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My Friends,

So where to start ....I know I’m not the only one feeling a bit wobbly but lots of good reading here at the least. Plus something special to look forward to with the first ever virtual IAL/VI meeting.

It won’t be same as getting together with all our friends in person but it is a wonderful opportunity to re-connect even if for some of us it requires some new learning. Actually, we can help you with that!

Ron Mattoon has two articles this month that address this new connectivity. He has started doing teleconferencing for his local support groups and shares that process and gives us a nice basic tutorial for getting started on Zoom meetings.

Tom Whitworth also has been using technology to stay connected and shares his experiences. If he can hold a meeting of 300+ members of his church so they can vote on an important issue we should be able to hold a virtual support group meeting. TBH, I find it all a bit intimidating so I was encouraged to try by both Ron’s tutorial and Tom’s testimonial. Check out VoicePoints for details on the June IAL/VI and stay tuned for more information.

If you need a new perspective, read Don Renfro’s column this month. He explores how Helen Keller inspired him to keep focused. Or maybe some escapism...go to Morocco with WC Baker. Plus the latest installment of Doc Holmberg’s fantastic memoir is always entertaining and inspiring.

It’s not an easy time for any of us but hopefully you find some inspiration and consolation here. Until we meet again, stay well, stay safe and stay strong! And please let us know what you think. We’d love to hear your comments.

Donna McGary
If They Could See Me (Us) Now

At 62, I'm not even all that old and even I can remember as a kid and even young adult the reaction from most when hearing someone predicting technology of the future. If one described anything like a “personal” computer, phones without wires, or phones with a still shot of the caller, they would be laughed at and considered a fool. Had I described smart phones, techno-watches, iPads, laptops, the capability of today's computers, etc., the reaction would have been “shut up Tibo- NO WAY!”. Had I tried to tell them about video conferencing, I would likely still be in the facility they took me to. The idea of working from home with technology of the future would surely have been viewed as ludicrous.

In 1973, I considered myself lucky to have much of what was afforded me. (Not really; I worked for most of it myself.) At 16, I had my own car, a 1965 Ford Mustang, which I had paid for with my own money. It had really low mileage, a great-running Slant 6 under the hood, and an AM radio that not only worked, it picked up stations from further away than other car radios I had been around.

I knew I had hit the big time when I was able to purchase and have installed an 8-Track tape player in that car. I could play it as loud as I wanted, singing along while driving and it wouldn't bother anybody. It was none of their business, anyway. I'm sure I took that technology for granted but marveled at it just the same. Oh yeah, the "Stang" even had air conditioning…..well sort of.

The AC consisted of triangular front vent windows, which when opened all the way around facing the back seat, provided excellent air conditioning, if I drove fast enough. Often, I would have been attired in a loud printed shirt with a long, pointed collar and blousy sleeves, to go with my low waist, cuffed, bell bottom pants that could only be worn while sporting a hot-looking pair of two-tone platform shoes. If a photo of me looking like one of the Bee Gees ever turns up here, someone will be in serious trouble.

Yes, the pace has picked up the past couple of months, but I'm certain I have led and/or participated in probably twenty online gatherings since we started the “lockdown”. There have been around ten (2 weekly) developing then recording online choir programs. I have hosted at least seven church government meetings, and attended another where 336 attendees voted on several important matters that could not wait for an in-person meeting. Who knows when that will be?

I arranged a local support group meeting for twenty in which four SLPs did a great job with a PowerPoint presentation on COVID 19 considerations for Laryngectomees. Both my PCP and my Medical Oncologist held my most recent visits via video conference “telemedicine”. WebWhispers board meetings and video conferencing sessions with members are on the near horizon. I'm amazed how easy it has been to get fairly good at this, yet I am already finding it commonplace. We are definitely ‘there’.

As with most things there are good points and concerns. Working from home and video conferencing for other reasons is really efficient, saves travel time and vehicle usage. That is obviously of benefit to our air quality. Being fully dressed is optional. Consider though, the future of commercial real estate. Will we still need skyscrapers and office towers? Maybe we’ll be able to slow down on the construction and save some trees.

