

Employee Spotlight

Missie Flanagan, Office Manager



Missie Flanagan has been employed at Rochester Hearing and Speech Center for just over four years, and in her current role as Office/Billing Manager for more than 2 years. She is proud to work for a nonprofit agency that puts the care of clients first. She appreciates how RHSC cares for each client and doesn't look at them just as a client, but rather as a whole person, who deserves to be treated with both professionalism and kindness. Because RHSC believes in growth from within, she was given the opportunity to grow both personally and professionally since she started here. Missie shares that despite many staff members currently working from home, it still feels like a warm, work family. This is especially nice, because when clients come in, they come into an atmosphere where people work together well and support each other; and therefore, can better take care of clients.

In her role, Missie is responsible for overseeing the medical billers, the medical records coordinator and the receptionists at each location. The receptionists are often the first team members that clients see when they walk in the door or make a call.

Their attention to detail is very important, as is their warmth, kindness and commitment to serving the needs of each client. The medical records staff makes sure documents get to where they need to be in a timely manner, making sure that the flow in the office is seamless. The medical billers help clients to understand their benefits and answer billing questions.

Missie is especially proud of how the team has taken on all of the additional responsibilities required due to COVID-19. One team member, Betsy, even sewed clear-face masks for every member of the staff, so that people can lip read and see full facial expressions. When RHSC was shut down (except for emergency curbside repair) the team continued working from home, and some still do. There was never a lapse in client care. Every measure is taken to ensure that everyone is healthy and feels safe at all times. Missie said, "My team is amazing, we all work together to get the job done. They are not afraid to take on new tasks, and they help out one another. Each one of my staff members plays such an important role at RHSC, and I am so proud of each one of them."

Missie lives in Gates with her husband, three children and three dogs. She is the 2019 winner of the Rochester Hearing and Speech Center Time to Shine Employee Excellence Award.

Private Academic Tutoring (Pre-K thru 5th Grade)

Maximize Your Child's Potential | Sign Up Now!



We understand all too well how the adjustment to the hybrid model of learning can affect families this school year. Both students and parents can benefit from a personalized academic approach to learning.

RHSC now offers Private Academic Tutoring for those in Pre-K thru 5th Grade.

"Having an academic tutor will give a student the individualized attention needed to strengthen their comprehension and boost their confidence in the classroom."

-Lisa Sandolo, Special Education Teacher

Contact RHSC to schedule a tutoring appointment:
Call (585) 271-0680 or email info@rhsc.org.

LEARN MORE

Early Childhood Evaluations

You Can Get An Evaluation For Free



Did you know that if you have concerns about your child's development, you can get an evaluation for free?

- Ages 3-5 years, just call your school district.
- Ages younger than 3 years, contact your county's Early Intervention Program. Growing Up Healthy Hotline at (800) 522-5006.

For more information about Early Childhood Evaluations, click the age-defined button below and download our informational flyer.

If RHSC can help facilitate the evaluation process, please call at (585) 271-0680, Ext. 2102 or email us at info@rhsc.org.

LEARN MORE (0-3 yrs.)

LEARN MORE (3-5 yrs.)

Auditory Processing Disorder (APD)

How Do You Know To Get Tested | Warning Signs Checklist



Warning Signs of APD

- Difficulty listening with background noise.
- Often misunderstands what is said, needs information to be repeated often.
- Poor auditory attention, drifting off in class or at work.
- Takes longer to answer questions, and may offer inappropriate responses to questions.
- Feels exhausted after listening for an extended period of time.

To determine if someone has APD, hearing loss must first be ruled out as a contributing factor.

Contact RHSC to schedule an appointment:
Call (585) 271-0680 or email info@rhsc.org.

LEARN MORE

UP TO \$300 OFF A PAIR OF HEARING AIDS | ADDITIONAL \$200 OFF WITH TRADE-IN

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



Time For An Upgrade? You Decide.

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 \$300 off a pair of our wide selection of hearing aids. Also receive an additional \$200 off with a trade-in. Some restrictions apply. Offer effective 9/1-10/31, 2020.

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

FALL SAVINGS

COUPON OFFERS

Audiology Client Referral Program



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.

LEARN MORE

VOTE FOR RHSC NOW! Rochester Choice Awards 2020

Best Hearing Aid Center Category | Voting begins September 13 and ends Sunday, September 27



Rochester Hearing and Speech Center is a 12x winner in the Hearing Aid Center category for the Annual Rochester's Choice Awards.

You can make us 1st again in 2020!

It's easy to do. Simply choose Beauty and Health, select Hearing Aid Center, select Rochester Hearing and Speech Center, and fill in your email address. Continue and complete the registration form. You MUST register in order to vote.

These awards celebrate and recognize the best our community has to offer. Winners will be announced in October.

To vote for RHSC and review the voting process, click button below. The Hearing Aid Center category is under the Beauty and Health section. Voting goes live and begins September 13 and ends September 27th. Click button below to vote.

VOTING SITE IS LIVE ON SEPT. 13

Save The Date - WalkAbout 2020

Sunday, October 25 | Eastview Mall | Car Parade Event



We are excited to reveal our plans for WalkAbout 2020. The event will take place on our traditional date of Sunday, October 25th between 9-10 am at Eastview Mall. In consideration of social distance guidelines and the safety of our participants AI Sigl will be hosting our walk as a car parade this year! As a member agency of AI Sigl, RHSC looks forward to participating for the 31st year! We look forward to the event and greatly appreciate your support!

More details to follow on how you can support RHSC and participate in the WalkAbout 2020.

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



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98 YEARS
1922 - 2020

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