wish building codes were such that T-coils automatically be installed in any newly constructed public building. ADA requirements should not only include accommodations for those with mobility issues but should also accommodate those with hearing loss. There ARE PROBABLY MORE PEOPLE WITH HEARING LOSS THAN WITH MOBILITY ISSUES.

My former audiologist from whom I purchased my aids in 2020 gave me no advice on the various things you've mentioned here. I did find the microphone online that my husband wears when we are out of the house which has been very helpful. I am ignorant of most everything else.

Optional: We welcome comments about your need for and/or use of assistive c...

Hearing loss is the invisible disability and the more severe it is the more difficult it is find suitable hearing systems at venues that utilize them. Having said that, I live in a well looped area. The airport in my area has a hearing loop, and the reception areas in the main hospital has hearing loops, as do many theaters, churches and other public places. My local chapter of the HLAA has been instrumental in getting loops installed in many of these places. But despite this, my hearing loss is a problem in noisy environments that don't have loops. Companies making quality hearing aids and implants boast great success in hearing in noise. But generally I feel that is a marketing ploy rather than a realistic expectation. But there is no doubt that great improvement in hearing aids and implants has been made over the past 10-15 years. And while I don't feel particularly satisfied, I know my hearing is better than I probably realize. If I were you one issue you could address is night time emergencies for deafened people who can not hear anything in the night. Thanks for the opportunity to express my feelings about my deafness.

i still don't understand what they are

More options out in society would great help me enjoy experiences. Signage about options at venue would be a huge help.

I wish we had more places that had hearing loops and I would like to know more or test what are wi fi audio options. If that is auracast, I hope to see them roll out or at least to see demand for them. Airports need to have loops installed as well as music venues.

I am grateful for any assistive listening devices available. I love open captioning on movie screens, though seldom available. I enjoy captioned glasses and CaptiView devices in movie theaters, though cumbersome. Also, I always use captioning on tv, though some programs cover captions with screen credits, thus making reading the captions difficult, if not impossible.

I may have clicked on this without thinking. I have trouble understanding conversations and ALL my hearing aids have just amplified the noises around me. So I get desperate when I see something I don't understand, just in case it is what I need,

I am very grateful for the t-coils in my cochlear implant processors. I wish more airports offered looping. Sarasota Airport installed loops in their terminals, and it has been very helpful to hear boarding announcements.

Remote Bluetooth tv connector and remote Lille have significantly improved my life

Hearing aids need to improve on speech clarity.

Could not answer some questions because know little to nothing about assistive communication technologies.

Most of the time I use the built in iPhone caption features as well as a video relay chat and face time or texting. Bluetooth hearing aids and the functions within. I can speak but still use ASL sometimes. In loud places or places with background noise assistance devices/ captions/ interpreters are extremely helpful

I feel that t-coils are essential for the phone and *only* the phone. In all other circumstances they have provided nothing electromagnetic interference. I am not convinced that the provision of t-coils should satisfy the ADA. I'm providing my email below in case you want further information, but it's of course optional.

I like the telecoil very much. BUT if the person speaking does not speak into the microphone, the telecoil does not help. I wish more places had the Bluetooth or telecoil station.

Most group settings I go to I find they don't have t coils. I miss a lot of the dialogue in a theater. And I'm not as inclined to attend. As I used to do.

I have top notch equipment, and even with such good equipment, it's not enough. I need to have the assistive communication technologies in order to participate in whatever is being presented. Sometimes simple strategies such sitting up front help a little. But it can require so much more mental effort to hear the sound, that I lose track of content.

Consistency and standardization. .

Optional: We welcome comments about your need for and/or use of assistive c...

Hearing aids alone are not adequate for me. I rely more and more on captioning provided through apps on my iPhone or through captioning provided by others. One difficulty I have experienced with the use of speech-to-text apps, such as Otterai and Live Transcribe, is these apps cause the battery on my Apple Watch to drain quickly, which then adversely affects my iPhone battery. An engineer at Live Transcribe suggested a possible software problem at Apple causing Bluetooth to seek out microphones on devices not being used for captioning.

I am sorry not answer some questions. That's because I don't know what the devices are. My last audiologist and current one only told me about T-coil a long time ago which is SUPERB. I now have to search for assistive ways to improve my moderate to severe hearing loss in one ear and low moderate in then other ear. *** The ONLY choice for me is T-COIL which makes me feel like a person with perfect hearing once again.

I am submitting this survey for my mother who is 99 and technologically challenged. Alan Katsura

Despite buttons on my hearing aids designed to minimize background noise, I am constantly plagued by such noise.

I have worn hearing aids for more than 40 years. Hearing aids were never enough to allow me to participate in the hearing world to the fullest of my abilities. I practiced law for 44 years and struggled in the court room and in public venues when I couldn't control my environment. I now have a Cochlear Implant and wear one hearing aid. Although the CI gives me clarity of speech and the hearing aid brings in nature sound. I continue to struggle with out the use of assistive technology.

First of all, thank you for creating this survey. I've worn hearing aids for more than 60 years, and I don't remember any opportunity like this. The hearing aids I use are more than 20 years old, are no longer manufactured, but they work well for me. If the times comes and I need to purchase new ones, I'm sure I'll get ones that have all the latest features, including Bluetooth.

Thank you for doing this survey and hopefully the responses will provide info for future decisions. Sarasota has many looped venues but more are always needed - airports, stores, movie theaters, etc.

I recommend all venues have a script for each event if possible because there can be tech problems and always in need of backup plans. Th is can be a lifesaver for everyone LE. Also provide asl interpreters too is always helpful.

I believe all public, religious, and educational functions should be closed-captioned to accommodate a wide range of hearing loss. Just because sound is amplified in our ears through technological devices, doesn't mean we understand the words being spoken. The general public doesn't understand that hearing loss varies from person to person because we all hear or not hear different frequencies. Smartphone apps are a bit frustrating for me because I need to make sure my phone doesn't go to sleep while reading the captions, plus the apps don't always catch the right words.

A variety of assistive listening devices should be available when participating in any public events and transportation.

TV. I rely heavily on CC. They are not always up to par.

I rely primarily on captions and things I can read. I have an iPhone with speech recognition technology, but it unaccountably quit working. I hear speech very poorly even with my cochlear implant.

Would love to see great strides in awareness and accessibility to assistive listening options in public.

I bought my own FM assisted listening system which can be used with ear buds or a neck loop and set it up at my Rotary Club meeting and at some public lectures and meetings where it is unobtrusive. I have 8 receivers but have never had more than 4 used. Three of us routinely use them with neck loops or head phones during Rotary meetings. The best connection with hearing aids for me was when I had Resound hearing aids with a remote microphone that also had a jack for connecting another sound source -- clear and no latency. Unfortunately the normal hearing aid sound processing wasn't keeping up with that of other brands.

I believe I've already done this survey!

The Phonak Roger In-On hads been great addition to my cochlear implant and hearing aids. I am able to hearing conversations without the background noise. The use of a t-coil has been useful at theaters to hear the actors.

Optional: We welcome comments about your need for and/or use of assistive c...

Thank you for doing the survey. It's important that organizations and practitioners know of the experiences of those with hearing loss.

I live in a senior community which provides microphones at all large gatherings and even at smaller in-person gatherings like the Book Group. This technology is often cumbersome and requires the speaker to hold the mike very close to the face

I wish more businesses, government offices, public locations, and retail companies had hearing loops available. Covid showed how important assistive technologies and devices are to facilitate communication!!

These technologies are needed!

Although Sarasota is one of the most looped cities in Florida, the vast majority of the venues are houses of worship and entertainment. As noted above I have successfully advocated to have the system installed in one hospital and my efforts are ongoing. In addition, by my advocacy, all ten libraries are now looped at the front desk and research desk. Two police departments have looped front desk. The proliferation of face masks made my task a bit easier but there is still much more to do. The shilling about Auracast has also been problematic since it is a decade away and their public relations push makes it seem like hearing loops are over.

For the past 30 years I've worn hearing aids due to a sudden, noise induced hearing loss. Without the aids I'd be a pathetic basket case.

Love bluetooth from my phone!!!

Need to know more about such devices

Some of the questions were not applicable to me, nor did they proffer all the options available. Thus, this survey was incomplete. It was mostly good, but that there were missing options for suggestions as to what kind of system I would advocate for in a city hall.

I think people with hearing loss need more education about the tech availability. I am currently choosing bew hearing aids and have not been given adequate information about the choices by my provider. The information from the manufacturer is full of marketing jargon that doesn't actually explain what the differences are between the levels.

I love, love, love open captioning at movie theaters. Having to check devices out and hope they work and then have to return them is a hassle. I do not go to movies theaters because of that. It is beyond frustrating that few theaters will do open caption showings on a weekly basis (and not just matinee showings either). And if they are, it's a well kept secret.

If my hearing aids have bluetooth and t-coil capabilities, I might use it more often.

All venues that provide assistive devices should include that information in every announcement!

Not knowing what will be available at a given venue or event or program is stressful. Sitting through a movie that has no captioning and dialogue difficult to understand because of noisy soundtrack is such a waste of time and money. At speaking events, many people have no idea how to speak into a microphone and move in and out of range of the microphone making it difficult to follow a presentation. People have told me when I ask them to speak into the microphone that they don't need to because they have a voice that carries. And don't get me started about the courts system.

While I prefer an installed loop, for most instances, the cost of installing is so much higher than a decent FM system with receiver and headphones and neckloops (though I normally patch my remote mic to the receiver instead of a loaned user interfact), I refrained from recommending as the primary recommendation in the answer to that question in this survey. I also expect Auracast to be the primary recommendation in the future (If it becomes widespread in the next 10 years).

Having a telecoil in hearing aids is essential for a moderate to severe hearing loss.

I tend to not go to movies since even with the headsets provided if they work are not good for movies with loud soundtracks. I would always prefer caption devices with amplified sound which I always use with my TV.

Optional: We welcome comments about your need for and/or use of assistive c...

I don't like to use headsets or neckloops from public places because I am not sure how clean or sanitary they are. I would prefer that public places install hearing loop systems.

There needs to be public information out there where you can seek assistance.

so many places and venues are just not prepared or accessible and really don't understand the technology options. The hassle and time required to get knowledgeable assistance is not worth it. Captions or ASL are the most reliable options for me. If I were to have visual issues ... it would be a challenge

For my need, I would rather not rely on hearing aids and all of that technology. I personally prefer open captions, CART, or ASL interpreter.

Taking this survey was useful, eye opening to see how little I remember of all the different types of systems. I am not as active and tend to opt to attend events via Zoom so that I can hear, ie, Memorial service, city council meetings. For musical theater, I listen to score ahead of time and read script if available.

In addition to not being able to understand much of anything when there is even just a little bit of background noise, my ears hear two very different pitches, so all music except percussion instruments, sound terrible and distracting, so much so that I consciously avoid things that include music. I used to sing and play the viola. I had nearly perfect pitch, so my present life has been much altered.

I cannot participate in meetings or any presentations without captions or assistive listening technology.

Need reliable budget hearing aids that work well, sold locally or easily fit. Buying any of these is a mess.

I need to find out about all the technologies listed on this survey as I was not aware of them and I have blue tooth in my hearing aids.

There still is a stigma about wearing hearing aids. With all the weird wireless earbuds around why can't you get a hearing aid that looks 'cool.?'

My hearing aids do not have telecoil but. My audiologist gave me a t-coil device that I can wear around my neck.

Thank you for your interest in making this survey.

Public speakers such as emergency personnel or law enforcement often have someone providing ASL (which I don't use) but are never captioned. With multiple people stepping up to the microphone, the volume and clarity of their speech is so different from person to person that it is almost impossible to understand. :(I need captions.

I'm not familiar with a lot of the tech you queried, that is why some questions are blank. I'm not well enough informed to even ask about some of these things, and don't know how you know if there is a tele-loop available?

I chose captioning for the Re I'm e station to be inclusive but that is unrealistic to expect to always have captioning, so FM systems are better, but they exclude oral and sign language deaf and hard of hearing people. There never is just one size fits all. I would love to be contacted o. Text 231-590-4671 and/ or CapTel 231-378-2588

It would be helpful to encourage restaurants to design their rooms to lower background sound, it's a huge problem for people with hearing aids,

Interpreter (oral and/or sign)

I HOPE THE SURVEY HELPS PEOPLE

I feel just not enuf awareness to public of any help and if places have telecoils signage is limited or not real obvious

Optional: We welcome comments about your need for and/or use of assistive c...

Airports really need assistive communication technology. I didn't hear the broadcast and only knew about the gate change because of the text from the airline.

Critical

I have tried high-powered Oticon hearing aids, but they were no better than my regular ones. My audiologist says the only option for me is a cochlear implant, which I am not willing to get. I really miss going to ABT (Arizona Broadway Theater).

Printing the convention is extremely helpful

I wish devices were more simple and straightforward especially for elderly non tech savvy folks. I appreciate 1.23 type instructions Thank you

I have skipped some questions because I have never been in a situation where those options were available.

Fix them yourself instructions. Parts list. Prices and availability. For those people who are smart enough and have the tools to fix them themselves. Right To Repair Law.

It's difficult to keep up with all the technology and devices available. It would have helped for you to have included pictures of the devices you were referring to in this survey. I was born with my hearing loss. I didn't get my first hearing aid until I was 30 because the technology wasn't available for those with moderate losses. I used to love live theatre(plays). I find it harder as I age to understand spoken word there and in general, especially if people look down when they speak or mumble or are sloppy with enunciation. I now find I prefer Opera to theatre because there are always captions to read. I have had the experience of finding that telecoil worked extremely well in one brand of hearing aid, and not as well in another brand of hearing aid a few years later. Hearing aids changed my life for the better. I could hear birds sing and clocks tick for the first time. it's still a struggle even with hearing aids. There can be a lot of humiliation and shame involved in not hearing.

