

SIGNAL



Symposium 2019 In Pictures!

Vaping and Hearing Loss: Is There A Link?

After Hearing Aids ... Now What?

Viron.

Sound simply **closer to reality.**



The first True Environment Processing™ hearing instrument.

Meet Viron, the newest innovation from Bernafon presenting True Environment Processing™. Viron detects and processes sound in real time, providing your clients with the most realistic and natural sound experience possible.

Find out more at www.bernafon.ca



New Li-ion
rechargeable
miniRITE TR

bernafon®
Your hearing • Our passion

SIGNAL

Summer 2019 Edition

Publication Mail Agreement #40025049



AHIP BOARD

The Association of Hearing Instrument Practitioners of Ontario

Gateway Plaza, 55 Mary Street West, Suite 211,
Lindsay, ON K9V 5Z6
Phone: 1-888-745-2447 | Fax: 1-844-688-5583
www.helpmehear.ca

Editor-in-Chief

Chris Arnold

Contributing Writers

Chris Arnold, Maggie Arzani
John Niekraszewicz, Jacquie Reid
Joanne Sproule, Joy Victory

Editorial Advisory

Vivienne Saba-Gesa, Joanne Sproule

Managing Editor

Scott Bryant

Art Director/Design

S4Carlisle Publishing Services

Distribution

Signal is circulated to all hearing instrument practitioners, contributing hearing aid manufacturers and suppliers, as well as Ontario otolaryngologists, audiologists, and other interested individuals.

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.

The publisher and AHIP shall not be liable for any of the views expressed by the authors or advertisers published in *Signal*, nor shall these opinions necessarily reflect those of the publisher or AHIP.



Manuscripts

Researchers, practitioners, and others are invited to submit articles and papers for publication. *Signal* assumes no responsibility for return of unsolicited materials, and is not guaranteeing that every article of paper submitted will be published in *Signal*.



The Dougmar Publishing Group Inc.
115 King St W., Suite 220,
Dundas, ON L9H 1V1



Summer 2019 • Edition

contents

- 5 President's Report
- 7 Message From The Editor-In-Chief
- 7 Executive Director's Report

FEATURES

- 9 Symposium 2019
- 17 After Hearing Aids ... Now What?
By Jacquie Reid
- 19 Study Finds People Under Age 50 with Hearing Loss at Higher Risk of Opioid and Alcohol Issues
- 21 Vaping and Hearing Loss: Is There A Link?
By Joy Victory
- 25 Workplace Retirement Savings Plans
By John Niekraszewicz

Oticon Opn S™

takes the open sound
experience to the next level



Today hearing care professionals are trapped in a compromise. You want to give users optimal gain and the comfort of an open dome. But this is often not possible due to the risk of feedback.*

With the new Oticon Opn S, all of this has changed. The groundbreaking OpenSound Optimizer™ can detect and prevent feedback pro-actively, even before it occurs. This enables you to open up your client's world with up to six additional decibels of gain, in an open fitting - all without the risk of feedback.**

Oticon Opn S takes the open sound experience to the next level.

For more information visit oticon.ca/opn-s

*Callaway 2019, Oticon Whitepaper
**For prescribed fittings, according to best practice



OTICON | Opn S

oticon
PEOPLE FIRST



Executive



Maggie Arzani, H.I.D.
President
St Catharines



Lisa Simmonds, H.I.S.
Vice-President
Cambridge, ON



Kuldip Grewal, H.I.S.
Secretary
Toronto, ON



Chris Arnold, H.I.S.
Treasurer
Kitchener, ON



Vivienne Saba-Gesa, H.I.S.
Past-President
Burlington, ON



Joanne Sproule, Executive Director
Association of Hearing Instrument Practitioners
of Ontario
55 Mary St West, Suite 211
Lindsay, ON, K9V 5G6

Directors



Angie Chianelli, H.I.S.
Director
Toronto, ON



Selina Mauro, H.I.S.
Director
Kitchener, ON



Adam Perrie, H.I.S.
Director
Woodstock, ON



Danielle Rizk, H.I.S.
Director
Windsor, ON



Demetra Tsimicalis-Valente, H.I.D.
Director
Toronto, ON

Dear Members.

I would like to take this opportunity to thank you for your support and confidence in electing me as AHIP President for a second term. You have my assurance that the strong AHIP tradition of protecting the rights and interests of our profession in the best interest of the Hard of Hearing will continue.

It was great to see so many of you at Symposium 2019. It never ceases to amaze me not only how many new faces there are, but at the same time how many long serving members are in attendance (all mixed together). At the banquet this year I asked those in attendance who have been in the profession over 15 years to come forward (photo below).



Most who enter our profession choose it as a dedicated, passionate lifetime career. This I believe is a testament to the defence of, status and continued improvements to the profession with respect to education, standards of practice and effective governance. Our newest members will no doubt someday be having their photo taken as our long-serving members.

Please enjoy this edition of the Signal which looks back on the wonderful experience of Symposium 2019 where new and familiar faces become family.

I am looking forward to a very positive and productive term.

Have a Great Summer!

Maggie Arzani, H.I.D.
AHIP President





68TH ANNUAL
CONVENTION
& EXPO

September 19-21, 2019 | Nashville, TN

- Professional Development • Industry Updates •
- Networking Opportunities • Expo Show Specials •

For more information visit ihskonvention.org



Learn. Practice. Care.



The International Hearing Society is proud to present the

Tinnitus Care Provider Certificate Program

November 8-9, 2019

**Marriott Chicago O'Hare Airport
Chicago, Illinois**

The Tinnitus Care Provider Certificate Program is an advanced two-day workshop and assessment to learn how to help your patients with tinnitus. This comprehensive curriculum focuses on tinnitus patient care involving physiology, psychology, measurement, management and practice organization.

**For more information visit
ihinfo.org/tinnitus**

TINNITUS Care Provider



Happy Summer AHIP Members!

After another fantastic and successful AHIP Symposium, we slide into a beautiful summer season. We've got another great Signal here for you. We look back at the Symposium in our photos section. Jacquie Reid from the Canadian Hard of Hearing Association (CHHA) tells her story of hearing loss as well as how CHHA can help your patients. An article from the University of Michigan links the risk of drug and alcohol addiction to younger people with hearing loss. Joy Victory at Health Hearing examines a possible link between vaping and hearing loss. And finally, our resident

financial expert, John Niekraszewicz, gives his advice on having a retirement savings plan.

