



Journal of  
*The Association of Hearing Instrument  
Practitioners of Ontario*

# Signal

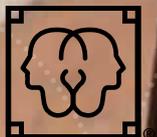
Winter/2016 • Edition 108

**Grandma Scam**

**Hearing Aid Processing  
Moves Into a New Era**

**Use of Hearing Aids Reduces  
Risk of Cognitive Decline**

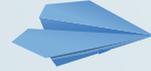
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Winter 2016  
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*Signal* is the official journal of AHIP, the professional association of Hearing Instrument Practitioners of Ontario, incorporated in 1988 for the purpose of ensuring quality care for the hard of hearing. *Signal* presents technical and trade information to assist hearing instrument practitioners to better serve the hard of hearing.

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# Dear Members,

As we enter a New Year, I am reminded what a truly remarkable profession we have and how our profession often becomes our passion. Thank you to members who share their experiences with us in the *Signal*. We welcome all members to bring forward your own articles and stories for future issues; these could involve your community, provincial, national or international endeavours.

As outlined in the most recent membership mailing we look forward in the New Year to positive outcomes with respect to a new Ontario Disability and Support Program system, the streamlining of the Veterans Affairs Benefit Grid and possible increases, resolution of the Ontario Power Generation Corporation hearing aid claims issue and continued efforts with respect to a number of other projects.

Symposium 2016 is just around the corner. Thank you so much for the overwhelming response to our request for topics and speakers! We are working hard to incorporate as many suggestions as possible. A Symposium registration form is included in this edition of the *Signal*. Please mark your calendars now and register early. It will be an amazing educational and fun filled event. As planning continues, regular Symposium updates will appear on your [www.helpmehear.ca](http://www.helpmehear.ca) website, please check often.

I am truly fortunate and thankful to have a wonderful; experienced Board of Director's who I rely on for support and counsel. As your elected officials they unselfishly dedicate their time and expertise year round to serve as chairs and on committees to provide us with responsible leadership and direction in all association business.

Wishing the board, staff, and all of you a happy holiday season and prosperous new year.

Sincerely,

**Lisa Simmonds Taylor H.I.S.**  
AHIP President



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In signing this registration form I understand and hereby give my consent to the Association of Hearing Instrument Practitioners of Ontario for the use of my name as written above, or images taken while at the AHIP Symposium, which may be used by the organization for publication either/or on the organizations website, Signal magazine or such purposes as the organization considers appropriate.

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**Check here if you have dietary restrictions & list them** \_\_\_\_\_  
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**(Without prior notice by the due date, NO dietary restrictions can be accommodated on site – no exceptions)**)

**NOTE: REFUNDS WILL NOT BE ISSUED AFTER MARCH 31, 2016**

## Dear Members,

It has been said that participating as a member of a Board of Directors of a non-profit or voluntary organization is one of the most important roles we can play in a democracy. Many believe that a vibrant democracy requires engaged citizenship; that electing government representatives and obeying the law, as important as these are, is not enough to make communities work.

In the last membership mailing we asked if you had ever considered running for the board, sharing your knowledge, talents, becoming more involved, and how to go about it.

I believe that is also important to note that; elected to the board or not, your individual voice is also extremely important. We need you to let us know what you and/

or your community are experiencing. Your input and perspective on various issues will greatly assist the board in decision making. Whether it is sitting on the AHIP Board or another organization for which you are passionate about or by providing information or volunteering, your contributions make a difference.

Look forward to hearing from you and hope you and your families enjoy a wonderful holiday season.

**Respectfully Submitted,**

**Joanne Sproule**  
Executive Director



## Greetings Members,

Well, 2015 seemed to go by way too quickly and now here we are in 2016. Looking back at the last year we saw the retirement of a beloved industry giant in Al Moore. We will miss him dearly, and wish him all the luck in his future endeavors.

Looking ahead we have an article about a study that links the reduction of cognitive decline when wearing hearing aids. John Niekraszewicz chimes in with his excellent regular column, this time discussing fraud amongst family. Pam Ashton is back with another Q & A where she visits with Milt and Millie Bryans. Finally, Marshall Chasin looks at how hearing aid processing is moving into the new era!

