



hearing instrument practitioners society of british columbia

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HIPSBC Newsletter January 2019

A Message from our President

Welcome to our newsletter! It is a special honour and a privilege to begin my term as President of the Hearing Instrument Practitioners Society of British Columbia.

In preparation for this presidency I have enjoyed seven terms as a director including Chair of the Membership Committee and Chair of the Western Canadian Symposium Committee.

Throughout these years I have worked with a number of incredible, selfless, dedicated, wonderful people and I truly feel that I have learned from the best. I would like to send a special thank you to those that have served this Society before me.

Our current board members, with all the same traits as those before them, are ready and willing to take on new tasks and to hone regular, ongoing tasks; forever mindful of the needs of this Society and of this profession.

HIPSBC's current agenda includes, among other things, presenting another engaging **Symposium, March 2-4 at the beautiful Fairmont Empress Hotel in Victoria, BC.** We are offering a great lineup of educational speakers, a thorough look at our profession through the eyes of our Industry Leaders, and exciting updates from our Manufacturers CEO Panel. Naturally, we are offering a great night of amazing food, drinks, and entertainment too! This is a Symposium you just won't want to miss!

I would like to extend an open invitation to all Registered Hearing Instrument Practitioners in BC to reach out to HIPSBC if there is anything you would like us to look into or to work out on your behalf. Please contact me directly at www.hipsbc.ca

Lastly, please support your profession by becoming a member of HIPSBC!

Sincerely,
Sue Regimbal

HIPSBC Has a new Mission Statement

What's in a mission statement and why should an organization have one? Quite simply, a mission statement communicates who we are and what we do! It should be clear, concise, and short. Here it is!

HIPSBC OFFERS SUPPORT, EDUCATION, AND ADVOCACY FOR ALL RHIPS IN BC!

The Hearing Instrument Practitioners Society of BC (HIPSBC) is a voluntary, non-profit professional association representing the interests of Hearing Instrument Practitioners of British Columbia, Canada. Founded in 1988, our Society continues to recognize the need for promoting and maintaining the highest standards for its members in the best interest of the hard-of-hearing consumer. Our focus is to power our profession the same way we help our customers; with Integrity, Advocacy, Perseverance, and Passion.

Become a HIPSBC Member!

These are some of the benefits.....

And some new benefits are coming.....

Do you want to protect and grow your profession? Would you like to receive discounted rates at the annual Western Canadian Symposium and at other educational seminars? Would you like to have contact with a network of other committed professionals just like yourself? Would you like to advertise employment opportunities on our website? How about ensuring you have a voice within the College of Speech and Hearing Health Professionals of BC, Veterans Affairs, and WorkSafe BC?

By becoming a member of the Hearing Instrument Practitioners Society of BC (HIPSBC), you will receive all of those benefits AND we will also include membership with the Canadian Hearing Instrument Practitioners Society (CHIPS) and the International Hearing Society (IHS)! That's three memberships for the price of one!

Additionally, our membership committee is actively looking into providing new and exciting member benefits such as discounts with select retailers! Stay tuned! These new benefits will be released within this current membership year!

Your membership is critical to the work that we do on your behalf. HIPSBC works closely with CHIPS and IHS in joint efforts to raise professional standards, implement best clinical practice, and advocate on behalf of the hearing impaired and you; the Registered Hearing Instrument Practitioner.

(become a member at www.regonline.ca/hipsbc2019)

Meet Your Hard Working HIPSBC Board Members!!

Susan Regimbal, HIPSBC President, Chair WCS Committee, Past Chair Membership Committee, RHIP, BC-HIS

I joined HIPSBC in 2005 and have been privileged to work with many great people over the years. If the truth be told, I was cornered by Sandy and Randy just before an AGM telling me how wonderful it is to be part of the HIPSBC board and that they would like to nominate me as a director. Thanks ladies! I worked in the industry as an employee of a small owner operated office in Edmonton, Alberta before moving to Victoria, BC. In Victoria I worked as a manager in a large company before becoming the sole owner of two clinics. Most recently, I am in partnership with the NexGen group. With all this diversity I honestly feel that I can say I understand the joys and challenges of this profession.

