

Understanding Your Hearing and Hearing Health

了解聽力與聽覺健康

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 provincial offices



- Barrie
- Bellville
- Brantford
- Cornwall
- Durham
- Hamilton
- Kingston
- London
- Mississauga
- North Bay
- Ottawa
- Peterborough
- Sarnia
- Sault Ste. Marie
- Scarborough *
- Sudbury
- Thunder Bay
- Timmins
- Toronto
- Waterloo
- Windsor
- York Region

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

Hearing Care Counselling Program (HCCP)

聽力保健諮詢計劃

- We provide on the phone assessments, consultations and counselling.
我們通過電話提供評估，諮詢
- Counsel clients regarding grief of hearing loss.
為客人提供有關聽力損失的諮詢
- Teach clients about their hearing loss and limitations they may face and provide options to manage hearing loss.
向客人介紹他們可能面臨的聽力損失和局限性，並提供管理聽力損失
- Provide counselling to clients on how to communicate and how to maintain a social lifestyle with hearing loss.
向客人提供有關如何溝通以及如何保持聽力喪失的社交生活方式的諮詢
- Explain the process of purchasing a hearing aid or communication device.
說明購買助聽器或通信設備需知
- We provide home visits, education, support groups, hearing screenings, consultations and attend health fairs.
我們提供上門拜訪，教育，支持小組，聽力篩查，諮詢和參加健康博覽會



Hearing Care Counselling Program

聽力保健諮詢計劃

Funding 我們的資助來自

- Ontario Health/LHIN, all regions
- City of Toronto, Toronto
- United Way, some regions
- Fundraising, all regions
- Some of the proceeds from product sales, all regions

Languages of Counselling 不同語言的服務

- English, All regions
- Cantonese, Toronto and York Region 廣東話
- Mandarin, Toronto and York Region 普通話
- Portuguese, Toronto
- Russian, Toronto
- French, Ottawa and Sudbury



As HCC moves to virtual services (virtual platforms & phone sessions)

我們的服務

Your local CHS office are also offering:

- Presentations to seniors groups and retirement homes.

Individual hearing help sessions:

- Communication in difficult situations.
- Coping with the impact of hearing loss.
- Communication improvement strategies for family/friends/caregivers.
- Coping with COVID-19 (communication with masks and other challenges).



Did you know that... 你知道嗎...

- Hearing loss ranks with arthritis, high blood pressure, and heart disease as one of the most common physical conditions.
- 聽力損退與關節炎、高血壓和心臟病同列最常見的身體狀況
- Hearing loss is the third most prevalent chronic condition in older adults and the most widespread disability.
- 聽力損退是長者第三大的長期病患情況之一
- The CHS Awareness Survey (2001) revealed that nearly one-in-four(23%) adults Canadians reported having a hearing loss
- 根據加拿大聽力服務的調查，接近四分之一的加拿大成年人表示他們有聽力損退的情況
- After the age of 65 years, 50% of individuals experience hearing loss
- 在年長超過65歲的人士當中，超過百分之五十有聽力損退的情況
- After the age of 80, 85% have hearing loss
- 在80歲以上的長者中，超過百分之八十五的人士有聽力損退的情況



