

Overcoming Barriers to Communication: Hearing Loss and What We Can Do About It

溝通無障礙

齊來認識和保護聽力

Vision

To be the leading organization serving Deaf and hard of hearing Canadians by advancing a barrier-free society.

Mission

To deliver industry-leading services and products that enable Deaf and hard of hearing Canadians to overcome barriers to participation.

Canadian Hearing Services

Trusted since 1940,
the Canadian Hearing Services
is an independent, registered
non-profit, with proceeds from
product sales invested back
into our free community
programs.

**Unique in
North America,**
CHS offers a continuum of
support and solutions,
including mental health and
hearing care counselling,
audiology, employment and
training, interpreting services,
captioning, communication
devices and hearing aids.

The Canadian Hearing
Services has
Strong partnerships
with national companies and
organizations, providing
accessibility and
communication solutions for
partners and customers who
are Deaf and hard of hearing

CHS: Services Provincially

- Hearing Care Counselling Program, 55 yrs plus
- Communication Devices Store, alerting devices for day to day independence.
- Corporate Devices Services (school boards, LTC, places of worship, recreation locations. Such as portable amplified units, etc.)
- Audiology and Hearing Aid Sales, select locations
- Speech Language Pathology, Toronto only
- CONNECT Mental Health counselling
- Employment Services
- Educational Support Services
- General Support Services
- Ontario Interpreting Services and 24 hour Emergency Interpreting, Deaf individuals
- CART, captioning services
- Digital Media Captioning

Did you know that...

- Hearing loss ranks with arthritis, high blood pressure, and heart disease as one of the most common physical conditions.

聽力損失與關節炎、高血壓和心臟病一樣，是最常見的身體狀況之一。

- Hearing loss is the third most prevalent chronic condition in older adults and the most widespread disability.

聽力損失是老年人中第三大最普遍的慢性病，也是最普遍的殘疾

- The CHS Awareness Survey revealed that nearly one-in-four(23%) adults Canadians reported having a hearing loss
- After the age of 65 years, 50% of individuals experience hearing loss
- After the age of 80, 85% have hearing loss

Some causes of hearing loss

聽力損退原因

- Medications 藥物
- Blow to the head/car accidents 撞到頭/車禍
- Tumor or stroke 腫瘤或中風
- Genetics or disease 遺傳或疾病
- Noise 噪聲
- Diabetes 糖尿病
- Aging process, Presbycusis (high frequency hearing loss). Generally, happens quite slowly over years.
衰老過程，高頻聽力損失。通常，發生得相當緩慢



