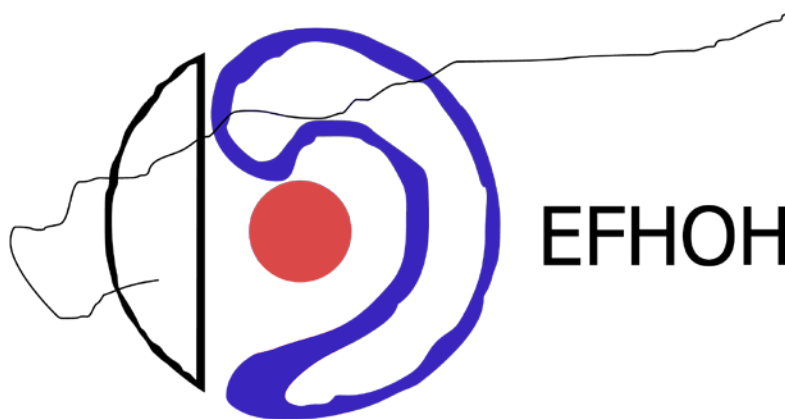


EFHOH

Published by the European
Federation of Hard of
Hearing People

Edited by Marcel Bo-
beldijk and Niels-Henrik
M. Hansen.

Deadline for the next
newsletter is April 1./2012.
Please email your mate-
rial to nh@niels-henrik.dk



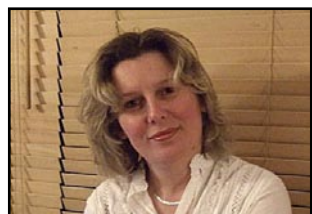
European Federation of Hard of Hearing People

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PART 3 : WHY HEARING LOOPS DO, AND
SOMETIMES DON'T, WORK

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NEWSLETTER

February 2012



EFHOH President letter

The year 2011 has finished and now we have reached February 2012, a new start with new successes and sometimes with new problems. We as EFHOH board, we hope that 2012 will be filled with much joy, happiness, success and friendships.

We as EFHOH board are looking forwards to meet you at the IFHOH world congress, in Bergen/Norway. This event will start on Monday 25 June 2012 with the EFHOH Annual General Meeting (AGM). At 9.30 the registration desk open and we start the AGM at 10.00 hrs. In the afternoon the IFHOH AGM will be started at 14.00 hrs and in the evening the opening ceremony of the IFHOH World congress will be celebrated.

Also in 2012 we as EFHOH board, we will need your support and also your financial support. We would appreciate very much if you pay the EFHOH membership fee in time, and of course an extra donation would be very welcome. If we want to be seen at meetings of the European Union, there is a lot of travel expenses, and we need more money for our efforts towards more and better quality of subtitling, captioning and loops in Europe. It is you as an EFHOH member who makes EFHOH, also in 2012 a successful organization.

The year for me always starts with a nice skiing holiday in the Alps of Germany and Austria. Since a few years we wear a helmet when skiing, because it is safer, but it is not so practical for my hearing aids. How do you that? When you play sports, do you wear your hearing aids or not? I ski and perform other sports without my hearing aids and you? My first activity for EFHOH this year existed in participating at the EUTI meeting in Munich/Germany. It was nice and interesting to participate in this event of the European Tinnitus Organization. My friend Loes Schenk wrote an article for you in this newsletter. Also at the world congress in Bergen, some presentations about Tinnitus will be held (see the program at the congress website www.ifhoh2012.no).

My second activity was a meeting together with Knut Magne Ellingsen, our EFHOH vice president at the NVVS (Dutch Hard of Hearing organization) office. At first we had a meeting with Rennie Moolenbroek and Joop Beelen about the question: how can the NVVS grow from 7,500 members at this moment to 15,000 members in a few years time. A good and important advice from Knut Magne Ellingsen was that the NVVS must be visible at all levels in society. Also they must be very much aware of the fact that new mem-



bers are looking at the benefits the organization is giving to them.

