

## The Hidden Impact of Hearing Loss

Facilitated by New Horizons certified instructors



### The Hidden Impact of Hearing Loss Mission and Goal

#### THE MISSION

The mission of this program is to enhance and empower the life of individuals with hearing loss and their families through education and support services.

#### THE GOAL

The primary goal of this program is to increase awareness of the hidden impact of hearing loss and how to effectively cope with this impact.

#### Testimonials

“Buying hearing aids without taking this workshop is like buying a car without knowing how to drive”. Workshop participant

“I am so happy I came, I now understand a lot more of what my husband had been dealing with. I am sure this will help both of us”. Support person

Real time captioning is provided at each workshop. American Sign Language interpreters will be provided as needed.



#### Receiving Services

Please contact one of our locations listed on the back of this brochure if you are interested in referring someone to or receiving services from New Horizons.

We look forward to helping you!

### About the Program

The Kooser Program was developed by Cathy Kooser, a licensed independent social worker, who has a severe sensor neural hearing loss. Cathy obtained her bachelor's degree in social work in 1998 from Wright State University in Dayton, Ohio and her master's degree in social work in 2004 from the University of Cincinnati.

The facilitators of The Kooser Program are certified and taught by Cathy Kooser to ensure and maintain the integrity of the Program.

“Although hearing loss plays a role in shaping and defining those of us who experience it, we cannot let it stop us from becoming who we are meant to be, nor from living the lives we are meant to live!” *Cathy Kooser*

### Vocational Rehabilitation

The primary goal of the program is to provide appropriate information and strategies to persons with hearing loss to help them cope more effectively with everyday life. The program seeks to improve the quality of life of people with hearing loss and their families by empowerment through education and support.

This is achieved by increasing awareness of the hidden impact of hearing loss and how to live with it in a positive and effective manner. Many topics are taught including:

- Effective communication strategies
- How to be assertive
- Hearing loss in the workplace

Research supports the combination of audio rehabilitation used in conjunction with appropriate amplification can significantly improve a consumer's quality of life, thereby increasing their success using hearing instruments.

***Do you smile & nod?  
Do you use negative coping  
strategies such as:  
bluffing, withdrawal,  
dominating the conversation?  
If the answer is yes,  
then this workshop is for you!***

## MISSION

Investing in our communities by providing employment opportunities for individuals facing barriers to employment.

## PURPOSE

Breaking employment barriers for individuals.

## VALUES

- We believe in the worth of all individuals.
- We believe that the people we serve are our most important customers.
- We believe in the dedication to individual growth, employment, and self-sufficiency.
- We believe in managing public and private funds efficiently and responsibly.
- We believe our staff is professional, committed, and caring.
- We believe in quality service; as measured by outcomes, is paramount.

***New Horizons has been accredited since 1966***  
and is associated with many reputable organizations

## Accreditation

New Horizons is proud to be a CARF-accredited agency, CARF, The Commission on Accreditation of Rehabilitation Facilities, has established national standards of quality for rehabilitation organizations. CARF accreditation means you can be confident that New Horizons has made a commitment to continually enhance the quality of its programs and services and has a focus on consumer satisfaction.



## Locations

### AUBURN HILLS AND ADMINISTRATIVE OFFICES

1814 Pond Run  
Auburn Hills, MI 48326-2768  
Tel: (248) 340-0559  
Fax: (248) 340-0694

### CLINTON TOWNSHIP

43630 Hayes Road, Suite 110  
Clinton Township, MI 48038-3536  
Tel: (586) 226-1189  
Fax: (586) 226-0129

### DAVISBURG

10445 Dixie Highway  
Davisburg, MI 48350-1308  
Tel: (248) 625-0808  
Fax: (248) 625-1827

### TROY

5505 Corporate Drive, Suite 404  
Troy, MI 48098-2614  
Tel: (248) 340-0549  
Fax: (248) 340-0694

### MADISON HEIGHTS

32021 Howard Avenue  
Madison Hts., MI 48071-1430  
Tel: (248) 585-9593  
Fax: (248) 585-6648

### NOVI

41108 Vincenti Court  
Novi, MI 48375-1922  
Tel: (248) 476-6910  
Fax: (248) 476-1380

## EEO Policy

New Horizons provides equal employment opportunities to all employees and applicants for employment without regards to race, color, religion, sex, sexual orientation, national origin, marital status, age, disability, illness, weight, height, or veteran status in accordance with applicable laws. Auxiliary aids and services are available upon request.