Lana Binks, HIPSBC Vice President, WCS Committee Member, RHIP

I joined HIPSBC as a director of the board in 2012. Currently, I am HIPSBC Vice President, a member of the WCS Committee, and have taken on the task of writing our HIPSBC Newsletter. I decided to join the board as a way to learn more about our profession behind the scenes and to offer my help in regards to protecting and preserving our profession in Canada. Additionally, I am thoroughly enjoying expanding my professional network! It's been really nice getting to know each of our board members over the past several years!

Regina Ternus, HIPSBC Executive Coordinator

I retired from the provincial government several years ago and joined HIPSBC to help coordinate the society's activities, particularly the Membership Drive, and to be a consistent point of contact for you and the society's affiliates. The HIPSBC office is set up in my home with a dedicated telephone line and email address. This has been a good fit for the needs of HIPSBC and for myself since I retired. Many of you may know me from my years in government as the Registrar of the Hearing Aid Board that licensed your profession before the College of Speech and Hearing Health Professionals of BC (CSHHPBC) came in to being. I enjoyed you as a group when I was in government and continue to enjoy being involved with you and the issues that affect your profession. As your Executive Coordinator, I'm excited about the future and the direction that HIPS in BC and in Canada are moving. Collaborating with other societies such as IHS and CHIPS, HIPSBC is able to provide you with a strong voice and value to your professional practice.

Louise Parton, HIPSBC Honorary Lifetime Member

Louise became a board member of HIPSBC in the early 1960's. She later became Vice President and then President. Louise participated on numerous committees over the years including each and every Western Canadian Symposium Committee! She has represented the Society as a member of the Board of Hearing Aid Dealers & Consultants, the WorkSafe BC Liaison Committee, and as a board member of the College of Speech and Hearing Health Professionals of BC. A few years ago Louise retired from private practice in Victoria (Greater Victoria Hearing Consultants), and was honored in 2013 to receive an honorary lifetime membership with HIPSBC.

Selene Finlayson, HIPSBC Treasurer, WCS Committee Member, RHIP

I am the owner of NexGen Hearing in Oak Bay and on Salt Spring Island. Presently, I am the treasurer of HIPSBC and a member of the WCS Committee. I became a HIPSBC board member to learn more about the present position of HIPS in BC. With strong intent and passion I want to contribute to preserving and strengthening our scope of practice to ensure that we have a strong professional body. During my time serving on the Board it has been an honour and pleasure to be part of such a devoted and hardworking team of people! I realize how important my role on the Board is as a representative of HIPS in BC. It is a role I do not take lightly!

Joanne McDonald, HIPSBC Secretary, WCS Committee Member, Website Master, RHIP

I work for Island Beltone in Sidney, BC. I joined HIPSBC as a director of the board in November 2014. I joined the board to be part of a group of dedicated professionals working as advocates for my profession. I feel it is important to participate in the process of working with the College of Speech and Hearing Health Professionals of BC and the Ministry of Health to ensure that our profession can continue to serve the public to the best of our abilities.

Olivia Pasioka, HIPSBC Director, RHIP

Olivia Pasioka has been on the HIPSBC board for about 10 years. Olivia has a passion for helping people and she couldn't imagine a more rewarding profession than one that helps people to hear sounds that they have been missing. Olivia moved to Nanaimo from Edmonton several years ago where she has been working as a HIP for Connect Hearing.

Heather Irving HIPSBC Director, RHIP

Heather started her career as a HIP in 2006. She joined HIPSBC as a Director of the Board in 2013; wanting to be a part of protecting and preserving our profession. Currently, she enjoys being a member of the 2019 Western Canadian Symposium Committee.

