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# SIGNAL

Winter 2019 Edition 120

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The mission of the Association of Hearing Instrument Practitioners of Ontario is to represent and guide its members in their practice which include, the testing, selecting and fitting, and dispensing hearing instruments and associated devices in the best interest of the hard of hearing, and may include the removal of cerumen from the external ear canal. Membership is available to hearing instrument practitioners or to those who have an interest in the hearing instrument profession.

*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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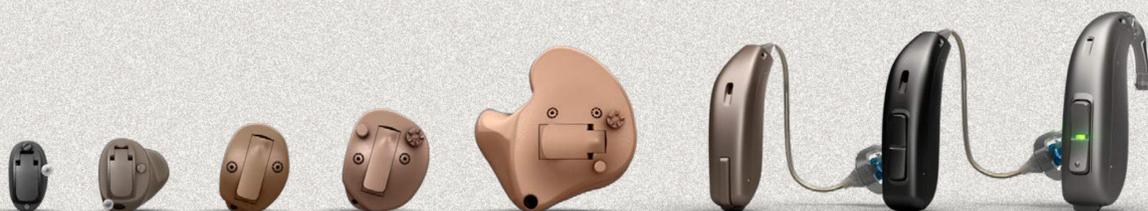
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\*Le Goff and Beck 2017, Oticon whitepaper

\*\*Lunner et al, Aging and Speech Communication Conference, 2017



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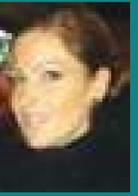
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MESSAGE FROM THE EDITOR-IN-CHIEF

Welcome to 2019 AHIP Members! I hope everyone had a happy holiday and is ready for the new year.

In this issue we feature helpful tips from Debbie Clason on how to “Protect Yourself from Hearing Hazards in Your Home.” Financial Advisor John Niekraszewicz contributes his regular column, this time on how to plan for business exit success. Eva Bergstedt writes an article titled “Discovery of Inner Ear Function May Improve the Diagnosis of Hearing Impairment.” Mandy Mroz writes on “How Hearing Loss Treatment Can Help Alzheimer’s Patients.” Our last article is from Elisa Lautala and she writes about how children with hearing loss can benefit from hobbies like music.

I hope you enjoy this latest Signal magazine, and as always, if you would like to write an article or share a story, please contact me at [chris@ahip.ca](mailto:chris@ahip.ca)

Thanks!

**Chris Arnold**  
Editor-in-Chief



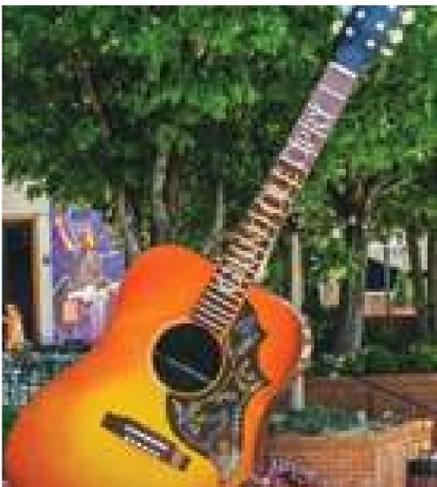


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## Dear Members:

Your Board of Directors will continue in the new year to proactively promote you and the profession by establishing and maintaining relevant and important alliances and contacts; provincially, nationally, and internationally.

This term has been very busy addressing several important issues, some new and some which have continued from the previous term. Further to our most recent meeting with WSIB on September 25, 2018, we are happy to report they have re-considered implementing a Hearing Services Payment Plan, in other words bundling. We continue to speak to them about several outstanding and new items surrounding professional services and fees, revised forms and operations. We will keep you updated via membership mailings.

The AHIP Quality Assurance committee has developed, and the Board of Directors approved (pending legal review), a new position paper entitled “**Use of Telepractice in the Delivery of Hearing Healthcare Services.**” This position paper provides general guidelines for AHIP members regarding telepractice services and will be ready for release within a few weeks.

As detailed in your membership mailing of December 21, 2018, we outlined many government changes taking place including MOHLTC

realignments, reversals of key employment changes in Ontario and new mandatory notification requirements under PIPEDA. We will continue to monitor these and any other provincial legislations and policies which arise and advise you accordingly

Mark Your Calendars Now!! Symposium 2019 is scheduled for **May 8-10, 2019** at the Fallsview Casino in Niagara Falls. More information on speakers, topics, events and entertainment will be posted on [www.helpmehear.ca](http://www.helpmehear.ca).

Wishing you and your families a healthy and prosperous New Year!

**Maggie Arzani, H.I.D.**  
AHIP President



## Dear Members:

Happy New Year!

Your board continues to promote the profession by establishing and maintaining relevant and important alliances and contacts; provincially, nationally and internationally.

Several provincial issues over the past few terms have released unprecedented coalitions and alliances bringing together, ourselves, audiologists, manufacturers, the hard of hearing and others to stand strong provincially.

Nationally, important relationships continue to take place, including having strong representation on the Canadian Hearing Instrument Practitioners Society Board and communications with the Canadian Auditory Equipment Association.

Internationally, we continue to collaborate with the International Hearing Society which we have maintained Chapter status for countless years. On your behalf, AHIP representatives annually attend the annual IHS convention and participate in the Chapter Leaders and Licensing Board meetings. This year the IHS 68th Annual Convention & Expo will take place in Nashville, Tennessee from September 19-21, 2019.

