

1 >> Pete O'Shea: Hey, what's going on,
2 everybody? How you guys doing? No, no,
3 right over there. The guy next to -- why
4 are you not smiling over here? You're
5 going like, "I see dead people."

6 It is the Pete O'Shea show, on your
7 inspiration station, AM 1110, WTIS.

8 I always know when I've gone too far.
9 Tess has one eyebrow up.

10 >> Tess Crowder: Funny you say "I see
11 deaf people," because I wrote an article
12 for this magazine called "I hear Deaf
13 people."

14 >> Pete O'Shea: We want to hear from you.
15 Call us at (phone number) or text
16 813-487-9386. The word is "habitat." Get
17 it right, you get a certificate for ^
18 Nail Spa and two tickets for the Unite
19 Your Business Now conference for the 5th
20 this week, \$149 apiece. You get those for
21 free, you tell me what "habitat" means.

22 Tell us who will be the next
23 president. None of the candidates excite

24 us. Who could be a write-in? Or on the
25 sidelines, who could jump in and do the

2

1 right thing?

2 Our first guest is here. A friend is
3 reaching out to me, a friend of yours, who
4 says you just should have Tess on your
5 show. Okay. You are here now. So how
6 are you?

7 >> Tess Crowder: I'm doing fantastic.
8 How are you?

9 >> Pete O'Shea: You brought me cupcakes,
10 so how could I be doing better? So tell
11 us a little bit about yourself.

12 >> Tess Crowder: Oh, jeez, that's a
13 loaded question. How about if we start
14 with Communication Access, Inc., the
15 nonprofit organization?

16 >> Pete O'Shea: There you go.

17 >> Tess Crowder: So I started this

18 organization about 7, 8 years ago, thank
19 you, and I've always wanted to help people
20 with hearing loss.

21 >> Pete O'Shea: I'm sorry, what did you
22 say? (:-)

23 >> Tess Crowder: I get that all the
24 time.

25 >> Pete O'Shea: It was just dangling

3

1 there, just low-hanging fruit. I had to.

2 >> Tess Crowder: I will back up a little
3 bit. I was a court reporter for many
4 years.

5 >> Pete O'Shea: Oh really?

6 >> Tess Crowder: Then I started learning
7 Sign Language because I saw this
8 interpreter at church and it was so
9 beautiful, and I was so fascinated so I
10 started learning Sign Language. And in
11 the back of my mind I knew that are there

12 were people that did court reporting -- a
13 specialization of court reporting which is
14 called real-time captioning. But then I
15 started thinking, wow, what pressure that
16 would be, because every word you type,
17 everybody is going to be looking; and if
18 you make a mistake, people can see. A lot
19 of pressure.

20 >> Pete O'Shea: Yeah. I have no idea
21 what that's about, doing two or three
22 hours of radio a day. But go ahead.

23 >> Tess Crowder: Yeah. You don't have
24 to type 300 words a minute for hours.

25 >> Pete O'Shea: I don't type. I peck.

4

1 I peck.

2 >> Tess Crowder: It is a lot easier to
3 talk than type, I'm just saying.

4 >> Pete O'Shea: All right, for some of
5 us.

6 >> Tess Crowder: That's true. That's
7 true.

8 Okay. So then I started watching -- I
9 had to update my software and hardware,
10 and then as I was typing I was like, you
11 know what? I don't do too bad of a job,
12 maybe I could do this. It took me a whole
13 year to convert and change and update the
14 way I type so I could do real-time
15 captioning for the Deaf and hard of
16 hearing.

17 So that's when I started this, and
18 then I just saw the great need for it with
19 the support groups. So as you can
20 imagine, hearing loss support groups, so a
21 lot of these people gather together for a
22 meeting, and they're trying to hear what
23 people are saying, but they can't hear
24 them, so it's difficult to go to a
25 meeting. So then I started demonstrating

1 real-time captioning. But then all these
2 groups, they don't have the funds to pay
3 for real-time captioning. So I started
4 doing a lot of volunteer work and then
5 recruited some other people to help me
6 out, and then I decided that there was a
7 great need for funding for this. So
8 that's one of the reasons why I started
9 the nonprofit organization so that we
10 could do some fundraising so that we can
11 provide more services for the Deaf and
12 hard of hearing.

13 >> Pete O'Shea: You know, a lot of
14 people -- according to the source you sent
15 me, 50 million Americans experience some
16 kind of hearing losses.

17 >> Tess Crowder: Right.

18 >> Pete O'Shea: That's a lot of people.

19 >> Tess Crowder: Yes, it is, right.