There seems to be a huge lack of help from audiologists who are not recommending assistive devices, and in fact misinform people about them. I was told I had t-coils when I didn't! Its not just me...many people are not getting the proper help with assistive devices. Thank goodness for HLAA and Dr Cliff!

Waiting for auracast

I know there is more information out there that I do not have. But I do not want to be barraged with info that is not clear or is too hard to use or is unduly condescending.or is trying to sell me something. The moment I get info trying to sell me something I will block you.

Echo is the big problem with my cochlear implant. It also picks up noise from those some distance from me in a large room, to the extent that I cannot understand the person a foot away from me. I also can no longer "hear" music as it is all one note. Organizations must be forced, somehow, to provide accommodations upon request, without having to file a lawsuit.

I have no idea what is available for me

More options in more places is always good. I'm lucky enough that my Oticon Ponto 5 is good enough that I don't need assistance in most places other than the hearing device itself, and when I do, the "Live Listen" function on my phone is sufficient. I know others are not, however, and in the past I've been dependent on woefully inadequate captioning in movie theaters (to the point of choosing to just miss most of the dialog because I didn't want to hold a mirror up to see the captioning for the entire 3 hour movie).

N/A

Optional: We welcome comments about your need for and/or use of assistive c...

I find that most people have little patience and/or knowledge to deal with hearing impaired. Some even believe that hearing impaired means not only can you not hear but you also are dumb with an IQ of around 8. The medical field is the worst I've come across. Examples: (1) If accompanied to appt. by a hearing person, you are immediately ignored, and you're no longer relevant (2) Asked " Are you capable of completing medical records?", (3) And since doctors have little time these days, when the doctor is finished they simply leave and your sitting there saying, "what happened, where did he go?" I once attended an appt with a family member that gave a doctor some very wrong information, which could have had serious consequences. Deafness is not a newly discovered disease or problem. It's been around for years. More should have been done a very long time ago.

Hearing loop,systems seem to offer the best option overall.

I like bluetooth for my hearing aids - and always use closed captioning wherever they provide it plus at home.

My TV is looped. Could not listen to TV at all before telecoil was installed. Local HLAA chapters have loops. Pre-pandemic I went to meetings just to enjoy talking to people with the loop. Bluetooth is a nuisance to use. On my laptop I turn off the sound and turn on Chrome auto captioning.

I have speech to text capability on my phone that only works if one speaks directly into the phone like speaking into a microphone but will not work in general conversation. I wish it would also work when going on tours or going to a public place where someone is speaking.

I have been hearing impaired since 2005. I have cochlear implant for about 7 years. I appreciate what hearing improvement I get, but when I don;t get help, I just try to catch the occasional word or phrase. And am content with the non communication.

I rely on captions a lot but struggle with them not being correct no matter the platform. Apps help a lot but not everything is accessible.

Captions & subtitles are the terms the world uses. If you modify this with "human-generated" then you've got what the largest group of us need. Forcing us to rely on ALDs hurts... either immediately or after a long period of time or both. People who need ASL get to be pain-free, having their communication delivered by a person. We need that too - human-generated, accurate, easy-to-read captions. Thank you.

Would welcome a way to learn more about such systems and how I might benefit from using them. Especially have trouble hearing in restaurants which have way too much background noise for me to be able to hear the people eating at the table with me.

There is a need to keep working towards greater access, in public and private, venues, for persons with hearing loss.

In general because the venues have not had adequate devices, I just don't go out very much. I prefer Zoom events, although sometimes those are not set up properly to allow the volume to be high enough to capture all the verbiage.

N/a

Assisted tech has a long ways to go. I think of myself as technological, yet finding solutions that work seems nearly impossible.

very confusing items....My new hearing aids have all the bells and whistles, but I havent used them in public settings ...yet

Looking forward to cost effective technologies such as Auracast, as many venues find looping not in their budget. Also, I prefer good speech recognition software to manual CART, as the latter often lags. Some CART operators wait to send a long sentence or paragraph. Annoying!

There is a TREMENDOUS need for more assistive communication technology in ALL settings that a hearing-impaired person encounters. Even just having counter loops and check-out in grocery stores, libraries, and all other venues that require me to hear and understand would be absolutely 100% beneficial.

If money is required, most places will say they cannot afford it

Optional: We welcome comments about your need for and/or use of assistive c...

I have unilateral sensorineural hearing loss, and unfortunately most assistive communication technologies or hearing devices only make my hearing worse or simply amplify everything, which does not help me. I tend to rely most on lip reading and captions. When large events or venues do not have captions, I often struggle over crowd and other background noise to understand. If I'm with a friend or family member, they usually have to assist in relaying information to me. Captions are easy to add to almost any event at this point, and they benefit more than just those with hearing loss.

Please, please, please use what every influence you have to have open captioning more easily available in movie theaters. It has been a total game changer for me. Live news programs need to have better captioning. It's clear to me that news programs ignore the needs of deaf and severely hearing impaired people. Theaters often say that have open captioned performances but it's rare and difficult to find.

More T-coil and Bluetooth loop systems should be mandatory in more establishments.

I need these technologies. Unfortunately, they are not well understood by most audiologists. I found an excellent one last year and for the first time in my life because of a friend, I knew to make sure I got t-coil in my new aids and asked for a partner mic and Roger On. Audiologist was surprised I asked, tried to talk me out of t-coil, but gave me all three. At 52 years old, I was finally able to go to social events and participate. Makes me so sad and angry to think about the life I could have had if only someone (like maybe a hearing professional!!!!) had offered me these technologies that had been available for decades. My friend is a master at networking t-coil Roger 1.1 microphones so if we go to lunch (e.g., 4 friends, we each wear a Roger 1.1 pen + t-coil neckloop and each of us receive the benefit of sound from all 4 roger pens. And if one of us points our pen at the waiter, we all benefit from being able to hear the waiter). It's also possible to share my bluetooth Roger On but b/c of the cost of these; I have yet to meet anyone else who has one to try. My audiologist only know how to connect me to me devices not share them. When I call the Phonak Customer Support Liaison, they don't know either other than it is possible and they have the ability to share both via t-coil and bluetooth devices through intermediaries they have for the classrooms which is a different division they that customer support reps don't have access to. I have yet to meet anyone who has had the luxury of experiencing a Roger connected classroom or knows how to do it. The info I've found on YouTube is sketchy and so far I have been unable to assemble the needed tech to make it work on my own via ebay purchases of various gear. This technology is out there to enable multiple hearing impaired people to meet and simultaneously share assistive tech devices in real time so we all can benefit but the cost and knowledge is very hard to come by. This means those of us with remote microphones of any kind are limited to only one-on-one type interactions. Anything you can do to help advocate, let me know how I can help. Happy to provide more info if that is helpful.

One problem in the school systems is often the alert for a non-fire related alarm, like intruder, or work in place, is sent out via the phone system. Ours was not loud enough—sometimes the students didn't hear it either. I asked for accommodations but was told that was it. Couldn't send it through my hearing aids. My classroom was Music, another teacher friend was in the gym. She couldn't hear the alarm either.

Much more T-coil information and encouragement from audiologists and hearing instrument specialists.

PLEASE SUPPORT MORE ACCURATE CAPTIONING

I don't like devices which are visible to others

As a bi-lateral CI user of 30 years, I find that blue tooth and CART are sufficient. I don't like wearing devices and won't use something that anyone else has used before.

The reason I selected to always have CART is because CART never fails and there are so many HOH people that don't have devices to connect with Assisted Listening and just having amplification headphone is really not clear. CART would benefit the most people. Having said this I of course always want both; Loops and CART, but so many do not know about T-coils and Loops. Most people do know about "Bluetooth" and so that will be a huge positive impact for the future of Auracast.

I have lived in "senior" housing for over 10 years in a town that has many looped facilities and the hearing aid PROVIDERS do not recommend or even mention T-coils to most customers!!!! And if someone ASKS about T-coil many of them tell the customer "that is old technology and blue tooth is all you need!!" NOT TRUE

I have conductive loss, so bone conduction devices and captioning is helpful for me. I've never been offered telecoil so I haven't tried the setting. I got the setting on my hearing aids for telecoil in 2020 and really haven't been a lot of places in the last three years. That being said, I had the hearing aids for 5 years not knowing that telecoil was an option on my hearing aids. I got them at Costco and they were apparently also poorly adjusted. It was my first set so I didn't know any better. After recovering from an ear infection, I went to get them adjusted and had a MUCH better technician.

Optional: We welcome comments about your need for and/or use of assistive c...

More education for us

Assistive technology tends to not be available or it is inconvenient (drink holder stand device with captions where you have to look away from the screen in a movie theater). I miss the theater that used to have special showings of movies with captions on the screen.

Churches can be especially bad for acoustics. The echo is great for music, but destroys spoken word... impossible to understand. Sound equalization set by mental kids who turn the bass up and bury the consonants brightness.

Before my implant, with hearing aids, I was incredibly frustrated with lack of assistive devices in public places, and with limitations of those available. Now with my implants, often they are enough. I feel great empathy for hearing aid users whose aids cannot furnish enough useful, meaningful sound.

Looking forward to using the upcoming Auracast system in public places. I hope it becomes ubiquitous

I think T-coil is far and away the best system for amplifying sound and distributing to HOH people. Captioning is better for even more people, but it doesn't help those who have difficulty seeing.

I as most folks don't know enough about all these things. We are not "techs". There is never any information given in everyday terms so that people who are not techs can understand. Audiologists & companies who sell HAs should be made legally to advise and tell their clients about these items. there should be a way to try them out when you are buying HAs. How does a person know? After you buy the Aids it's too late!

I need to learn more about what types of aids are available. I would like to know which hearing aids users prefer before I make a choice. I have hearing loss in in my left ear, which affects conversations.

We started an advocacy group for ALD and our town provided \$50,000

Business telephones that connect with your hearing devices. Modern wired digital telephones don't connect with t-coils, nor fo business walkie-talkies. Also businesses should be required to have assisted listening devices, duck as countertop loops.

I have used hearing aids with jacks on them so my professors could wear microphones that would transmit to my hearing aids. Cool other than having people walk off my mike (school didn't provide but did require professors to cooperate). Batteries/charging not fun., Tv devices are a compatibility nightmare. Bluetooth is cool but can be a compatibility nightmare. TCoils tend require you to no longer have any volume control. Loops are embarrassing and just plain evil. They never work well. Training for public places like courts is still limited. Frequently equipment is not cleaned or kept in working order. Bluetooth is the most promising. I have been lucky enough to use CART a few times and I really like that although it's important to remember some of us are also visually impaired.

My city council already has captions. They rock. I am not sure if they have other options. It would not surprise me. I don't mind using WiFi or T-Coil so I have clearer sound. But I never see an opportunity to use them. Just don't want to bother checking out anything. One annoyance with Bluetooth ... I don't like the way my device switches to my phone ... it's like it kidnaps the device -- which makes the sound fainter even though there's no sound coming from the phone. I wish it would work better and smoother ... and not reduce the volume.

Film Festivals are not accessible. With education and great staff members of Colorado Environmental Film Festival, who understood and soaked up the info I sent them, they have decided to require all selected films for the 2024 fest to have captions. Yeah! All film fests should follow suit, but only one of me exists. For example, I wish more would be inspired to take on Sundance Fest. My grandson was in an independent movie. At both film fests where the movie was featured, I could not see it with captions. Instead, I was offered two tickets for the price of one - like that would fix the accessibility problem! I watched it go to Barcelona, Spain, with subtitles and then to Amazon before it was captioned for English. So frustrating. In my state, some members of the National Association of Theater Owners have agreed to schedule some movies, at some theaters, on some days at some showtimes, yet it is so hard to find a theater playing the movie you want to see on the day and time you can go. Some theaters still make you wait 7-10 days for OC movie requests. In 2015 I met a young woman who created OC for the live theater where she performed. I have had several theaters adopt their own OC method from her method. I am reaching out to other theaters now because if they can do their OC in-house and it works well, it is good for me and helps theaters become more accessible. There should laws that require funds from resources to be allocated for filmmakers to tap in order to be able to afford captioning. Maybe states should require films to be shown in their state must have captions or the state will not show their films. That would cause filmmakers to lose money and in effect encourage filmmakers to create OC files.

Optional: We welcome comments about your need for and/or use of assistive c...

I embrace using the TV and microphone accessories with my cochlear implants. (I've just weaned myself of the phone clip and have sound come directly into my processors). As stated above, I wish switching Bluetooth usage between my iPhone and iPad was a simpler process. I'm happy to attach the mic to my iPad, but it could be less cumbersome.

I want better assistive devices so I can "hear" at these places!!

Having more places recognize the hearing loss community and providing assistance such as Bluetooth connectivity directly to hearing aids and cochlear implants would be amazing. Most places I go hav nothing to offer. It's a struggle in church, lectures halls, theater / live performances, movies etc

All devices .should come with T-coils.

If you really want to help, change a culture that thinks it's okay to relay important information to a deaf person using a sensory methodology they do not have. This is normalized in our society, and it is WRONG. Why do I have to get someone else to call my Doctor? Why do I need to visit the car rental place in person because they don't provide any way for me to contact them without a phone call? It's absurd. Normalize working with deafness is culture. The rest of it is a technical solution to a sociological problem.. hence being inherently flawed.

I would benefit

Always want to improve my tools. I have two sets of hearing aids and have come to rely greatly on both bluetooth and the CC app on my phone. Its great for telephone call captioning, not so great for in-room captioning. Want to learn about telecoils.

Bluetooth pairing has opened the door for millions of people including hearing to access music, phone calls, podcasts. So if we can just emphasize how crucial that the captioning becomes more accurate and it is automatically available it would open the floodgate for all of us to participate in the way we want to.