After this meeting Knut Magne Ellingsen and I completed the new up- dated version of the EFHOH strategy papers for the years 2013-2015. What we will discuss these with you at the EFHOH AGM in Bergen on Monday morning June 25th. It will be great when we meet you as one of our members.

So as you know EFHOH had a very limited budget so we need your support and we have to set our priorities. For 2012 the next three themes are very important:

- Subtitling of TV Programs
- Induction loop systems
- Organisations for Hard of Hearing People in the eastern European Countries.

We as a board are very happy that our spring board meeting will be held in Poland this year and our fall board meeting will be held in the Czech Republic.

Call:

It would be nice if you are able to write an article for one of the EFHOH newsletters of 2012. Also this year we try to make 5 EFHOH newsletters for you and all of your members. Yes, we make the EFHOH newsletter also for the volunteers and hard of hearing people in your national and local organisation. You can send your article to our email address efhoh@hrf.se

Registration:

Please don't forget to do your registration for the IFHOH world congress in Bergen/Norway! More info at the website www.ifhoh2012.no

Subtitling:

It would be nice and it is very important if you send us the actual percentages of subtitling in your country. So as you know, last year Lidia and I have made the EFHOH document about subtitling in Europe. We need from you the updated subtitling percentages and the prognosis for 2012. So that we will be able to make an updated version of our EFHOH subtitling document. All of this for our goal subtitling of all TV programs for everybody across Europe.

Don't hesitate to contact me or one of the other EFHOH board members if you have any question and/or comments.

Warm Regards,

Marcel Bobeldijk
President of EFHOH.

Last report from the **IFHOH congress** 2012 **Steering committee**

The Steering committee had its last meeting 9. February together with the chairman of the Program committee and members of the Technical committee.

The work with the timelines for the Congress and additional events like the IFHOH BGM and the EFHOH AGM was finished and will be as follows:

Monday 25. June

EFHOH AGM, Grieg Hall

9.30	Registration
10.00-12.00	EFHOH AGM

IFHOH BGM, Grieg Hall

13.30	Registration
14.00-17.00	IFHOH BGM

IFHOH World Congress 2012, Grieg Hall, Bergen

18.00 - Opening session and reception

Tuesday 26. June,

09:00-13:00 Morning sessions

14:00-18:00 Afternoon sessions

Wednesday 27. June

09:00-13:00 Morning sessions

14:00-18:00 Afternoon sessions

Thursday 28 June

09:00-13:00 Morning sessions

14:00-18:00 Afternoon sessions

19:30- Congress Dinner

The reception on Monday take place at the Grieg Hall, the same place as the Opening session, and will be hosted by the city of Bergen. We hope that you will all be there for the opening and this party so that we can get together, mingle and find new friends from all over the world.

We will have persons at all hotels to show you the way to the Grieg Hall, so nobody will get lost.

The program is finished except for one or two changes due to conditions that we cannot control, but all themes already in the program will be covered.

We have the pleasure to tell you that the Minister of Health and Social Affairs will give a speech at the opening plenary session on Thursday.

For those who want to visit the Congress to attend only one or two days, we now give you the opportunity to register for a Day package. The price is 950 NOK for one day covering all sessions during the day, coffebreaks and lunch included.

15. March is the deadline for abstracts. All abstracts will be put on a memory stick to be given to all participants together with the program. The full presentations will be on the congress website after the congress.

Our feeling is that we have full control over the preparations, and many persons and organisations have made their registration. I will remind you about the Early bird registration fee. Deadline is 1. April. Go to our website www.ifhoh2012.no and make your registration.

We feel proud to have been given the opportunity to present our organisation HLF our country and the city of Bergen to so many persons interested in hard of hearing persons issues and hard of hearing persons themselves.

We welcome you all to Bergen 25. June 2012.

Yours sincerely

Knut Magne Ellingsen, president of HLF and
Lillian Vicanek, Chairman of the Steering committee



Durham Castle

NADP Conference and AGM 19 May 2012 in Durham **Deaf people can travel!**

We are very pleased to be returning this year to Durham for our conference and AGM and appreciate the assistance from the Durham Deafened Support Group in respect of this. The venue is the prestigious Mount Oswald Manor & Golf Course which is only a few minutes from the centre of Durham and you can find more details here www.moun-toswald.co.uk. Durham has been voted as number 2 of the UK's top cities!

