Successfully Overcoming the Psychological Effects of Hearing Loss

Neil G. Bauman, Ph.D.
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More articles in the series:

Everything You Wanted to Know About Your Hearing Loss But Were Afraid to Ask
(Because You Knew You Wouldn’t Hear the Answers Anyway!)

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There’s Nothing Wrong with My Hearing!

A person asked, “What is the best way to help someone who is in denial regarding their hearing loss? The statement, ‘You need to get hearing aids’ just doesn’t work!’

It sounds to me that the real question you are asking is, “How do I knock some sense into a hard of hearing person so he will properly deal with his hearing loss instead of denying he has one?”

The short answer is, “You can’t!”

When someone tells a hard of hearing person that he has a hearing loss, it shocks him to realize that his body is not “normal” or perfect anymore. He does not want his neat little world upset, nor does he want to think he is less than normal, so a defense mechanism kicks in-denial. Studies reveal that hard of hearing people continue to deny their hearing losses for an average of seven years! Unfortunately, hard of hearing people generally keep on denying they have a hearing loss until something “big” happens that jolts them back to reality.

It is almost impossible to get through to a person in denial. This is tragic as we could save them a lot of heartache and pain—but they won’t listen. Consequently, they have to learn the hard way.

As long as a hard of hearing person is in denial (and this is very important to understand), they are not ready to accept any help. Why should they? There is nothing wrong with their hearing—and since there is nothing wrong, they don’t need any help from us or hearing aids or anything else!

That is why, until a hard of hearing person reaches the acceptance stage in the grieving process, he typically won’t get (or wear) a hearing aid. He is just not psychologically
ready to wear one yet. If a spouse nags him enough, he will get a hearing aid to get her off his back. This ploy is not often successful as he will give it a cursory trial, find some excuse for not wearing it and then dump it in the dresser drawer to be forever buried.

Not until the pain of reality becomes greater than the pain of denial, will he have any real incentive to change. This could involve losing a job or making a mistake that costs him a lot of money.

When a person is in denial about his hearing loss and refuses to listen to us, we have to be firm with him. We mustn’t make things easy for him regarding his hearing loss. We need to let him make some costly mistakes that will jolt him to reality. At the same time, we need to stand ready to help him when he comes to his senses. However, until then, it’s largely a waste of time.

Even after a hard of hearing person breaks out of the denial stage, he is not still not yet ready for all the coping strategies he can use to make his life easier. He still has to work through the bargaining stage, and when that doesn’t work, the anger stage. He soon finds that getting mad doesn’t work either, so he gets depressed. Some people remain in the depression stage for years (just like many do in the denial stage).

It is only when a hard of hearing person finally decides to do something about his depression that he slowly begins to see that life, even as a hard of hearing person, is worthwhile living after all.

Then, and only then, is he really willing to do what it takes in order to hear again. He has finally reached the acceptance stage. It is here that he will really give hearing aids a fair trial. It is here that he will read what he can about coping skills. It is here that he will join one of the hearing loss support groups such as the Hearing Loss Association of America (HLAA) (http://www.hearingloss.org/), the Canadian Hard of Hearing Association (CHHA) (http://www.chha.ca/chha/), the SayWhat Club (SWC) (http://www.saywhatclub.com/) or the Association of Late Deafened Adults (ALDA) (http://www.alda.org/).

You too, will notice a difference in him. The spring will be back in his steps and you will once again see the twinkle in his eyes!

If you or someone you know needs help with the grieving process, read on. The next article explains the grieving process.

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The original of this article is on the Center’s website at http://hearinglosshelp.com/blog/theres-nothing-wrong-with-my-hearing/.
Grieving for Your Hearing Loss

Robin was a normally-hearing, 21-year-old young woman when she went to sleep at a friend’s house. She awoke the next morning totally deaf. She relates, “I walked out of my friend’s house to get a ride home—they lived on a highway—and I saw a tractor-trailer go whizzing by, but there was no sound, just trees, leaves and grass bending and swaying as the truck raced past me. The lack of sound just did not compute to my brain. I was numb.” The shock of her mysteriously losing her hearing overnight turned Robin into a zombie as she struggled to deal with her grief.

What Is Grief?

Grief is intense emotional suffering caused by a significant loss in our lives. We value our hearing. Therefore, we quite naturally grieve when we lose it. Our grief shows that we recognize we have a hearing loss and that we are powerless to restore it.