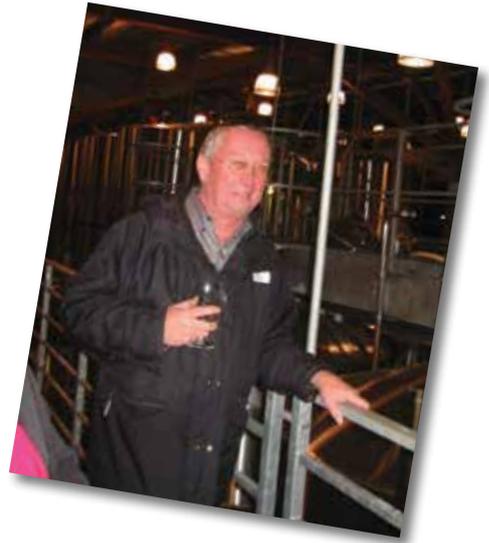
In the spirit of looking ahead, it's time to start working on the spring issue with more sunshine and less snow. Plans are well under way for another fantastic AHIP Symposium, can't wait to see you all there!

As always, if you would like to write an article for the Signal please email me at [chris@ahip.ca](mailto:chris@ahip.ca).

Enjoy!

**Chris Arnold**  
Editor-in-Chief





From all members of AHIP, past, present, and future, we would like to congratulate Al Moore on his retirement and thank him for all he has done to enrich and further our profession. Your warm, humourous, and authentic personality will certainly be missed. We sincerely hope you enjoy your well earned retirement.



# Family Fraudsters and the Grandma Scam

By John Niekraszewicz



## About the Author

John Niekraszewicz (Nick-ra-shev-itch) BMath, FCSI, CFP, FMA is the Certified Financial Planner responsible for the AHIP Health & Dental Benefits Plan provided by JVK Life & Wealth Insurance Group. John is also the Principal of JVK Life & Wealth Advisory Group, specializing in Wealth & Estate Planning. John welcomes your questions and can be reached at 1-800-767-5933 or [john.niekraszewicz@jvkgroup.com](mailto:john.niekraszewicz@jvkgroup.com).



Mary just lost thousands of dollars. She had a momentary lapse in judgement and fell for the Grandma Scam. In case you are not familiar with the Grandma scam, watch out, you may be next. That phone call from your so-called grandchild may go like this. “Hi Grandma, I’m in trouble and need money to get out of jail”. “Is that you, Billy? Let me turn down the radio.” “Yes Grandma, it’s me, Billy. Don’t tell my parents. Let’s keep this our little secret, just like we always do”. And so goes the deception, until Grandma’s money finds its way by Western Union to a post office box somewhere on the other side of the world.

Unfortunately, this is just the tip of the iceberg when it comes to the financial exploitation of seniors and other vulnerable adults. And much of the financial abuse is coming from inside the family. This should come as no surprise. Seniors are the ones that control a lot of investable assets and their homes keep going up in value. Younger people are underemployed, living at home longer than previous generations and are finding it difficult to raise a family. Some of those kids want money now and are pressuring their parents and in-laws to register bank accounts and houses jointly with themselves.

A friend of mine acted on a Power of Attorney for his mother and deposited the proceeds from the sale of her house into their joint bank account. When his mother passed away, the bank registered the joint bank account in his name only. Bob is now in possession of a lot of money. And it is in his name only. Bob can withdraw money that may never be recovered and distributed to his siblings as his mother had wished. Fortunately for his siblings and their spouses, Bob is a very honest person. But the bank account should never have been set up this way in the first place. With joint bank accounts, ownership rights include the right for all account holders to deal with the funds in the account, no matter who puts the money into the account.



Here's another driver of elder abuse and fraud in Ontario. Probate fees, more recently referred to as estate administration taxes are paid by executors in order to receive a court order certifying that the will of the deceased is valid. No one likes to pay tax, so strategies for avoiding this fee are being created. Children are convincing parents that the best way to avoid this 1.5% tax is to put their house into joint ownership. That way, upon the parents' death, the house goes directly to the child thus avoiding the estate administration tax. Then they promise that when Mom and Dad pass away that they will sell the house and divide the proceeds with their siblings.