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



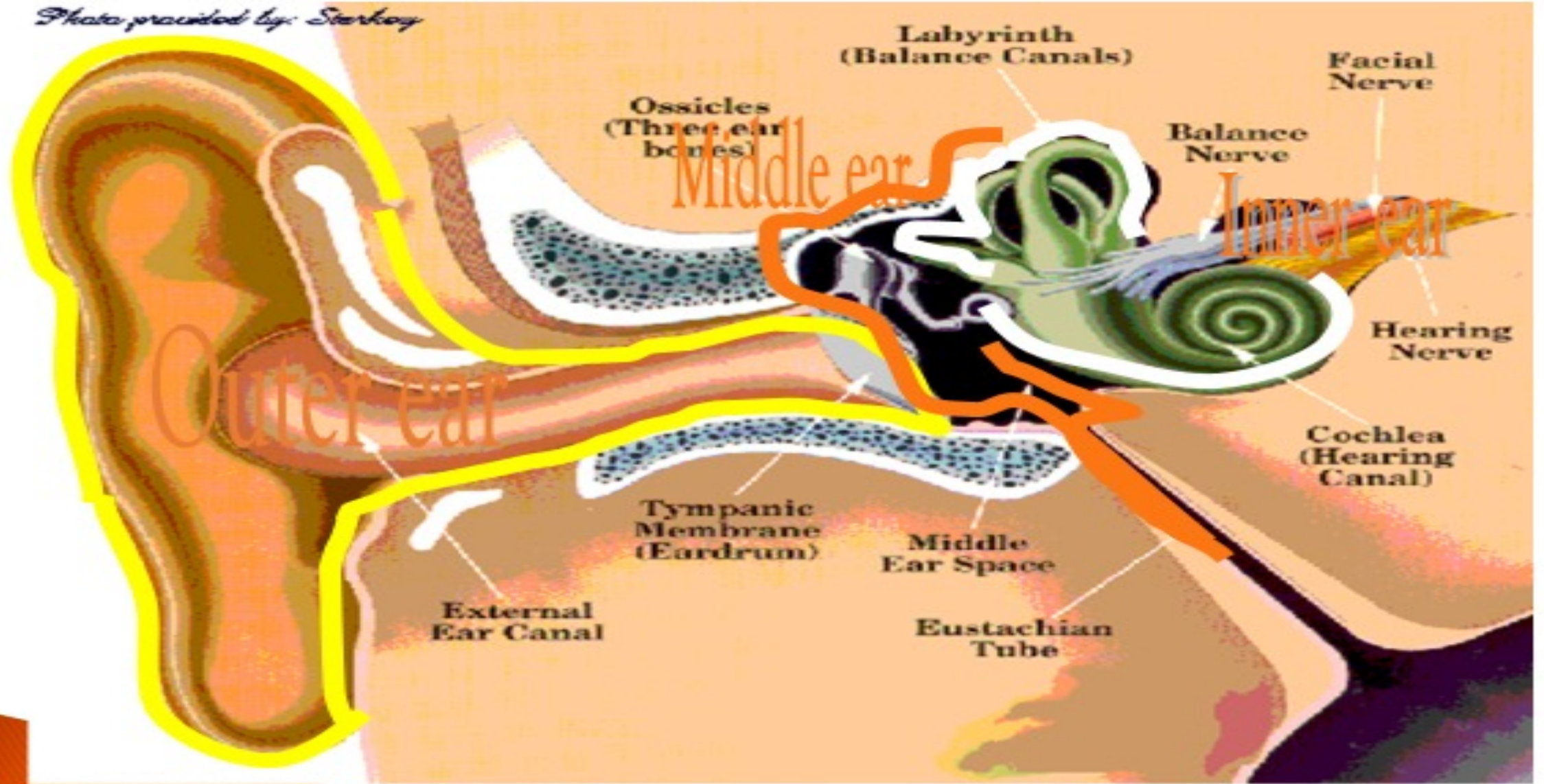
General signs of hearing loss

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



聽覺損失的類型

聽覺損失有 3 種類型：

1. 傳導性（聲音無法傳遞通過）

- 外耳或中耳有問題
- 有機會是耳垢、耳朵發炎、或耳鼓/耳膜穿孔
- 有時候可得到醫治

聽覺損失的類型

2. 感音性（聽覺系統已損傷）

- 耳蝸或聽覺神經損傷
