There was a long waiting time. I am especially satisfied with Rachael. She makes it seem like Tim is special. She seems to forget everyone else when she is working with him. This to me is important.

Elaine Gozansky, Dartmouth

Audiologist Heather Grant was very helpful and cordial with me. It was my first time coming to the hearing clinic. She made me feel comfortable and at ease with her. I would advise anyone with a hearing problem to be assessed...

Margaret Joyce, Sydney

My son, Morgan, had a very limited vocabulary and what he did say was hard to understand. With just a few weeks with Carla he is almost caught up to other children his own age. It is so great to hear him talk to me which is all because of her patience and hard work.

Tina Roy, Falmouth

The staff of the Hearing and Speech Clinic at Harbourview Hospital were very obliging, helpful and very professional from the receptionist to the audiologist. Second to none!

Helena MacNeil, Florence

Fabulous staff. Very patient/understanding.

Mary Buchanan-Beaton, Marion Bridge

I am very pleased with the services I am getting regarding my Cochlear Implant.

Carol Killeen, Halifax

This is a great service and has really benefitted my son. Ann is great with Adam and he really likes her.

Debbie Fitzgerald, Lunenburg
My daughter enjoys coming for speech therapy; she doesn’t even look at it as work, but more like a play date. I enjoy the fact she’s learning and having a good time doing it. It was the same for my first daughter. In my opinion, I think it is a wonderful place for children and adults alike.

Heidi Abriel, Mahone Bay

Adam looks forward to his appointments and his time with Jeannie, which is a bonus when getting him ready. Even after a few sessions there is a noticeable improvement in Adam’s speech.

Debbie Matheson, Glace Bay

My wife and I were very pleased to have such a courteous and pleasant person to wait on us. I wish every place of business that we visit were all the same. It would make a much better world for everyone.

Roy Snyder, Pleasantville

I was impressed with the accuracy of the tests done, and also impressed with the amount of time he (Scott MacKay) gave to help me understand the results of the test.

Jeanette Bowers, Greenwood

This is a very valuable service - more than I had anticipated.

Bruce Muirhead, Pictou

The service was excellent, felt comfortable and the explanation with the hearing problem was explained in layman terms.

Judy Bernard-Julian, Afron

The test was excellent. I was given excellent information. Very personable staff (and doctor).

Joy MacLean, New Glasgow
NSHSC Vision

Nova Scotia Hearing and Speech Centres, in partnership with clients and their community, is dedicated to improving the quality of life of Nova Scotians through excellence in prevention, identification, diagnosis and treatment of communication disorders, achieved by continuous improvement of its services.

NSHSC Mission

The Mission of Nova Scotia Hearing and Speech Centres is to provide effective, efficient, comprehensive and quality speech-language pathology and audiology services to all persons within its mandate, while striving to reduce the incidence of preventable communication disorders through education and increased public awareness.
As Nova Scotia Hearing and Speech Centres completes its 38 years of operation, there is an overwhelming sense of pride among our Board Members towards the achievements of the Centres, which has developed from one center in Halifax to a provincial network of 28 sites located in 25 communities across the Province. The degree to which our staff has been able to accommodate the needs of Nova Scotians for this essential service is truly one of the outstanding success stories of the health field in Nova Scotia.

Readers of this report will note the change of name from Nova Scotia Hearing and Speech Clinic to Nova Scotia Hearing and Speech Centres to better reflect the services we provide to the communities throughout Nova Scotia. In conjunction with this name change, we have adopted a new and distinctive logo for our organization.

The Board acknowledges its gratitude to our dedicated staff and administration. As costs of equipment and technology escalate, they have become masters at “doing more with less” and finding innovative solutions to problems of providing equitable service throughout the Province. We are proud that our model has been recognized and promoted in other jurisdictions across Canada and beyond.

Similarly, we express our appreciation to the Nova Scotia Department of Health for its financial support and recognition of the valuable service we provide. One highlight of this year was having the Minister of Health, the Honourable Jamie Muir, address our Board, marking the first time this has happened since our inception. Board members are gratified by his knowledge of the hearing and speech field and the strong support he has expressed for our services.

The Board is also indebted to the service clubs, organizations and individuals who have favoured us with financial and moral support during the year. We are particularly appreciative of our clients for their patience and co-operation and the manner in which they have come forward to tell their stories, in order to help others understand the importance of hearing and speech services.

This year the Board accepted, with regret, the retirement of three senior members of the Board: Mr. Ian Flemming, Mrs. Barbara Paton and Mr. Don Duncan. They have been dedicated volunteers and strong supporters of the Centres for many years. The Board expresses its sincere thanks to all of these colleagues and wishes them well in their retirement.

The Board is pleased to welcome several new members to the Board: Mr. Perry Jackson, Mrs. Barbara Boiduk, Ms. Susan Potts, Mr. Phil Ellwood and Mr. Frank Engli.

The Board extends congratulations to Alayne MacDonald of our staff who is this year’s recipient of the Dr. N. Barrie Coward Educational Award and Ms. Sandra Baker of the Dalhousie School of Human Communication Disorders who was awarded the George and Lenore Mencher Scholarship.

We are pleased to report that the Nova Scotia Hearing and Speech Foundation has been launched and is now well into the formative stages of its operation as a major financial support for existing and new initiatives of the Centres’ services. The Chair of the Foundation is Mr. M.J. Woodford of Baddeck, N.S., formerly Chief Director of Education for the Province of Nova Scotia.

