



# Oregon

John A. Kitzhaber, MD, Governor

## *Health Licensing Agency*

700 Summer St. NE, Suite 320

Salem, Oregon 97301-1287

Telephone (503) 378-8667

FAX (503) 585-9114

E-Mail: [ohla.info@state.or.us](mailto:ohla.info@state.or.us)

Website: [www.Oregon.gov/OHLA](http://www.Oregon.gov/OHLA)

**WHO:** Oregon Health Licensing Agency  
Advisory Council on Hearing Aids

**WHEN:** Friday, September 9, 2011 – 1 pm

**WHERE:** Oregon Health Licensing Agency  
Rhoades Conference Room  
700 Summer St NE, Suite 320  
Salem, Oregon

### **What is the purpose of the meeting?**

The purpose of the meeting is to conduct regular council business. Please use appropriate language, manners and protocols when conducting council business. A working lunch may be served for council members and designated staff in attendance. A copy of the agenda is printed with this notice. Please visit <http://egov.oregon.gov/OHLA/HAS/meetings.shtml> for current meeting information.

### **Is the public or licensees allowed to attend the meeting?**

Yes. Members of the public are invited and encouraged to be in attendance at all board/council meetings. All public audience members are asked to sign-in on the attendance roster prior to the meeting. Comments may be heard under public comment at the end of the meeting. Please wait to be recognized by the Chairperson prior to commenting.

### **Is it possible to watch the meeting live on the internet?**

Yes. You may access the meeting at <https://oregon.ilinc.com/join/tzyhrrz> (Link provided is specific to this meeting date) If you need assistance accessing the meeting contact the iLinc Join Help Desk at 1-800-799-4510, and select option "1."

### **What if the board/council enters into executive session?**

Prior to entering into executive session the board/council chairperson will announce the nature of and the authority for holding executive session, at which time all audience members are asked to leave the room with the exception of news media and designated staff. Executive session would be held according to ORS 192.660.

No final actions or final decisions will be made in executive session. The board/council will return to open session before taking any final action or making any final decisions.

### **Who do I contact if I have questions or need special accommodations?**

The meeting location is accessible to persons with disabilities. A request for accommodations for persons with disabilities should be made at least 48 hours before the meeting. For questions or requests contact a board specialist at (503) 373-2049.

All members are asked to please give at least 24-hour notice if they are unable to attend the meeting so arrangements may be made.



## Oregon Health Licensing Agency Advisory Council on Hearing Aids



1 pm, Friday, September 9, 2011  
700 Summer Street N.E., Suite 320  
Salem, Oregon

Revised 9/7/2011

### Call to Order

### Introduction of new board member: Jennifer Briggs

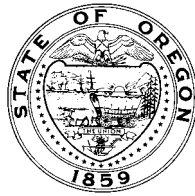
1. **Approval of Agenda**
2. **Approval of Minutes**
  - ◆ June 17, 2011
3. **Reports**
  - ◆ Director's Report
    - Administrative Rulemaking Plan
    - 2013 Legislative Concept Discussion
    - 2012 Chair Summit
  - ◆ Statistical Report
    - Licensing, Active License Trends & Web Site Traffic
  - ◆ 2009-2011 Budget
    - Revenues & Expenditures
  - ◆ Regulatory Report
  - ◆ Policy, Legislation & Administrative Rules
    - OHLA Permanent Administrative Rules
  - ◆ Education & Examination Committee Update
4. **Items for Council Action**
  - ◆ Approval Administrative Rulemaking Schedule – January 2012
  - ◆ Hearing Aid Specialist Scope of Practice – *Tiffany Parret*
    - Procedures performed by unlicensed personnel
      - Hearing aid cleaning;
      - Changing equipment on hearing aid;
      - Programming hearing aid; and
      - Looking in the ear of a client.
  - ◆ 2011 Chair/Vice-Chair
  - ◆ 2011 Committees
  - ◆ 2011 Board Meeting Dates
  - ◆ 2011 Examination Dates
5. **Public Comment**
6. **Other Council Business**
  - ◆ Council Interest File
7. **Executive Session (If needed)**

Agenda is subject to change.  
For the most up to date information visit [www.oregon.gov/OHLA](http://www.oregon.gov/OHLA)

# **Approval of Minutes**



**June 17, 2011**



Oregon Health Licensing Agency  
Advisory Council on Hearing Aids



1 pm, Friday, June 17, 2011  
700 Summer Street NE, Suite 320  
Salem, Oregon

---

**MINUTES**

---

**MEMBERS PRESENT**

Don Cloutier, Chair  
Martha Kocer, Vice-Chair  
Scot Frink  
Dr. Garry Harris

**MEMBERS ABSENT:**

Tricia Leagjeld-Storch

**STAFF PRESENT**

Randy Everitt, Director  
Sylvie McMillan, Fiscal Services and Licensing Manager  
David Sparks, Regulatory Operations Manager  
Kraig Bohot, Public Information Officer  
Nancy Sellers, Senior Policy Analyst  
Amanda Perkins, Board Specialist

**GUESTS PRESENT:**

Scott Austin  
Ron Hunt

\*This meeting was live video streamed.

**Call to Order**

Don Cloutier, Chair, called the meeting of the Advisory Council on Hearing Aids to order at 1pm, Friday, June 17, 2011, at the Oregon Health Licensing Agency (OHLA), Rhoades Conference Room, 700 Summer Street NE, Salem, Oregon. Roll was called.

**1. Approval of Agenda**

**MOTION:**

Scot Frink made a motion with a second by Martha Kocer to approve the agenda. Motion passed unanimously.

**2. Approval of Minutes**

**MOTION:**

Dr. Garry Harris made a motion with a second by Martha Kocer to approve the minutes for November 19, 2010. Motion passed unanimously.

### **3. Reports**

#### **◆ Directors Report**

Randy Everitt, Director, presented a letter from former Governor Ted Kulongoski addressed to the board expressing the former governor's sincere appreciation for the board's service and dedication during his administration.

#### **◆ Outreach and Communications**

Kraig Bohot, Public Information Officer, presented an overview of public information activities at OHLA which included:

- *Licensing Line;*
- Print Publications;
- OHLA Web Site;
- Media Relations;
- Presentations;
- Public Record Requests;
- Application Forms; and
- *Central Issues.*

Bohot also explained how to sign-up in order to automatically receive *Central Issues* or *Licensing Line* via email.

