



UNIT 1. UNDERSTANDING ACCESSIBILITY

Element 2. Learning Outcome 2

TRANSCRIPT: LIVING WITH HEARING LOSS



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1 Video transcript

To wake up at the right time in the morning

Aida Regel Poulsen

it is necessary for me
to use a vibrating wristband alarm

Wristband vibrating

Then...

When I get up.
The first thing I do is

I put on my hearing aids.
And I switch them on.

ventilation whizzes

Car engine starts

In my job as an educational audiologist
and hearing consultant nationwide

I participate in a lot of different meetings

Which assistive listening systems I choose to use
depends on different things.

For instance
Who else will be in the meeting

Will I be the only one with this need
or will there be others

Keys rustling

The reverberations and acoustics of the room

and where in the room will I be positioned

according to where everybody else is.

Danish chatter:

- And you have got some children ready to start in school?

- Yes, It is a boy with a moderate hearing loss.

indistinct chatter

- One moment. Would be so kind to repeat that?
- Yes. I have the audiogram right here for you to see.
- it is in the high frequency that he is challenged.

*It is actually these sounds, F S and T
that he does not master in his pronunciation*

At any meeting it is important
to also be able to lip read

so I preferably position myself
with my back towards the windows

*Danish chatter:
because he actually cannot hear the sounds,
even with the hearing aids on*

Every now and then it can be more convenient
to use public transport

When I do that, it can be really hard to understand
the messages from the loudspeakers

Indistinct message from the loudspeakers

So I really do rely on the information I can get
from the different screens provided on the station

Indistinct message from the loud speakers

Indeed also the screen on the train

telling me when I will reach my destination
and I need to get off

*Indistinct message from the loudspeakers
Distorted sound with feedback
- I will say good afterno. . .*

yes

It is pretty intense, this. . .

I get. . .

this is annoying.

Every time this committee under the
Danish association of hard of hearing meets

we use this very room,
because we know very well the acoustics here

and also we know the assistive listening system.

Five of the participants here also rely very much on the provided speech to text (STT)

at this three hour long meeting

and it helps us concentrate much better.

After any meeting it is our responsibility to give feedback

if we find something in the accessibility that did not work

as well as we had expected

And in this case in the assistive listening system

we found hissing

there was delay

there was distortion

*Distorted sound in assistive listening system
- both receive and provide information
in relation to the users*

and what is moving in that area

And one participant experienced a loud feedback in the hearing aid

whenever activating the microphone

Distorted sound with feedback

- we are pleased that we have succeeded

in expanding the range of competent people

*so we are very much looking forward
to the cooperation*

This causes confusion throughout the meeting for all participants

both those hard of hearing as well as those with a typical hearing

Throughout Europe I have experienced these failures

for various reasons at different places
several times.

I am very confident now

that it is more and more in use to
give this kind of feedback

and because of this feedback

professional hearing engineers
can service these systems

It is important that life is not just about work all the time.

I am very fond of my big dog.
I have an airedale terrier.

And I so enjoy every day that
I have to take him out for his walks.

and for that I use only my hearing aids.

And it is possible for me to also meet the neighbours
and have a chat.

If I misunderstand something,
then I will need to ask

for repetition or for clarification of course.

Phone ringing in background

FaceTime call

- OH!

- Hi, What are you doing?

- We are looking at grandma!

We want to see grandma

I also have my three grand children

and of course, I cannot see them everyday

but I do appreciate the new technology now,

that it is possible for me to stream sound
from my iPhone to my hearing aids.

and this enables me to FaceTime with them

FaceTime call

- It is over there and there are swings on it.

- Daughter repeats

When in the European Federation Hard of Hearing. (slette of).
(EFHOH)

We use online platforms for our meetings.
for instance, Zoom.

They all provide an automatic speech recognition
for that purpose

But unfortunately that is not very correct

and it does cause some confusion
and many misunderstandings.

Zoom meeting

- And I am an old teacher of the deaf.

So I know we must have at least

several receivers

and we should also

be able to have more than one microphone

because otherwise we cannot include these kids.

We much prefer to have live speech to text interpreter (STTI)

which is also possible

and this is a much better quality always.

When watching live programs on television

it is sometimes possible to have them live texted.
To have live subtitles on them.

But unfortunately they appear with quite a delay

and sometimes also out of sync.

Ahh. Did you notice this?

Coffee is poured

What we like

is to have subtitles that follow

the speech that **appears** in the program

so that our brains do not kind of have to split up

and work on two different tracks.

Loud News program

- *Indistinct chatter from husband*

- *What?*

- *Indistinct chatter from husband*

- *Can we please turn that off?
Then I will be able to hear you.*

This is why the Live Text Access project

The LTA project

is of great importance to us now

so that we can have a higher quality in the speech to text.
The subtitling services.

Greenhouse door opens

As a hard of hearing person myself

I base my life now on use of audiological treatment.

I use gadgets.

I add on assistive listening systems.

And I also use STT from time to time.

There are many options

and many choices to be made

and even though we have all these options,
there are still challenges in our lives.

Outro Sign01:

Hear There & Everywhere
Living with hearing loss

Outro Sign02:

This film was made with special thanks to
Aida's Family and Friends
Colleagues at the Center for Hearing Loss

Volunteers in Danish Association Hard of Hearing
Volunteers in EFHOH
Danish and Dutch STTIs

Outro Sign03:

For making locations available, thanks to
Center for Hearing Loss in Fredericia
The Danish Railway, DSB

Outro Sign04:

A film by
(Regel Media Logo)

Outro Sign05:

(Official LTA project Logo outro w. jingle)

2 Disclaimer, acknowledgement and copyright information

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