During the period which spans this report, chairmanship of the Board passed from Eva Landry to Harold Sanford. We join in expressing our thanks to our fellow board members for their volunteer services to the Centres and for their support of our leadership. We thank all staff for their dedication and professionalism in fulfilling the Centres’ mission. It is through your efforts that Nova Scotia Hearing and Speech Centres is able to maintain its proud reputation.

Eva J. Landry
Harold Sanford
Nova Scotia Hearing and Speech Centres, located in 25 communities across the province, are dedicated to helping people with communication disabilities. Every day, more than 100,000 Nova Scotians need help facing challenges with hearing, speaking, understanding, and expressing themselves. People with communication disabilities cannot meet their full potential without help. These children and adults hope for, and deserve, the best quality of life. It is their right. We care about this right, and work hard to help them acquire it.

Quality of life for all of us – young and old – is affected by our ability to communicate. Communication disabilities can affect reading and writing skills for children entering school and limit work and social opportunities for adults. Audiologists are professionals trained in the prevention, identification and treatment of hearing loss and its related disorders including the balance system. Speech-Language Pathologists are professionals who assess, counsel, and provide rehabilitation for children with speech and language delays and for adults, including those who have lost the ability to communicate as a result of stroke or head injury. Without these services, quality of life for thousands of Nova Scotians would quickly diminish, leading to poor self-esteem, isolation, and despair.

During 2000/01 residents of Nova Scotia and neighboring provinces recorded approximately 50,000 visits to our centres. Referral rates in most areas of the province continue to increase as demand for hearing and speech services is high.

In September 2000, Greg Noel became Director of Audiology. Greg came to us from Gander, Newfoundland and in addition to his responsibilities with Nova Scotia Hearing and Speech Centres, has assumed teaching and related duties with Dalhousie’s School of Human Communication Disorders. Greg has served as president of the Canadian Academy of Audiology for 2000/01. Greg’s commitment to the profession and his interest in positive growth have facilitated department initiatives. Over the past year, the Audiology Department has continued the Preschool Hearing Project in the Cape Breton-Victoria school region. Three NSHSC audiologists carried out the screenings: Heather Grant, Maureen Scott and Duncan Floyd. 962 students (seventy-five percent of students registered for school) were screened. A departmental priority for the year has been the identification of appropriate screening procedures for auditory processing disorders. Auditory processing disorders are said to affect 1-5% of the school-aged population. It was felt that current screening methods might not be effective in diagnosing all types of auditory processing disorders. Therefore, new test materials have been acquired and a working group has been struck to develop a proposal to investigate the sensitivity and specificity of using new test materials and comparing these procedures to the screening methods currently in place. The Department of Audiology continues its affiliation with the Audio China Project. Audio China is advancing the audiology profession in China by establishing graduate education and training in audiology at Sichuan University, Chengdu. It is estimated that 26 million people in China suffer from hearing loss. Three million are deaf; most are children under 14 years of age. The project is administered and directed by the School of Human Communication Disorders at Dalhousie University. Tao Jiang, a NSHSC audiologist, has been seconded as Program Manager of Audio China.

Anne Mason-Browne assumed the position of Director of Speech-Language Pathology in May 2000. A seasoned clinician and former clinical director of
the Metro Adult Division, Anne has implemented a number of new projects and initiatives. For the Speech-Language Pathology Department, 2000/01 can best be characterized as a year of expanding partnerships. The Speech-Language Pathology Clinical Directors, in addition to their clinical responsibilities, adopted provincial portfolios in a desire to invest in provincial initiatives and to foster partnerships with other organizations and service providers. The Early Identification and Interventions Services (EIIS) for children with Autism Spectrum Disorders has been a major partnership initiative under Stephen Anthony’s provincial portfolio: Partnerships for Pediatric Service. Sally Ann Delva, as part of her portfolio, Caregiver Training for Children, also participated on the planning committee for the Central EIIS region. Susan Atkinson’s portfolio is Provincial Dysphagia Services and in February she conducted a two-day training workshop that was well attended by participants from 8 different dysphagia teams from across Nova Scotia. Andrea Macmillan’s portfolio is Provincial Services for Adults and she has participated in a Community Alliance for Health Research project aimed at exploring and improving access to rural health care services. As a professional agency with considerable experience in providing specialized clinical services across communities in Nova Scotia, we are delighted to lend our skills and experience to this project. Finally, the Nova Scotia Stroke Strategy is a multi-agency, multi-sectoral and multidisciplinary initiative directed to providing a model for integrated stroke care for Nova Scotians. Anne Mason Browne has been involved in the planning committee that is developing a stroke proposal for the N. S. Government.

During 2000/01 Audiologists and Speech-Language Pathologists provided additional services to their respective communities through presentations, workshops and active involvement in community boards and organizations. The Speech-Language Pathology Department was successful in two grant applications. The Western division received a grant from Ronald McDonald Children’s Charities of Canada and the Metro Adult division received a research grant from the QEII Foundation.

NSHSC Audiologists and Speech-Language Pathologists made international contributions as well throughout the year. Duncan Floyd participated in Dalhousie University’s Audio China Project providing clinical instruction and lectures to audiology students in Chengdu. Michel Comeau provided consultative services to the Jamaica Association for the Deaf for the third year. Cindy Dobbelsteyn and Raylene Delorey were involved in Operation Smile Missions in Bolivia and Kenya respectively. Operation Smile provides medical and surgical services to individuals with cleft lip and palate and craniofacial anomalies in developing countries.

