

Hearing Aid Services



Chime

The National Charity for Deaf
and Hard of Hearing People

Hearing aid service & technology principles

At Chime, we understand the daily challenges faced by people who are Deaf or Hard of Hearing. We know that technology can make a huge difference in people's lives. We are fully committed to helping people get the right equipment in the right way. We work differently and here is our promise to you.

1. It's all about you

2. We care

3. Our service is different

4. The best technology for you

5. You're in great hands

6. Focus on affordability

7. You make a difference

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Introduction

Chime is the National Charity for Deaf and Hard of Hearing People.

We are dedicated to supporting Deaf and Hard of Hearing people as well as those living with tinnitus and hearing loss throughout Ireland.

Our Hearing Aid Service is an important part of Chime's day-to-day support, our audiologists work with people who are having issues with their hearing to find the best solution, as well as supporting people who already have hearing aids, ensuring that they are working correctly and are operating at an optimum level. The team also provides educational support around hearing loss and helps to raise awareness.

We are proud to say that our Hearing Aid Service operates as a social enterprise, so our team of audiologists work under the ethos as a 'not for profit' organisation. This means that any profit that is made from the work we do, in providing you the Hearing Aid support, is put towards other key Chime services.



It's all about you

At Chime's Hearing Aid Services we understand that this is about your life and your journey. Our job is to make it easier for you to find a hearing solution that suits you best. We'll give you the time and space to make the decision that's right for you.

We pride ourselves working with you and families as individuals. Over the years we have met many people experiencing similar challenges to you. However, we know that your situation is unique and so we take the time to get to know you so we can understand how best to help you with your personal hearing difficulties.

Your levels of hearing, the situations where you experience challenges, interruptions to your communication with others, misunderstandings between family and friends, not hearing well at work – all of these scenarios can all impact negatively on your sense of self and on your wellbeing. In fact, hearing loss has been identified as one of the modifiable risk factors for dementia, which can be helped by early intervention with the use of hearing aids.

The Hearing Aid Service Team at Chime is here to listen to you. We will do our very best to understand your needs and to equip you with the right hearing aids or technology to help you find the right way forward.



We care



Our goal is to help you live your life to the full. Our passion is to provide you with the best solution possible.

At Chime our interest lies wholly in improving your quality of life and supporting you with your communication needs.

Our commitment to our clients goes beyond providing hearing solutions. We want you to feel confident and knowledgeable about your hearing. We recognise and understand the challenges that you might face during the transition to using hearing aids, we prioritise making this experience not just effective but also enjoyable for you.

Your well-being is at the heart of what we do, and we care about your journey towards better hearing. We are here to support you every step of the way, ensuring that your unique needs are met, and your experience with Chime is one that truly works out for you.

Our service is different

We understand everyone's journey is different, that's why we support you every step of the way. Our holistic approach means we are always happy to link you with other Chime or external services – we'll do whatever it takes to help you get what you need.

Our Community and Specialist Services teams make up the broader reach of our organisation and provide supports, both locally and in the wider community, for those who are Deaf or Hard of Hearing.

Chime's audiologists work alongside a number of other experienced teams within our resource centres as part of the Community Services team.

That means that accessing Chime through the Hearing Aid Service also gives you access to a range of tinnitus, assistive technology and social supports.

We are eager to connect you to our other relevant service offerings. Should you need additional equipment, tinnitus support, peer to peer support, or are interested in our work in the Community, we want to link you in.

And, of course, if we feel we are not the service that is best suited to your needs, we will try to help you find your way to an appropriate service; the HSE, another hearing aid provider, your GP or an ENT consultant.



The best technology for you



We want to connect you with the latest technology available, empowering you to communicate more easily with family and friends. Our extensive product range means we've got everything covered.

Chime is an independent hearing aid provider. This means that we are not owned by, or committed to, any one hearing aid manufacturer.

Being independent means that our audiologists have the freedom to guide you through your options and support you in deciding what is best for you.

The hearing aid partners we have are world renowned hearing aid manufacturers and we believe that the extent our product range allows for us to find a great fit for your personal hearing needs.



We will provide you with the most up-to-date hearing aids and hearing aid accessories available. We work with Bernafon, Oticon, Starkey and Unitron. All of whom are leaders and innovators in the hearing aid market.

