

IMPACT REPORT

European Federation of Hard of Hearing



2016

- ⇒ **Users of Hearing Aids are more satisfied**
- ⇒ **Users are less embarrassed of wearing Hearing Aids**

Introduction



Our mission

The European Federation of Hard of Hearing People represents hard of hearing people at European level in dialogue with the European Union, the members of the European Parliament and other European authorities.

Our aim is a Europe where hard of hearing people can live without barriers and have the opportunity to participate on all levels in society. EFHOH will realize this vision through our actions, contacts and campaigns, involving the EFHOH members and our partners.

EFHOH has close connections to the International Federation of Hard of Hearing People, IFHOH.

The impact of our activities

This report gives an overview of what we have achieved during 2016.

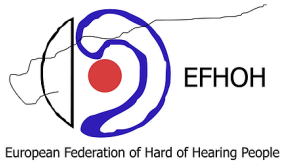
Some examples are very concrete others are more in the field of creating awareness and the process of spreading knowledge.

January 2017, EFHOH

Marcel Bobeldijk, President

- ◆ **Over 52 million Hard of Hearing within the European Union**
- ◆ **Over 80 million Hard of Hearing People in Europe**





Getting our numbers right is a report launched in Brussels on 26th September 2016. This report is the joint work of :

- European Association of Hearing Care Professionals (AEA)
- European Hearing Instruments Manufacturers' Association (EHIMA)
- European Federation of Hard of Hearing (EFHOH)

The higher the population of 65+ year olds, the higher the percentage of the population that experiences hearing difficulties.

The average is 10% of the population or **more than 52 millions** with self-reported hearing loss for Europe where 18.5% of the population is 65 years or older.

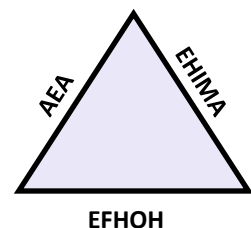
Hard of Hearing people are significantly less embarrassed to wear hearing aids and users of hearing aids are more satisfied in difficult situations in 2015 than in 2009.

www.ehima.com/documents/

EFHOH – AEA – EHIMA



Nicolai Bisgaard, Resound
Søren Hougaard, EHIMA
Mark Lauryens, AEA
Lidia Best, EFHOH
Marcel Bobeldijk, EFHOH



The triangle of AEA – EHIMA – EFHOH joined forces on **World Hearing Day** in the European Parliament on the **1st of March 2016**.

On 1st of March 2016 a seminar took place in Brussels. The “triangle” of EFHOH – EHIMA – AEA has joined forces. The seminar held presentations ranging from dementia research, cost of untreated hearing loss to society and the persons affected, national adult screening and finally users perspective.

EFHOH was represented by President **Marcel Bobeldijk** and Vice president **Lidia Best**.

**Short TV-broadcasting
on the event:**
www.efhoh.org/campaigns

SURVEYS

EFHOH has carried out two surveys: *State of Hard of Hearing peoples' rights* (which looked at recognition of HOH people rights under disability legislation as well as existence of vital services) and another related to the European standard EN 1957:2010 titled *Services offered by hearing aid professionals*.

The second survey looked at implementation and awareness of the standard which was subsequently presented at Hearing Across the Lifespan (**HEAL**) a global conference of hearing care professionals which takes place every second year in Como, Italy wherein EFHOH has established their presence for a second time.



WHO seminar was organized on World Hearing Day 3rd of March in Geneva. The 2016 theme was "Childhood deafness, Act now, here is how!" where access to education and technology that is now available dominated the meeting.

"The educational aspirations for hard of hearing and deaf children need also to be tackled in Europe. We do see in some countries there are far too low expectations, this needs to be tackled together with better access to education", says **Lidia Best**, who represented EFHOH at this event.



Lidia Best
EFHOH Vice President

EFHOH is member of EDF



Marcel Bobeldijk, EFHOH
Celia Willoghby, HLI
Juha Hietala, EFHOH
At the EDF AGA 2016 in Dublin
"The European Conference on Legal Capacity"

EDF speaks on behalf of all ENGOS and national Disability councils with the EU Commission and European Parliament.

However, difficult challenges are still faced by people with disabilities and we still focus on the CRPD for all people with disabilities and for EFHOH members for access to communication, accessibility and participation for people with hearing loss in a sound environment.

EFHOH was actively supporting EDF with the EDF resolution on the European Accessibility Act (EAA), and EFHOH was also very active with EDF in relation to the Audio Visual Media Service Directive (AVMSD).

EFHOH president, **Marcel Bobeldijk**, is a board member of EDF.





In November 2016 EDF and the European Commission celebrated European **Day of Persons with Disabilities** in the European Parliament.

The conference specifically celebrated the 10th anniversary of the UN Convention on the rights of persons with disabilities – UN CRPD.

Marcel Bobeldijk and Aïda Regel Poulsen represented EFHOH at this event.



