

European Federation of Hard of Hearing People

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Editor: Marcel Bobeldijk

October 2007

EFHOH president letter

Dear Friends,

I can look back to a wonderful holiday in Norway in the end of Augustus. I hope that you all have also a good and nice holiday. For the EFHOH board start the work again we try to participate in the different European meeting and we will represent the hard of hearing people across over Europe.

In the end of April was our AGM in Oslo. The Norwegian association of Hard of Hearing (HLF) has made a very interesting program for the EFHOH Annual General Meeting (AGM) 2007. Friday we have a very nice and interesting meeting at the Briskeby School in the south of Oslo. Saturday morning 04 of May the EFHOH AGM was held at Hotel Scandic KNA and in the afternoon there were three presentations. On the EFHOH website www.EFHOH.org you can find the presentations or contacted me. Special thanks the staff of Briskeby, HLF and to Lillian Vicanek for this great and very interesting AGM 2007.

2007 is a special year for the European Disability Forum (EDF) because 2007 is the year of the 10th anniversary of EDF. It is an anniversary witnessing 10 years of fighting for disability rights in Europe and strong united disability movement. This anniversary is also your anniversary celebrating your commitment and your involvement in the disability movement.

In this EFHOH newsletter you can read more about what has happened during the whole of 2007, EDF 10th anniversary, coinciding with the European Year of Equal Opportunities. See also on the special website www.1million4disability.eu. Here you can find all information in all European languages, it is important that you inform your members so that all hard of hearing people across Europe sign for 1 million signatures. *More up to date news in the next EFHOH newsletter.*

Take a step, make a change

One minute of your time can make the difference

For the lives of more than 50 million persons

SIGN at www.1million4disability.eu

In one of my president letters in 2006 I have informed you about the special law about 100% subtitling of television programs in 2011 in the Netherlands. It is very good news that also Denmark follow the Dutch. In Denmark the public broadcasters must subtitle all the programs in 2012. Let us know when there is good news from your country. When you have for us up to date percentages of subtitling of television programs **COUNTRY**. Or when you have information in your about subtitled movies in the cinema or on DVDs in our country.

We as EFHOH board wish you all a very good autumn.

Kind Regards,

*Marcel Bobeldijk
President of EFHOH.*

In this EFHOH newsletter:

- Article about EFHOH AGM in Oslo by Hannie Huigslout;
- 1e Announcement of the AGM 2008 in Dublin;
- What is IHHA;
- IFHOH world congress;
- EDF news;
- EFHOH practical news:
- Living at IJburg for Hard of Hearing People
- Subtitling in Finland

This EFHOH newsletter is without photo's.

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EFHOH
European Federation of Hard of Hearing
People
For article for the next newsletter you can
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EFHOH AGM Oslo:

By Hannie Huigsloot (The Netherlands)

Between 2 and 6 May 2007 the trip took place to Oslo, Norway, to hold the annual general meeting of EFHOH, the European federation for the hard of hearing, and for a visit to the Briskeby school for hard of hearing children. We were welcomed by Lilian Vicanek in a great way and she looked after us all during our stay, and she was an expert guide. She and her Norwegian colleagues made us feel at home!

On May 3rd the board meeting was held; several delegates were arriving in the Scandic hotel. In the evening a great welcome party with a lovely meal was held by the local club of the HLF, the Norwegian federation for the hard of hearing. We were made to feel very welcome in their own house in Oslo, where all activities are held.

On Friday May 4 a trip was organized to visit Briskeby special school for upper level education (in Drammen, near Oslo). The school has lots of modern technology and the children are offered individual information.

More information about BRISKEBY can you read in the IFHOH Journal.

On May 5th the Annual General Meeting of EFHOH was led by EFHOH president Marcel Bobeldijk. This conference was very interesting, and members from several countries indicated their own national policies and developments. This was followed by presentations about:

- World flight for hearing, by Johan Hammarstrom
- Technical news for hard of hearing by Guido Gybels, RNID, about the difference between analogue and digital devices
- Accessibility by Rudolph Brynn, EDF and Norwegian National Archives

EFHOH has published the new version of the EFHOH Accessibility Guidelines for Hard of hearing (see site of EFHOH).