Hanan Merrill, HIPSBC Director, RHIP

Hanan Merrill is owner/operator of Nanaimo Hearing Clinic with his wife, Shelagh. The hearing care field is a second career for Hanan. He takes pride in helping people find the best fitting hearing technology. Along with helping clients hear more effectively, Hanan's life is full with four teenagers, a Great Dane puppy, and a black cat to keep everyone in line!

Christina Beer, HIPSBC Director, BC Director for CHIPS, RHIP

Christina Beer has recently joined the CHIPS Board of Directors representing British Columbia. Christina has been in the hearing health care sector since 2003. She answered an ad to work for a mobile hearing clinic in Alberta and her love of changing people's lives began in earnest. She is a graduate of Grant MacEwan University and has served on the board of HIPSBC as a Director since 2015. In 2011, she made her way to the west coast. After managing a clinic in Maple Ridge for a small company, she took on a new challenge and branched out on her own. In 2014, Christina became the new owner of Absolute Hearing Services and is enjoying being part of the Langley community.

Raymond Gilby, HIPSBC Director, RHIP

Hi, I am Raymond Gilby. I work as a Registered Hearing Instrument Practitioner for Lifestyle Hearing. I started practicing in 2015. Like so many people, I never really knew much about the hearing industry. Fortunately, I was working for Costco which introduced Hearing Centres to their locations. I was able to work as the administration in the Hearing Centre and became fascinated with the industry. I went back to university and became a practitioner. This has become a very rewarding career. I joined the HIPSBC board of directors in 2017 as a way to become more involved in this profession. The networking opportunities from attending board meetings and Symposiums have become a highlight of my year. On that note, I am looking forward to seeing old friends and making new ones at WCS 2019 in Victoria.

Jeff Campbell, HIPSBC Director, RHIP

Teresa Prothman, HIPSBC Director, RHIP

Pal Singh, HIPSBC Director, RHIP

WESTERN CANADIAN SYMPOSIUM 2019

HIPSBC is Planning the Best-Ever Western Canadian Symposium to date!

Save the Date! *March 2-4, 2019*

HIPSBC is proud to be sponsoring the 2019 Western Canadian Symposium! Please join us at the beautiful and grand Fairmont Empress Hotel in Victoria, BC. Victoria is a unique blend of old world charm and new world experiences and, with the mildest climate in Canada, be prepared to see our beautiful cherry blossom trees in full bloom! Yes, in March!

To kick off our fantastic Symposium this year, you will be treated to a fabulous gourmet dinner and cocktails in the Grand Ball Room at the Empress Hotel followed by the hilarious comedy routine of the famous Johnny Bagpipe!

Additionally, we are planning the largest manufacturer's expo, a luncheon with several CEOs, and are honoured and thrilled to offer a great line-up of informative speakers; Barbara Weinstein, Ph.D, Dr. Noel, otolaryngologist, Dr. Marshal Chasin, AuD, Ted Venema, Ph.D, Gus Mueller, AuD, and Robert Folmer, Ph.D! This is definitely NOT a Western Canadian Symposium you will want to miss! Register on-line, www.hipsbc.ca



Victoria BC, view of Empress Hotel from Visitor Centre

A Message from the International Hearing Society (IHS)

As IHS wraps up an action packed year, we thank our members and chapter partners for the many successes we've had in 2018, and encourage those who have not yet renewed their 2019 membership to renew now!

