



Winter 2018

VOICES

HELPING VOICES BE HEARD FOR 69 YEARS



NEW SENSORY ROOM OFFERS OPTIONS FOR CLINICIANS

Jacksonville Speech & Hearing Center now features a special sensory room thanks to the generosity of **Myron and Amanda Pincomb** and the energy and creativity of a team of **IBCCES** (International Board of Credentialing and Continuing Education Standards) employees. The room includes a wall-sized iPad with myriad applications, sensory sand, liquid floor tiles, and push lights.



Speech Language Pathologist **Christine Pearson** notes that, "The sensory room gives us another option for children who don't do as well in a structured environment. It's a little more inviting with the color of the walls, the lighting and some of the sensory materials."

The room was dedicated in conjunction with the Fall Giving Celebration on October 16th, with the Pincomb Family and IBCCES staff among the 100 plus attendees. The Fall Giving Celebration also highlighted the leadership and generosity of **Amy L. Ruth**, who chaired the Jacksonville Speech & Hearing Center Board of Directors after serving as Governance Chair, Secretary, and Vice Chair. A speech therapy room was dedicated in her honor.

Board Chair **Jim O'Leary** presided over the dedications and also presented longtime volunteer leader **Mike Heard** with a plaque commemorating his selection as the third Director Emeritus in Jacksonville Speech & Hearing Center history, joining **Bill Shelton** and **Dr. Bruce Maddern**.

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**GIVING TUESDAY
2018: THE RESULTS
ARE IN!**



♥ **2018 #GivingTuesday Results** ♥

A RECORD **\$14,697**

RAISED BY A RECORD-BREAKING

91
DONORS

PROVIDING FUNDING FOR

294 SPEECH EVALUATIONS
& THERAPY SESSIONS

THAT WILL HELP

42 LOW-INCOME
PRESCHOOLERS

**CLINICAL FELLOW, NONPROFIT
FELLOW HIGHLIGHT NEW HIRES**



Brittany Mitrick (left) is our new Clinical Fellow, and joined us on August 4 with her Masters in Speech-Language Pathology from the University of Central Florida. Brittany spent her summer at JSHC as an intern, working under the supervision of **Speech-Language Pathologist Christine Pearson**. Brittany grew up in Atlantic Beach, was on the swim team at Bishop Kenny High School, and received a B.S. in Communications with a Public Relations emphasis from the University of North Florida. She worked as the Sales and Marketing Coordinator for Promo Depot at Acosta Sales and Marketing before following her heart to the speech-language arena.

Emily Wasek (right) started as our inaugural Nonprofit Fellow on June 4, and helps JSHC's leadership team with fundraising, marketing, and operations while learning from CEO Mike Howland and others about running a nonprofit, which she aspires to do one day. This is a two-year fellowship. She is a Phi Beta Kappa, Summa Cum Laude graduate of the College of William & Mary, where she majored in Government. Emily taught 7th grade math at Ribault Middle School on the Northside as part of the City Year Jacksonville program in conjunction with the larger AmeriCorps program. Emily also has served as a

Congressional Intern for Congressman David Price (NC-04) and a freelance writer. She has jumpstarted our social media and piloted our #GivingTuesday initiative, as well as helping JSHC to Platinum Status on GuideStar.org.

JSHC CEO IS NOW AN “ULTIMATE CEO”

Jacksonville Speech & Hearing Center **CEO Michael Howland** was selected as one of Northeast Florida's "Ultimate CEOs" for 2018. The honor recognizes recent business success, career leadership and achievements, and community leadership contributions. Howland received the award on October 18 at a dinner at the Hyatt Hotel hosted by the *Jacksonville Business Journal* and attended by several hundred people.

In accepting the award, Howland thanked "...everyone who believed four years ago that Jacksonville Speech & Hearing Center had a future, and committed yourselves to our patients and our community. Through your faith, grit and generosity, we have made significant strides, improved thousands of lives and made invaluable contributions to our community."

Howland thanked specifically Jacksonville Speech & Hearing Center's staff, Board of Directors, donors, friends and volunteers, including full-time volunteer wife, **Cathy Howland**.

Howland has served as CEO of nonprofits in five major cities, as well as taking on leadership roles with the U.S. Small Business Administration and his Jacksonville University alma mater.

His Jacksonville community contributions have included chairing the Family Foundations of Northeast Florida Board of Directors and the Leadership Jacksonville Leadership Development Team for the Class of 2018, presiding over the Jacksonville University Alumni Board of Directors and serving on the JU Board of Trustees for seven years.



SAVE MAY 18th FOR FINFEST 2019!

Join us **Saturday May 18, 2019** at Timuquana Country Club for Jacksonville Speech & Hearing Center's premier annual fundraiser, **FinFest!** FinFest 2019 will be chaired by **Matt and Seana McAfee**. Enjoy delicious food and drinks, live music, and a silent auction, with all proceeds benefiting JSHC! We welcome sponsors, patrons, and auction donations.

Contact **Jackie Culver** at jculver@shcjax.org or **Mike Howland** at mhowland@shcjax.org for more information. They also can be reached at **(904) 717-6930**.



“A Safe Haven for Professionalism and Guidance”: An Audiology Patient’s Reflection

By Nancy Konigsberg

I initially came to Jacksonville Speech and Hearing by chance. I was in need of a newer hearing aid and at the time, I found your office. Without the web way back then nor referrals, I honestly am not certain how that occurred. **Office phone call was welcoming, informative, and an appointment was easily set up.** I was specifically looking for an audiologist who dealt with a variety of hearing aid manufacturers. I was cautious to say the least, and did not want to be “sold.” I wanted to be fitted with the best technology on the market that could address a fairly dramatic high frequency loss.

Dr. [Fenja] Mattson was informative, caring, communicative, and receptive to dealing with me. And, I consider myself highly vocal, and I feared a high maintenance user. I never felt rushed through the process, and fitting a hearing aid appropriately is quite a process.

Dr. Mattson is a rock....beyond committed to tweaking, adjusting, and always going that extra mile to insure the aid would provide the best and most comfortable lift. And, I remained initially puzzled by how easily she “got” my concerns, my complaints until she pushed back her hair to show me she was a hearing aid user herself. No preaching to the choir. She understood with ease the verbal description of ‘sound’ that hearing folks just do not understand with ease.



After much give and take, [when considering moments with JSHC that stick out], several stories come to mind. One occurred during the hearing analysis. My husband was allowed in the office at the time and he sat with Dr. Mattson while I was in the soundproof booth. The speech recognition part of the exam was launched with background noise.

I honestly could not recognize most of the words, although my husband was taken aback that I was not at least “guessing.”

Dr. Mattson posed a question to him, “Can you understand Donald Duck?”

His response was, “Yes.”

She then asked, “Would you understand Donald Duck if your back was turned and Donald said one word at a time?”

The question gave him great pause and probably beyond helped him to understand my issues. The brain does cobble together and fill in the blanks for what it thinks it hears but hearing loss complicates the process. I often “think” I am hearing something when it is totally misunderstanding a statement. The analogy was an eye-opener for him and a fallback statement for many years to come.

I have never had a provider work so diligently on my behalf. She always was there, always sought solutions, always offered guidance, support and help. My experiences with your office have always positive. **Five stars! A safe haven for professionalism and guidance. Dr. Mattson was a joyful, life-changing experience.**