

Allied Health Media	AudiologyOnline
<h2 style="margin: 0;">Counseling & Support for Children with Hearing Loss</h2> <p style="margin: 10px 0 0 0;">Presenter: Jane R. Madell, PhD, CCC A/SLP, LSLS Cert AVT</p> <p style="margin: 10px 0 0 0;">Moderator: Carolyn Smaka, AuD, Editor in Chief, AudiologyOnline</p>	

Allied Health Media	AudiologyOnline
<ul style="list-style-type: none"> • Technical Assistance: 800-753-2160 • CEU Total Access members can earn credit for this course <ul style="list-style-type: none"> ○ Must complete outcome measure with passing score (within 7 days for live webinar; within 30 days of registration for recorded/text/podcast formats) • Questions? Call 800-753-2160 or use Contact link on AudiologyOnline.com 	

Allied Health Media	AudiologyOnline
<p style="margin: 0;">This handout is for reference only. It may not include content identical to the powerpoint.</p>	

COUNSELING AND SUPPORT FOR CHILDREN WITH HEARING LOSS

AUDIOLOGY ONLINE
2/4/15

Jane R. Madell, PhD,
CCC A/SLP, LSLS Cert AVT
www.JaneMadell.com



Learning Objectives

As a result of this continuing education activity,
participants will be able to:

1. Talk to children about hearing loss
2. Help children describe feelings about being a child with hearing loss in a mainstream school
3. Help children advocate for themselves about issues related to hearing loss

Jane@JaneMadell.com www.JaneMadell.com



What Is The Issue?

- Most children with hearing loss are now educated in mainstream settings
 - Advantages of mainstream education
 - Normal language models
 - Normal developmental, academic and social expectations
 - Better opportunities as adults
 - Disadvantages
 - They do not have significant contact with other children with hearing loss
 - May have more limited social opportunities

Jane@JaneMadell.com www.JaneMadell.com



What Kind Of Support Do Children With Hearing Loss Need?

- Mainstreamed kids
 - Higher academic goals
 - Better language models
 - Frequently isolated
 - May not know other kids with HL
 - Friends may not understand HL
 - As they get older, social issues can become significant
- Kids in special education
 - Less isolated
 - Lower expectations
 - Need assistance dealing with people outside of school
 - Depending on school program, may not be able to communicate with most people outside of small community



Jane@JaneMadell.com www.JaneMadell.com

Types Of Counseling

- Informational counseling
- Support counseling



Jane@JaneMadell.com www.JaneMadell.com

Informational Counseling

- Providing information about hearing loss and management
 - Little of no information about feelings and emotions
- Parents are counseled at diagnosis
 - Children are too young to be counseled at that time
- As kids get older, we need to provide the same info to kids
 - Understand the audiogram
 - Degree and type of HL
 - Effect of HL on language, academics, literacy
 - Advocacy



Jane@JaneMadell.com www.JaneMadell.com

Issues

- Social skills are dependent on language skills.
 - Children socialize well with other children as long as they have the language to communicate well
- As children get older and more aware of hearing loss and the fact that they are “different” they begin to resist things that can help
 - FM, Therapy, advocating for themselves
- Children with disabilities may experience bullying
 - What can we do to help our children deal with bullying?

Jane@JaneMadell.com www.JaneMadell.com



10

HOW DO WE PROVIDE SUPPORT TO PARENTS

Jane@JaneMadell.com www.JaneMadell.com



11

Supporting Parents

- Most hearing loss is now identified at birth
 - Advantages
 - Listening age = Chronological age
 - Children can be fit with technology and start therapy early
 - Language delays can be eliminated or minimized
 - Disadvantages
 - Parents do not get to know and love the child before having to deal with the disability

Jane@JaneMadell.com www.JaneMadell.com



12

Client-centered Counseling

- Client-centered counseling in the diagnostic process begins at this initial contact with the parent or child.
- If the child is being identified at birth, parents will not have observations or information about the baby to share
- If the child is being diagnosed later, the parents have likely compiled a list of experiences and observations about their child.
- Parents need the opportunity to share anything they feel may be important.
- They need to be allowed a chance to tell their story
 - What have they observed?
 - What do they suspect?

