



## HEARING GUIDE

“Understanding hearing loss changed my life.”

Rediscover  
the pleasure  
of hearing!

Hearing is one of the most important human senses. Our ears help us hear, listen and communicate. If you are concerned about your hearing, you are on the right path: the path to a better quality of life.

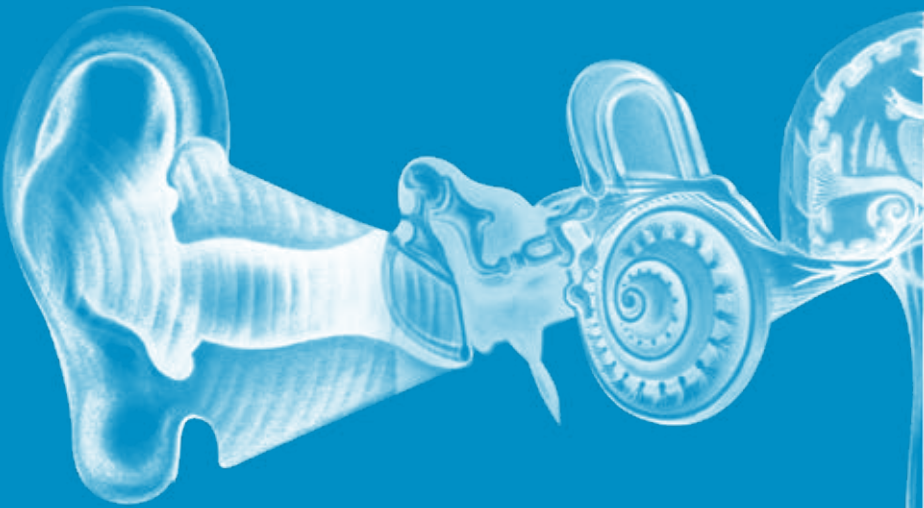
Hearing loss affects nearly 1 in 10 people in Quebec. But only 20% are receiving the care of a hearing health professional. Lack of information is one of the main reasons this occurs.

Hearing loss may not be visible to the naked eye, but it has definite consequences. Little by little, it can lead to isolation. People with hearing loss tend to slowly withdraw from their social activities and, reluctantly, from other people. Fortunately, Groupe Forget is there to help solve the problem.

Over 30 years of experience have contributed to building our first-rate know-how. Our professionals are trained to answer your questions, help you make the right choice and provide personalized service.

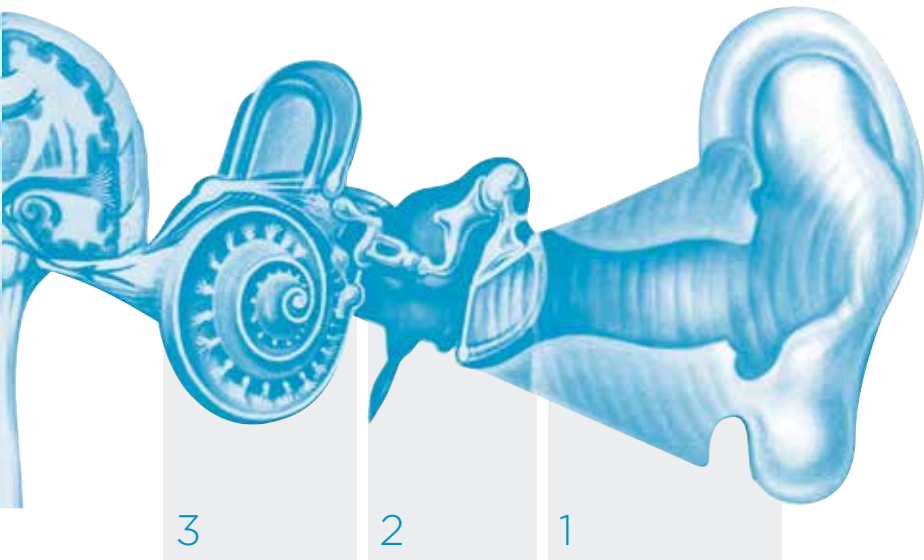
Do as thousands of others have done, and rediscover the pleasure of hearing.

# How your ear works



Our ears allow us to navigate through the amazing journey of communication. The ear is also an extremely complex mechanism that must be understood thoroughly to treat hearing problems in the most appropriate way. Our hearing system has three main parts:

- 1 The outer ear: The pinna captures sound waves from the air and sends them to the tympanic membrane (eardrum) in the middle ear.
- 2 The middle ear: It acts as an amplifier. The tympanic membrane vibrates like a drum, which moves the ossicles (malleus, incus and stapes)—the smallest bones in the human body.
- 3 The inner ear: The cochlea translates the vibrations in the middle ear into nerve messages that the brain interprets as sounds.



How do you  
know if you  
have hearing  
loss?

A decline in hearing acuity may appear as early as the age of 40. This is perfectly normal and doesn't mean you have a health problem! One out of three people over 65 have some hearing loss, as do one out of two people over 75. You are not alone!

