



Winter Newsletter 2020

Warm greetings to you all. With the shortest day just passed it's nice to know the days will now get longer and the promise of warmer weather in due course. It has been the strangest of times since the last newsletter. Who knew what lay before us at the start of the year? I hope this newsletter finds you all safe, well and happy.

Reopening

Jo and I missed you all when we were in lockdown. We reopened at Level 2 (with strict measures in place) and now at Level 1, the clinic is operating normally again. Jo and I 'worked together' over the lockdown via Facetime on our phones and with our hair getting ever longer.



Battery special

Our 6th birthday in May passed by under lockdown. However, I'm proud of the fact that we have grown and thrived over the past six years. To thank you all for your support and loyalty we have a battery special during July - \$4 per card of batteries or \$40 for a box of 10 cards.



Keeping your hearing aids working well



The most common thing we tend to find when hearing aids are not working well is that the wax guards are blocked or the hearing aid has been damaged by moisture (from the ear or from the environment, or by accident). Hearing aids need to be kept dry and clean to keep working well. As a general rule wax guards should be changed monthly and domes (if you have these) every 3-6 months. We also strongly recommend keeping your hearing aids dry and regular use of a dry aid kit overnight. Aids often need to be serviced by the manufacturer during their expected lifetime.

Working with our community



We are 'supporting local' and working with some of the local cafes providing some free coffees for the community. We have all been challenged by the lockdown and roadworks in the local area so are doing our best to look out for each other. Speaking of roadworks, at the moment it is best to approach the clinic from Warrington Street as Barbadoes Street is one-way southwards while extensive roadworks are being carried out. In the next few months there will be traffic lights at the corner of Barbadoes Street and Warrington Street. We still have off street parking behind the clinic, so feel free to pop in and see us and get your supplies as needed. Alternatively we can post out any supplies you need if you would rather for a small fee.

Need to make an insurance claim for your hearing aids?



Please ring the clinic if you need to make an insurance claim on your hearing aids. We can assist you. Please be aware that you may be advised by some insurers you need to go elsewhere for your hearing aid replacement aids BUT YOU DO NOT. You have a choice about where you go and your preference should be respected by the insurance company. Sometimes this may involve a cash settlement with your insurance company. The choice is obviously yours but we would love to keep you as our valued clients and not go elsewhere!

Updates from manufacturers

During the enforced lockdown, several hearing aid manufacturers have fast tracked ways that we can remotely reprogramme/adjust hearing aids often via a smartphone and internet connection. This means we can now adjust or even fit hearing aids with no face to face contact. It was great that we are able to help people in this way if they are unable to attend the clinic or if they needed urgent assistance during the lockdown. Sometimes the hearing aids themselves have to be activated for this feature in clinic before we can make adjustments remotely.

Rechargeable hearing aids continue to gain popularity. Some apps that work on your phone are able to 'find your hearing aids' should you have left them turned on somewhere. This can be a useful feature!

Thank you for taking the time to read our newsletter. Please do not hesitate to contact the clinic if we can help you in any way. Meantime we look forward to more normal days free of Covid 19!



when you're tired of hearing about corona

Quote for the month: "One kind word can warm three winter months"

Regards

Carolyn & Jo

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