Jane@JaneMadell.com www.JaneMadell.com



13

Involving Parents in Diagnostics

- Active involvement of the parents in the diagnostic process
 - diminishes the **denial mechanism** and
 - strengthens the bond between the audiologist and the parents.
- Parental satisfaction with follow up testing of children who failed newborn hearing screening is a function of parents being **empowered as partners** in the process.
- This may be difficult in a school setting but parents should be given the opportunity to participate in evaluations.

Jane@JaneMadell.com www.JaneMadell.com



14

The Parents Have A Vital Role

- Involve the family **actively** in the test procedure.
- Engage the family as much as possible in eliciting or scoring responses.
- Have the family participate fully in the evaluation.
- When parents fully understand testing they can better deal with getting children to cooperate.
- **Ideally, the interpretation of test results will be made together.**

Jane@JaneMadell.com www.JaneMadell.com



15

Steps To Including Parents As Co-Diagnosticians

- Encourage the parent to be at your side during
 - Let parent's see what the child responds to with and without technology.
- In corroborative testing in the sound booth have one parent sit with you if possible.
 - Describe what you are looking for
 - Enlist his or her help in observing the child's responses.
- In speech-language-educational evaluations let parent observe testing and comment on performance
 - Parents are often surprised with difficulties children have in testing because they are not seen at home
 - Demands at home may be less
 - Parents may anticipate what the child needs not requiring the child to listen

Jane@JaneMadell.com www.JaneMadell.com



16

Steps To Including Kids As Co-Diagnosticians

- Discuss the reason for each test
- Discuss expectations
 - What is "good enough"
 - Is the score on a speech perception test good enough?
 - Would it be good enough on a math test?
- Remember, kids with HL do not know what they are missing
- Talk about how test results will impact different school activities
- Discuss reasonable expectations
- Talk about the concept of the "Listening Bubble" and what it means for school functioning

Jane@JaneMadell.com www.JaneMadell.com



17

The Listening Bubble

Jane@JaneMadell.com www.JaneMadell.com



18

Bubble in the Classroom

Jane@JaneMadell.com www.JaneMadell.com



19

Discussing Understanding Speech

- Speech perception test results are usually described in percent – but not all people really understand the concept of percent loss
- Describe the results in terms of a number of pieces missing from a picture puzzle.
 - 12 pieces missing from a 100 piece puzzle
 - 30 pieces missing from a 250 piece puzzle
 - 60 pieces missing from a 500 piece puzzle
 - Will you be able to understand the picture?

Jane@JaneMadell.com www.JaneMadell.com



20

Counseling Parents Initially

- All decisions are based on the parents desires
 - Parents need to be educated about the choices
- How do clinicians empower parents at this stage?
 - We help parents identify **their** goals for their child.
 - Where do you want your child to be at age 10, 20 etc
 - Provide information about **all** options and what they mean.
 - Be honest, all options are not equal
 - Different expectations for children in an auditory program vs a sign program



Decision Making

- Families need to make their own decisions
 - “What is your goal for your child?”
 - “What does it take to get there?”
- When we make decisions for the family
 - Sends messages that the parent is not competent/able to handle certain situations.
 - Successful outcomes are attributed to the professional rather than family
 - Family does not learn to become responsible for decisions and for doing what it takes to help child succeed



Helping Kids Make Decisions

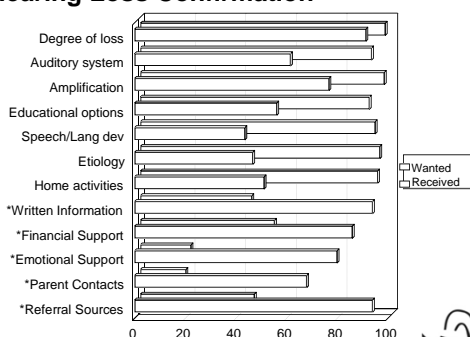
- Help kids understand effect of not hearing
 - What happens when you do not hear
 - In school
 - Socially
- Short vs long term considerations
- “What is your long term goal for yourself?”
 - “What do you want to be when you are grown up?”
 - “What does it take to get there?”