I hope you enjoy the Summer edition and if you're looking for more pictures of the 2019 AHIP Symposium, check out our Facebook page (<https://www.facebook.com/ahipontario>) and on Instagram (<https://www.instagram.com/ahipontario/>). Have a fun and safe summer!

Chris Arnold H.I.S.
Editor-in-Chief



Dear Members:

It was great seeing so many of you in Niagara!

By now you would have received a membership mailing which includes a summary of items addressed at the Annual General Meeting on May 10, 2019. Congratulations to Maggie, elected for a second term as President and to all those elected to the Board.

Each term brings new challenges and a continuation of existing projects which requires a united board who truly understands the complexities of the issues, background and contacts involved. You are very fortunate over the years to have had both experienced and new faces on your Board of Directors which has combined continuity with fresh ideas and new directions.

On behalf of AHIP, Maggie and I will be attending the 68th IHS Annual Convention and Expo in Nashville

this September. We look forward to being involved in important international discussions and attending the Chapter Leadership Conference and Licensing Board Conference.

Have a safe and happy summer!!

Respectfully Submitted,

Joanne Sproule
Executive Director



*Diatec – Your one stop shop
for all your clinical needs.*



**Introducing the new Interacoustics AD528
– A minimalistic diagnostic audiometer with a
flexible test battery and user-friendly ergonomics.**

Ideal for traveling!

The small footprint and low weight of 1.5 kg combined with the optional carrying bag and fast start up time make the AD528 the natural companion for the clinician on the road.

For more information regarding this new product, please contact DiaTec Customer Service at 1-866-326-8830. Our dedicated team of Field Service Specialists are here to respond to any inquiries, troubleshooting, and technical support questions you may have.




Interacoustics

Symposium 2019 In Pictures



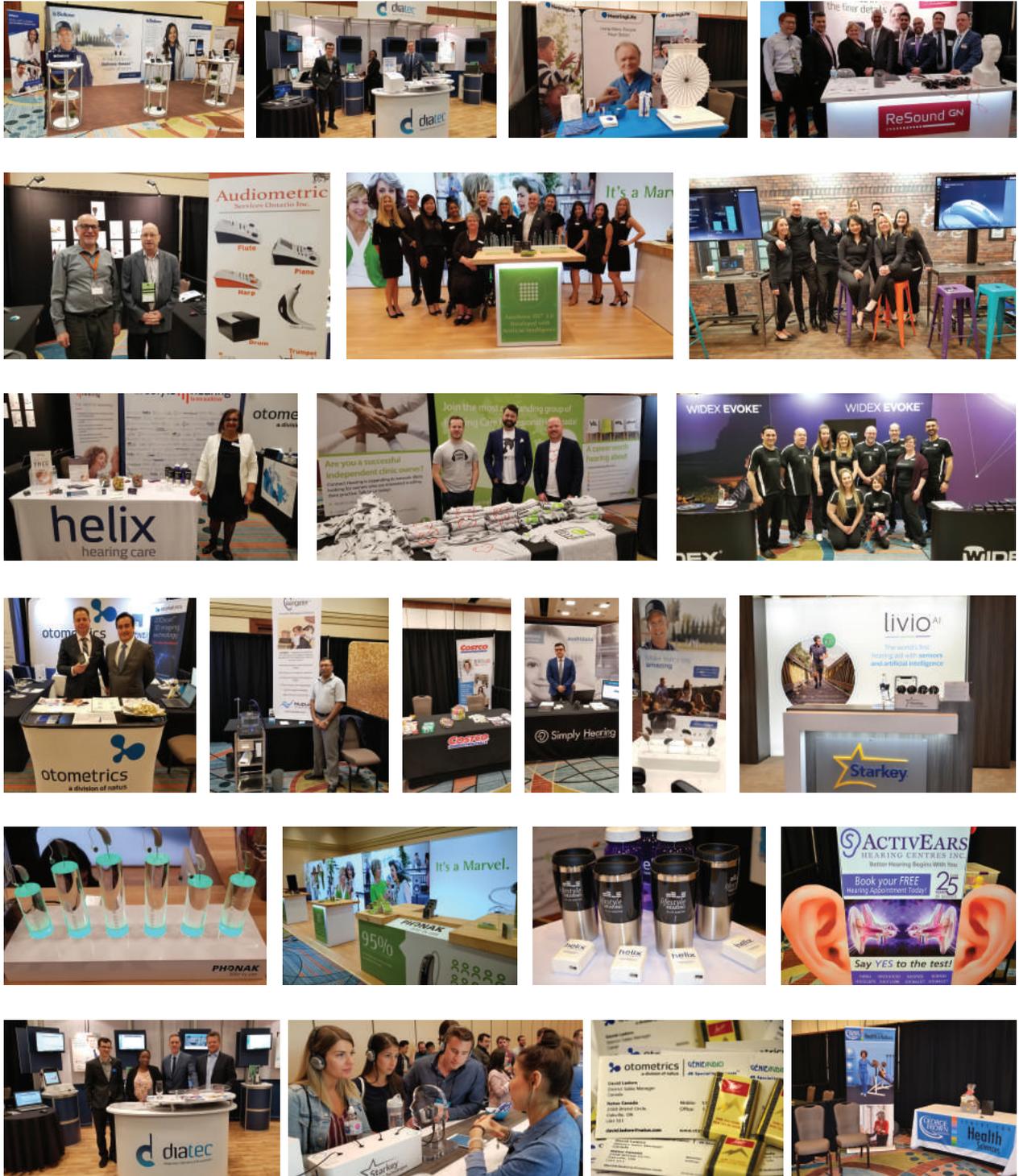
Symposium 2019 In Pictures



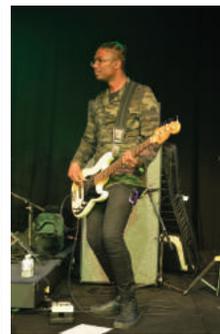
Symposium 2019 In Pictures



Symposium 2019 In Pictures



Symposium 2019 In Pictures



Symposium 2019 In Pictures





“I can easily recharge my Marvel hearing aids wherever I go.”

“Grab your passport, amiga.

We’re beach-bound!”