Durham is well served by trains and is not too far from two airports (Newcastle and the Tees Valley) and as the theme is based on deaf people travelling this may be an ideal opportunity to see how you get on and share your experiences! We will have two deaf travellers telling us about their own experiences and also someone to provide hints and tips from the 'other' side. It will be an interesting day.

A registration form can be found at <http://www.nadp.org.uk/>. As always everyone is welcome so please feel free to bring friends and family members. For those arriving the day before an evening meal has been arranged at the Court Inn, in the centre of Durham, on Friday 19 May 2012. Also, remember that people with a hearing loss are entitled to concessionary travel. You can find details about applying for a Disabled Persons Railcard here <http://www.disabledpersons-railcard.co.uk>. Possession of one of these cards entitles the holder and a companion to one third off the usual ticket price.

Disabled Persons Coach travel cards are also available, again giving a one third discount at <http://www.nationalexpress.com/coach/Offer/disabled-coachcards.aspx>

There are many places to stay in Durham including
Three Tuns Hotel Tel: 0191 386 4326 Email: res.threetuns@crerarimgmt.com
Durham Marriott Hotel Royal County Tel: 0191 386 6821
Radisson Blu Hotel www.radissonsas.com

City Hotel www.thecitydurham.co.uk/ Tel: 0191 386 5981

You can also find many B & Bs. We suggest you search the various accommodation websites available.

If you arrive by train on the day we can arrange for you to be picked up at the station and taken to the venue. Please make a note on the registration form if you want to be picked up and state the arrival time of your train.

We really look forward to meeting up at our conference and AGM.



Interview with **Lidia** Best

In this EFHOH Newsletter an article for the book about the EFHOH history with Lidia Best at this moment EFHOH board member.

When did you get for the first time in contact with EFHOH?

After I lost the remaining hearing in 2008 I got in touch with Katja Vis, who was my friend from the times in the youth organization IFHOHYP many years before. However I was involved in the work of IFHOHYP since 1989 as a President of Youth Council at Polish Association of the Deaf. In January 2009 I received my CI and in April 2009 Katja invited me to EFHOH AGM and Conference in London, where I met with the EFHOH Board. Those moments have defined my resolution to return to active advocacy again.

Can you tell something about yourself and your work at local and on national level in your country?

I have not been active in the HoH movement since I decided to settle in UK in 1993 but it was my sudden hearing loss and the barriers I have faced during that difficult period that has prompted me to get back into active advocacy and volunteering. I have started at the local level with organizing weekends together, theatre trips and networking. Today I am a vice-Chair of National Association of Deafened People and a Trustee for UK Council of Deafness. I take part in the meetings at national level, participate in the Government consultations and recently I have delivered a public speech at Government Minister Level in UK. Whenever I am participating I constantly raise the needs of HoH and deafened people. The deafened people especially face far more barriers in enjoying full social life.

When did you join the board of IFHOH/EFHOH and why? Who were in the board? What have you done within IFHOH/EFHOH?

I joined EFHOH Board in June 2010. Marcel Bobeldijk, Knut Magne-Ellisen, Jan Lamby and Ritva Liisa were in the Board as well at the time. What have I done during my tenure? I participated in meetings forming the European Co-operation Platform of EU NGO's related to deafness. I have taken active part in the parliamentary meetings in Brussels raising the needs of access for HoH and Deafened People including Parliament accessibility with loop systems and speech to text.