We continuously learn about new and innovative hearing aids that are recent arrivals to the market. So we understand new and emerging technology.

At Chime, we also supply Bluetooth enabled and rechargeable hearing aids. So you can stay connected and be kinder to the environment while using your hearing aids.

The hearing technology market is always growing and evolving so there may be other equipment, apart from hearing aids, that could support you. For example, accessories or assistive devices, such as louder doorbells, alarms, or remote microphones etc, that our LifeTech department can advise you on.



You're in great hands

From testing to assessment right through to product selection and design, our team of dedicated, qualified professionals are with you every step of the way. All of our ISHAA registered audiologists and experienced technology team undergo continuous training and development to ensure that you receive the highest standards of expertise and care.

We provide the following services:

- Advice and recommendations
- Hearing testing and hearing screenings
- Hearing aid prescription and hearing aid fitting
- Custom-made earmoulds and noise protection
- Hearing aid repair service
- Dedicated follow up and aftercare service
- Wax removal service*
- Paediatric hearing screening service **
(currently available in Limerick and Killarney)
- Tympanometry and real ear measurements
- Links to other Chime services

If you are unsure of what you need, ask any of our team members. We'll be happy to explain what is involved and advise on what is best for you.

Chime audiologists are experienced professionals who can provide a range of hearing care services to suit your needs.



Focus on affordability

We prioritise offering value for money and will work with you to identify the best options available. We facilitate flexible payment plans, access to government grants and a no quibble refund policy.

Everyone has a budget and we are conscious that hearing aids are expensive. We do not charge for appointments or aftercare so the cost of the hearing aids at Chime includes these necessary long-term supports.

PRSI grants are available to assist in the purchasing of hearing aids. Your audiologist will check your eligibility for you by using your PPS number, with your consent, on the online Treatment Benefits Portal.

As a not-for-profit organisation, we want to give you the latest technology, at a reasonable cost, while also anticipating your aftercare needs.

Our service is based on fair-pricing and ethical selling policies, including a no quibble money back guarantee with our 60 day return period. If you experience problems outside of this time frame, please just talk to us. We really want to support you.

We understand that using hearing aids doesn't work out for everyone and you can feel confident that you can return your hearing aids to us, without fuss, should you feel they are not benefitting you.



We list our prices according to a "pair" of hearing aids. It is rare that an individual will only require one hearing aid. Often people will experience hearing loss in both ears and, therefore, both ears will need a hearing aid. This means that most people are likely to experience optimum benefit by using a pair of hearing aids.

However, if you do need only one, the price simply equates to half of the amount listed.

These prices include other benefits:

- ✔ All levels include a 2,4 OR 5 yr warranty (manufacturer dependent)
- ✔ Recharging unit included OR 2/4 yrs free batteries included (dependent upon tech level)
- ✔ Aftercare services are included
- ✔ Access to other Chime support services included
- ✔ 60 day money back/return period
- ✔ Humm flexible payment plan option is available

Chime Hearing Aid

||| Price per pair |||

	Without PRSI grant	PRSI (-€1,000)
LEVEL 9	€4,230	€3,230
LEVEL 7	€3,510	€2,510
LEVEL 5	€2,750	€1,750
LEVEL 3	€2,000	€1,000
LEVEL 1	€1,000	FREE

*Prices as of March 2024

You make a difference

We are a registered charity and not-for-profit organisation. We offer a wide variety of supports to Deaf and Hard of Hearing people. By choosing to purchase your equipment from us, you help us to provide crucial services to others. So, it's about helping you. And about helping other people too!