Respectfully Submitted,

**Joanne Sproule**  
Executive Director



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# Protect Yourself from Hearing Hazards in Your Home

By **Debbie Clason**

*Contributed by Debbie Clason, staff writer, Healthy Hearing January 30, 2018.*

Just as autumn is a glorious time to throw open the windows and enjoy some fresh air, winter is a time to keep them closed and fight off the chill. But the home-baked smells and warmth of the season aren't the only things we've trapped inside — so is the noise generated by daily living. And while many sounds are absorbed by the soft interiors of our homes — think curtains, furniture and carpeting — our hearing health depends on our ability to keep inside noises at acceptable levels this time of year.

## What Does Noise Have to Do With My Hearing Health?

Look for information about sound levels on the box when you purchase a noisy appliance.

According to the National Institutes for Deafness and Other Communication Disorders (NIDCD), as many

as 24 percent of Americans under the age of 70 have noise-induced hearing loss (NIHL).

NIHL can be caused by a one-time exposure to a loud sound, such as an explosion, or prolonged exposure to sounds exceeding 85 decibels (dB). The louder the sound, the shorter the amount of time it takes to damage your hearing. Noise affects the delicate structures of the inner ear, most especially the stereocilia which are responsible for translating the sounds our ears collect into electrical impulses to send to the brain. Each hair cell is responsible for translating a specific frequency. Once these hair cells are damaged or die, they do not regenerate, meaning our ability to hear those frequencies is permanently altered.

## Is My House Really That Noisy?

You might be surprised how loud daily household items can be. How loud is too loud? Basically, if you



## PROTECT YOURSELF FROM HEARING HAZARDS IN YOUR HOME

are unable to carry on a conversation with someone standing beside you, it's an indication that the volume on the television or stereo is set too high or the appliance is too noisy.

According to Quiet Home Lab, even common household appliance decibel levels can be harmful to your hearing over time. Because hearing damage from excessive noise is cumulative, be aware of the decibel levels of your appliances. Here's a good rule of thumb for some common appliances you may use on a daily basis:

- Vacuum cleaner: 60-85 dB
- Hair dryer: 60-95 dB
- Blender: 80-90 dB
- Washing machine: 50-75 dB
- Television audio: 70 dB
- Doorbell and telephone ring: 80 dB
- Garbage disposal: 70-95 dB

The next time you're in the market for a new appliance, read the information carefully. Many manufacturers

include decibel levels on newer models to help consumers choose accordingly.

### How Can I Protect My Hearing?

Although the damage noise inflicts upon your hearing is permanent, it's good to know it's also preventable. It's never too late to begin protecting your sense of hearing.

- Turn down the volume, especially on the television, car radio and any other personal electronic devices you use on a daily basis.
- When it's time to replace household appliances, look for those which operate at lower decibel levels.
- Invest in a pair of noise-canceling headphones if you engage in a noisy hobby such as woodworking.
- If your home environment is still too noisy, purchase some foam earplugs online or at the local drugstore and wear them when you know you'll be exposed to excessive noise.

Debbie Clason



### About the Author

Debbie Clason holds a master's degree from Indiana University. Her impressive client list includes financial institutions, real estate developers, physicians, pharmacists and nonprofit organizations.

# The Grandparent Gift That Keeps on Giving

By John Niekraszewicz



Not a day goes by that I don't hear from a grandparent voicing that all too common financial concern. "How can I help my children and grandchildren now instead of later without jeopardizing my own retirement plans and also be able to afford quality health care in my old age?" Crystal ball anyone?

A good starting point is to find out if your adult children are on the right path for financial success. Without being too intrusive, you can ask them a few questions that should give you insight about their ability to save for a rainy day and provide for your grandchildren's post-secondary education:

- do you maximize your Registered Retirement Savings Plan (RRSP) contributions every year?
- do you maximize your Tax Free Savings Account (TFSA) contributions every year?

- do you maximize your Registered Education Savings Plan (RESP) contributions every year for our grandchildren?

These three investment programs are designed as building blocks that lead to a successful financial future. If your children don't know what you are asking, then you should be concerned. Then ask them one more question:

- do you own any disability and life insurance?

If your children do not have any insurance protection coverage as far as they know (they may wrongfully assume that their employer is taking care of this for them), then you have every right to be worried. The future of your grandchildren is at stake.

It would be nice to hope for the best, but as things appear today, you might want to start planning for the



worst. You don't want to find yourself in a situation with a lot of mouths to feed at the expense of your financial well being. Selling out of your nest egg earlier than you planned is stressful enough but the added tax bill and potential clawback of government benefits just adds to your financial pain.

To avoid this potentially dire situation, make sure your children are properly insured. This will allow you to sleep a bit better at night. But if your grandchildren's future suffers because there is less money available for education, this is where you can help. By planning ahead you can take advantage of programs designed to benefit multiple generations without jeopardizing your financial security. One such financial planning strategy involves strategically shifting assets from an "investment box" to an "insurance box."

Shifting money from your "investment box" into permanent life insurance policies that you purchase in each of your grandchildren's name can accumulate over time, giving your grandchildren access to funds that may help them later in life. You are the owner of the policies and you pay premiums into the policies in excess of what is needed to pay for the insurance. This creates cash value. At some point in the future, you can transfer the ownership of the policies to your grandchildren and they could use the built up

cash value in the policies to help pay for their post-secondary education (for medical school), or even help purchase a new home.