### **SIGNS OF HEARING LOSS:**

- You feel like your friends and family are mumbling. You confuse words (fog and frog, etc.).
- You often ask your conversation partners to repeat themselves, and they don't seem to be speaking loudly enough, especially those with high voices (women, children).
- Conversations in public places are hard to follow: you have trouble concentrating on what the person is saying because the ambient noise impedes your understanding.
- You always turn the television volume up.
- Sometimes you don't hear the telephone ring or your alarm go off.

# HEARING QUESTIONNAIRE

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Some people don't know they have a hearing problem, and you might be one of them. Find out by answering these questions.

## FOR EACH OF THE FOLLOWING QUESTIONS, TICK OFF:

1. When you speak to one person, do you ask him to repeat?

Yes  Sometimes  No

2. Do you have any problems understanding when many people speak together?

Yes  Sometimes  No

3. Do you have any problems understanding when you don't see the face of the person who is speaking?

Yes  Sometimes  No

4. Do you have any problems understanding when there is noise around you?

Yes  Sometimes  No

5. Do you find that people mumble or do not speak loud enough (on T.V., friends, doctors)?

Yes  Sometimes  No

6. Do you find that people speak too fast (on T.V., friends, doctors)?

Yes  Sometimes  No

7. Do you have difficulty understanding on the phone?

Yes  Sometimes  No

8. Do you have any problems hearing the water running in the sink or bath-tub when you are in another room?

Yes  Sometimes  No

9. Do you have any problems hearing the phone ringing when you are in another room or in the bathroom (at home or while visiting others)?

Yes  Sometimes  No

10. Do you have any problems hearing the doorbell (at home or while visiting others)?

Yes  Sometimes  No

11. Do you have difficulty hearing when someone knocks on the door?

Yes  Sometimes  No

**12.** Have your family, friends or neighbours made any comments about the volume of your radio or television being too loud?

- Yes    Sometimes    No

**13.** Do you have a tendency to avoid other people because you are afraid of not understanding them?

- Yes    Sometimes    No

**14.** Do you prefer to avoid activities because of the noise around you (i.e., dining room, restaurant, family gathering, bingo)?

- Yes    Sometimes    No

**FOR QUESTION 15, TICK OFF A, B, C OR D**

**15.** How do you consider your hearing?

- a. Good
- b. Slight hearing problem (occasional hearing problems)
- c. Moderate hearing problem (frequent hearing problems)
- d. Serious hearing problem (important hearing problems, nearly always)

## CALCULATION OF RESULTS

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**FOR QUESTIONS 1 TO 14 INCLUSIVELY:**

Every “yes” is worth 4 points, each “sometimes” is worth 2 points and each “no” is worth 0 point.

**FOR QUESTION 15:**

Each “a” is worth 0 point, “b” 2 points, “c” 3 points and “d” 4 points.

Your total

Add up the total. If the total is greater than 14, ask for a consultation with an audiologist, or with a healthcare professional for a referral in audiology.

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# Myths and facts about hearing

**I FEEL LIKE I HAVE HEARING LOSS, BUT I CAN STILL HEAR SO I CAN WAIT BEFORE SEEING A PROFESSIONAL.**

FALSE! As with any other health problem, it is important to consult a professional as soon as you notice any signs so that the problem can be treated quickly.

**HEARING LOSS IS OFTEN IRREVERSIBLE.**

TRUE! The cells in your ear cannot regenerate. So there is no reason to wait until the problem goes away, because it will likely only get worse! Only medical attention and a hearing aid can improve or correct your hearing.

**HEARING AIDS ARE UNCOMFORTABLE.**

FALSE! The new generation of hearing aids makes the most of the latest innovations in digital sound and their performance is unprecedented. Your audioprosthodontist will adjust your hearing aids to make you comfortable.

**I CAN HIDE MY HEARING PROBLEM.**

FALSE! Unless you avoid all contact with others, you simply cannot hide your hearing problem. A hearing aid is always more discrete than your hearing loss.

**IF I WEAR HEARING AIDS, MY EARS WILL GET “LAZY”.**

FALSE! Just the opposite! Wearing hearing aids stimulates your ears and they won't lose the habit of hearing the sounds that they would have forgotten without the hearing aids.

“I waited  
10 years  
before seeing  
someone.  
It was all taken  
care of in just  
few days.”



Your journey  
to healthy  
hearing

There are three types of professionals who can give you a clear picture of your hearing health:

### **OTORHINOLARYNGOLOGIST (ENT)**

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An otorhinolaryngologist specializes in ear, nose and throat problems. Depending on the diagnosis, this specialist may prescribe a treatment, plan surgery or recommend correction.

### **AUDIOLOGIST**

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An audiologist assesses your hearing and recommends measures that will improve your ability to communicate.

### **AUDIOPROSTHETIST**

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The audioprosthetists at Groupe Forget use the most advanced technologies available to program the micro-processor in your hearing aids that will help you correct your hearing loss. With their unique expertise, our audioprosthetists will suggest solutions that match your lifestyle and your expectations.

With just one call to Groupe Forget, we can coordinate your appointments with all these professionals!



1-888-368-3637

A proven  
method with  
over 30 years  
behind it

Groupe Forget's hearing-aid fitting protocol outlines the entire process to guarantee a successful fitting.