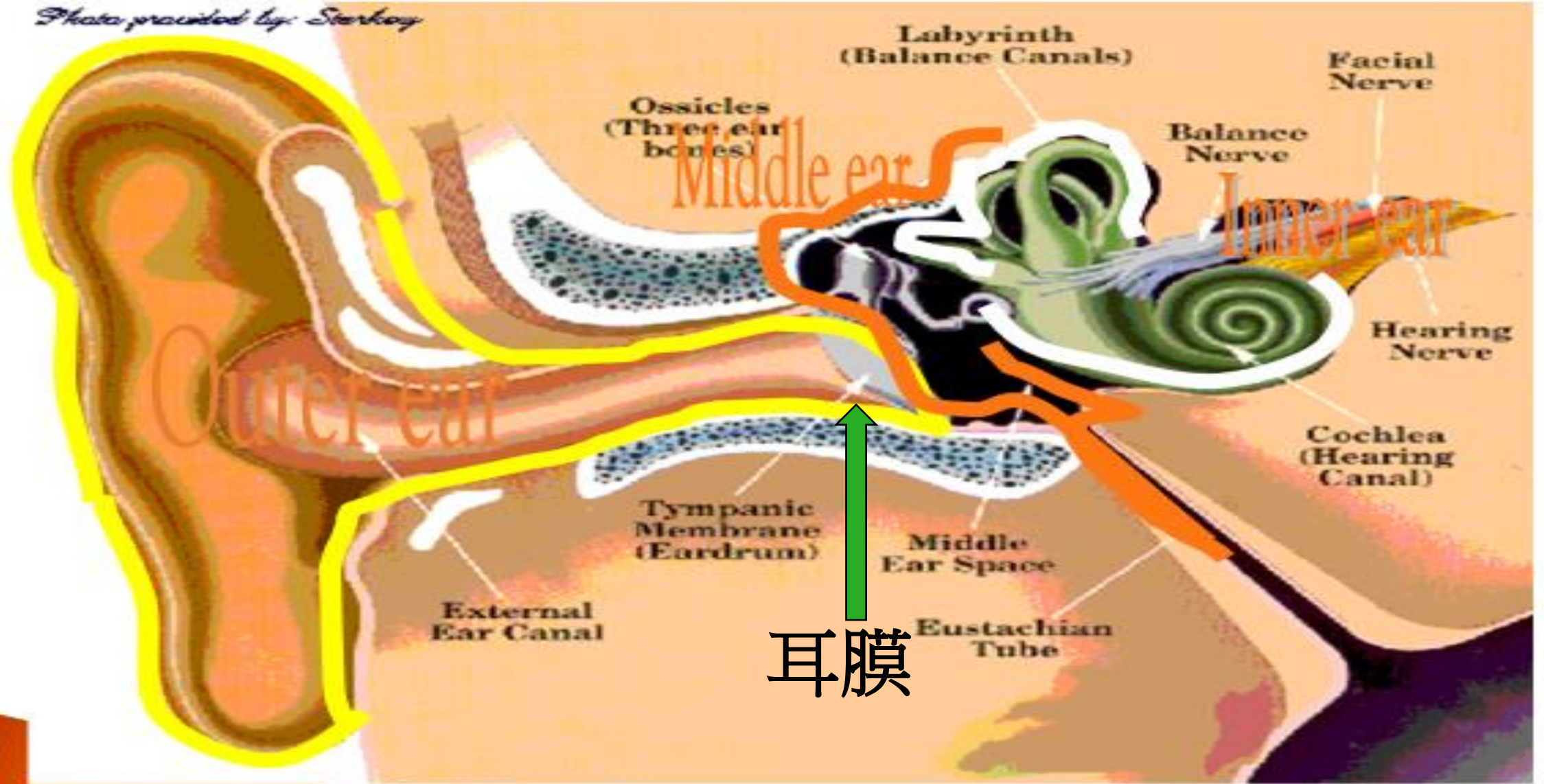
General signs of hearing loss

聽力下降的一般徵兆

- Person will speak with a very loud or soft voice. 非常大聲或柔和的聲音講話
- Loud television or radio. 大聲的電視或廣播
- Inappropriate responses to questions (*can lead to misdiagnosis such as Dementia or a later stage Dementia diagnosis). 對問題的回答不當 (*可能導致誤診，例如癡呆症或晚期癡呆症診斷)
- Favoring one ear. 偏愛一隻耳朵
- Problems hearing on the telephone or doorbell. 聽電話或門鈴上有問題
- “I hear you, but you sound as though you’re mumbling.” 我聽到了你的聲音，但你聽起來好像在喃喃自語



Photo provided by: Starkey



3 Types of Hearing Loss

- 1) Conductive Hearing Loss 傳導性聽力喪失
- 2) Sensorineural Hearing Loss 感覺神經性聽力喪失
- 3) Mixed Hearing Loss 綜合聽力喪失

Conductive

Conductive (sound can't get through) 傳導性聽力喪失

- ▶ **a problem with the outer or middle ear**
是因外耳或中耳有病變，使聲音傳導進入內耳的過程發生障礙
- ▶ **wax, ear infection, perforated ear drum**
耳垢阻塞、異物、發炎、鼓膜穿孔、急或慢性中耳炎引起的液體聚積等
- ▶ **can sometimes be treated medically**
針對不同的病因加以治療，例如以藥物治療外耳或中耳發炎(矯耳正膜手術)

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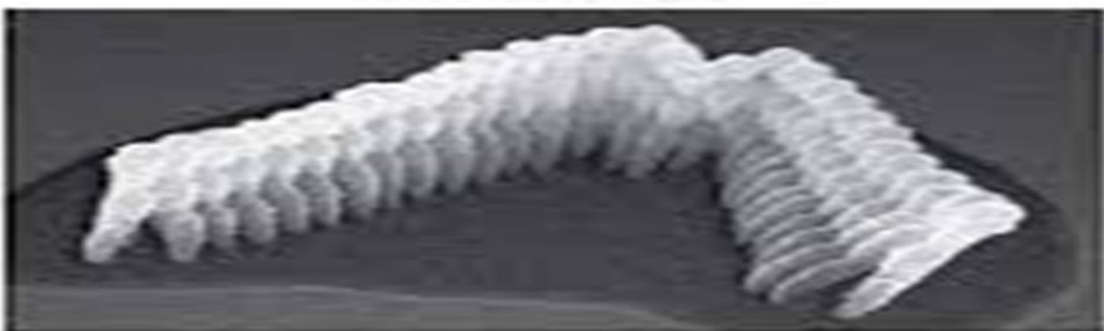
Sensorineural hearing loss 感覺神經性聽力喪失

