

FINDLAY LOCATION  
930 Plaza Street  
419-422-5242

APRIL 2026  
FINDLAYHEARING.COM

UPPER SANDUSKY LOCATION  
121 East Walker Street  
419-835-1010

# FINDLAY HEARING CENTER

*Hear fully. Live fully.*



## JOT IT DOWN WITH JODI

What a great year it has been. I want to personally thank you all for your referrals of friends and loved ones, it is truly the best compliment we can receive.

Something we see in our office is **hearing aid failure**. WHY? 90% of the time the hearing aids are just dirty and need maintenance. This is why regular clean and checks are so important. When we take your hearing aids to the lab they go through a lengthy inspection. This includes us looking at all the parts of the hearing aid under a microscope, sanitizing, running through the Redux to remove internal moisture, testing, possible firmware updates, replacing all filters, mic covers, and buds. It's quite a process! The reason that we do this is 1) to help extend the life of the hearing aids and 2) it also helps you hear more clearly without your brain working too hard. If the ear can't hear, neither can the brain. This then leads to the part of the brain that understands speech to fail. So don't forget about your six month clean and checks. They are important!

As for me personally, my husband and I have officially entered the empty nest chapter of our life and we are having a blast (sorry kids)!



TRADE IN AND TRADE UP FOR 2026!

**JUNE 8-11TH**

Ready for an UPGRADE? For this week ONLY, trade in your current hearing aids for a brand new pair!

Appointments will go QUICKLY!

Call TODAY to reserve your appointment spot where you will get a hearing test and meet with one of our providers.



**I'M READY TO TRADE UP!**  
**JUNE 8-11TH**

419-422-5242 (Findlay)  
419-835-1010 (Upper Sandusky)

**Expires 6/11/2026**

\*Those with insurance coverage not eligible

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## FIGHTING OVER TV VOLUME?

A piece of technology that has us really excited are these TV streamers. Each manufacturer has their own that works directly with their devices. Using a TV streamer with your hearing aids provides clear, direct audio signal that improves speech clarity and allows for personalized volume control without affecting others in the room.

*Say "goodbye" to arguments about the TV volume!*

TV Streamers are super user friendly and easy to set up (and of course we will always help when we can)! Other key benefits of this device includes reduced listening fatigue and effort since the sounds of the TV are going directly into your hearing aid devices. It also gives you the chance to continue to be part of conversation as many systems allow you to fine-tune the balance between the TV and environmental sounds. If you are interested in learning more or hearing the difference for yourself, schedule an appointment in our Experience Room!

## KEEPING UP WITH KASSI

Hi! Kassi here and I'm so excited to be joining this wonderful team! I've been married to my husband, Jacob, since 2015 and together we have four amazing kids—Lillian (13), Harper (10), Avery (7), and Maren (5). Our family stays busy and loves spending time together, especially watching the kids play sports and going camping whenever we can.

I've been in the hearing aid field for the past 4½ years and truly enjoy what I do. I'm excited to continue to grow in this profession and to see where the future takes me. So far, I've loved getting to know the patients at FHC and am really looking forward to meeting many more of you!

I'm grateful to be part of such a great office and can't wait for all that's ahead!



*Be sure to follow our social media for our wax removal videos!*



## GOT WAX? WE CAN HELP!

After years of this machine being on our wish list for our office, we finally got it! This is the **Earigator** and it helps us remove wax with ease. This special machine uses water to loosen up wax so it's painless and highly effective!

This means less waiting time for you to get your hearing tested and treated. If you feel like wax might be impacting your hearing give us a call and schedule an appointment for wax removal. You'll walk out of the office hearing a whole new world!

## COURTNEY'S CORNER

Happy Spring All! We've been very busy at both offices which has been great. The Upper Sandusky office has been received so well.

Thank you all for your support!

My boys have been keeping me busy outside of work. My youngest gets to start preschool in the fall. My oldest has been thriving in kindergarten. I am still coaching middle school volleyball. It's been such a privilege to get to work with those girls.

I hope to see you in the office soon! Make sure to have Kristen look into your insurance so we can make the most of your benefit this year!



Don't forget that if you have a hearing benefit through your insurance that it may **renew each year!**

This is perfect if you're looking to **upgrade** or to get a **back up** set. Give us a call and we can see if you qualify!

**419-422-5242**

up to **51 hours** battery life

**Auracast assistant**



status indicator LED light

**10x** more durable **waterproof** coating

## NEW TECHNOLOGY

The level of technology in the latest hearing aid devices truly astounds us. What we are hearing from our patients who have the latest in technology is that the sounds are clearer, sharper, and they don't tire out from listening to conversation. They are going to concerts, they are going out to dinner, they are spending evenings watching their favorite sport and in each of those scenarios the quality of sound stays the same.

They are living life with more ease and less "huh?" which is truly what we want for everyone.

Wondering if this could be a good fit for you? Give our office a call to speak to one of our qualified providers!

*"I am so confident and completely aware of everything"*

*-Bill*

## NEW FACES, NEW ROLES

To ensure that we are able to continue to provide excellent care for our patients, we have added a couple new roles in our office! Maddie and Kassi have taken on the roles of helping assist our providers. They work right alongside Dr. Courtney and Jodi to keep everything behind the scenes running smoothly. They have learned so much from our providers and continue to learn about devices, technology, and patient care.