#### **◆ Statistical Report**

Sylvie McMillan, Fiscal Services and Licensing Manager, McMillan, presented an overview of statistics related to the board. Statistics included were licensing, examination and regulatory statistics, active license trends, complaints, and website traffic.

#### **◆ 2010-2011 Budget**

McMillan presented the statement of cash flow for the 7/01/09-4/30/2011 period and the projected cash flow statement 7/01/2009 through 6/30/2011.

McMillan provided an overview of a proposed cost allocation model for the agency pertaining to the agency's small boards or councils. She noted that all boards or councils under the agency's umbrella, other than the Board of Cosmetology, are considered "small boards or councils." The model is similar to the method currently used to figure the allocation cost for regulatory, but entails examining all aspects of the agency's services and apportioning them out. For example, not every small board has an examination that is administered by the agency, whereas, some boards have more than one examination, etc. She said more information and details will be available after July 1, 2011, and will be presented at the next council meeting. McMillan also noted that there is no intention of raising any fees. Everitt remarked that the agency's hope was to be able to balance out each board or council with this financial plan.

#### **◆ Regulatory Operations Division Report**

David Sparks, Regulatory Operations Manager, reported on enforcement activity. He stated between July 2009 and June 2011, 48 complaints had been filed with the agency. Five complaints remained opened. Sparks said during the current regulatory reporting period of November 5, 2010, through June 14, 2011, the agency had received 16 complaints.

Sparks explained why a complaint that originated in May, 2010, had taken an unusual amount of time to

---

---

be concluded. After performing research on the case Sparks found that main problem was the complexity of the complaint against an individual who had worked out of several different facilities and involving seven consumers. The complaint has now been concluded and a notice will be issued. Sparks noted with the new investigatory protocols in place the agency will be able to move through cases at a much smoother rate.

Scot Frink spoke about his concern regarding waiting in the agency's phone system to obtain information about how to file a complaint. He had waited more than an hour at one point. Everitt addressed the issue of the agency's phone system. Everitt explained that research has shown some calls come into the agency and do not go anywhere. OHLA has complained to Department of Administrative Services (DAS) about the phone system issues on several occasions. Meanwhile, Everitt stated, agency staff are alerted if there is a high volume of incoming calls and are trying to monitor those calls by the hour to make sure they get answered. Everitt understands the frustration of people trying to call in and is working on resolving the issues.

◆ **Policy, Legislation & Administrative Rules**  
**-Legislative Overview**

Nancy Sellers, Senior Policy Analyst, presented a memorandum outlining an overview of the legislative process and the role of the board member in this process.

Hierarchy of Law Governing State Agencies

- US and Oregon Constitutions
- Oregon Revised Statutes
  - *Oregon Laws*
  - *Budget Notes*
- Governor's Executive Orders/Agency Directives
- Oregon Administrative Rules
- Agency Policies
- Agency Practices

OHLA works closely with the Governor's Office, Department of Administrative Services, partner agencies, stakeholder groups and the Legislature to ensure that all bills, potential amendments and budgets that may impact the agency and its stakeholders are fully vetted and understood.

Sellers made it clear to the board that as OHLA board members they can be a great asset in the legislative process. Board members often play a dual role: both as agents of the state in their official capacity with OHLA, and as private citizens working in their individual professions. If a legislator, staffer or other agent of the Legislature contacts a board member directly regarding policies and legislation of the agency, please clarify with him or her that you are speaking as an individual, and not as a representative of the regulatory/advisory board of which you are a member.

Persons acting as agents of the executive branch of government – including agency management, employees and appointed board and council members – are not allowed to advocate for or against legislation, budgets or other legislative initiatives without the express permission of the Governor's Office.

---

---

Sellers reminded board members that if legislators or staffers are looking for an *official response*, please direct them to her or Samie Patnode, Policy Analyst, and they will follow up promptly and keep the board informed.

### **-Legislative Update**

Sellers provided the council with an update of the bills OHLA was tracking and their progress. Below are some highlights:

- SB 222- Durable medical equipment failed but will be re-worked.
- Board of Examiners for Licensed Dieticians - will come under OHLA's umbrella on July 1, 2011.
- HB 2380 - introduced by Representative Greenlick regarding the regulation of direct entry midwives, one of OHLA's boards. The bill had been cut down but the number of board members was able to be reduced to an odd number among other items. It had been an even number and there had been instances where the voting was tied.
- Polysomnographers work in a "sleep lab" and the industry wanted to be regulated. OHLA worked with the Respiratory Therapists and presented a consensus for the bill. The Polysomnographers will be combined with the Respiratory Therapists board and will have two members on the newly combined board.
- The Board of Body Art combined OHLA's body piercing program, which did not have a board or advisory council, with the Advisory Council for Electrologists, Permanent Color Technicians and Tattoo Artists.
- OHLA Fee Bill passed. Sellers stated Randy Everitt and Sylvie McMillan had worked hard at the Legislature to inform and explain OHLA's role in regard to multiple boards and advisory councils under its umbrella.

Randy announced that Nancy Sellers would be leaving at the end of this Legislative session. Everitt expressed the agency's gratitude for her expertise during this administration's first Legislative session. Sellers had been tracking, at the beginning of the session, approximately 200 bills before the bills began dropping out. Everitt stated when he joined the agency it had 11 boards and councils with 17 professions. The agency now has 11 boards which represents 21 professions.

### **4. Items for Council Action**

#### **◆ Approve Rulemaking Schedule**

Sellers presented the proposed rulemaking schedule for the council's approval. Sellers stated the council will be working with Samie Patnode, Policy Analyst, for the Legislation and Rules Committee. McMillan answered Scot Frink's inquiry about legislation and rules. She stated that the Education and Examination Committee under Cerynthia Murphy, Qualification Analyst, had worked to develop the new trainee requirements. Those requirements are 520 hours of practical and completion of the International Hearing Society's (IHS) Distance Learning Program for Professionals in Hearing Health Sciences for theory. She had also worked with the committee on changes to the practical examination for permanent licensure. Those recommendations on trainee practical hours and theory requirements, approved by the board, must now be worked through the administrative rulemaking process. McMillan explained the changes to the practical examination itself did not require rule-writing but the changes to the hours and how a hearing aid trainee qualifies does need to go through the administrative rulemaking process. McMillan explained that the Legislation and Rules Committee meeting dates are merely suggestions and the committee may not need all those dates to complete the administrative rule-writing.