- 永久性的

3. 混合型

- 同時合併有傳導性聽覺障礙與感音性聽覺障礙

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

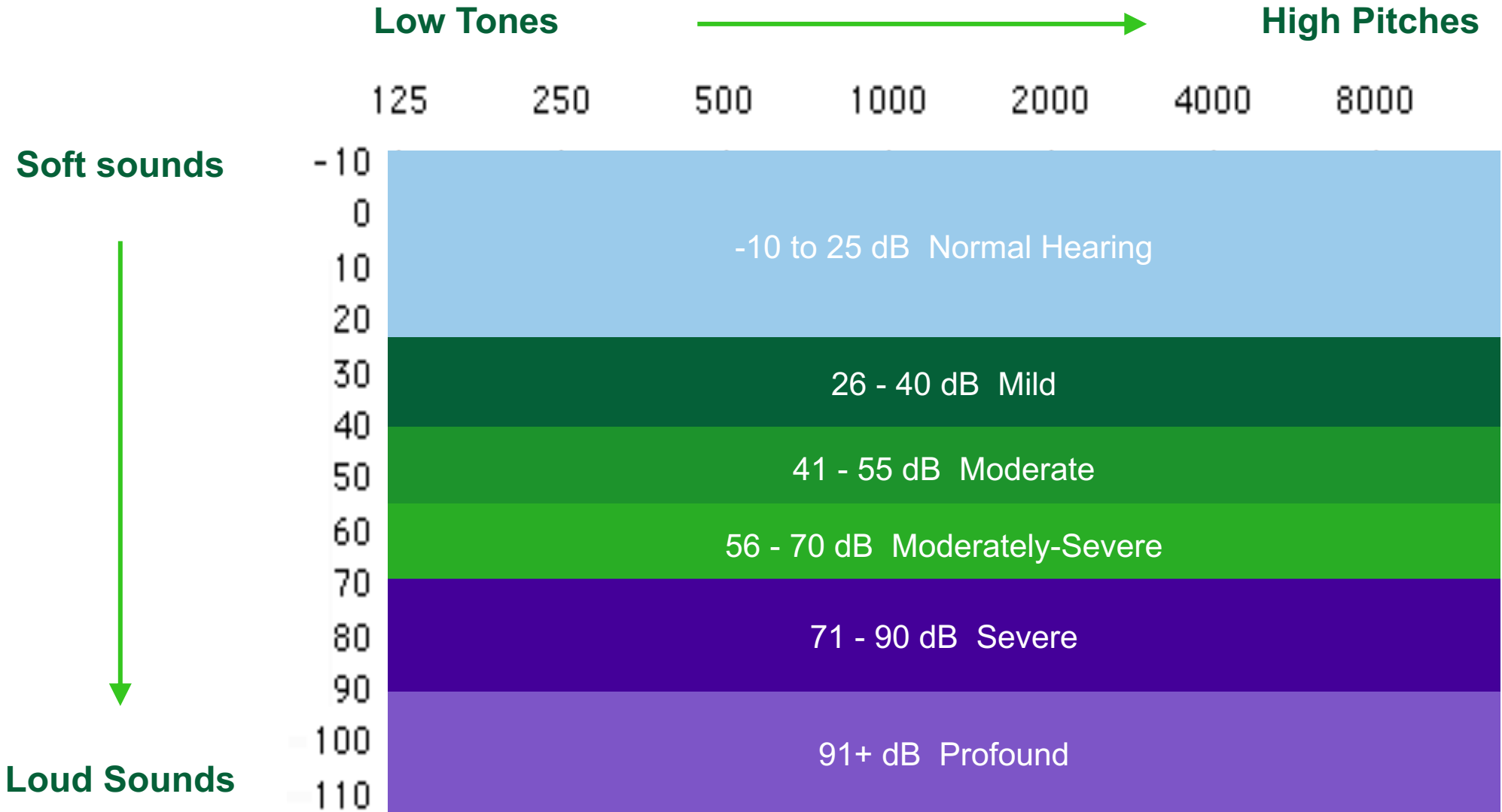
- Social 社交
- Psychological 心理
- Physical 身體

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 認識聽力損退：聽力圖



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:

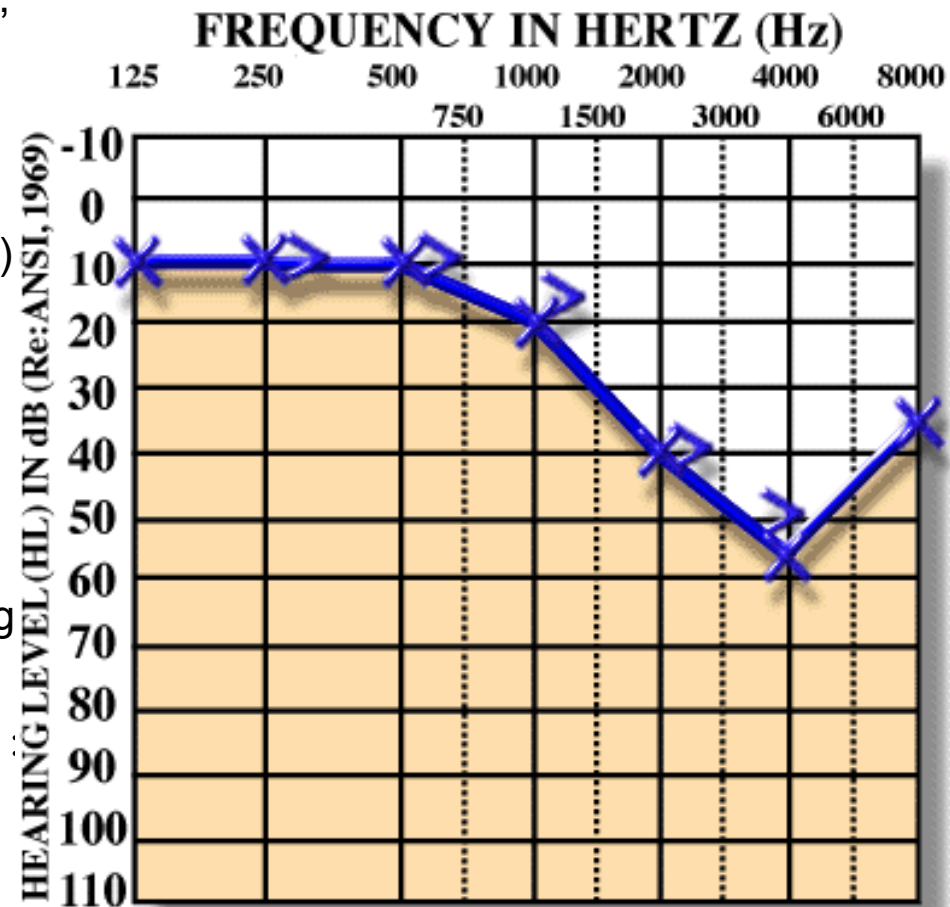
可能會因為缺少柔和而尖銳的聲音而導致清晰度下降，語音似乎含糊不清和不清楚：

- “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



老年聽力衰退

- 通常在聽高音（比如象輔音 “s”, “ch”, “th”, “f”，鳥叫，鈴聲）時有困難。
- 對低音（元音、往來的行人車輛聲音、腳步聲）的聽覺能力通常會好一些。

老年聽力衰退

- 通常在聽較輕的聲音（低語、大部分的輔音）時有困難。
- 聽較高的聲音（元音、往來的行人車輛聲音、喊叫聲）要容易一些
- 可能會引起聽覺模糊

老年聽力衰退

- 因為聽不見輕音和高音，講話聽上去就顯得含混不清：
- “我能聽見你說話，但不知道你在說什麼。”