**DURING THIS PROCESS, THE AUDIOPROSTHETIST WILL:**

- Take time to listen to your needs, expectations and questions,
- Explain the benefits that a hearing aid could provide based on the results of your hearing test,
- Recommend the best solution based on your specific needs,
- Help you choose the technological options kit that fits best with your lifestyle:



- Accompany you throughout your fitting and adaptation experience.

Two ears  
are better  
than one

Just like your eyes, your ears work better as a pair. The brain needs the information provided by both ears to clearly understand sounds. When one ear can no longer hear, it gradually loses its ability to understand words.

## EAR WITHOUT HEARING AID

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Reduction of the capacity of understanding for an ear after 5 years without a hearing aid.

 17%\*

This is why most professionals recommend binaural hearing aids. Correcting hearing in both ears leads to optimal results.

## ADVANTAGES OF BINAURAL DEVICES

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- Better sound quality
- Better spatial location
- Clearer sound
- Better filtration of words in a noisy environment
- More comfortable listening

\*Monaural Hearing Aid effect: Case presentations, Raymond Hurley, JAAA, September 1993

Hearing aids  
are more  
discreet  
than ever

## □ (IIC) INVISIBLE-IN-THE-CANAL

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This hearing aid model is almost completely invisible. In some cases, it can be worn 24 hours a day.



## □ (CIC) COMPLETELY-IN-THE-CANAL

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Discreet and comfortable, the device fits almost entirely into the ear canal without another thought.



## □ MINI-BEHIND-THE-EAR

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Very discreet, this model provides unmatched comfort. Available with an open or closed tip.



Models that  
combine  
power and  
convenience

## □ IN-THE-CANAL HALF SHELL

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In-the-canal hearing aids can be programmed with many different options, all in a tiny package.



## □ IN-THE-EAR

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Easy to manipulate. Comes with a wide range of options.



## □ BEHIND-THE-EAR

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The most powerful hearing aid. Designed to meet many different needs. Available with an open or closed tip.



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Some hearing aid models use rechargeable batteries. For further information, ask your audioprosthesis.

Performance  
for your  
comfort

No matter what your needs are, there is a multitude of technologies available to improve the performance and comfort of your hearing aids. Welcome to a world of possibilities.



Bluetooth® connectivity



Reduction of sudden noises



Automatic volume control and adjustment



Directional microphones for noisy environments



Automatic "learning" hearing aids



Special music program



Reverberation reduction



Sound reproduction similar to the human ear



Whistling control



Multiple memories for maximum flexibility



Special wind noise program



Automatic synchronization with in-stereo devices



Tinnitus management program



Adaptive multiple directional microphones for noisy situations



Noise filtering and reduction



Frequency compression to hear high sounds

“With  
Groupe  
Forget, it’s  
so simple!”





5 good reasons  
to choose  
Groupe Forget

## **THE BROADEST EXPERIENCE IN QUEBEC**

In more than 30 years of practice, our audioprosthodontists have already helped 160,000 people rediscover the pleasure of hearing!

## **PROXIMITY AND FLEXIBILITY**

With more than 90 clinics, there is certainly a Groupe Forget audioprosthodontist near you. And most of our clinics are open in the evening.

## **THE BEST POSSIBLE RESULTS**

Our professionals benefit from continuous training at Groupe Forget so they can offer you the latest technological innovations and rehabilitation services to help you hear again. Our hearing-aid fitting protocol and our follow-up program guarantee you the best possible results.

## **SATISFACTION GUARANTEE**

Ask about our satisfaction guarantees.

## **A SINGLE APPOINTMENT, FOR YOUR PEACE OF MIND**

In partnership with the Polyclinique de l'Oreille, most of our clinics can help you synchronize all your appointments with hearing health professionals (ENT, audiologist and audioprosthodontist).



1-888-368-3637



[www.groupeforget.com](http://www.groupeforget.com)

Do you want  
to hear some  
good news?

## CERTAIN ORGANIZATIONS MAY PROVIDE FUNDING FOR ONE OR TWO HEARING AIDS

Several professional hearing products and services are covered by governmental programs and private insurance.

The government covers the cost of one or two hearing aids for insured clients who meet the eligibility criteria.

The audioprosthodontists at Groupe Forget are members of the Ordre des audioprothésistes du Québec and are accredited by the Régie de l'assurance maladie du Québec, CNESST and Veterans Affairs. Feel free to contact us for more information.



*Fondation*  
**GROUPE FORGET**

**FOR THE GIFT  
OF HEARING**

For every hearing aid sold in a Groupe Forget, Audioprosthodontists clinic, a donation is made to Groupe Forget Foundation. The foundation's mission is to help disadvantaged people with hearing loss rediscover the pleasure of hearing and to raise public awareness about the importance of hearing health.



Visit [www.fondationgroupeforget.ca](http://www.fondationgroupeforget.ca)  
for more information.

[WWW.GROUPEFORGET.COM](http://WWW.GROUPEFORGET.COM)

The largest network of audioprosthetists in Quebec  
1-888-368-3637