20 >> Pete O'Shea: And we all wait too
21 long, don't we?

22 >> Tess Crowder: That's true.

23 >> Pete O'Shea: Because we are all
24 stubborn. "I'm not having any hearing

25 loss," and it's like "What? What did you

6

1 say?" And we're scared to go check it
2 out.

3 >> Tess Crowder: What I find, I think
4 it's more frustrating for the hearing
5 people trying to communicate with you. A
6 lot of times I find that the person who
7 has a hearing loss, it doesn't bother them
8 as much. Not all. I mean, that's --
9 maybe that's just my mother; I'm not sure.

10 >> Pete O'Shea: It's definitely me, I
11 will be honest with you. The hearing
12 loss, I'm okay with it, because I can't
13 hear somebody yelling at me, so it kind of
14 helps. A guy yells at me, I'm like, what?
15 Unless they really get up. But then
16 again, there's the whisperer, so what's
17 the difference?

18 So you try to raise money at all the

19 events so that everybody gets to hear.
20 >> Tess Crowder: So everybody can have
21 equal access. We also do mental health
22 and rehabilitation counseling, education,
23 and advocacy.
24 >> Pete O'Shea: Really?
25 >> Tess Crowder: So in the mental health

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1 and rehabilitation counseling, if the
2 other person has hearing loss and they
3 don't know Sign Language or they're not
4 fluent in Sign Language, then I provide
5 real-time captioning so that they can read
6 what is being said by the counselor.
7 >> Pete O'Shea: So how did this become a
8 passion of yours? Did someone in your
9 life have hearing loss?
10 >> Tess Crowder: Actually, no. Well,
11 now they do, but at the time, no. I
12 just -- it all started when I saw that

13 Sign Language interpreter at church.
14 >> Pete O'Shea: Okay.
15 >> Tess Crowder: Then I just became
16 fascinated with that, started learning
17 Sign Language, then I updated my computer
18 equipment, then that's how I started
19 getting into the field of deaf and
20 hard-of-hearing.
21 >> Pete O'Shea: Wow. Dr. Miranda has an
22 idea right now that he would like to share
23 with us, he has typed onto the thing. He
24 believes my hearing loss is attributed to
25 the fact that he thinks I have a forest

8

1 inside of my ears. He called me an old
2 man, to boot.
3 >> Tess Crowder: How sweet.
4 >> Pete O'Shea: Isn't he a sweetheart.
5 So this has become a passion for you.
6 Because when you see it work, when you go

7 to an event and you are able to --
8 everybody gets to hear it all the way,
9 they get to enjoy what they came to see
10 and hear, that has to feel so great for
11 you, so rewarding and fulfilling.

12 >> Tess Crowder: It really is. When I
13 used to work with lawyers, do their
14 depositions, they share their stress, it's
15 an atmosphere that is antagonistic at
16 times, they are professional arguers and
17 that's what you would listen to all day
18 and after an all-day deposition they say
19 we need this tomorrow morning which means
20 you have to stay up all night and get the
21 transcript in the morning, and you show up
22 in the morning, with no sleep, and they
23 said, nobody called you? We settled it
24 last night.

25 >> Pete O'Shea: Oh, gosh.

1 >> Tess Crowder: Not all the time, but
2 it has happened a few times.

3 >> Pete O'Shea: Ooh.

4 >> Tess Crowder: Sometimes it is very
5 argumentative. And when I started doing
6 the work for the deaf and hard of hearing,
7 when you are finished with a job, they
8 come and give you a hug and say, thank you
9 so much and we really appreciate this
10 work!

11 So, oh, I wanted to mention something.

12 >> Pete O'Shea: Go ahead.

13 >> Tess Crowder: I'm talking a little
14 bit too fast, and I really apologize for
15 the real-time captioner that's captioning
16 this radio show right now.

17 >> Pete O'Shea: Is there somebody right
18 now?

19 >> Tess Crowder: So what I did was, I
20 don't know why I didn't think of this
21 earlier so I could have broadcast it
22 earlier, but there is something called
23 remote captioning, so what this captioner
24 is doing is listening to the radio show
25 and typing down everything that we say,

1 and we have a link to that -- to that Web
2 site, and then, once you click on that
3 link, you can see her typing everything
4 that we are saying in real time.

5 >> Pete O'Shea: Holy cow, that's cool.
6 Hi, sorry about that.

7 >> Tess Crowder: No pressure.

8 >> Pete O'Shea: Remember the original
9 Saturday night live? Chevy Chase used to
10 do the news and Garrett Morris would just
11 scream. Like if you just really scream
12 really loud --

13 >> Tess Crowder: Yes, I do remember
14 that.