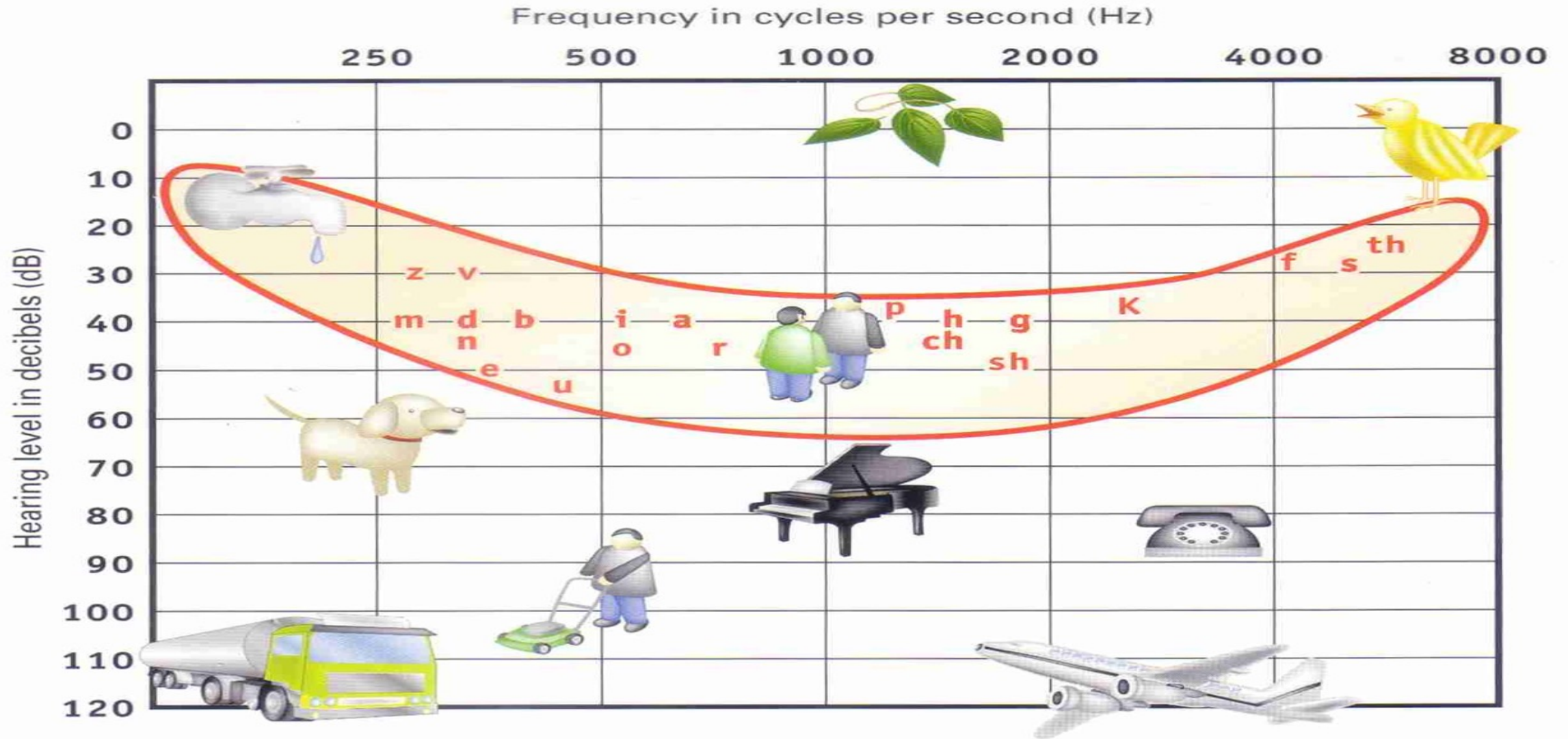
**PERFECT
HEARING
LOOKS
LIKE
THIS.**

**PERFECT
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老年聽力衰退

- 助聽器可以放大聲音，但是如果是聽覺模糊所導致的聽覺障礙，助聽器則不能使聲音變得更清楚

Levels of everyday sounds



Communication tips over the phone 使用電話的溝通技巧:

- 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

- 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? 與人交流時可以

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.

安省政府會每5年為每個助聽器提供\$ 500.00 補貼



Troubleshooting hearing aids 助聽器故障的解決小貼士

1. **Battery:** Average battery life is approximately 5 to 8 days (we recommend the sticker on the battery be placed on the calendar to remind clients/spouse and/or caregivers when the batteries were last changed).

電池：平均電池壽命約為5到8天（我們建議將電池標籤貼在日曆上，以提醒服務對象/配偶和/或看護人最後一次更換電池的時間）。

2. **Cleaning:** Brush and wipe the hearing aid off. This takes any wax off the aid. If the aid is blocked with wax the sound cannot funnel into the ear.

