

Alberta Aids to Daily Living

Bulletin #83

Alberta Aids to Daily Living (AADL) Hearing Communication Benefits Response to COVID-19 Pandemic

On March 27, 2020 Alberta's Chief Medical Officer of Health (CMOH) issued an order prohibiting non-essential places of business from offering or providing services to the public. This includes any place of business that offers or provides non-essential health services or non-essential goods and services. Information regarding whether or not a service is considered essential can be found here:

<https://www.alberta.ca/essential-services.aspx>

The Alberta College of Speech-Language Pathologists and Audiologists (ACSLPA) has provided several guidance statements under "Practise Resources" on their website. The College of Hearing Aid Practitioners of Alberta (CHAPA) is issuing the same statement as ACLSPA with regards to ceasing all non-critical services.

As a result of the CMOH order, AADL is aware that client assessments may be delayed or cancelled indefinitely. While AADL is not responsible for partner organizations' resource allocation or pandemic response policies, we have been asked for direction regarding hearing assessments, hearing aid fittings and required paperwork.

If an urgent appointment is required, the clinician and client should both be prepared to complete the tasks required to fulfill the requirements of the assessment and/or hearing aid fitting. This includes otoscopy and real-ear measurements. If real ear measurements (REM) are NOT possible, then Simulated-real ear measurements (S-REM) may be substituted. It is expected that REM measurements will be obtained when the CMOH order has been lifted. All documentation must be kept on file.

Non-urgent appointments should be postponed until a later date.

Clinics may want to consider mail, “drop-off” and “pick-up” procedures for hearing aid earmolds, repair returns and supplies. If it is not possible to obtain real-ear results for new earmold fittings, please document this in the clients’ file. It is expected that REM measurements for earmolds will be obtained when the CMOH order has been lifted.

Signatures on Service Certificates and Validation Certificates are still required. Original and digital signatures are acceptable. Documents forwarded to AADL must be sent by fax to 780-422-0968.

Under privacy legislation, an email to AADL may only be used if all client information is removed - including name, personal health number, and contact information.

Communication with clients must be completed in a manner that is responsible and complies with all public health directions for limiting the spread of COVID-19. Telephone, mail, fax, E-mail, photographs and telehealth are acceptable methods of communication. Please abide by privacy and confidentiality legislation.

While everyone is being especially vigilant due to the COVID-19 virus, it is important to be vigilant on a daily basis to PREVENT the spread of infection and disease.

For further information on the COVID-19 virus and/or Infection Control please go to reputable sites such as the following:

- [AADL Bulletins](#)
- [ACSLPA Practise Resources](#)
- [Infection Prevention and Control Guidelines for Audiology](#)
- [Alberta Health](#)
- [Alberta Health Services](#)

If you have any questions or require further information, contact Ms. Raeanne Rowswell, AADL Program Manager, Hearing and Augmentative Communication Benefits, at raeanne.rowswell@gov.ab.ca, by dialling 780-415-1606, or toll-free in Alberta by dialling 310-0000, then 780-415-1606 when prompted.