Strategically shifting your assets, while still maintaining control means that money is available in an "insurance box" for either you (if your financial needs change or health deteriorates) or your grandchildren. No one knows what the future has in store for us. This is why the flexibility of this financial planning solution is so appealing.

Another important consideration is the issue of "insurability." By putting coverage in place today on your grandchildren, that coverage will continue even if your grandchildren later become uninsurable. This can be quite valuable later in life if they need life insurance as collateral for a loan, mortgage or business buy-sell agreement.

By insuring the lives of each of your grandchildren, you can invest in a valuable, tax-efficient solution that can be gifted to your grandchildren. They can use this gift to access money for important life events or keep the insurance to provide a lifetime of income and debt protection for their family. Then they can gift this policy to your great grandchildren or great-great grandchildren. What a legacy and tax-efficient intergenerational transfer of your wealth.

Before implementing any tax, investment, life insurance, or estate planning solutions it is best to seek professional advice. Have a licensed financial planning advisor uncover the weak links in your plans, help you navigate through your options 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.

John Niekraszewicz



### About the Author

John Niekraszewicz (Nick-ra-shev-itch) BMath, FCSI, CFP, FMA is the Certified Financial Planner responsible for the AHIP Association Health & Dental 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 [info@jvkgroup.com](mailto:info@jvkgroup.com)

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# Discovery of Inner Ear Function May Improve Diagnosis of Hearing Impairment

By Eva Bergstedt

Results from a research study published in Nature Communications show how the inner ear processes speech, something that has until now been unknown. The authors of the report include researchers from Linköping University.



A collaboration between researchers in Sweden, Denmark, the US, the UK and India has now revealed how the inner ear processes speech. The discovery is an important addition to our understanding of how the inner ear and our sense of hearing function. The results have been presented in an article published in the scientific journal Nature Communications.

“The sound of speech has two components in the inner ear. One component consists of high frequency variations in the sound. The other component, known as the ‘envelope’, describes the outermost shape of the sound of speech”, says Anders Fridberger, professor of neuroscience at Linköping University, and one of two principal authors of the article.

## Coding of Speech-Like Sound



Anders Fridberger.

Photo Courtesy Thor Balkhed

The envelope, which varies relatively slowly, can be considered as the overall structure of the speech signal. Researchers have previously shown that the envelope is most important for understanding what someone is saying.

“But until now we have not known how the inner ear decodes the envelope of the speech signals. This is the new result we are presenting”, says Anders Fridberger.

The inner ear produces tiny electrical currents whenever sound enters – it converts sound to electrical impulses.

## DISCOVERY OF INNER EAR FUNCTION MAY IMPROVE DIAGNOSIS OF HEARING IMPAIRMENT

These are led through the auditory nerve to the brain. By placing small electrodes into the ear canal of experimental subjects, and placing electrodes close to the cochlea of patients who have undergone surgery, the researchers have been able to record the way in which the inner ear codes speech-like sound.

### Characteristic Electrical Signals



LiU researchers in collaboration with an international research team are investigating how the inner ear functions. Image courtesy: Thor Balkhed.

The results have led the researchers to the understanding that speech gives rise to a particular form of electrical signals sent to the brain. These signals differ from those that arise in response to other forms of sound.

“This is both remarkable and surprising”, says Anders Fridberger.

### Understanding Inner Ear Function

The discovery is an important addition to our understanding of how the inner ear functions. The inner ear is embedded in a large bony structure, which makes it difficult to access and study it. Thus, diagnosing the exact location of damage to the inner ear is currently difficult.

“We believe that our results will improve diagnostic procedures for various hearing impairments, something that is sorely needed. Much remains to be done, however”, cautions Anders Fridberger.

Nature Communications

**Translation:** George Farrants

# How Hearing Loss Treatment Can Help Alzheimer's Patients

By Mandy Mroz



Hearing loss can further challenge communication with Alzheimer's patients.

Contributed by AuD, director, Healthy Hearing  
November 7, 2018

In patients with Alzheimer's disease and other forms of dementia, the brain is attacked and everyday functions become impossible or extremely difficult. According to the Alzheimer's Association, a startling 5.7 million people in the United States suffer from Alzheimer's and other dementia diseases, costing the nation about \$277 billion in 2018. Despite awareness and research into this troublesome and life-robbing disease, every 65 seconds someone in the U.S. develops the disease. Alzheimer's disease is now the sixth leading cause of death in our country.

If you know someone with Alzheimer's disease, it's vital to do all you can to help them live the most vibrant and full life. If you don't know anyone with this devastating disease yet, it's still important to be aware of early warning signs of cognitive decline, Alzheimer's disease and other dementia. The Alzheimer's Association

outlines ten main warning signs and symptoms of the disease.

## What is the connection between untreated hearing loss and Alzheimer's?

Alzheimer's disease and untreated hearing loss can be intricately connected — one of the hallmarks of the disease is the decreased ability to communicate. One recent study has even linked hearing loss to an increase in dementia, naming it as a key risk factor.