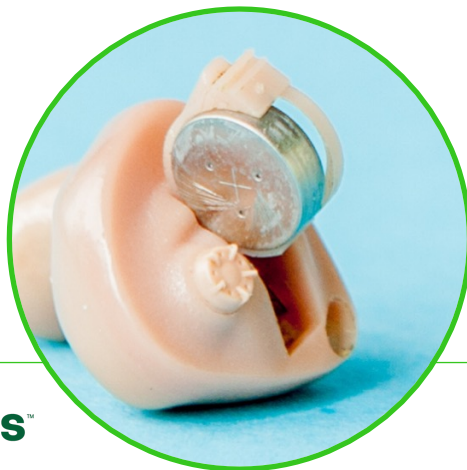
清潔：擦拭並擦拭助聽器。這樣可以去除助劑上的所有污垢。如果助聽器被污垢阻塞，聲音將無法進入耳朵。

3. **Wax guards:** Wax guards are present to block wax from entering the hearing aid, however they do become blocked with wax and need to be changed. Wax guards should be changed every 3 to 6 months but more frequently if one experiences issues wax. It has wax removed often.

耳垢防護罩：存在防護罩以阻止耳垢進入助聽器，但是它們確實被耳垢擋住，需要更換。耳垢防護裝置應每3至6個月更換一次，但如果遇到問題會更頻繁地更換。即經常去除耳垢。

3. **Domes.** Domes rip, tear and should be replaced every 3 to 6 months but more frequently if one experiences wax issues.

圓頂。圓頂會撕裂，應每3至6個月更換一次，但如果遇到耳垢問題，則應更頻繁地更換。



Your Role as a caregiver 照顧者的角色

- ▶ Support in inserting and removing aids 幫助配戴助聽器
- ▶ Support in cleaning 幫助清潔助聽器
- ▶ Support in changing batteries 幫助更換助聽器電池
- ▶ Encouraging clients to wear and use their aids
- ▶ 鼓勵家人使用和配戴他們的助聽器
- ▶ Identifying difficult communication situations and applying communication strategies that work 找出令溝通困難的情況及善用可行的溝通技巧
- ▶ Understand how to support clients 了解如何支持面對聽力損退的家人

Considerations if the hearing aid is broken? 除了助聽器還有其他選擇

Personal Amplification Options: 個人擴音裝置

Our E-Store is still up and running and shipping devices to client homes.



Hearing Loss and Cognition 聽力損失和認知

- There is a clinically significant association between hearing loss and cognitive decline. Individuals with hearing loss demonstrate an accelerated rate of cognitive decline and an increased risk for cognitive impairment.

在聽力損失和認知能力下降之間,臨床上存在顯著關聯。聽力喪失的人表現出認知能力下降的速度加快和認知障礙的風險增加

- Not taking hearing loss into account may result in an inaccurate assessment of cognitive ability.

如不考慮聽力損失,可能會導致對認知能力的評估不準確

- Do not assume that, simply because your patient does not own hearing aid(s), they do not have trouble hearing you.

不要僅僅因為沒有助聽器,就可以假設他們沒有聽力障礙

Source: Alzheimer's Society of Canada

- Hard of hearing or deafened clients maybe unable to comprehend mental status questions. (Misunderstand what is being asked of them).

聽力不佳或耳聾的人可能無法理解心理狀態問題。(誤解了對他們的要求)

- Cognitive and behavioural manifestations of hearing loss may be attributed mistakenly to dementia (confusion, withdrawal, disorientation).

聽力損失的認知和行為表現可能被錯誤地歸因於癡呆(精神錯亂,戒斷,迷失)

- Potential for diagnostic error when influence of hearing loss is often overlooked.

當聽力損失的影響經常被忽略時,可能會導致診斷錯誤。

Source: Weinstein B: Clin Gerontologist. 1986 Feb;4(3):3-15

Tinnitus and Hyperacusis 耳鳴和聽覺過敏

What is tinnitus 什麼是耳鳴？

Tinnitus is often described as a ringing, buzzing or pulsating sound in the ear, but is defined by the American Tinnitus Association as “the perception of sound when no actual external noise is present.”

