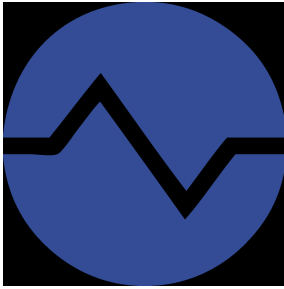


As the novel coronavirus (COVID-19) begins to have an increased impact on our local community, we feel it is important to connect directly with you to share more about the steps we are taking in every HES office to help keep you, our employees and our community safe and healthy.



Hearing Evaluation Services has always adhered to stringent standards for cleaning, disinfection, and sterilization of our equipment, supplies, and offices. Our offices, instruments, and equipment are always cleaned and sanitized regularly throughout the day. We have now increased our cleaning regiment to include wiping down all armrests and table surfaces between every patient. We have hand sanitizer available for use by all staff, patients, and families throughout the office.

We are also ensuring our staff has the information they need to stay healthy or stay home if they aren't feeling well. During this challenging time, we ask that you help us keep everyone safe by letting us know if you have a fever, cough, other respiratory illness, or think you may have been exposed to someone else who does.

We understand the importance of hearing well. If your hearing aids are not working properly and you would like them checked, you can always arrange to have them dropped off at our office. If you are feeling unwell or are considered high risk for the COVID virus, please call and let us know. We have many ways we might be able to help you with your hearing aids that do not require an office visit.

Thank you for your help in keeping everyone healthy!

Sincerely,



Anne Orsene, AuD
Executive Director, Hearing Evaluation Services of Buffalo