Collaboration with the School of Human Communication Disorders at Dalhousie continued this year with clinical staff in both Audiology and Speech-Language Pathology providing internship placements, lectures and support for student research projects.

It is my pleasure to present this report to Nova Scotia communities and to reflect on the services provided by our accomplished and dedicated staff during 2000/01.

D. Lynn Fraser
What is an Audiologist?

Audiologists provide service in screening, identifying and treating hearing loss and balance disorders.

There are 23 Audiologists working in 15 Nova Scotia Hearing and Speech Centres (NSHSC) across Nova Scotia. They all have a master’s degree and are certified by the Canadian Association of Speech-Language Pathology and Audiology (CASLPA). Besides providing clinical services to the people of Nova Scotia, their work includes: teaching student audiologists and speech-language pathologists and other health care providers; research; helping various community groups build awareness and preventative programs; they work with other professionals and agencies to minimize the effects of hearing loss; they provide workshops and presentations on hearing loss and treatment; and serve on a wide variety of teams and boards.

Who needs an Audiologist?

Coping with the effects of a hearing loss can be very stressful.

It is important to know that no one is too young or too old to have a hearing test. Any person who has trouble hearing should see an Audiologist. Audiologists can test a newborn baby’s hearing to determine if there is a concern for hearing. If a hearing loss is identified they can help to plan treatment for their child, with the family. NSHSC audiologists also see children and adults with other medical problems that may relate to hearing, balance, or processing difficulties.

A child born deaf will have difficulty learning to speak and read. Early detection and treatment is important. If left untreated, the hearing loss can affect their lives, jobs, and family. Prolonged ear infections can cause a child to have difficulty hearing in school.

Most adult visits are due to hearing difficulties that occur as part of the aging process, exposure to loud noise, and/or family history of hearing loss. Various illnesses, such as tumors and other medical conditions (i.e., multiple sclerosis and stroke) may also affect hearing. Hearing loss can also occur from some medications. Unfortunately, there are still a large number of hearing losses that have no known cause. Adults that have hearing difficulties may have different challenges. They may feel alone, confused, angry, or mad. Their life may change, and it may limit the activities they can perform at home, work and socially.

Audiology Services and Programs

The Department of Audiology of the Nova Scotia Hearing and Speech Centres provides a variety of clinical services for hearing loss and related communication disorders. Full diagnostic and rehabilitative audiological services are available to inpatients and outpatients of all ages. Audiologists throughout Nova Scotia have set standards of care to ensure that all patients receive the same quality of service anywhere in the province.

Diagnostic activities include:
- Measure hearing sensitivity in all age ranges
- Test auditory processing ability
- Newborn hearing screening
- Test middle ear function
- Check inner ear function
- Special assessment of the auditory nervous system
- Test balance function

Rehabilitative activities include:
- Determine candidacy for hearing aid amplification
- Hearing aid evaluations
- Cochlear implant pre and post surgery evaluations and follow-up
- Evaluation of other assistive listening devices
- Counseling of patients and families on hearing aid usage and communication

There are also a number of specialty services offered in both regional and provincial centers that may include: tinnitus therapy, cochlear implant program, infant hearing screening program, and preschool hearing screenings. All services are accessible to Nova Scotians through a referral to the NSHSC audiologist in their community.
What is a Speech-Language Pathologist?

There are 35 (full-time equivalent) Speech-Language Pathologists working in 28 Nova Scotia Hearing and Speech Centres across Nova Scotia. They all have a master’s degree in Speech-Language Pathology and are certified by the Canadian Association of Speech-Language Pathologists and Audiologists. Speech-Language Pathologists provide clinical services in speech, language (speaking and understanding), voice, swallowing, and non-speech communication (e.g. picture communication, “sign” language, computer devices). Their work includes: helping community groups with initiatives in prevention, awareness, and early intervention; consulting with professionals in hospitals and early intervention programs for children; teaching speech-language pathology interns and students in related fields; participating in research and development of clinical materials and programs, and providing a variety of workshops and training sessions to families, professionals, and other community groups.

Who needs a Speech-Language Pathologist?

Last year alone 3,355 young children or adults were referred for the first time to Nova Scotia Hearing and Speech Centres for assessment of suspected communication disorder. Many of these patients have other medical problems that prevent speech, language expression or understanding, or swallowing. Children with cleft lip or palate, hearing impairment, autism, cerebral palsy, Down Syndrome, or other abnormalities affecting physical, intellectual, and psychological development, will have difficulties developing normal speech and language skills. Adults also suffer from a variety of problems that need the services of a speech-language pathologist. These include:

- stroke
- head injury
- cancer of the mouth and throat
- degenerative diseases (e.g. ALS, Parkinson’s Disease)
- hearing impairment
- vocal nodules or polyps.

For many children and adults there is no other known cause for their communication problem.

For all people with speech and language problems, the impact on their lives can be devastating. Childhood speech and language problems are associated with problems in literacy, school performance, and social-behavior development. These problems in turn have significant economic, social, and personal implications for these children as they grow to be adults. Adult communication disorders present serious barriers for independent living, including employment, maintaining family and social relationships, and pursuing educational or leisure interests. Many adults show intense frustration and sadness in their inability to express their personal opinions, make important decisions with their doctor or lawyer, or express their feelings to family members and friends.