Financial advisors and health care professionals are on the frontline when it comes to sensing something is wrong with our elder clients. Much of their strange behaviour and stress may be from the financial pressures they are under from family

members and caregivers. These concerns are real and justified. So how can we help our elderly clients and the growing wave of baby boomers entering the years of diminishing capacity when can artists diagnose this earlier than we do? One way is to be cognizant that this is a growing problem that needs fixing.

Some observational red flags of an elderly client needing help include:

- accompanied by a caregiver who is overly protective and dominates the meeting
- vague responses and only head nodding
- change in attitude and thinking from previous behaviour

Some ways to help an elderly client without interfering with their private lives include:

- start with open-ended questions and listen carefully to answers
- ask if they understand and ask them to paraphrase what you said
- speak slowly, enunciate and use body gestures

Let's say you do everything right. You meet with your elderly client. They are accompanied by a caregiver and keep turning their head towards the caregiver when answering your questions. You see this as a red flag and politely ask the caregiver to leave the room. In private you ask your client a few questions about their family, daily activities, and financial concerns. Their answers confirm your suspicion of financial elder abuse. Surely there is a way that you can now help your client. Actually, it is not so likely.

In Canada there are tensions built into the law that currently make it very difficult for outside parties to help seniors and vulnerable adults in need. Under the Substitute Decisions Act it is very easy to assign Powers of Attorney which undermines the struggle to control fraudsters and elder abusers. The Privacy Act also makes it nearly impossible to disclose personal and confidential information to concerned family members. But changes are coming.

I recently attended a Seniors Summit hosted by the Mutual Fund Dealers Association of Canada (MFDA) attended by investor advocates, geriatric professionals, and investment regulators from both Canada and the United States. The objective of the summit was to provide practical advice and guidance for the over 100,000 financial advisors in Canada that face increasing challenges dealing with elderly clients. Of interest were developments south of the border where one State recently passed into law a bill allowing financial advisors to breach privacy and reach out to immediate family members if elder abuse is suspected. They are also able to put a hold on questionable cash withdrawals and have immunity from civil liability if they act in good faith and with reasonable care.

These are positive changes but won't save Grandma from being separated from her life savings unless similar changes are enacted in Canada and across all professions that deal with seniors and other vulnerable adults. All we can do in the meantime is be aware and ask lots of questions.

Before implementing any tax, investment, life insurance, or estate planning solutions it is best to seek professional advice. Have an experienced team of professionals work together to uncover the weak links in your plans and implement the correct solutions. Don't just leave your plans to chance because without structuring your family's wealth and estate plans properly, often, bad outcomes occur.

Secure the dog house and invest wisely, then you can enjoy life & have fun.



# Our Heads are Finally above Water! Hearing Aid Processing Moves Into a New Era

By Marshall Chasin, AuD



## About the Author

Marshall Chasin, AuD, is an audiologist and director of research at the Musicians' Clinics of Canada, Toronto. He has authored five books, including *Hearing Loss in Musicians*, *The CIC Handbook*, and *Noise Control—A Primer*, and serves on the editorial advisory board of *HR*. Dr. Chasin has guest-edited three special editions of *HR* on music and hearing loss (August 2014, March 2006, and February 2009), as well as a special edition on hearing conservation (March 2008). Correspondence can be addressed to: [marshall.chasin@rogers.com](mailto:marshall.chasin@rogers.com)

Up until very recently, our collective amplified heads were submerged in a fog of front-end distortion. Sounds, including music and that of the voices of hard-of-hearing people who wear hearing aids, caused their own hearing aids to be overdriven even before the transmission reached the stage of the brilliantly designed software programming. Even the best of algorithms would function sub-optimally if provided with an initial signal that was less-than-perfect. (For more information on this, see my article<sup>1</sup> in the August 2014 *Hearing Review* special edition about hearing aids and music or go to [www.Chasin.ca/distorted\\_music](http://www.Chasin.ca/distorted_music)).

