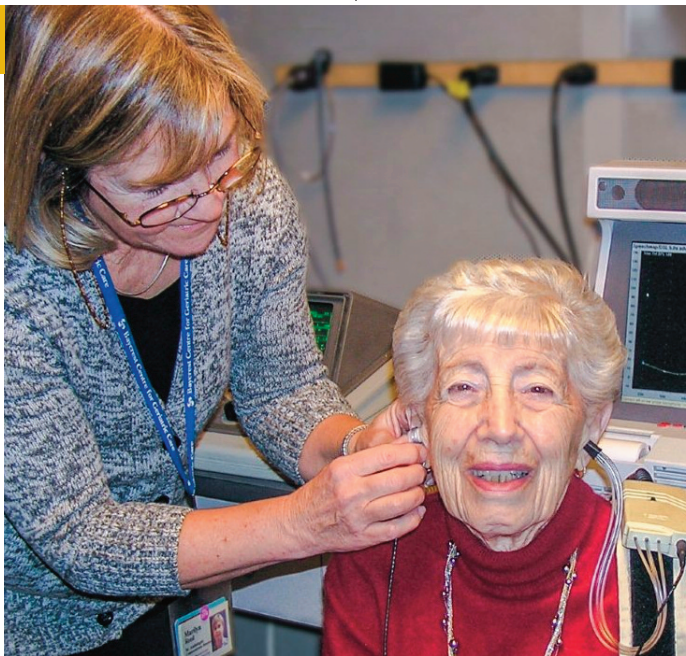


Helpful tips:

There are several ways to help you improve communication with someone who has hearing loss:

- Speak slowly and clearly.
- Face the person directly, and be at the same eye level, if possible. Talk in a normal tone - don't shout.
- Keep sentences short and simple.
- Ensure your face is clearly visible to enable speech reading.
- Reduce background noise by turning off the television or radio.
- If you are misunderstood, find a different way of saying the same thing.
- Be aware that the person with hearing loss may have difficulty understanding speech, even with a hearing aid.



For information or to make an appointment, please call
 Hearing Services at
416.785.2476 or
416.785.2500 ext. 2377
Fax: 416-785-4213
Email: hearing@baycrest.org

Clinic Hours:
 9:00 a.m. to 12:00 p.m.
 and 1:00 p.m. to 4:00 p.m.
 Monday to Friday
 3560 Bathurst Street
 Toronto, Ontario | Canada, M6A 2E1

www.baycrest.org



Hearing Services



Baycrest Health Sciences
 is fully affiliated with the
 University of Toronto

Baycrest

The Audiology Clinic

The Audiology Clinic helps improve communication for adults of all ages who are hard-of-hearing.

We provide excellent diagnostic, rehabilitative and specialized services to help enhance quality of life.

Our services include:

- Hearing assessment
- Hearing aid evaluation and prescription
- Recommendations for assistive listening devices such as telephone and TV amplifiers, visual alarm systems, etc.
- Hearing aid orientation and counselling
- Instruction in the use of assistive listening devices

Registered with the College of Audiologists and Speech Language Pathologists of Ontario (CASLPO) all of our audiologists specialize in the identification and management of hearing loss and hold a University Master's degree.

A physician's referral is required in order for services to be funded by OHIP.

Hearing tests are covered by OHIP upon physician referral.

Hearing aid testing and prescription are not covered by OHIP.

Fee schedules are available in the dispensary.

Hearing Aid Dispensary

Our audiologists specialize in working with seniors experiencing hearing loss.

If you or a loved one have difficulty hearing, or wear hearing aids, our audiologists will provide information and counselling on leading-edge hearing aid and assistive technology to help you make informed decisions and optimize your ability to hear.

Services and sales include:

- Hearing aid fittings (with a prescription)
- Ear mold impressions and fittings
- Hearing aid repairs
- Batteries
- Assistive devices
- Hearing aid accessories
- Counselling on the proper use of hearing aids and assistive devices

Walk-in Clinic open Monday mornings from 9:30 a.m. to noon. No appointment necessary.

Call for a list of fees.

The Ministry of Health and Long-Term Care's Assistive Devices Program does provide some funding for hearing aids for residents of Ontario.

Outreach Hearing Services

For housebound seniors who need hearing services, our Outreach Hearing Services may be provided at your home upon request. Please call the office for a list of applicable fees.

Group Hearing Rehabilitation

Four specialized one-hour group education sessions are offered to clients and family members and cover a variety of topics:

- How we hear
- Causes of hearing loss
- Understanding your audiogram
- How to cope with the difficulties related to hearing loss
- Strategies to improve communication
- Factors that contribute to communication problems
- Hearing aids and assistive devices.
- Assertiveness training
- Basic speech reading



The Hard of Hearing Club

This special club is a social and educational support group. It provides an opportunity for seniors who are isolated by severe hearing loss to meet and discuss common problems and make new friends.

The club offers a supportive, friendly environment where participants can function effectively as communicators, and where their own "rules for communication" are observed to ensure positive and rewarding experiences.