I co-wrote together with Marcel Bobeldijk the "State of Subtitling in EU 2011" which was officially released during EFHOH AGM in Vienna in 2011. I am very proud of this document which was a result of great collaboration between I, Marcel and the office of Lidia Geringer de Oedenberg MEP. I have also negotiated with EDF to have EU subtitling campaign now in the hands of EFHOH as the best organization to lead on it with support of EDF. While EDF has already done huge amount of work in the legislation field, now it is the time from EFHOH to increase the lobbying campaign to implement the EU legislation in the Member Countries. As part of subtitling campaign I have delivered speeches during the key Media Accessibility conferences in London

and Krakow. It is great to see closer collaboration developed with Media 4 All organizers as well.

In the summer 2011 I have organized the International Summer Holiday for Adults with a hearing loss in Poland. It was great success and I am very pleased to see better awareness of the needs of HoH people in Poland as the result. We had one day seminar during the holiday which brought East Europeans representatives, better collaboration with West Europeans.

Our Board is making historic visit to Poland (Warsaw) in March 2012 to hold the Board meeting there and deliver short seminar on accessibility.

Lastly I have participated in the historic meeting in Brussels, where hard negotiations took place in finalizing the name and details of cooperation agreement for European Platform of Deaf, Deaf Blind and HoH.

I continue to support anyone who needs any guidance and support from EFHOH and supporting the EFHOH Board with their inquiries. Part of my work at EFHOH was to be a candidate to EDF Transport Expert Group where now I am an adviser.

What is your opinion about the role/tasks of EFHOH as a European NGO for HOH people?

Our role is to advocate and lobby the EU level institutions which are relevant to our goals of accessible society but at the same time, I believe that our role is also to educate, mentor and support new, emerging organizations especially in the East Europe.

Can you tell something about your experiences in EFHOH?

It is an amazing experience to work at EU level. Nothing really prepares you for it really. You need an open mind, willingness to learn fast an art of diplomacy. The experience I have gained is as important as I am now equipped with many skills which are relevant to my everyday work as well.

The support I have received from the other Board members, their willingness to share their knowledge and the time Marcel Bobeldijk spend in supporting me in the early days, I really could not have done it without them. During my time at EFHOH Board I have qualified as a Mentor and Trainer. Something I have never thought that I could do, so thank you to all for being an inspiration for me and giving me an opportunity to use it in practice.

Can you tell something about the co-operation between EFHOH with IFHOH and IFHOHYP?

IFHOH and IFHOH are already co-operating in many ways but it is IFHOHYP which needs to work closer with EFHOH

right now. As EFHOH is now increasing the advocacy level and we are making an impact at the EU level, we need the younger generation to be ready to follow our footsteps. For example as one of the aspects of co-operation, EFHOH should be talking part in delivering presentations during IFHOHYP Studies not just during the IFHOHYP AGM. In order to increase our presence in Europe, we need this kind of close co-operation.

What was for you personally the most important subject/moment/topic in your period?

Oh, there were so many so I pick up 3; Biggest one must be finalizing "State of Subtitling..." seeing academics and politicians using it as a reference point. Another one would be Summer Holiday in Poland and the lasting legacy of starting HoH movement there. I have spent some time mentoring HoH young people in Poland so to have 3 young Polish HoH taking part in IFHOHYP Study in Strasbourg was an "icing on the cake."

Velotype support during meeting in EU Parliament in Brussels was another success.

What was the most sad or difficult moment/topic in your period?

The most difficult topic for me was the lack of finances at EFHOH. We have been so active but would be able to do so much more if the finances let us. All other EU NGO's are far stronger in this respect and for EFHOH to succeed in becoming strong voice of HoH in Europe, we need sound financial backing.

Another thing which I found really difficult to deal with is the lack of awareness of the needs of HoH and how much work is needed to make a reality the right of choice in communication access to so many HoH in Europe.

How do you see the future of EFHOH?

I see EFHOH having much stronger role in the EU as the voice of HoH and our role as NGO raising awareness of the 50 million HoH and deafened people needs. One day, I hope we will our own office in Brussels as this is important to have a presence directly in the seat of power.

Congresses, like Vancouver and the loop system conference are very important. What do you think about their role in future?

I see those conferences as important part of advocacy but also as social and educational benefit for those attending. Our role is about bringing unified standards in loop systems installations and speech to text support as of same importance as sign language.

What were you going to do in your free time when you had left the IFHOH/EFHOH board?

Having experienced a very intense time in the Board I would like to turn this to the advantage for the national and local work within the organizations I am currently involved. I would like to develop stronger presence of HoH community in Poland and to support stronger voice of HoH in UK.

Any other remarks

It was a great honour to serve EFHOH alongside some of the most experienced advocates.

They were great mentors for me.

Report from **EUTI Meeting**, held at the Lufthansa Building, Munich Airport, on 18 January 2012.

By, Loes Schenk-Sandbergen (member of NVVS/Netherlands)

The EUTI meeting of the members was opened by EUTI President Dr. Eberhard Biesinger. He announces that the Tinnitus Associations of Ireland and Turkey have joined as new members of EUTI

Report of the President

Dr. Biesinger gives a short overview of EUTI activities and developments in 2011.

EUTI's homepage, <http://www.eutinnitus.com/>, is visited regularly and more and more often. EUTI has almost no funds and is unable to refund travel expenses to the AGM participants. Participants are requested to check whether their entries on the EUTI homepage are still up to date. The President encourages participation in the 6th International Tinnitus Research Conference on Tinnitus to be held in Belgium, in Bruges, 13-16 June 2012.

Reports of the individual national representatives

The representative of TRI encourages that EUTI might join the European Cooperation in Science and Technology Committee in Brussels with a focus on 'networking'. Maybe limited funds can be made available for conferences and seminars. The members agree with this initiative.

General trends in the presentations of the representatives were:

- Tinnitus associations face a decreasing membership due to deaths, resignation and exclusion of not paying the membership fee. Most members are above 50/60 years, while more young people have become tinnitus sufferers.
- Government support is cutting down subsidies so that there is a concern that services for people affected by tinnitus have to be reduced.
- Self-help groups are still the backbone of the majority of organizations. The DTL will conduct an evaluation on the role and functioning of SH-groups (94 groups).

- Surveys have been conducted to know the socio-economic characteristics of the tinnitus members and the degree of impairment.
- The co-operation between the European Federation of Hard of Hearing People and European Tinnitus Federation is very important. Sharing experience should be continued. This will be done in Norway, in Bergen, on the World conference on 25 of June where two sessions are allotted to tinnitus.

The representatives from Spain want to initiate an epidemiological study in all the EUTI countries with the simple question, 'How many people in the population suffer actually of chronic Tinnitus?' The methodology and constraints of such a study was discussed. Prof. G. Goebel did a representative study on this subject in Germany more than ten years ago. He also paid attention on the age-, gender-, professional-, regional specific aspects of the tinnitus sufferers.

Already for many years there is a mini-tinnitus questionnaire on the EUTI website. The purpose of this questionnaire is to find out whether tinnitus has effects on moods, habits or attitudes. It is a rapid assessment of tinnitus related psychological distress. Prof. Goebel distributed very useful and interesting follow-up findings on this mini-tinnitus test on the website.

Next EUTI meeting will be 12th of December 2012.

Loops explained

Part 3: . What can caring organisations, and hearing aid users themselves, do to improve the hearing loop experience?

Why Hearing Loops **Do**, and Sometimes **Don't**, Work

© Doug Edworthy 2012

What can caring organisations, and hearing aid users themselves, do to improve the hearing loop experience?

In previous articles I described two very different experiences of hearing loops (AFILS or Audio-Frequency Induction Loop Systems). My father's first experience of hearing loops was a positive experience and he uses them everywhere they are installed. But my friend Alice's first experiences were so bad that she stopped going to theatres and cinemas because she thinks she won't be able to hear properly. The next article described how good design and installation of hearing loops and a basic knowledge of hearing loop technology can overcome most instances of interference from other electrical equipment and the effect of metal in a building.

And in this article you can learn what caring organisations, and hearing aid users themselves, can do to improve the hearing loop experience.

Campaign for loops to be installed everywhere that hearing aid users will need them.