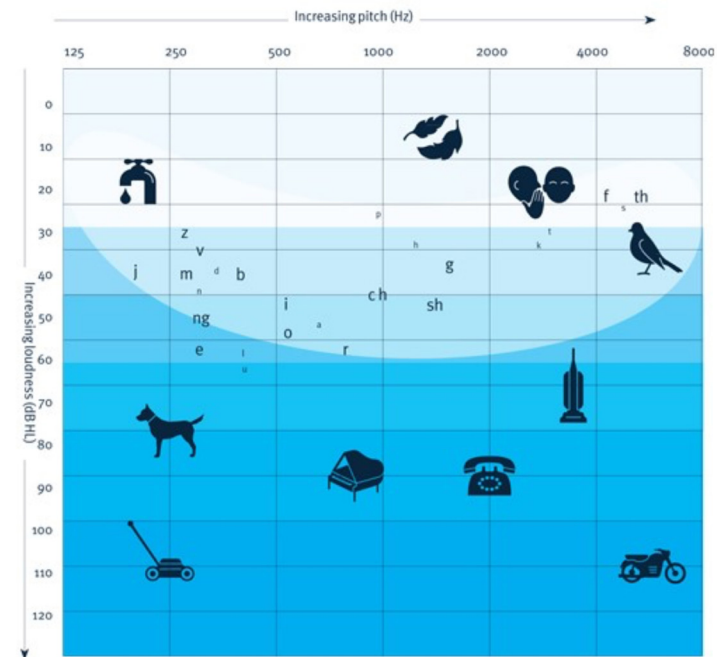
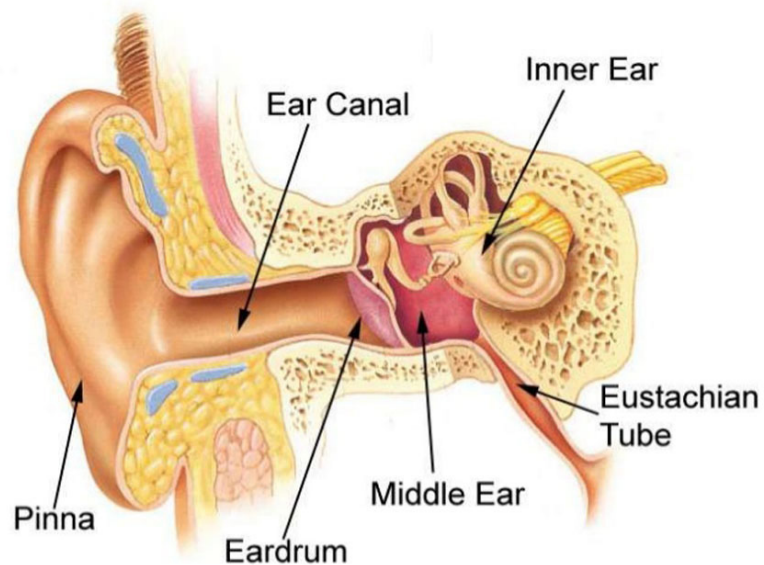


Your hearing consultation

During your **Initial Assessment** we will ask you about the hearing difficulties you have been noticing, how long this has been going on and any history you may have in terms of ear related medical interventions. If you choose to bring a friend or family member to the consultation, they can help to add another perspective as to how you are managing, day to day, with your hearing.

We will test your hearing levels in purpose built spaces to give us the best opportunity to achieve a result that demonstrates your best hearing level and chart the result on an audiogram as a record. Once we have this charted, we will show you your hearing test results and help you to understand what the results mean.

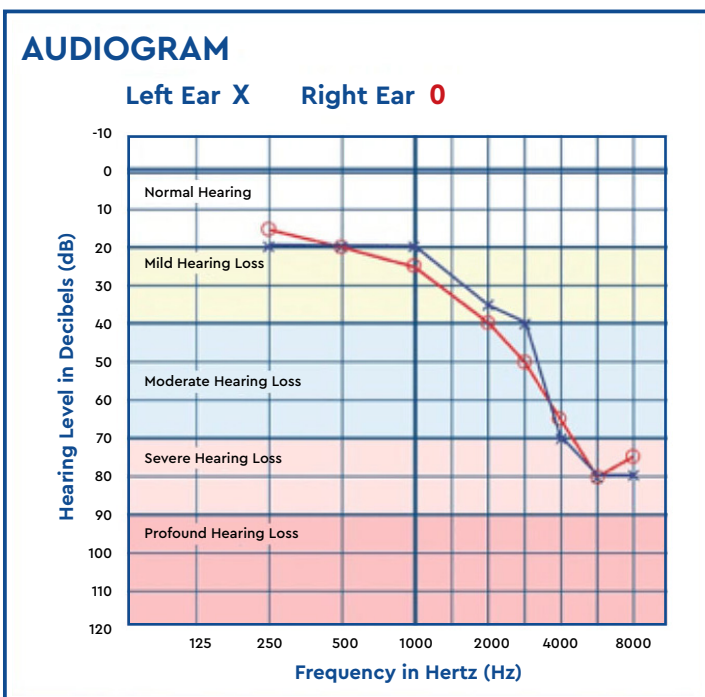
The Hearing System



Speech and everyday sounds mapped on an audiogram illustrating where they occur in sound space.