Frink stated that he would like the proposed administrative rules to be ready for full council vote on September 9, 2011 as the council had been working on the changes for over a year {in the Education and Examination Committee}. Sellers noted the council needs to approve the rulemaking schedule in order to move forward in the process but the dates may be modified later.

**MOTION:**

Martha Kocer made a motion to approve the administrative rule-making schedule subject to date changes with a second by Scot Frink. The motion passed unanimously.

**5. Public Comment**

No public comment was received.

**6. Other Council Business/Council Interest File**

There was no "Other Council Business" or items in the "Council Interest File."

**7. Executive Session-Place Holder**

The council did not enter into executive session.

The meeting adjourned at approximately 2:40 pm.

Prepared by: Sinnamon Harris, Board Specialist

# **Director's Report**



## OREGON HEALTH LICENSING AGENCY

**Randy Everitt, Director**

700 Summer St. NE, Suite 320

Salem, Oregon 97301-1287

**Phone** (503) 378-8667

**Fax** (503) 585-9114

**Email** [ohla.info@state.or.us](mailto:ohla.info@state.or.us)

**Web** <http://www.oregon.gov/OHLA/>

### Strategic Plan to Complete Rulemaking for all OHLA Regulated Programs within 18 Months

Board of Athletic Trainers (AT)

Board of Body Art Practitioners (BAP)

Board of Cosmetology (COS)

Board of Denture Technology (DT)

Board of Examiners of Licensed Dietitians (BELD)

Board of Direct Entry Midwifery (DEM)

Environmental Health Registration Board (EHRB)

Advisory Council on Hearing Aids (HAS)

Nursing Home Administrators Board (NHAB)

Respiratory Therapist and Polysomnographic Technologist Licensing Board (RTPT)

Sex Offender Treatment Board (SOTB)

#### **Key components to achieving the strategic plan:**

- Implement a rulemaking plan/structure
- Train new ASD employees
- Delineate priority of programs (see chart below)
- Meeting with stakeholders and staff in an integrated process

#### **Priority Levels**

- Level 1
  - If a temporary rule is currently in place
  - If it is a new profession
  - If there is a significant public safety
- Level 2
  - If rules need to be synchronized with OHLA standardized model
- Level 3
  - Required 5 year review is necessary

#### **Things that should be considered:**

- Reasons for emergency rule changes
  - Risks to public safety
  - Significant litigation risk
  - Significant barriers to licensure without increase staff time
- Unexpected or unplanned fee changes
- Other policy duties and responsibilities
  - Legislation
  - Issue responses
  - Program specific questions related to scope of practice

#### **Steps to begin implementation of strategic plan:**

- Approve timeline to complete strategic rulemaking plan
  - 1's July 2011-December 2011
  - 2's January 2012-June 2012
  - 3's July 2012-December 2012

Board	Rulemaking/Policy	Scheduled Meetings in June/July of 2011	Rating 1-3 (1 being highest priority)
Body Art Practitioners	<ul style="list-style-type: none"> <li>• Prohibitions</li> <li>• Curriculum-Sources</li> <li>• Qualifications, education, training and examination</li> <li>• Apprentice vs. career school model</li> <li>• Fields of practice</li> <li>• Facility standards</li> <li>• Licensing roll-out</li> </ul>	July 6, 2011 Workgroup July 18, 2011 Leg/Rules	1  Temp Rule in place for TA temporary practitioners – Permanent rule plan in place
Direct Entry Midwifery	<ul style="list-style-type: none"> <li>•</li> <li>• Temporary Rule #1               <ul style="list-style-type: none"> <li>-3<sup>rd</sup> degree lacerations</li> <li>-peer review</li> <li>-breach restrictions</li> <li>-amend post-date protocol</li> </ul> </li> <li>• Temporary Rule #2               <ul style="list-style-type: none"> <li>-Extend risk information implementation date</li> </ul> </li> <li>• M.I.M generating risk information packets</li> <li>• Leg/Rules to review all temporary rules</li> <li>• File proposed/permanent etc</li> </ul>	July 8, 2011 Leg/Rules July 11, 2011 Board Conf. Call July 27, 2011 M.I.M.	1  September 1 temporary rule increasing fee.
Dieticians	<ul style="list-style-type: none"> <li>• OHLA synchronization</li> <li>• Statutory relevance</li> </ul>		1
Nursing Home Administrators	<ul style="list-style-type: none"> <li>• OHLA synchronization</li> <li>• Complete overhaul</li> <li>• Reduce 1 year rule schedule to 6 months?</li> </ul>	July 12, 2011 Leg/Rules July 13, 2011 Full Board	1
Respiratory Therapist Polysomnographic Technicians	<ul style="list-style-type: none"> <li>• Integrate polysomnographers</li> <li>• Work on definitions “place,” “emergency procedures”</li> <li>• General clean-up</li> </ul>	July 15, 2011 Leg/Rules July 22, 2011 Leg/Rules July 29, 2011 Leg/Rules	1
Fees	<ul style="list-style-type: none"> <li>• AT/HAS/RT to one year initial and renewal cycles</li> </ul>		1
Athletic Trainers	<ul style="list-style-type: none"> <li>• Agency/Program synchronization</li> <li>• Continuing education- concussions</li> <li>• One year renewal cycle- ALL or just initial registrants</li> <li>• BOC certified must be registered in Oregon</li> </ul>	June 22, 2011 9 am Leg/Rules July 28, 2011 Full Board	2

Denture Technology	<ul style="list-style-type: none"> <li>• OHLA synchronization</li> <li>• Temporary Licensure</li> <li>• Reviewing education and qualifications</li> </ul>		2
OHLA	<ul style="list-style-type: none"> <li>• Complete overhaul</li> </ul>		2
Hearing Aids	<ul style="list-style-type: none"> <li>• OHLA synchronization</li> <li>• Education standards 160-520</li> <li>• Supervision issues related to education</li> </ul>	June 17, 2011 Full Council	2
Cosmetology	<ul style="list-style-type: none"> <li>• Skin-needling</li> <li>• Hair design vs. Esthetics related to eye brow/lash tinting</li> <li>• Report outcome of product safety committee to full board</li> </ul>	July 25, 2011 Full Board	3
Environmental Health Registration	<ul style="list-style-type: none"> <li>• Completing permanent rulemaking</li> <li>• Start second rule track to look at duties of an environmental health specialist</li> </ul>	June 30, 2011 Ed/Exam July 19, 2011 Full Board	3
Sex Offender Treatment	<ul style="list-style-type: none"> <li>• Review current rules</li> <li>• Fees</li> <li>• Recruitment of registrants</li> <li>• Present rule schedule on 6/24 still?</li> </ul>	June 24, 2011 Full Board	3