Many times, Alzheimer's patients in the later stages of the disease experience a decrease in cognitive function, often not responding to others or to stimuli in the environment we would expect them to notice. Conversations go on without them, questions are asked but remain unanswered. When Alzheimer's disease and hearing loss coexist, the situation is more complicated. Hearing loss can challenge the patient's ability to interact with the world around them,

much like the dementia symptoms. Unless they are aware of the hearing loss and facilitate getting treatment, caregivers will find it difficult — if not impossible — to communicate with these patients.

### **Treating Hearing Loss Can Improve Quality of Life for Alzheimer's Patients**

Diagnosing hearing loss in someone suffering from Alzheimer's can be a huge relief for the patient, their family and caregivers. Some of the problems that were once blamed on the dementia progression can now be attributed to the hearing loss, and hearing loss has a variety of treatment options that may improve communication. Hearing aids, assistive listening devices, alerting devices and other communication strategies can be employed to help the Alzheimer's patient engage with their loved ones and caregivers.

Research from the Better Hearing Institute demonstrates the use of hearing aids improves quality of life for individuals, including emotional health, mental ability, physical health and a sense of independence.

### **Take Action to Help Your Loved Ones Suffering from Dementia**

The holidays bring about many family gatherings and social events. If you notice one of your loved ones seems to be exhibiting any of the signs of Alzheimer's or hearing loss, take action. Early detection is the first step to maintaining quality of life. When it comes to hearing loss, there are treatment options for every need and budget. Hearing aids can make an enormous difference in the lives of those living with hearing loss. It is even more important to diagnose hearing loss for someone also suffering from Alzheimer's disease.

Mandy Mroz



### **About the Author**

**Dr. Mandy Mroz** earned her doctorate in audiology from the University of Florida. Mandy's career is guided by her dedication to serving people with hearing loss and her past experience in hearing research, training and management.

# Researchers at University of Helsinki, and University College London have Found Evidence that Children with Hearing Impairment and Cochlear Implants Can Benefit from Hobbies Involving Music and Especially Singing

By Elisa Lautala



The results published in *Music Perception* show that the auditory skills of hearing impaired children are connected to the amount of singing and music in their everyday lives.

In the study, University lecturer of logopedics **Ritva Torppa**, PhD, from University of Helsinki measured auditory skills, perception of speech in noise, singing skills, and brain responses to changes in musical

sounds in children with cochlear implants. Some children took part in regular singing and other musical activities while others did not.

“Hearing impaired children with cochlear implants who sing regularly have better perception of speech in noise compared to children who don’t sing. This is an important skill in day care or school where children discuss and receive instructions in noisy conditions,” Torppa points out.

She stresses the importance of the result for the children’s future.

“Communication skills and especially the ability to perceive speech in noise have a vital importance in education. All children, but especially children with a hearing impairment, should have the possibility to learn music and especially singing.”

The results also imply that parental singing is important. Together with the Lindfors foundation, Torppa has been involved in the development of speech-music play school activities where hearing-impaired children, their parents, and their siblings learn to use music in everyday life in a way that specifically develops language and communication skills.

University of Helsinki’s Professor of Educational Sciences **Minna Huotilainen**, who supervised the research, thinks that musical hobbies are important but not available to all.

“We have amazingly high-quality children’s music culture in Finland with a wide variety of different musical hobbies. Speech-music play schools are not available everywhere yet but hearing-impaired children can also benefit from traditional Finnish musical play school and music-making and singing at home,” Huotilainen says.

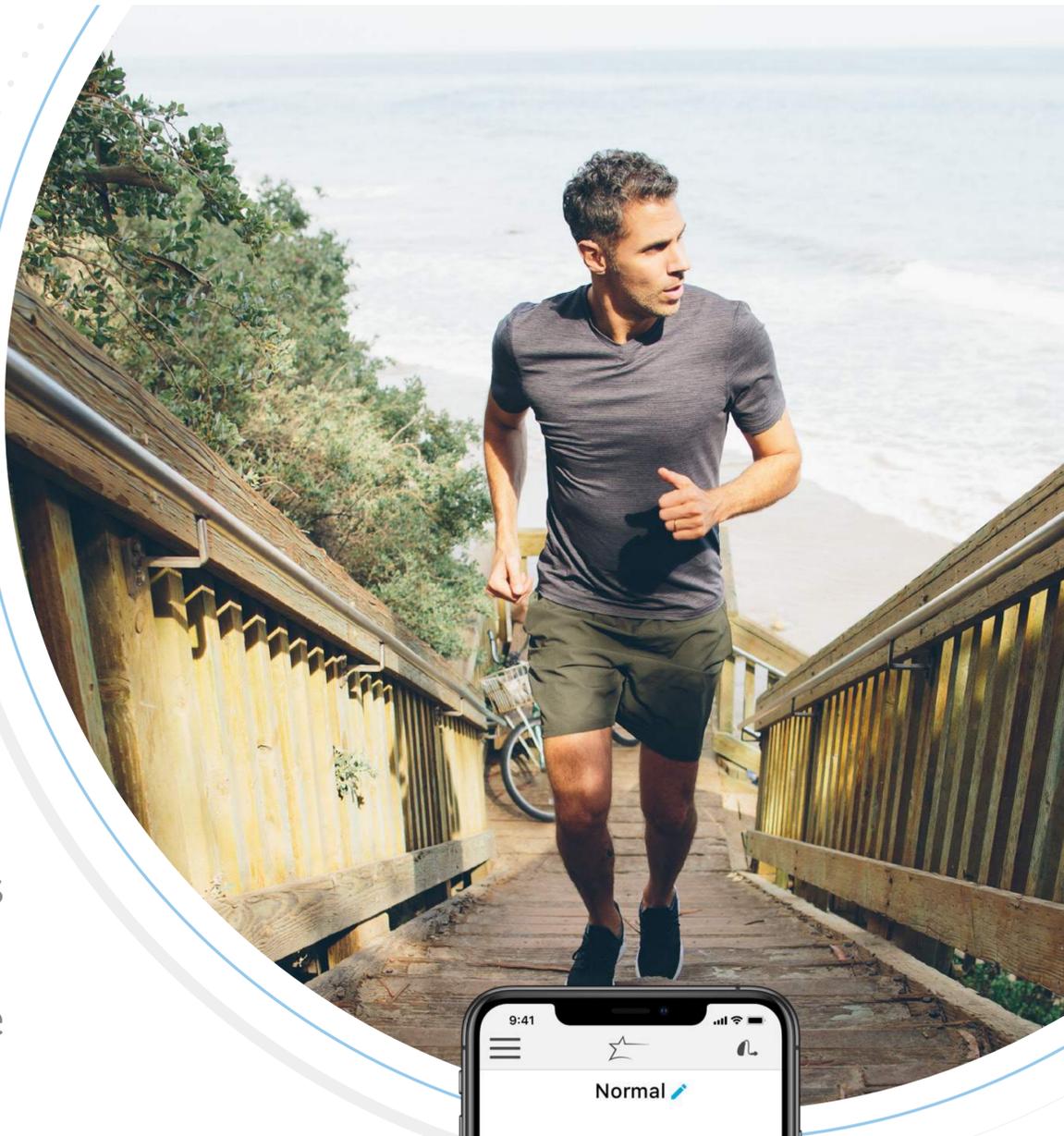
She thinks that the result should be taken into account also in day-care and schools.