I wonder if having cochlear implant surgery was the right decision. I am very frustrated. My surgery was in January 2023 and I'm still really struggling.

There needs to be ALOT more public education about the need for closed captioning at all events (graduations, press conferences, etc)

I actually may have some of the afore mentioned things but I don't know how to use them ai am so bad with technology. I do have a mic device that I will figure out someday!

I have not experienced many places that offer assisted hearing devices. I would love to use them if they were more available.

It's more important to make insurance plans cover hearing aids. Hearing aids should not be grouped with elective plastic surgery

I was interested enough in having a t-coil to specifically get aids with one, but I've never used it as I can't find any information anywhere about how, and I've not been to any venues that are looped. When I attend something like a lecture, those would never have assistive listening to my knowledge, I always just request ASL interpretation.

m sorry to say that this survey, thus far, misses the most important "venue" for accommodations which is the DOCTOR'S OFFICE, A HOSPITAL ROOM, OR A TELEHEALTH VISIT. Far more relevant is whether whose w HL can understand what the provider is saying whether in person or by virtual computer. Almost none of the healthcare institutions or providers in NJ provide real-time captioning if someone is in the hospital, in the doctor's office, or by virtual visit. It's maddening and illegal. Instead of focusing on theaters and such, these organizations need to focus on healthcare compliance.

Optional: We welcome comments about your need for and/or use of assistive c...

Since YouTube has added transcripts to their videos, in addition to captioning, much easier. But "out in the world" of the internet where there are many video offerings, I am dismayed at the number without captioning. Since I can now turn it on myself on Zoom, that helps but I always ask ahead if there's a fee involved. This is an example of a recent answer to my query: "I am sorry we do not offer closed captioning in our programs at the moment and we're aware that there are many students who would value closed captioning on our material. We're currently running experiments to evaluate how accurate the auto-generated captions are for our material, as we have a lot of unique languages we don't believe the captioning services will understand."

I hear out of one (aided) ear only, so headsets tend to work less well for me. Bluetooth capability is what I would need for my hearing aid.

I'm really interested in the auracast technology and anxious to try it as soon as possible.

Small city government and in patient hospital where groups are big part of treatment they are either opposed or not actively supporting

My cochlear implant microphones are not positioned to use headsets so if a transmitter/receiver is not available I can't use it. Loops with the ability to simply access my telecoil program are perfect. I have found the 50/50 (mic/loop) setting is not all that helpful. Depending on the number of speakers though, I may need to try it. There is also a problem with music. Depending on where the microphones are placed - for one or each instrument, the singers, it can be a challenging experience.

I like to use the telecoil setting in my hearing aids with a theatre's volume control neck loop. I wish theatre managers would consult people with hearing disorders when they produce dramas with musical segments. I always find the music disturbingly loud and often need to use noise cancellation earphones or plugs for comfort. I know that many people with hearing loss have loud noise sensitivity

Many places don't know about ADA requirements. Some hotels that I've been to. Door knock alerts , fire alarms etc.

I've never had this all working properly. I've only had these hearing aids for six months and they've had to be repaired twice. I got my hearing aids from the Veterans Administration. Only one of the audiologists at the clinic I go to is real familiar with Android phones. Both times I was able to get in to see him the hearing aids had to be sent for repair.They're both working fine now and Hopefully all my issues can be resolved next week. I have a Galaxy S21 and the on/off button on my Signia hearing aids didn't work properly from the beginning.

Closed captioning is something that really works for me. I have very little hearing, in my left ear, so my hearing aid is really only sending sound to my right ear. Having sound sent only to my right ear, is not ideal.

I would love to have more capability for my hearing aids that will connect to an android for using my cellphone and for TV watching.

Glasses caption

There is a huge need for assistive communication technologies in public spaces. In my opinion any such system should work seamlessly with ones hearing aids, regardless of the brand or type. The neck loops, etc. are a pain to use.

I am not familiar with most of the technologies listed in this survey. I don't visit places with assisted listening technology other than telecoil, so I can't answer that question.

Too many hearing service providers and venues are led to believe that everyone with hearing loss knows how to sign (or should be required to). It is very frustrating to contact a venue to find out what HH accommodations are available and be told "we already hired interpreters for the DeafandHardofHearing". I have had the bad experience of being refused accommodation because they felt they met their legal obligation to "everyone" and already paid too much.

There is rarely anyone to troubleshoot problems with the assistive hearing system available in venue. If I can make it amplify as well as my hearing aids I will usually give up. However, when it works, it is heaven and I can relax and enjoy. Thank you for doing this survey and trying to help the situation.

Need more education of staff of places visited and more education of hearing aid users

Optional: We welcome comments about your need for and/or use of assistive c...

I heavily rely on captions. Even with assisted devices hearing is not reliable for me.

Thank you for creating this very important survey. It's well thought out. I will be disseminating it to my contacts.

I purchased hearing aids 10.2020 and it is clear to me that either I did not need full blown hearing aids or was oversold with hearing aids that did not provide the newest features. Nor did I receive a large tube of KY Lubricant from my audiologist. Many of the terms you discuss are not at all familiar to me.

Can we please just stop with the other crappy ALS systems and go with hearing loops?!?!?!?! Why is this even an argument anymore in our community? It hinders the progress while the hearing loss community and HLAA infights over this.

The biggest problem I is that I need to lip read to understand. With the face mask I can't do that. If you use a voice to text, the words aren't understood by the program so the technology doesn't work. If ask the person to put down the mask, they refuse. If I ask them to wear a clear mask, they say " what is a clear mask or refuse that suggestion ". After 4 years of this, I'm tired of trying to communicate with people. I'm 74 years old and have worn hearing aids for 62 years. I'm an educated hearing loss consumer and advocate for myself. I love being with people so technology is the best I can hope to make life more enjoyable.

Assistive technology lacking most everywhere. Most people both with and without hearing loss don't understand issues. Critical needs are in medical, legal, and educational settings. Also in transportation vehicles and airports etc.

there is not enough information when entering an area that has any sort of hearing assistance such as tela coils to inform people that there is help to understand what is being said!!

I have been using all the necessary devices per request

Bluetooth is more common these days, and has far better sound quality than telecoil, but requires pairing with hearing devices. And it has a limited range of about 20 feet, without a BT repeater. What is needed is a system that is easy to use, simple to turn on, and has good sound quality. Few people want to have to go find the office to check out neck loops, etc., because of inconvenience, and stigma. And who wants to have to figure out the different ways of sending audio to aids, anyway? FM, Bluetooth, telecoil, neckloops, personal receivers, make it all complicated. Whats needed is a single robust, simple system,, that requires not much more than pairing the hearing devices, and automatic un - pairing when leaving the venue. That said, there may be a simple solution: Most aids have bluetooth, and I have a BT TV transmitter. It's small and runs on and uses the same power supply system as android cell phones. All it needs is an audio cable to work. Once paired with aids, it stays paired. So first, make a unit that will also run on batteries, then put an audio output connection in a venue seat. Then plug the TV transmitter into the jack, turn it on, and ready to go. T

Thank you for conducting this survey. I live in Maine and we have very few buildings that are looped - few churches and theaters (not movie).

I may have more suggestions after I have adjusted to my implants. I feel this segment of the market has to be fairly large, especially where so many younger adults wait too long, as I did.

I installed a loop system in my house probably 30 years ago with hearing aids. I still use the same loop system with my Cochlear implants on the TV and my stereo. It gives me the freedom to walk around all over my house and not be disconnected from anything and even on my porch. Bluetooth TV streamer you get cut outs and shut offs whenever you leave the room or there's a wall that does not permit the signal to reach my Cochlear implants. When I was ready to upgrade I would not even have considered an upgrade if it had not had T-coils in the N8, processors.. to me it is a requirement and will be lifelong tea coils are essential. Juliette is very informative, knowledgeable and helpful if anyone is seeking information. I hope this survey helps. Have a good day

I am 81 and have a severe to profound hearing loss. I can use all the help available to help me hear and understand better. My husband has looped house and cottage so I can enjoy TV more; also use captioning. Cannot loop winter home because no place to hide the wires, so I use an FM system with neck loop for TV there. Help facilitate group for people with hearing loss and advocate with our community for loops. They have been receptive.

I currently use Cochlear brand CI's bilateral and am looking forward to Auracast Bluetooth technology implemented in theaters.

Optional: We welcome comments about your need for and/or use of assistive c...

I depend on these for communication. With captioning is used, other hearing people will comment on helpful it is for them. My hearing children use captioning. My children and friends are less stressed and frustrated because I can hear. I am less stressed and less tired when I do not struggle to hear. I was able to attend court and vote too. Full participation as a citizen.

Hearing is the invisible disability and it is assumed that if you can't hear a live person to sign read at the event is what the deaf and hard of hearing need. Many do not read sign language and so we are left out of speeches, theatre, movies, and general entertainment due to this matter. I am fortunate enough to be able to afford more expensive hearing aids and an audiologist to adjust them! But many cannot. Hearing aids need to be covered in Medicare like any other medical illness is!!

I found a lot of this out of date. Bluetooth is replacing FM systems etc.

I believe many of us who have hearing loss as we have gotten older (I am 75), do not feel comfortable, much less knowledgeable about the technology that is available to us. Again, I am embarrassed to say, that as an N-CHAT trainer (trained by HLAA and Gallaudet University), my knowledge and understanding of the technology available to those of us with hearing loss is pathetic. I look forward to more communication with your committee.

I am 86 years old and technology has passed me by

I'm retired and don't know what some of the questions were about.

Biggest thing is that there is very little instruction in navigating the iPhone tech with the hearing aid. The audiologist just did by cover the tech aspects of benefits. It's learn as you go!

Thank You for this opportunity and for all of the effort you have put forth in making it possible

I have single sided deafness. I can hear perfectly in one ear, totally deaf in the other. I have had my bone anchored device for 14 years and have found that it benefits me greatly in certain settings, not at all in others. For the most part, I can hear well in my daily activities. When I am in church or somewhere similar, I just adjust my device to help me hear better, especially if I have someone on my deaf side. I do not feel at this time that I need more assistive technology, and perhaps don't use all my device offers.

I have found that some assistive communication technologies can be quite helpful at first but then eventually wear down or stop working and then can be difficult or expensive to replace. For example, I used to use a Roger device with my Advanced Bionics cochlear implants. However, after about five years or so, the Roger pen devices suddenly, completely stopped working.

I really enjoyed the direct connection between hearing aids and a cellphone I tried 3 years ago however the person I was speaking too would always say I sounded far away and they could barely hear me. Without using the direct connection they could hear me fine. It was improved when using a streamer rather than direct connection. I was really disappointed this didn't work. I love the sound improvement of my streamer for phone calls, computer work, zoom meetings etc. but I am constantly losing the darn thing. Next set will be painted bright pink and green stripes!

I would be very grateful for support in lobbying Otter.AI to maintain their individual ProPlan live transcribe/closed captioning services for individuals . It is an ESSENTIAL assistive hearing support that I rely on every day for work and living. I'm feeling pretty desperate about losing this support in October

We need a national that can be adapted to all or most type of devices without removing own device. The other problem is the sanitary procedures are not always done or if done most cases not properly. The other major problem is close captioning is not equal in every instance. Some are not capable of keeping up with conversation or are delayed and get cut off before completing due to cut off of broadcasting time events.

More information for what's available. People and young ones think this is only for older people. It needs to be out there that very young children need assistance, PLUS a weekly or a monthly segment for hearing impaired information. Getting word out on our news channel monthly with new info about "anything" People are in the dark about what's even out there for us. in the dark. I have always wanted to write a book on hearing loss. People need advice, I say, give me the subject first, then I can jump in on a conversation !!

I have a telecoil but it is not working. I would use this technology if I could.

Optional: We welcome comments about your need for and/or use of assistive c...

need more info

I love text to talk

Make this information widely available, with the explanatory "wordage" at a level which is easily understood by most people.

I would use them all the time if they were always available & functioning properly

Need to understand what comes through my hearing aids

Not enough anywhere across all USA. IN 5 years lived in CA NM NE WI MT OK. Visited many museums none have anything more than headphones shoddy and dirty broken. I answered questions as if. There has never been a place offering captions or both. It is worst affront against hearing impaired ever! Covid w masks literally blocked me out of entire society. Pharmacists are rude impatient. Grocery clerks same. Banking rude. And MAYO CLINIC! Yes the Mayo Clinic EORST OFFENDER OF THEM ALL. Drs wear masks and refuse to slow talking or speak clearly. No accommodation for me- no clear masks to see mouth! Nasty surgeon was put out when I asked her to slow down. Absolutely horrifying. However best treatment from TSA. WROTE TO EVERYONE THERE! They helped me immediately knowing I couldn't hear well! They are only ones. Rest of society is clueless and insurance is a joke!

I would love to use the t-coil function of my hearing aids because it's the most convenient and least obtrusive. However, finding support for this is nonexistent. I have not found an entertainment venue or theater that employs any kind of neck loop or ground loop. If they do have any assistive technology they are always headsets that require me to take out my hearing aids which makes it impossible to communicate with those around me.

I don't have anything else to say on the subject

The prices of HA are very high and it's difficult to find an audiologist willing to listen to my needs.

A remote directional microphone (hand held) which, in noisy environments, I can point at the person talking. is very helpful.

Captions would be best

I'm very interested in public accommodations for hearing issues, but there is so little of that out there and what is out there can be dependent on what features you have in your aids, I don't feel I know enough about the technology to make any recommendations or have any preferences. Criteria I know I can recommend are 1) ease of use; 2) compatibility with most hearing aid models; and 3) minimal cost to users of assistive technologies.