# **Statistical Report**



**Licensing, Active License Trends &  
Web Site Traffic**

# Oregon Health Licensing Agency

## Advisory Council for Hearing Aid Specialists

*Licensing and Regulatory Division Statistics as of 08/29/2011*

*2011 - 2013 Biennium*

Jul11-Sep11

<b>Licenses Issued / Renewed</b>	<b>1st Quarter</b>
Permanent Hearing Aid Specialist Licenses issued	2
Temporary Hearing Aid Specialist Licenses issued	4
Permanent Hearing Aid Specialist Licenses re-issued	0
Renewals processed over the counter or by mail	27
Renewals processed online	18
% of Renewals processed online	40%

<b>Complaints / Proposed Sanctions / Final Orders</b>	<b>1st Quarter</b>
Complaints Received	0
Notice of Proposed Sanctions	2
Final Orders	4
Complaints Closed	0

# Oregon Health Licensing Agency

## Advisory Council for Hearing Aid Specialists

*Examination Statistics as of 08/29/2011*

*2011 - 2013 Biennium*

Jul11-Sep11

<b>Examinations</b>	<b>1st Quarter</b>
<b>HAS Oregon Laws and Rules</b>	
Oregon Laws and Rules Exam - Passed	4
Oregon Laws and Rules Exam - Failed	2
Oregon Laws and Rules - % passed	67%
<b>HAS Practical Exam 1A, Audiometrics</b>	
HAS Practical Exam 1A - Passed	7
HAS Practical Exam 1A - Failed	0
HAS Practical Exam 1A - % passed	100%
<b>HAS Practical Exam 1B, Audiometrics</b>	
HAS Practical Exam 1B - Passed	6
HAS Practical Exam 1B - Failed	0
HAS Practical Exam 1B - % passed	100%
<b>HAS Practical Exam 2, Ear molds</b>	
HAS Practical Exam 2 - Passed	6
HAS Practical Exam 2 - Failed	0
HAS Practical Exam 2 - % passed	100%
<b>HAS Practical Exam 3, Audio diagrams</b>	
HAS Practical Exam 3 - Passed	3
HAS Practical Exam 3 - Failed	4
HAS Practical Exam 3 - % passed	43%
<b>HAS NIHIS Written Exam</b>	
Written Exam - Passed	5
Written Exam - Failed	1
Written Exam - % passed	83%

