



RHSC December Newsletter 2020 | "Communication for Life" - Here for you, not-for-profit!

A Fond Farewell To Mary L. Balme

Retiring President & CEO after five and half years of service with RHSC



Mary Balme's office at the Rochester Hearing and Speech Center is filled with plants. Some are seedlings and just beginning to grow, some are older plants that are vibrant and healthy, and some are new plants she has started from parent plants that grow right beside the original. There are many varieties, a diverse garden. When one enters Mary's office there is a sense of growth, excitement, nurturing, and expansion. This translates directly to the way that Mary led RHSC.

Rochester Hearing and Speech Center has been lucky to have Mary at the helm for five and half years. Mary initially came to RHSC as the interim CEO for a planned six months. However, the more she nurtured RHSC and tended the garden, the more the board and staff benefited from and appreciated her efforts. She was asked to stay, and six months turned into five and half years of growth, change and guidance.

"Mary guided Rochester Hearing and Speech Center through an important time. She helped to stabilize finances and streamline operations," said Board Chair, Dave Pitcher. "We knew the agency would benefit from having her as a permanent CEO, and that was most certainly the case." After five and half years of service, and strategic planning and change, Mary will retire from RHSC on December 31.

Mary began her career as a teacher. Before coming to RHSC, she retired from 33 years of public education, most recently as Assistant Superintendent for Instruction at Monroe I BOCES. She remains a teacher at heart and dedicated herself to helping her staff learn and grow and work together with each other and the board to problem solve, especially during the pandemic. In addition to leading RHSC during the pandemic to ensure stability during a time of uncertainty, she urged everyone to use this as an opportunity to think creatively to reimagine services and strengthen the agency.

She initially planned to retire from RHSC in May 2020. However, in the wake of COVID 19, she decided to remain in her role, as the impact of the pandemic required the RHSC team to pivot in response to the needs of the community and delayed the CEO search process. The search, although delayed, was very successful. Bob Russell is the new President and CEO, and the two are working together in tandem for a strong and smooth transition.

Rochester Hearing and Speech Center is grateful to Mary for all of her work to bring the agency so far. Her tenure will have a lasting positive impact. RHSC will soon celebrate 100 years of providing hearing and speech services to the Rochester community, along with the addition of childhood physical and occupational therapy and special education services in more recent years. RHSC serves 5,000 clients each year and helps the Rochester community "Communicate for Life".

Mary will take her plants with her when she retires, but she will leave behind all of her lessons. She will leave behind the staff she has nurtured and cared for and she will leave a lasting legacy of excitement to experiment and grow. Thank you, Mary.

Congratulations and Thank You To Dr. Hiley

8th Annual State of Our Children Award Winner



Lisa Hiley is the winner of this year's Roc the Future's Jacque Cady Advocacy Award from Rochester's Child; this award recognizes an individual for extraordinary accomplishment in advancing public policy or funding decisions for the benefit of Rochester's children. In honor of Lisa receiving the award, Rochester's Child supported Lisa's \$5,000 grant to Rochester Hearing and Speech Center.

RHSC is proud of Lisa for winning this important award which recognizes an individual for extraordinary accomplishment in advancing public policy or funding decisions for the benefit of our community's children, in furtherance of ROC the Future's mission to improve cradle-to-career outcomes for Rochester's children.

Lisa shared, "I started at RHSC as an intern (from Penn State) and then completed my CFY at Rochester Hearing and Speech Center. My early work experiences at RHSC were foundational and helped define my commitments today. I am so appreciative of the work experiences and personal connections then and even now. Professionally it is exciting to look back but also consider the on-going opportunities to continue engaging with RHSC through efforts such as GROW screenings.

The mission and work of RHSC in the Rochester community is amazing and continue to speak to me personally and professionally. Being able to select RHSC as the recipient of the \$5,000 grant from Rochester's Child is a small way for me to say, 'look at RHSC' and THANK YOU!"

We announced our appreciation to Dr. Hiley on our social media channels (Facebook, Twitter, LinkedIn, Instagram) today. Feel free to share with your networks.

Click the "Watch Video" button below to listen to Dr. Hiley's acceptance speech.



Make A Donation Today to RHSC | Make An Impact Today!



This year has been like no other! Rochester Hearing and Speech Center is proud that with YOUR support we have been able to stay true to our mission and help people of all ages COMMUNICATE FOR LIFE.

Now more than ever, it is important for people to be able to hear better and speak better in order to communicate with loved ones and others up close, as well as over Zoom and FaceTime, or behind a mask. The ability to communicate helps to keep people connected.

We cannot do our work without YOU. Please click the "Donate Now" button below to make a secure online donation and learn more about our year end fundraising event. YOUR support is needed and very much appreciated.

YOU CAN MAKE IT POSSIBLE



WE WON | "Best Hearing Aid Center"

1st Place - 13x Winner | 2020 Rochester's Choice Awards



Congratulations are in order!

Rochester Hearing and Speech Center was voted by those in the Rochester community for the best Hearing Aid Center for 2020 Rochester's Choice Awards. It is because of our clients and employees that make our agency so special.

For nearly 100 years, Rochester Hearing and Speech Center has been our community's leading provider of hearing health care, speech, and private therapy services. Our not-for-profit care is open to all. Join us, and make your call to Rochester Hearing and Speech Center your first step towards Communication for Life.

Thank you for keeping us number one again.

Up To \$400 Off a Pair of Hearing Aids | Additional \$100 Off For Educators, Healthcare Providers, and Artists/Musicians

\$25 Wegmans Gift Card Offer | Call Us Now!



Your Life Keeps Evolving, So Should Your Hearing Aids!

Receive a \$25 Wegmans gift card when you schedule a comprehensive hearing evaluation or consultation to discuss modern hearing aid technology. While supplies last.

You can also save up to \$400 off a pair of our wide selection of hearing aids. Also receive an additional \$100 off for Educators, Healthcare Providers, and Artists/Musicians (Retirees Included). Some restrictions apply. Offer effective 11/1 - 12/31, 2020.

Click the button below to learn more about our current coupon offers.



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Want to win a gift card?



The greatest compliment that we can get from our satisfied clients is the referral of friends and family.

When you refer a new client to us, you can count on us to provide excellent care. Both you and your referral will be entered into a quarterly drawing to win a gift card.

Questions? Email Us at info@rhsc.org.



THANK YOU TO ALL OF OUR 2020 CORPORATE SPONSORS



Communication for Life

We are the longest standing and most experienced provider of speech, language and hearing services. We are a not-for-profit agency serving Rochester, NY and surrounding communities.

Three Locations: Rochester/Brighton | Greece | Webster



Our Contact Information
Rochester Hearing and Speech Center
1000 Elmwood Avenue, STE 400
Rochester, NY 14620

98 YEARS
1922 - 2020

(585) 271-0680 | www.rhsc.org | info@rhsc.org