



service above everything

# Community Hearing Services

Serving the greater Akron-Canton area  
330-896-9119 | [www.Community-Hearing.com](http://www.Community-Hearing.com)

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## Having "The Talk" with Your Loved One

### The Setting

Invite others to join the conversation. Remind everyone that there are two goals: 1) acknowledgement of the problem and 2) action to correct it.

Make sure you are in a quiet setting with nothing interfering with your focus. Everyone's attention should be on addressing the issue.

Be prepared. Practice with others. Have a laptop or iPad with you so you can show them the resources and pictures you have found. If this is not possible, download our cheat sheet.

### Start with Your Concerns

"I am concerned that you aren't hearing as well as you used to" is always a great way to begin.

Then list the things you've noticed recently. Give specific examples:

- You keep asking us to repeat things.
- I ask you questions and you don't answer.
- I say something to you, and you respond with something totally different.
- You don't hear the telephone or door bell.
- The television is way too loud.

There is no blame, and if they start to defend themselves, don't interrupt them or get into a deep conversation. Simply reply "I understand. But I love you, and I want you to be able to hear. It's affecting your quality of life and can affect your safety."

### Take the Stigma Away

There could be many things causing this. It could be side effects of their medicine. It could be something as minor as wax in their ears. Or it could be just a part of getting old ... "which is ok, because I want you around for a very long time."

### Address Their Fears

**"I'm not that old!"** You don't have to be old to have hearing problems. 18% of adults under 65 have hearing problems.

**"It will make me look old!"** Hearing aids are practically invisible ... show a picture!

**"It's not that bad right now!"** If it's bad enough for other people to notice, it's important to be tested right away. Hearing loss is cumulative, which means it will not get better without intervention AND it will most probably get much, much worse.

**"I can't afford it!"** The consultation is ALWAYS free, so it doesn't cost anything to make an appointment and find out what's going on. If hearing aids are recommended, Community Hearing Services will work with your insurance company or Medicaid and can set up affordable payment plans. Veterans may be eligible for special assistance, so be sure to tell us your veteran status during your visit. There are also many opportunities for financial assistance.



## Get Agreement

Remember that the focus must be on THEIR quality of life and safety. They have to acknowledge that there is an issue and it won't go away unless they see a hearing professional.

## Take Immediate Action

Tell them you want them to see a certified audiologist so they can get their hearing tested. It's time to find out what's going on.

Show them the Community Hearing Services website so they feel comfortable with Walt's credentials and his philosophy of "service above everything": [www.Community-Hearing.com](http://www.Community-Hearing.com).

Schedule an appointment right then: call **330-896-9119** or send an email.



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