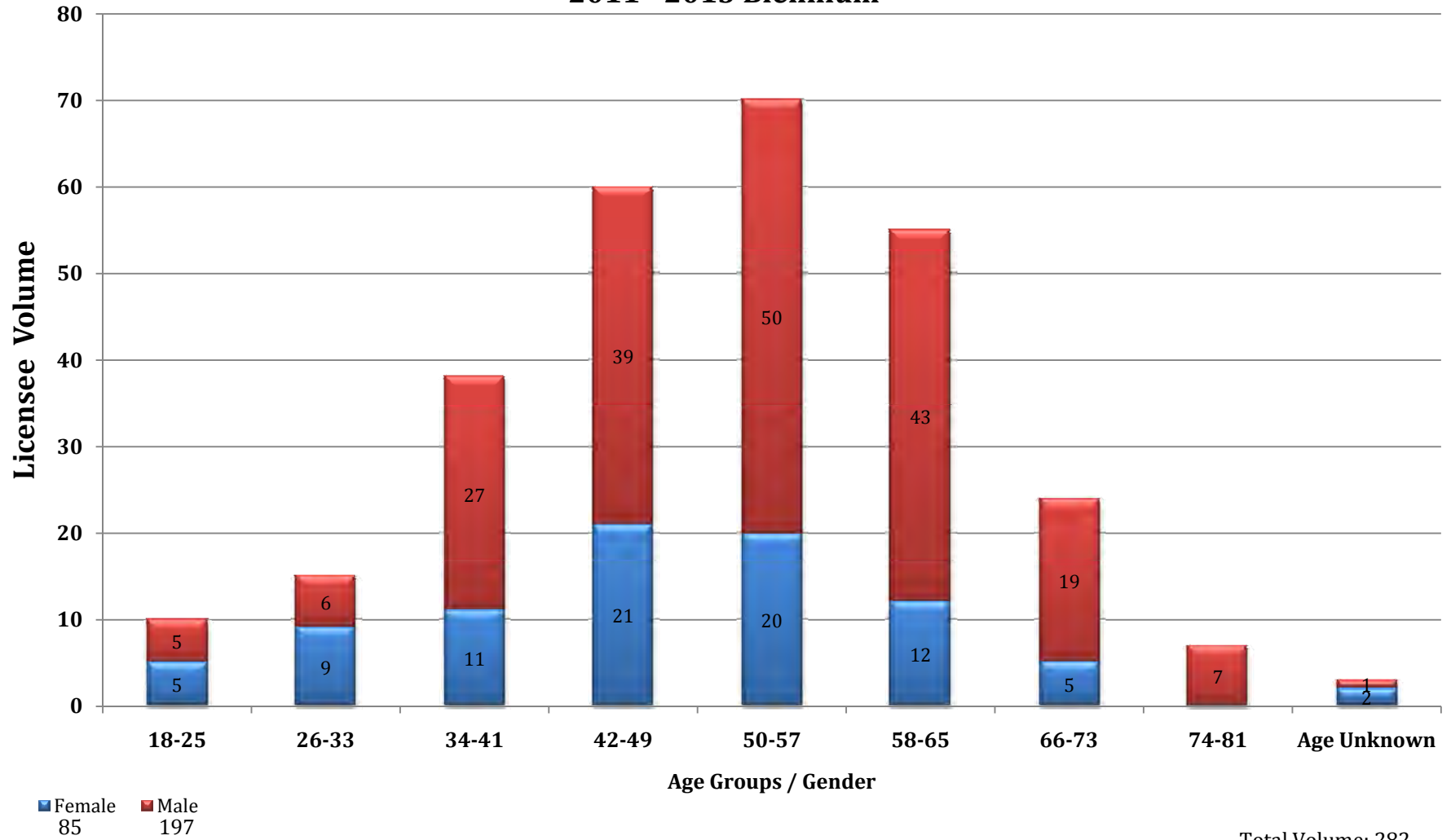
# Oregon Health Licensing Agency

Advisory Council for Hearing Aid Specialists

Active Permanent licensee gender statistics

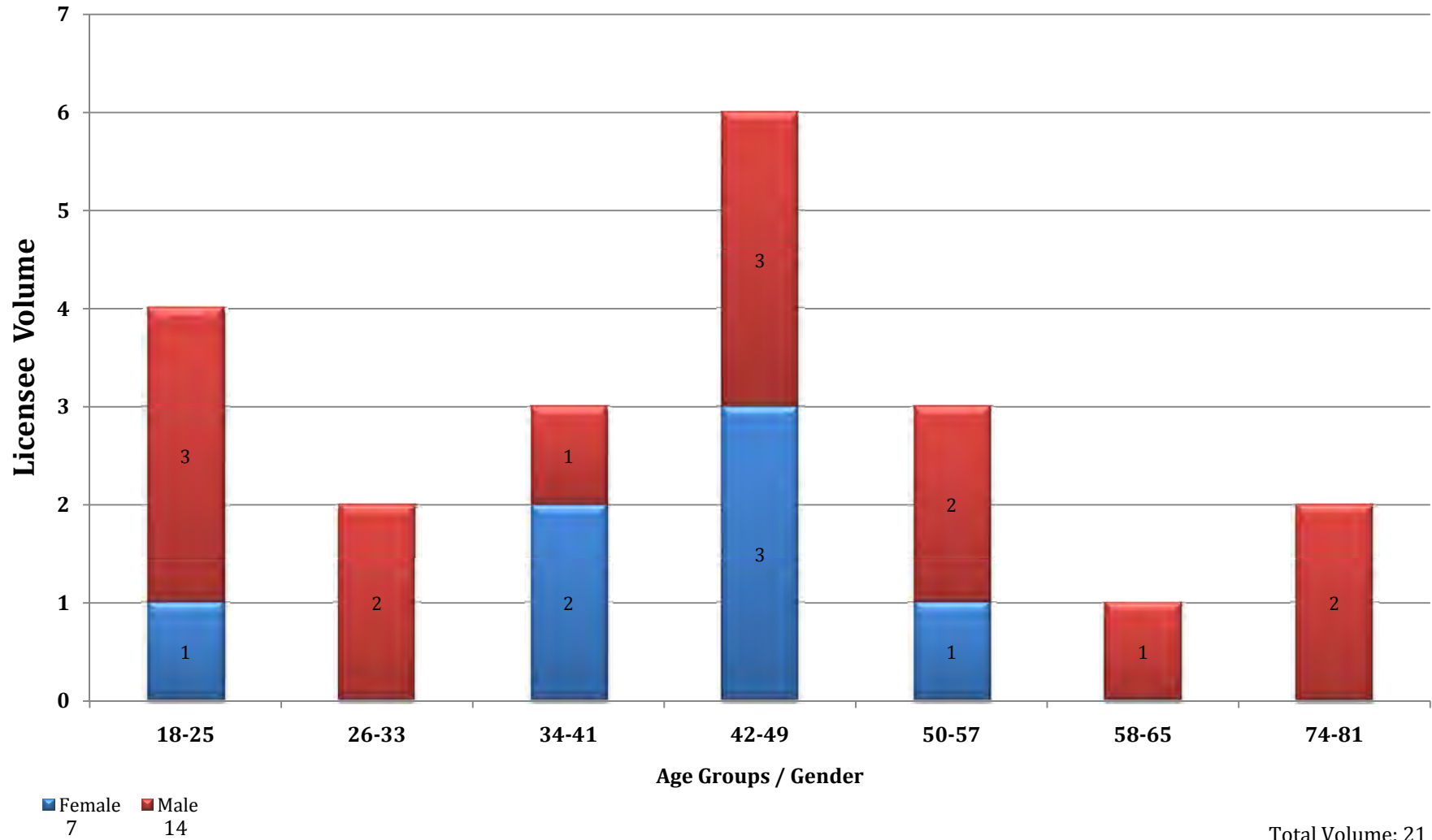
quantified by age group as of August 29, 2011

2011 - 2013 Biennium



# Oregon Health Licensing Agency

Advisory Council for Hearing Aid Specialists  
Active Temporary licensee gender statistics  
quantified by age group as of August 29, 2011  
2011 - 2013 Biennium