This doesn't change who your provider is; it just allows Jodi and Dr. Courtney to focus on what matters—you and your hearing health.

We want to thank Maddie and Kassi for stepping up into this role and also thank YOU for your flexibility and understanding as we navigate how everyone's roles can help your experience in our office be even better.


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## A MOMENT WITH MADDIE

Hi everyone! I am working under Dr. Courtney, where I have the opportunity to support patient care while building meaningful relationships with the patients we serve. I truly value creating a welcoming and supportive experience for each person who walks through our doors. I'm currently working on pursuing my license as a provider, and I'm excited about this next step in my professional journey.

Outside of work, I'm a busy mom to my two little ones – my 4-year-old daughter and my 1-year-old son – who keep life fun and full of energy. I'm especially looking forward to the warmer weather ahead so we can build lasting memories together, whether that's playing in the sun, spending days on the boat, or working side by side in the garden.

I'm so grateful to be part of this team and look forward to continuing to grow!



A fun fact about me is I am Jodi's daughter!

## HEAR LOCAL WITH FINDLAY HEARING CENTER

Over the years we have been so blessed to feel the support of our community! Whenever you choose to shop at a local boutique, see a local provider, eat at a local restaurant, you are helping support local families. Even if all you can do is spread the word or share a post on social media. We want to take that to the next level and highlight some of our favorite local businesses in the area. Insert "Hear Local with Findlay Hearing Center"; our way of empowering businesses in our community and encouraging you to do the same!

Photos featuring some of our favorites: **Beca House in Upper Sandusky** and **CJ's Canine Country Club in Findlay**



On our social media pages we are taking time to share some of our favorite places in the Findlay and Upper Sandusky area. These businesses include, food, clothes, wellness, and other providers. These are places that we love and we want to boost so that you can also enjoy their services.

There are so many to highlight and we can't wait to hear who your favorites are! Follow us on Facebook and Instagram so that you don't miss showing some love to your favorite small business!



## BLUETOOTH ISSUES?

Technology is great, when it works. Here are some tips and tricks to try when you are having issues connecting your hearing devices to Bluetooth! If after trying these tips out, things still aren't working, give us a call and we can schedule an appointment to help get you back on track!



- Turn your phone **off** and back **on**
- Put your **hearing aids on their charger** (if applicable), wait a few moments and then take them off
- Go into your **phone settings**, tap "**Bluetooth**", find your devices, tap "**Forget device**", then re-pair *\*some manufacturers pair under "Accessibility" --> "Hearing Devices"*

## KICKIN' IT WITH KRISTEN

Happy Spring, I am so ready for some sun! What a rough winter that was. I now have a 4-year-old son and a 2-year-old daughter. We absolutely love playing outside and walking down to the park. We are excited to go swimming this summer, be on the boat and go on our annual family vacation in Michigan.

If you have any questions regarding insurance plans, benefits, or hearing aid questions in general, I would be happy to help answer those for you! I look forward to seeing you all at your recommended 6 month clean and check.



## DO YOU HAVE A HEARING BENEFIT? EXCITING NEWS, YOU MIGHT!

Even more exciting news, we can find out for you! If you have an insurance plan and you are unsure if you have a hearing benefit, we'll be happy to do some digging for you if you don't want to call your insurance. Kristen is our insurance pro and can help figure out if your insurance plan offers some kind of benefit towards hearing aids. Just give us a call or stop by with your insurance card and she can start the process for you. This doesn't mean that you have to get hearing aids, it's just some helpful information if you do have hearing loss that would benefit from a hearing aid device.

Once we know your hearing benefit, our providers will present you with your options that fit both your budget, lifestyle, and hearing loss. Let us take on the confusion of insurance and you just worry about hearing better.

### LOOK FAMILIAR?

**ANTHEM**  
**AETNA**  
**MEDICAL MUTUAL**  
**HUMANA**  
**UNITED HEALTHCARE**  
**AARP**  
**MEDIGOLD**  
**DEVOTED**  
**CIGNA**  
**CARESOURCE**



## BEST OF FINDLAY!

We want to thank you again for nominating and voting us Best Hearing Aid Center in Findlay for the FIFTH year in a row! We are so grateful for the support of this community. We will continue to strive towards excellence for you, because we truly believe that's what you deserve. Here's to many more years of better hearing from the BEST and for the BEST!



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## MAKENNA'S MEMO

While you may not have seen me in the office recently, I have been working hard from home spreading the word about hearing health and the importance of getting your hearing tested regularly. It has been such a blessing to turn my role into a way that I can stay home with my little one who just turned ONE in December!

I love being able to cheer on my team and encourage their greatness. They are all such great role models for me in strength and resilience. You all truly have an incredible team in the office who care about each of you and your wellbeing!



## WORKOUT YOUR BRAIN

It's so important and healthy to keep our brain connections firing on all fronts! Hearing loss can have a huge negative impact on brain health and studies have shown that untreated hearing loss directly links to cognitive decline and things such as dementia and Alzheimer's. A few ways you can keep your brain healthy include:

- treating hearing loss
- socializing
- puzzles/problem solving



So, go ahead and give your brain a little workout today by solving this Sudoku puzzle!

6			7			5	4
9						6	7
4	2		8	6		9	3
1	3			8		4	
	6			1			8
				3		6	
			6		9	4	
		9					
	5		3			8	9