In the last several months the hearing industry has (finally) responded with digital hearing aid analog-to-digital (A/D) converters that can digitize speech and music without distortion. Many manufacturers are now starting to use 24-bit A/D converters rather than the old industry standard 16-bit systems (eg, Unitron's North platform, Phonak's Venture platform, and Oticon's Inium Sense platform). Other manufacturers have implemented some ingenious methods to circumvent the problem. One uses an electronic transformer method (eg, Widex Dream), another uses an analog compressor prior to the A/D converter with digital expansion after digitization (eg, ReSound),

and yet another uses a change in the digital register to increase the limited dynamic range to one that is optimized for both speech and music (eg, Bernafon).

Whatever the innovation or the ingenious method of implementing an innovation, for perhaps the first time, sound can get into a hearing aid processing circuitry without distortion. And, with the newer hearing aid microphones that can transduce up to 119 dB SPL (as opposed to last year's model that could only transduce up to 115 dB SPL), all important stimuli—at virtually all sound levels—can reach the software algorithm and programming stage without distortion. This includes all music, even rock-and-roll, and perhaps just as importantly, the hard-of-hearing person's own voice at the level of his or her own hearing aids.

## YES, IT'S A BIG THING

I would argue that much of the previous research by hearing aid manufacturers into the development of “new and improved” algorithms has been limited by this front-end digitization problem. Algorithms or technologies that have seen limited real-world benefits in the past may now yield significant clinical success.

This reminds me of the history of wide dynamic range compression (WDRC). I am pretty sure that this was from an article that I had read by Mead Killion back in the early 1990s (because I recall reading it while waiting for my young daughter's soccer practice to end). I have looked everywhere but haven't been able to find it. However, (and let's assume that it was from Dr Killion) WDRC was proposed and implemented in the 1970s, but because of the limited bandwidth of hearing aids of that era, it didn't work. I believe that 1970s WDRC just turned down everything; the manufacturer was Computer Hearing Aids.

With the advent of true wideband receivers in the late 1980s, WDRC was again tried, but this time with great success. This was the 1988 K-AMP designed by Killion and his colleagues. (Incidentally this hearing aid circuit is still available from General Hearing and also in the Bean PSAP.) So this represents a thinly veiled request to revisit many of the hearing aid algorithms of the recent past, but with the newer post-16 bit technology that is now available.

I have made several implicit assumptions that may come back to drown me. One is that each of the newer innovations and newer platforms are equal in their function. I wouldn't be surprised if indeed this is the case, but that is still yet to be determined. Another assumption is that the various engineering and marketing decisions made by any one manufacturer will not negate the benefits of these new approaches. And the third is that the technical information that has been released to the consuming audiology public is valid (eg, Is a 24-bit platform truly a 24-bit system? Are the instructions only 16-bit?).

Clinically, we have all run into situations where an innovation should work, but doesn't. Clinically, it doesn't take long to dismiss something (especially if there is a flood of return for credit hearing aids). Perhaps it's time for us hearing care professionals to retry what didn't work last year?

## REFERENCES

1. Chasin M. The “best hearing aid” for listening to music: Clinical tricks, major technologies, and software tips. *Hearing Review*. 2014;21(8):26-28. Available at: <http://www.hearingreview.com/2014/07/best-hearing-aid-listening-music-clinical-tricks-major-technologies-software-tips>

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# Groundbreaking Research Proves Use of Hearing Aids Reduces Risk of Cognitive Decline

By Lisa Packer



For years, researchers have eyed the correlation between hearing and brain health. It has been long suspected that the use of hearing aids, or the lack thereof, could be a significant factor in cognition, especially for older people. And now, for the first time, researchers have found definitive proof that the use of hearing aids actually reduces the risk of cognitive decline.

### Studying the Effects of Brain Aging

The long term study, done at the University of Bordeaux, France, was a part of the Personnes Agees, aka PAQUID, which was created to look at the overall effects of brain aging. The study looked at 3670 adults age 65 and over for a 25-year period. Amazingly, researchers found that those who used hearing aids had no greater risk of cognitive decline than those with normal hearing.