AFILS can make great improvements to the experiences of hearing aid users, as long as the right type of AFILS is used and

they are properly designed, installed and adjusted.

Wherever people need to communicate, or take part in a communal event where speaking or sound is an important factor, there ought to be good facilities for hearing aid users. Wherever you find that communication is difficult or you can't hear properly using the built-in microphone in your hearing aid, ask if there is an AFILS installed.

Campaign for loops to comply with the current AFILS standards.

There are international standards for the performance of AFILS (IEC 60118-4), and for the equipment used in AFILS (IEC 62489-1). And there is a British Standard Code of Practice (BS 7594) that provides useful information for purchasers, designers, installers and operators of AFILS.

When buying an AFILS, insist that the finished system complies with the current IEC 60118-4 standard. If an AFILS doesn't seem to be working correctly, ask if it complies with this standard.

If the AFILS complies with this standard, then hearing aid users are virtually guaranteed a good experience. And where compliance isn't possible (for example, because of background noise problems that cannot be

solved) this is made clear to users so they know where they will (and won't) get a good AFILS service.

Campaign for hearing-aid manufacturers to design aids for compatibility with AFILS.

Designers of hearing aids may not always appreciate how the built-in 'telecoil' is used. Some design the 'telecoils' to be horizontal, some vertical, and some in-between. To be compatible with most AFILS, the 'telecoil' must be as nearly vertical as possible when the user is sitting or standing. Ask your dispenser if the hearing aid they are offering you has a vertically-oriented 'telecoil'. If it doesn't, then ask them why they are offering you a device that can't work properly with AFILS.

A hearing-aid user sometimes needs to make fine adjustments to the level of sound from an AFILS to compensate for the variations in field strength that they experience. To give users the flexibility they need, the hearing aid should have a manually-operated or an easily adjusted push-button volume control.

Without this volume control the user might be unable to use an AFILS that is marginally too quiet or too loud, and will not get the good experience he or she needs. Ask your hearing aid dispenser for a model with an easy-to-use volume control.

Even a well-designed hearing aid could be of no use to the user if the dispenser doesn't adjust it to have the right 'telecoil' sensitivity. Ask your dispenser to give you a demonstration of your new hearing-aid using a working AFILS that meets the IEC 60118-4 standard.

Using a correctly set-up AFILS, the level of sound you hear in 'telecoil' mode should be approximately the same as in the microphone mode with a person speaking in a normal voice about 1 metre in front you. Don't accept the hearing aid until the 'telecoil' sensitivity is properly adjusted. If the dispenser doesn't have an AFILS that meets the IEC 60118-4 standard, ask them how they can be sure their customers and patients are getting a product that works properly.

Use only competent AFILS designers, installers and maintainers.

But how do you find a competent AFILS designer or installer? In the UK we have the Institute of Sound and Communications Engineers (www.isce.org.uk), an independent learned body that can help you locate trained and competent engineers.

Caring organisations will often be able to help locate the expertise you need, and in the UK we have the charity 'Action on Hearing Loss' (it used to be called the RNID) who can help.

In some European countries AFILS installations are controlled by governmental or quasi-governmental organisations that can help with advice and testing.

Established equipment manufacturers will often provide a design service and recommend competent installers of their products.

In every case, you should insist that the finished system is tested and shown to comply with IEC 60118-4. And, of course, you are welcome to contact me for free-of-charge advice (doug@edworthyaudio.com).

Oh, and what about Alice? I took her to a show at a theatre where I knew that a well-designed AFILS had been installed. For the first time in many years she was able to hear the dialogue, join in the songs, and understand all the jokes as they were being told.

Her happy smiles and tears of joy told me I had a new convert to AFILS. Now she's one of the best advocates for hearing loops, has an AFILS for her television at home, a neck loop for her phone and MP3 player, and has even looped her car!

Bio:

Doug Edworthy is an independent audio engineer based in the South East of England. He has worked as a designer and commissioner of hearing loop systems since the 1980's, runs training courses on hearing loops for the UK's Institute of Sound & Communications Engineers, and serves on many national and international standards committees including three that are concerned with hearing loop systems and the equipment used in them.





A BETTER QUALITY OF LIFE FOR HARD OF HEARING

IFHOH World Congress in "The Land of The Midnight Sun" **25.-28.06.12**

The last week of June 2012 hundreds of people with hearing problems and professionals will meet in Bergen, Norway for the IFHOH World Congress. The congress is only arranged every fourth year, last time in Vancouver, Canada.

The main theme for the congress is "A Better quality of Life for Hard of Hearing". Every day there will be two plenary sessions followed by parallel sessions. Several speakers from all over the world will participate, both well known professionals and hard of hearing. The program is of high quality and will give the participants a view into the future.

Go to Norway with an open mind and you will leave inspired and exited!

The whole program you will find on the website: www.ifhoh2012.no

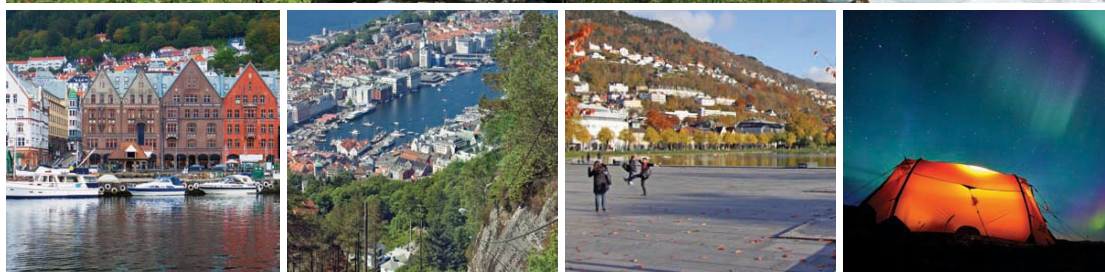
Here you also can sign up for the congress, book hotels etc. NB! Sign up before 01.04.2012 and you will have a special "early bird" fee!

And if you will like to see more of Norway when you are here – you will find several possibilities on the website.

Bergen is called "The Gateway to the Fjords", and in a couple of hours you will find the most amazing sites. For example you can go on a one day trip called "Norway in a nutshell" or on cruise with "Hurtigruten" for a couple of days or the whole trip "almost to the North Pole" and back. It is called "The World's Most Beautiful Voyage".

Bergen is worth a visit by itself. It is a World Heritage city with a lot of interesting sites. It has a very compact centre and the hotels are just a few minute's walk from the famous Grieg-hall which is the venue for the congress. Surrounded by seven mountains, but at the same time open to the ocean it is a very special city you have to experience yourself.

Welcome to Bergen and Norway in June 2012 and get an experience you will remember for the rest of your life!



You cannot miss the IFHOH World Congress 2012 in Norway, the Land of the Midnight Sun!

The last World Congress was in Vancouver, Canada in 2008.

The next one will be in Bergen, Norway, June 25 to 28, 2012!

The theme for the World Congress in 2012 is "A Better Quality of Life!"

À ne pas manquer, le Congrès mondial IFHOH 2012 en Norvège, le pays du soleil de minuit !

Le Congrès mondial précédent a eu lieu à Vancouver, Canada en 2008.

Le prochain sera à Bergen, en Norvège, les 25 au 28 juin 2012 !

Le thème du Congrès mondial 2012 est « Une meilleure qualité de vie ! »

WWW.IFHOH2012.NO

EFHOH - European Federation of Hard of Hearing People

The European Federation of Hard of Hearing People consists of National Associations of/for Hard of Hearing and Late-Deafened People, Parents' Organisations and Professional Organisations.

EFHOH comprises the European members of the International Federation of Hard of Hearing People (IFHOH) and was established in 1993. It has its own board and secretariat. The federation has non-profitable and benevolent aims and it is a non-political and non-sectarian organisation. EFHOH is a general member of the European Disability Forum (EDF). We also work in good co-operation with IFHOH and our official language is English.

The Board members of the EFHOH carry out their work on an honorary basis.