

# Hear & Now

## Autumn 2020



### *Coronavirus Update*

As a practice specializing in adult and elder care we have always taken the necessary sanitizing precautions, however, during this current COVID-19 pandemic we are very aware of the risks involved and will take all the necessary precautions to avoid risk to our patients, our families and ourselves. We take our President's call for social distancing to heart and will do all we can to still offer you the services you need without the risk. Your hearing, health and well-being is of paramount importance and we will do everything we can to help.

With this in mind, we have instituted a few new protocols:

1. You will be asked to sanitize your hands before entering any of our waiting rooms. We have hand sanitizer available for you to clean your hands when you come in, as well as tissues should you need them.
2. We will refrain from shaking hands and will use disposable gloves and masks when coming in close contact with you. Things might smell a little clinical for a while as we make sure that all surfaces and equipment are regularly sanitized.
3. We will keep our distance. Chairs will be a little further from us than usual and we will ask you to put your hearing aids down when passing them to us rather than us touching your hand when picking them up and visa versa.
4. Drive through services! If you need supplies like batteries, waxguards etc, phone in your order so that we can bring it out to your car, rather than have you come in to fetch it.
5. Courier Collection Service. We use Courier Guy for local Cape Town deliveries. They charge R60 one way and we'll set it up for you. As many of the Retirement Villages are on lock-down, this would be a convenient and affordable option.
6. Please come alone. Normally we like spouses, kids or carers to accompany our patients, but by coming in alone, we reduce the amount of people in the rooms at any one time.
7. Please make use of the liquid soap provided when visiting the restrooms. We will no longer offer sweets at reception, but this will be rectified as soon as the threat is over. We know how important those are!

Under the current conditions, please refrain from visiting us should you be unwell. We encourage those with Telehealth features in their hearing aids to use them and we are looking into Skype solutions as well. Download our App below so that you can send us "chats". WhatsApp us on 073 731 6222. Please mention to reception if you are able to use Skype for consultations, otherwise we can do telephonic consultations.

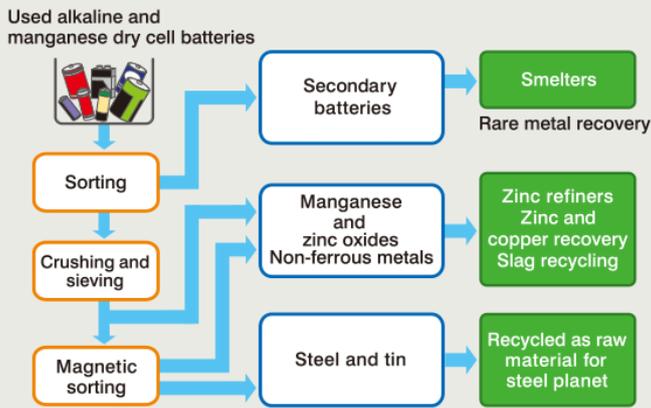
When phoning for appointments, you will be asked if you have been out of the country in the last 14 days, if you have been in contact with someone who had travelled abroad or if you are feeling unwell. If so, we may not book an appointment for you until you have been risk-free for 14 days.

There is currently no evidence that Covid-19 is airborne and can spread through air-conditioning systems, but we will minimize the use of aircons all the same and we've invested in Air Purifiers for all the waiting rooms, but it will take a while for those to be delivered and installed.

During this difficult time, we will try our best to accommodate as many patients as possible with as little risk as possible. Keep safe and healthy and remember to report any symptoms telephonically to your doctor or to the provincial hotline on 021 928 4102.

**Remember to get your Winter Care Pack for R100 which includes a Silica Crystals tablet to absorb excess moisture from your hearing aid, a cleaning brush, a magnifying glass to help you see dirt and wax, a cleaning cloth, a battery tester, a pack of batteries, a pack of tissues, some lip ice and a sachet of coffee just for fun!**

# How are Batteries Recycled?



We have been collecting hearing aid batteries for years and sending them to recycling. Please continue to bring your used hearing aid batteries to us so we can send them to recycling for you.

Hearing aid batteries are either Zinc-Air or Lithium-Ion. Zinc-Air batteries, a specialized "room temperature," mechanical separation process is used to separate components a zinc and manganese concentrate, steel, and paper, plastic and brass

fractions. Lithium-Ion batteries are recycled in a specialized "room temperature, oxygen-free," mechanical process during which the battery components are separated into a cobalt & lithium salt concentrate, stainless steel, and a copper, aluminium and plastic concentrate. All of these products are put back into the market place for reuse in new products to offset the cost of the recycling process. There are many, many benefits to recycling:

- Reduction in waste sent to landfills
- Conservation of natural resources, such as metals and minerals
- Prevents pollution by reducing the need to collect new, raw materials
- Saves energy
- Reduces greenhouse gas emissions that contribute to global climate change
- Helps sustain the environment for future generations
- Helps create new jobs in the recycling and manufacturing industries
- Once the materials are recycled they can be reused in making new products

Keeping heavy metals out of the landfill prevents these metals from reacting to rainwater that seeps into the ground forming a toxic soup, called leachate, that can contaminate the ground water supply. It is estimated that nearly 28 billion batteries thrown away annually.

Recycling benefits everyone. It enables the reuse of materials that would otherwise be used and discarded. Recycling promotes the "take, make and reuse" circular model that will help to sustain our planet for generations to come. Turning away from the linear economic model of "take, make, toss," which is not going to carry all of us into a thriving or sustainable future.

## In Other News...

In between squirting patients with sanitizer and bathing ourselves in disinfectant, we have also been making plans to improve on our offering in Claremont. We have had a wonderful 12 years with Drs Mallet and McCabe at Openways surgery on Belvedere Road but the time has come for us to offer a more comprehensive service.

We've found a new home, just 400m down the road at 47 Belvedere Road. We will have a receptionist available every morning from 8h30 till 13h30 and our Claremont audiologists, Elisha and Celeste, will continue being available for consultations as before. Claremont will also be able to see to your day to day needs like repairs, batteries, supplies and accounts, as we have done in Wynberg, Tokai and Fish Hoek. This space is our own and for the time being will not be shared with any other professionals, so we are there just for you. We are by no means severing our relationship with Dr McCabe and his team and will keep supporting them as the wonderful medical carers we've come to appreciate.

We will finish at the old rooms on Friday 24 April and hope to start consulting at the new rooms on Monday 11 May, as we have quite a bit of renovations to do in order to make the rooms more user friendly and wheelchair accessible.

At the beginning of March we started a new community project teaming up with the local municipal libraries where we do free hearing screenings to identify potential ear and hearing irregularities. Unfortunately, due the COVIT-19 threat, we've had to suspend the project after two successful days of testing at the Plumstead and Tokai Libraries. We'll pick up on this when the COVID-19 threat is over.

**Francis Slabber**

**Elisha Berridge**

**Celeste Leveson**

**Beth Cockcroft**

**Sarah Buitendag**

### **Wynberg**

30 Constantia Road

Monday to Friday

8h30 – 17h00

021 797 7948

### **Tokai**

Tokai Village, Vans Road

Tues & Thurs

8h30 – 16h30

021 715 5623

### **Claremont**

19 Belvedere Rd

Mon, Tues, Wed & Fri

8h30 – 13h30

021 797 7948

### **Fish Hoek**

Valyland Centre

Mon - Fri

8h30 – 16h30

021 782 3322