The outcome of the appointment may be any of the following:

- You do not have hearing loss.
- You do have hearing loss but at a level that it is too early or not yet necessary to intervene with hearing aids.
- You have a level of hearing loss that can be described as mild, moderate, severe or profound, or that can be described as a combination of these levels of hearing loss.
- You may be referred forwards to a GP or an Ear Nose and Throat Consultant to support you in understanding more about the origin of the hearing loss and to investigate any medical options that could help you.
- It may be recommended that you should consider using hearing aids to assist you with the hearing loss that you have developed.



* An example presbycusis (sloping high-frequency hearing loss) synonymous with the aging process

The "shape" of your hearing loss, refers to the shape of your audiogram. The "degree" of your hearing loss relates to the level of loss you have according to standard hearing, hearing loss grades.

Hearing Aid Recommendation and Selection

If we recommend that you consider using hearing aids, we will guide through our range and try to support you as best we can in deciding what is right for you.

All hearing losses are not the same and neither are the hearing aids that are used to treat every hearing loss.

Hearing Aid Selection is based on the following factors:

- 👂 The shape of your hearing loss
- 👂 The degree of your hearing loss
- 👂 Your dexterity
- 👂 Your lifestyle
- 👂 Your budget

Your dexterity may determine your ability to handle smaller or larger hearing aids.

However, one of the most significant deciding factors in hearing aid selection, is matching the available hearing aid technology to the needs of your everyday lifestyle.



We use the chart on the page opposite to help guide you towards the right technology level for your lifestyle needs.

In terms of your lifestyle, the more time you spend with other people in noisy environments, the more benefit you will get from higher grade hearing aids. Higher grade hearing aids have more features that are designed specifically to assist a listener in a more complex sound environment, such as a meeting, a restaurant, a noisy pub party or somewhere with background noise. Lower levels of hearing aids, on the other hand, are best suited to home and other quiet environments.

Finally, your budget will be a deciding factor. However, with PRSI grant support you may find that you have more to work with than you had thought.

The next step is your **Hearing Aid Fitting** appointment. You will learn how to fit and how to manage your hearing aid. This will include cleaning and maintenance advice and also advice around batteries or chargers, in the case of rechargeable hearing aids.

Hearing aid benefit levels



LEVEL 9 – THE MOST ADVANCED NOISE REDUCTION FEATURES MUSIC, ADVANCED CLARITY, BUSY SPACES, CROWDS, MEETINGS, GROUPS



LEVEL 7 – ADVANCED CLARITY INCREASED NOISE REDUCTION, BUSY SPACES, CROWDS, MEETINGS



LEVEL 5 HOME, 1-1 CHAT, QUIET TALKS, CHURCH



LEVEL 3 HOME, 1-1 CHAT



LEVEL 1 - BASIC 1-1 CHAT



We are serious about **After Care** and will allocate a number of visits to support you on your way with your new hearing aids. We feel it is important to take things at your pace and this may mean more follow up appointments for people who are having a harder time than others. And that's not a problem.

We are here for the long haul and would love to see you for check-ups and hearing test reviews on a yearly basis or any time you need our help.

- ✓ Initial follow up care
- ✓ Annual check up
- ✓ Yearly hearing test
- ✓ Repairs and maintenance checks



Navigating change together

- Hearing aids are designed to be worn on a regular basis. This regularity of wear gives you the best chances of success.
- Hearing aids are not for everyone. However, the majority of people with hearing loss will find that they experience life as less challenging, less isolating and more engaging when they wear hearing aids to support their communication needs.
- Hearing aids need care and maintenance and you will need to learn to look after your hearing aids.
- It is important that in order to get comfortable with your hearing aids, and to learn the new skills around listening and maintenance, that you attend your follow up care appointments.
- At Chime, our audiologists take follow up care very seriously because we know that it is essential to your understanding of your own hearing and to our understanding of how best to support you. Afterall, that's what we are here for.