15 >> Pete O'Shea: Hear now the news
16 (shouting).

17 >> Tess Crowder: Then I saw one with
18 captioning on the bottom and the captioner
19 just put blah blah, blah, blah blah blah.

20 >> Pete O'Shea: (:-) Before we got to
21 break here, if people want to support
22 this, how can they do that, learn more
23 about what you're doing?
24 >> Tess Crowder: Well, we have a Web
25 site, communicationaccess.org.

11

1 >> Pete O'Shea: This is important for
2 all of us. This is what I got from staff.
3 In 2013, a study revealed that 43% of
4 people with adult onset of hearing loss
5 had to take early retirement because they
6 could no longer function in the workplace.
7 So this affects us all. This means
8 productivity goes down, they are out of
9 work when they don't need to be because
10 they are not addressing hearing loss.
11 >> Tess Crowder: When it gets that
12 severe it is not only retirement, I think
13 what is more difficult is the isolation

14 and just trying -- I mean, communication
15 is the key to every relationship. So once
16 that breaks down, you really have a
17 difficult time in your whole life.
18 Especially your family. Very difficult
19 for the family, not only for the person
20 with hearing loss, but for the rest of the
21 family also.
22 >> Pete O'Shea: No doubt about it. So
23 this is important stuff, guys. In fact,
24 we are going to take a break, talk more
25 about this with Tess Crowder.

12

1 So guys, don't you go anywhere,
2 please, and thank you, we will be right
3 back. I love you and I love Jesus.
4 (Commercial break.)
5
6 >> Pete O'Shea: Hey, guys, welcome back.
7 Thanks for being onboard here, the

8 inspiration station, WTIS. We are talking
9 right now with Tess cruder who has a
10 nonprofit organization out to help people
11 with hearing loss. Is that right?
12 >> Tess Crowder: That's right.
13 >> Pete O'Shea: So there are several
14 types of hearing loss, aren't there?
15 >> Tess Crowder: Right. I will speak
16 about, let me see, hard of hearing first
17 because that's the most common. So like
18 you were saying, a lot of people are in
19 denial and they wait forever to get
20 hearing aids and it's a difficult
21 transition because a lot of times that's a
22 gradual loss and then, there are people
23 that are born Deaf and the Deaf Culture,
24 when you hear somebody talk about Deaf
25 Culture, that is usually somebody that is

13

1 born deaf and that learns Sign Language

2 and that's their first language.

3 >> Pete O'Shea: Okay.

4 >> Tess Crowder: And so, their Deaf
5 culture is very proud about being deaf and
6 using their own language because they are
7 just like us in every other way, they just
8 have a different language.

9 >> Pete O'Shea: Yeah, yeah.

10 >> Tess Crowder: It's a beautiful
11 language and I love it. I do a lot of
12 signing. I also teach Sign Language, some
13 of the programs we do for the nonprofit.
14 Anyway, sorry, getting off-track there.

15 >> Pete O'Shea: That's okay.

16 >> Tess Crowder: And then there's
17 late-deafened. Late-deafened, it's
18 another category. One of the things that
19 are difficult to experienced. You are
20 hearing your whole life and then sudden,
21 when you can't hear anymore.

22 >> Pete O'Shea: That's three kinds. You
23 said there is more than one type of Sign
24 Language?

25 >> Tess Crowder: Right. In fact, our

1 Sign Language was brought over from
2 France. So if I sign over in France, I
3 can understand them, they can understand
4 me. British Sign Language is something
5 completely different. It's not even
6 close.

7 >> Pete O'Shea: Like driving on the
8 other side of the road?

9 >> Tess Crowder: Yeah.

10 >> Pete O'Shea: Which is kind of crazy.

11 >> Tess Crowder: And then there is
12 American Sign Language. That's a basic,
13 pure Sign Language. And then, after it
14 came over to America, then people started
15 to make -- well, hold on. American Sign
16 Language has a different grammatical
17 syntax compared to our English grammar.
18 So it's really like French grammar. And
19 then, so it's difficult for people that
20 are late-deafened to learn that, because

21 it's a different grammatical order.
22 >> Pete O'Shea: From what they're used
23 to. Okay.
24 >> Tess Crowder: Then there's English
25 Sign Language, and that's more the English

15

1 grammar using ASL signs.
2 >> Pete O'Shea: Okay.
3 >> Tess Crowder: Then there's another
4 form called the Rochester Method, where
5 all they do is fingerspell everything.
6 >> Pete O'Shea: Oh, that could take
7 forever though!
8 >> Tess Crowder: You should see how fast
9 some people can fingerspell though. Yeah,
10 it does take a lot longer.
11 >> Pete O'Shea: You are a fast
12 fingerspeller?
13 >> Tess Crowder: Pretty fast, but if
14 someone is fingerspelling to me, it is so

15 difficult to read.