In contrast, during the 25 year study those with untreated hearing loss had significantly lower baseline scores on the Mini-Mental State Examination, a widely used test of cognitive function. The astounding results of the study have not only have potential to revolutionize the hearing care industry, but to encourage even more people to seek treatment for their hearing loss.

### Results Show Importance of Early Hearing Loss Treatment

The results of the study were just published in the Journal of the American Geriatric Society, but given that Oticon has been focusing on their BrainHearing™ technology for the past 20 years, it was only appropriate that the lead author of the study, Professor Amieva of the Department of Neuropsychology and Epidemiology of Aging at the University of Bordeaux, France, chose to share the early findings of the study back in 2014 at OtiCongress, a knowledge-sharing event that explored cognitive health and the benefits of Oticon's cutting edge technology.

Oticon has long been aware that hearing aids are not just simply about amplification and that not all devices are created the same. For 20 years, Oticon has been very active in the area of researching the relationship between hearing aid amplification characteristics and cognitive processes. Based on the fact that you hear with your brain, not your ears, they have been able

to develop technology that has been on the leading edge of this latest research. And now, with this new development, they are poised and ready to help even more people maintain cognitive health and lead healthy, active lives.

Your brain is not only unique to you; it is a crucial part of hearing. That means you hear and interpret sounds differently than anyone else. Knowing that each brain is as unique as a fingerprint, Oticon developed technology that is uniquely adaptable to each individual. The brain uses the ears to orient itself and be aware of what is happening in the environment, and to make sense of sounds that it hears. That is why cognition is a crucial part of the hearing mechanism; without understanding, hearing means nothing. Oticon's BrainHearing technology is revolutionary in that it not only helps both ears to work together, but it recognizes and preserves natural speech characteristics and separates speech from background noise to allow only the important sounds to get through.

### Understanding the Benefits of Hearing Aids

The benefits of hearing technology on cognition cannot be emphasized enough. Past studies have shown that even early stages of hearing loss are linked to cognitive decline. The theory is that when the brain's ability to process sound is compromised, a person's ability to understand speech declines. The hearing areas of the brain become weaker, and the areas of the brain that are necessary for higher level thinking then attempt to compensate for the weaker areas. When they step in and try to take over for hearing, they are unavailable to do their primary cognitive jobs (thinking, problem solving, reasoning, etc.).



This brain reorganization could explain why age-related hearing loss is so strongly correlated with dementia, and why it should be taken seriously. Even in the early stages of hearing loss, the brain begins to reorganize. Knowing this, Oticon has been focused on leading the charge in the emphasis on hearing as it relates to brain health. Don Schum, the Vice President for Audiology & Professional Relations for Oticon, Inc. and a member of the Board of Directors of the Eriksholm Research Center, knows just how important hearing is to cognitive health. “It’s been known for several years that there is a correlation between the presence of hearing loss and accelerated cognitive decline in elderly adults, and that the rate at which that happens appears to be faster among those with hearing loss. That has been demonstrated by Frank Lin and other researchers; what had not been established yet is the mechanism. What causes it to happen?”

For years, a common theory among the research community has been that the link between hearing loss and cognitive decline is related to a loss of socialization. People with hearing loss are more likely to avoid social situations out of frustration or embarrassment. But research shows that being in social situations is one of the best things to do to preserve cognitive function.

Schum agrees. “This is the first time there is evidence that people who have hearing loss, but use hearing aids are no more at risk of cognitive decline than people with normal hearing. The hearing aids act as a protective mechanism against a more accelerated loss of cognition, so that cements the hypothesis that the relationship between hearing loss and cognitive decline is related to loss of socialization. Since hearing aids allow for greater socialization, allowing people to stay engaged and active, people with hearing devices are using the cognitive system very actively.”

## Research Finds Hearing is Crucial to Brain Health

The idea of brain health is certainly a hot topic right now, especially among older people who may be seeing friends or family members developing dementia or Alzheimer’s, and who are concerned about their own brain health. The popularity of brain-challenging games such as Sudoku and the rise of programs like Lumosity to promote brain health show that the concern is growing. That’s all well and good, but the very best thing you can do to maintain cognitive health is to stay socially active.

