

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

7

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](http://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](http://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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