



# Hearing Care Counselling Program (HCCP) for Ages 55+

## SERVICES TO HELP WITH HEARING LOSS AND IMPROVE COMMUNICATION

Canadian Hearing Services offers **free** counselling services and supports to people aged 55 and over who have hearing loss to help improve communication with family, friends, and service providers; stay involved in social activities; and remain safe and independent at home.

### WHAT WE OFFER

#### INFORMATION AND COUNSELLING

We provide you, your family, and other caregivers with information and counselling related to coping with hearing loss including:

- understanding hearing loss
- use, care, and maintenance of hearing aids and other listening systems
- preparing for and managing difficult listening situations
- selecting home and safety equipment such as amplified telephones, alarm clocks, television accessories, alerting devices and more
- referrals to other community services

#### EDUCATION

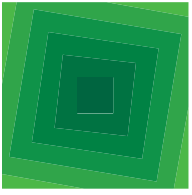
We offer education and training to consumers, family members, caregivers and the public:

- family support and communication training
- in-service training to home-support providers
- presentations/community displays
- **workshops, classes and learning groups**

#### COMMUNICATION DEVICES

We provide information and assistance with:

- assistive listening devices
- specialized telephones
- alerting devices



# CANADIAN HEARING SERVICES

**RAISING THE BAR**

## SOUND ADVICE ON HEARING HEALTH

Hearing Health is something some people tend to ignore or neglect but it is very important. Hearing loss can have a profound effect on your well-being and your ability to communicate effectively. If you suspect you have hearing loss or have confirmed hearing loss, our Sound Advice on Hearing Health workshops may provide the support you need to improve communication, increase confidence in difficult listening situations and decrease isolation.

Sound Advice on Hearing Health is a series of free virtual workshops, held over 5 weeks via Zoom, for individuals who have suspected or confirmed hearing loss. Workshops are held in a small virtual group setting, providing participants the opportunity for personal input, peer support and social interaction.

## FREE CONSULTATION AND SERVICES

*For the latest information on programs and services available in your community, contact us today!*

Phone **1-866-518-0000 Ext. 4294**  
E-mail **hearingcarecounselling@chs.ca**  
Website **CHS.ca**

## WORKSHOP TOPICS

### MODULE 1: Introduction to Hearing Health and Communication

You will learn how hearing impacts your life and how to better understand your hearing test results and implications for communication.

### MODULE 2: Factors that Influence Understanding of Speech

You will learn to identify factors that influence understanding of speech and how to create improved communication environments.

### MODULE 3: Stress, Expressing Communication Needs

You will learn how to identify difficulties you are having communicating in specific situations and learn how to effectively handle these challenges.

### MODULE 4: Difficult Listening Situations

You will learn how to manage difficult listening situations, plan ahead to allow for successful communication and maximize your energy so you can take care of your communication needs.

### MODULE 5: Hearing Aid and Home Safety Equipment

You will learn about hearing aid technology, accessories and other devices that help remove barriers and keep you safe within your home.