Sensorineural (auditory system is damaged)

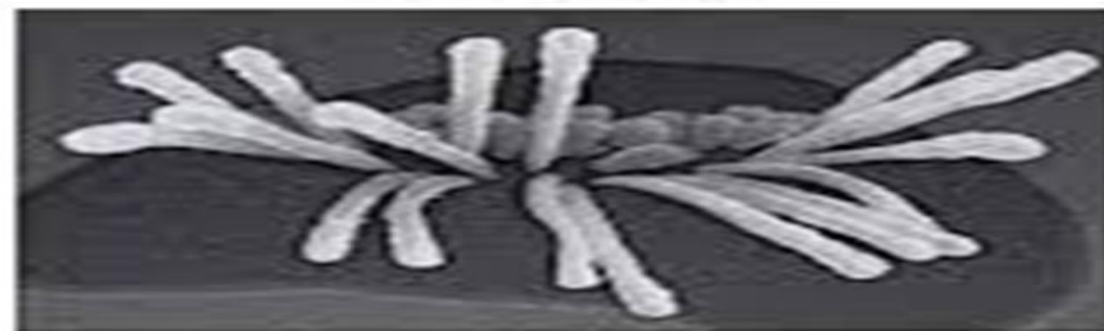
-damage to cochlea “the hair cells” are damaged, could be by fever, noise, aging
耳蝸毛細胞受損

- ▶ Damage to the auditory nerve 聽神經損傷
- ▶ Sometimes called “nerve deafness” 有時稱為 “神經性耳聾”
- ▶ Most common in age related hearing loss 最常見於年齡相關的聽力損失
- ▶ permanent 永久性

Healthy



Damaged



Source: “Dangerous Decibels Program” OHSU — www.dangerousdecibels.org

Repeated exposures to loud noise can damage hair cells to the point that they won't recover.

Impact on Communication

對溝通的影響

Hearing loss can have a profound affect on your well being

聽力損失會嚴重影響您的健康

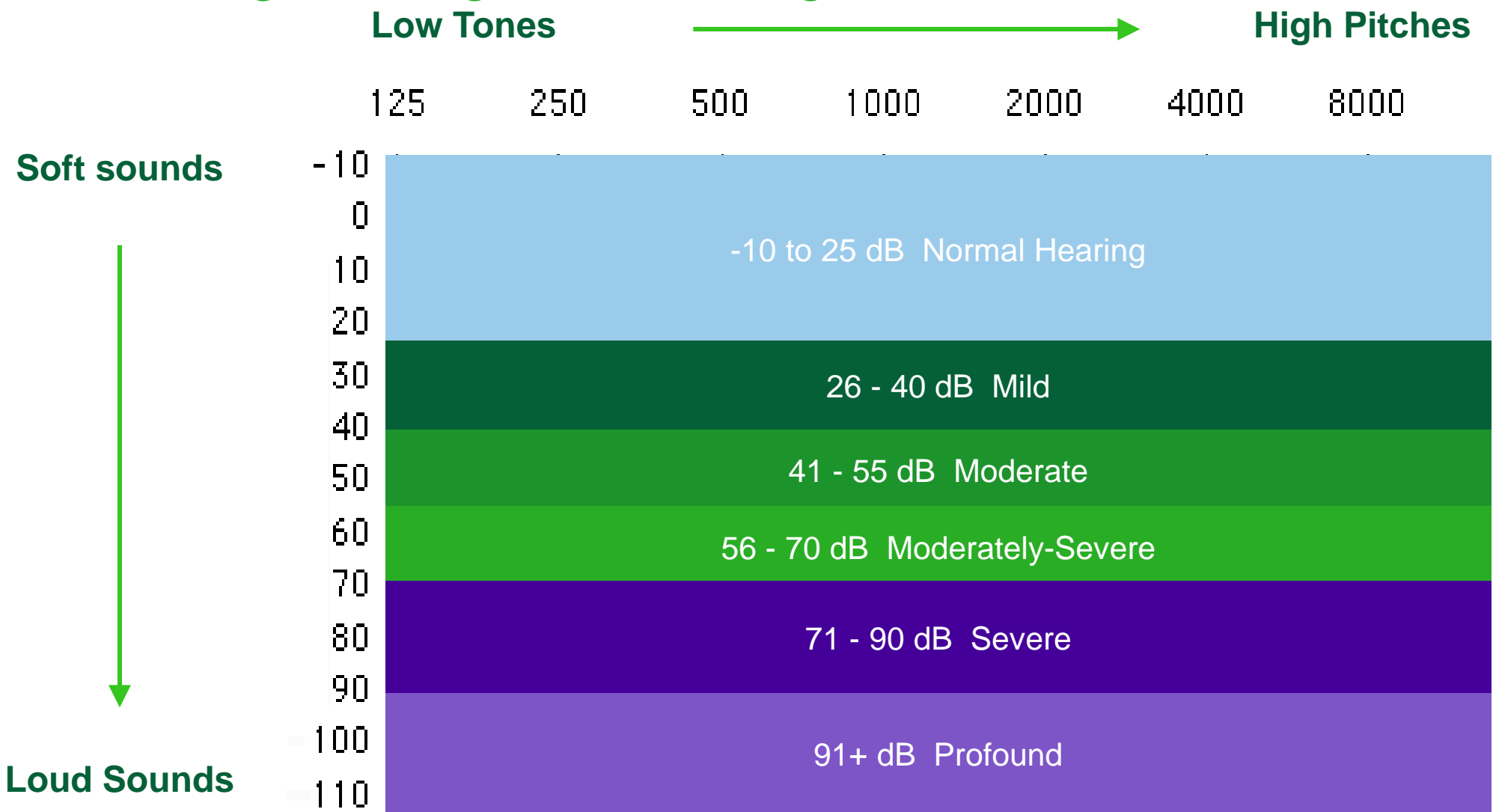
- Social 社交
- Psychological 心理
- Physical 身體