“One of the most stimulating things you can do is go to a party,” said Schum. “The complexity of the environment and having conversations with multiple people is very healthy for the brain. If a person is hesitant to do that because they struggle with hearing loss and they could do better if they wore amplification, then they should be using amplification.”

The results of the study have the potential to change the way people view the use of hearing aids, and to get more people to take action when it comes to hearing health.

“Now it’s no longer just about allowing them to hear, in the here and now, but about long term brain health. We can let people know that there can be a positive impact on long term brain health by correcting your hearing,” Schum said.

Because of their hard work over the last 20 years, Oticon is ready to address brain health and hearing. Schum is excited about what the future holds. “The study results represent an opportunity for us to get more people to do something positive about their hearing. That is probably the most important thing to come out of this study. If we can get more potential users to take action, I think we should.”

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# In Conversation with Milt and Millie Bryans

Milt (Milton) and Mille (Mildred) Bryans  
Bryans Hearing  
Graduated: Sheridan College 1978  
Founded Bryans Hearing Centre 1978



## **What intrigued you about this profession and how did you get started?**

Well that could be a very long story. We were stationed at Comox, BC I was in the Air Force. I was discharged from the Air Force in Ontario. I got into the Air Force by coping with only hearing in one ear. I used to favour the better ear by turning to that side, then the officer would say “eyes front” So I’d have to turn my head straight again. Eventually some buddies told me they knew I had a hearing loss but I was never let go because of it. My first hearing aid was a body aid with an oak casing I inherited it from my grandfather.

Then I got my first new hearing aid from Mrs. Day at Owen Sound Hearing Centre. It was an Acousticon and Millie came for the appointment. Mrs. Day did not realize how well I read lips, Millie had to tell her. I also had a Widex hearing aid. One of my visits to see Mrs. Day I asked her if she happen to need any part time help as I had a large family and the farm was not quite enough to keep us.

Well, Mrs. Day said the owner, Jack Leckie is coming from Toronto tomorrow I’ll tell him about you. Mrs. Day thought I was full of hope but I didn’t think I’d know how to sell a hearing aid.

So, in 1965 Jack Leckie hired me. I got along really well with Jack. Each Saturday he would take me to meet and interview with ENTs he knew.

Millie and I then took the HIS course and she started to work in the office in 1970 repairing hearing aids.

Then we got into the second group at the Sheridan College weekend course for the HIS with Steve and Diane Bernath, Arnie and Rene Hock as well as Murray Berman. In those days they separated couples because their answers were too similar so they thought we were cheating; however, after they separated us nothing changed. I guess they didn’t realize we were all as smart as each other. We worked all week, looked after the farm then would leave the office to drive to Oakville to attend Sheridan College for the weekend.

**What jobs did you have prior to becoming a hearing professional?**

After the Air Force I did farming; welding; electrical; carpentry, and plumbing/piping.

**Were, or are you involved in any volunteer activities?**

We moved to town in 1977 and after selling the farm in 1980 I was able to get more involved in the profession especially with the OHAA. Then when the two Associations came together in 1987, I helped write the new bylaws. That was an interesting time in the profession.

We donated hearing aids to services that went into other countries. After retirement we'd go to Mexico to build schools. I was also Chair of the Board at church as well as for Eastern Canada and Provincial Canada. I really enjoyed going to the Georgian College and teaching the PSW students about hearing and taking care of hearing aids. That was the days of Walkmans and I told them about not turning the volume above four or five.

**What do you think has been the best, event/achievement in your life so far, either professional or personal?**

Well when you're 95 years old it's hard to say there have been so many events. I married Millie 72 years ago November 2015. We had seven children over the span of 20 years. They have given us 15 grandchildren and three great grandchildren with a fourth on the way.

I've taught Bible classes in Texas and Arizona while we traveled after retirement. Selling hearing aids was my greatest satisfaction helping people who need hearing aids. To this day it riles me to hear people say they don't need hearing aids. Here where we live, everyday I'm telling people to persevere.