耳鳴通常被描述為耳中的鈴聲，嗡嗡聲或脈動聲音，但被美國耳鳴協會定義為“在沒有實際外部噪音的情況下對聲音的感知

”

What causes tinnitus? 是什麼引起耳鳴？

Tinnitus is a symptom and not a disease and is often the result of an injury to the peripheral auditory system, hearing nerve and/or auditory centres in the brain. 耳鳴是一種症狀而不是疾病，通常是周圍聽覺系統，聽覺神經和/或大腦聽覺中樞受傷的結果



What is hyperacusis? 什麼是聽覺過敏？

Hyperacusis is a problem that affects about 5% of the population and 50% of patients with troublesome tinnitus. It is defined as a reduced tolerance to everyday environmental sounds. The decreased tolerance to sound is usually noticed with sudden high-pitched noises like alarms, bus brakes, silverware and dishes, children's crying, and clapping

聽覺過敏是一個困擾大約5%的人口和50%的耳鳴患者的問題。它的定義是降低對日常環境聲音的容忍度。通常，人們會突然聽到尖銳的聲音，例如警報，公交車製動器，銀器和餐具，孩子的哭聲和鼓掌聲，從而降低了聲音的承受能力

What causes hyperacusis? 什麼原因引起聽覺過敏？

The most common causes of hyperacusis are hearing loss, noise trauma (i.e. airbag explosion, gunshot from firearm), head injury, adverse reaction to some medications or surgeries, chronic ear infections and posttraumatic stress disorder. Hyperacusis can come on suddenly or gradually.

引起聽覺過敏的最常見原因是聽力損失，噪音創傷（例如安全氣囊爆炸，槍支槍擊），頭部受傷，對某些藥物或手術的不良反應，慢性耳部感染和創傷後應激障礙。聽覺過敏可以突然或逐漸發生。

Other approaches for tinnitus and hyperacusis relief

For some people living with tinnitus, relief may be found by lifestyle changes such as:

耳鳴和聽覺過敏的其他緩解方法對於某些耳鳴患者，生活方式的改變可能會減輕耳鳴；

Limiting caffeine intake 限制咖啡因攝入

Quit smoking 戒菸

Eliminating salt from your diet 消除飲食中的鹽分

Reducing stress 減輕壓力

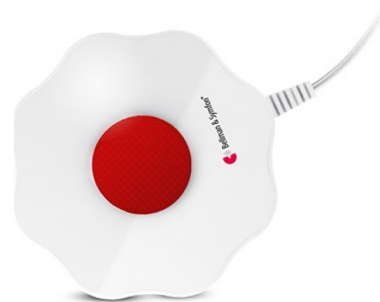
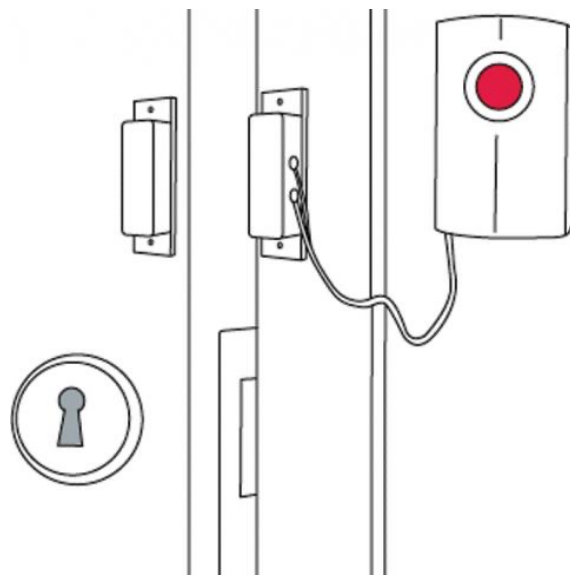
Reducing exposure to loud sounds 減少暴露於大聲聲音

Use of sound masker/white noise 使用隔音罩/白噪聲

In-home devices 家居輔助器材及家居安全裝置



In-home devices 家居輔助器材及家居安全裝置



Questions?



Contact information

Any Inquiries

Email: Hearingcarecounselling@chs.ca

Phone toll free: 1-866-518-0000

TTY toll free: 1-877-215-9530

Fax- 1-866-781-8999



CANADIAN[™]
HEARING
SERVICES
RAISING THE BAR

THANKYOU