

Hearing Nelson Update

Welcome to our Spring Newsletter.

Once again, we find ourselves in the midst of a Covid-19 Lockdown. This newsletter should come to you in Level 3, so we will have already completed the hard yards of Level 4. I hope that you have all fared well during this time. Bit of a different feel with the introduction of masks when going to the supermarket, petrol station and anywhere we mix with others. Do you find yourself smiling at people and then realise they can't see it?

We look forward to opening the doors again at Level 2. Seats will be spaced out in the reception area with an overflow into the foyer area. All paper products will be removed again until we return to Level 1. There are some new protocols due to the Delta variant. Please refer to the COVID-19 information in the next column.

In the interim, if you have any battery needs or your hearing aids are in dire need of cleaning and drying, please contact us and we will do our best to help. We will be able to do contactless sales of batteries from Level 3. Contact us by email at office@hearingnelson.co.nz or by phone on 03 548 3270.

On a brighter note, what have you been doing to entertain yourself during lockdown? Is your garden looking beautiful? Have you sorted through all your cupboards? Caught up on some good books?

When I've finished my workday, my partner and I go for a walk up either Ngawhatu or Marsden Valley. As we are both working from home, we have lunch at the "Conservatory Café" each day. And at night I've been crocheting squares to make into a large blanket or pulling together a Wasgij Puzzle. I'm a bit addicted!

I'd love to hear some of your stories so I can share them on our Facebook page. 😊

Enjoy reading through our newsletter and please let us know if there is anything you would like to read about in future newsletters.

Regards
Liz Wright
manager@hearingnelson.co.nz

Unite against COVID-19

COVID-19 Mandatory Record Keeping:

Record keeping has now become a mandatory requirement at all levels for all people above the age of 12 at "busy places and events". This is so contact tracing can happen quickly and hopefully help prevent future Alert level changes.

As Hearing House fits into this category, we will be offering 3 ways of signing in.

1. Scanning our QR code
2. Passing your details to our staff to be added to a list visible only to them
3. Completing a ballot slip and dropping this into a ballot box which will be cleared daily

These new measures have been put into place to keep everyone safe and to maintain everyone's privacy. The hand-written records will be held for 30 days and then destroyed.

Golden rules for business at Alert Level 2 (From the COVID-19 Government Website)

- All businesses can operate if they can do so safely.
- Talk with your workers about how you will keep them and others safe from exposure to COVID-19.
- Ask everyone — workers, contractors and customers — with cold or flu-like symptoms to stay away from your premises.
- Keep workers 1 metre apart and customers in retail businesses 2 metres apart.
- Keep groups of customers at least 1 metre apart, or 2 metres for retail businesses.
- Businesses are legally required to display a QR code and provide an alternative contact tracing system.
- We recommend workers wear a face covering if they are in close contact with others.
- Reduce the number of shared surfaces, and regularly disinfect them.
- Wash your hands. Wash your hands. Wash your hands.
- Follow all other health and safety obligations

If you have any queries, please ask us.



A huge thank you to Foodstuffs (South Island) Community Trust for funding our new signage on the Hearing House at 354 Trafalgar Square, Nelson



Hearing Nelson Annual Membership Fees

Cost \$30.00 per annum

Payment Options:

1. Direct Credit to Hearing Nelson: Bank Account 03-0703-0487177-00 (Please quote Name e.g. Joe Brown)
2. Come in and pay by cash or EFTPOS at Hearing House, 354 Trafalgar Square, Nelson

As a Member of Hearing Nelson you will receive:

- Free cleaning and drying of hearing aids
- Community clinic services in Stoke, Richmond, Motueka and Golden Bay
- Loans of demonstration devices
- Discounts on assisted devices
- Discounts on hearing aid batteries, cleaning and drying products and a range of other products
- Quarterly newsletters giving up to date news and information
- Invitations to special events – workshops, speakers, Christmas parties

Hearing Aid Clinics in the Community

September - December 2021

For an appointment call 03 548 3270

\$10.00 or FREE for Members

Clinics	Dates
Oakwoods	14 th September 2021
Takaka	16 th September 2021
Ernest Rutherford	28 th September 2021
Motueka	12 th October 2021
Takaka	21 st October 2021
Summerset in the Sun	26 th October 2021
Oakwoods	9 th November 2021
Takaka	18 th November 2021
Ernest Rutherford	23 rd November 2021
Motueka	7 th December 2021
Takaka	16 th December 2021
Summerset in the Sun	21 st December 2021

NB: Dates could vary if we move into Covid-19 Lockdowns again.