Technology has to get much better. A company called xMEMS makes devices the size of an asterisk, etched from wafers of ultra pure silicones so it should change the way we cope with hearing aids. Your organization should do everything possible to assist with that progression. Another company called USound makes tiny speakers. (See page B3 of Wall Street Journal dated 7/22/23. Cochlear surgery will be considered primitive compared to this technology. (I considered cochlear but people who have had it done say they still can't hear in noisy environments - which is my greatest problem.

Actually, I wonder how many people fill this out. It seems like a very long survey.

Would like the Roger's assisted listening device to be more reasonably priced. I am actively involved w/committee workshops and it is difficult to hear round table discussions.

The hard of hearing community is diverse in type of hearing loss, amount of loss, and need of assistance. I like the idea if a wired jack you can plug a receiver in to, but at times I need captioning. I have never been satisfied with captioning devices as; the glasses interfere with my glasses and hearing aids and the devices on a goose neck don't stay in place. I do enjoy on-screen captioning.

I'm glad hearing technology is starting to become more mainstream and discussed, but the places I frequent do not mention or advertise any type hearing assistance. Perhaps none exists yet.

Optional: We welcome comments about your need for and/or use of assistive c...

In the event of an emergency on an airplane I would think captions available for those of us folks with hearing impairment would be essential. It's impossible with all the background noise on a plane to understand PA systems.

My preference would be something like Auracast which broadcasts a bluetooth audio signal to anyone in the vicinity. This signal would be accessible by bluetooth devices such as hearing aids, cellphones, or even battery-powered bluetooth receivers that output the audio to a wired headset.

I am hoping the Bluetooth LE technology will soon be available in places like airports, theaters, lectures, meeting halls, etc. sounds like it will make many of those other technologies largely obsolete

I use my pocket talker whenever I'm in a restaurant and many other environments. The best hearing aids in the world are mediocre at best except one on one in a quiet environment. I need all the help I can get.

The assistive technology needs to be standardized so that you know what to expect and learn to deal with it. Also, I believe that technology is advanced enough to devise a method of transmission to hearing aids that does not require external equipment. The current situation is like needing to check out large, ugly glasses to watch a movie if your vision is not good.

Because hearing impairment is not as visible as other disabilities (i.e. someone in a wheelchair), it does not receive the necessary accommodations that is warranted. This is especially important in healthcare and other safety centric environments.

You assume I've seen assisting technologies in a public setting when I've only seen one caption system at a play...

If it would help with my single-sided deafness I am willing to try it.

The unanswered questions don't have a correct option for me. There's a lot of attention paid to audience members hearing a performance or a presentation but I find nobody is paying attention to the need of audience members/meeting participants to hear each other or the presenter to hear audience members/meeting participants. Very frustrating. I would screw a 2 foot mast to my skull, permanently, if it allowed me to hear everyone in a class, a meeting or a gathering. Grrrr

I use Phonak. Surrounding noises over ride conversations. Constantly adjusting volume for understanding what is being said. Word clarification is horrible!

I applaud HLAA for the work they do. I find hearing aid professionals vary considerably in how much information they give to patients/consumers. I'm most concerned about commercial hearing aid providers. Within the last 3 days I have talked to two serious who bought hearing aids through COSTCO. I think the aids are very decent quality, but neither person thought the aids worked and had no clue what to do to fix them. I wouldn't have a problem with COSTCO or another provider if they would provide better education and follow-up.

Always need them. Don't go to movies because of audio. Need to be able to Bluetooth directly to my aids

I am looking for a device that will distinguish between background noise and the speech that I wish to listen to. I also need a device that integrates seamlessly with my iPhone Siri feature for hands-free phone calls.

Restaurants, churches, theaters, and any large space venue makes it difficult to understand even with the best hearing aids money can buy. I've often wondered why there isn't a device available that will deliver audio directly to my hearing aids...similar to a bluetooth adaptor that can connect to a tv with audio output jacks.

It can be disappointing when wanting to hear a presentation online e.g. Zoom or Facebook that the organization or presenter has not enabled captions. I send a lot of emails, suggesting that they utilize available technology (especially when it's often at no cost to them!). Or another example, a local film festival - contacted to see if any captioning might be offered, they don't know, will see if they can find out and get back to me and never do... I don't attend.

Would love bluetooth to become the standard.

Optional: We welcome comments about your need for and/or use of assistive c...

I have SSHL with left ear deafness. I wear. Bicross hearing aides. I struggle to hear conversations especially in crowded venues. Any assisted devices of any kind in any settings would be held. I would like yo know how yo use the devices and systems described in this survey,

I would like to see these technologies being used in movre places besides movie theaters.

I would like or captioning in a theater to be on the screen rather than having a hand held device for the captioning to be seen.

the biggest problem I have is hearing on a phone to the point I do not take phone calls and have others make any that I need to make

Would like to see signs telling me what is available

No comment

I am anxious to get devices with bluetooth capability.

In my area, the choices seem to be captioning for the local movie theaters. No other options are present. There has never been an option to choose captioning and another system to help. Other than the airport, there seem to be no Telecoil loops in my area, adjacent to Memphis, TN in North MS. When I tried to use the Telecoil loop in the airport, I found that my audiologist had not activated the program. I have recently purchased a Phonak partner mic on recommendation from my audiologist. The battery life is non existent, lasting less time than the average meal. I returned it for repair or replacement. The partner mic was returned after repair or replacement and again the battery did not last enough time to use it during a family meal (not excessively long). I've returned it again, and I've been encouraged to pay more than twice the original price to upgrade to the Roger In pen, with no guarantees. Because of these frustrations, I rarely go out to eat with family members or to other events (live theater productions or concerts). It seems like I'm just spending more and more money for something that causes more problems and frustration. In the past (with a previous set of hearing aids) I purchased a Phonak tv connector, which never worked consistently. I sent it back for "repair" and was told that it was working fine. It never worked consistently. At that time, the technology only allowed me to hear the tv, so my spouse and I couldn't watch tv together. That was a waste of money because it didn't work consistently, just cut in and out.

When my church upgraded thier sound system I was given my own loop which I wear around my neck. It is a wonderful aid to my cochlear implants.

I find myself more and more isolated because of my hearing loss. MY hearing aids were very expensive and I thought effective initially. No longer. Would purchase new ones but am confused and uncertain what claims made by the different companies are accurate. Seems more of a business than health care. Recently attending a demonstration of a new product called XanderGlasses that close captions conversations in real time. I will purchase a pair as soon as available.

Not sure who is most able to improve the combined use of Bluetooth on iPhones with Hearing Aids — and Aid mfgrs. Apps, but they need to correct the complete loss of sound from hearing aids when — for example, reading either NYT or WAPO stories in apps and there is a video or musical link included in the story, the link is automatically engaged!

It's difficult if you're not a place or driving and can't have all the devices except hearing aides and unable to hear clearly, very frustrating and so can't control it and easier to just take them out and deal with it as best you can

I own a partner mic which only works with one person, but it works very well. I also use a Roger Select which works OK but has problems as it picks up noise/conversations from other tables in a restaurant. It is supposed to blunt these outside noises, but I find that doesn't work very well. It does work well in a meeting when only one person speaks at a time.

I would like it if entertainment, religious & other venues were offering hearing inhasments, maybe a better tax enticement would help if the government provides in lieu of impreaching/sueing everone!!!

N/A

I personally need much improvement in devices making words clearer to understand. Otherwise, in public places better and clearer transmitting devices

Optional: We welcome comments about your need for and/or use of assistive c...

All these issues must be addressed by in person learning Reading about I overwhelming. I do use Bluetooth paired to my phone and laptop constantly. It makes a big difference. I read lips pretty well. Doctor's offices are terrible when they talk to the computer monitor and not to you. Foreign accents are impossible to understand but I don't say anything because it loi as if I'm prejudiced.

First, let me thank you for all your efforts to help others reach their full lifestyle potential... as Peter Drucker stated, "The Best Way to Predict the Future is to Create it", and together, each in our own way, we are working to Create that far more Inclusive Future for all our Children within the Societies they will inherit... Deaf-Tek Studio, a SE Michigan startup, has automated & integrated recently established New default Best Practice Methods & Standards for Preschool Deaf Children and Families Bi-Lingual ECE Language Acquisition, synchronizing English Read-Write Language Skills with ASL Manual Sign training, leveraging new Technology for enhanced outcomes in Mainstream schools, Workforce training, quality of Healthcare, Retail/Societal environments and Societal activities, while increasing access to Gov't Services (Article: Brookings' Institute Post by Gallaudet University President, R Cardano - Sept 2022, Significant Benefits to Society as populations embrace Bi-Lingual Deaf Child ECE Language Acquisition)... *Optimizing Early Childhood Education (ECE/ECD) processes with a unique Bi-Lingual Language Acquisition Curriculum will minimize Social & Educational Barriers for both Deaf Child and Adult Deaf persons, reducing costs of Reasonable Accommodation and Non-Compliance Risks for all serving them. Significant Impacts begin immediately at Birth with Deaf Child Families, Hearing or Deaf, enabling engaged Parents to provide Preschool ECE Dual Language Acquisition training, and continues on into Mainstream Schools, empowering Teachers and School Staff to communicate directly to the Deaf student without previous Manual Sign Language experience or training... evolving AI Technology will permeate all Society environments and activities as the new Visual Compliment Communication Norm is established...

I would like to have captioning available in all venues

I would love some technology that allowed me to selectively listen to input via my hearing aids. I am technically adept but am not well informed on this subject. I have begun to follow <https://forum.hearingtracker.com/> for insight.

Quality hearing aids with required features are not affordable for most people. \$5,000-\$9,000. and only last 3-5 years. I don't trust the over-the-counter hearing aids. I don't feel they are regulated for quality.

Need a smartphone app to use as a microphone connecting to wifi hearing aids for use in classroom environments.

Back years ago, our chapter delivered and mailed out I don't know how many packets about loop systems (that we received from Juliett Sterkens) to churches and event places, and we also did a survey of churches. We got very, very few responses.

Can't wait for Auracast to become widespread in auditoria, TVs in gyms, and hearing aids. Wish more folks in my retirement community would get hearing aids.

I use a phonak personal microphone and the roger pen and roger select with the neck loop. The personal microphone will it's fm transmitter is excellent

For myself, these technologies are imperative. The biggest problem with technologies is that you have to be a technology expert to use them - because they WILL break down or require tweaking or pairing, or fixing. it is VERY hard to find someone who can/will actually do these things. The best we can hope for is someone to tell the user how to do it (right...pushing 80 and not a techie?)

I would like to test the tech before purchasing.

I used to be able to hear my TV through a box attached to my TV. I added a streaming bar and the box stopped working. I then figured out how to stream the sound from the TV to my iPhone. I no longer am able to do that. I just got bigger microphones in my hearing aids but the left hearing aid is to big too big to go in my ear because my ear canal is not large enough. In order to hear TV I bought a pair of Shocks head phones but use them without my hearing aids.

assistive communication technologies where I live in North Mississippi are very rare anywhere close to me.

More education for us. I didn't know what I don't know. So I think these assistive techs need to be mainstreamed and normalized - rather than feeling like some secret menu item I have to ask for - if I don't know it's available to me, how do I know to ask? Also, I get weary of always having to initiate the advocacy for myself, it would ge nice to be presented with hearing options as a general part of offering of services to all.

Optional: We welcome comments about your need for and/or use of assistive c...

I think it's time to abandon analog RF t-coil technology and switch to the upcoming multi-cast BT streaming. I dream of a world where I can scan a QR code from phone and start hearing an audio channel streamed either directly to my hearing device or to my phone and from there to my streaming devices. I was surprised, multi-cast was not even mentioned.

I'd welcome learning more about telecoil use.

I'm uninformed; so I don't know what I need or what is available.

Some of this survey was confusing despite the definitions at the beginning. It was hard to grasp what everything meant. I had not heard of any of these terms prior to taking this survey, aside from wifi and bluetooth.

Far TOO many hearing aid providers never mention T-coils to their clients! I live in a Senior Independent Living now and lived in an over 55 housing community for 10 years. Many places here ARE looped, but I find only 1/2 or less of the people with hearing aids have or use T-coils!!!!!!!!!!!! And when I ask them, they say they were not discussed or the provider said it was not needed because it is "old technology!!"

I have caption phone service at home. However, I find it totally useless because of the lag with speech, and the "xxxxxxx" when it doesn't understand the speaker.

Depend heavily on Bluetooth

I tried to buy a rain ticket at an Amtrak station with T coil set up in the ticket office. I could not convince the ticket agent to speak to me through the mic. He was convinced the T coil worked only if he yelled directly at me. Bottom line--employee training in using T coils. Venues supplying listening devices should always have a sign at the ticket booth that they are available..So often I only know they are available if i ask. How many people miss out because they don't think to ask?

There is more than a bit of resignation for me when heading out to an event where I may or may not be able to hear the program. I go for my family -

Lack of assistive listening devices is common where I live

I like the apple watch paired with iphone best - it is a wonderful addition to my daily life and helps notify me of messages immediately without having to look at my phone.

I use whatever is offered and advocate for improvement or additional support wherever I go.

I can't get along in life without assisted listening and/or telecoils

Would like a portable hand held talk to text device to show my hard of hearing family.

As an architect specializing in workplace design, I find most AV consultants unfamiliar with technologies that support aural advocacy. I, in turn, advise them on available technologies to make better acoustic environments. I would like to learn more about different technologies so I can improve market perception.

I have cochlear implants in both ears, so any of your options are not available to me.

Many of these questions were applicable at a time. No longer.

In my case, I use personal assistive devices such as Phonak Roger ON, Roger Select and Roger Mic ii as appropriate. I do not rely on public systems because they are hit or miss.

In my area, there is a little effort made to accommodate people with hearing loss.