Speech-Language Pathology Services and Programs

Speech-Language Pathology Services are similar in all Nova Scotia Hearing and Speech Centres in communities from Yarmouth to Glace Bay, or Amherst to Dartmouth. The Department’s Quality Assurance Program maintains consistent and state-of-the-art clinical procedures and standards across all the centres. Our speech-language pathologists provide the full range of diagnostic and therapy services including:

- group therapy
- caregiver training workshops
- adult communication groups
- home-program materials and techniques
- individual therapy
- consultative services to multidisciplinary teams and programs.

In addition, specialty services and expertise is offered in regional and provincial centres, in collaboration with other institutions and organizations. These include:

- Voice Lab and Clinic
- Oncology Clinic
- Traumatic Brain Injury Program
- Neuromuscular Clinic
- Stroke Rehabilitation Program

Alternative and Augmentative Communication consultation services

- Autism Assessment Team
- Swallowing Clinics
- Cochlear Implant Project.

These services are accessible to Nova Scotians through referral to any one of our 28 locations in the province.
Volunteers

Chantal Malcom, Dartmouth
Jeannie McCurdie, Truro
Andrew MacLean, Truro
Lindsay Malloy, Truro
Sheila Purcell, Truro
Rebecca Wu, Halifax
Karrie Boudreau, Halifax
Angela Bryant, Halifax
Georgina Naugler, Halifax
Michell Bowden-Deveau, Halifax
Leah MacEachern, Halifax
Joleen Brown, Windsor

Donations & Grants

Ronald McDonald Children’s Charity Grant
QEII Foundation Research Grant
Theresa Teepell
Canadian Hearing Society
Lions Club, Truro
Rotary Club, Truro
U. Knowlton
A. McGraw
Kathleen Shaw
Millstream Barbershoppers Chorus
Dukes of Kent Barbershoppers Chorus
Becoming involved for the first time with the organization and development of a charitable foundation often carries with it a sense of uncertainty and apprehension. Some of us are never fully delivered from that state of mind; however, as a Board of Trustees, we should now feel more comfortable facing the challenge that lies ahead.

Over the past year, we heard several of the highly qualified, competent and committed professional staff of Nova Scotia Hearing and Speech Centres detail the service delivery system throughout the province. In the months ahead we shall become informed about the full range of services the Centres provide to those afflicted with communication disorders. As well, extremely informative and expertly prepared sessions with Anne Camozzi and John Forsyth very clearly raised the level of board awareness and comfort in the face of designing and implementing a capital campaign and the critical consideration of developing definitive statements of our vision and our mission as we prepare our case for support.

We have hired a Foundation Manager, Gale Mitcham. She comes to us with an impressive background in communications and fundraising. She will provide leadership and direction, and give us the tools we need to complete our mandate.

Our current staffing requirement is now complete with the appointment of Rebecca Whiffen as Executive Assistant. Rebecca’s experience in marketing as well as in fundraising made her an attractive candidate for the position.

Now the work of the Foundation truly begins. The challenge facing us is to determine how we realize our vision and fulfill our mission. We must prepare for our own role as leaders of a capital fundraising campaign. In this capacity we will search out exemplary campaign leadership, use our collective resources to identify and approach potential donors, become ambassadors for the excellent work of Nova Scotia Hearing and Speech Centres, and provide assistance in regional fundraising efforts. We must ensure our donors are appropriately thanked and recognized, and their donations are responsibly managed. As Trustees our responsibility is to discuss, critique, challenge and ultimately to accept, modify or reject proposals that come before us. We must take responsibility for assuring the public that the need is real, the services being provided are superior, and that a growing demand cannot be met in any other fashion under present circumstances.

Given the full cooperation and close working relationship between the Boards of Nova Scotia Hearing and Speech Centres and Nova Scotia Hearing and Speech Foundation and the leadership and management skills available to both, I firmly believe the future of Nova Scotia Hearing and Speech Centres is secure and, over time, the potential for expansion of services and mandate is indeed promising.

Michael (Mickey) Woodford
Kayla is an endearing, hard-working, little girl. She is encouraged and inspired to keep moving forward and desires to continue making progress.

Kayla was initially screened in November 1998 when she was four years old. It was determined that Kayla had restricted articulation/phonology and restricted expressive language skills. She was a very frustrated little girl because she could not be understood when speaking, confusing sounds for words. Therefore, it was critical that Kayla received treatment before she started school.

Usually, articulation/speech rules are learned innately or naturally through the biological make-up of our brains. For some children, this does not happen, so, with the help of a Speech Language Pathologist, they are taught these rules through direct teaching and practice.

In November 1999, Kayla was seen for a full evaluation, and it was determined that all of her language skills were within normal limits for her age, but her articulation skills were judged to be moderately delayed. Kayla was then followed for treatment from November 9, 1999 to August 28, 2000. Together, with Speech Pathologist Colleen Rowland, Kayla worked on producing 'continuant' sounds. These are sounds in which the air flows continuously while you make the sounds – specifically, 's' and ‘f’ initially and 'sh' later. She was also taught to make sounds with the back of her tongue as she was substituting many sounds with the front of her tongue.