Bellman Maxi-Pro TV listening system

Discover the joy of better hearing.

Hear the conversation: Place Maxi on the table to hear your partner's voice loud and clear

Hear the television: Stream the sound directly to your Maxi and hear the television at a volume that suits you

Hear over the mobile phone: Connect Maxi to your mobile and hear the conversation without having to shout

*Demonstration model available for Hearing Nelson Members
Pricing available on request*



A sincere “thank you” to....



This beautiful piece of furniture that sits in our foyer was broken and couldn't be used. Following a chat with Alan Kissell from MenzShed Waimea, we delivered our precious piece to their workshop, and it came back beautifully repaired and usable.



<https://menzshedwaimea.org.nz/>



Staff Profile
Morfydd “M”
Barker
Fieldworker
Golden Bay

Born in Wales and given a name that goes back to the Arthurian legends, Morfydd was brought up in London. She has had two lives - one was as a scientist and software engineer in the UK and Singapore. The second is as a resident of Golden Bay, charity worker, painter and teacher, but primarily carer for her late husband Bill. She is now delighted to be able to support those with hearing loss.

You will generally find M at Golden Bay Community Health (GBCH) on the 3rd Thursday of every month – lockdowns allowing. GBCH is an integrated hospital and medical services centre in Takaka. M services hospital and rest home residents, plus holds a clinic for walk in clients from the community.



Welcome to our
newest team
member
Sarah Pumphrey

We are pleased to introduce you to Sarah. Sarah commenced work on Thursday 12th August and then we went into lockdown!

Sarah is sharing Administrative and Fieldwork roles with Marg Palmer so expect to see Marg's smiling face on Mondays and Sarah's on Thursday.

Welcome to the Hearing Nelson Team Sarah. We are all looking forward to getting to know you better.

Hearing Nelson Members Notices

- Disposal of old batteries – please bring them in to us to add to our collection container. We will then dispose of them for you.
- Need financial assistance with the purchase of new hearing aids or other assistive listening devices? Please contact us to find out about our “Loans to Members” scheme
- Caught short in town – please come and use our facilities
- Christmas Function – this will be held on Monday 6th December (Covid-19 permitting). Pencil it in now and further information will be available in our November Newsletter

Volunteers – can you help us? 😊

We love our volunteers and are always looking for more. Currently we are looking for volunteer assistance in the areas below:

- Board Members
- Minutes Secretary for Board Meetings
- Office Cover
- Gardeners
- Newsletter Deliverers
- Social media/graphic design
- General Volunteers
- Help with social events

Coffee, tea and biccies provided 😊

If you would be interested in helping out please contact the office on 03 548 3270 or email Liz Wright on manager@hearingnelson.co.nz for further information.

Function Room for Rent!!

Hearing Nelson has a function room that is available for hire.

Rates are very reasonable!

Per hour: \$21.00

Per morning, afternoon or evening: \$54.00

Per day: \$108.00

Per weekend: \$189.00

(Discounted rates available for regular bookings)

Maximum number allowed in the room: **40**

Full kitchen (including oven)

On-site parking available after work hours and weekends

NB: As we have hearing providers on site during the week, we do need to keep any noise to a reasonable level.

Please contact Hearing Nelson on: 03 548 3270 or office@hearingnelson.co.nz

Welcome to the new Audiologist in Town

Zoe Alexander, Audiology Partner
Specsavers Audiology, Richmond Mall

Specsavers

We are indeed fortunate in the Nelson-Tasman Region to have so many options including:

Audika

Bay Audiology

Bloom Audiology

Little Bird Audiology

Specsavers Audiology

Triton Hearing

Call Hearing Nelson on 03 548 3270 for contact details

Donations of product

Do you have old hearing aids and their accessories lying around at home?

Have you upgraded your “amplified” phone recently and are wondering what to do with the old one?