Optional: We welcome comments about your need for and/or use of assistive c...

Movie theater chains are not following the law in NYC. The theater is supposed to provide at least one open-captioned movie per week. Nobody follows the rules.

you asked for rec for City Council chamber but didn't list what I want: 1. Bluetooth directly to my Hearing Aids. 2. Automatic text transcription on a screen that everyone can see or directly to my phone or other device. 3. Oddly I prefer *good* auto captioning to CART. After the first few sentences the CART transcriptions come up so slowly that the speakers are on to something else and I'm having to juggle the current thread that I am hearing with the past thread where I was missing information that I need to understand the current thread. (I also deeply value Full Transcripts (available on Zoom) so that I can scroll back to catch something I missed or belatedly discovered that I'd mis-heard and reorient myself to the conversation.) My experience with CART is that the operators are only rarely prepared to provide accurate CART for names, scientific terms, or presentation-specific terms. Which means that their transcription is not only delayed, the names of concepts appear only after the info about the concept, and after several other terms (that I can't catch) have also been used. So I leave knowing that the SOMETHING does X, and SOMETHING ELSE does Y. But I have no idea which SOMETHING does what. Sometimes I really need to know that -- as in a discussion of, say, side-effects of medications, some of which would be dangerous for me. Ergh. I hate saying this as I really appreciate the people who have made CART transcribing a career and don't want them to be dis-employed. But I do need the best hearing I can get, and the most information I can obtain.

I need more help in using my systems especially my cellphone apps.

Closed captioning on videos meant for training or public use would be terrific. I cannot follow films or tv without it

They are rarely available. Venues ignore the ADA and resist or refuse accommodations, knowing that few patrons will complain or bring a lawsuit.

We are blessed to have ADA. It has made significant impact on my life because I have been aggressive in finding information. I see so many people who resist or don't know about assistive devices. That plus the cost results is a lower quality of life.

I didn't answer some of these questions because I do not use any assistive technology in public places.

At age 76, my hearing is beginning to diminish. I am just learning about assistive communication technologies. I plan to continue to learn more and to share information with my acquaintances and friends who are also beginning to have hearing concerns.

I like a Blue tooth to my HA.

My husband is hard of hearing, I am late deafened (late 40s), now 78. We are well acquainted with most systems. We have worked to promote NOAA Weather Radio (yes radio) for people who are deaf and hard of hear, blind and other "disabilities." I was on the Maryland Governor's Advisory Board for Telecommunications for 17 years representing deaf and hard of hearing and he is still on the board representing hard of hearing and seniors. Feel free to call on us for additional information.

I use Phonak Roger mics a lot, almost every day.

need a device to keep my cochlear behind the ear from falling off

I would like more information on the various assistive hearing apps and devices. I feel some may be available and I simply don't know there there or how to use them.

I'm not familiar with a lot of the technologies referred to here. I'd prefer more closed caption options than anything else.

I have one ha and one CI...unfortunately they cannot pair with assistive devices together, so I depend on the CI

I think more options are good, but many of us are older and have trouble with the technology so end up not using what is available

So many places don't have viable listening devices that I stopped asking about them. When wearing hearing aids I feel uncomfortable in a headset.

Optional: We welcome comments about your need for and/or use of assistive c...

Audiologists need to explain and "sell" t-coil tech.

My high-end hearing aids are hopeless in situations where there are lots of people talking simultaneously (as in parties, small groups, etc.). I find that there is no awareness among people who arrange these things that hearing impaired people may have problems. Similarly, even in single-speaker presentations, when the audio is not top-quality, it is often impossible to fully understand what is being said. In such cases, some sort of assistive technology as part of the presentation would be extremely useful. But again, there is an overall lack of awareness of the problem.

I have sudden hearing loss in one ear. Hearing aids don't help. I can function normally, however, when I'm in a crowded restaurant, I have a hard time differentiating voices.

Captioning on all media - including museum videos. Often visitors center and exhibit videos are never captioned and hard to hear.

In certain settings (courtroom, public meeting halls, houses of worship, etc.) I haven't found any helpful speech-to-text applications. The microphone has as much difficulty in picking up sound as I do hearing it. I would like a more effective speech-to-text app or device.

I have decided not to buy any new hearing devices that do not have AuarCast technology. I realize it is not available yet, but I believe it is the future for assisted hearing.

I use an amplified neckloop such as the Quattro Pro or Quattro Lite for most of my smartphone listening. I never need a headset with a hearing loop. That was not among some of the options.

need for: universal access compatibility across companies company training and mandated laws

They've improved but need to be more reliable

I'm an 84yr old female and August 2022, an unopened can of soda, top & back shelf of the refrigerator, EXPLODED, as I opened the door bending down to put vegetables in the bottom drawer. The SOUND WAS SO EXTREME, nearly passing out, knowing at once that I LOST MY HEARING, as my voice wasn't audible!! The can was noted with "bulged top blown off, can ripped/torn open, with a solid piece of ice partially inside. Treatment, with steroids, oral & tympanic injection, was unsuccessful. Audio testing results showed loss of hearing 55% & noted acute sound distortion. Hearing Aids are not helpful, because of the SD.... though the audiologist is trying to make them useful, indicating it's all that can be done, as there is NO device available to correct this (tragic) outcome. While doing this ACT survey....not being familiar with most of the technology, I kept thinking perhaps there is a helpful hearing device other than cochlear implants, that was suggested when I was told, "there is NO external device" for sound distorted hearing loss. THE QUALITY OF LIFE & WAY OF LIVING HAS PROFOUNDLY CHANGED....not sure about who I am anymore.... I look forward to your response, as I was informed only about hearing aids that were dispensed & no other hearing communication technology.

I think Bluetooth connectivity is going to be more prevalent since most hearing aids are connected to smartphones via Bluetooth. I've heard about Auracast and would like to see that standardized.

I plan on getting a device with Tcoils when I am able to upgrade my BAHA. I would love the ability to hear/understand dialogue in a movie theater without having to read captions. I miss the actual movie while trying to read what the characters are saying. I use CC on my television

can not afford anything no known programs available to help

I always use digital captioning devices in movie theaters, but about half the time the devices don't work either because the batteries are weak or because the management has neglected to turn on the captioning transfer.

I very rarely go out to any place where anything is needed and it would probably not be available anyway.

INFORMATION FROM SUPPORT GROUPS IS BETTER THAN FROM MY AUDIOLOGIST. I AM NOT AWARE OF ALL THE TECHNOLOGY AVAILABLE UNLESS I GO TO HLA-CALIFORNIA MEETINGS. MOST USEFUL SOURCE — WITH CARING PEOPLE.

Optional: We welcome comments about your need for and/or use of assistive c...

I've been retired for 17 years. Since the COVID epidemic, my travel and in person participation in professional meetings has declined significantly. ZOOM connections with captions and captioning for online social media are important for me but decrease the need for on-on-one or informal communication in conversations. I appreciate the many advances in technology and keep pace with innovations but I do not find many of the advances applicable for my personal needs

I had no idea that t-coils even existed. I've worn hearing aids for several years. I just pulled out my users guide and apparently my specific hearing aids have this feature but it has to be activated as a program. This was never explained to me by the audiologist. I found this site while looking for lip reading classes near me (none, of course!).

Unfortunately, all the experts involved with designing, manufacturing, servicing and fitting hearing aids focus exclusively on speech/word recognition. Hearing aids manufacturers keep adding whistles and bells, AI etc, to the devices in order to stay ahead of the competition. That is nothing else but meeting marketing and sales goals while ignoring the fact that the environment in which we live changes all the time during the course of the day. To date, not even AI is able to adapt to ever changing environmental sounds in our daily lives. Promoting devices because of their supposed AI capabilities appeals to the customers which majority has no clue about what AI stands for. AI became a hearing aids industry marketing buzz word. AI is certainly developed by talented computer scientist and engineers, programmers in the hearing aid industry, and it seems to imply that they are all knowledgeable in every field related to sounds, and they themselves know how a hearing aid sounds/has to sound if they themselves are not hearing impaired and don't have to use hearing aids! Furthermore, AI requires significant data processing capacity and capabilities, and the more complex the data processing requirements, the more powerful the processors have to be and the higher is their power consumption. Hearing aids just from a physical size point of view impose restrictions on the processor physical size. Just one example that would require significant AI development efforts by engineers who are also knowledgeable about music. I enjoy classic music. The music sound varies by composer, by the type of composition, the instruments and the acoustics in the venue. In my engineer's mind, I don't believe engineers in this industry are connoisseurs of classical music. There is no way any current high end hearing aid includes a processor capable to adapt neither automatically nor with manual settings to adjust from one music piece to another. Similarly, the same applies to changing environmental situations and conditions and how they affect the quality of speech of and in noise or background noise. Let us also not forget that the basic principle of how a hearing aid works is the same today as it was 60 and more years ago: amplify sound! The difference is that today there are additional whistles and bells that help improve word recognition.

Ironically, the venue (size and shape) will dictate what works best. Also, individual preferences come into play. I'm used to captioning for TV streaming so my default/first choice would be a captioning device. I note that The Metropolitan Opera in NYC has been using captioning devices for decades, albeit its use was installed for those without hearing loss!!

Help Americans here and stop firing people with accents for call centers!!! They drive you crazy!!! Teach English comprehension!

FM hearing loop that my T-coil can connect to is the easiest and least obstructive way to hear in meetings/venues & gatherings.

Am disappointed that I no longer qualify for VA audiology benefits because of income restrictions.

I've had hearing aids since childhood. Want them to be stand alone. Make assistive listening devices that connect to ME. Almost all offered in public settings are either dirty or broken, frequently both. Personal devices are pricey.

Just need the information to get out there. I won't ask what I don't know. I know many hearing folks will benefit from assistive devices and technologies.

I always ask for hearing assistive devices if I know they are available. I usually try them out and find them to be inferior to my own hearing aids.

The most important aspect of these technologies/services is that they work and work well. Any system that is properly installed, maintained, and works well is wonderful. on the other hand, a poorly installed system, regardless of the type of system, is useless. A system that relies on staff when that staff has not received adequate training to understand how to properly use it and do not know how to maintain, is useless. Likewise, a CART writer who is unskilled is useless. It's not just about the tech or the service. It's about quality assurance.

Looped venues are great if the loop is "loud" enough for me but many are not.

If you have hearing aids you must remove them if there is older equipment.. phones etc..

Optional: We welcome comments about your need for and/or use of assistive c...

It is very frustrating to go to live theatre and not be able to hear even though the technology is available, but not purchased and installed.

Absolutely necessary.

-Hearing Loops have essentially failed as a reliable and cost effective solution for people with hearing loss. I have traveled to over 150 countries and requested access for many places with loops. Over 1/2 of the time, a key part of the loops are not functioning, even in countries with reputations for ALSO: Please note that there are ALS which provide STEREO outputs. This provides crucial spatial information for people with bi-lateral hearing loss, which is the most common type of hearing loss. There is a very small percentage of HOH people who require mono signal. Unfortunately, the current design guidelines for ALS seems to imply mono signals. This means that ALS systems are locked out of doing any future AI audio matrixing features as they currently require multi channel output to isolate the voice component of the audio feed. If the basic signal is mono and low quality (specifically loops/telecoil), then the entire quality of the system will be low quality. With upcoming WiFi/BT Auracast system, there is an opportunity to specify that venues transmit high definition audio with multiple channels. The end user can select if they want a mono/stereo signal on their receiver. Also, with wireless, AL systems can be used in temporary situations such a camping festivals, improve concerts at a public park. Old tech such as hearing loops can't be deployed quickly in these situations. People with crummy hearing need higher quality audio than the general population.

Captioning is the best for me - I have severe profound hearing loss and I need to see the person speaking and read their lips while listening if no captioning is available.

After spending 20+ years with HLAA teaching and providing information to the community about this and anything about hearing loss, most everyone is not interested in this. Technology, cost and denial gets in the way. Understanding how this affects them doesn't sink in -so I gave up since I am sick and can't do anymore. No one cares anymore. All the time, talents and treasures were for naught.

I'm aware of the t-coil. At these places, the loop Isn't working for me as I have severe to profound hearing loss and need a more powerful system of audio and captions work best. I'm aware of captioning on my iPhone, but cannot get it to work.

Not surprisingly, my biggest problem is hearing in noise. I looking forward to the day when AI can help manage background noise in their processors. I understand a new hearing aid has applied AI to this task and it appears it is successful.

CART is best for me because I understand best when I can read text if I cannot read lips. The devices I've tried distort sound and are better for those with more hearing intact.

CAPTIONING IS MY NUMBER 1 NEED FOR UNDERSTANDING. SOUND ALONE IS NOT ENOUGH FOR ME NOW. I WOULD CHOOSE CAPTIONING OVER SOUND.

It would be useful for venues to have available information about the assistive listening systems that they have including how to effectively use them with a hearing aid or C.I. This should be prominently displayed at the site and on its web site so a person with hearing loss can be informed and plan ahead.

Technology cannot resolve all problems. Major umprovents happen when user is capable of learning technology. Noisy environments are always difficult for hearing loss people. Uneducated observers and helpers hinder progress. Insensitive people who can't be patient with hearing loss people cause major emotional setbacks for young hearing loss folks. Technology is the only resolution available. Too expensive and difficult to learn. Simpler methods of teaching are necessary, and must be devised.

I live in a suburb where HLAA or other such services are not present. There is no one to talk to here other than my audiologist in Boston

I prefer using bluetooth to hear when streaming and the museums systems - not the tour guide with headsets as it doesn't work well with my cochlear implant - BT is best

I need to find someone to come to my home and assist with Bluetooth TV listening and with using Bluetooth when using Google Maps.

I was instructed on blue tooth connection. Just can't work out how to use it. I'm 93years old. I use "captions" on my TV.