Enjoy, laugh, and learn,

Tom Whitworth
WebWhispers President
How are you staying connected with friends, colleagues, clinicians, family members these days? To reiterate last month’s message: do not go at it alone! Support and assistance can take many forms, and all relationships do depend on spending time in person with each other. Thanks to digital media and virtual, live meeting platforms, there are still ways we can stay connected personally and professionally even from a distance.

Save the Date! As an affiliate of the International Association of Laryngectomees (IAL), WebWhispers takes a special interest in the IAL Annual Meeting, a unique opportunity to gather together in person for a week of education, support, socializing, and of course our annual WebWhispers Banquet. Even though this year’s conference in Charlotte has been suspended, there will be a way to connect up after all.

The IAL will hold an online virtual webinar on Saturday, June 13, 2020 from 11:00-6:00 EST. This event is open to all interested, including persons with a laryngectomy, families, caregivers, Speech-Language Pathologists, and all health professionals. Free of charge and Continuing Education Units (CEUs) provided! The complete agenda is forthcoming and will include some inspiring and brilliant contributors, many already known to WebWhispers and the IAL.

Not quite the same as being in person, but it promises to be a day filled with engaging speakers and useful education, and we will all be participating together.

Please check the WebWhispers Facebook page and listserve messages over the next few weeks for links to the finalized agenda and registration information as they are made available.

During this time when clinic hours may be variable, reaching out to patients and clinicians through phone calls, texts, and emails are simple but no less valuable modes of communication. A quick check-in to say hello or see how that voice prosthesis is holding up does mean a lot. In addition, telepractice is gaining more hold and may be a viable option for providing therapy even for issues such as alaryngeal voice therapy, pre- and post-op counseling, and tracheoesophageal voice prosthesis (TEP) troubleshooting. ASHA continues to update its website to include the latest in telepractice for speech-language pathologists: https://www.asha.org/About/Telepractice-Resources-During-COVID-19/.

Speech Pathology Australia also has some excellent resources related to the use of telepractice and getting started: https://www.speechpathologyaustralia.org.au/SPAwEB/Professional_Education/Learning_to_Use_Telepractice/SPAwEB/Professional_Development/Telepractice/Service_Delivery_Telepractice.aspx?hkey=20094f96-5204-4ee5-a744-408f77385f6d.

Another invaluable resource and vehicle for communication are New Voice Clubs and head and neck cancer support groups. Some of these groups have transitioned to virtual meetings via Zoom or other online platform.

One more way to stay connected during the weeks, months and even years to come. If you have been participating in virtual group meetings, we would love to for you to reach out and tell us how that has been working for you.

Stay safe and connected, and take courage! We look forward to being in touch.
Hello everyone,

In our new environment of staying home it has given us new challenges especially for those of us that do patient visits and facilitate support groups. I started my support group again, utilizing Zoom software to hold our meetings.

It has worked wonderfully. Yumi Sumida from ATOS help me out getting started and we held a two person call to test it and for me to learn. It could not have been easier. Our first Zoom meeting had 18 attendees so I thought that was a good start.

One thing I did in our meeting is to invite people that are involved in other support groups to help them get started and learn some other viewpoints on what we do. Of course we learn from them as well and it was great meeting them.

Having tele-meetings also allows us to get those involved from other areas that are too remote to attend our meeting face to face (when that happens again). I plan on keeping up the practice of using Zoom during our meeting for those that are not able to make it.

In my location, I often talk with people from Alaska. This will allow them to attend the meetings from very remote locations where they have no support. They often have to fly to Seattle for anything they need done.

The other thing I try to do is advocate for the Laryngectomy community. I had several conversations with my local senator on reimbursement issues with Laryngectomee supplies. I also brought up the issue of the new distracted driving laws that are intended to stop cell phone use when driving. Many states are adopting this law. The problem is that, at least in our state, you cannot hold any electronic device when in the car, even at a stop light. This also includes an Electrolarynx.

I brought up my concerns with the senator and the law has not been amended. However, they did include it in the training for all police officers in our entire state. This not only addresses the distracted driving law but make the officers more aware of what the Electrolarynx is, so they are more comfortable if a person pulls out one to talk to them.