“In my opinion, the best option is that day-care and school use music and singing every day as a means to support learning. This gives all children the possibility to enjoy music, singing, and the benefits they bring.”

**Original publication:**

Ritva Torppa et al. Developmental links between speech perception in noise, singing, and cortical processing of music in children with cochlear implants, *Music Perception*, DOI: 10.1525/MP.2018.36.2.156.

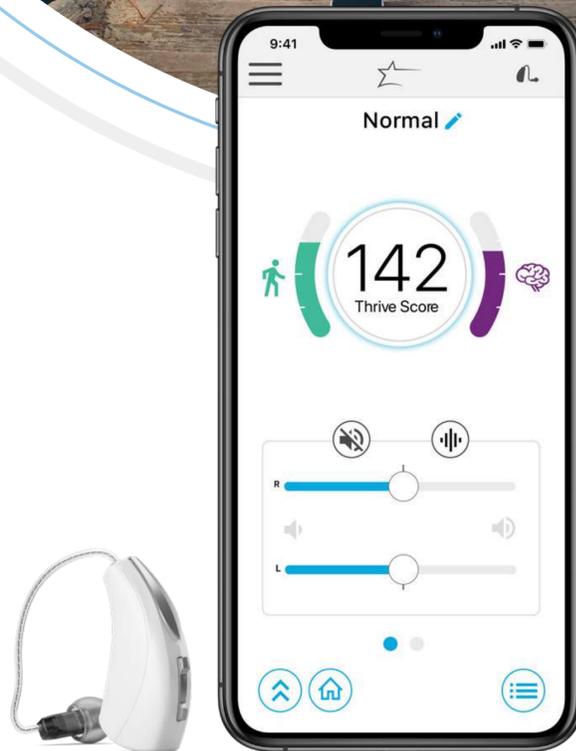
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### 2019 CEU Moratorium Apr 8 – May 7, 2019

Members attending Association approved seminars within the 30 days moratorium period before the AHIP Symposium will be credited with the approved CEU hours only if they attend the Symposium. Otherwise, there will be no accreditation during the moratorium period.

### Annual General Meeting Friday, May 10, 2019

There will be updates on important issues and events that are shaping the future of your profession. In addition, all association business in relation to membership, education, quality assurance, professional practice, public relations, professional relations and treasury will be presented, and elections conducted.

It is important to remember that the AGM is intended for all AHIP members in good standing whether you register for Symposium or not. Please plan to attend. Let your voice be heard.





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- A.H.I.P. MEMBER** (without gala ticket) ..... \$320\* / \$430
- NON-MEMBER** (includes 1 non transferrable gala ticket) .....\$384\* / \$495
- NON-MEMBER** (without gala ticket)..... \$362\* / \$475
- FRIDAY NIGHT GALA - EXTRA TICKET** each .....\$130
- AHIP STUDENT MEMBERS ONLY Thursday Day Rate** each .....\$ 90  
(includes Manufacturers exhibits, seminars, lunch, evening event)

All prices include 13 % HST CRA HST # 898132477000RT

Name on Gala ticket to read: \_\_\_\_\_

NAME: \_\_\_\_\_

COMPANY/OFFICE: \_\_\_\_\_

CONTACT ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ POSTAL CODE: \_\_\_\_\_

PHONE (B): \_\_\_\_\_ (H): \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

REGISTRANTS SIGNATURE: \_\_\_\_\_ Date \_\_\_\_\_

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.

