

20 March 2020 – COVID-19 Update

Soundwave Hearing Care wants to ensure the safety and health of our clients, many of whom are vulnerable to illness. We ask that you reschedule your appointment if you are feeling unwell.

Our hearing clinic is suspending in-person elective and non-essential services, and only providing urgent and emergent services.

Therefore, the hearing clinic is introducing the following changes to service:

- All drop-in services at all our offices will discontinue starting Monday, March 23, 2020. Please do not come to our offices without calling beforehand. If you have an urgent or emergent need, we will do our best to address it. Please contact our offices and we will assess how we can best help. Some solutions can be provided over the phone or email. If a solution to an urgent issue requires you to come into the office, we will schedule an appointment for you.
- We highly encourage clients to NOT come in to purchase batteries. We DO encourage clients to call about getting batteries and we can mail them to you for a small cost.
- We will continue to provide our essential care to our clients who truly require hearing tests, hearing aid fittings, and hearing aid adjustments as long as clients respect the current restrictions of the Alberta Public Health Act (<https://www.alberta.ca/assets/documents/covid-cmoh-public-health-emergency-declaration.pdf>). The health advisory includes carrying out proper hand-washing and hygiene, not coming to appointments if unwell, and not coming in if one has travelled outside-of-Canada in the 14 days before the appointment. We will call clients where we can in order to discuss what the best option for each client is.

Soundwave Hearing Care wants to balance everyone's health and safety with the hearing and communication needs. During these difficult times, we still want to be available to meet your hearing needs, but still ensuring that we do not unnecessarily contribute to the COVID-19 pandemic.