



Message from our President/CEO

To our valued clients and friends,

I hope that this letter finds you and your loved ones in good health. These past few months have been a challenging time for all, and our RHSC agency is eagerly looking forward to resuming routine operations. We are making many changes, big and small, to make your return to our office as safe as possible.

Infection control has always been of paramount importance in our settings. Even so, we are implementing new equipment and practices, to reduce the risk of pathogen spread. Everything from new office plexiglass barriers, to the flow throughout our office, to increased and improved PPE (personal protective equipment) will be implemented in an effort to maximize client safety. Our waiting room has been altered to maximize social distancing, and you will find plenty of hand sanitizer and tissues. Appointments are being staggered to minimize patient interaction, and we will be routinely disinfecting all surfaces. We will continue to adhere to guidelines put forward by the Center for Disease Control and Prevention (CDC). In addition to in-person appointments, we will continue to offer telemedicine appointments, and curbside hearing aid repairs both now and in the coming months.

It is my hope that we begin a new normal on **June 1st**. When the time comes to begin scheduling new audiology appointments, the front desk staff will be asking you a series of health screening questions, and will follow up at the time of appointment confirmation. The situation remains dynamic, and our opening date may continue to be pushed back by the governor. We will continue to update our website, www.rhsc.org. Our staff will be in the office 5 days per week to handle messages. As always, I am available for any questions at mbalme@rhsc.org.

Our Educational and Clinical Services staff will continue to serve our clients via TeleTherapy. We will keep you updated as we work through the additional phases that NYS has developed for us. We will update you as appropriate modifications are being made.

Finally, thank you for being part of our RHSC family. It is an honor to serve you. I value the trust and loyalty you have placed in me and my staff. We look forward to seeing you again soon.

Warm regards,

Mary L. Balme
 President/CEO
 Rochester Hearing and Speech Center

IN MEMORY OF DR. JAMES F. FEUERSTEIN | Forever In Our Hearts



Dr. Jim Feuerstein representing Rochester Hearing and Speech Center at an 8th grade Career fair in 2015.

Rochester Hearing and Speech Center is deeply saddened by the loss of our board chair, Dr. James Feuerstein. Jim passed away unexpectedly on Sunday, May 3. He will forever have a place in our hearts. Jim served on the RHCS Professional Advisory Committee for many, many years, and served on the Board since 2017, becoming chair in 2018. He was an amazing board chair! He was our guide, our friend, our advocate, and our liaison to so many professionals in the community. Jim began his career as an Audiologist and Mobile Unit Coordinator at RHSC and continued to do work for the agency in one capacity or another through the year 2000. As a professor at Geneseo, Nazareth and Syracuse, he taught several of our own Audiologists and Speech Language Pathologists including Magdeline, Economou, Christine Fograssay, Dr. Jill Greinert, Rachel Hayes, Dr. Greg Horton, Christie Lipka, Laura Mallia-Nather, Beth McEllan, John Pilato, Michelle Schuster, Alyssa Stolfa, and so many others through the years. Jim worked closely with the board and staff on every aspect of the agency from strategic planning, to finances, to ideas of how to bring the best service to each of our clients. Most recently, he was active daily in helping to guide us to keep RHSC strong and vibrant through the COVID 19 crisis. Jim lived his life using his talents, skills, expertise and kindness to help in any way that he could.

Please consider making a gift in Jim's memory.

Obituary for Dr. James F. Feuerstein - [Click Here](#)

[Click To DONATE In Memory of Jim Feuerstein](#)

KEEPING OUR CLIENTS AND STAFF SAFE AS WE MOVE TO THE NEXT PHASE



Thank you to Kelly Cheattle for providing clear mouth masks for our audiology team!
 We were also honored to receive 20 reusable gowns from the Jewish Senior Life!

Rochester Hearing and Speech Center will be re-opening on June 1st for in-person audiology appointments. In addition to in-person appointments, we will continue to offer TeleMedicine appointments, and curbside hearing aid repairs both now and in the coming months.

Call for an appointment:

- Rochester/Brighton: (585) 271-0680
- Greece: (585) 723-2140
- Webster: (585) 286-9373

You may also reach us via e-mail at info@rhsc.org.