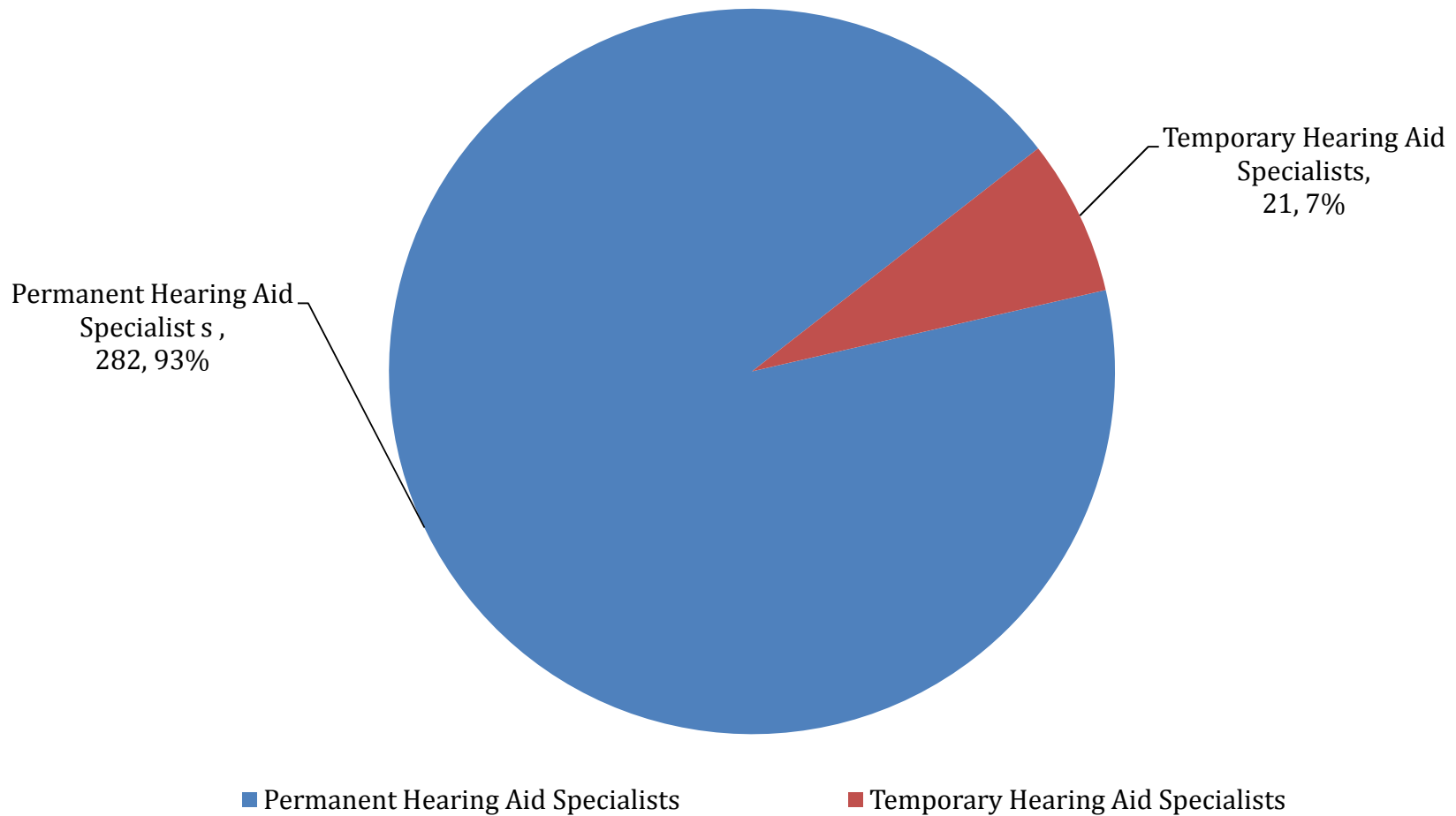


# Oregon Health Licensing Agency

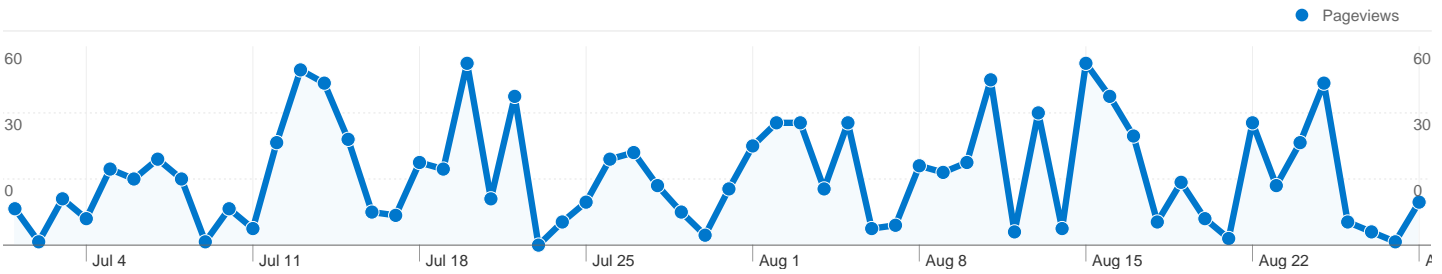
## Advisory Council for Hearing Aid Specialists

### License Volume as of August 29, 2011

#### 2011 - 2013 Biennium



This report is generated in fast-access mode.



## 22 pages were viewed a total of 1,832 times

Pivoted by 8 sources

Filtered for pages containing "OHLA/HAS"

### Content Performance

<b>Pageviews</b> <b>1,832</b> % of Site Total: 2.14%	<b>Unique Pageviews</b> <b>1,261</b> % of Site Total: 1.84%	<b>Avg. Time on Page</b> <b>00:00:55</b> Site Avg: 00:01:15 (-26.44%)	<b>Bounce Rate</b> <b>22.22%</b> Site Avg: 46.84% (-52.56%)	<b>% Exit</b> <b>19.48%</b> Site Avg: 37.41% (-47.93%)	<b>\$ Index</b> <b>\$0.00</b> Site Avg: \$0.00 (0.00%)
---	--	--	--	---	---

Pivot by: Source

1 - 5 of 8

Page	Total Pageviews	google Pageviews	oregon.gov Pageviews	(direct) Pageviews	bing Pageviews	google.com Pageviews
/OHLA/HAS/HASgettinglicensed.shtml	356	214	95	0	47	0
/OHLA/HAS/index.shtml	309	47	71	47	47	47
/OHLA/HAS/forms.shtml	190	47	142	0	0	0
/OHLA/HAS/about_us.shtml	118	0	71	47	0	0
/OHLA/HAS/contact_us.shtml	95	95	0	0	0	0
/OHLA/HAS/HAS_D_Cloutier_Biography.shtml	71	0	47	23	0	0
/OHLA/HAS/HASlaws_rules.shtml	71	47	23	0	0	0
/OHLA/HAS/consumerprotection.shtml	71	47	0	0	23	0
/OHLA/HAS/meetings.shtml	71	47	23	0	0	0
/OHLA/HAS/COS_M_Kocer_Biography.shtml	47	0	23	23	0	0

1 - 10 of 22

# **2011-2013 Budget**



**Revenues & Expenditures**

# Oregon Health Licensing Agency

## Advisory Council for Hearing Aid Specialists

### Cumulative Revenue and Expenditures

#### For the Biennium 2009-11

Actuals as of 06/30/2011

<b>OREGON HEALTH LICENSING AGENCY                      ADVISORY COUNCIL FOR HEARING AID SPECIALIST                      STATEMENT OF CASH FLOWS - FUND 7620                      FOR THE PERIOD 07/01/09 - 06/30/11</b>		
09-'11 Beginning Cash Balance	\$	212,785.55
Revenues	\$	138,514.09
Expenditures	\$	143,846.95
Less: Accrued Expenditures	\$	(387.61)
Less: Total Expenditures	\$	(143,459.34)
Subtotal: Resources Available	\$	207,840.30
Change in (Current Assets)/Liabilities	\$	190.39
<b>Ending Cash Balance (Actual as of 06/30/11)</b>	<b>\$</b>	<b>208,030.69</b>
<b>Cost Allocation 7/1/2009 - 1/31/2010</b>		
Small Board Assessment Rate		1.60%
License Volume / Workload Complexity Rate		0.74%
		<u>2.34%</u>
<b>Cost Allocation 2/1/2010 - 9/30/2010</b>		
Small Board Assessment Rate		1.60%
License Volume / Workload Complexity Rate		0.64%
		<u>2.24%</u>
<b>Cost Allocation_10/1/2010 - 6/30/2011</b>		
Small Board Assessment Rate		1.50%
License Volume Rate		0.38%
Indirect Rate for - DO / BSD / LICEN		<u>1.88%</u>
Regualtory Usage Cost		