List here medical or other dietary **restrictions for GALA DINNER ONLY** \_\_\_\_\_  
(deadline for this submission to AHIP office – April 15, 2019)

**(Without prior notice by the due date, NO dietary restrictions can be accommodated on site – no exceptions)**

**NOTE: REFUNDS WILL NOT BE ISSUED AFTER APRIL 15, 2019**

**All refunds are charged a 10% administration fee**

# What's inside the best conversations?

Unitron's Inera is personalized from the inside out.

## For their ears only

Every ear is unique. Inera gives patients the most personalized hearing possible to enjoy the best of conversations all of the time, every time.

People spend almost two thirds of each day connecting through conversations.<sup>1</sup> So, it is not surprising that when people begin to have trouble hearing, 100% of those individuals indicate to their hearing healthcare professional that they want conversation to be easier.<sup>2</sup> The Tempus™ platform is proof of Unitron's passion for developing technologies that help patients solve their biggest hearing challenges. Unitron's Inera™ family of In-the-Ear (ITE) hearing instruments continues the Tempus best in conversations story through the optimization of custom products.

Unitron understands that every ear is unique. However, up until now, ITE hearing instruments have given every patient a one-size-fits-all directional response. This has meant that features of the hearing instrument didn't always perform as well as they should, giving the patient a less than optimal hearing experience.

<sup>1</sup> Hayes, D. (2017) "How much do you really know about your patient?" *Hearing Review*, 24(4):22-23.

<sup>2</sup> Tempus COSI field trial results, 2017



## Personalizing the conversation

The key to Inera's effectiveness is the sophisticated EarMatch™ modelling process. EarMatch optimizes directional performance by compensating for individual differences in external ear geometries. The microphone system then restores the individual's natural HRTF (head related transfer function) at the eardrum in order to improve localization and create a better, more realistic listening experience.

"Inera hearing instruments are personalized to the patient in every way. They are molded to comfortably fit the contours of the ear just right, allowing the features and technology level to be matched to the individual's unique listening lifestyle. This allows us to achieve optimal performance, while delivering a highly realistic sound and providing patients with the best conversations," says Andre de Goeij, Senior Director of Product Management and Strategic Initiatives for Unitron.

Conversations are personal. Hearing aids should be as well. Inera means that custom hearing instrument wearers benefit from personalized performance that works flawlessly for their ears. Learn more about Inera: [unitron.com/inera](http://unitron.com/inera)

## EarMatch – customization like no other



unitron™

### Characterize

EarMatch analyzes multiple anatomical parameters using a 3D model generated from the patient's ear impression.

### Recognize

Our recognition algorithm identifies ears by analyzing their unique features, then searches our comparative database to select a match.

### Customize

Our modeling process customizes the beamformer's calibration to create a directional response optimized for the individual's ear.

## Classified Ad

### Oticon Canada: Business Development Manager

Oticon is one of the world's largest global hearing aid manufacturers. Our promise of "people first" is evident throughout our culture, programs, services, and commitment to our employees. This has always been a key driver for our organization's success. We are currently seeking a hearing care professional to join the Oticon sales team.

#### The Role

We are currently looking for a Business Development Manager to develop new business by building new customer accounts. This role will be home based with significant travel throughout Western Canada

The position focuses on maintaining strong relationships with customers by keeping a continuous communication stream. Members of the Oticon sales team provide exceptional customer service and represent the company in an exemplary and professional manner.

In this role you will:

- Be the sole representative for a specified territory/geographical region responsible for both maintaining current business and developing new business through identifying and assessing sales opportunities.
- Build and maintain long-term relationships with customers such as dispensers, audiologists, and speech/language pathologists to achieve territory sales goals and to leverage additional opportunities.
- Be responsible for preparing and conducting technical presentations and demonstrations when appropriate.
- Travel to customers and potential customers' facilities within the territory, nationally and internationally

- Provide a high level of customer service to ensure customer satisfaction with the company's products and services.
- Be responsible for meeting annual sales quotas.

#### Here's who we're looking for

- A related post-secondary degree is required with previous experience selling to healthcare professionals preferred.
- Excellent verbal and written communication skills and interpersonal skills
- Excellent presentation, negotiation, and organizational skills with technical aptitude.
- A minimum of 3+ years of general selling experience is preferred.
- Ability to represent the company in a professional and courteous manner.

#### Why should you work with us?

- Competitive salary with annual reviews
- Excellent medical benefits; including dental, vision and health, Employee Assistance Program
- Fitness/Exercise spending account
- Group RRSP contributions
- 3 weeks vacation
- Dynamic work atmosphere
- Career development programs and opportunities
- Paid annual professional membership dues

*Accommodation is available upon request for applicants with disabilities in the recruitment and assessment process and when hired.*

Please send resumes to [careers@oticon.ca](mailto:careers@oticon.ca)

## Classified Ad

### House of Hearing

House of Hearing is a premium hearing care provider. We help people overcome hearing loss, freeing up time and energy so that our patients can focus on what matters most in their lives. With four established clinics and over 8,000 patients, we are a multidisciplinary team of audiologists, hearing instrument specialists, and customer support representatives serving the hearing needs of both adults and children in the greater Toronto area.

We are hiring professionals that fit well within our close-knit and inclusive work culture while possessing the qualifications and experience necessary for the position of Hearing Instrument Specialist. You must be an accredited HIS, we are not accepting applications for HID. Minimum two years' experience required.