The treatment is very gradual; it is important that the child does not become frustrated. The sessions are very much for the family, too, so they can learn how to work with their child and make corrections in a positive manner. By the end of treatment, Kayla’s articulation skills were judged to be mildly delayed. Kayla was very successful in a short period of time, due to Kayla’s impressive language skills, her motivation and her parents’ incredible involvement.

Cathy, Kayla’s Mom remarks, “Colleen makes the therapy fun for Kayla and she is a very big part of Kayla’s success. If she didn’t have this therapy, she would not be where she is today.”
Nova Scotia Hearing and Speech Centres

Amherst
c/o Highland View Regional Hospital
110 East Pleasant Street
Amherst, NS  B4H 1N6
Tel: (902) 667-5400, ext. 6220

Antigonish
c/o St. Martha's Regional Hospital
25 Bay Street, 4th Floor
Antigonish, NS  B2G 2G5
Tel: (902) 867-4197

Bridgewater
c/o South Shore Regional Hospital
90 Glen Allan Drive
Bridgewater, NS  B4V 3S6
Tel: (902) 543-4603, ext. 2248

Dartmouth
c/o Nova Scotia Hospital
P.O. Box 1004
Dartmouth, NS  B2Y 3Z9
Tel: (902) 464-3084

Digby
c/o Digby General Hospital
P.O. Box 820
Digby, NS  B0V 1A0
Tel: (902) 245-2501, ext. 265

Evanston
c/o Strait Richmond Hospital
138 Hospital Road
Evanston, NS  B0E 1J0
Tel: (902) 625-3100, ext. 257

Glace Bay
c/o Glace Bay Healthcare Corporation
300 South Street
Glace Bay, NS  B1A 1W5
Tel: (902) 842-2868

Halifax
- Halifax Community Centre
  5657 Spring Garden Road, Suite 201
  Halifax, NS  B3J 3R4
  Tel: (902) 423-7354
- c/o IWK Grace Health Centre
  5850 University Avenue
  Halifax, NS  B3H 4N1
  Tel: (902) 428-8049
- c/o QEII Health Sciences Centre
  Nova Scotia Rehabilitation Centre
  1341 Summer Street, Room 607
  Halifax, NS  B3H 4K4
  Tel: (902) 473-1232
- c/o QEII Health Sciences Centre
  Dickson Building
  5820 University Avenue, Room 3084
  Halifax, NS  B3H 1V7
  Tel: (902) 473-4349
- c/o QEII Health Sciences Centre
  Halifax Infirmary
  1796 Summer Street, Room 4426
  Halifax, NS  B3H 3A7
  Tel: (902) 473-1635

Kentville
c/o Valley Regional Hospital
150 Exhibition Street
Kentville, NS  B4N 5E3
Tel: (902) 678-7381, ext. 1400

Liverpool
c/o Queens General Hospital
P.O. Box 370
Liverpool, NS  B0T 1K0
Tel: (902) 354-3436, ext. 246

Lower Sackville
c/o Cobequid Multi-Service Centre
70 Memory Lane
Lower Sackville, NS  B4C 2J3
Tel: (902) 864-5600, ext. 185
Middleton
c/o Soldiers Memorial Hospital
P.O. Box 730
Middleton, NS  B0S 1P0
Tel: (902) 825-3411, ext. 233

Musquodoboit Harbour
c/o Twin Oaks/Birches Continuing Care Centre
7704 Highway Seven
Musquodoboit Harbour, NS  B0J 2L0
Tel: (902) 889-4117

New Glasgow
c/o Aberdeen Professional Centre
835 East River Road
New Glasgow, NS  B2H 3S6
Tel: (902) 752-7600, ext. 2520

Pictou
c/o Sutherland Harris Memorial Hospital
P.O. Box 1059
Pictou, NS  BOK 1H0
Tel: (902) 485-4324, ext. 125

Sheet Harbour
c/o Eastern Shore Memorial Hospital
Sheet Harbour, NS  B0J 3B0
Tel: (902) 885-3628

Shelburne
c/o Roseway Hospital
Sandy Point Road
Shelburne, NS  B0T 1W0
Tel: (902) 875-3011, ext. 270

Springhill
c/o All Saints Hospital
P.O. Box 700
Springhill, NS  B0M 1X0
Tel: (902) 597-3773

Sydney
c/o Cape Breton Regional Hospital
1482 George Street
Sydney, NS  B1P 1P3
Tel: (902) 567-7781

Sydney Mines
c/o Harbour View Hospital
22 Richard Street
Sydney Mines, NS  B1V 2H7
Tel: (902) 736-2831, ext. 146

Truro
c/o Colchester Regional Hospital
207 Willow Street
Truro, NS  B2N 5A1
Tel: (902) 893-5512, ext.5512

Waterville
c/o Kings Regional Rehabilitation Centre
P.O. Box 128
Waterville, NS  B0P 1V0
Tel: (902) 538-3103, ext. 156
SLP: Colleen Rowland

Windsor
c/o Hants Community Hospital
9 Payzant Drive
Windsor, NS  B0N 2T0
Tel: (902) 792-2084

Wolfville
c/o Landmark East School
P.O. Box 1270
Wolfville, NS  B0P 1X0
Tel: (902) 542-3866

Yarmouth
c/o Western Regional Health Centre
60 Vancouver Street
Yarmouth, NS  B5A 2P5
Tel: (902) 742-3541, ext. 364
Alicia is a bright and delightful three year old with a sparkle in her eyes and a level of enthusiasm that we should all aspire to! She has cerebral palsy and is unable to speak or walk. When Shelley and Joseph realized that their newborn daughter, Alicia, had Cerebral Palsy, they immediately began to focus on the issues and challenges that she would face throughout her life. For Shelley, it was more important that Alicia learn to talk because she could not imagine Alicia going throughout her life unable to communicate. Joseph’s desire was for Alicia to walk.