Jane@JaneMadell.com www.JaneMadell.com

23

Information Wanted vs. Received by Parents at Hearing Loss Confirmation



Martin, George, O'Neal, & Daly (1987); *Sweetow & Barrager (1980)
Jane@JaneMadell.com www.JaneMadell.com

24

How Do We Deal With Difficult Decisions

- “I can see that you are having a hard time with this decision.”
- “Can you tell me more about why this decision is so difficult?”
- Do you have questions I can answer to help you make a decision?
-



Counseling About Habilitation

- Routinely and actively engage both parents and kids in dialogue about goals, and progress
- Effective dialogue requires clinician to
 - Help everyone define success
 - Discuss what it takes for success
 - Know normal speech, language, auditory, and cognitive development
- Listen to parents and to kids. Recognize their stress and let them talk about it.
 - Arrange support
 - Counseling
 - Parent to parent
 - Kid to kid
 - Validate feelings



Parent Support Groups

- Advantages
 - Communicating with people who have been through the same experience
 - Audiologist, teachers, SLP, AVT and physician have not had the experience personally
- Types of groups
 - Newly diagnosed parent groups
 - Topic based
 - How to maximize your child's speech and language
 - Transitioning to school
 - Mother's group
 - Father's group
 - Grandparent's group
 - Siblings group

Jane@JaneMadell.com www.JaneMadell.com



Scheduling Parent Groups

- During therapy
- Evenings
- Afternoons
- Weekends
- Occasional vs monthly vs weekly

Jane@JaneMadell.com www.JaneMadell.com



The Counseling Role And Older Children



COUNSELING CHILDREN

- We counseled parents at diagnosis
- When do we start counseling children?
 - First showing grief about HL at 8-9 years
 - We need to address grief in children
- What do we need to talk to children about?
 - Informational counseling
 - Support counseling
 - Feelings about hearing loss
 - Social issues related to hearing loss
 - Self advocacy
 - It's okay to ask for help
 - Give them permission to grieve

Jane@JaneMadell.com www.JaneMadell.com



How Do We Counsel Kids?

- Discuss test results at the time of the evaluation
 - Understanding the audiogram
 - Describe what the hearing loss means
 - Discuss how this effects listening every day
 - Effect of HL on academics
 - Long term effects of HL
 - How does technology help
 - Be careful not to provide too much information
 - Judge what the child wants to know
 - “Tell me what you want to know about your hearing loss”



Jane@JaneMadell.com www.JaneMadell.com

31

Support Counseling

- Answer kids questions
 - “When will I be old enough not to need hearing aids?”
 - “Will it go away?”
 - “Will it get worse?”
 - “What will happen if I don’t wear hearing aids?”
- Respect a child’s wish not to discuss anything



Jane@JaneMadell.com www.JaneMadell.com

32

Support Groups for Kids

- With today’s technology, most children are educated in mainstream settings.
- They may not have contact with other children with hearing loss
- Organize support groups for children with hearing loss
 - Gives them the opportunity to have peers who have the same experiences
 - Gives them someone else who understands
 - Gives them the opportunity to say what they feel
 - Don’t have to worry about upsetting parents
 - Don’t have to worry about what classmates think
 - Don’t have to worry about what teachers think



Jane@JaneMadell.com www.JaneMadell.com

33

KIDS SUPPORT GROUPS

- Pizza Party
- Group by age and communication mode
- Don't worry about degree of HL
- Intro
 - Name
 - Age
 - Grade
 - Degree of hearing loss
 - Type of technology
 - Favorite activity

Jane@JaneMadell.com www.JaneMadell.com



34

Rules for the Group

- Everything we say here stays here
- Respect what everyone says
- Only one person talks at a time
- Go around in a circle
- If you do not understand, ask for clarification
- No one has to speak if s/he doesn't want to