This was followed by the AGM dinner, which offered a good opportunity for all to discuss the important topics of last week. Lilian Vicanek and her Norwegian colleagues have prepared for the conference and for the activities in a great way, and we felt very welcome. We like to thank Lilian again for their great hospitality. On Sunday 6th many most delegates left Oslo.

EFHOH AGM 2008 in Dublin: The 1st Announcement

The Irish Hard of Hearing Association (IHHA) is honoured to host the EFHOH Annual General Meeting (AGM), which will be held in Dublin at the last weekend of March 2008. This offers the IHHA a unique opportunity to meet with our colleagues from Europe and abroad to share experiences, to raise awareness of issues surrounding hearing loss and to focus on the work being done throughout the EU to ensure equality of access to buildings and services for those who are deaf or are hard of hearing.

We are presently finalising the details of the arrangements and will endeavour to ensure that the hard work involved in the formal events around the AGM is balanced by opportunities to network and socialise, to visit our Capital City and to share some Irish Culture!

The initial arrangements are as follows: The IFHOH Board Meeting will be held at The Elm Park Golf Club on Thursday 27th March, with informal reception in the Hotel that evening (Bewleys Hotel, Ballsbridge, Dublin 4, (www.bewleyshotels.com)). This reception will be hosted by the IHHA to welcome delegates to Dublin.

On Friday 28 of March the EFHOH Board Meeting will be held that morning with the Annual General Meeting being held in the afternoon. The venue for the board Meeting and the AGM is The European Foundation, Loughlinstown, Co. Dublin.

There will be a formal dinner that evening at The National Yacht Club in Dun Laoghaire before a day of Presentations on hearing loss and related issues at The European Foundation on Saturday 29th March. We will be joined by up to 70 Irish delegates from the IHHA and The Irish National Association for Deaf People for the dinner and the Presentations. Arrangements will be made for an informal dinner in the Hotel on Saturday evening.

All venues are close to the hotel and coach / minibus transfers will be arranged for delegates originating at the Hotel. A more detailed itinerary is being prepared together with associated costs for the AGM/Conference. This will be available during October.

On behalf of the IHHA and our President, Michael Tighe, I would like to cordially invite the membership of EFHOH to join us in Dublin for what we trust will be an informative, relaxing and enjoyable weekend.

Peter Derbyshire
Vice President IHHA

Irish Hard of Hearing Association:

Mission Statement

The main aim of the IHHA, according to its constitution, is to assist all persons with a hearing loss, Raising awareness of the difficulties experienced by people with a hearing loss is among its objectives.

Activities

Representatives of the IHHA attend conferences on disability, raising awareness of the needs of the hard of hearing and ensuring that their needs will be met. The council makes written submissions to policy makers, informing them of our vision of provision for hard of hearing people.

It makes regular submissions to:

- the Broadcasting Commission of Ireland (BCI)
- the National Disability Authority (NDA)
- RTE – the national public service broadcaster
- The Irish Episcopal Conference
- The Dublin Airport Authority
- Oireachtas Joint Committee on Communication
- Political Parties

It is pursuing the following programme:

- more subtitling on RTE, TG4 and TV3
- induction loops for airports, churches, conference centres and colleges of higher education
- more cinema subtitling
- support for lip reading classes organized by NAD
- budget submissions for improved services for hard of hearing people
- Revision of the Television Without Frontiers Directive. This has led to a very positive result already.

The aims of the organisation are also met through a wide and diverse range of social and cultural activities:

- hill walking

- conducted tours of the National Gallery of Ireland
- musical evenings
- play reading and visits to the theatre
- garden visits and talks
- referrals to group and individual counselling

The newsletter Hearsay is published regularly.