A full-time position is available at our Maple clinic. Hours of operation are Monday to Friday 9am to 5pm and Saturdays 10am to 2pm. Candidates are not expected to work more than 5 days a week.

As the face of our company, the ideal candidate is outgoing, friendly and possesses a positive professional demeanor. The candidate is motivated and self-driven to succeed individually and as part of a team. He or she is proficient in communicating with patients and allied health professionals alike. While mastery of both spoken and written English is a must, strong consideration is awarded to candidates who speak multiple languages.

Previous clinical experience is an asset. Other important skills/knowledge include advanced understanding of clinic operations, computer and technology savvy, organized, prompt and being able to work well under pressure. Daily tasks include patient relations such as hearing testing, hearing aid evaluation and consultation. Secondary tasks include answering and making phone calls, following up on leads, appointment reminders, invoicing and scheduling, managing outgoing letters, and keeping the office clean and tidy.

You may apply by emailing [applicants@houseofhearing.ca](mailto:applicants@houseofhearing.ca) or submit your resume on our website: <https://houseofhearing.ca/job-opportunities/>

Prospective candidates that meet our criteria will be contacted by recruiting staff.

Job Type: Full-time

### Helix Hearing Care: Barrie

The mission of Helix Hearing Care is to promote a multidisciplinary clinical approach in the treatment and rehabilitation of hearing loss. We utilize the most advanced technologies and the skills of highly trained, industry leading, hearing care professionals.

Come work with the largest team of hearing experts at the BARRIE REGION'S LARGEST REGIONAL HEARING HEALTH CENTRE.

Like variety? Our constant flow of patients from all walks of life means you will be serving a diverse population.

Seeking competitive compensation? You will reap the rewards of a profit-sharing plan inside a very busy, top-producing clinic - not just in the region, but the entire country!

In addition, you will also enjoy the benefits of:

- The latest PC-based testing equipment
- Full marketing support and a unique customized patient database management system, including medical reporting and invoicing
- Competitive salary package
- Day 1 Health and medical benefit program
- Relocation bursary (based on individual situation)
- Mentorship support for recent graduates

Qualifications we are interested in:

- Appropriate training (1000 hours complete) as a Hearing Instrument Specialist
- Existing Certification or Eligible registration with AHIP
- Experience (1 year plus) strongly preferred

Barrie is a growing city attracting everyone from students to retirees. It is big enough to meet your retail, lifestyle and recreational needs but it boasts a dramatically lower cost of living than nearby Toronto.

Barrie is also the gateway to cottage country offering you virtually any lifestyle you choose. An urban condo at the Marina, a beach house in the neighbouring beach towns or a rural home acreage in the farmlands will all put you equal distance from your workplace at Helix.

Make a home for yourself in this friendly city! Enjoy a rewarding career and an exceptional quality of life.

*Helix is committed to fair and accessible employment practices and welcome and encourage applications from candidates with disabilities. Accommodations are available on request for candidates taking place in all aspects of the selection process. If you require further information please contact our Human Resources Department at 1-877-640-6369 or [hr@helixhca.com](mailto:hr@helixhca.com).*

# Classified Ad

## Helix Hearing Care: Stouffville

Hearing Instrument Specialist - STOUFFVILLE

- ASAP start

The mission of Helix Hearing Care is to promote a multidisciplinary clinical approach in the treatment and rehabilitation of hearing loss. To accomplish this goal, we utilize the most advanced technologies and the skills of highly trained, industry leading, hearing care professionals. With over 40 clinics in Ontario and Manitoba, and growing, we are committed to providing the utmost clinical hearing healthcare services to the patients we serve.

As we continue to expand, we are looking to add additional clinical positions to our growing professional team in selected communities and towns, including our clinic on charming Main Street in STOUFFVILLE Ontario.

Seeking competitive compensation? You will reap the rewards of a generous salary package and a strong profit-sharing plan inside a clinic currently leading the GTA in exponential growth!

We offer a dynamic flexible work environment that includes excellent support; on-going training through Professional Mentorship and CEU's as well as the most advanced technology to ensure our professionals can provide the finest quality healthcare available. In addition, you will also enjoy the benefits of:

- The latest PC-based testing equipment
- Full marketing support and a unique customized patient database management system, including medical reporting and invoicing
- Competitive salary package
- Day 1 Health and medical benefit program
- Relocation bursary (based on individual situation)
- Mentorship support for recent graduates

Qualifications we are interested in:

- Appropriate training (1000 hours complete) as a Hearing Instrument Specialist
- Existing Certification or Eligible registration with AHIP
- Experience (1 year plus) strongly preferred

If this describes you, we would like to start a personal conversation about what we can offer you. Apply today!

*Helix is committed to fair and accessible employment practices and welcome and encourage applications from candidates with disabilities. Accommodations are available on request for candidates taking place in all aspects of the selection process. If you require further information please contact our Human Resources Department at 1-877-640-6369 or [hr@helixhca.com](mailto:hr@helixhca.com).*

## Helix Hearing Care: Newcastle

We are looking for an H.I.S. to join our team in Newcastle, Ontario.

Helix Hearing Care: we are a client focused clinic network, committed to providing the utmost hearing healthcare services to the patients we serve. Advanced hearing solution technology ensures our team will find the optimum choice to best suit individual hearing loss and lifestyle.