Phonak Audéo Marvel Rechargeable Hearing Aids with Telecoil

Coming this Fall 2019



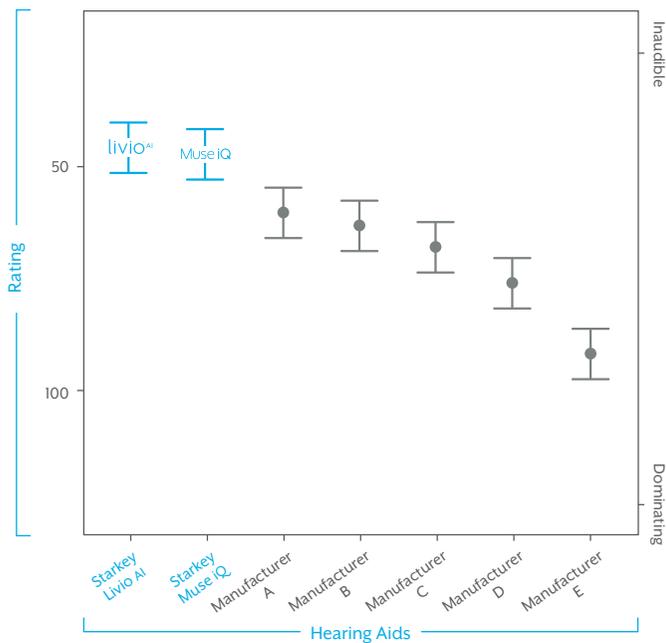
PHONAK
life is on

Effortless and Enjoyable Listening

Our best sounding and best performing hearing aid ever

Livio™ AI is the world's first hearing aid with embedded sensors and artificial intelligence.

Background Noise Ratings



..... Livio AI was best at reducing background noise in an independent study.¹

98% satisfaction²
rating for sound quality.



¹ Delta SenseLab. (2018, November). Benchmark evaluation of spatial noise management in hearing aids. FORCE Technology Venlighedsvej 4 2970 Hørsholm, Denmark.

² Starkey Hearing Technologies CSAT Survey

After Hearing Aids ... Now What?

By Jacquie Reid



Once upon a time, many years ago, I found out I had hearing loss in one ear. As I was only 19, it didn't matter. I was invincible, almost.

A few years later I developed Meniere's disease, something I wouldn't wish on my worst enemy. Over time, it went in and out of remission. One day while at work, I could no longer hear out of my other ear. Usually only one ear is affected, but up to 50% of sufferers may develop the condition in both ears. I became part of that 50%. As a result, the hearing loss in my left ear was virtually nil with my right ear becoming my 'good' ear.

While the Meniere's continued to wreak havoc in my life, I eventually had to take early retirement. Looking for a support group I 'stumbled' upon the Canadian

HARD of HEARING Association (CHHA-Hamilton & Area Branch). What a godsend!

Initially, my ENT sent me for a hearing test. The first time, I don't recall if the hearing instrument specialist knew about CHHA, but on further tests the new HIS suggested I contact the Canadian Hearing Society (CHS). They in turn gave me Joan Miller's contact information. Joan founded The Hamilton Branch of the Canadian HARD of HEARING Association in 1986. Luckily, I was able to contact her and was invited to one of their meetings.

As with many people who have hearing loss, I was not familiar with the Canadian HARD of HEARING Association. I think we're the best kept secret across the land. CHHA has branches from St. John's,

Newfoundland right across the country to B.C. We have three in Ontario (Ottawa, Sudbury & Hamilton).

CHHA-Hamilton Branch is fortunate to have two Hearing Instrument Specialists on their board. Lianne Moning-Farwell of Hearing Healthy Centre in Dundas and Mark Peterson of Connect Hearing in Stoney Creek. Their support and knowledge have been outstanding. Since we are all volunteers on the CHHA board, their guidance has been instrumental in helping us educate other people with hearing loss.

Once people receive their hearing aids – then what? So many people with hearing loss feel frustrated and alone. That was certainly my feeling. Numerous folks are not aware of CHHA (pronounced *chaw* 😊). Becoming a member of CHHA was an enlightening experience for me. The goal of the Canadian HARD of HEARING Association is to support and educate people with hearing loss. Your assistance in introducing your clients to CHHA could be very helpful to them. They will then learn there is ‘life’ after purchasing their hearing aids. It is always helpful to be able to chat with others who experience the same difficulties you have.

We hold four meetings a year with educational speakers on hearing loss, tinnitus and Meniere’s disease. Mark Peterson will be our November 28th speaker. We also hold lip/speech reading classes in the spring and fall. All are welcome.

So please, be sure and mention there is support for them. They will be happy if you did.

If you have any questions, please feel free to check out our website at www.chha-hamilton.ca or

e-mail us at chhahamilton2@gmail.com

Jacquie Reid
Communications & Newsletter Editor, Hamilton Branch
Canadian HARD of HEARING Association
www.chha-hamilton.ca
chhahamilton2@gmail.com
twitter: ChhaHamilton
facebook: @CHHA.HamiltonBranch



Study Finds People Under Age 50 with Hearing Loss at Higher Risk of Opioid and Alcohol Issues



ANN ARBOR, MICHIGAN — According to a newly published study, prescription opioid use disorder was found to be twice as high among deaf and hard-of-hearing young and middle-aged adults, when compared with peers who don't have hearing loss.

The study by researchers at the University of Michigan and the VA Ann Arbor Healthcare System, published in the April issue of the *American Journal of Preventative Medicine*, analyzed data on 86,186 adults who took part in the National Survey on Drug Use and Health.

Adults under 35 with hearing loss were found to be 2½ times more likely to have a prescription opioid use disorder. Those ages 35 to 49 who had hearing loss were nearly twice as likely as their hearing peers to have disorders related to both prescription opioids and alcohol. Those over 50 with hearing loss did not differ from their peers in rates of substance issues.

Even after adjusting for differences in social, economic and mental health between the hearing and hard-of-hearing populations, the differences remained.

Hearing Loss and Substance Abuse

According to researchers who led the study, their findings indicate that health care providers may need to take special care when treating pain and mental health conditions in deaf and hard-of-hearing young adults.

Michael McKee, MD, MPH, who led the research and runs the University of Michigan Deaf Health Clinic, suspects the higher rate of prescription opioid use disorder may stem from a higher rate of being placed on controlled substances to quickly address pain issues, perhaps because of communication barriers.

“It may be easier to write a prescription rather than engage in complex patient-provider communication between a hearing provider and non-hearing patient”

Dr. McKee, a physician who himself uses a cochlear implant, added that “hearing loss is connected with a variety of health problems, including mental and physical health, that may place these individuals at risk for pain disorders. Also, the marginalizing effects of hearing loss, such as social isolation, may be creating higher rates of substance use disorders too.”

McKee also notes that lack of access to addiction-related care for deaf and hard-of-hearing patients may play a role.