Nova Scotia Hearing and Speech Centres form part of the team that works with Alicia on an ongoing basis. Through Nova Scotia Hearing and Speech Centres, she is receiving therapy in the area of augmentative communication. Alicia is learning to communicate. Alicia and her parents have been working with Speech Language Pathologist Beth Parker-Godin, through Nova Scotia Hearing and Speech Centres, for approximately two years. The results have been remarkable.

Shelley explains that the progress achieved helps them to keep motivated and to move forward. Alicia understands her Mom, and Shelley stresses that this is an extremely important breakthrough. Also, the therapy is developing Alicia’s confidence and she is eager to progress with techniques. With the augmentative techniques that Alicia and her family are learning, Alicia is able to tell them exactly what she wants. Shelley remarks that in order for the therapy to be successful, it is important to get all family members on board.

“Alicia grandparents are incredible”, exclaims Shelley. They and other family members have been there every step of the way and it shows. Their family assists them while going to appointments, and frequently step in and give Mom and Dad a break from their very intensive, ongoing schedule.

They are amazed at the techniques that they are learning and the support offered to them by Nova Scotia Hearing and Speech Centres and realize that without these services, Alicia would not be making such tremendous progress in her training.

Augmentative Communication

Talking is our primary means of face-to-face communication. It is an efficient and effective means of communication but it is not the only way we communicate. We often use gestures, facial expressions or body language to supplement what we say and we use alternative means of communicating such as writing or pointing to pictures. Using other means of communication in support of, or as an alternative to speech, is called Augmentative and Alternative Communication (AAC).

NSHSC offers an Augmentative Communication Program providing consultative assessment and support in the planning and development of augmentative and alternative communications systems for these individuals. These communication systems might be as simple as special gestures, manual sign language, or pictures and symbols; they might be more technical such as communication devices that speak or they might be computer based.
Luke is unable to talk but he is able to communicate.

When Luke first visited Nova Scotia Hearing and Speech Centres over two years ago, his parents, Darlene and James Sanford, were extremely frustrated. They were unable to understand their son because Luke could not speak and they were desperately looking for ways to communicate with him.

Beth Parker-Godin, Speech-Language Pathologist, in a consulting service capacity, developed a symbol system for the Sanford family. They started with a few important symbols. For example, there was a symbol for Luke’s dog Sam, his parents, grandparents, school, and Burger King which is Luke’s favorite place to eat on Saturdays. The system is not perfect but the Sanfords are light years from where they started. Darlene and James spend a great deal of time with Luke working on improved communication. They now have over 75 symbols in place and they are adding new ones constantly. Boards have been placed strategically around their home to hold the symbols. Luke even has a mobile symbol board that he takes with him to school and which is used in the family vehicle.

A large percentage of Luke’s success is attributed to the work that he has accomplished with his Speech-Language Pathologist. “Beth has done a tremendous job with Luke,” remarks Darlene.

The Sanfords have extensively renovated their home to make it wheelchair accessible for Luke. When the work was completed, Beth Parker-Godin visited the family to assist them in board placement and incorporating more symbols that would further develop and improve their level of communication. “It’s a great deal of work because each time you introduce a new word … you make a new symbol,” remarks Darlene. “We are making great progress. We are introducing chores to Luke and he is becoming more independent.”

This past summer Luke was the first Canadian to visit PineTree Camp (www.pinetreesociety.org) in Maine that is a facility designed for children with special needs like Luke. There, he had his first ride on a Harley-Davidson motorcycle, he danced, and he enjoyed the company of his fellow camp mates and counsellors. Luke has gone skiing and he was in a marathon with his dad recently. His parents work very hard to ensure that Luke has exposure to many experiences.

We at Nova Scotia Hearing and Speech Centres are inspired by their dedication and pleased to be part of this success story.
Quinlan is a beautiful blond-haired boy who just turned four years old. When he was two and a half years old his mother, April, noticed that Quinlan was not interacting like his peers, and in the company of other children, he was unable to join in and play with them. Also, he would not make eye contact and would not respond to questions. Most of Quinlan’s speech was repetitive and not conversational.

Quinlan was diagnosed with Autism Spectrum Disorder in November of 2000. He was evaluated at the Nova Scotia Hearing and Speech Centres Windsor location, in January 2001, and the results indicated a moderate delay/disorder in language.

Since this time, he has been working with Speech-Language Pathologist Carla Scholten and has been making great progress. In the beginning, Quinlan’s sessions did not go smoothly. He was extremely frustrated and agitated, and after the first appointment, his Mom, April, questioned returning. But, Carla persisted, and Quinlan learned her expectations with the help of cue cards. He needed both the structure and the routine; as a result, his behavior improved tremendously. After the fourth session, Quinlan was ready for language intervention activities. “Speech-Language Pathology is much more than speech therapy; it helps children to communicate effectively,” remarks April.