Agency Divisions	Shared Cost Categories	FTE ALLOCATION	Cosmetology	Board of Body Art	Denturists, Hearing Aids, Nursing Home Administrators and Environmental Health Specialists	Athletic Trainers, Respiratory Therapists and Polysmonographic Technologists , Direct Entry Midwives, Sex Offender Treatment Therapists and Dietitians
			Cosmetology Plan	Small Board Gold Plan	Small Board Silver Plan	Small Board Bronze Plan
Administrative Services Division	Management, Rules and Legislation and Board Support	10.00 FTE	X	X	X	X
	Education Services	1.00 FTE	X	X	X	
Fiscal Services / Licensing Division	Fiscal Services and Information Technologies	7.00 FTE	X	X	X	X
	Cosmetology Direct Support	1.00 FTE	X			
	Small Board Qualifications and Licensing	1.00 FTE		X	X	X
	Front Line	4.00 FTE	X	X	X	X
Regulatory Operations Division	Inspections	4.00 FTE	X	X		
	Investigations	4.00 FTE	X	X	X	X
	Admin Support	1.00 FTE	X	X	X	X
<b>TOTAL FTE / COST CATEGORIES</b>		<b>33.00 FTE</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>6</b>

# Oregon Health Licensing Agency

## Advisory Council for Hearing Aid Specialists

2011 - 2013 Biennium

Rate Descriptions	Indirect Cost Allocation Comparison	
	2009 - 2011, Old Allocation, Indirect Rate	2011 - 2013, Silver Allocation Plan, Indirect Rate
Shared Agency Services	Between 1.88% and 2.34% for the cost of shared services of 24.28 FTE	N/A
Management, Rules and Legislation, and Board Support	N/A	1.07% of 10.00 FTE
Educational Services	N/A	21.05% of 1.00 FTE
Fiscal Services and Information Technologies	N/A	1.07% of 7.00 FTE
Small Board Qualifications and Licensing	N/A	5.55% of 1.00 FTE
Front Line	N/A	0.47% of 4.00 FTE
Investigations	Between 1.88% and 2.34% of 4.00 FTE	1.07% of 4.00 FTE
Regulatory Admin Support	Between 1.88% and 2.34% of 1.00 FTE	1.07% of 1.00 FTE
<b>Total FTE Allocation</b>	<b>.5505 FTE - .6852 FTE of 29.28 FTE</b>	<b>.5202 FTE of 28.00 FTE</b>

**Regulatory  
Operations Division  
Report**



**Oregon Health Licensing Agency  
Regulatory Operations Division**

---

---

**ADVISORY COUNCIL ON HEARING AIDS**

**Regulatory Operations Division Report  
September 9th, 2011**

**Between July 2009, and June 2011, 50 complaints have been filed with the agency. Of those 50 complaints, four remain open.**

**Case # 10-5995**

Received: May 5, 2010

Complaint alleges the respondent fits his customers for hearing aids with a pure tone test only. Complaint further alleges the respondent has an unlicensed trainee doing the testing and fitting of hearings aids.

The investigation is closed and resulted in a civil penalty.

**Case # 10-6157**

Received: September 20, 2010

Complaint alleges the respondent failed to honor terms of the contract provided to the complainant.

The investigation is ongoing.

**Case # 11-6269**

Received: January 11, 2011

Complaint alleges the respondent failed to honor the complainant's rescission rights and did not return the contract to the client. Complaint further alleges the respondent did not perform a verification test.

The investigation is closed and resulted in a civil penalty.

**Case # 11-6300**

Received: January 25, 2011

Complaint alleges the respondent failed to honor the complainant's rescission rights.

The investigation is complete and complaint was unfounded.

**Case # 11-6432**

Received: 6/9/2011

Complaint alleges the respondent failed to honor terms of the contract provided to the client.

The investigation is ongoing.

**Case# 11-6466**

Received: 6/30/2011

Complaint alleges the respondent collected money for repair of hearing aid when hearing aid was still under warranty.

The investigation is ongoing.

Case# 11-6478

Received 6/9/2011

Complaint alleges the respondent is selling hearing aid equipment on Ebay.

The investigation is ongoing.

**The current regulatory reporting period is July 1, 2011 through September 9, 2011. The Agency received 0 complaints during this reporting period.**

# **Policy, Legislation & Administrative Rules**

Secretary of State  
Certificate and Order for Filing  
**PERMANENT ADMINISTRATIVE RULES**

I certify that the attached copies\* are true, full and correct copies of the PERMANENT Rule(s) adopted on August 15, 2011 by the \_\_\_\_\_  
Date prior to or same as filing date

<u>Oregon Health Licensing Agency</u>	<u>OAR 331</u>
<b>Agency and Division</b>	<b>Administrative Rules Chapter Number</b>
<u>Samantha Patnode, Policy Analyst</u>	<u>700 Summer St. NE, Suite 320, Salem, Oregon 97301-1287</u>
<b>Rules Coordinator</b>	<b>Address</b>
	<u>503-373-1917</u>
	<b>Telephone</b>

to become effective August 15, 2011. Rulemaking Notice was published in the June 2011 Oregon Bulletin.\*\*  
Date upon filing or later Month and Year

**RULE CAPTION**

Define terms used in ORS 676.612 and active military status protocols for authorization holders.

**Not more than 15 words that reasonably identifies the subject matter of the agency's intended action.**

**RULEMAKING ACTION**

List each rule number separately (000-000-0000)

Secure approval of new rule numbers (Adopted or Renumbered rules) with the Administrative Rules Unit prior to filing.