I encourage everyone to be an advocate for Laryngectomees in their area and state. We are a small portion of the population however, raising awareness is part of our responsibility to help ourselves and others. Let your voice be heard, even thought it might be a little different from others.

Best wishes,

Ron Mattoon
Seattle, WA 2010
Zoom Support Meetings

Getting started with Zoom is very easy. You can start a free account which gives you all the options you will need to hold your own support meeting via tele-computing. There are 3 levels of accounts with Zoom. The basic level is free and the upper two levels charge a monthly fee. The charge levels are intended for business use and are fully HIPPA compliant. The basic free level used to have a 40-minute limit, however this has been removed, but you might see it mentioned.

Zoom has several YouTube videos that are very good and help you get started. The link to this list of videos is: https://www.youtube.com/playlist?list=PLKpRxBeD1kEM_l1Id3N_Xi77rKDzSx
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Participants can join via a computer, tablet, or phone. On the phone they have the option of turning on the camera or just attend via audio. Once you have an account you can set up a meeting and send those you want to attend an invitation to attend. They are not required to have a Zoom account to attend. They only have to click on the link you provided them. Each meeting will be assigned a meeting code. This can be used to join the meeting or by using the meeting link you send out.

I suggest you set the meeting up with a waiting room. Everyone will go into the waiting room for privacy reasons until you start your meeting. Everyone joining will automatically have their camera turned off again for privacy reasons. They can enable their camera but you cannot enable it for them. You can also set up the meetings so that the participants have to press the space bar to unmute their microphones. This helps to eliminate background noise during the call from children, pets, etc.

You have the option of recording the call as well however, I choose not to use this function for privacy on the group. Often the participants do not want a record of the discussion. I do take attendance so I know who attended. This is easy to do as the moderator’s screen has everyone pictured and on the right of the screen is a list of everyone in attendance.

During the call, if you move your cursor to the bottom of the screen a tool bar will appear. This gives you options including putting up a hand to ask a question or a thumbs up. There is also a chat function in the tool bar that you can send a text message to someone without putting it on the call. It appears in the right hand section under the participant’s names. Zoom has many other options and features that you can use. They paid level of user has more expanded capabilities.

I would suggest you do a trial meeting with another person before you actually start your support meeting. This will allow you go learn how to make the changes you want to use. Here is a list of optional things that you might want to do to make your meeting more secure. If someone does enter your meeting that you do not know close the meeting immediately. The Zoom YouTube tutorial can help you with any of these options if you want to use them. Some may be only available in the paid level.

- Secure a meeting with end-to-end encryption
- Create Waiting Rooms for attendees
- Require host to be present before meeting starts
- Expel a participant or all participants
- Lock a meeting
- Screen share watermarks
- Enable/disable a participant or all participants to record
- Temporary pause screen-sharing when a new window is opened
- Password protect a meeting
- Avoid sharing the link on social media and only share with trusted sources
- Have someone help moderate the meeting so they can pay attention to the tech as you run the meeting – happy to help with this if you need.

A co-host that has worked with Zoom can help with questions that come up and help moderate the meeting. Yumi Sumida from ATOS helped me get started and she co-hosted our first meeting. We also had a one on one test meeting to help me get started and I thank her very much for her help. With her help, I found that Zoom was easy to use.

I would also suggest you invite others from support groups other than your area. This helps them learn and get comfortable with Zoom so they can have their own meetings. It is always good to share ideas and you always learn from them also.

I intend to continue the use of Zoom when we go back to in person meeting. This way those that are not able to attend can have the support of the meeting too.

Good luck and enjoy your new option,

Ron Mattoon
Seattle 2010
Staying Focused
By Don Renfro

Keep your face to the sunshine and you cannot see a shadow.
~Helen Keller

Wow, this month's inspirational quote sure is right on the mark for what we are all experiencing right now. I don't know about you but I have a hard time remembering that whatever it is I am experiencing at the moment is temporary and not forever. Could be good or bad but I really have to work to remember that this too will pass.

I am one that has always liked being home. Home has been my place of solitude. I was so happy when I was able to retire that I would now be able to enjoy the comforts of home as well as be able to invest my time and my efforts into my home. I have to say though that this has been too much being home for even me. I did not realize how much I would miss being around other people.