Important Communication Tips for Friends and Family

- ✓ Face the person you are talking to.
- ✓ Stand or sit where your face is well lit.
- ✓ Visual clues and facial expressions really do help.
- ✓ Speak at your natural pace.
- ✓ Try rephrasing rather than repeating.
- ✓ In groups, take turns at speaking. It really will help.
- ✓ Turn off background noise when you can.
- ✓ Move closer to your listener.



- ✗ Do not speak from another room.
- ✗ Do not speak from behind a book or newspaper.
- ✗ Do not hold your hands in front of your mouth while speaking.
- ✗ Try not to talk while eating or chewing.
- ✗ Try not to lose patience.
- ✗ Do not abandon the conversation but rather try it a different way.



Mission Statement and Values

At Chime, we are determined to work with our values in mind. We want to create a service and support network that is inclusive and empowering, has a positive impact, shows integrity and is collaborative. We are proud of our core values because they help shape our culture and empower our team with decision-making.



AIM HIGH AND THINK BIG

We respect diversity and recognise the worth and dignity of every person. We are driven to inspire everyone to reach their potential.



MAKE A DIFFERENCE

We work together with dedication, empathy, creativity and passion to meet the needs of our clients. We hold ourselves accountable for delivering on our commitments.



DO THE RIGHT THING

Our person-centred approach is open, honest, ethical and fair and we are proud of what we do.



TOGETHER IS BETTER

Teamwork is important to us. We strive to build meaningful relationships and to create more accessible services and supportive communities.



Chime Hearing Aid Service locations

North Frederick Street,
Dublin 1
Ph: 01 8175700

Tallaght
Ph: 01 4620377

Dundalk
Ph: 042 9332010

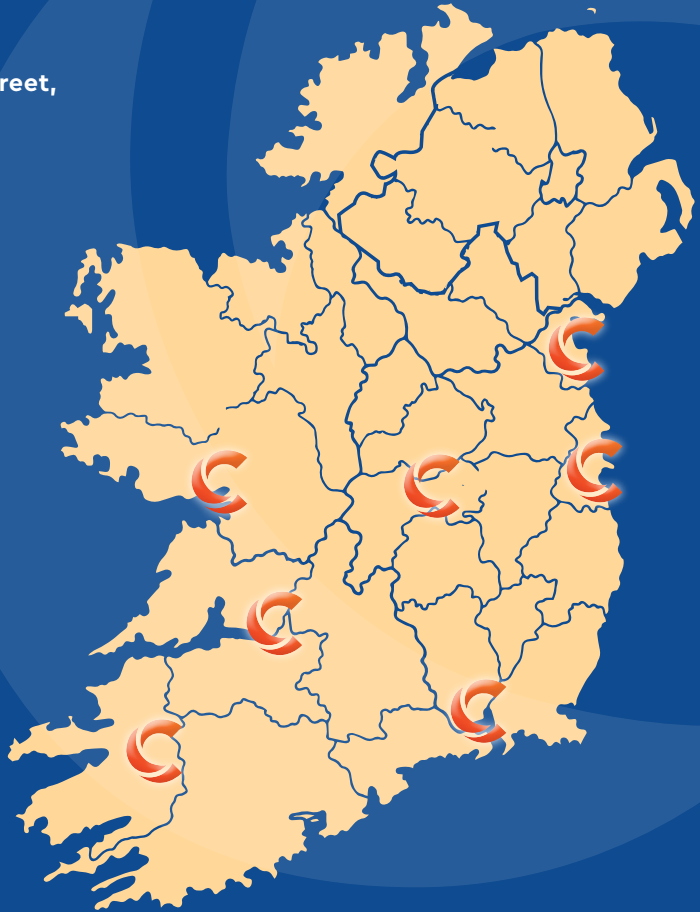
Galway
Ph: 091 564871

Tullamore
Ph: 057 9351606

Limerick
Ph: 061 467494/5

Killarney
Ph: 064 6620052

Waterford
Ph: 051 855777



Contact Chime

FREE PHONE: 1800 256 257
Email: info@chime.ie
www.chime.ie
CHY 5633 / RCN 20008772



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