Optional: We welcome comments about your need for and/or use of assistive c...

I have been very frustrated in trying to get my homeowners association to install telecom loop system in the two auditoriums over the years. My requests have been ignored.

In my experience, the sound quality in most assistive listening systems, (with the exception of smartphone apps that stream sound at a specific location) have poor sound quality. What is not taken into consideration is that people who have a hearing loss, also have issues with speech discrimination. Louder is not necessarily better, but clarity is always better.

There needs to be more education available for people who are candidates for a cochlear implant. There was none for me and I chose a model that is not commonly used in my location (Los Angeles), with the result that surgeons are not familiar with the nuances of the system and there are dimly few audiologists who work with my system (Med-EL). My hearing is minimal. And captioning on Zoom is horrible, full of errors.

Hearing loop and telecoil is much better.

I think that hearing loops should be more widely available. They are simple and effective.

I would love to see more places have assisted listening devices. In noisy environments I could use more help.

The frustration of I am unable to communicate because of lack of equipment makes me not go to the movies, lectures, etc. Speech clarity/recognition is a huge disability that is not recognized.

Bluetooth Auracast is obviously going to be an enormous game-changer, once it really rolls out—and assuming it fulfills its promise in terms of sound quality and functionality. That said, as much as I want and need better assistive listening options, Open Captions are just as—or even more—important. Even with the best assisted listening, hard of hearing people still struggle to catch everything, and accurate OCs are a huge help in filling in the blanks.

i think all churches and theaters should be looped

I would really like to see more neckloop opportunities, CART, and a good speech to text app.

I really need captioning....

Both myself and my kids love the clarity of streaming straight to our devices. So many systems are out dated. We'd rather use CART than struggle with othe ALDs.

I'm still pondering the question about the ONE I would want in the council chambers. As a HA user with T-coil I would want the loop. But I'd consider the many other people who have hearing loss but don't have hearing aids; I would want to be sure they could be analog wired. I've asked and asked to get a remote BT mic for use in cars and groups. Seeing it mentioned here is encouraging.

I wish more places had hearing loops.

I bring my own device (iphone, bluetooth-enabled) so I don't have to depend on anyone. I still have to depend on people, though - to be willing to walk away from other noise, talk to me from a good acoustic position, speak clearly, etc.

The National Parks in Utah have open captioning on their films! It's wonderful for me and helps their foreign visitors, too. I was surprised to find it and thought I'd mention it.

Optional: We welcome comments about your need for and/or use of assistive c...

I want to explain that the questions I didn't answer were because there was no choice that applied. I would have appreciated an "Other" choice with a space to explain what "Other" was. I've reached a point of feeling extremely discouraged about public accessibility. And I live in a major metropolitan area that prides itself on technology and innovation! Even when I went to a special West Side Story performance at an HLAA convention at the Guthrie Theater in Minneapolis I couldn't see the captioning from my seat, the HA device I received didn't have enough clarity for me to understand the dialogue, and I don't know ASL. Luckily I already more or less knew the plot. I use the Otter app in public places which is less than ideal because so often it's inaccurate. The areas of accessibility that have been most successful for me are Bluetooth on my iPhone for phone calls and FaceTime (and even that is not always reliable with FaceTime) and captioning when watching TV. Telecoil has also worked well but there are almost no public places I know of that are looped. I've been to two libraries in the Boston area that have a looped room. I also went to see play at a theatre that's looped which was great, but the next time I went it wasn't working and I found out afterwards the director had decided not to bother with mics. When I signed up for two Zoom tinnitus workshops at Mass Eye and Ear in Boston, I was appalled they didn't provide captions (and this was AFTER Zoom finally got captions.) Very discouraging. And I haven't even mentioned the problem of abysmal accommodation of people with hearing loss in medical settings! Thank you so much for doing this poll and for your research. It's encouraging when the problem of accessibility is deemed important enough to be researched, and I hope that good will come of it.

No audiologist has informed me of these various tech things mentioned in your survey

Really interested in Bluetooth Auracast possibilities! Hope the appropriate agencies are monitoring this development. Bluetooth with my paired hearing aids/cell phone has been a real game changer for my ability to work, communicate, and participate in activities. If Auracast (or something similar with Bluetooth) does what's being marketed, a whole world of accessibility could open to people with hearing loss. Similarly, options like a Bluetooth "Listen Everywhere" would be extremely helpful if they worked well. So many assistive listening devices sound wonderful on paper, but are actually poorly made, sold without instructions, and/or do not do what they say they do in actual usage. ALD's are a constant frustration and disappointment due to poor quality devices.

Loop in my community often erratic

I definitely do not understand all the devices etc you talked about. The wording or names need to be more user specific. I have no idea if I have blue tooth. I know I like cart and captions.

ALS are needed everywhere in public environments. Hearing loops are ideal due NO LATENCY and ease of use.

I do notice at places that have hearing loos very few people ask for it or use it. So by the time I come around it is 50/50 if its still working or turned on. and if its not working no one is around to get it on and ends up being a waste of my time.

I think there is a need for better education among people - both those who have hearing loss and those who don't - about the options available for these types of technologies.

I prefer a hearing loop. I will ask for FM receivers, but it is an extra, unnecessary step to have to take. I believe that people prefer to just go in and sit down like everyone else (I do). The same goes for captions, I prefer open captions so that I can just go sit down like everyone else. I should not have to go pick up equipment as an extra step. Education is also needed so that people understand how to use a hearing loop, especially if they have not experienced one before. It is life changing to have this technology.

We need more assertive advocacy for ALD's and loops in places of public accommodation esp government offices that serve the public. We need a far reaching program of public education on hearing loss...as a society we are woefully ignorant about the #1 disability

The best accommodations will suit everyone. Captioning is something that can help everyone, regardless of the level of hearing loss. That is the best accommodation in my opinion. However, I prefer voice recognition to CART. CART has a delay and if you have any level of hearing - it is hard to reconcile the audio with the words.

Wish it was more widely available!

I take a class in a large gym like room. I miss a lot of the conversation. Makes me want to quit. But I keep on. Hear about 85% Also, the local theater that has monthly captions on a screen to the left of the view-plane of the stage, so that the audience has to keep turning heads. I have quit going to that theater. Monthly captions away from the viewplane are offensive to me.

Optional: We welcome comments about your need for and/or use of assistive c...

I have asked for better assistive technology to be made available at council meetings but nothing has been done. Since my sudden bilateral hearing loss and implant surgery I have greatly curtailed my outside activities. I now have depression and anxiety which I take prescribed medications for. I've stopped my local community involvements because of my hearing disability. My life has changed but I'm thriving at home. Not so much out in the social environments.

The fully supported and functional hearing loops in local venues (Capital Rep, Proctors, Unitarian Universalist Society of Schenectady) are so good that I hear everything. I wish that were available everywhere.

I use the loop system weekly at church services. I believe that t-coils should remain an accessory on hearing aides. I know some people that are given the option. There are many venues that use this technology,

Feel strongly that public venues require implementing the easiest, cheapest and most widely used assistive tech: Increase citizen participation, and Speed communication by avoiding Speakers having to repeat and re-amplify in order to be understood.

I don't feel my input has been very useful, but I think it would behoove me to have/ make use of assisted devices as applicable.

Too many confusing assistive tech options in public spaces. Great to go into any space and have common tech.

I would love to have blue tooth transmission to my aids everywhere I go. Churches say equipment is not available yet.

My smartphone (and connected watch) is always on vibrate because sound alone is missed, at home I use captions on the TV, Alexa Echo show (with captions) for "something beeped function" to flash a specific light (unfortunately it only alerts to smoke alarms and glass breakage if you are away from home), Ring doorbell with Alexa to flash a set of lights for doorbell press, and a Serene Innovations cellphone cradle at night (no hearing aids) to flash lights and shake the bed (as critical continuous glucose monitor alarms will still come through do not disturb settings.) I have strobe lights on my interconnected smoke and CO alarms all through the house, I use a deaf kit (strobe/bed shaker) for weather alert radio.

It is very tiring to advocate for accommodations at every venue. It helps if the organization listens to and wants to adapt; otherwise, it is a waste of time. I value my time and if I am wasting my time, I move on, but I will come back occasionally to see if they are willing to listen and change.

The lack of understanding of the importance of having public spaces looped is an incredible shortfall. In addition with many aides not having a telecoil then this will only continue to get worse. The use of native speech to text systems in newer apple iphones and android phones has been revolutionary! No apps needed but so few HOH know of this feature. Even the apple tech guys in the store are often not familiar with it! Tunity app for regular live TV is great but not many know of it. Courtrooms and government public spaces, university lecture theatres need to become aware and install loops to lead the way!

I was surprised that you did into have the option for Induction loop and telecoil to cochlear implant for listening in a large venue. You included headsets, but not induction loop and telecoil in the hearing device.

Bluetooth frequently makes very loud unwanted noises I prefer not to use it.

I live in a small town where I think they would feel they shouldn't have to comply because of limited budget. This is not a very progressive town which isn't open to anything new.

To function in society and work, I need something I can take and connect to hear. It's just not available. Even when doing remote work, Microsoft Teams works really well, but captions are not available in all systems. Signage and apps are needed in public areas.

This technology is so important to people with hearing loss. Why on earth is it so difficult for audiologists, product researchers, manufacturers, etc. to understand that people with hearing loss really WANT to hear. It's time to stop marketing denial by pushing products that are supposedly 'invisible' and market the products that bring direct sound to hearing aids! hey must provide opportunities to try those products. It's more than just telling them. Learning how to bring sound direct to my hearing devices gave me my life back.

Optional: We welcome comments about your need for and/or use of assistive c...

I would like to be better informed about the options available. I would like printed instructions available to explain how to use the devices and technology available. Smartphone apps or links would be good since I often forget the instructions when pickup of device. I find myself in a dark auditorium trying to read or remember how to operate.

There are noT enough options provided by businesses, government or churches for the deaf and hearing impaired

Medical situations are the worst. The world won't come to the end if I miss a movie. But is incredible to me how often I am not accomodated in any way--even in being sure that I understand directions for care. This even when I make my needs clear.

PEOPLE WITH Hearing DEVICES NEED TO BE GIVEN BETTER INFORMATION about assistive devices and systems, where to find them and how to use them.

Thank you for putting this together!!

I don't use them

In Puerto Rico they are very well behind in assistive technology for HOH or HA users. Close captions in theaters is mainly in a different dialect (ex. Mexican, Venezuelan or Panamanian dialects) and many times have a bunch of spelling mistakes.

I have been clinically deaf for many years, and feel that a stand-alone device that converts speech to text would be useful. I primarily use an app on my cell phone or tablet, but the devices have too many competing apps thereon. A simple recording (not translating) device that displays text would be most useful.

Very interested in Bluetooth LE (Auracast) and its potential

I have cochlear implants and I use all the accessories and Bluetooth availability. I found my Bluetooth through my iPhone works better than the venue. I wish more venues would t-coil here in Los Angeles.

my biggest frustration is if you travel, no captioning for airline locations or info being broadcasted over intercom, Other is doctor's office and face mask. Thank you for listening.

It is my believe that many of my friends that have hearing challenges are not aware of what is available. Cart is so helpful. In some thing that we can all use. Regardless of what devices we have until the coil or Bluetooth devices are becoming more popular, but so many people will not admit that they have hearing loss, so they are not going to help them.

I prefer open or closed captions because the devices always work... other devices frequently discouraging

SURE wish more facilities had the loop (t-coil). Our local (small town) Town Hall has the t-coil in the main mtg room and it's EXCELLENT!!! I admire that they've installed this and even ANNOUNCE, at each mtg, that the coil is there for use!

I wear two cochlear implants and I have found that I can get by at church and in many movies and live theaters without any other assistive listening devices. However, "getting by" means I miss 10 to 30% of what is said. So, I appreciate a good assistive listening system that works with cochlear implants. If loop technology were ubiquitous, I would use my remote mic all the time to transmit to my "ears." I have yet to stumble on to a venue in New York City, where I live, that uses that technology.

I have both signia and phonak HAS of different vintages both have bluetooth capacity

Improvements in technology are making ASR captions more accurate. I want to see this.

Optional: We welcome comments about your need for and/or use of assistive c...

These gizmos and gadgets are great when they work, but they are unreliable. It is this lack of reliability that is most problematic. When I pick up my cell phone, I don't know if it's going to connect with my hearing aids or not. And sometimes I lose the connection for no reason whatsoever. This is extremely frustrating!

I wish more venues were looped in Phoenix area. In Santa Barbara most venues are looped and it's wonderful. Before I go to the venue, I call or email them to make sure they have what I need so that when I go to the event that night, they are not scrambling around trying to find it.

I answered 'sometimes' to the question about telecoils in venues with a hearing loop. Very often the sound from the PA or movie theater speakers is so loud that it overpowers any audio from the loop and renders the ALS useless for me.

If NO assists are available, I leave ! I will NOT understand a Word.

I started relying on the people I am with and bring someone to most medical appointments. I would like more visual assistance to be slower.

Need improvements to hearing aid technology so other devices are not required.

I answered only the questions for which I could give an answer. This questionnaire is really not for people like me. Many people have told me that they (even though they can hear) automatically leave captioning on when watching TV. Captioning is utilized far more than the public realizes, simply because it is never talked about. It needs to be publicized far more than at present. One advantage of captioning is that it doesn't require the use of pesky gadgets that have to be worn. I have never liked putting stuff on me aside from my "required" bilateral cochlear implants. Captioning lets me LISTEN as well as READ what is being said, and I do far better that way than by wearing a gadget. If you wish to respond to me, that's fine. I'm happy to have this opportunity to explain my own preferences.

