

Leamington Mennonite Home  
Retirement Residence

**POLICY AND PROCEDURE**

<b>CATEGORY:</b> Resident Care	<b>SUBJECT:</b> Hearing Aid Care & Referrals/	<b>SECTION:</b> H
<b>DATE:</b> September 2004	<b>Administrator:</b> <u>J. M.</u>	<b>POLICY:</b> 1
<b>REVISION DATES:</b> March 2017, November 2022	<b>Director of Care:</b> <u>Harold Konrad</u>	

**HEARING AID CARE & REFERRALS**

**POLICY:**

To ensure residents who require hearing aid assessments or hearing tests receive the proper referrals to the Clear Hearing Centre in order to meet each resident's sensory needs, enable him/her to communicate and to be as independent as possible.

**PROCEDURE:**

- If repairs are necessary, the Registered Staff will notify the resident or resident representative and implement any required inventions i.e., fax to the notification to the supportive services for repair service. Staff are not to attempt to repair hearing aids. The microphones are very delicate, and any object inserted into the aid may damage it. Just clean the exterior of the aid if necessary.
- For those residents who need hearing aid assessments or hearing tests, fax a referral to Clear Hearing Centre.
- Referral forms are in the filing cabinet. Once faxed to the Clear Hearing Centre, the referral page is placed into the binder with the Clear Hearing label on its spine, located at the nursing desk. Stamp the referral with the date it was faxed, Clear Hearing Centre staff will use these forms to write their recommendations on. Contact family informing them a referral has been made and of schedule visit time on the clinic day.
- Clear Hearing Centre will conduct clinics in the Retirement Residence Library (or other suitable area) usually once a month (usually the third Thursday of the month between 10:30-11:30am).
- If batteries are required for a resident hearing aid, they can be obtained at the Nurse's Station. Different sizes of batteries are provided by the Clear Hearing Centre. LMH RR provides the batteries free of charge to the residents.
- If the supply of batteries is running low, fax the Clear Hearing Centre with the required size or sizes needed and they will bring them on their next visit or delivery arranged.
- At any time residents may use their preferred hearing support company/supplies.

## **HEARING AID CARE AND MANAGEMENT**

### **POLICY:**

To check and maintain resident hearing aids daily and to ensure the aid is working well.

### **PROCEDURE:**

#### **At the beginning of each day, Registered Staff shall:**

- Check for any cracks or breaks before putting the aid in
- Put the battery in the battery case
- Turn the hearing aid on and set at "M" for microphone
- Put the hearing aid in the appropriate ear
- Move the volume control to a comfortable listening level (usually halfway)
  - Note: some aids are pre-programmed and cannot be volume adjusted.
- If the battery does not work and is changed, document the date changed in the TARS

#### **Tips to help communication with a hard-of-hearing resident:**

- Get the person's attention before you speak
- Face the person
- Do not cover your mouth or have objects like gum, food, etc. in your mouth
- Speak clearly and at a moderate pace
- Give clues when you change the subject
- Rephrase when you are not understood – do not repeat
- Avoid noisy background situations and reduce background noise when possible (turn the TV down, turn the radio off, etc.)
- Encourage the person to wear the hearing aid
- Do not shout – the person is wearing a hearing aid

#### **At the end of each day, the PSW shall:**

- Take the hearing aid out of the ear
- Turn the hearing aid off, to "O"
- Wipe the ear mold with a soft cloth or tissue and return it to the storage place in the Resident's room or return it to the Registered Staff to store in the Med Cart (follow care plan)
- Report any problems to the Registered Staff

#### **If stored in the Med Cart, Registered Staff shall:**

- Remove any excess wax from the aid using the appropriate tool from the hearing aid kit
- Remove the battery
- Put it in a safe, dry place (normally in the resident's labeled case, in top of the medication cart ready for insertion in the morning)