Source: site: www.ihha@nadp.ie

Irish Hard of Hearing Association,



The deadline for the submission of proposals for the Canadian Hard of Hearing Association and the International Federation of Hard of Hearing People 2008 Congress has been moved from September 1st to September 21st, 2007 given the summer break. Information about submissions is available on the Congress website of www.chha-ifhohcongress2008.com and proposals can be sent by e-mail to congress2008@chha.ca.

This Eighth International Congress will be held in North America for the first time in Vancouver, Canada July 2-6, 2008. Held every four years, the Congress draws presenters and participants from countries around the world. The Congress theme is *A Global Community of Communications*, reflecting the growing momentum to recognizing the significance of hearing loss as a major health and socio-economic concern with far-reaching societal impacts in terms of healthcare costs, poverty, loss of economic gains, reduction in quality of life, and lack of civic participation. Fortunately, the effects of a hearing loss can be ameliorated through early detection and intervention programs, educational and self-help support, education and awareness of hearing loss, technological supports, and medical care and other interventions. Congress 2008 will cover these areas through presentations, workshops and poster sessions.

Congress 2008 will be unique in bringing together consumers and professionals to discuss hearing loss issues. A specific youth forum will be tailored for youth and young adults.

The Congress will be held at the first-class Sheraton Wall Centre in downtown Vancouver, British Columbia, Canada. The Province of British Columbia will play host to the Olympic Winter Games in 2010 and offers many exciting places to visit as well as much to do including the renowned Capilano Suspension Bridge, Grouse Mountain, Vancouver Aquarium, Van Dusen Botanical Gardens and Stanley Park, just to cite a few attractions of this Pacific Coast Jewel. Visit www.tourismvancouver.com to view all the wonders that Vancouver will offer you during your time at the International Congress.

For more information e-mail congress2008@chha.ca.

EDF News:

Toolkit for Air passengers:



The European Commission came out with a proposal in February 2005, on the rights of persons with reduced mobility travelling by air. This proposal was applauded by EDF, not only because of the urgent need for legislative measures, but also because this was the first proposal for disability-specific legislation at European Union level ever. The lobbying campaign was rather short but very intensive. The industry had strong interests and organizations of disabled people had to fight very hard in order to obtain a satisfactory result.

EDF published a position paper on the proposed regulation where it supported the three fundamental principles of the proposal:

- Disabled passenger **must not be charged directly** for assistance they require;
- Passengers **must not be refused reservation or refused boarding** because they are disabled;
- The system must provide **uninterrupted (seamless) assistance** for disabled air passengers throughout all stages of the journey, from point of arrival at an airport to point of departure.

EDF recommended in particular:

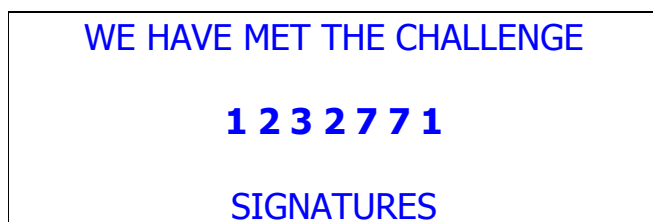
- **Rename the regulation:** refer not only to persons with reduced mobility, but also to disabled people;
- **Harmonise EU rules** in the area of safety requirements – and make these **publicly available**;
- **Reimbursement or rebooking** when a disabled person is denied boarding for security reasons;
- **Accompanying persons** to travel **free of charge**;
- **Basic information** about the airport **in accessible formats** at designated point of arrival;
- **All airports** to set **quality standards**;
- **Disability awareness and disability equality training** of all staff;
- **Full compensation** for lost or damaged mobility equipment;
- **Assistance dogs** to be carried in cabin without time limitation;
- **Involvement of disabled people** in running of the system.

EDF had close contacts with all stakeholders throughout the legislative procedure. The outcome is basically a real success-story. Most principal demands from EDF were accepted by both co-legislators, the European Parliament and the Council of the European Union.

