

BIAP Recommendation 06/15:

Training of staff in residential and nursing homes for dependent persons fitted with hearing aids

Foreword

This document presents a Recommendation by the International Bureau for Audiophonology BIAP.

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Comments on this document are welcome and should be sent to the Secretary General of the International Bureau for Audiophonology BIAP. The address can be found on the BIAP website at www.biap.org.

Introduction

The purpose of this recommendation is to present the topics to be discussed during a training session on the daily management of a hearing aid for staff in residential and nursing homes for dependent persons fitted with hearing aids.

Appointing and training a liaison person within a residential/nursing home can help ensure the presence of a reliable contact person with whom the external hearing care professional can communicate.

This liaison person can possibly recruit and train persons within the residential/nursing home thereby ensuring a constant training of the managerial and nursing staff. This will also ensure that hearing aid users are identified and that a hearing aid sheet, containing information about the hearing aid model, the instructions for use and the contact information of the hearing aid professional, is created.

During this training, it is strongly recommended that theoretical information be submitted and a practical section, allowing the participants to manipulate the hearing aids with a patient, to be included.

Handing over documents and dummy hearing devices is strongly recommended.

Recommendation

1. Theoretical information, as part of the training

1.1 Hearing and communicating

The hearing system and its function.

Hearing losses and presbycusis.

The benefit of early screening and management.

How to identify a hearing-impaired person.

How to communicate with a hearing-impaired person.

What to do in case of hearing disorders.

The various professionals involved in the management of hearing loss.

1.2 The fitting of hearing aids

The different types of hearing aids.

How a hearing aid works.

Stages of the fitting process.

Becoming accustomed to the device.

Administrative and financial aspects.

Follow-up and maintenance of the hearing aids.

1.3 Complementary technical aids

Informing about the types and purposes of complimentary technical aids (like: TV headphones, wireless microphones, telephone adapter/streamer + amplifier)

1.4 The autonomy of hearing aid users and how to help them

The assessment of the patient's autonomy in managing their hearing aids on a daily basis (*see Recommendation 06/13: Assessment of autonomy in managing hearing aids on a daily basis*).

1.5 Communicating with the hearing care professional

Choosing a liaison person from the personnel of the nursing home (*see recommendation 06/14: Fitting dependent elderly persons with hearing aids*)

Setting up communication modalities between the liaison person and the external hearing care professional.

2. Practical training

2.1 Daily management of the hearing aid and accessories

Turning a hearing aid on or off.

Checking the proper functioning of the hearing aids.

Identifying the hearing aids for the right and left ear.

Inserting and removing the hearing aids.

Replacing or recharging the batteries.

Using the different functions of a hearing aid.

Using the various maintenance products.

How to solve potential problems.

2.2 Managing assisting technologies

Demonstrating the use of complimentary technical aids.

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This recommendation was created and approved in multidisciplinary cooperation between professionals of all audiophonologic disciplines, which are medicine, pedagogy, speech therapy, psychology and hearing instrument audiology.

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President of the Commission 06: Christian Renard (France)

Members of the Commission 06: Ahsen Enderle Ammour (Germany), Eric Bizaguet (France), Edilène Boechat (Brasil), Andrea Bohnert (Germany), Christine Dagain (France), Laurent Demanez (Belgium), Benoit Dierge (Belgium), Manfred Drach (Germany), Francois Fagnoul (Belgium), Haralampos Gouveris (Germany), Beate Gromke (Germany), Adoracion Juarez Sanchez (Spain), Kristin Kerkhofs (Belgium), Anne Kerouedan (France), Nassib Khoury (France), Heindrun Krause (Germany), Jacques Leman (France), Gabriele Lux Wellenhof (Germany), Gaston Madeira (Belgium), Doris R. Lewis (Brasil), Christian Renard (France), Thierry Renglet (Belgium), Philippe Samain (Belgium), Ghislaine Schram (Switzerland), Claire Vander Heyden (Belgium), Patrick Verheyden (Belgium), Thomas Wiesner (Germany), Fritz Zajicek (Austria).

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