Citation

Michael M. McKee, Michelle A. Meade, Philip Zazove, Haylie J. Stewart, Mary L. Jannausch, Mark A. Ilgen, The Relationship Between Hearing Loss and Substance Use Disorders Among Adults in the U.S., *American Journal of Preventive Medicine*, Volume 56, Issue 4, 2019, Pages 586–590

Source: University of Michigan



Vaping and Hearing Loss: Is There A Link?

Contributed by Joy Victory, managing editor, *Healthy Hearing* April 15, 2019. Reprinted with Permission

Studies have shown smoking cigarettes can damage your hearing, but what about vaping?



Many vaping products contain chemicals known to be harmful to human health.

There's no conclusive research yet, but it appears that vaping indeed carries similar risks to smoking. And depending on the chemicals found in the vape juice flavoring, it may even be *more* harmful.

Here's what we do know:

1. Nicotine—regardless of where it came from—has known negative health impacts on your ears and blood supply.
2. The flavors used for vaping are largely unregulated and unchecked, and some are linked to hearing loss.
3. Anecdotal reports may indicate a direct link between vaping and hearing loss, such as this musician's report of vaping and sudden hearing loss, and this forum thread on tinnitus and vaping.

Lack of FDA Oversight

E-cigarettes, vaping pens and mod boxes are devices that allow users to inhale a vapor containing varying levels of nicotine, along with other substances. They

are battery operated and use a heating element to heat up a substance called e juice or vape juice, which is contained in a cartridge. The vapor is then released and inhaled by the user. There are more than 500 brands and thousands of vape juice flavors currently on the market, yet there is little FDA regulation, oversight or safety checks determining what exactly is in them.

In 2019, it appeared if the FDA would initiate policies, but that effort is now stalled.

Because of this lack of oversight or regulation, at this point it is impossible for healthcare professionals or consumers to know precisely how vaping affects your health, including your hearing health.

Nicotine Restricts Blood Flow

Nicotine, a substance also found in regular cigarettes, carries unique health risks. Nicotine is an addictive substance that tightens your blood vessels, including the ones in your ears. This restricts the blood flow oxygen to the inner ear, which leads to damage in the tiny hair cells in the cochlea that translate sound vibrations into electrical impulses for the brain.

Although some e-cigarette cartridges contain no nicotine, others contain nicotine in varying amounts, from a little to a lot.

More: The dangerous link between smoking and hearing loss

“When you're exposed to nicotine from these products you can experience both the short-term and long-term harms of nicotine use,” said Dr. Suchitra Krishnan-Sarin, a professor of psychiatry at the Yale School of Medicine, at a 2019 media briefing on vaping. Her research is focused on understanding substance-use behaviors in adult and adolescent substance users. “The nicotine in the newer Juul

VAPING AND HEARING LOSS: IS THERE A LINK?

products are much higher than older products. It's very possible you're exposed to much higher levels of nicotine."

A study done in 2014 found there was often a significant difference in the amount of nicotine present in the cartridge and what was presented on the label.

Hidden Dangers in Vape Juice



But you can always choose a zero-nicotine option, which should be trouble free, right? Not necessarily.

Even if you go with the zero-nicotine option, the vape juice bears examination. It's what gives the e-cigarette its "flavor," and contains at the very least a mixture of flavorings, colorings, other unknown chemicals—and often a substance called propylene glycol.

Propylene glycol is an alcohol-based solvent that, while not having yet been studied in terms of its use in e-cigarettes, has been studied in relation to products such as ear drops. Research has proven that when used topically, propylene glycol is ototoxic (i.e. harmful to the inner ear).

"One of the big concerns we have: What are people using these e-cigarettes and and products being exposed to when they try these products?" Krishnan-Sarin pointed

out. "We learn everyday about new things that are being put into these products."

The Risk to Teens and Young Adults



Unfortunately vape juice, with enticing flavors like Gummy Bear and Sweet Tart, is also what makes e-cigarettes appealing for young people.

And young people are taking up the e-cigarette habit at an alarming rate.

"America's teens report a dramatic increase in their use of vaping devices in just a single year, with 37.3 percent of 12th graders reporting "any vaping" in the past 12 months, compared to just 27.8 percent in 2017," according to this 2018 report on vaping from the National Institute on Drug Abuse.

And since studies have shown mechanisms within the hearing nerve are not fully developed until late adolescence, the hearing nerve pathways of teens are particularly vulnerable to any toxins such as nicotine.

Why are so many teens turning to vaping? In addition to slick marketing campaigns targeting the younger generation, the internet makes it all too easy for teens to access e-cigarettes. E-cigarettes are not legally allowed to be sold to anyone under the age of 18, yet anyone can go online and purchase e-cigarette

products or equipment simply by checking a box claiming they are 18.

Get Immediate Help If You Experience Sudden Hearing Loss

Some claim that e-cigarettes are a safer alternative to cigarettes, and can even help individuals stop

smoking. The jury is still out on that as well. If you do vape, and experience symptoms such as blockage, ear pressure, hearing loss or tinnitus, stop vaping immediately and consult an ENT or hearing healthcare professional.

By Joy Victory



About the Author

Joy Victory, managing editor, Healthy Hearing

Joy Victory has extensive experience as an editor and digital strategist, with a focus on health information and medical research. She strives to make Healthy Hearing accessible and engaging to the public. [Read more about Joy.](#)

Make an amazing first impression

Our new Discover platform makes it easy to Fit. Love. Go.

Fit.

Our new first fit strategy lets you quickly and confidently fit clients at the first appointment and send them out for a positive real-world assessment.

Love.

Provide an exceptional hearing experience with SoundCore™—the intelligent signal processing system that lives inside Discover hearing instruments.

Go.

Offer ultimate ease and convenience, with incredible direct streaming to both ears on all mobile phones* and our first lithium-ion rechargeable receiver-in-canal hearing instrument.

Discover more.
Contact your Unitron Business Solutions Manager at 1-800-265-8255 for more details.

*Smartphones and traditional mobile phones with compatible Bluetooth connectivity.



Powered by **Discover**

Workplace Retirement Savings Plans



Susan's health care clinic was growing rapidly and she needed to hire more professional staff. She was quite surprised to hear that the top priority of many qualified candidates was a corporate retirement savings plan. What she heard was, "I really like that your clinic is patient focused and the work environment is flexible, unfortunately I am looking for a company that also offers a really good retirement plan as part of the compensation package."