The regulation on the rights of disabled people travelling by air was finally adopted on 5 July 2006. This is the strongest legislative act of the European Union. A regulation does not need any implementation measures at Member State level, but is directly applicable as such, in all its elements.

This was a small summary out the Toolkit, when you like to receive the total Toolkit about the regulation (EC) No. 1107/2006 on the rights of disabled persons and persons with reduced mobility when travelling by air. Contacted Marcel Bobeldijk by email: efhoh@hrf.se and he send this Toolkit to you.

Sign Campaign:



MORE ABOUT THE EDF campaign in the next EFHOH newsletter.

European Anti-Discrimination Law articles available on the MP3's website

The fifth edition of the bi-annual European Anti-Discrimination Law Review is now available on the Migration Policy Group website.

You will find articles on discrimination by association, legal standing, ECRI's view on challenges for the non-discrimination Directives & UN Convention on Disability, national legal developments, European policy updates, etc...

Prepared by the European Network of Legal Experts in the non-discrimination field and managed by Human European Consultancy and MPG at the request of the European Commission.

The Law Review is available in English, French and German and can be downloaded at the following link: <http://www.migpolgroup.com/documents/3795.html>

Hard copies available from review@non-discrimination.net

Accessibility:

The subgroup of the Communications Committee on users with disabilities INCOM (Inclusive Communications) was set up in 2003 with the purpose to monitor the implementation of EC legal provisions on users with disabilities in the context of the Regulatory Framework on Electronic Communications.

This group deals with accessibility of networks (services) only. Accessibility of terminals (electronic communications appliances) is discussed in parallel in the working group on disabilities (eWGD) of the Member States' regulatory committee TCAM (Telecommunications Conformance Assessment and Market Surveillance). Members of EDF member organizations (EUD, EFHOH, and RNID) were also present.

These two groups held a joint meeting on 5-6 February, where the main issues discussed was:

1. Access to emergency service 112 – work of the Expert Group on Emergency Access (EGEA)
2. Studies on measuring progress on e-Accessibility and on legal gaps in e-Accessibility
3. Possible regulation of terminals and of networks under the existing legislation *versus* voluntary roadmap agreed by the telecommunications industry to achieve accessible real-text telephony.

EDF strongly advocated the users' needs-based approach to whatever steps towards accessible real-text telephony are made. Having observed the industry's continuing failure to come up with a roadmap for voluntary commitments, EDF supported stronger measures to ensure that concrete goal-oriented actions are taken.

The European Commission will present a proposal for regulation on telecommunications terminals at the next meeting of TCAM on 12-13 March 2007.

On emergency services, INCOM has been invited to contribute to the work of EGEA at its next meeting on 28 February

Follow up/Action by EDF members

EDF members are requested to actively contribute their expertise to consultations launched by EDF – if we want that all actions towards e-Accessibility are not dictated by the industry's willingness to take them but users' needs-based, these needs must be made known.

There is a large pack of documents from the meeting, which can be requested from Marcel Bobeldijk.

EFHOH Board Task Allocation:

Marcel Bobeldijk: Contact person EDF and IFHOHYP, board member of IFHOH, member of INCOM/TCAM, Subtitling, Telecom and Public transport and editor for the EFHOH newsletter.

Siegfried Karg: Contact person German speaking members and contact person industry/sponsors and the technical subjects

Jan Lamby: Secretary's work contact person all our members, important is make a new up to date member list with the contact persons and Agenda 22 and editor for the EFHOH website.

Ritva-Liisa Schädling: Treasurers work and look to new sponsors/funds

Ulla Konkari Koski: Editor of the Newsletter; and website; has left the board by September 2007.