I attended my support group today via zoom and one of the questions that came up during the discussion was what are people doing to occupy their time and keep positive. My response was that I stay busy to stimulate my mind and maintain a positive outlook. The facilitator asked me what things I specifically do and when I was put on the spot for a more detailed response I went blank. I replied, I fixed things and cleaned the house. After I was off the call I remembered all the things I did this week, Some of the things I remembered were working on my truck, doing laundry, rode my bicycle over 30 miles, did some on-line shopping, watched movies and worked in the yard. These were just some of the things I remembered. I actually came up with 20 different things I accomplished this week.

For me, this is how I keep my face to the sunshine to avoid seeing the shadow. I came to believe a long time ago that I must keep moving to live. I have lost several people close to me in my life, to health issues, my wife, my mother, my father, both in-laws and two very close friends. One thing they all had in common was they lost the ability to mobilize themselves or they slowed down significantly prior to their passing. From this experience I came to believe in the necessity to keep moving. When I am active and productive in my own life I do not have time to become buried in the problem but instead become focused on the goal.

This has kept me going through this pandemic and I truly thank God that I was able to have this insight at this time in my life. When I was younger I did not have even the slightest clue of any of this. Had this pandemic come to be when I was in my 20's I may not have survived. In my 20's I relied on people to make my life better. Today people enhance my life but they do not make my life. Today I want people, I do not rely on people to create my existence for me.

Today I am working to remember that this too will pass. All though things may be different in the future, life will not be like it is today, forever.

Helen Keller was a remarkable woman. She has shown us that when we cannot see we can still have vision. When we cannot hear we can still listen. Communication is a funny thing. My neighbor across the street does not speak English and I do not speak Spanish, her language. Although I just came in from a break where I went outside in my yard and walked a little to take a break from writing this article. My neighbor was coming home and saw me in my yard and came and said hello.

Now, neither of us spoke the others language but we a full conversation. I found out she has been working through the pandemic, 5 days a week, because the company she works for makes hand sanitizer. She will bring me some tomorrow. She has four masks I guess from work. Some people at her work have had fevers. I found out what her grandkids call her. All this from a person who does not speak English and my conversation with her was actually easier than some conversations I have had with people, since I had my larynectomy, that do speak English. For me communication comes from the connection with the person I am communicating with. And it is that connection that keeps me focused on the sunshine and not the shadow.
Alizes, the Spring Wind which lends its name to the Essaouira chamber music festival, provided a tail wind as we left the coast for the Atlas Mountains. We made it through a crowded Marrakesh and began our climb into the High Atlas on a perfectly respectable road.

The rock formations that unfurled in the road cuts were of more than usual interest. One of the many field trips that I had taken with an Environmental Studies class, was in the Appalachian Mts. Though this may seem irrelevant, it should be noted that the Appalachians and Atlas Mts were part of the same range in Pangea, some 400 million years ago, before North America broke off and started its move west.

I was jolted from mere awareness to white-knuckle alertness when, after a couple of hours climbing, Patricia turned off the main road onto one that doesn't quite deserve to be called, “road”. It was one lane and, in the places where it was paved it had ragged edges. Whenever I was able to force my concentration from my self-designated task of brake-stomping, gear-shifting and wheel-jerking, right seat driving my empathetic response to Patricia's excellent driving, I caught glimpses of truly spectacular scenery. Crumbling mud brick walls backed by a wide variety of colors and formations. Occasionally we would come on a cluster of dwellings with children at the road waving and smiling. They had been aware of us before I was aware of them. I feel we were a relatively rare phenomenon in their lives, a reminder to them that there was a world beyond their mountain home.

Adults that we saw paid little if any attention to us, maybe considering us to be an intrusion in their otherwise peaceful existence. At least I like to think that their lives are more idyllic than they probably are. This “road” that Patricia had so skillfully negotiated had been a caravan route for many centuries.

After maybe an hour of bouncing over the non-road, Patricia pulled into the village of Talouet near its great Kasbah. A Kasbah tower with a sizable chimney provided a home for two white storks. I wonder if these are the storks that deliver babies. Seems a dubious choice since these birds with their seven foot wingspan and two foot bills, are carnivores.