It has been only a year since his diagnosis and Quinlan has accomplished excellent gains. He makes eye contact 99% of the time and is responding to questions. Although Quinlan still gets frustrated at times, Carla is very encouraging. Gone are the days when Quinlan resisted the sessions; now, he runs to the family vehicle in anticipation of his visits with Carla. Quinlan’s family does a great deal of work with him at home and his Mom indicates that the greatest challenge is keeping his attention and getting him to consistently respond to questions. He recently attended a re-evaluation and his assessment on formal tests fell within the normal range, although he still has some conversational difficulty.

Over the course of his therapy, Quinlan has made tremendous progress. His achievements are very impressive and Quinlan’s family is pleased that they will continue to work with Carla.

April comments, “Carla has been a wonderful resource and has provided us with a great deal of information. I credit Carla with the incredible progress that Quinlan has made. Not only is she our Speech Language Pathologist, she is our friend and has become a part of our family.”
Approximately six years ago, Mark Gulliver, Audiologist for Nova Scotia Hearing and Speech Centres determined that Austin Sewell had significant hearing loss. Prior to this, it was very frustrating for Austin in his attempt to secure a proper diagnosis. Twenty-four hours a day, Austin experienced a high-pitched noise in his ears. This was an extremely difficult time in his life and he became impatient with family and friends. Austin persisted and eventually, he was sent for a hearing assessment. This was an important day for Austin because finally, this problem was identified and solutions were discussed. Austin was fitted with two hearing aids which eliminated the buzzing, along with his frustration. Life returned to normal and once again, Austin was able to fully enjoy the company of his family and friends.

Austin remarks, “Hearing is such a gift!” He stresses the importance of becoming educated with regard to the potential dangers of noise and the impact that they can have on our hearing.

Austin sits on the Board of Directors for the Nova Scotia Hearing and Speech Foundation. He comments, “I have benefited from Mark’s knowledge and now, I would like to give something back.”

Audiology

Part of Nova Scotia Hearing and Speech Centres’ mandate is prevention.

One of our key focuses is educating the public about the dangers of noise.

Here are some facts that you should know about noise.

Noise is a silent enemy. It is so much a part of our lives that we often do not realize its presence. It surrounds our workplace and our leisure.

Think a little more about noise. It can harm you. If you are exposed to a loud noise on a continuing basis, your hearing is in danger. Protect yourself from loud noise by wearing earplugs or other protective equipment. If you have trouble hearing what others say, or, your ears are ringing, have your hearing checked by an Audiologist.

If you find yourself in a noisy environment, please give some thought as to what damage the noise can be doing to your hearing. If you have to shout over a noise, it is too loud. If your ears ring or buzz after listening to noise, it is too loud. Consider the source of the level. If the noise is caused by something out of your control, such as noise related to industry, ensure that proper hearing protection is provided and limit the time exposed to the noise.

If you suffer from or suspect that you may suffer from noise induced hearing loss or other complications such as Tinnitus, there is help. Please contact an Audiologist at a Centre nearest you.

Prevention is the key to ensure that you have hearing for a lifetime.
### Western Region

<table>
<thead>
<tr>
<th>Hospital / Centre</th>
<th>Patient Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Digby General</td>
<td>389</td>
</tr>
<tr>
<td>Queen's General</td>
<td>337</td>
</tr>
<tr>
<td>Roseway</td>
<td>506</td>
</tr>
<tr>
<td>Soldiers Memorial</td>
<td>672</td>
</tr>
<tr>
<td>South Shore Regional</td>
<td>1180 1784</td>
</tr>
<tr>
<td>Valley Regional</td>
<td>1341 819</td>
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<tr>
<td>Western Regional Health Centre</td>
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### Northern Region

<table>
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<tbody>
<tr>
<td>All Saints</td>
<td>77</td>
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<tr>
<td>Aberdeen Professional Centre</td>
<td>868 1017</td>
</tr>
<tr>
<td>Colchester Regional</td>
<td>1060 1415</td>
</tr>
<tr>
<td>Eastern Shore Memorial</td>
<td>60</td>
</tr>
<tr>
<td>Hants Community</td>
<td>659</td>
</tr>
<tr>
<td>Highland View Regional</td>
<td>1057 783</td>
</tr>
<tr>
<td>Sutherland Harris Memorial</td>
<td>262</td>
</tr>
<tr>
<td>Twin Oaks/Birches Continuing Care Centre</td>
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</table>

### Eastern Region

<table>
<thead>
<tr>
<th>Hospital / Centre</th>
<th>Patient Visits</th>
</tr>
</thead>
<tbody>
<tr>
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<td>2580 1918</td>
</tr>
<tr>
<td>Glace Bay Healthcare Corporation</td>
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</tr>
<tr>
<td>Harbourview</td>
<td>939 711</td>
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<tr>
<td>St. Martha's Regional</td>
<td>1287 557</td>
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<tr>
<td>Strait Richmond</td>
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### Central Region

<table>
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<tr>
<th>Hospital / Centre</th>
<th>Patient Visits</th>
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</thead>
<tbody>
<tr>
<td>Cobequid Multi-Service Centre</td>
<td>923 842</td>
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<tr>
<td>Dartmouth</td>
<td>1526</td>
</tr>
<tr>
<td>Halifax Community Centre</td>
<td>2711 1891</td>
</tr>
<tr>
<td>IWK</td>
<td>2434 647</td>
</tr>
<tr>
<td>IWK-Grace Site (IHSP)</td>
<td>3925</td>
</tr>
<tr>
<td>QEII Health Sciences Centre</td>
<td>3182 6414</td>
</tr>
</tbody>
</table>