With only 5 staff, it never occurred to Susan to offer them a retirement savings plan. Pension plans only belonged to those who worked for large corporations and government, she thought. "I am just a small family-owned business, how can I afford to set up a pension plan like the big companies have?" Susan decided to investigate further.

Of the 2 basic kinds of retirement plans, the one offered by large companies and governments makes the employer responsible for the pension income. Just as Susan thought, this type of plan is not suitable for



most businesses. Small businesses are advised to offer the other type of plan where the employees are responsible for how much money they will receive in retirement. The retirement income is based on the investments they select, the amount of money they invest, and the investment rate of return over time. The employer's role is limited to establishing the plan, selecting the service provider, and together with the financial advisor, giving employees a number of suitable investment options offered through the plan.

Susan started a Group Registered Retirement Savings Plan (Group RRSP). Employees were offered a choice of 5 portfolio models developed by a large financial services company. All of the models were tailored to a specific risk tolerance and return objective. Investment objectives ranged from preservation of capital to long-term growth. After meeting with a financial advisor and completing an investment questionnaire, each employee was presented with a portfolio model that best suited their investment objectives. Susan then agreed to match each employee's contribution up to 5% of their salary. Everyone participated and put in 5% by way of automatic payroll deduction. But things didn't go as expected.

Some employees withdrew money regularly out of the Group RRSP. As soon as Susan put money in, they took that money out. This defeated the purpose for creating a retirement savings plan. Since the investments didn't have any fees or penalties to sell, though was given to add a penalty to deter this behaviour. The financial advisor advised against this and suggested another option. "In conjunction with the Group RRSP, you can offer a Deferred Profit Sharing Plan (DPSP) that restricts withdrawals. Your employees contribute to the Group RRSP, just as they do now, but your company's matching contributions are deposited to the DPSP. Same investments, same contribution amounts, just two plans instead of one.

Susan decided to give it a try. She not only restricted withdrawals out of the DPSP but also added a 2-year vesting period. This means that if an employee were to leave the company within 2 years, they would forfeit the company contributions. Even though employee turnover has never been an issue, it just made good sense to include this feature. But Susan went further. To help incentivize her highly talented team to stick around, she added loyalty bonuses to the DPSP. After every 5 years of employment, Susan increased her company's matching contributions to the plan.

Did Susan deliver on her goal to, "put together a retirement savings plan, one that is even better than those offered by some larger companies - one that also provides access to confidential financial advice?" Let's hear some employee stories.

Even though Mary indicated that saving for retirement is a top priority, she had no idea if she was saving enough on her own. After reviewing Mary's personal

balance sheet, the financial advisor prepared a roadmap for Mary that showed her how much she needed to save in order reach her retirement goals. She followed the advice and was able to reduce expenses and increase her savings. Mary found the regular investment statements helpful to easily track her progress towards reaching her retirement savings goal. This relieved Mary's stress and gave her peace of mind.

Carol didn't like having "all her eggs in one basket." She had savings and retirement accounts at various banks and insurance companies for extra diversification. Carol had the financial advisor perform an analysis of her investments and was shocked by the results. What she thought was diversification, was actually duplication. She had multiple mutual funds that invested in the same Canadian large companies. When she compared her investments to the diversified portfolio models in the company retirement savings plan, she saw the need for change. Carol transferred her investments into the company retirement savings plan and not only achieved her desired diversification, but also reduced her overall investment costs.

Having never dealt with a financial advisor, Debbie didn't realize that their knowledge extended beyond providing investment advice to include other wealth related matters. In confidence, she shared details of her family struggles over her mother's estate and wanted to ensure that her children never have to endure that type of pain and suffering. The financial advisor was able to provide solutions to fix Debbie's financial situation. For this, she was forever grateful to Susan for encouraging her to open up and take advantage of the financial advice she made available.



Employees were happy, so Susan was happy. Susan delivered on her goal of putting together a successful retirement savings plan. Her employees became more financially literate and the overall compensation package she offered was very attractive.

In Susan's story, name's and situations are illustrative and are not intended as financial planning advice. 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.

Consult a licensed financial planning advisor to help navigate your options, and then you can enjoy life & have fun.

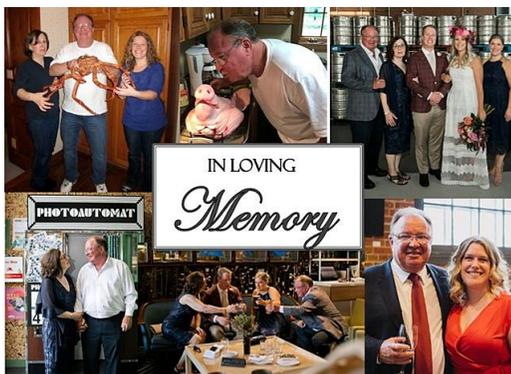
By John Niekraszewicz

About the Author

John Niekraszewicz (Nick-ra-shev-itch) BMath, FCSI, CFP, FMA is the Certified Financial Planner specializing in Wealth & Estate Planning that is 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 - provider of mutual funds and investments. John welcomes your questions and can be reached at 1-800-767-5933 or info@jvkgroup.com

OBITUARY

We are sad to announce the passing of longtime member William (Bill) Tindale. Bill was the beloved husband of Sally (nee Robb) for forty-two years, and proud father to Breanne and Robb (Chelsea). Son (stepson) of Dr. Robert Tindale (Elsa) and Jeanne Pettit (Jim), all of whom are predeceased. Oldest brother and loving tormentor of Kathy Leslie (Steve - predeceased), Ann Nye (Kevin), Cari Angold (Alan), Doug Tindale (Laurie), John Tindale (Jennifer), Chris Tindale (Thuy-Anh), and Sara Tindale (David). Bill was also a loving uncle to twenty-four nieces and nephews, whom he loved seeing and hearing stories from.



A testament to his character, Bill had countless close friendships that he cherished; some dating back to his public and high school days in Burlington, while others were developed during his adult years.

Bill worked tirelessly as owner of The Hearing Institute of Hamilton, and Stoney Creek with brother John for 35 years, helping others improve their quality of life. Bill was an active member and President of many clubs including the Association of Hearing Aid Dispensers of Ontario (Founder), Association of Hearing Instrument Practitioners of Ontario (President), Rotary Club of Hamilton (Member and recipient of the Paul Harris Fellow Award), Business Executives Organization in Hamilton (Member) and the Hamilton Optimist Club (Member).

Bill's spirit will live on in the hearts of his loved ones. His children will forever carry his legacy of love and appreciation for Lake of Bays.