Grieving actually is a process we work through, not a state of being. The grieving process is a natural, necessary, healthy condition that includes a number of emotional safety valves to release the pressure so we don’t “blow up.”

No one denies that grieving is painful. When we squarely face our hearing loss, the waves of emotions and feelings we call grief flow over us. Like the waves of the sea, this grieving process can’t be rushed or turned back. These waves of grief will wash over us for some time. Fear, sadness, crying and thinking about our loss are all normal expressions of grief.
The Rest of the Family Needs to Grieve Too

When hearing loss hits one family member, it affects everyone in the family, not just the person with the hearing loss. Typically, the other family members miss the free and easy (and intimate) conversations they used to have. This saddens and sometimes angers them. Thus, just as for any other kind of loss, they too have to grieve this loss.

Be aware that when parents discover that their child has a hearing loss, it can hit them hard—almost as if their child had died. In fact, this is exactly what they may feel—that the “normal” hearing child they gave birth to has “died,” leaving in its place a “deaf” child. Thus, their grief is very real, and they need time to grieve.

Hearing loss in the family can hit children hard too. When sudden severe hearing loss hit the mother in one family, her young daughter had a tough time dealing with it. Her daughter remembers the day her mother was taken to the hospital. She sadly laments, “Mommy came back a different mommy. I lost my old mommy. This mommy can’t hear. I want my old Mommy back!” Because she did not have proper support, this little girl regressed. She became a bed wetter, and began to have temper tantrums. Thus, when hearing loss hits a family, never forget the needs of the children. They need an external support network to help them through their grief. This is because when parents are mired in their own grief, they cannot effectively help their children.

If hearing loss hits a spouse, and both do not grieve this loss of communication, it often causes a great strain in the marriage. In fact, unless they work through the grieving process, many marriages do not survive.

Part of the problem is that since both marriage partners need to grieve, they are not available to support each other. The person with the hearing loss is busy grieving and needs support. However, the person they turn too in their grief—their husband or wife—is also grieving, and thus cannot effectively help them. Thus, it is vital that both the hard of hearing spouse and the hearing spouse each have their own support networks to help them successfully navigate the grieving process.

This is what “Sally” and “Bill” did. Sally writes, “Bill and I couldn’t support each other in the beginning. We were weighed down by our sadness and grief. It was like we were sinking because the two of us together were too heavy for our boat. At this point, I turned to my friends, and Bill turned to his. As a result, we stayed together, but we really did have to go outside of our marriage for support.”
The Stages of Grief

When we lose some of our hearing as adults, many of us experience the same emotional shock and grief we would if we learned that we had a terminal illness. In her book On Death and Dying (1969), psychiatrist Elisabeth Kubler-Ross explains the five stages of grieving that terminally-ill people go through—denial, anger, bargaining, depression and acceptance. People with hearing loss advance through these same five stages of grief as they say goodbye to the hearing they once enjoyed and prepare themselves for their new lives as hard of hearing people.

Each of us progress through these stages at our own pace. For some it may take a few days. For others, it may take several years. Realize that this is not a cut and dried process. We are not necessarily in only one stage of the grieving process at any given time. We can be in denial in one aspect of our hearing loss, while perfectly accepting of it in another aspect. Likewise, we can be angry over one area affected by our lack of hearing, and be depressed in another area at the same time.

Furthermore, we may skip one or more of these stages of grief, or go through them in a different order. Also, we may regress and go through certain stages all over again, especially if we have progressive hearing losses. For example, “Jerri” explained, “I’m still in the grieving process. The problem is that anytime I get better and start to lead a normal life, my hearing gets worse, and down I go again! It’s been a hectic emotional roller coaster.”

Since hearing loss affects everyone in the family, they all also need to grieve. In fact, failure to do this destroys families. Read how important it is that The Rest of the Family Needs to Grieve Too.

Now, here are the five stages of grief and how they may affect us as we progress through them.

Denial

The news shocks us. We express disbelief. “It can’t be!” “They’re wrong!” “It’s not me they are talking about!” “Someone made a mistake!” “I don’t have a hearing loss!”

Denial is our first, and perfectly natural, reaction when faced with the shocking news we have a hearing loss. Often, it is too painful for us to accept that we will never again hear better than we do now.
Consequently, we may be shocked numb. The shock temporarily anaesthetizes us—gives us a brief escape from reality. We show little emotion. This shock stage may last anywhere from a few minutes to a few hours to a few days, and in some cases, such as a gradual hearing loss, for several years.

By temporarily blocking out our loss, we give ourselves time to adjust more gradually to our new reality. We need denial temporarily, but we must not linger on it.

Eventually, it becomes obvious to us that we really do have a hearing loss and that we cannot deny it any longer. Our next reaction is to deny its permanence. Now, instead of saying, “I don’t have a hearing loss,” we tell ourselves and others that our hearing losses are just temporary. Soon a doctor will discover a miraculous cure and we will be able to hear normally again.

This is exactly how “Susie” felt. She wasted 15 precious years mired in the denial stage. She explains, “My 15-year denial period was founded on my subconscious belief that if I accommodated my hearing in any way, I would lose my chance at the miraculous recovery I felt was right around the corner.”

The denial stage can be, and often is, carried to extremes. For example, a wife may point out to her husband that he missed most of the conversation at the meeting they just left. “Nonsense,” he retorts, “I just didn’t want to listen to that old windbag anyway!”

Anger

Once we admit we have a hearing loss, we often experience rage or anger, and even envy and resentment. We ask, “Why me?” “It just isn’t fair!” “What did I do that God is punishing me with a hearing loss?”

In our anger, we may become stubborn, rebellious, abusive and destructive. We may deny these negative traits in ourselves, and instead, project them upon others.

In this state of mind, we may lash out at everyone and everything. If you are a family member, don’t take it personally. This is a process your loved one must work through.

Bargaining

After we quit denying our hearing loss and after our anger has subsided, we may try to bargain with ourselves, with others or with God for the return of our hearing. We are more inclined to bargain if we do not perceive our hearing loss as being permanent.
Depression

Denial has not worked. Anger has not worked. Bargaining has not worked. Thus we conclude that nothing works. We finally realize that our hearing loss is real and cannot be reversed. This depresses us. This stage represents a kind of giving up the fight. We acknowledge it is futile to continue fighting.

We may feel varying degrees of sadness, loneliness and despair. We may feel that life is not worth living any more. We may wish we were dead. We may say to ourselves, “I couldn’t care less.” Thus, our usual activities lose their importance. Our hearing losses make us feel insecure and isolated. Consequently, we withdraw from many social situations.

Eventually, however, we take steps—perhaps tiny ones at first—toward becoming involved in life again. We may begin to fantasize, and in our dream world, put ourselves into many different situations to see how we can fit in. This is a positive step. As we meet each new little challenge, we learn to handle our depression, and amazingly, our depression begins to lift. We realize that we can now see the daylight at the end of the tunnel.

Acceptance

The final stage is acceptance. In this stage, we now concentrate more on the future than sorrowing over the past. It is in this stage that we begin to look for ways to successfully cope with our hearing losses. It is only at this stage that we are really ready to investigate whether hearing aids will help us hear better.

Where Hearing Aids Fit into the Grieving Process

You come home with the shocking diagnosis—you have a hearing loss. The first reaction of your hearing family members is to pressure you into getting hearing aids.

Family members, resist this temptation. This is not the right time for a person with hearing loss to get hearing aids. The truth is, multitudes of hearing aids lay abandoned in dresser drawers—unwanted and unused—because family members pressured hard of hearing people into getting hearing aids before they were ready. Let me explain why in relation to the grieving process.

Denial: Your wife drags you in to have your hearing tested, and hopefully fitted with hearing aids. However, as far as you are concerned, it is a total waste of time because you know you still hear perfectly fine, so you don’t need hearing aids.
Family member, put yourself in the hard of hearing person’s shoes. Would you wear hearing aids if you “knew” your hearing was still okay? Of course not! Thus, if you “force” your spouse to get hearing aids, he will often just give his new hearing aids a cursory trial, take them home, toss them in a dresser drawer, and forget all about them.

**Anger:** In this stage you are mad! When you are mad, you are not thinking rationally. You notice that people aren’t speaking up. It’s them, not you. You don’t need hearing aids! People just need to learn to speak up properly!

**Bargaining:** You have now accepted the fact that you have a hearing loss, but you “know” this loss is going to be temporary. You are going to work a deal with the doctors, or maybe even with God Himself, to get your hearing back. Since your hearing loss is going to be temporary, why should you waste good money buying hearing aids?

**Depression:** When none of the above works, you become depressed. Since you are depressed, you feel that life is no longer worth living, so what difference does it make whether you hear better or not? Thus, you still won’t bother with hearing aids.

**Acceptance:** Finally, however, you begin to realize that you want to live life to its fullest. It is at this point that you are ready to do what you need to do in order to hear better. Now is the time for you to hurry to your audiologist for your new hearing aids, because now you are finally ready, and willing, to wear them.

Unfortunately, no matter how well we cope with our hearing losses, there will always be some activities we just won’t be able to handle as before. Thus, our lifestyles will change, but they need not be any less worthwhile or rewarding.

We have reached the acceptance stage when we freely admit, “There is something wrong with my hearing, not with me. I am okay. Only my hearing is impaired, not my intelligence. I may not feel good about being hard of hearing, but I do feel good about myself. I don’t want to miss out on things any more. Even if I can’t hear very well, I still want to enjoy life to its fullest. I am going to live again!”

The preceding information was taken from Dr. Neil’s book *Grieving for Your Hearing Loss—The Rocky Road from Denial to Acceptance*. This short book has helped many. For example, “Nora” wrote, “A few months ago I ordered Dr. Neil’s book on grieving. I really cried when I read it—good tears! I felt as if someone finally understood what I was going through. He is so right! We do need to work through the various stages of grieving.”
“Cindy” said, “I just read Neil’s book on grieving and found it to be extremely helpful since I seem to be losing my hearing by drips and drabs. I keep going through this grieving process over and over and over—every time my hearing decreases.”

“Wendy” declared, “I wholeheartedly recommend this book. It helped my husband and me. One of the things I realized was that my husband and I were so stuck in our sadness and grief that we couldn’t see the forest for the trees.”

“Daisy” exclaimed, “Neil, I just finished reading your book Grieving for Your Hearing Loss. It was great!” She added, “At first I didn’t think this book was for me, but as I read on, I saw a description of myself! I have recently entered the acceptance stage. Things have been changing for the better ever since.”

Things can change for the better for you too! To learn more about how to successfully grieve for your hearing loss and become excited about living again, read the third edition of my book Grieving for Your Hearing Loss—The Rocky Road from Denial to Acceptance. You would also do well to read my book, Keys to Successfully Living with Your Hearing Loss. It covers the essential keys you need in order to successfully adjust to living as a hard of hearing person. (See ordering information at the back.)

The original of this article is on the Center’s website at http://hearinglosshelp.com/blog/grieving-for-your-hearing-loss/.
A person explained, “I recently lost a lot of my hearing. Now I feel so alone. My family and friends just don’t understand what I am going through. I don’t know anyone else who is hard of hearing. Where can I go to receive the understanding, support and friendship I crave so badly?”

Excellent question. You are not alone in your feelings. There are millions of people who feel just like you. I used to be one of them, but no longer. Now I have hundreds and hundreds of hard of hearing friends all over the world that I chat with daily. You can too! Let me explain.

Hearing loss generally throws us off balance. We become lopsided people in a strange world we didn’t ask for. Like all people, we need love, care and support for our emotional wellbeing. People with normal hearing get most of this from their day-to-day interactions between family, friends and co-workers.

Our problem is that hearing loss often puts an end to this. Without good hearing, we no longer hear or participate in these important interactions. Our once-balanced world is shattered. When we cannot communicate freely and easily, we are generally ignored and end up isolated and alone. We feel emotionally bereft. Without emotional support we cannot function effectively. As a result, we withdraw from society. Very often, we become bitter and cloaked in deep, dark depression.
This is the way it is for untold numbers of hard of hearing people. It does not have to be this way. I have good news for you. We can find love, acceptance and support again even though we are hard of hearing.

One of the greatest blessings for hard of hearing folk was the development of the Internet and associated technology. This paved the way for on-line caring communities of hard of hearing people in the past few years. The most caring and supportive on-line group for hard of hearing people is without a doubt the SayWhat Club.

What makes the SayWhat Club so effective? It is nothing esoteric. Rather, it is simply that we meet together daily as one big family to laugh together, to cry together, to support each other, to love each other, and to have fun with each other.

People join the SayWhat Club depressed, “bummed out” and desperately hurting. Then, with the gentle loving support they receive daily, they begin to change. This change comes slowly at first, then faster and faster. Finally, they blossom into the beautiful people that they once were.

One of the secrets of the SayWhat Club is that we genuinely support each other. This support is not cold, clinical and theoretical, but rather, it is warm, caring and practical. We chat like we are brothers and sisters, and indeed soon we become just that, an on-line warm, loving, supportive family.

It is here that we do not miss a single word. We read the chats instead of straining to hear (and ending up missing most of it). It is here that we are built up and made to feel important again. It is here that we learn we are useful people after all in spite of our hearing losses. It is here that we form deep and lasting friendships. Make no mistake about it, these friendships are very real. Our friends are not just cyber-friends, but real flesh and blood friends whom we travel great distances to meet so we can be together.

You may even find true romance in the SayWhat Club. I know I did. I met my wife there. Our SayWhat Club family was at our wedding. This is the kind of group it is. You may find your true love here too.

One of the hardest things to do is to get hard of hearing people to quit secluding themselves and re-enter the hearing world. Without loving care and support this does not happen.

Those fortunate few hard of hearing people that join the SayWhat Club often become shining examples of the power of such care and support. Not only does their depression lift, but their attitudes change as they learn to live successful lives in the hearing world.
How does this happen? Each day we get battered by a society that expects us to hear whether our ears work or not. We arrive home emotionally drained. As a result, each day we look forward to the rejuvenating on-line chats with our hard of hearing family in the SayWhat Club. We take courage and strength from each other. This daily recharge lets us carry on and continue to be productive members in our families and in society.

The SayWhat Club is our lifeline. It helps rejuvenate our emotional system. It returns us to an even keel. In short, it helps put the balance back in our lopsided world.

If you would like more information about the SayWhat Club, visit our web site at http://www.saywhatclub.com or email us at info@saywhatclub.com. We’d be glad to have you join us! I think you will be glad too.

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The original of this article is on the Center’s website at http://hearinglosshelp.com/blog/hope-for-lonely-hard-of-hearing-people-bringing-balance-to-our-lopsided-world/.
Good Books on Hearing Loss

Books in the series:

*Everything You Wanted to Know About Your Hearing Loss But Were Afraid to Ask*
*(Because You Knew You Wouldn’t Hear the Answers Anyway!)*
by Neil G. Bauman, Ph.D.

If you have enjoyed these articles and would like to learn more about tinnitus or Musical Ear Syndrome, or about hearing loss and how you can successfully live with it, you may be interested in some helpful books by Dr. Neil. Each book is packed with the things you need to know in order to thrive in spite of your various hearing loss issues. To order any of these books, open your browser and go to http://hearinglosshelp.com/shop/category/books/.

*Ototoxic Drugs Exposed—The Shocking Truth About Prescription Drugs, Medications, Chemicals and Herbals That Can (and Do) Damage Our Ears* ($52.45; eBook $39.95)

This book, now in its third edition, reveals the shocking truth that many prescription drugs can damage your ears. Some drugs slowly and insidiously rob you of your hearing, cause your ears to ring or destroy your balance. Other drugs can smash your ears in one fell swoop, leaving you with profound, permanent hearing loss and bringing traumatic change into your life. Learn how to protect your ears from the ravages of ototoxic drugs and chemicals. Describes the specific ototoxic effects of 877 drugs, 35 herbals and 148 chemicals (798 pages).
When you realize you are hearing phantom sounds, you immediately think that something has gone dreadfully wrong “upstairs”—that you are going crazy. Because of this, few people openly talk about the strange phantom voices, music, singing and other spooky sounds they hear. This book, the first of its kind in the world, lifts the veil on “Musical Ear syndrome” and reveals numerous first-hand accounts of the many strange phantom sounds people experience. Not only that, it explains what causes these phantom sounds, and more importantly, what you can do to eliminate them, or at least, bring them under control (178 pages).

Take Control of Your Tinnitus—Here’s How
($29.95; eBook $22.99)

If your ears ring, buzz, chirp, hiss, click or roar, you know just how annoying tinnitus can be. The good news is that you do not have to put up with this racket for the rest of your life. You can take control of your tinnitus. Recent studies show that a lot of what we thought we knew about tinnitus is not true at all. Exciting new research reveals a number of things that you can do to eliminate or greatly reduce the severity of your tinnitus so that it no longer bothers you. This totally-revised, up-to-date and expanded 7th edition contains the very latest in tinnitus research and treatment. In this book you will learn what tinnitus is, what causes tinnitus and things you can do to take control of your tinnitus (356 pages).
Good Books on Hearing Loss

Good Books on Hearing Loss

Keys to Successfully Living with Your Hearing Loss ($19.97; eBook $15.49)

Do you know: a) the critical missing element to successfully living with your hearing loss? b) that the No. 1 coping strategy hard of hearing people instinctively use is wrong, wrong, wrong? c) what the single most effective hearing loss coping strategy is? d) how you can turn your hearing aids into awesome hearing devices? This book addresses the surprising answers to these and other critical questions. Applying them to your life will put you well on the road to successfully living with your hearing loss (84 pages).

Say Good Bye to Ménière’s Disease—Here’s How to Make Your World Stop Spinning ($21.95; eBook $16.49)

Ménière’s disease is one of the more baffling and incapacitating conditions a person can experience. If you suffer from your world spinning, have a fluctuating hearing loss, tinnitus and a feeling of fullness in your ears, this book is for you. It details what Ménière’s disease is like; explains the recent breakthrough into the underlying cause of Ménière’s; and shows you how, at last, you can be free from the ravages of this debilitating condition. Each page is packed with practical information to help you successfully conquer your Meniere’s disease. Join the hundreds and hundreds of people whose worlds have now stopped spinning (128 pages).
Grieving for Your Hearing Loss—The Rocky Road from Denial to Acceptance ($12.95; eBook $9.95)

When you lose your hearing you need to grieve. This is not optional—but critical to your continued mental and physical health. This book leads you through the process of dealing with the grief and pain you experience as a result of your hearing loss. It explains what you are going through each step of the way. It gives you hope when you are in the depths of despair and depression. It shows you how you can lead a happy vibrant life again in spite of your hearing loss. This book has helped many (56 pages).

Help! I’m Losing My Hearing—What Do I Do Now? ($18.95; eBook $14.49)

Losing your hearing can flip your world upside down and leave your mind in a turmoil. You may be full of fears, wondering how you will be able to live the rest of your life as a hard of hearing person. You don’t know where to turn. You lament, “What do I do now?” Set your mind at rest. This easy to read book, written by a fellow hard of hearing person, is packed with the information and resources you need to successfully deal with your hearing loss and other ear conditions. (116 pages).
When Hearing Loss Ambushes Your Ears—Here’s What Happens When Your Hearing Goes on the Fritz ($14.95; eBook $11.95)

Hearing loss often blind-sides you. As a result, your first step should be to learn as much as you can about your hearing loss; then you will be able to cope better. This most interesting book explains how your ears work, the causes of hearing loss, what you can expect to hear with different levels of hearing loss and why you often can’t understand what you hear. Lots of audiograms and charts help make things clear. You will also discover a lot of fascinating things about how loud noises damage your ears (88 pages).

Talking with Hard of Hearing People—Here’s How to Do It Right! ($9.95; eBook $7.95)

Talking is important to all of us. When communication breaks down, we all suffer. For hard of hearing people this happens all the time. This book is for you—whether you are hearing or hard of hearing! It explains how to communicate with hard of hearing people in one-to-one situations, in groups and meetings, in emergency situations, and in hospitals and nursing homes. When you use the principles given in this book, good things will happen and you will finally be able to have a comfortable chat with a hard of hearing person (38 pages).
**Supersensitive to Sound? You May Have Hyperacusis** ($9.95; eBook $7.95)

If some (or all) normal sounds seem so loud they blow your socks off, this is the book you want to read! You don’t have to avoid noise or lock yourself away in a soundproof room. Exciting new research on this previously baffling problem reveals what you can do to help bring your hyperacusis under control (42 pages).

**Here! Here! You and Your Hearing Loss/You and Your Hearing Aids** ($12.95; eBook $10.95)

You can order any of the foregoing books/eBooks (plus you can read more than 800 other helpful articles about hearing loss and related issues) from the

**Center for Hearing Loss Help**

web site at

http://hearinglosshelp.com

or order them from the address below

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