Jane@JaneMadell.com www.JaneMadell.com



35

Topics

- Tell me something funny about having a hearing loss
- Name 5 things friends and family know about you?
 - Is HL included?
 - Where on the list does it fall?
- Is there anything good about having a hearing loss?
- What are the problems about having a hearing loss?
 - Go around in a circle first just listing the problems
 - What can we do to improve this problem
 - Group suggestions about solving individual problems
- Social issues
- Bullying, teasing

Jane@JaneMadell.com www.JaneMadell.com



36

Counseling Issues with Children

- Denying the hearing loss
 - Concern about expense of getting hearing aids
 - Fear of ridicule from siblings or other children
 - Peer pressure
- Refusal to wear hearing aids or FM
 - With young children, often related to the attitudes of parents
 - With older children, often related to attitudes of peers
- Talk with parents and kids about their concerns about their child wearing hearing aids.
 - Provide support and sympathy
 - What is the effect of your child not wearing a hearing aid? How will that effect his speech, language and learning?
 - What is your goal for your child? Where do you want him to be when he is 5, 10, 20 years old?
- Interference from grandparents, siblings etc.

Jane@JaneMadell.com www.JaneMadell.com



37

Helping Children Talk About Problems Listening

- Ask the child about his/her concerns:
 - *Do you only hear part of what is said sometimes?*
- Encourage the parents to share their concerns.
 - *What have they observed?*
 - *What behavior under what conditions?*
 - Have child present to hear
- Discuss that everyone has problems hearing sometimes.
 - *Let's discuss where you have trouble hearing and we will see what we can do to make it better.*

Jane@JaneMadell.com www.JaneMadell.com



38

Helping Older Children and Teenagers Understand Hearing Loss

- Test speech perception in the loud speaker
 - At normal conversation (50 dBHL)
 - At soft conversation (35 dBHL)
 - In competing noise (babble) at +5 or 0 SNR)
- These speech perception results will more clearly illustrate the hearing problem to the parents and child than the pure tone testing.
- Talk about how this makes you feel
 - "I know this is difficult. I am sorry you have to do this."
 - Let the child express frustration

Jane@JaneMadell.com www.JaneMadell.com



39

Approaching Teenagers

- Discuss speech perception results in each test condition
 - Normal and soft conversational levels
 - Quiet and noise
 - Pieces of the puzzle missing
 - Most difficulty when new or complex information is being presented (like school)
 - More fatiguing –you are doing extra work just to hear whereas other students only have to listen and understand
 - What do other students think?
 - The effects of a hearing loss can be subtle but WILL be noticed by others

Jane@JaneMadell.com www.JaneMadell.com



40

Approaching Teenagers

- Talk about lifelong impact of HL
 - Adults with hearing loss who wear hearing aids make 50% more during their lives than those with hearing loss who don't wear hearing aids and try to 'get by'
 - About 30% of people in prison have hearing loss meaning people who don't hear everything and choose to not do something about it can end up making bad choice

Jane@JaneMadell.com www.JaneMadell.com



41

Self-Concept

- Internalizing others' reactions to self
- Children not ready to "tune out" those reactions
- Children with hearing loss may have relatively poor self-concept
- Children with hearing loss may have fewer opportunities for peer interactions
- Less practice to learn "social rules"
- May interpret social interactions inaccurately
- The better a child hears, the better they are likely to communicate, resulting in better self concept

Jane@JaneMadell.com www.JaneMadell.com



42

Self-Concept and the HA Effect

- It is the wearing of the device which 'amplifies' the difference between child and peers
- Children with hearing loss may have fewer opportunities to socialize

Jane@JaneMadell.com www.JaneMadell.com



Experience With Self Expression

- Make sure children with HL have the vocabulary to express their emotions
- Talk about emotions
- Help them learn to recognize emotions in others.