He will be missed by all our members"



Collingwood Hearing Clinic

10126 Hwy. 26 East, RR #2
Collingwood, ON L9Y 3Z1
705-445-1177

Wasaga Hearing Clinic

637 River Road West
Wasaga Beach, ON L9Z 2P1
705-429-HEAR (4327)

Audiologist / Hearing Instrument Specialist Full Time

Collingwood and Wasaga Hearing Clinics Inc. have been serving the Georgian Bay area since 1978. We are dedicated to providing improved quality of life through innovative communication technology, in harmony with professional and friendly service.

Our very successful private practice has an exciting opportunity for a professional, reliable and self-motivated Audiologist / Hearing Instrument Specialist who will work between our 2 offices (only 20 minutes apart). The offices are established and busy with a high patient following. We offer competitive earning opportunity for ambitious, dedicated candidates. Only the very best need apply. Position available May 2019.

Education

- Masters Degree in Audiology or HIS Diploma or equivalent, member in good standing with CASLPO/AHIP

Experience / Knowledge

- Strong Sales experience and track record required
- Strong knowledge of software systems

Skills & Abilities

- Ability to organize and execute a plan.
- Strong problem-solving, analytical abilities, communication, organizational, time management and interpersonal skills required.
- Team player-working cooperatively building trust and respect.
- Ability to work independently with little or no supervision.
- Ability to adapt to change and shifting priorities.
- Excellent critical thinking and decision making.
- Ability to focus on key priorities and manage multiple projects.
- Ability to work under pressure and tight deadlines.

Please email resume to: Sheri - sheri@collingwoodhearing.com

Custom Built in 2014, A Hearing Test Trailer for Sale



Custom built in 2014, a hearing test trailer for sale. Has been used for hearing screening at indoor and outdoor events.

It has an Eckel 4230 sound booth securely mounted inside.

Fits in most arenas and auditoriums.

It is also a good advertising sign when in your parking lot.

Wrap cost \$1,250 + HST. Will remove existing wrap once sold. Registered as a personal trailer, not commercial.

A great lead generator and way to set yourself apart from competitors at events.

Please email hearhere1@hotmail.ca for more information and pictures. Asking \$7500 obo.



At Sonova, our vision is straightforward. We foster a world in which there is a solution to every hearing loss and all people equally enjoy the delight of hearing. We are not just a company that makes products: we are a team on a mission to help people enjoy

the delight of hearing. Collectively, we aim to be the most respected hearing care company in the world.

In this role, you will have an opportunity to work with one of our innovative brands, **Unitron**, in the Mississauga Laboratory

As a member of our Sonova team, you will play a critical role in our success in the Canadian hearing health market. Our customers are our primary focus, and you will provide them with outstanding care,

ensuring they receive the assistance and guidance they need to successfully fit our products, meet their patients' needs and build their business.

The position of **Audiology Technical Support Laboratory** is responsible for product/repair troubleshooting and with providing technical fitting support and advice both externally to our customers, and internally to customer service, sales and laboratory technicians, etc. Outbound calls are made regularly to customers to provide advice and support on Unitron products that have come through the lab for repairs and servicing.

The experience you will bring:

- Qualified Hearing Instrument Specialist
- Member of OAQ/AHIP
- Good computer skills in a Windows environment
- Excellent organizational, communication and interpersonal skills
- In-depth knowledge of hearing aids and willingness to learn and stay current
- Ability to handle/resolve customer complaints diplomatically, both over the phone and in writing
- Ability to work independently and as part of a team
- Previous clinical or hearing industry experience a plus

Your key competencies will include:

- Resolves customer complaints and issues related to all Unitron devices seen in the lab

- Collaborate with custom product specialist on fit issues or any related custom product issues
- Liaises with production manager and staff to resolve issues as needed
- Makes outbound calls to follow-up on queries related to product repairs
- Keeps informed on new technologies relating to hearing aids
- Documents and reports problems highlighted by customers for both new and existing products
- May be required to participate in trade shows and other events as requested
- Performs other duties as required by the manager

We thank all applicants in advance; however only individuals selected for an interview will be contacted. All applications will be kept confidential. Sonova is an equal opportunity employer. Applicants who require reasonable accommodation to complete the application and/or interview process should notify the Director, Human Resources.

Sonova's hiring practices are aligned with human rights laws, which guarantee every person equal treatment in regard to employment and opportunity for employment, regardless of race, color, creed/religion, sex, sexual orientation, marital status, age, mental or physical disability.

Please email your CV to HR.Canada@sonova.com, with **Audiology Technical Support** in the subject line.

Join our mission and become part of our amazing team!



Brampton Hearing Aid Services is seeking **Audiologists** and **Hearing Instrument Specialists** who are **motivated, hardworking, and compassionate**. This is an exciting opportunity to join a busy and award-winning practice! This position focuses on

providing professional, thorough, personalized, patient-centred, and evidence-based hearing care for our patients. We are Brampton's premiere hearing aid clinic with a reputation for providing unmatched service since 1970.

Our clinicians assess hearing, dispense hearing aids and accessories, and educate and counsel consumers on the use, care, maintenance, benefits and limitations of hearing aids and assistive listening devices.

JOB FUNCTIONS:**Administers Diagnostic Tests**

- Conducts thorough audiometric assessments following a standard of care protocol

Manages Hearing Rehabilitation

- Counsels patients in a caring and respectful manner regarding test results, making recommendations regarding hearing care options. Reviews products available to improve hearing impairment.
- Fits appropriate hearing care products as deemed necessary to meet the needs of the patient. Selects and fits hearing technology, takes ear-mold impressions, and provides ongoing management with follow-up and education.
- Recommends and demonstrates Assistive Listening Devices (ALDs), batteries, and other special products.
- Performs hearing aid checks, repairs, and cleanings.
- Uses software to record every patient interaction and financial transaction

QUALIFICATIONS:

- Current Hearing Instrument Specialist certificate and AHIP certification in good standing And/or
- Current Master's Degree in Audiology or AuD degree and current Ontario license (CASLPO) or equivalent
- Current ADP authorizer number
- Excellent verbal and written communication skills that allow effective working relationships with a diverse patient, colleague, and vendor population so that goals are achieved.
- Strong keyboard/computer/Audiology diagnostic and hearing aid software and equipment experience.
- Be organized, able to multi-task, detail-oriented.

We have an excellent compensation strategy tailored to individual performance and experience, with benefits and incentives for growth and success. Please send resumes to jill@bramptonhearingaid.com.