We offer a dynamic flexible work environment that includes excellent support; on-going training through professional mentoring and CEU's as well as advanced technology to ensure our professionals can provide the finest quality healthcare available.

Join us and you will also enjoy the benefits of:

- Competitive compensation package, including a profit sharing plan
- Comprehensive health and dental benefits effective Day 1
  - The latest PC-based testing equipment
- Full marketing support and a unique customized patient database management system, including medical reporting and invoicing
- Relocation assistance is available for candidates who qualify
  - Mentorship support for new/recent graduates

Brand new Clinic! Come work where a wide range of clientele makes this an interesting new job every day!

Qualifications we are interested in:

- Appropriate HIS certification and 1000 hours completed for Hearing Instrument Specialists
- Certification or Eligible for registration with AHIP
- Dispensing experience an asset

If the above describes you, we would like to start a personal conversation about what we can offer you.

Apply today at: [dcampbell@lifestylhearing.com](mailto:dcampbell@lifestylhearing.com)

*Helix Hearing Care is committed to fair and accessible employment practices and we welcome and encourage applications from candidates with disabilities. Accommodations are available on request for candidates taking place in all aspects of the selection process. If you require further, information please contact our Human Resources Department at [hr@helixhca.com](mailto:hr@helixhca.com)*

# Classified Ad



The Ear Depot is an independently owned Hearing Health Care Clinic with four locations embracing the culture of kindness and respect to both employees and clients alike.

Currently we are looking for an HIS and the successful candidate will have strong leadership ability to grow and lead a clinic, be a team player, will possess excellent client skills and the ability to embrace change to accommodate growth.

The position is for a full-time hearing instrument specialist for the Bancroft/Barry's Bay area locations who embrace these values with a patient-focused, dedicated, and compassionate personality, determined to provide quality and professional care while placing the patients' needs first.

We have been providing Hearing Health Care services to both Bancroft and Barry's Bay and surrounding areas for over 25 years.

#### JOB DESCRIPTION:

- Establish rapport and gather history from patients.
- Administer and interpret a variety of diagnostic audiological tests (air and bone conduction audiometry, speech audiometry, and otoscopy etc.)
- Provide recommendation and authorization of hearing instruments
- Dispensing of the Hearing Instruments with Noah and other manufacturers wireless fitting products.
- Taking of ear impressions.
- Verification of fit with Audio scan
- Tympanometry Measurements
- Cerumen Removal (If not certified, candidate must take training to acquire this as soon as possible after hire date.)
- Excellent trouble-shooting skills when adjustments are required.
- Taking the time to counsel the client on the realistic expectations they should have regarding amplification
- Help significant other and or family to facilitate communication for people who have hearing impairment
- Occasional out of office travel and home visits may be required
- Communication with Third Parties if needed to deal with problems that may arise.

- Know how to fill out appropriate third party paper work as required by WSIB and ADP etc.

#### REQUIREMENTS:

- Member of the Association of Hearing Instrument Practitioners of Ontario
- Registered as an authorizer with Assistive Device Program
- Minimum 5 years of experience in Hearing aid recommendations and fitting.
- Excellent interpersonal skills
- Ability to work as part of a team and also independently
- Automobile to travel between both clinics on set days (Usually 4 days Bancroft and every other week in Barry's Bay) and for the occasional home visit. Set days for Barry's Bay are subject to change, given the appointment demand)
- Wax removal certificate (If candidate is not certified , candidate will be required to attend courses)
- Know how to fill out appropriate third party paper work as required by WSIB and ADP etc.
- Experience in growing and running a clinic.
- Strong business acumen.
- An ability to take on new challenges as growth requires

#### WE OFFER:

- Excellent work environment.
- Salary and Benefits negotiable
- Association fee paid from company.
- Symposium Fees and Accommodations Paid
- Ongoing training and career improvement.
- Independent and supportive work environment.
- Ongoing in house Training for clinician expectations
- Transparency on all level of communications for the clinician to bring any ideas they may have to the table, resolve any issues that may arise from time to time, and confirm we are on the same page at all times.

Interested applicants please submit your application (including cover letter, resume and two references) to [brenda@theeardepot.com](mailto:brenda@theeardepot.com)



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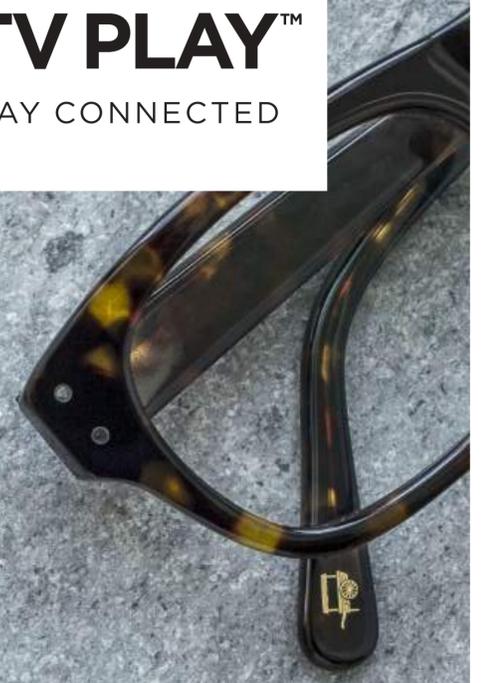
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