EFHOH Program in 2007 & 2008

2007

4 th Oct	10 Years EDF Brussels, Marcel
5 th Oct	EDF AGA 2007 Brussels Marcel.
26 th -28 th Oct	EFHOH, IFHOH and IFHOHYP joint board meeting place Stockholm Sweden, All board members
16 th -18 th Nov	EDF Conference Women and Disability, Katja Perttilä
November	Media for All conference in Portugal, Guus Coenen board member of FEPEDA represent EFHOH
1 st -2 nd Dec	EDF Universal Access Committee meeting Brussels, Marcel

5 and 6th Dec European day of Disabled People Brussels, Jan

2008

27th March EFHOH AGM in Ireland/Dublin, All the board members
Jul 2008 IFHOH world congress Vancouver and IFHOH AGM, All the board members
Oct 2008 EDF AGA, Marcel
Nov 2008 EFHOH, IFHOH and IFHOHYP Joint board meeting in the NL together with 100 years NVVS, All the board members

LIVING AT IJBURG:

By Hannie Huigsloot

Recently we went to Amsterdam, to see a special new complex for hearing impaired people, for the age of 50+ at IJburg. We were received most cordially by Mrs Riet Issard is a teacher of communication and she is deaf. They gave us a practical survey of the complex, the society of the new islands and the city of Amsterdam. Also we were shown the social activity centres, the roof terrace and the inviting building. The stair entrances were built very transparent, so that people can see if anyone joins them, or they don't get a shock when the door is flung open.

IJ-burg is a new suburb of Amsterdam, situated on the east side of town, in the IJ-lake, with straight blocks of streets. It consists in a group of artificial islands. Amsterdam was always surrounded by natural areas, so a lot of planning and adapting had been going on prior to the official approval in 1997. In 1996 there were plenty of opponents. Amsterdam council approved of the plan after discussing all options.

The first plan had been developed by architects in 1965. They intended to create a town in the IJ-lake, which was to offer housing, work and facilities to 350,000 citizens, mainly from Amsterdam. In national politics a different choice was made, so that Amsterdam citizens had to move to the newly-built town of Almere and developing villages.

In the eighties politics diverted, so that the concept is a compact city became the new ideal. The focal point was building grounds near town. Because Amsterdam has been compressed by Amsterdam Airport and natural areas, only the new-East suburb was left to develop. In 1992 this area became an official Vinex-location. There are several churches, many shops and offices, and there is a citizen information bureau on one of the islands.

There are several connections between the inner city of Amsterdam and the islands, for cars and trams and buses. The longest cycling bridge of Europe was built here. The original plan was to complete the IJ-burg plan in 2012, but there was a considerable delay. In 2002 the first group of citizens got their keys. In 2006 the first college was opened. There is an active association of citizens, called the IJ-bridge. They want to promote good facilities, and they consider a good social atmosphere very important.

In November 2006 the IJ-burg community opened its complex for hearing impaired people, aged 50+. It has 28 flats of 2, 3 or 4 rooms. People live independent, but there are common activity rooms and a roof terrace. The regional deaf association of Amsterdam had been looking to find a location where hearing impaired people could grow old together. They wish to live here, because they wish to prevent being isolated. In everyday life there are so many situations of miscommunication, which can lead to funny or awkward situations.

Some people were born deaf, became deaf at an older age or suddenly by disease, and some are hard of hearing and might be able to distinct sounds by technical means such as SMS or @mail. Different tactics also allow for the degree in which people can talk together. Sign language is the favourite way of communication. Some signs are natural ones, e.g. drinking coffee, some signs are abstract. Hard of hearing and deaf people are very expressive in their faces. This is also very attractive to other people. Lip-reading is very important, in order to follow conversation with others. Also proper articulation is extremely important.

In IJ-burg apartments the people have good ways of communicating. Already in of some of the shops is talk by articulating and sign language. Also there is good contact with schools about an exchange and neighbours have asked for advice on their own hearing. Every flat has a flash alarm, a videophone, the lifts have mirrors and next to each entrance there is a window, so that people can see their visitors.

It is very interesting to visit the inviting flats, and the islands give a great impression what change in surroundings can bring about.