**What are/were your hobbies?**

Farm equipment was often brought to me on weekends to repair. However, our greatest hobby has been camping and traveling over the years. Millie would load up the car/trailer and off we'd go. Once we retired we visited Millie's Family in Vancouver and a daughter who lives in William's Lake. We vowed to always visit our children. They are spread out so it gave us places to travel to. The last year we towed the fifth wheel across Canada was 2009.

**Please share any additional information or comments about yourself that you think our readers would find interesting?**

I now have a profound loss in both ears. I use digital BTE hearing aids. In the 1960s hearing aids were costing about \$250–325.00 My first hearing aid was \$200.00. Technology, today is out the door. The hearing aids today sound so good. Under Jack Leckie's leadership I was shown a rechargeable hearing aid from Unitron. That was years ago. I remember the first anechoic chamber I was ever in, they shut the door and it was dead silence. That was quite an experience. Hearing aids get in your blood.

I lost my hearing from red measles as a teenager. At first I had a 40/42 dB loss now it's a 100+ but I do well with hearing aids and lip reading. My first realization of my hearing loss was when I couldn't hear an alarm clock.

# Classifieds

## Full-Time and Part-Time Opportunity for Hearing Instrument Specialist, Competitive Salaried + Incentive

We are currently seeking an experienced Hearing Instrument Specialist registered with AHIP to join Chit Chat Hearing in a busy downtown Toronto location. Working both independently and with support, you will identify and assess individuals with hearing loss and coordinate remedial services.

This competitive salary + incentive position will appeal to a self-motivated, responsible individual eager to collaborate on a team committed to service.

### Success requires:

- H.I.S. registered with AHIP
- Authorizer with ADP

- Minimum 2 years working experience
- Good general business sense and excellent customer service and hearing health promotional skills
- Great communication, organization and follow-up skills

Full time salary- \$45,000 - \$52,000 per annum plus incentives

Part-time- \$25/hour

**Interested candidates should send an email outlining their suitability and interest for this opportunity to: [HR@chitchathearing.ca](mailto:HR@chitchathearing.ca).**

## Position: 2 x Hearing Instrument Specialist (Full Time Position in Toronto, Part-Time Position in Guelph)



Raindrop Hearing Clinic Inc. is an independently Canadian-owned hearing aid clinic located in the east end of downtown Toronto. We have partner clinics in Guelph, Erin, and Paris, Ontario. Servicing a diverse population, Raindrop holds high standards of inclusivity and provides services in multiple languages.

We currently have an immediate opening for a full-time Audiologist or Hearing Instrument Specialist to manage a rapidly growing clientele and further develop the new clinic located near Broadview station. A successful candidate will be outgoing, have an entrepreneurial spirit, show initiative, and have excellent customer service skills. Design and web skills are also valuable but not necessary.

Candidates must be licensed and certified to perform comprehensive audiological and hearing aid evaluations. A successful candidate will play a key role in guiding one of our most profitable clinics. We will work with a successful candidate to create a unique, personalized and patient-centric clinical experience as you introduce solutions to help patients stay connected with their family and friends.

Salary, benefits, and performance bonuses will commensurate with experience.

**If you would like to be considered for this opportunity or to learn more, please apply:**

- **By email at [info@raindrophearing.com](mailto:info@raindrophearing.com)**
- **Please include a resume and link to online CV if available**
- **Instead of a formal cover letter, please introduce yourself in the email and communicate why you feel you would be a good fit**

**We look forward to hearing from you!**

### Responsibilities:

- Perform complete audiometric assessment, evaluation of hearing loss.
- Complete real ear measurement, impressions and related services.
- Counseling on hearing aid recommendations and expectations.
- Daily processing of hearing aid repairs and maintenance.
- Knowledgeable on all new products and services and ability to program devices.
- Willingness to learn HearWare software and other office procedures.
- Provide professional, courteous service to patients in an efficient manner.
- Assist and support staff members and be a team player.
- Maintain and document detailed patient records.
- Maintaining records and using cloud services to administer business.
- Valid driver's license for training and community workshop.



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Embrace Smart Hearing. Embrace ReSound LiNX<sup>2</sup> – with technologies so smart they adapt to the unique lifestyle of each user.

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