

BeyondHearingAids Newsletter



Bringing ALD Solutions to Professionals and Consumers

Jul/Aug 2001

The goal of this newsletter is to provide tools, resources and information to help professionals recommend ALDs.

Our **BeyondHearingAids** line of materials provides technical training and unique tools to help you work with ALDs more effectively.

Upcoming Schedule:

9/14 – International Hearing Society Conference, Chicago, IL

9/30-10/4 – Southeast Regional Institute on Deafness, Biloxi, MS

10/10 – Conference for Supported Employment, Carrollton, KY

10/21-10-24 – Academy of Dispensing Audiologists Conference. Asheville, SC

**This is a publication of:
Effective Communication
Solutions, Inc.**

Contact: Becky Morris
1030 Clubhouse Dr.
Independence, KY 41051
800-838-1649 (v/tty)
859-371-1363 (fax)
bmorris@one.net email
www.BeyondHearingAids.com

“Why didn’t my hearing professional tell me about these ALDs?”

This is the million dollar question that we here at ECS must answer often when consumers learn about ALDs. They are upset that their hearing professional didn’t mention them. They are frustrated that their only option is mail order to try out a phone or other device.

This is especially true for adults who bring their parents in for care. It can be difficult to order the phone, go to Mom’s, set it up and try it to see if it works for her. If it doesn’t work, then they box it up and ship it back. Then start the process over.

No wonder they can be frustrated! Just think how easy it could be if they could go into the office and try one or two phones. Mom would know immediately if the phone works. Less trauma and confusion for Mom and lots less aggravation for the family.

It is from these experiences that we feel so strongly that professionals should have a few ALDs available in the office. There just seems to be no excuse to display ALDs. The most intangible benefit is the goodwill and confidence instilled when the hearing professional provides for **all** their patient’s hearing needs.

Counselors and Consumers: Do the hearing professionals you work with offer ALDs? If not, we would like to share our special program information with them so that they can provide LOCAL support for ALDs. Call us so that we can share the information.

ON-THE-JOB with Hearing Loss

The series of articles addressing communication issues by occupation and timely topics has been renamed.

ON-THE-JOB with Hearing Loss better reflects how to identify hearing loss issues and how the combination of hearing aids, assistive technology and communication strategies can ensure more successful employment and accommodation outcomes.

A WORD ABOUT WARRANTY SERVICE

ECS, Inc. does not repair ALDs. We do replace equipment that doesn’t work the first 30 days. But if it is after that time, you can save your client time and money by counseling them to return the item to the manufacturer for warranty service.

When you send it to us, we just forward it on, doubling shipping costs and adding needless delay to the repair. Watch for a list of manufacturers soon that you can share with your clients.

TRUE STORY – This week, daughter calls for 92 year old mom who has been told Mom may not adapt well to a hearing aid. They try a PockeTalker and while it worked, Mom did not want to use it because of the wires and inconvenience. She is motivated and going in for a hearing aid recommendation. She wants wireless and hands-free listening!!!

New Products



Simplicity Alerting Devices from Ultratec –

Ultratec has introduced their new alerting system line of products with the number one requested feature – a wireless doorbell signaler. The UL-DBLTW comes with a doorbell button that will send a signal to the transmitter and with an ‘Extend-a-chime’ attachment that will attach to the existing doorbell chime and send a signal to the transmitter.

There are traditional telephone signalers and sound monitors (one includes a convenient ‘page’ button). A plug-in strobe light is available on many models to eliminate the need for a lamp.

You should have received the comparison chart to other signaling systems and the 4-page flyer describing the line. Call us if you haven’t received this. All devices are in stock.

Hearing Aids and Hearing Protection Headphones

Last issue I asked for feedback from success stories of using Hearing Protection Headphones and hearing aids on the job.

We only received a few responses and want to keep this offer (request) open for another issue. Please share how you have been successful in assisting people to communicate in noisy environments when hearing protection is necessary. Your input will be helpful to many people. Please take a moment to email your responses to bmorris@one.net

There will be a drawing for a \$10 gift certificate to Applebee’s for those who participate as a token of our appreciation (and incentive for taking the time to share!).

Discontinued Items:

Sonic Alert has had production problems with the wireless doorbell units that they advertised a while back. We will not be carrying this item until we know it works consistently. Look here for news of new and improved technology.

PockeTalker Basic Systems will no longer be manufactured. They are still available (while they last) and will be covered under full warranty. The PockeTalker PRO just offers better service for a comparable cost.

On-line Newsletter – This newsletter is in the Resource Center of the BeyondHearingAids.com website. You can subscribe to an email alert when the newest issue is available. To subscribe: <http://www.beyondhearingaids.com/Newsletter.htm>

Effective Communication Solutions, Inc. meets the needs of professionals who work with people with hearing loss. They provide practical, knowledgeable support and training on ALDs. ECS, Inc. leads the industry in technical training, sales and support of ALDs to vocational rehabilitation counselors, hearing instrument specialists, audiologists and other professionals who must choose and use assistive technology.