Universal coverage at famous - and less famous - homes and foundations open to the public: Just a consciousness by a guide that members of the audience may have a hearing loss without the person having to ask for help, stay close to the speaker and maybe have to concentrate so hard on what is being said that the view or whatever you are there for is less appreciated.

There is a great need for these products.

When at a location that has an RF system and a receiver with a 3.5mm plug, I use my Music Links with the t-coil. Works well for me.

I would like to hear music better. Going to a concert and listening through my hearing aids doesn't sound as good as music streamed from my smartphone with Bluetooth pairing to my hearing aids. I do not know why that is and I have no idea what assistive technology would help music sound better to me when I go to a concert. I also wonder about what assistive technology would help me hear my other choir members (about 8 altogether) when we rehearse - most times in the home of one of our choir members - but sometimes we are rehearsing in a small room at a venue before we perform (such as at a funeral home or nursing home).

I don't think I really understand "assistive communication technologies" which basically to me means a hearing aid. However, a hearing aid does not provide clarity of words and other devices to give better hearing without assistive devices of which there are many. The complexity is overwhelming to my pre-tech generation and is too daunting at best to begin to understand. Senior adults find it Too Much Trouble and Too difficult to handle and does not improve hearing. So many hearing aids remain in storage. There's no motivation to try to work with specialists or strive to improve at late stage in life. I have "struggled" to grasp how to get better hearing with my one-sided hearing aid, ending often in frustration without improvement. Your explanations about this survey was barely understood so my answers may be inconsistent or wrong.

Assistive Communication technologies have given me my life back Hearing aids alone do not allow me to adequately and safely live in the hearing world.

While outside the scope of this survey, we need to convince the FCC and/or Congress that TV needs 100% CART or AI generated sub-titles (not teleprompter). I use a Chromebook with WebCaptioner in front of the TV. (Unfortunately WebCaptioner is being discontinued and I'll probably need to use Live Transcribe)

The survey makes me feel hopeful. Hearing loss is the number one disability in the world and using assistive communication technologies is life changing. Everyone needs to know about assistive communication technologies.

Optional: We welcome comments about your need for and/or use of assistive c...

GalaPro is AMAZING - having used it at Broadway performances in NYC! It is GREAT for my needs and ideally, would LOVE for ALL venues to offer this as an option!

i would like a better app for Oticon hearing aids! Also more TCoil places for social gatherings...theaters, movie houses, etc.

Largely unavailable or poor sound quality. Sometimes out of order. Does not seem to be a high priority in NYC theaters. Forget telecoil and expand bluetooth capabilities

I think there should be more assistive communications technologies available for everyone, but I don't believe that telecoils are the answer. I have been involved with their installation and it is a much bigger job than many people assume for it to be done correctly. Furthermore, I have found that people my age (79) do not understand how to turn on the telecoil function in their hearing aids, if they even know if they have them. I think something like Bluetooth Auracast is the best solution. Hopefully, it will be available in time for me to use it.

mostly just the captioned phone and the cell app of voice to text (translate English-to-English). Captioned TV (this really needs a HUGE overhaul. lurching of text over 3 short lines, no back up to review function... I need 5 lines of text or I cant get the overall context along with the ability to read it. Meaning, I can barely catch the words because of the short number of lines and the lurching, let alone know what the overall conversation is.) My biggest need from this survey covering is the Up grade of TV captioning to a usable form.

Assistive tech is great, I'm happy to use any available and try new things when I can.in fact I sometimes use it when it's not really necessary. I think from a public health standpoint, education is need for both venues and participants. Many people who are HOH don't know about it or don't know how to use it. And I find it remarkable that my biggest problems happen in healthcare settings and senior centers, both places that should be both knowledgeable and sensitive.

I finally joined HLAA after I retired in 1993 and this organization taught me how to accommodate my 70 Decibel hearing loss.

The way that organizations treat the hearing impaired in this day and age is outrageous. We are truly second-class citizens. I went to a pharmacy the other day that advertises that it has telecoil. When I asked to use it, it didn't exist! They'd removed it during a remodel! The Catholic Diocese in Rochester, NY recently closed several churches. They closed the only one with a hearing loop and kept the ones without a hearing loop open! We might as well be invisible for all the concern that businesses/houses of worship show for us.

I'm really not up on the latest technology. I am deaf except when I put on .y bilateral CIs. I regret having the second CI as it made me totally deaf.

I'd like to know about speech to text app for iPhone.

Thank you for supporting the hearing impaired community.

More public T coils

often the quality of assisted hearing in public spaces is not helpful...echoes and delays.

I use assistive listening devices in theaters whenever they are available. Often (but not always) the results are disappointing. Hearing loops, too, do not always provide the needed clarity and sound boosts.

Training regardless assistive communication in all public venues should be mandatory. Public funding for retrofits should be available, even if only through low interest loans. Plus, there is an almost total absence of engineers/installers in my county of well over 1 million - why is that?

I no longer attend venues or churches, etc. because I cannot hear even with my hearing aids. There is NEVER any signage of any system being used. Have to always ask for it. many times for a neckloop, etc., you have to leave your drivers license -- that I will not do. I find I'm just staying at home and avoiding such venues and even groups of friends.

I don't avail myself of most of these because it's too much of a hassle. If it can be built into my phone, I'd do it.

Optional: We welcome comments about your need for and/or use of assistive c...

Bluetooth is wonderful. The necklaces for t-coil are also wonderful, when you can find them. I have not purchased my own necklace, but need to.

When talking with decision makers I always encourage universal design solutions: I recommend aural assistance via a hearing loop where applicable, visual representation via open captions and ASL interpretation. As hearing loss is a spectrum all three are needed.

Thank you for conducting this survey. This issue is a major concern for people like me that want to stay connected to the arts, important presentations or community events. I have no further questions, but you are free to contact me if you have any further questions.

I don't know if it is possible but I do like blue tooth for its clear reception and would love to use it instead of loop systems in auditoriums

I depend on captions in Zoom meetings, but many meetings do not enable the captioning. I prefer open captions in movie theaters as the cup holder devices or Sony glasses are inconvenient, uncomfortable and don't always work well. I would love to see more venues with hearing loops especially in my synagogue.

Not many places are looped to use telecoil

I generally do pretty well with 2 implants. However movies and theater are a problem. Wish implants helped with music but I guess this is not area of survey. Also wish streamers could be put on multiple TV sets ie bedroom and living room would love info about which movies theaters in Manhattan have good looping

I made the comment earlier, but my biggest concerns are my inability to hear announcement details on subways, in airports and in large public venues. The systems often distort the sound, the volume is not loud enough in the applicable space and there is no captioning. Though often the core issue is that people making announcements are not enunciating, which is very hard for those of us who can't hear certain sound blends and soft sounds.

aside from n my lack of knowledge i wonder if anyone else experienced audiologist insisting on large out of pocket expense that is consistently covered by Medicare. did you file formal complaint? technologies are good but people friends and family who refuse to recognize severity of hearing loss thwart experiences. need suggestions this organization is the best support group i've ever attended. learning so much. very well administered

See above comments

Thanks for doing this survey. Hopefully telecoils will be mor common. They are the best foauditorium/theater type venues.

In the area where I currently live, loops are rarely available. When I happen to be in place (like New York City) where they are more common, I will use them, but I still prefer the backup of captions. I have had too many experiences where the loop system didn't work. I don't like the sound of music through a loop.

Thank you for conducting this survey/research! More, ongoing education is needed for the general public to understand the need for UNIVERSAL assistive communication technology.

I appreciate the survey. We need these accommodations thank you for considering them.

I greatly appreciate hearing loops in public venues and hope everyone continues to advocate for them, and venues continue to install them for the foreseeable future. IF and when Auracast becomes available, and IF it works as they're implying it will and if/when venues install the correct technology to enable it and if/when the manufacturers make Auracast enabled devices available, I will gladly want to use that technology. But only IF it's truly easier to use than today's hearing loops, because sometimes hearing loops have compatibility and performance issues. I'll want very little to no latency and ease of use in future assistive technology systems and devices ;)

Movies need to be Open Captioned. Closed Caption devices and Assistive listening devices DO NOT WORK, AND ARE NOT PROPERLY MAINTAINED!!!! MOVIE THEATERS DO NOT CARE IF THE DEAF AND HARD OF HEARING WANT TO ENJOY MOVIES!!! THIS IS UNFAIR, NOT RIGHT, AND IS DISCRIMINATION!!! THIS NEEDS YO BE FIXED NOW!!!!

Optional: We welcome comments about your need for and/or use of assistive c...

People involved with presentations don't know about any of these assistance devices. I've given up asking and bring I pad with Otter program installed and hope connections are good enough to follow presentation.

It is frustrating that this effort to get places looped in the US has struggled for so long. What's most frustrating to me is that I feel audiologists are directly to blame because they don't promote getting a t-coil in one's hearing aids. If they did and people had them, were educated about them, then they would be putting more pressure on these places to install hearing loops.

Again, navigating this space gives me a headache. There is too much information to know and too much that I have to do to educate people who are supposed to be providing assistive devices for me. The anger and frustration I feel can be a bit overwhelming, and I am oftentimes emotionally exhausted just from attending a show or a meeting. It's emotionally draining and exhausting being someone who is hard of hearing.

Most lectures do not have any assistive hearing devices of any kind. I arrive early & always try to sit on the first row. I can never understand the teacher in my yoga class. She does not even have a microphone, and most people in the class are elderly. There is only ONE venue I know of in Santa Fe, NM that has headsets available, but there are never enough. I have stopped attending meditations, because I can never understand the teachers. I feel like I miss out on so many conversations, because I can't understand people in loud rooms or big groups. I never meet anyone new in loud surroundings, because I can't understand the conversation. So, I don't try, and I don't go to a lot of events I would otherwise enjoy. Very frustrating!

I've worn hearing aids for 25+ years and am weary of constantly trying to find a venue - any venue at all - with other than a standard PA system. Usually, they are inadequate, poorly installed, and operated by people with no training at all. The users, for the most part, do not know how to properly speak into a microphone, rendering the whole set-up useless for the hearing impaired people in the audience.

I'm late deafened and not very familiar with the options.

I need all help I can get when it comes to hearing assistance

The technologies and the using of them are absolutely vital for me to participate in public as well as online events. I have said the one good thing that had come from Covid are more ways to participate online IF there are good captions. There are plenty of places needing improvement. One is providing captions in Zoom break-out rooms. And I find it rather rude when captions are missing in any form of televised productions - yes, including advertisements. As well as other social media events, like YouTube.

I work for a public library in Massachusetts and would love to partner with someone to put on a program about this topic!

Access is still very poor. Many Audiologists and Hearing Care Professionals are still not educating patients about telecoils and hearing loops.

There is more awareness needed so that hearing loops or CART could be used in public places.....specifically airports, or businesses that use a microphone PA system, so that people with hearing loss can understand and hear the announcements.

Visual announcements would be a great help.

Most venues have wifi, which works well with my voice-to-text app in real time. I'll also wear pocket-talker headphones over my HAs at some venues.

Eager for more hearing loop installations.

CART helps everyone, even those who do not have hearing devices. I prefer Tcoil, as it does not interfere with my hearing aids, I need no additional equipment, I don't have to stand in line to check it out or return it. My "disability " is invisible.

Many assistance technologies sound good in theory but don't help much in practice because of background noise or my low speech recognition scores.

I am very open to learning more about the various options available to better experience hearing in a variety of venues.

Optional: We welcome comments about your need for and/or use of assistive c...

My hearing loss was diagnosed in 1984. Hard to believe I still can't expect effective accommodations in most public venues. This is not new technology.

Last question. I do have some of those options but they don't work in the environments I frequent.

Finding the correct and most beneficial hearing assistive technology for any hearing-loss person is a personal preference. Many of your questions are directly related to people who can "hear" through a device not taking into account that there are people who cannot hear anything so CART is the logistic solution. Other avenues can be utilized so I would be skeptical of the effectiveness of this survey based on everyone with hearing loss. There are people who are deaf and cannot utilize a hearing aid or a cochlear implant. What's in it for them?

I had to fight for captions from my Homeowners Association for meetings. Some people rather not let anyone know they have hearing needs, so they stay quiet and any needs they may have.

I'm thrilled to see this survey going out to the public, and hope that not only venue owners/managers see this, but that manufacturers and audiologists realize that those of us who do not hear well need telecoils AND bluetooth. Not one or the other. We need them both.

It is regrettable that most all laws (ADA and state/local) fail to require best available assistive listening technology and CART or (in the case of videos transmitted via internet and movies in cinemas) on-screen captions.

Hearing aids have their limits. Assistive technology is important but HOH people do not ask for much if anything. Sadly, I mostly bring my own devices because of the unpredictability of anything usable and sanitary being available. Loops are wonderful but again, someone needs to turn them on and know how they are integrated into sound mixers. Lately, in a church, the loop was turned off by a visiting AV person and nobody knew what had happened in order to troubleshoot.

Please read above comments. Clearly, access is, and remains, a huge problem despite all the new tech out there, much of which the hearing loss community cannot afford and which venues choose NOT to afford. I started to lose my hearing at age 4, was in one hearing aid by 14, then needed them in both ears by college. The discrimination, secrecy, shame, bullying, mental exhaustion, lack of emotional support, along with a lack of understanding and accommodation by the hearing community has been the story of my life.

I don't understand why captioning is not always available on televisions when traveling. Is the cost really that prohibitive? I know Netflix was finally ordered by a court/judge to provide closed captioning. They fought against it. When cruising only MSNBC has captioning. BBC, ESPN and all other tv stations do not provide closed captioning. VERY frustrating.

would like more assistance in church meetings

Thank you for designing this survey to gather information data which will have impact for our hearing loss community, each of us managing our hearing loss in the best way possible.

when the CI is out

I would like to add that on the previous question I ideally would like telecoil and also hand held closed captioning devices. I don't always follow what is being said in a theater and the closed captions help with that

My only public gathering I attend is church. Captioning would be wonderful. I really don't know or have a use for other technologies.