**Overview**

An estimated 3 million Canadians are hearing-impaired, and that number will continue to rise with our aging population. Amplifon is a **fast growing, multinational company**, expanding our Canadian market. We are now looking for the next generation of **Audiologists and Hearing Instrument Specialists to take on this challenge.**

Responsibilities

- Provide both on and off-site testing, hearing aid counseling, consultation and customer care. Attend to both scheduled and walk-in customers.
- Cooperate with your Customer Care Coordinator to achieve the clinical operational variables and goals.

- Maintain clinical records and report test results to originating referral,
- Continue to develop professionally through attending continuing education opportunities and reading professional publications. Review new or special testing techniques and products.
- Provide clinical support for corporate marketing initiatives.
- Performs other duties as assigned.

Qualifications

- Hearing Instrument Specialist License or Degree in Audiology,
- Extensive knowledge of a wide range of hearing instruments,
- Self-driven, detail-oriented professional,
- Advanced computer skills to program digital hearing instruments,
- Analytical skills to provide accurate diagnostics,
- Excellent interpersonal skills to establish trust and relationships with customers, colleagues, and vendors,
- Strong customer service orientation,
- Excellent organizational and solving skills,
- Knowledge of insurance and agency coverage for hearing care services.

While this is a highlight of what you'll do, what you'll get is pretty great too:

- Excellent compensation & benefits
- Career path planning & mentorship
- Award winning work/life balance
- International business exposure
- An amazing team of colleagues and leaders

Ready to *Amplify Your Career*? Apply now . . .

Amplifon welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability and conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered. If selected for an interview, please advise our Human Resources team if you require accommodation during the interview and assessment process and we will work with you to meet your accessibility needs.



Hear Right Canada

Mission - To provide a high level of care for the treatment and rehabilitation of hearing loss using highly skilled hearing care professionals and advanced technology at a fair cost to our patients.

Hear Right Canada has openings for Hearing Instrument Specialists. Currently, there is one opportunity in each of these locations:

- Kingston, ON
- Trenton, ON
- Picton, ON
- Peterborough, ON
- Hamilton, ON

We offer a dynamic and flexible work environment. In addition to providing a high level of care we aim to make our work environment a fun and enjoyable place to work. For those with an interest in potentially become a co-ownership of the clinic they work in, this is an option offered by Hear Right.

Qualifications

- Active AHIP member

hearrightcanada.ca

Respond to sylvia.tavares@hearrightcanada.ca

National Audiology Trainer

Oticon is a worldwide and Canadian leader in hearing health care and is a dynamic and exciting organization to work for. At Oticon Canada, you will earn a competitive salary and receive annual reviews to ensure you reach your professional goals. You'll also take part in a generous benefits program including dental, vision, employee assistance program, and group RRSP plan.

This position will focus mainly on the paediatric hearing market but will also provide additional training support in other areas when required.

In this role you will:

- Be responsible for product training and support in clinics and centres that work with children with hearing loss
- Build and maintain relationships with all stakeholders in the paediatric audiology space: Audiologists in clinic, hospital and school boards, itinerant teachers, dispensers, clinic and hospital department managers
- Maintain a high level of communication with Oticon business development managers to ensure strong collaboration in all geographies
- Prepare and conduct technical presentations and demonstrations
- Assist in the planning and execution of webinars and in-person training seminars/events where warranted
- Communicate customer requirements/complaints and recruit support from other departments to ensure swift resolution of any issues
- Contribute to the development, maintenance and execution of a territory coverage plan that defines the frequency of customer contact required to meet territory goals.
- Represent the company at various conferences, seminars and workshops
- Support key accounts by representing the company at open house and other community outreach events

- Provide Audiology training and fitting support via phone/skype when required

The successful candidate will have:

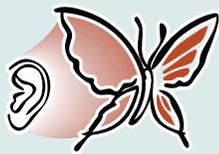
- Master's degree in Audiology
- 1-3 years experience working in a clinical role dispensing hearing aids
- The ability to travel nationally
- Excellent verbal and written communication skills.
- Excellent interpersonal skills
- Excellent presentation, negotiation, and organizational skills
- Excellent technical aptitude
- The ability to represent the Company in a professional and courteous manner.
- Must own a reliable vehicle and valid drivers license
- French language an asset

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

Send your resume to careers@oticon.ca

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



Keizer's HEARING CLINIC

Hearing Instrument Specialist (Full-time) Keizer's Hearing Clinic

Keizer's Hearing Clinic, an independently owned clinic, is currently looking for a full-time hearing instrument specialist. Located in Sudbury Ontario, we have been providing audiological services to the Greater Sudbury and the surroundings area for over 10 years.

If you are patient-focused, dedicated, compassionate and determined to provide quality and professional care – placing patients' needs first, please send in your résumé.

DUTIES:

- Establish rapport and gather history from patients (including children, adults and elderly)
- Administer and interpret a variety of diagnostic audiological tests (air and bone conduction audiometry, speech audiometry, immittance testing and otoscopy etc . . .)

- Provide appropriate referral recommendations
- Provide prescription and authorization of hearing instruments
- Teach clients how to use appropriate assistive listening devices as necessary
- Help parents and care takers to facilitate communication for people who have hearing impairments
- Occasional out of office travel and home visits may be required

REQUIREMENTS:

- Member of the Association of Hearing Instrument Practitioners of Ontario
- Experience with hearing aid dispensing
- Eligible to register as an authorizer with Assistive Device Program
- Excellent interpersonal skills
- Ability to work as part of a team and also independently
- Fluency in both French and English an asset but not mandatory
- 3 weeks vacations after 1 year of service

Interested applicants please submit your application (including cover letter, resume and two references) to taralyn@keizershearing.com

National Technician Support

Diatec Canada represents the most trusted manufacturer of audiological equipment, whether it be for a hearing clinic, hospital, ENT office, or balance center, we will have the solution. Our dedicated team of Field Service Specialists are fully capable of servicing instruments from all manufacturers and are equipped with the latest equipment to handle all calibration needs. Diatec is committed to providing Canada with the highest level of service locally to meet the demands of the Audiological field.

This role will help drive the Company's business plans and objectives through effective technical

support, training and market positioning for all Diatec products. This successful candidate will plan and facilitate developmental training for all employees in order to ensure their continued growth, motivation, and success in meeting the Company's targets.