As soon as we parked, we headed for the shop of Omar, apparently an old friend of Patricia's. To call Omar's shop a shop does not do it justice. The space in which we joined Omar for tea must have been close to 1000 square feet filled from floor to 15 foot ceiling with every possible and some impossible items for home or self. If you're in the market for a 6'x8' carved door with brass fittings, or need an exotic perfume bottle or painted bowls or all manner of jewelry, Omar is your go to merchant. I would not be surprised to learn that some of these exotica are left over from the caravans that used to travel this valley. Maybe some of it fell off the camel, if you take my meaning. Omar was a totally charming guy and I consider myself fortunate to have escaped after buying only two items.

This was our first night spent in the van and I had to quickly learn the protocols for sharing the small space with a relative stranger -- trying to carry out normal living functions and tasks while maintaining an evolving propriety. It takes some learning, like how to make my bed by lowering the table between the two bench seats directly behind the driver and passenger seats, spreading the cushions and putting down the sheets. Also, learning the how and when of using the tiny bathroom sink, shower and toilet.

Patricia did almost all of the cooking and I did the best I could to do dishes and keep the place clean. Then there's the matter of sleeping. We weren't sharing a bed, but we were sleeping in a very small space, suspended on springs, every sound is heard. It was well worth the little bit of effort that it took to be the best travel companion that I could.

On our way to Ait Oudinar and Dadès Gorge, we passed the sprawling Taourirt Kasbah in Ouarzazate It catches the eye with oversized, stylized statues of ancient Egyptians along the walls. They are left over from the filming of one or two of the 15 or so movies shot here, including: Lawrence of Arabia, Gladiator, The Man Who Would Be King, as well as some TV episodes for Game of Thrones and Prison Break.

In Ait Oudinar, at the south end of Dadès Gorge, I stayed with friends of Patricia, Yusef and his wife in their B&B while she had the van to herself. Another friend, Odilia from Essaouira was staying too. I think it was Saturday when Patricia, Odilia and I went through the Dadès Gorge.
to a souk, a farmer’s market, on the other side of a ridge. We got there late and found some of the vendors literally folding their tents to be unfolded again at next week’s souk.

Still, Odilia was able to get some vegetables, and mutton chopped fresh from the unrefrigerated carcass. These ended up in that night’s tajine, a dish with meat in the center, covered with potatoes, carrots onions, peas, green beans squash and, I assume, anything else that might be at hand, all cooked together in a conical earthenware “Tajine” over charcoal. When served, it can be taken directly from the dish using bread between thumb and fingers, or it can be transferred to a plate to be eaten with a fork, or any combination of the two. It is quite informal. Women cook it, but men have first pick. The next door neighbors, also friends of Patricia, had us over for a tajine for lunch. I was quite surprised when the hostess withdrew only slightly from the table to nurse her baby. The range of modesty practices is quite broad in Islam.

Dadès Gorge, which we had traversed for Saturday’s souk, is on the rain shadow side of the Atlas, so the river which carved it is erosive only when winter storms and melts turn the otherwise meek flow into a raging torrent. When we left Ait Oudinar we again climbed the long series of switch backs, each turn giving another perspective of the spectacular canyon and the river at its bottom. Down the other side we drove back into the gorge a bit and did a short hike of a couple miles to watch the rock climbers scaling the walls, apparently without ropes. From here we headed for the Sahara.
Chapter 8 “Corporate Owner”

During the time I was at PLC, I was certain my future was going to be teaching there the rest of my professional career. In 1968 I decided to go back for my doctorate. I was given a year’s leave of absence to go to the University of Idaho (U of I) where I’d been offered a teaching fellowship while I worked on my degree.

The fellowship was a demanding one. The university assigned me the responsibility of teaching the Introduction to Psychology courses. There were two sections offered each quarter and enrollments ranged from one 110 to as high as 200 students in each section.

I called the lecture hall I taught in “The Pit”. It had a stage located on the lower tier with row after row of seating angled up from it. It was the largest lecture hall I’d ever worked in. The lectern was wired for a microphone, with speakers located along the walls of the room.

It’s a good thing I could grab the microphone and move around with it because by the time I started the fellowship at the U of I, I was a seasoned lecturer. There was no way I was going to stand in one spot while trying to engage the students in what I was presenting.