TV-SUBTITLE LOBBY WORK IN FINLAND

By Sami Virtanen

The Finnish Federation of the Hard of Hearing (FFHOH) established a tv-subtitling lobby working group in 2006 autumn. FFHOH is coordinating tv-subtitling working groups. The group consists of following organisations:

- The Finnish Association of Deaf
- The Finnish Deafblind Association
- The Federation of Parents of Hearing Impairment
- The Senior People Federation,
- The Finnish Design for All –network (consist of 38 organisations which are get involved with accessibility issues, coordinated by the the Finnish Research And Development Centre for Welfare and Health),
- The Finnish Association on Intellectual and Developmental Disabilities,
- [The Finnish Diverse Learners' Association and](#)
- The Finnish Disability Council.

Our approach and solution on this question is Design for All. In other words, every citizen has to have right to use subtitle services and nobody won't be separated consciously out of information society and TV.

The aim of group is increase the number of subtitle on Finnish speaking programs. In a long period goal is accomplished a 100 % subtitle on all Finnish tv-broadcasting companies. Mid-term goals will be defined next following meeting on October. Our goal will be implemented only in step by step goals. We have to consider that realism is necessary on this issue, too. 100 percent goal is an achievable issue in a short time. Target primary groups on lobby work are for example the Finnish TV-broadcasters, members of the Finnish Parliament, Ministries of Traffic and Communication and Ministry of Education and public audience.

The Finnish Broadcasting Company (YLE and its` 4 networks) produces 20 % of all Finnish speaking programs and in additionally the commercial tv- broadcasters (MTV3 and NELONEN and their 6 networks) do not subtitle at all Finnish spoken programs. Lobby group regards that this situation is out of question (both public and commercial tv-broadcasters) when limited programs are subtitled and

some active actions need to be done and will be done. TV-broadcasters should increase number of tv-subtitles!

We have contacted tv-broadcasters, members of Parliament, officers of the Finnish Ministry of Traffic and Communication and so on. Last spring the Parliament Election in Finland was held and new Government started its` work. We tried to influence to put our tv-subtitle points to Government program for 2007 – 2011 but unfortunately we didn` t succeed.

Afterwards we have decided to make lobby work in different levels, especially emphasize on political level and encourage members of Parliament to lobby for creating a new law which put under an obligation the Finnish TV-broadcasters providing tv-subtitle on Finnish spoken programs. A part of members of Parliament are well-aware of this current situation and needs. On the other side there are still members of Parliament which aren` t well-aware or aren` t reacting enough.

The Finnish Ministry of Traffic and Communication has the Follow-up group on accessible communication with for example FFHOH, the Finnish Deaf Association, The Finnish Association on Intellectual and Developmental Disabilities. The follow-up group is recording the current situation and keeps up contacts with TV-broadcasters. At the same time a follow-up group is currently up-dating program of Information Society for All, where accessibility approach on communication technology, including needs of increasing number of tv-subtitling, will be addressed.

Disability intergroup of the Finnish Parliament has also put tv-subtitle issue on its` action program 2007 – 2011 and subtitling is listed on TOP 10 list. On TOP 10 list of disability intergroup the significance of tv-subtitle and legal progress is mentioned. This progress concerns both Government and the Parliament. We have succeeded to have good relations with president and vice –president of disability intergroup.

There are preliminary plans to reinforce this lobby work and profile lobby work more sharply and campaign nature, not only make political influence work towards policy-makers. Influence work will be done multiply channels and in different levels. Sharpy and campaign nature messages ease up public audience realising grounds for subtitling. Actually we have already written to national newspapers and this helps public audience understanding significance of tv-subtitling.

Main question in this case is: willingness of policy-makers and tv-broadcasters and ensuring that resources need to be reserved for subtitling. It is all about attitudes and values, too. How to react on serious needs of HOH and other groups who may benefit from subtitling services?

Marbob32@tiscali.nl

The newsletter is witching several short stories; the article should not exceed one page.

Deadline for the next newsletter is at 1 of December 2007, if you need more time, contact Marcel.

Let`s make a good newsletter together!

Article`s needed for the next EFHOH newsletter

You can send articles to the editor Marcel Bobeldijk: