

Hearing Care Counselling Program

- We provide assessments, consultations and counselling to older adults who have an acquired loss of hearing.
- Our program is a home-based one, working with people face to face, and mostly in their own homes.
- Other services we provide include community events such as hearing screening clinics, health fairs, and education to service providers working with older adults.



Why is hearing so important?

It's about safety of course.

It's also all about communication.

Communication is the foundation of our lives and is a basic human right.

It is also the law. Accessibility for Ontario with Disabilities Act (AODA) within the Information and Communication Standards; includes clients rights to communication which includes and is not limited to; Writing, email, or texting; Captions, Sign language interpretation, Video relay service; Assistive listening systems; Letter, word, or picture boards and/or Rephrasing in clear language.

General signs of hearing loss

Loud television or radio

Challenges hearing the doorbell or a door knock

Challenges hearing the phone ring; trouble understanding on the telephone

Person with hearing loss may speak with a very loud or very soft voice

Favouring one ear

Asking people to repeat themselves or to speak louder

Misunderstanding of what is said and/or wandering attention

Inappropriate responses to questions

Difficulty hearing the soft (and often high pitched) voices of children

Difficulty hearing and/or understanding in noisy places (general sound or speech)

Fatigue, frustration, spending more time alone (isolation)

Recent study: 77% of people with measured hearing loss don't seem to realize it (Article: Unperceived Hearing Loss among Canadians Aged 40 to 79 in Canadian Audiologist Vol. 8, Issue 3, 2021)



Impact on Communication

Hearing loss can have a profound affect on your well being

- Social
- Psychological
- Physical

This can occur whether

- the symptoms remain unnoticed
- you have been recently diagnosed
- if you have been living with hearing loss your entire life

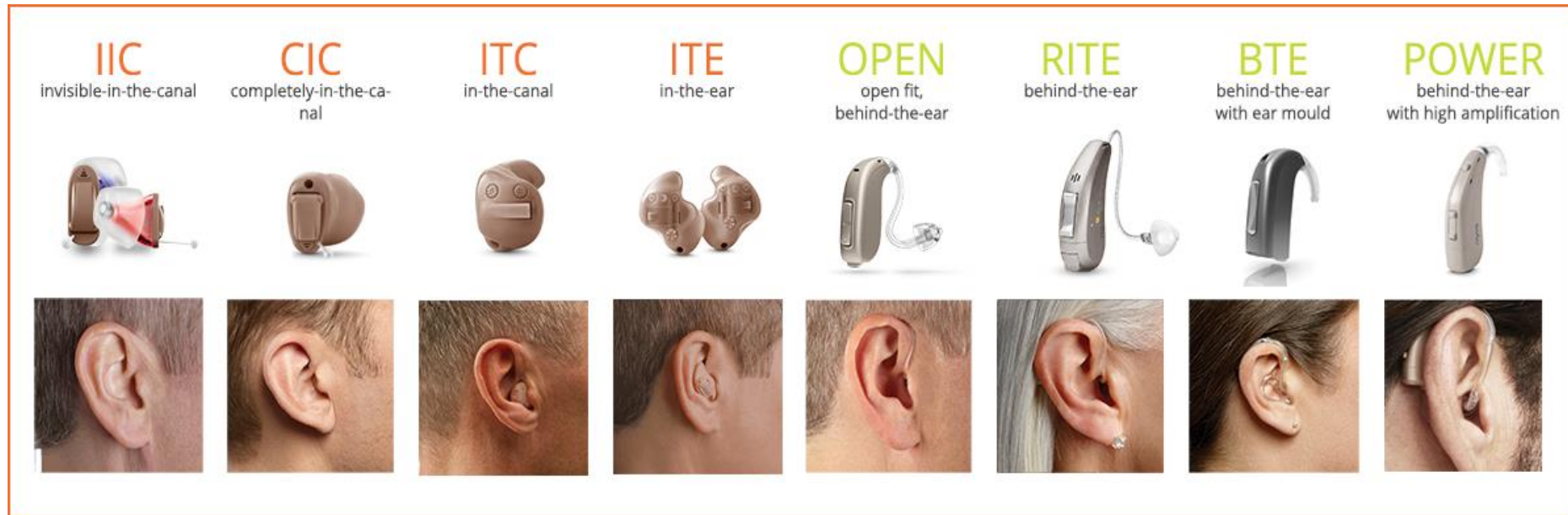


Treatment of Hearing Loss

What usually is recommended for (age related) presbycusis?

Hearing Aids

Hearing aids, styles and options

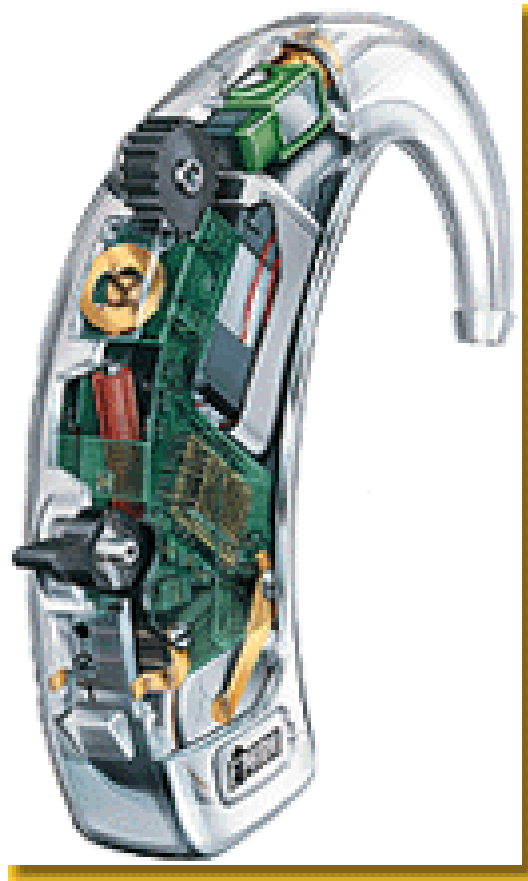
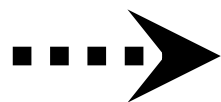


New design – Phonak Audéo B-R compact rechargeable system solution



What do Hearing Aids do?

Sound



Sound

Assistive Listening Devices for the Home



Communication strategies

- Get the person's attention, face them, speak slower
- Decrease background noise
- Good lighting
- One topic at a time, no quick switches
- Rephrase rather than repeat
- Be patient.

These are also effective communication strategies for those living with dementia



How do you know the client understood your message? Are they bluffing?

- Is the client attempting to fix or adjust their hearing aid?
- Are they complaining they cannot hear you?
- Are their responses matching your questions? Are they off topic?
- Are they not answering you? Or avoiding answering you or commenting?
- Are they monopolizing the conversation and not allowing you to speak? (“dominant speaker”)
- Are they trying to end the conversation with you quickly?
- Are they becoming angry or frustrated with you?



**Keep it
simple**



Remember:



Get attention



Face



Slow Down

Contact Information:

Referrals and Service Inquires:
HearingCareCounselling@chs.ca

Phone Number:
1-866 518-0000 EXT 4294

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