We are happy to accept product which can then be passed on to those who can use them if you are happy for us to do so.

Please drop them off to our office at 354 Trafalgar Square, Nelson (on the right-hand side of the Cathedral near the Rutherford Hotel). Our office hours are:

Monday – Thursday
9.00 am – 4.00 pm.



An Insight into the Work of My Clinic

by Morfydd Barker,

Golden Bay Fieldworker

As a fieldworker for Hearing Nelson, I am used to receiving clients to my monthly clinic who wish me to clean their hearing aids, check things out, sell them supplies and give them advice. Each client usually takes from 20 to 30 minutes for this service. Recently I have been undertaking some home visits for those who cannot visit me at the Hospital. This may be because they are not mobile, have no transport or have physical problems. One client this month made me realise how much more difficult it can be for some hearing aids users and how much more can be required of me in some cases.

I met my client in his home in Golden Bay. He had missed the last clinic appointment because he had forgotten to come. I was advised by his neighbour that his forgetfulness was increasing, which was why I decided to visit him at home.

On asking him what problems he was experiencing, he claimed that his left hearing aid was not working. That meant one of two things. Either the aid was broken or the hearing in his left ear was impaired. The first cause would mean an expensive trip to the audiologist, so I tried to explore the second alternative.

First, I checked that the aids were switched on. I found that the left one was off. On gently discussing how to switch the aids on and off I quickly discovered that he didn't have a clue how to do it. I asked to see his manual, but he couldn't find it, so I had to do some investigations of my own. When I had mastered things, I rehearsed the process with him and his neighbour agreed to help him in the future. However, I was concerned that he found it very difficult to work the switches on his aids.

Then I examined his aids and found both, but particularly the left one, had lumps of wax blocking the tubing. I took them apart and gave all the tubes a good clean, then carried out my usual cleaning and drying process.

At last, we were able to try out the aids. The client put them on and first claimed that there was no difference to before. Then he confessed that he could now hear with the left aid, albeit not as loudly as the right. So, my final effort was to do an otoscopy check of his ears for wax. Sure enough, there was a lot of wax, particularly in the left ear, with some evidence of infection. I advised him to arrange an appointment to get his ears cleaned out.

So, problem solved. A combination of not having the aid switched on, having wax build-up in the aid, and wax build-up in the ear had been causing a failure of hearing. The process of handling his problems, including setting up and packing away my gear for the home visit, had taken me over an hour – a lot longer than my usual clinic appointment.

Almost more importantly I had been alerted to the fact that the client was going to need regular visits from me to ensure that he was managing his aids effectively.



**Dangerous Decibels in the Community
With Tracy Dawson, Hearing Nelson Educator**

July and August 2021 saw Tracy visit several schools in the Nelson-Tasman and Marlborough Regions delivering the Dangerous Decibels messages to over 660 students. These messages are

- the dangers of excess noise,
- the irrevocable damage to hearing it can cause,
- and how to protect yourself and your hearing health

Schools she visited were:

- Nelson Intermediate School
- Hope School
- Mahana School (see pictures above)
- Marlborough Boys College
- Havelock School

Thanks to Port Nelson for making the delivery of the Dangerous Decibels Workshops possible.

Tracy also delivered a Noise Induced Hearing Loss Workshop to 10 NMIT tutors within the Creative Industries Department.



What is happening behind the mask?

Any idea what I'm doing behind my mask? I am actually smiling but who can tell.

Since the introduction of mandatory mask wearing, people can't read your face for emotions let alone language. Imagine if you are unable to understand what is being said because you need to see someone's lips in order to know what they are saying because you cannot hear. This is what many of our Hard of Hearing and Deaf community are experiencing.

Are you, or someone you know, having trouble going to the supermarket or anywhere else and not being able to understand what is being said because you can't see lips moving?

I've been speaking to one of local supermarkets today on behalf of a client, to see if there is anything that can be done to help. The manager I spoke to completely understood the issue and is going to come back to me with, hopefully, a solution.

If you know someone who is having this issue, it is worth giving their regular supermarket a call to see what help can be provided.

Please share this message.



Thank you to our funders for their continued support. We really appreciate it!!!

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