It was a real challenge in “The Pit “ to periodically break the class into small groups to experience many of the learning dynamics I’d created but I managed, much to my delight and that of my students.

I finished my doctorate in 1970 and was offered an Associate Professor of psychology position at CWSC. This was another one of those jump at opportunities, and I jumped.

Dr. Crawford had left by then but Dr. Maury Pettit and David Dillard were still there and the 1970’s were a wide open era regarding organizations in every field of endeavor looking for help with the interpersonal dynamics of their employees. The world in general seemed to be hungry for better communications, and interactions, between individuals.

Maury was developing a master’s degree program in organization development at Central and asked me to join him in working on it. In addition to that, he’d become a much sought after business/organization development consultant and was getting more requests for consulting work around the state than he could handle. He wanted me to join him as a fellow consultant. I’d done a bit of consulting work with businesses while I was at PLC and had at least gotten my feet wet in that arena.

The years between 1970 and 1973 were a blur of activity. By then our oldest son James Michael had been joined by his sister Ann Marie, and brother, Nelson John. During that time I had so much sensitivity training, and consulting work coming at me, in addition to my teaching load I was often working 7 days a week.

By 1973 I’d become totally fascinated with the business world and decided to strike out on my own as an entrepreneur.

In the summer of 1973 I stepped away from my career as a full time academician and Margaret and I moved our family to Vashon Island where I set myself up in business as a consultant and she became the director of the nursing home there on the island. With Maury’s help I was getting consulting requests from all around Western Washington.

I decided to keep my hand in teaching and became an adjunct professor teaching courses for CWSC in their extension programs, and for various universities in the McChord AFB education program that invited colleges and universities from all over the US to offer undergraduate, and graduate programs on base.

I became Director of the Behavioral Sciences doctoral program for United States International University (USIU), San Diego Campus that was offered at McCord AFB. The doctoral degree was in my area of expertise. Many years later USIU closed its San Diego campus and now only maintains its international campuses.
I also taught graduate management courses for Embry Riddle Aeronautical University at the McLeod program. Embry Riddle has campuses in Daytona Beach, FL, and Prescott, Arizona, and is called “The Harvard of the sky”.

In 1978 Margaret and I moved our family to Bellingham so we could operate the 61 bed Medicare certified nursing home we’d bought there. We had as many employees as we did residents. I need to note soon after Margaret became Administrator every bed was full with a waiting list of those wanting to come to our nursing home.

The sense of freedom I’d gained regarding my speaking abilities led me to challenge myself to take greater and greater risks to prove to myself I was not the misfit I’d felt I was, up to the very moment I started wearing my dental appliance.

Margaret had gotten her license as a Nursing Home Administrator, and with my background in psychology we both felt owning the nursing home was a good fit for our talents. It proved to be just that. I know the summer I spent with my Aunt Gladys helping her in her nursing homes in Springfield, Missouri had a big influence on me too.

Although it was a 24/7 responsibility for us, we found the challenges exciting and Margaret created a working relationship with those who worked with her that lasted for more than 25 years after we sold the business.

As soon as we were settled in Bellingham I went to Western Washington State College (WWSC later to become WWU) to offer my services as an Adjunct Professor while staying engaged with a handful of my consulting clients. I was hired by the Business Administration Department to teach courses in their graduate program and spent a few years with them doing just that. I loved teaching.

In addition to my teaching and consulting work, and responsibilities as an owner of the nursing home, I built a sizable commercial laundry facility separate from the nursing home and developed a laundry business with customers from all around the Bellingham area, including our nursing home.

I also developed an interior plantscaping business where we placed living plants in all kinds of indoor environments primarily in the Seattle area. Each of those enterprises was a small business with only a handful of employees. I saw a world full of business opportunities and I was determined to take advantage of some of them.

We sold the nursing home in 1984, and I got out of the other businesses in order to move closer to my father who’d become gravely ill with kidney failure, and had lost his sight to glaucoma. After searching for a waterfront home nearer my parents, we found one on Burley Lagoon which was close enough to my parent’s waterfront home on Bainbridge Island to allow me to often be with my mother as she cared for dad during his final years.