

Hearing, Speech, RLD

From: Ann Thomas <athomas@hearinglossdv.org>
Sent: Sunday, October 20, 2019 12:29 PM
To: Hearing, Speech, RLD
Cc: Steve O. Frazier
Subject: [EXT] Hearing aid sales contract clause
Attachments: PastedGraphic-1.tiff

Dear Board Members,

I have been a local and nation advocate for people with hearing loss for 10 years. During that time I have met very few people who were told by their hearing health care provider about the availability of telecoils, how to use them or that in order to access ADA mandated assistive listening systems they need telecoils in their hearing aids.

The Hearing Loss Association of America Diablo Valley chapter hosts monthly meetings and we provide communication access via a hearing loop. When we instruct new meeting attendees to switch their hearing aid to telecoil to use the assistive listening system they are outraged when they find out they could have had a telecoil in their hearing aids and they were not informed about this option or that the ADA mandated hearing aid compatibility with assistive listening systems via a telecoil.

As a hearing aid wearer who has a telecoil in my hearing devices I can tell you it has made a world of difference in my ability to participate in civic life. I would not be able to understand at events without it.

I understand the NM Speech Language Pathology, Audiology and Hearing Aid Dispensing Practices Board will soon be making the final decision on the wording to be used in the proposed hearing aid sales contract clause. I know that when I am required to initial and date something I pay more attention to what is being communicated and what I'm signing. Would you please revise the clause to require the initials of both the buyer and the seller acknowledging delivery and receipt of telecoil technology information and that the sales contract state whether or not the applicable hearing aids have telecoils in them?

Kind regards,
Ann Thomas

Ann Thomas President
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