The Speech-Language Pathology Department, in addition to the visits listed above, also provides contracted services in the Western and Central Regions. Including these services the total SLP patient visits are: Western Region 5393, Central Region 11,366.
Clinical Staff provided community outreach through presentations, public awareness initiatives and inservices. Among the many audiences and facilities were:

- Neurosurgery Nursing Staff, QEII
- Sport Nova Scotia, Halifax
- Halifax Infirmary, QEII
- Patients on voice waitlist, Metro
- ALS Society & Support Group
- QEII Acute Stroke Program
- Tri-Joint Congress, Toronto
- Health Professionals, QEII
- Residents Training Session, QEII/NSRC
- Eastern SLP Group
- Otolaryngology Resident Seminar, QEII
- Oncology Resident Teaching Rounds
- Eastern Shore/Musquodoboit Valley Community Health Board
- East Preston Family Resource Centre
- North Preston Daycare
- Families of Children with Autism, IWK
- Family Resource Centre, Windsor
- Parent Workshop, AAC Devices, Halifax
- Kings Technical College, Abilities Open House
- Grade 7 students at Evageline Middle School
- Nursing Staff, Middleton
- Family Matters Family Resource Centres, Annapolis & Middleton
- AVR Radio Station – Interview
- Health Fair Presentation, Digby
- RMCC Open House, Bridgewater
- Cobequid Work Activity, Aphasic Patients
- St. Martha’s Regional Hospital Mayfest
- 12th Annual Down Syndrome Conference
- Eastern Regional Palliative Care Annual Meeting
- Inverness Palliative Care Volunteers
- Inverary Manor Nursing Staff
- NSCC Early Childhood Education students
- School of Occupational Therapy, Dalhousie University
- Special Care Nursery, IWK
- NSHSC Inservice Planning Committee 2000
- Stroke Education/Rehab Committee, NSRC
- NS Integrated Stroke Strategy, Provincial Committee
- Neuro Rehab Committee, NSRC
- SHCD Practicum Committee
- Neurology Accreditation Committee, QEII
- Integrated Strategy for Stroke-Rehabilitation Subcommittee
- Accreditation QEII Oncology Program
- Board of Directors, Wee Care Developmental Centre
- IWK Health Centre Strategic Planning Process
- HCH Acute Care Improvement Team
- Dartmouth Developmental Centre
- NSISS Committee member
- Clinical Support Services Committee, Waterville
- Visions Committee, Waterville
- Bright Beginnings Early Intervention Board, Middleton
- Colchester Early Intervention Board
- Colchester Dysphagia Team Development Committee
- Cumberland Early Intervention Board
- Cumberland County ASD Team
- First Steps Early Intervention Board Member, Liverpool/Shelburne
- ALLKIDS Early Intervention Board Member
- Pictou County Day Care Board
- Pictou County Early Intervention Board
- Northern EIIS District Team Liaisons
- EIIS Regional Proposal Development Committees
- EIIS Individual Family Service Plan Working Group
- AAC Advocacy Group
- Progress Centre Admissions and Review Committee
- IWK Health Centre Cleft Palate Team
- Preschool Hearing Screenings, Sydney
- Preschool Hearing Screenings, Sydney Mines
- SHANS Representation on national “Agreement on Internal Trade” committee
- “Seminars in Newborn Hearing Screening” May 2000 workshop
- Interview Channel 10, Metro
- Otoacoustic Emission Technology Presentation to APSEA, Antigonish

International Community

Consultative Audiology services, Jamaica Association for the Deaf
- Operation Smile, Bolivia
- Operation Smile, Kenya
- AudioChina Project, Chengdu, China
- Hanen Workshops, NYC, Los Angeles, Baton Rouge
President & CEO
D. Lynn Fraser

Speech-Language Pathology
Anne Mason-Browne, V.P./Director

A.V.P./Clinical Directors
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Susan Atkinson
Sally Ann Delva
Karen Kennedy

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Stephen Anthony
Brenda Arsenault
Susan Atkinson
Angela Barkhouse-Clow
Andrea Benjamin-MacMillan
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Janine Clancy
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Raylene Delorey
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Duncan Floyd
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Mark Gulliver
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Tao Jiang
Scott Johnson
Tim Lushington
Suzette MacIsaac
Scott MacKay
Heather Maessen
Steve Maxwell
Maureen Scott
Jennifer Shea
Janet Silivacka
Susan Stuttard
Cynthia Tompkins
Janine Verge
Gordon Whitehead
Mike Williams

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Barbara Legatto-Stewart
Bonita McKenna

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Toni Saxton
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A.V.P./Operations
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Baddeck
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Halifax
NSHSC Employees and Board Members gathered for our annual staff inservice in October 2000. At that time, Service Awards were presented to the following people:

- **25 Year Service Award**
  - Helen Ashley

- **20 Year Service Award**
  - Sallyann Delva
  - Elaine Parsons
  - Glady Gates
  - Gordon Whitehead
  - Susan Stuttard
  - Olive Corning
  - Scott MacKay