16 >> Pete O'Shea: I failed fingerspelling
17 both times, and whew.

18 Wow, that is interesting. I thought
19 there was only one kind of Sign Language.
20 There is more than one kind.

21 >> Tess Crowder: Yes, and you have to be
22 very careful because some of the signs we
23 sign here can be very offensive in other
24 countries.

25 >> Pete O'Shea: Right. Oh, my God.

16

1 >> Tess Crowder: Like the sign for
2 "see," your two fingers coming from your
3 eye and bring it forward, if we sign that
4 over in England, it is just like flipping
5 your finger. So you have to be really
6 careful.

7 >> Pete O'Shea: Oh, my goodness. That
8 is what I was doing, Your Honor, signing

9 "see," not doing what you thought I was
10 doing. That is really interesting.

11 In order to make this go, you have to
12 raise money. Do you have events coming
13 up?

14 >> Tess Crowder: Actually our first
15 event is at Hamburger Mary's. Have you
16 heard of it?

17 >> Pete O'Shea: No, but I want to go
18 there now.

19 >> Tess Crowder: It is a bingo party.
20 We are putting this on for Brenda Prudhom,
21 who is an interpreter who has been going
22 through treatments for breast cancer, so
23 she needs funds to help her with all of
24 the medical issues. So we are doing it
25 for her, with the rest of the interpreting

17

1 community.

2 We are putting this on on February 24,

3 a Wednesday night, in Ybor City. And \$10
4 for a bingo packet, and you get 3 cards
5 per game, and it's lots of fun. So there
6 are different prizes; we have raffles and
7 really good food.

8 >> Pete O'Shea: When and where is that
9 again?

10 >> Tess Crowder: That is February 24th.
11 Bingo starts at 7:30. It's at 1600 East
12 7th Avenue in Tampa, Hamburger Mary's.

13 >> Pete O'Shea: Ivan, get them on the
14 phone, would you? Send over a hamburger.

15 >> Tess Crowder: Yeah. And we will have
16 real-time captioning there, and
17 interpreting, so that should be fun.

18 >> Pete O'Shea: And do you have another
19 event?

20 >> Tess Crowder: We are going to be
21 doing a golf event in May, called Divots
22 For the DEAF, and as soon as we get that
23 date pinned down we will let you know.

24 And then we have the 9th Annual Caring
25 for Our Community Celebration and awards

1 ceremony. During the awards ceremony we
2 present awards to -- well, first we ask
3 the public. We just put it out there and
4 say, for anyone to nominate somebody in
5 ten different categories. So there's the
6 audiologist of the year, volunteer of the
7 year, interpreter of the year, volunteer
8 of the year. We have a lot of different
9 categories for that.

10 >> Did you ever win "interpreter of the
11 year"?

12 >> Tess Crowder: No, I did not. And I
13 did not win real-time captioner of the
14 year because I am disqualified.

15 >> Pete O'Shea: Can I do it, write in a
16 vote? You should get it.

17 >> Tess Crowder: That would be great.

18 We also have a comedy competition
19 during this event, featuring a doctor, a
20 lawyer, a priest or pastor, and a rabbi.

21 >> Pete O'Shea: That sounds like a joke

22 right there.
23 >> Tess Crowder: Right. So I would like
24 you to be maybe our emcee this year. It's
25 a day before my birthday. What an awesome

19

1 birthday present that would be.
2 >> Pete O'Shea: Is that what you would
3 like your birthday present to be?
4 >> Tess Crowder: I would love it.
5 >> Pete O'Shea: I will wrap myself up in
6 a big bow and do that for you.
7 >> Tess Crowder: That's great!
8 I would like to let everyone know that
9 Pastor Paul Burtzlaff -- for the real-time
10 captioner, it's B-u-r-t-z-l-a-f-f --
11 that's the pastor at my church, Our
12 Saviour Lutheran; and they are wonderful.
13 They really cater to the deaf or hard of
14 hearing. They have an interpreter there.
15 So I interpret at our Clearwater campus on

16 East Bay. That is Our Savior Lutheran
17 Church on East Bay.

18 He came to our comedy competition and
19 he just rocked. I think he won last year,
20 this past year.

21 >> Pete O'Shea: Isn't he the guy that
22 made up all the signs for the Lightning
23 game?

24 >> Tess Crowder: That was his assistant,
25 Tyler Moore.