Here is a sampling of what IHS has been working on recently:

- IHS held a hugely successful Tinnitus Care Provider course in Vancouver, British Columbia in November 2018. The next program will take place November 8-9, 2019 in Chicago, Illinois. To register or for more information: <http://bit.ly/IHSTinnitusCourse>.
- We have already begun planning the 2019 IHS Convention and Expo to be held in Nashville, TN November 21-23. We need your input! We'd love to hear from you about what exhibitors you'd like to see. Email tdouglass@ihsinfo.org
- We have sent out our Call for Speakers – your chance to be considered to present a course during the 2019 IHS Convention
- IHS jointly with AAA, ADA, and ASHA met with the U.S. Food and Drug Administration (FDA) on November 27, 2018 to present our consensus paper containing recommendations for the over-the-counter hearing aid classification. You can view the consensus paper at <http://bit.ly/OTCConsensusPaper>

CHIPS: A Message from President, Matt MacMullin

Each CHIPS board meeting is an opportunity to identify new ideas and embrace new challenges. This is why I feel very fortunate to have recently accepted the President's gavel of our professional society. Over the years as the CHIPS representative for Nova Scotia, I have had countless opportunities to collaborate with hard-working, dedicated volunteers representing our profession from across Canada. I have no doubt this will continue as we expand CHIPS member outreach and initiatives.

As we enter a new year, I want to take this opportunity to share with you my three top priorities for the coming months:

- Building on the success of our recent *Hearing Day on the Hill* events, we will strive to lead by taking stances on the national issues that impact our profession
- Expanding Member Outreach: A CHIPS membership is an investment in the future of our profession – but CHIPS must also clearly demonstrate value. We will spend more time highlighting our work on your behalf. You'll hear from your regional CHIPS Director more often and we'll step up our efforts to recruit volunteers and new members
- A New Membership Model is coming: We'll review our current membership model and look at ways to better leverage our limited resources and our close relationship with IHS for the benefit of members

In closing, let me urge you – members and future members alike – to be a part of this milestone year. We are a small but viable community offering quality hearing health care to Canadians. We want to raise our game yet again, all to serve you better and to contribute to your success as a practitioner.

Thank you for your continued support!
 Matt MacMullin,
 CHIPS President

**Quality Assurance and Professional Practice Review: An update from Cameron Cowper,
 College of Speech and Hearing Health Professionals of BC**

Beginning in the Summer of 2018, the College of Speech & Hearing Health Professionals of British Columbia (CSHHPBC) has been conducting Phase 1 of the Quality Assurance & Professional Practice Review (QAPP) involving all Registered Hearing Instrument Practitioners (RHIP) in BC. Phase 2, involving all Registered Speech-Language Pathologists (RSLP) is to be piloted later this year, followed by Phase 3, involving all Registered Audiologists (RAUD).

By participating in the College's QAPP Program, registrants indicate to the public – for whom the College is mandated to protect – that they are maintaining their competence to practice and that they take their professional development and

maintenance obligation seriously. Meeting this obligation is an important way to uphold the public's trust in our College's three professions.

The process begins with an anonymous **screening** of required practice elements based on a **paper** submission. If **ANY** elements are missing, the file is referred for an onsite practice review.

To date, the practice review portion has applied to approximately 80% of screened registrants. Where a practice review is required, a trained QAPP Assessor visits the RHIP onsite and reviews key elements of practice. Where there are minor recommendations, the remediation and timeline can be decided between the registrant and the Assessor. Where there are major recommendations, the file is reviewed by an independent QAPP HIP Panel that determines the appropriate remediation.

The minor and major recommendations are differentiated by potential risk of harm and complexity for remediation. For example, a registrant obtaining informed consent but failing to document it would result in a minor recommendation. A registrant failing to **obtain** consent would result in a major recommendation with more extensive remediation required.

Phase 1 is currently screening group 11 of 14, and the College anticipates that this phase of reviews will conclude in the Spring 2019. Once Phase 1 is complete, the QAPP Program will analyse all data collected to identify any trends across the province and what, if any, standards are problematic for multiple registrants.

In December 2018, the College Board approved amendments to the Bylaws that will require that all new RHIPs in BC must be reviewed within the first two years of practice. This is consistent with the positive exit feedback received from participants thus far. A majority of participants have indicated that the process has been supportive, helpful, and relevant to their everyday practice.

Cameron Cowper,
 Registrar and Chief Executive Officer,
 CSHHPBC