Until further notice, all of our Educational Clinical Services (Speech Language Therapy, Occupational Therapy, Physical Therapy and Special Education) are all being done via TeleTherapy. We are so glad that we are able to provide therapy to our young clients in a way that they are able to make progress while they and their families are safe at home. We have an entire menu of exciting and impactful options that we are preparing for families for the summer! We look forward to sharing them with you later in June. You won't want to miss out!

[To Schedule Appointment](#)

WHAT WE ARE DOING TO KEEP YOU SAFE



- Our staff is vigilant about social distancing.
- Staff who are not feeling well will not come into work.
- Everyone, staff and clients, who comes into the office will have their temperature taken and will be asked questions about their current health status before being able to enter.
- Everyone, staff and clients and caregivers, must wear a face mask.
- Staff will be wearing clear mouth masks so that you can see them talk; as well as wearing other proper PPE. We are following CDC, local, state and national guidelines.
- Each patient room and audiology booth will be thoroughly disinfected between clients.
- All surfaces, pens, chairs, handles, knobs, etc. will be cleaned after each use.
- We have staggered our appointment times to minimize the number of people coming in and out at the same time.
- Clients are asked to call the reception desk from their cars upon arrival. Please remain in your car. The receptionist will call when it is your turn for your appointment, at that time, please leave your car and enter the building.
- If you simply need a repair, you may make an appointment to drop off your hearing aid curbside, rather than come into the office.

Click the button below for the most up to date information about how we are operating during COVID-19.

[COVID-19 Update | What You Need To Know](#)

NEW PROGRAMS | Academic Tutoring - Virtual Summer Camps - Dynamic Baby



We are now providing private Academic Tutoring for Kids in Pre-K - Grade Five. Some of our friends have shared that they were concerned that their kids may be falling behind academically and some shared that their kids were looking for an additional academic challenge. We have the perfect experts to help! Our master teachers have worked with kids of all abilities both in person and on-line. They are equipped to help your child meet their challenges and have fun doing it!

To Learn More | Private Academic Tutoring - [Click Here](#)

This summer will be offering virtual summer camps for kids Pre-K through Grade Five, including **Literacy Camp**, **Math Camp** and **Yoga/Movement Camp!** The schedule will be on our website soon so that you can choose the right one for your kids!

COMING SOON | Dynamic Baby! We will invite anyone with a baby, thinking about having a baby or who knows someone with a baby to come to a free webinar educating parents/caregivers about infant and child development. The best part is that you will leave the session with tips that you can use to help your baby thrive – right now. And of course, our experts will be offering intimate classes so that they can share even more vital information to empower parents/caregivers.

WAYS TO DONATE | A Not-For-Profit Agency For You! #98YearsStrong



We cannot overstate how especially appreciative we are of those who can make a supportive gift to Rochester Hearing & Speech Center at this moment in time. The ways to donate are listed below if you are able to support Rochester Hearing & Speech Center's continued mission of Communication for Life in our community.

Please make a donation today online by clicking the button below or by check. Make checks payable to Rochester Hearing and Speech Center. Mail To: 1000 Elmwood Ave., Ste. 400, Rochester, NY 14620

If giving through your employer by way of the United Way of Greater Rochester, please reference Rochester Hearing and Speech Center, Organization ID# 152 when setting up your donations.

[Click To Donate NOW](#)

RHSC IN THE NEWS | Rochester City News | Dr. Greg Horton



Thank you to Kelly Cheattle for providing clear mouth masks for our audiology team! Ms. Cheattle was featured in an article titled, "COVID-19 presents new challenges for people with hearing loss" by Rebecca Rafferty of Rochester City News on May 18th.

Kelly Cheattle is a designer for a local balloon sculpture company Airigami. Kelly put her creative skills toward simplifying and improving face masks with clear windows, so that the wearer's mouth is visible to those who rely on lip-reading, and devising masks that don't interfere with over-the-ear hearing aids.

Click button to read more about the clear mouth masks and what RHSC staff members have to say about their impact on our clients.

[Read Article](#)

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