- ◆ EFHOH is a partner of International Federation of Hard of Hearing – **IFHOH**
- ◆ EFHOH president, Marcel Bobeldijk, is a board member of IFHOH.
- ◆ IFHOH arranged workshops on the UN CRPD held in Denmark and New Zealand.
- ◆ EFHOH is in close cooperation with **IFHOHYP** and usually a member of its board. President of IFHOHYP participates in EFHOH board meetings.
- ◆ EFHOH board members also lecture at IFHOHYP seminars and events.
- ◆ EFHOH is a member of www.hear-it.org
- ◆ In May 2016 Marcel Bobeldijk and Aïda Regel Poulsen met with hear-it.org in Denmark.
- ◆ EFHOH has since 2016 started to participate in the work of International Telecommunication Union (ITU).
- ◆ We are specifically members of ICT Experts Working Group (Information and Communication Technology).



Marcel Bobeldijk and Aïda Regel Poulsen participated in **hear-it.org's AGA** in Copenhagen in October 2016, where the report "Getting our numbers right" was presented.



Code of Conduct



Code of Conduct in the audiological treatment was adopted at the AEA General Assembly on May 30th, 2016 in Brussels.

Code of Conduct is now more customer/patient focused and holds two important aspects.

The fact that an audiologist or hearing care professional is not fitting just any hearing aids due to economic reasons (for example need of cutting costs in general). This is especially important in publically funded services where such conflicts may occur, which was stated by **Lidia Best**, EFHOH vice president.

Another aspect of Code of Conduct is how vital the communication during consultation is – and often overlooked.

It is important that hearing care professionals address the user in language they actually understand (no medical jargon) and ensure that we hear and understand clearly during a consultation. Instructions and information should be explained thoroughly but preferably demonstrated to give a user a firm grasp on it.

www.aea-audio.org/portal/index.php/code-of-conduct

Platform meetings

The European Platform of Deafness, Hard of Hearing and Deafblindness work on common topics such as awareness and accessibility across Europe. The meetings are chaired by EFHOH president, **Marcel Bobeldijk**



European Platform of
Deafness, Hard of Hearing,
and Deafblindness



Photo of
Platform
members
meeting

The Essen Declaration

In 2013 EFHOH signed the **Prague Declaration** calling on EU institutions to support accessibility and equality rights of HOH people in EU.

In 2015 EFHOH signed the **Essen Declaration** stating *"Access to hearing aids is access to opportunity"*. The Declaration calls for European governments to guarantee access to affordable, good quality, professional approved hearing aids, ALDs, as well as the training and support standards to use them successfully.

At the IFHOH Biennial General Meeting in Washington, June 2016 the **Washington Declaration** was agreed, which was also supported by EFHOH.

At this IFHOH General Meeting and HLAA Conference, loop system was new to many

American participants but proved to work and included everybody who had a telecoil activated in their Hearing Aid/Cochlear Implant.

Juha Hietala and **Aïda Regel Poulsen** represented EFHOH at the IFHOH BGM, international conference and IFHOHYP AGM in Washington.



EFHOH ANNUAL GENERAL MEETING and CONFERENCE



The Annual General Meeting, AGM 2016 was held in Paris in April hosted by the French organisation, BUCODES.

The conference following the AGM gave interesting insights in the life of hard of hearing people in France. These conferences are open to all participants interested in the lives of people with hearing loss.

The conference in Paris was about audiological treatment, Cochlear Implant and Hearing Aids, and how users, hearing care professionals and manufacturers by joint forces can produce better and satisfying results for all parties.

WEBSITE and SOCIAL MEDIA

You can find information about EFHOH on our website, www.efhoh.org

EFHOH is active, present and accessible on social media such as Facebook and Twitter. In 2016 EFHOH Facebook group turned into **Facebook Page** and gets steadily increasing attention.

EFHOH is also accessible on Twitter, **@efhoh**, **@marbob32** and **@best_lidia**



NEWSLETTER

In our Newsletter you will find fresh reports from different events in different EFHOH member countries. You will find invitations to meetings and conferences organised by us, or our partners.

The Newsletter is usually published 4 to 5 times per year.

The Editor works as a volunteer just like the EFHOH board members. The responsibility was in 2016 taken by Marcel Bobeldijk together with Editor Niels-Henrik M. Hansen.



OFFICE AND CONTACT

The board at work, all meetings are accessible through loop systems and speech to text interpreting.

President **Marcel Bobeldijk**, NL

Vice President **Lidia Best**, UK

Interim Treasurer **Ritva-Liisa Schaeding**, Germany

General Secretary **Aida Regel Poulsen**, Denmark

Board member **Juha Hietala**, Finland

EFHOH is a European federation and its board of five board members work solely on a voluntary basis. Since 2014 EFHOH receives support from the UK organisation Action on Hearing Loss through an internship. By the end of 2016, EFHOH had 28 General members, 3 Associate members, **3 sponsor members** and **6 gold sponsor members**.

The General members are all national federations/associations of/for hard of hearing people.



EFHOH Board with IFHOHYP's president Victor Rehn.

Enquiries: office@efhoh.org
Website: www.efhoh.org