Need more information to what's out there and available. Would like to know in advance what is available.

On our TV, I need captions for movies. I don't know how to access captions for the news programs; this would help me. Every theater should provide both captions on individual seat screens or large enough for all customers to see as well as some kind of headset that fits over ears. Should I wear my hearing aids as well?

Assistive technology like my Roger On microphone has made a huge difference in my everyday life. I use Bluetooth and my Roger On daily

Optional: We welcome comments about your need for and/or use of assistive c...

I think lack of consistency in systems and availability are the biggest hindrances to improving use of assisted devices.

I have tried to use the bluetooth and the loop at my church. It was not as great as when I zoom and the sound comes directly into my hearing aids. I am still trying to work it out.

I will use any and all aids as available. Communication is the river of life. Hearing disability changes ever aspect of my daily life.

Eligible for a cochlear Implant in the near future. Looking forward to that hearing adventure!?!

Since I have two cochlear implants, I can't answer a few questions correctly. For instance, I cannot use headsets (and don't need to if the loop is working with my telecoils or I am watching captions)

I think captioning is the best option be @use it doesn't depend on hearing aids/CIs or screwed up batteries. More inclusive.

I have found little, if any, assistive listening in any venues. Many hearing impaired people I know will refuse to wear a headset, as it makes them stand out, especially men I know. I think the loops would be the best.

Would like more captioning and looping.

at this point, robo-captions are pretty low-quality. I don't even bother. But if they get better, it'll be helpful. Zoom meetings in which people don't have their webcams on are.....pointless. We really need more loop systems and to keep putting loops in hearing aids. I'm not buying any aids without t-coils. Ever.

I prefer CART because with my cochlear implant I do well most of the time but sometimes miss some words and like the option of seeing what was said.

Thanks for the survey. More assist is definitely needed. As this is a "hidden" handicap it seems to be swept under the carpet and ignored. We need help.

I am in Indiana. I read about telecoils and ask my audiologist about getting them with my last hearing aid purchase. I was advised against it. I was told it wasn't really used here in Indiana and it would be a waste of money.

It would be helpful if any films (educational or otherwise) would have Captioning available. I had a situation yesterday with no captioning or ASL available. I mentioned to the people that it would be helpful to have all films have a captioning option.

My favorite would be Bluetooth. I'm anxiously awaiting to see how Auracast will work. As for "Latency," I have found that with my cell phone app I am able to vary or shut off the processor microphones and only hear what sound comes in on my iPhone or mini-mic microphones which I often place in the center of a table. I can hear those around the table while shutting off the other sounds behind me. This works especially well when watching TV. I hear streamed sound while shutting off sound from the TV Speakers. My wife can still adjust the TV sound to suit herself.

I think your survey will show the situation is horrible. I am cautiously optimistic that BT LE Audio will make it easy for people to experience the benefits of wireless transmission for speech clarity and there will be an uptick in wireless audio for those who need it.

I think the hearing loops are the most effective for listeners who have telecoils but hesitate to recommend due to high installation cost or architectural deterrents to effective transmission for venues and lack of T-coils in hearing aid users.

I'd like to learn more and use everything available to me.

I continue to be disappointed in the lack of understanding and accommodation for EVERYONE with issues in hearing, seeing, etc. I am visiting the National Comedy Center in Jamestown, NY next week (9/2023) and I am already impressed with the website stating their accommodation and accessibility information - so we shall see.

Optional: We welcome comments about your need for and/or use of assistive c...

My audiologist changes frequently because the ENT Allergy & Assoc. has a ton of turnover. I don't feel they are well trained to inform me and learning online is not the best solution for me.

I prefer CC to technical hearing devices as I'm not "tech savvy".

I am actually single sided deaf- I never know how to mark that for my hearing loss. I love captioning because it is getting very affordable and can literally benefit anyone.

I'm already wearing hearing aids, so I don't want to wear an additional headset. It feels like we don't have a real standard, so different places have different systems, which makes it hard to know what to do or what to expect.

In almost all public venues there are no options to be able to stream speech into your hearing aides via the telecoil. Sometimes I wonder why I bother having the setting on my hearing aids at all. In the last seven years I have not used them even once. I have been to hotel conferences, etc. and I have never encountered a room that is looped. Never a movie theater. Once church, once. I would also like to add that there are certain television networks (specifically CNN) who has horrifically out of sync captioning on their pre-recorded programs (not live news, but their PRE-RECORDED series, which should be perfect). Their captioning on their documentaries has been anywhere from five to fourteen seconds out of sync - which means they are entire sentences (and scenes)lapsed far behind, making most of their pre-recorded shows impossible to watch. Attempts to get CNN to correct this (it's discriminatory) has been a lengthy process I have been involved with, which at this time has still not been rectified.

Venues need to be open to communicate with public what is available at their locations.

It makes "a world of difference" to me if it is available - in some cases, if it is not available, I "suffer in silence". In one word - "frustrating"!

Remote microphones don't work for me because they pick up ambient sounds. I have given up on movies, plays, any group activities, restaurants or any activity where there are more than two other people including family gatherings. That's my life. But I have very good friends who love to meet one on one. I have also lost many friends. I loved Covid because there was no pressure to party. Spirit Rock in Woodacre, Ca has an FM system with headphones that I've used and liked. I've been to performances and plays where their systems didn't work so I don't want to waste anymore money. One time, while traveling, I went to the movies where they had captioning glasses. They were incredibly wonderful!!! (That was once, can't find them again)

We would benefit greatly by having hearing loops in all public places, such as airports, hospitals, etc. If restaurants would lower their music, it would make our assistive listening devices more effective.

I have a hearing aid in one ear that has 17% hearing. I have a Cochlear in the other ear. The hearing aid just helps to make things I hear sound more normal. My main problem is not hearing but understanding. I have trouble at church, restaurants, any group gatherings. I am much better off in a lot of circumstances than I would be without my hearing devices, but it's not perfect, and I don't expect it will ever be.

I simply don't go to the movies. The few times I used the neck loops, they were cumbersome, didn't work or distracting to other patrons.

All movies should have captions provided ON SCREEN.

I only go to the movies if captioning is available. I only go to the theater if there is captioning or if I can read the script in advance

I have hearing aids with receiver settings for a loop system, and I don't believe that you mentioned those. You said loops and head sets.

I definitely need them, but they are not available in most places.

I especially appreciate captions and captioning services. I need to be more educated about what CART is and how tcoils work. I just started looking into live speech-to-text apps and have been experimenting a little, but haven't found one that is accurate and easy. I'll love resources for which apps are best and how they work. I think I'm probably not making the most of my hearing aids either. I'm going to speak to my audiologist about various options. Thanks!

Optional: We welcome comments about your need for and/or use of assistive c...

I live in a 55+ community with a community center. They do not have any assistive listening devices yet 1/3 of the people have a hearing loss. I've asked over and over again for a hearing loop, but have been denied it.

Unfortunately, very few venues address difficulties for people with hearing loss. This forces me to avoid going

More audiologists need to know about new tech that is available. It is rare for me to find one that knows about my options- I have to find them myself which is frustrating because I'm sure there is tech I would benefit from but no one shares it with me. I just got a new aid with bluetooth built in that I can hear on my phone with. It's the first time I've been able to hear through my hearing aid on my phone or listen to podcasts and music through my hearing aid. I've used neckloops before but they never last and break easily- I've gone through about 10 different neck loops which gets costly! I use CC to watch movies on my laptop or on the TV because I don't have other ways to listen.

As my hearing has worsened over the years technology just has not caught up, though it is available. I depend more on captioning these days since hearing aids with wifi still don't give me 100% hearing, I depend on captions a lot and a cochlear implant may be my next step. You often feel left out at group functions. I attend a weekly weight loss group, and I'm always amazed what went on there when I receive the minutes of the meeting. I miss so much that often I don't realize it until I see the minutes or talk to a friend. The hearing loss keeps me from being a true member of the group, or really any group. Hearing people don't realize what we go through. It can be exhausting at times when you're trying so hard to hear.

I need more event centers with hearing loops so I. Can attend events.

In a perfect world, I would find captions and loops everywhere...at airports, public venues, churches, and community centers. It's easy to stay home with tv captions, but far healthier to be able to go out and know I'll see loops and captions wherever they are needed.

Captioning is the best!

Can use group assistance with my appeal of denied cart/real time transcription, that is now going to us Supreme Court. Perhaps you can write amicus brief/advocate for deaf/hearing support groups to write amicus brief to support cart in public places and real time transcription

I benefit greatly with CART or Closed Captioning. But I would love to be able to use my Bluetooth for any venue. I do go to live theater shows but their assistive listening devices don't help someone like me with a severe hearing loss for me because it only amplifies the sound. I need something to clarify what is being said. A lot of the theater shows, even though I don't understand most of what is said, I enjoy just being there and just take what I CAN understand.. I do enjoy musicals. Again, even though I don't understand most of what is being said, I am still able to listen to the music and enjoy watching the dancing, looking at the costumes, the sets etc. But obviously I would love to know what is being said.

Unfortunately, my hearing loss has progressed to the point where other than face-to-face communication I need captioning. I am passed the point where a number of these assisted technologies for sound amplification apply.

I am 83 and use a smartphone only when out of the house. The only assistive system that works easily for me are captions on the screen whether tv or a movie. Occasionally a theater will have a screen with captions beside the stage but that is rare. I wish that movie theaters in advertising would make it clear which film showings are cc.

My hearing cannot be assisted with a hearing device. I'd not wear a headset since I'm completely deaf in one ear, and wearing things are painful. CC is also as unreliable as my hearing and processing sounds. Sign language is not universal, and I don't know it. CC needs to be improved, as well as the helps for others for inclusion.

Good captioning is the most accessible accommodation for those who have hearing loss, whether they have hearing devices or have unidentified hearing loss. It also is accessible in the presence of background noise (like when watching TV in a noisy place). For small groups and personal interactions I use my Roger devices as needed.

I prefer cart and captioning to use with my bilateral CochlearImplants

I don't recall ever being in a place where the loop system was available

Optional: We welcome comments about your need for and/or use of assistive c...

This survey is an eye-opener for me. I have never heard of most of these technologies. No one (audiologist or doctor) has ever mentioned any of these things except the device on my smart TV that sends sound directly to my hearing aids. I have an app on my cell phone that allows me to control the volume, background noise, and I really rely on this.

The biggest problem with assistive technology is the use of the microphone. When I attend a city council meeting, which has a loop system, I miss a good portion of the dialog because people do not adjust the microphone.

More needs to be done to require that ALL public events, theaters, religious events and schools provide, free of charge, hearing assistive devices.

Some of the questions weren't clear or the options weren't inclusive of all hearing instruments.

My hearing needs are met nearly all the time. So, I don't stress on hearing issues.

I was a Hearing Loss Technology specialist for the state Deaf and Hard of Hearing Services for 5 years. I demonstrated technology to clients and also did Hearing Technology needs assessments for clients in their home and workplace. I got a chance to try out all the newest technology and a wide variety of technology. I have found that Audiologists and Hearing Instrument specialists are NOT doing their clients a favor by omitting information about the importance of hearing aid features and technology like: Tele-coils, hearing loops, neckloops and other technology. They focus on the hearing aid and do not focus on the Assistive Tech that could help people with hearing loss in difficult hearing situations. They should be on the forefront of informing people about technology.

In general, society is insensitive to hearing impaired people. Consider us a bother.

I am very shy about asking for help. After attending the HLAA meetings that were looped and I benefited so much using my autocoil, I began researching other venues that had the capability. I have been disappointed with availability in my area (HoustonTX)

See previous comment.

There are too many types of devices out there and no universal application or training. Just the fact that you offer all these choices in some of the questions you have asked in this survey shows how complicated this has become. Is it any wonder establishments just throw up their hands and hope the hard of hearing people stop bothering them. I think there should be universal open captioning of movies. Those movies come to the theater with captions embedded in them! All they have to do is turn on the feature. I use Bluetooth now much more than I do my telecoils, but I'm not sure I can say to do away with telecoils yet. Before I had Bluetooth, I relied solely on my telecoils for everything.

The Roger personal mics use FM, not Bluetooth. I use several: RogerOn, and 2 Roger table mics, occasionally the Roger select. I still don't know whether the Partner mic is Bluetooth.

It's difficult for people with hearing loss when trying to participate in public places. It's important that we advocate and communicate our needs.

My experiences using induction loops in public places have been extraordinary. Ease of use, discreet, quality of sound - all make it a game-changer. I am a big captioning advocate as well - but for experiences where I just drop in and want to function optimally, looped environments have given me the type of experience that is optimal.

Learning about ALDs was life changing. Been using since 1984. Cochlear implant in 2005 made life even better. Love my neckloops even with BT.

I'm very happy to have hearing aids that offer not only the app on my iPhone but also T-coil. I just wish the city I live in (Brooklyn, NY) offered widespread opportunities to use T-coil.

I was never presented with these options by my audiologist. My hearing aids were paid for with medical assistance and I am wondering if that is why.

In a previous question I was asked to choose one option about what I use most and I chose Telecoil + headphones. I don't understand when I would use this if I have a t-coil in my aids and the venue has an induction loop installed.

Optional: We welcome comments about your need for and/or use of assistive c...

I have 2 cochlear implants and I have worn one for 30 years. I do extremely well most of the time in understanding speech. If a loop is available I will use that, if CART is there, sure I use that but can hear as well. It depends on the situation. I have used a Mini Mike with my implant when going on tours giving that to the tour leader. It all varies as to what is needed. I have many options and happy about that and the technology.

Learning curves are frustrating!

End of Report