20

1 >> Pete O'Shea: We had those cool funny
2 signs up there on a show. That's a fun
3 place.

4 >> Tess Crowder: Yeah, and they really
5 help the community. Really hands-on.

6 >> Pete O'Shea: Here's the bottom line
7 on this, boys and girls. Hearing loss is
8 as big as it is, it affects a lot of
9 people. 65 percent of the veterans return

10 from Afghanistan with hearing loss. One
11 in five teens. 25% of Americans have
12 ringing in their ear, and 51 million are
13 Americans experiencing hearing loss. This
14 is affecting a lot of people.

15 >> Tess Crowder: We have one other event
16 I want to mention. On November 12, a
17 Saturday, we have an annual Communication
18 Access and Technology Expo. What we do is
19 invite vendors, for-profit and nonprofit,
20 to set up exhibit tables, and we set up
21 workshops throughout the day, and it's
22 free and open to the public. We just want
23 to educate the public. We collaborate
24 with USF and St. Pete college. They send
25 interpreters over, and it's a fun event.

21

1 >> Pete O'Shea: You have a lot of fun
2 events set up.

3 >> Tess Crowder: Lots of fun.

4 >> Pete O'Shea: That's good because when
5 people are having fun, you raise more
6 money and awareness that way, you really
7 do, because people say this is fun, I am
8 having a good time here. And then it's
9 always good you give a little sugar first
10 to go with the medicine. Afterwards you
11 tell them, we really need your help. And
12 we do.

13 We all need to pitch in on this. No
14 doubt about it. Give them the Web sites
15 and information one more time oh they
16 learn more about what you do.

17 >> So it's communicationaccess.org. And
18 we provide captioning for the Hearing Loss
19 Association, and tonight I am captioning
20 one at USF and the Clearwater campus,
21 which is in safety harbor library, first
22 Wednesday of the month. Association of
23 Late-Deafened Adults which is at the Our
24 Saviour Lutheran East Bay campus second
25 Tuesday of the month at 7:00 at night and

1 all of this information is on the Web
2 site.

3 >> Pete O'Shea: And you are the one that
4 goes and does all of these?

5 >> Tess Crowder: Yes. Mike Cano, a
6 fellow captioner, he usually does the
7 Tampa one, but I substitute whenever he's
8 out of town, so that would be tonight.

9 >> Pete O'Shea: So you are a real
10 trooper for this.

11 >> Tess Crowder: I love it and the
12 people are wonderful. I love all of these
13 people that I work with. And it's just
14 wonderful.

15 >> Pete O'Shea: Again, that moment where
16 their face lights up, because again they
17 can now understand what's happening, they
18 are not being left out of the discussion
19 or what's happening, that's got to -- you
20 have to just look and say thank you, God,
21 for letting me be part of that. This has
22 to feel good.

23 >> Tess Crowder: That and interpreting,
24 love interpreting, especially at this
25 contemporary service. The music is

23

1 awesome.

2 >> Pete O'Shea: You do it for all the
3 songs? Do you do a little dance?

4 >> Tess Crowder: Yeah; I get into it.

5 >> Pete O'Shea: That's great. I am
6 proud of this stuff, cool what you are
7 doing, and that helps a lot of people, and
8 that's what I am trying to showcase. I am
9 trying to say to the world, look, there's
10 a lot of hope still. So you can't hear
11 anymore, there is still hope, a way to
12 keep everybody happy and going.

13 We talked during the break about
14 happiness, joy. It's important and we
15 lose track of it sometimes. You say let's
16 just settle, live with it the way it is.

17 No, we don't have to do that. We can come
18 up with solutions. And happiness and joy
19 can be found for each and every person.
20 Is that right?
21 >> Tess Crowder: That's right.
22 >> Pete O'Shea: Congratulations, and
23 keep going. We are proud of you here at
24 WTIS.
25 >> Tess Crowder: Thank you. I am

24

1 excited about our date on September 10th.
2 >> Pete O'Shea: Sounds good.
3 All right. We will take our break at
4 top of the hour at 4 o'clock. When we
5 come back, it will be time for the things
6 you need to know today. Thank you so
7 much, Al Gore. I have found some things
8 that will make you feel good, inspired,
9 things that will make you go, hmm, is that
10 happening here? I didn't know that.

11 We will talk to columnist Joe
12 Henderson, author Scott Liz. Eckerd's,.^
13 And come back. I love you and I love
14 Jesus.
15 >> Tess Crowder: Love you too.
16 (Ended at 4 p.m.)
17
18 >> [Realtime Translation by HRI CART.]
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