Product Training and Support

- Liaison with all diagnostic suppliers to ensure we have all training materials available, updated and training performance has been completed by necessary staff

- Training all staff on new products or area in need of training improvement
- Hosting product training sessions with clients across all provinces and assisting local service managers on an as needed basis
- National and international travel will be required

Technical support

- Perform repairs and calibrations on diagnostic equipment in for service at Diatec’s service office
- Perform QC checks and calibrations on new equipment before shipment to customers
- Provide phone and PC remote support to customers with equipment issues by being able to troubleshoot and provide solutions
- Provide remote training to customer’s needing support on diagnostic equipment functionality and navigation through software suites
- Stay current on all technical bullNational Tech Support Manageretins and software updates from manufactures to ensure the field service team and customers are up to date
- Act as the liaison between the service department and customer service in regards to repair quotes and status inquires

Sales & Client Management

- Working closely with Key Accounts across Canada and supporting their technical needs in person or via phone/Skype
- Identify and prioritize opportunities for improvement in the group to ensure customer satisfaction such as implementing and maintaining various forms, materials, and procedures for related teams

Qualifications

- The ideal candidate will have 3+ years of proven technical selling and training experience
- Extensive knowledge of the diagnostics industry is an asset
- Excellent communication skills and interpersonal skills to interact with customers and staff
- Excellent presentation, negotiation, and organizational skills with technical aptitude
- Must be proficient in all Microsoft Suite software
- Ability to represent the Company in a professional and courteous manner

Send your resume to careers@demant.ca

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

FULL-TIME HEARING INSTRUMENT SPECIALIST

Sense of Hearing Canada is an independently owned and operated hearing healthcare company that has been in business for over 20 years. With 12 clinics in Ontario and growing, we are committed to providing a broad-range of top quality hearing healthcare services to the patients we serve, and a network of opportunities to the hearing healthcare professionals we employ.

About the Role

Sense of Hearing Canada is seeking an experienced, motivated and reliable full-time Hearing Instrument

Specialist, to join our multi-disciplinary team of hearing healthcare professionals at our Stoney Creek/Hamilton, Ontario location. This close knit team of hearing healthcare professionals take pride in presenting their patients with a warm and educational hearing healthcare experience.

As a member of the team, the successful candidate will enjoy every opportunity in building ongoing relationships with their patients throughout their hearing healthcare journey; starting from their initial consultation, technology selection, fitting and through to their continued follow-up care.

Qualifications

A Hearing Instrument Specialist Diploma from a certified accredited College.

Registered with the Association of Hearing Instrument Practitioners of Ontario (AHIP).

Must have ADP Authorizer Status.

Minimum 2 Years of Clinical Experience

The successful candidate must possess exceptional communication and diagnostic clinical skills, be able to work independently as needed and must have at least 2 years of clinical experience. Your experience must include: hearing assessments on individuals age 7 and above, cerumen management and the selection, evaluation, fitting and follow-up of hearing aids and Assistive Listening Devices.

Compensation

Sense of Hearing offers a competitive compensation package including an attractive base salary

Additional Benefits

Professional Dues Support (Annually)

Benefits Package Support

Attractive Vacation Package

Encouragement and Support for Ongoing Education and Learning

State of the Art Hearing Healthcare Technology and Equipment

How to Apply

Please submit your resume to Norman Mele, Au.D., norman.mele@senseofhearing.ca

Please also visit our website www.senseofhearing.ca

All inquiries will be kept in complete confidence.

Hearing Clinic for Sale

8760 Jane St. Suite # 102



Located near Jane St and Langstaff Rd. in the Greater Toronto Area. Clinic is inside a professional building on the 1st floor, just inside the main entrance. Minutes from new Vaughan Hospital, two blocks from Vaughan Mills shopping mall and close to subway transit.

This clinic is professionally finished and fully furnished and includes lobby/waiting area, kitchen w/fridge and microwave, washroom, patient rooms, and testing room (including sound booth). Size 1392.84 Square Feet.

For inquiries please contact us at 905-264-9975.

CLINIC FOR SALE

Are you looking for change of position from employed to business owner or do you want to become a private practitioner of your own? This is an excellent opportunity to bring your dream come true.

Audiology clinic in Central Mississauga, fully equipped and furnished is available for immediate

sale. It has enough free parking and is close to high ways. Drug store and other stores are within the premises. Only seriously interested write with full details to:

hearing2020@gmail.com

signia

Life sounds brilliant.



Styletto Connect

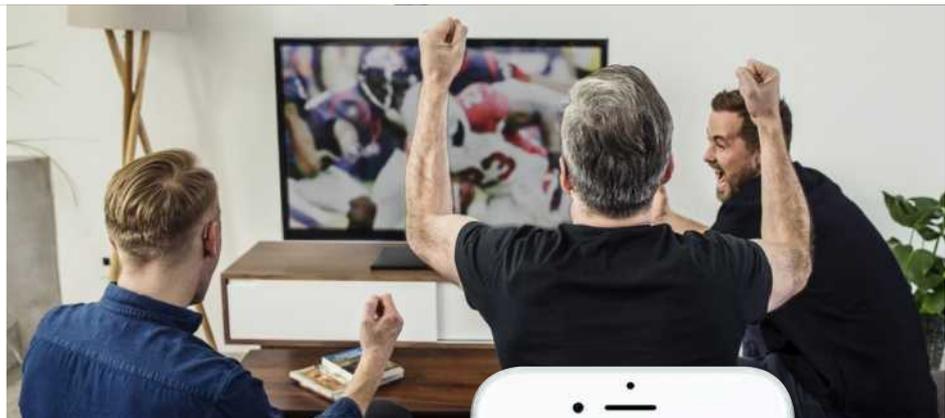
IT'S MORE THAN JUST A HEARING AID.

It's a revolution in sound, style, streaming,
and charging-on-the-go.

Step out in **style** with hearing aids you can wear confidently.
Stay fully **connected** with your mobile devices and enjoy a high-quality sound experience.
Make the most of your days and nights with the pocket-sized **wireless charging** case.

www.signia-pro.ca/styletto-connect

WIDEX TV PLAY™ MADE FOR ALL



NOW AVAILABLE FOR MORE WIDEX EVOKE™ USERS TO ENJOY — NO SMARTPHONE REQUIRED

- User friendly and easy to use — start streaming via hearing aid controls, RC-DEX or the EVOKE App
- Outstanding stereo TV sound streamed directly into the ears
- Maximum streaming stability
- Choose how to hear by balancing the volume of the TV sound with ambient sounds and conversations
- Elegant and discreet design
- Easy set-up
- Compatible with EVOKE F2 hearing aids



Learn more at ca.widex.pro/tvplay



reddot award 2018
winner

