



# Francis Slabber & Associates

Registered Audiologists

"Professionals who Care about your Hearing"

## THE HEARING CLINIC

35 WATERLOO RD  
WYNBERG, 7800

021 – 797 7948

Monday – Friday

## TOKAI VILLAGE

VANS ROAD

021 – 715 5623

Tuesday & Thursday

## VALYLAND CENTRE

FISH HOEK

021 – 782 3322

Monday – Friday

## 19 BELVEDERE RD

CLAREMONT

021 – 797 7948

Mon / Wed / Fri

## Newsletter Autumn 2014

### STOP PRESS STOP PRESS STOP PRESS STOP PRESS

#### The Hearing Clinic is Moving House!

The Hearing Clinic, with Francis Slabber and her team, has been well established in Alfred House on Waterloo Road in Wynberg Village for over 23 years. Founded by Janet Steer and now owned and managed by Francis Slabber, it has evolved from a small supporting practice to an independent, autonomous and well known entity both locally and further afield.

From the humble days of Jan and Francis doing it all, we now consist of 5 audiologists and 3 administrators at the Wynberg rooms alone. It was inevitable that we would outgrow the Old Waterloo Road Lady and seek more space. There has been a few other motivating factors like the lack of safe parking, the challenges posed by the 1800's staircase and frustrations around wheelchair access.



We are sad to go, but we're extremely excited about our new home! Not only does it still have the 1800's cottage warmth, it also offers enough off-street parking, wheelchair access, much more space to consult in, test in, work in, store in and with room to grow! We are not cutting old ties and we will be serving the same community with the same high quality of service that you've become accustomed to. We are basically just picking up the old rooms and moving them into a new space.

The new rooms are easy to find at **30 Constantia Road, Wynberg.**

This is the thoroughfare between Main Road Wynberg and Hout Bay.

Sprouting from Main Road Wynberg, it runs past Norman Henshilwood High School, Constantia Sports Grounds, Constantia Village, Silverhurst and up the nek to Hout Bay. The Constantia/Hout Bay off-ramp from the M3 highway, exit number 14, makes it easy to reach from Cape Town, Newlands, Muizenberg and surrounds and because its source is Main Road Wynberg, it's easily accessible from Plumstead, Diep River and Southfield. We've included a postcard for you to stick up on your fridge and though the map on it is not to scale, it gives you a pretty good idea of where to find us. We finish up at the old house on Wednesday 30 April and open at the new rooms on Monday 5 May. Please be patient with us during the last week or two of April and while we are (un-)packing and finding our feet, because moving 23 years of history is quite a task. Pop in anytime from May to familiarise yourself and marvel at the new space!

All our other rooms will be operating as usual and will be unaffected by the move.

Tokai is still open on Tuesdays and Thursdays from 8h30 – 16h30 where Francis and Celeste alternate and Karen is at the front desk.

Fish Hoek is open all week except for Tuesday & Thursday afternoons. Nadine and Beth alternate there with Barbara holding the fort at reception.

Elisha is still heading up Claremont on Mondays, Wednesdays and Fridays from 9h00 – 14h00. Please remember that we don't have reception services there so please call before you pop in.

Wynberg will still be our Head Office and open Mondays to Fridays from 8h30 – 17h00 and from May onward Nicole will be on full time reception whilst Belinda manages parcels and Karen manages accounts.

Our numbers are all the same but when in doubt phone **021 797 7948.**

**REMEMBER TO INSURE YOUR HEARING AIDS AGAINST LOSS OR DAMAGE**

**Please support all our various projects by visiting the websites and Facebook pages and sending us your comments. We are involved in a variety of projects including:**

Our own Website  
Our ALD Project Site  
South African Hearing Institute  
Assoc. for Hearing Loss Accessibility and Development:  
Road to Independence:



[www.hearingclinic.co.za](http://www.hearingclinic.co.za)  
[www.sahearing.co.za](http://www.sahearing.co.za)  
[www.SAHI.org.za](http://www.SAHI.org.za)  
[www.ahlad.org/](http://www.ahlad.org/)  
<http://hearingclinic.co.za/fanie-du-toit-2/>

### **Hearing Loss in Real Life**

In the movies the lady always gets her man, bullets never hit the good guys, animals and aliens all speak English and natural disasters only hit the USA. It is also only on the big screen where people can hear each other clearly in rowdy bars and restaurants, have easy conversations in cars and are completely unfazed by road noise, shopping centres, jack hammers and barking dogs.

In real life, we all struggle when noise dominates. Hopefully, bullets flying and alien invasions are less common than the espresso machine in your local coffee shop or the screechy loudspeaker at the supermarket, but no less frustrating when you're trying to have a conversation.

During our Hearing Therapy classes, part of the program addresses the typical issues around learning to live with hearing loss and hearing aids. These include communication strategies, etiquette and lifestyle changes that one can make in order to improve your odds of hearing in noise. Some of those can be quite involved but many are practical tips that can make your life easier if you follow them.

A good analogy would be that if you hate heights, you should probably avoid them.

However, what if you find yourself at the top of the Empire State Building?

The Answer is to be practical, positive and don't throw yourself over the side out of sheer panic!

### **Create a Beneficial Listening Environment**

- In the car, turn off the radio, keep the fans low and direct speech at each other.
- At home, make sure there are soft furnishings to absorb echo, turn off the TV / radio unless you're actively listening, make sure there is adequate lighting and reduce noise from outside.
- At a restaurant, book a seat away from the kitchen, door or loud speakers, ask for a well-lit table, go a little earlier before the noisy dinner crowd arrive and avoid the kids section or live music.

### **Plan Ahead**

- At lectures, arrive earlier in order get the seat which would have the best view of the speaker's face.
- Ask for notes or copies of presentations preferably prior to the event.
- Get the menus of your favourite restaurants so that you are familiar with the menu vocabulary.
- Choose restaurants with soft furnishings, table cloths, curtains, carpeting and well trained staff.
- Plan to go shopping early in the morning before noisy crowds hit the malls and trollies start banging.
- Avoid the bank on payday or the last business day of the month.

### **Be Assertive**

- Tell waiters that you have difficulty hearing and that they should speak up, face you and come closer.
- Ask friends to remove their hands from their faces when they speak and sunglasses when possible.
- Ask for music to be turned down at restaurants – you're there to socialize, not boogie the night away!
- Place people you typically struggle to hear on your "good" side and tell them why they are there.

Being passive about hearing loss leads to misunderstandings and missed opportunities which result in feelings of isolation, sadness and inadequacy. Most people are willing to help if you tell them how and remember that it's hard for them to imagine what you can or can't hear. It's really helpful when you say: "Can we move into the light so that I can see your face?" or "Could we move away from the kitchen so that I can hear you better?" Help others help you by being informative, sharing experiences and seeking help when you need it. Wise up to live it up!

***Francis Slabber***

***Nadine Jooste***

***Elisha Berridge***

***Celeste Leveson***

***Beth Cockcroft***