



Helpful resources for coping with hearing loss during the Coronavirus outbreak

Dealing with hearing loss during the Coronavirus outbreak is challenging on many levels. Self-isolating or distancing ourselves from others in order to reduce the spread of the virus means that our only form of communication with family and friends is over the phone, or if we're lucky, with a video call over a cell phone, tablet or computer.

Communication with loved ones is essential to well-being and quality of life. For people with hearing loss, the challenge of hearing conversation over the phone or computer will likely add to the stress and anxiety already triggered by the virus.

In addition, you may be having difficulty maintaining your hearing aids and devices in good working condition, or you may have forgotten how to use some features or accessories. Your Audiology clinic is likely closed, so how do you get help?

Baycrest Hearing Services has put together some helpful links to online resources and how-to videos that can help you with a range of issues, from maintaining your hearing aids and troubleshooting problems, to dealing with the stress of communicating remotely with family and friends.

If you are a friend or family member of someone with hearing loss who does not have a computer with access to this material, perhaps you can share it with them in a different way. This could also be an opportunity to try or learn something new!

Please take care and stay safe. We are thinking of you and look forward to seeing you again soon.

Coping strategies for those with hearing loss during COVID-19:

<https://www.hearinglikeme.com/hearing-loss-during-the-coronavirus/>

Video on How to communicate on the phone with hearing loss:

https://www.youtube.com/watch?v=KrJjALxx8Ig&feature=youtu.be&fbclid=IwAR2K4C2Xk_O0kv-nxozcbNpWPM5MGzTVuPrdXFF-F705bZtyMhGWaFIHynY

*Don't forget that texting and e-mailing are excellent alternatives to voice calls!

IF YOU HAVE HEARING AIDS:

Baycrest Hearing Services instructional videos on basics of hearing aid handling based on the style of hearing aid: <https://www.baycrest.org/Baycrest/Healthcare-Programs-Services/Clinical-Services/Hearing-Services/Helpful-Resources/Hearing-Aid-Instructional-Videos>

If you know the brand of hearing aid that you have, please see the manufacturer specific information below which may help with maintenance (cleaning) and troubleshooting. Please view the how-to videos for helpful instructions. Several companies have also made available temporary consumer assistance lines to help during this time of clinic closures.

GN ReSOUND

How-To videos: RIC waxguard change: <https://www.youtube.com/watch?v=ctmDQyjnRww>

Consumer hotline: 1-888-737-6863; hours: Monday to Friday

PHONAK

How-To videos: <https://book-a-consultation.phonakmarketing.ca/howto-videos/>

Consumer hotline: Audiology team available to assist: 1 (800) 876-1167 (Press 9). Support team will do their best to troubleshoot where possible. Hours: Monday to Friday 8:30 am – 5:30pm.

SIVANTOS

How-To videos: <https://www.youtube.com/watch?v=MPaVeUL-Cq4> (wax guard change for custom aid); <https://www.youtube.com/watch?v=lpa--w0TTys> (wax guard change for receiver-in-the-canal aid)

Consumer hotline: Audiology support team 1-800-723-2531 Hours: Monday to Friday 8:30am – 4:30pm

STARKEY

How-to videos: <https://www.starkeycanada.ca/support/how-to-videos>

Consumer hotline: 905 542-7555 or 1 800 387-9353; hours Monday-Friday 8 – 5pm

UNITRON

How-To Instructions: <https://files.constantcontact.com/19bb8f35201/aa447b11-5e54-4ed2-875a-a8a267839a69.pdf>; Remote Plus app (has instructional videos)

Consumer hotline: Audiology and Technical Support team is available to assist during clinic closure. Phone number is: 1 (800) 591-1974. Hours: Monday to Friday

WIDEX

How-To videos: <https://global.widex.com/en/support/maintenance>

Consumer hotline: English language consumer hotline: **Phone #:** 1-844-497-8844
Hours: Monday – Friday 9:00am - 5:00pm.

Baycrest Hearing Services
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