Jane@JaneMadell.com www.JaneMadell.com



Social Competency (Greenberg & Kusch, 1993)

1. Good communication skills
2. Capacity to think independently
3. Capacity for self-direction, self-control
4. Understanding feelings of others
5. Flexibility
6. Ability to tolerate ambiguity, frustration
7. Maintain healthy relationships

Jane@JaneMadell.com www.JaneMadell.com



Child Peer Relationship Scale

- Not a test!
- Eight discussion points to broach topic of friendship development

Mostly,
other kids
like me

☒

Jane@JaneMadell.com

Sometimes
other kids
don't like
me

☐

www.JaneMadell.com

Other kids
don't really
like me

☐


- I like school / School's OK / I don't like school.
- I have some good friends at school / I have one good friend / I don't have a good friend at school.
- I have a best friend / I sort of have a best friend / No one is really my best friend.
- I usually see friends after school / Sometimes I see friends after school / I don't see friends after school

Jane@JaneMadell.com www.JaneMadell.com



- No one teases me about my HL / Sometimes kids tease me / Other kids tease me a lot
- I know other kids with HL / I know one other kid / I don't know other kids with HL
- I really like my HAs/CI / My HAs/CI are OK / I hate wearing my Has/CIs

Jane@JaneMadell.com www.JaneMadell.com



"I Start/You Finish" (Cappelli 1995)

- I am happy when _____
- I am sad when _____
- The thing I like most in the world is _____
- The thing I would change in the world is _____
- Because I have a hearing loss _____

Jane@JaneMadell.com www.JaneMadell.com



49

Self-Assessment for Teens

- Self-Assessment of Communication - Adolescents (SAC-A) *and*
- Significant Other Assessment of Communication - Adolescents (SOAC-A)

Jane@JaneMadell.com www.JaneMadell.com



50

We Can Also Discuss Scenarios

Jane@JaneMadell.com www.JaneMadell.com



51

Exercise: To Disclose or Not Disclose?

Hiding a HL		Acknowledging a HL	
+	-	+	-

Jane@JaneMadell.com www.JaneMadell.com



52

“Keeping the Door Open”*Actively* indicate child was heard and understood:

Listening is not passive!

- Minimal Encouragers
- Paraphrase
 - Check your understanding
 - Show that you heard
- Acknowledge feelings

Jane@JaneMadell.com www.JaneMadell.com



53

Discuss Bullying

- Bring the topic up at every evaluation
- Bring the topic up at every support group
- Ask
 - Do you know what bullying is?
 - What is the difference between bullying and teasing?
 - Is it ever okay to bully?
 - Have you observed any bullying?
 - What do you do if you see bullying?
 - How does it make you feel to be bullied? To see bullying?
 - What is your school's plan to deal with bullying?
 - Who do you go to if you see bullying?

Jane@JaneMadell.com www.JaneMadell.com



54

MY WORLD

IDA Institute

Jane@JaneMadell.com www.JaneMadell.com



55

Case Example:

- 10 year old boy tells school he left HAs at home; tells family he left them at school
 - How do we manage this situation
 - Why is the child doing this?
 - What can we do to change the behavior?
 - Talk to the child
 - “You must really be upset about wearing hearing aids”
 - “It must be difficult in school”
 - “Do hearing aids help?” “When do they help?”

Jane@JaneMadell.com www.JaneMadell.com



56


Summary

- At all stages it is essential that professionals empower parents and kids and help them process the emotions associated with hearing loss.
- Involve both parents and kids as co-diagnosticians
- Simulations and descriptions using dB levels and the “listening bubble” are more helpful than labels and audiogram interpretation.
- Encourage parents to identify their goals for their child and present them with unbiased information about all options.
- Encourage kids to think about goals
- Counseling is important for kids
- Testing in noise is critical for older children and teenagers
- Provide fact-based information about the life-long impact of hearing loss with older children and teens.
- Give kids the chance to express feelings.
- There are both positive and negative help-giver responses. Resist the urge to rescue!

Jane@JaneMadell.com www.JaneMadell.com




57



Thieme Medical Publishers, Inc.
Order toll-free: 1-800-782-3488
Fax: 1-212-947-0108
www.thieme.com

Jane@JaneMadell.com www.JaneMadell.com



Jane@JaneMadell.com www.JaneMadell.com