This can occur whether

- the symptoms remain unnoticed 症狀仍未引起注意
- you have been recently diagnosed 最近被診斷出
- if you have been living with hearing loss your entire life
如果您一直患有聽力損失



Understanding Hearing Loss: Audiogram



Understanding Outcomes from Hearing Test/Audiogram

了解聽力測試/聽力圖結果

- Hearing aids are customized and programmed to client's hearing loss based on the Audiogram results. 助聽器是定制的，並根據聽力圖結果針對客戶的聽力損失進行編程
- Word Recognition Score (WRS) - second part of the test in which you are asked to repeat words back to the audiologist. This is a score out of 100 expressed in a percentage value.

單詞識別分數（WRS）-測試的第二部分，要求您向聽力學家重複單詞。這是一個以百分比表示的滿分100分

- Lower scores are due to damage to the hair cells, auditory nerve or auditory cortex affecting the organization of speech sounds. 較低的分數是由於毛細胞，聽覺神經或聽覺皮層的損壞影響了語音的組織



What is Presbycusis? 老年聽力衰退

- Generally causes problems hearing high-pitched sounds (consonants; “s”, “ch”, “th”, “f”, birds, bells ringing).

通常會導致聽到尖銳的聲音（輔音；“s”，“ch”，“th”，“f”，鳥，鈴響）時出現問題

- Generally causes problems hearing softer sounds (whispers, most consonants)

通常會導致聽不到柔和聲音（耳語，大多數輔音）的問題

- Hearing of low-pitched sounds (vowels, traffic, footsteps, shouting) is usually better.

通常會聽到低調的聲音（元音，交通，腳步聲，喊叫聲）

- May result in a loss of clarity because soft and high-pitched sounds are missing speech seems mumbled & unclear:

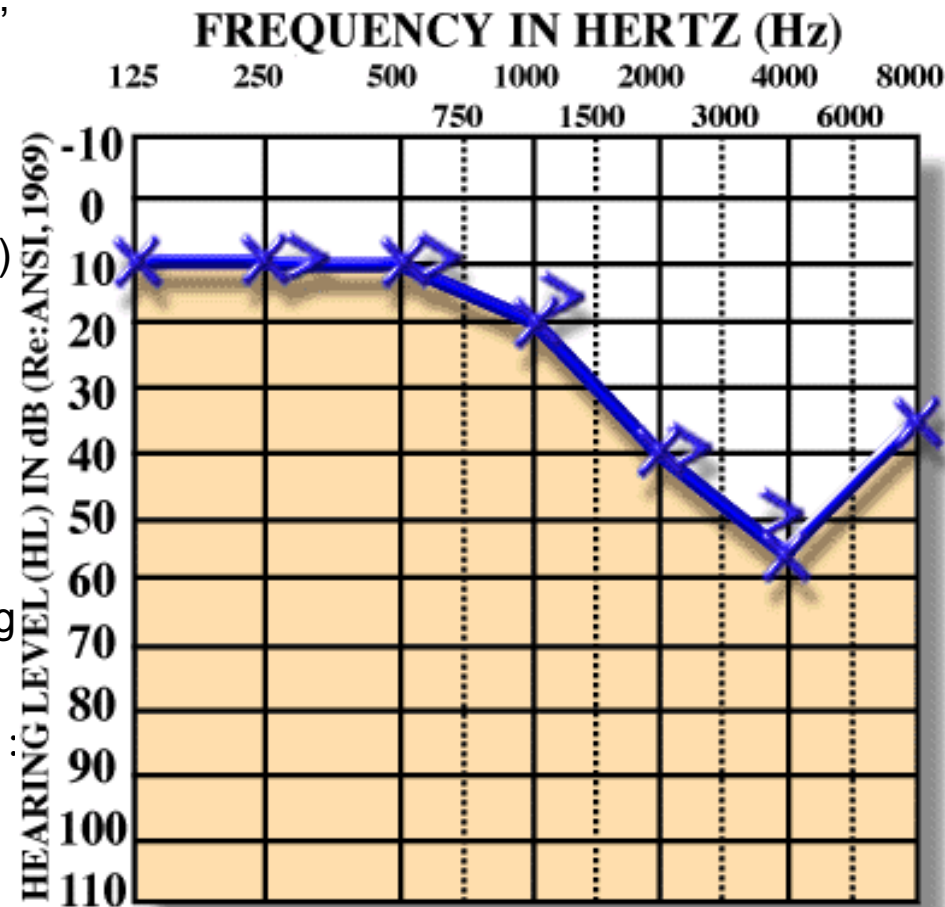
可能會因為缺少柔和而尖銳的聲音而導致清晰度下降，語音似乎含糊不清和不清楚：

- “I can hear you but I don’t understand what you’re saying”

“我能聽到你的聲音，但我聽不懂你在說什麼”

- * Numbers are difficult to hear, dates, times

數字難以聽清，日期，時間



**PERFECT
HEARING
LOOKS
LIKE
THIS.**

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Communication tips over the phone:

- Ensure there is no background noise for you the caller or the person you are calling. If you call someone, ask them to turn off the radio or television. 確保呼叫者或被呼叫者沒有背景噪音。如果您打電話給某人，請他們關閉收音機或電視。
- Encourage those with hearing loss to use the hearing aid for calls, if they have one. 鼓勵有聽力障礙的人使用助聽器通話（如果有的話）
- Speak as clearly as possible. This forces us to separate words to make them easier to understand. 講得盡可能清楚。這迫使我们將單詞分開以使其更易於理解
- Try to give clues when changing the topic or subject. 更改主題時，請嘗試提供線索
- Rephrase information, if needed do repeat your question or comment. 改寫信息，如果需要，請重複您的問題或評論
- Ask for important information to be repeated back to you, when necessary. To ensure the person heard you. 必要時，將重要信息重複發送給您，確保此人聽到了您的聲音
- Do you have access and know how to use Skype, Facetime, other apps to see your face? 是否擁有，知道如何使用Skype，Facetime和其他應用？

- With severe hearing loss, writing letters maybe necessary to clarify information. 對於嚴重的聽力損失，可能有必要寫來澄清信息
- Do they have a speaker phone? Sometimes this helps to mimic an in-person conversation and maybe helpful. 他們有免提電話嗎？有時這有助於模仿面對面的對話，並且可能會有所幫助



Communication with a mask: 戴著口罩交流

For the client:

- If the elastic is beside the head it risks the loss of the hearing aid when the mask is removed.

如果鬆緊帶位於頭部旁邊，則在取下口罩時可能會丟失助聽器

- There is no one solution to this issue.

沒有解決此問題的方法

- Consider using otoclips or eyeglass holders

考慮使用耳夾或眼鏡架



What can I do?

Get attention
吸引注意

Face
面對面

Slow Down
慢一點

Assistive Devices Program (ADP) 政府補貼計劃

Funding is \$500.00 per hearing aid every 5 years.

每5年為每個助聽器提供\$ 500.00 補貼





Contact information

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HEARING
SERVICES
RAISING THE BAR

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