



*This standard of practice is to support the PSW in providing safe, respectful, and effective personal care to the public population in a dignified and ethical approach. Standards of Practice outline the expectations of the PSW and their responsibility in the delivery of care.*

**Hearing Aid Care** – A person’s quality of life may be impacted by the loss of, ill fitted or malfunctioning of a hearing aid. Hearing Aid Care is the act of assisting or performing the insertion or removal of an aide from a person(s) ear. Turning on and off an aide as well as changing batteries as needed and cleaning of the device as per manufacturer’s instructions.

- Equipment needed for the care of a hearing aid might include but not be limited to:
- Batteries
- Cleaning brush or loop
- Storage Container
- Soft towel and washcloth
- Gloves

**A PSW may assist the person(s) with the following care for a hearing aid:**

- Always explain to the person(s) what you are going to do.
- Gather your equipment needed to clean the aid.
- Ask the person(s) if they know how to care for their aid and have them explain how they clean it. The hearing aid should be stored in the container provided when not in use.
- Always follow the manufacturer’s directions.
- Check the batteries to see if they are functioning by turning on the device to “M” or microphone position, turn the volume control to high and cup the aid in your hands. You should be able to hear a high-pitched sound. If no sound is heard, replace the battery matching the plus (+) and the minus (-) signs. Batteries usually need replacing after one week of continuous wear.
- Wash the ear mold with soap and water using a clean face cloth.
- Do not submerge or wash any other part of the hearing aid.



- Use the loop or brush provided with the aid to clean the holes in the aid of ear wax.
- Do not jam the wax deeper into the holes as this could cause damage to the aid.
- Dry the aid thoroughly.
- Assist the person(s) to insert the aid in their ear.
- Make sure the aid is turned off when you do this.
- Turn the hearing aid on. Adjust the volume gradually to a comfort level for the client. Usually this is a hearing distance of 3-4 feet away from the client. Volume controls usually adjust to a higher volume by turning the control toward the nose and to lower the volume by turning the control away from the nose. (Check the manufacturer's instructions)
- Ask the person(s) if they are comfortable and if they can hear you.
- Clean and replace the equipment.
- Discard disposable items in a plastic bag

**PSW – Personal Support Worker**

**RN/RPN – Registered Nurse/ Registered Practical Nurse**

**RHPA – Regulated Health Professions Act**

**Resources - Sheila A. Sorrentino, PhD, RN, Leighann Remmert, MS, RN and Mary J. Wilk, RN, GNC(C), BA, BScN, MN, Mosby's Canadian Textbook for the Support Worker, 3rd Edition**