**ADOPT:** 331-010-0050

**AMEND:** 331-020-0040, 331-020-0070

**REPEAL:**

Stat. Auth.: ORS 676.615

Other Auth.: ORS 408.450

Stats. Implemented: ORS 676.607, 676.608, 676.612, 408.450

**RULE SUMMARY**

Adopt 331-010-0050 allowing authorization holders in active military status waiver of renewal, fees and continuing education requirements, as well as protocols for restoration of former authorization status.

Define and clarify what constitutes an appearance before the agency during investigations of alleged violations of statutes or rules under the authority of the Oregon Health Licensing Agency (OHLA), its boards or councils.

Define and clarify the terms incompetence and negligence used in ORS 676.612 in relation to the boards or councils under the OHLA.

<u>Randall Everitt, Director</u>	<u>8/11/11</u>
<b>Authorized Signer</b>	<b>Printed name</b>
	<b>Date</b>

\*With this original, file one photocopy of certificate, one paper copy of rules listed in Rulemaking Actions, and electronic copy of rules. \*\*The Oregon Bulletin is published the 1st of each month and updates rules found in the OAR Compilation. For publication in Bulletin, rule and notice filings must be submitted by 5:00 m on the 15th day of the preceding month unless this deadline falls on a weekend or legal holiday, when filings are accepted until 5:00 pm on the preceding workday.  
ARC 930-2005

**OREGON HEALTH LICENSING AGENCY**

**DIVISION 10**

**AGENCY GENERAL ADMINISTRATION RULES**

**331-010-0050**

**Authorization Holders; Military Leave**

**(1) A practitioner authorized to practice under a program listed in ORS 676.606 is not required to renew the authorization or pay renewal fees while in active military service unless required by the authorization holders branch of the military.**

**(2) To be restored to former authorization status the authorization holder must notify the agency in writing within 60 days of being honorably discharged.**

**(3) No fees will be due until the following renewal period.**

**(4) Requirements for completing continuing education hours during an authorization holder's active duty period shall be evaluated on a case by case basis.**

## DIVISION 20

### AGENCY REGULATORY OPERATIONS RULES

#### 331-020-0040

##### Complaint Processing and Investigation

Pursuant to ORS 676.608, complaints filed with the Oregon Health Licensing Agency will be handled as follows:

(1) The agency will determine if the complaint is related to a profession or occupation regulated and administered by the agency and the complaint falls within authority delegated to the agency by statute.

(2) The agency investigator(s):

(a) Will review the information and as applicable, interview parties and witnesses, and examine physical evidence relating to the complaint;

(b) Will advise on whether an authorization holder or other individual practiced within the acceptable standards of the particular program;

~~(c) May attempt to informally resolve the matter;~~

~~(d)~~ (c) Will make recommendations for agency action.

(3) After receiving advice from the investigator(s), the agency will determine what action will be taken in accordance with ORS 676.608.

**(4) As used in ORS 676.608(8), to "appear before the agency" includes: an investigative interview conducted under oath, under subpoena or otherwise compelled; an interview or hearing before a board, council, or subcommittee of a board or council; any depositions authorized by the agency; pre-hearing conferences; and contested case hearings. It does not include interrogatories, written admissions, other written communications, or voluntary communications.**

Stat. Auth.: ORS 183, 676.605, 676.608, 676.615  
Stats. Implemented: ORS 183, 676.605, 676.608, 676.615  
Hist.: HLO 1-2004, f. & cert. ef. 2-13-04; HLA 1-2009, f. & cert. ef. 6-1-09

## 331-020-0070

### Discipline

(1) The Oregon Health Licensing Agency may discipline authorization holders for violations of laws and rules, in accordance with ORS 676.612 and 676.992.

(2) Failure to cooperate with the agency or its agent is unprofessional conduct and is subject to disciplinary sanctions, which may include suspension or revocation and refuse to issue or renew or place on probation and assessment of civil penalties. Failure to cooperate with the agency or its agent includes, but is not limited to, the following:

(a) Failing to provide information within the specified time allotted and as requested by the agency;

(b) Failing to temporarily surrender custody of original client records to the agency upon request, which includes treatment charts, models, health histories, billing documents, correspondence and memoranda;

(c) Interference, use of threats or harassment which delays or obstructs any person in providing evidence in any investigation, contested case, or other legal action instituted by the agency;

(d) Interference, use of threats or harassment which delays or obstructs the agency in carrying out its functions under individual programs administered and regulated by the agency as listed in ORS 676.606 and rules adopted thereunder;  
or

(e) Deceiving or attempting to deceive the agency regarding any matter under investigation including altering or destroying any records.

(3) The agency, at its discretion, may require supplemental training in an appropriate area of study as determined by the agency, board or council, as a disciplinary sanction. Supplemental training may be in addition to assessment of a monetary penalty or the agency, board or council may waive or reduce a penalty, in cases requiring supplemental training.

**(4) As used in ORS 676.612(2)(j) incompetence means engaging in conduct which evidences a lack of ability or fitness to perform the holder's professional functions.**

**(5) As used in ORS 676.612(2)(j) negligence means engaging in conduct detrimental to the client.**

Stat. Auth.: ORS 676.607, 676.612, 676.992  
Stats. Implemented: ORS 676.607, 676.612, 676.992  
Hist.: HLO 1-2004, f. & cert. ef. 2-13-04; HLA 1-2009, f. & cert. ef. 6-1-09

**Education &  
Examination  
Committee Update**

# **Items for Council Action**

***ISSUE:***

Begin administrative rulemaking process for the Advisory Council on Hearing Aids (Council).

***DISCUSSION:***

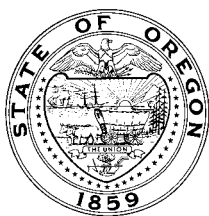
The Council has not reviewed administrative rules since 2004. In 2010 the Council tasked the Education Committee with reviewing current training requirements compared to that of other regulatory bodies. The Education Committee held a series of meetings and has recommended several changes for rule review including increased training requirements, examination protocols and supervisor requirements.

Other areas which may be addressed during rulemaking are Oregon Health Licensing Agency (Agency) streamlining to ensure consistency among programs and align administrative rules with statutory authority including:

- Pathways to licensure;
- Examination protocols
- Renewal requirements; and
- Continuing education requirements.

***RECOMMENDATION:***

Recommend approval of the administrative rulemaking schedule for 2012. See schedule attached.



# Administrative Rule Schedule

---

## OREGON HEALTH LICENSING AGENCY

### Advisory Council on Hearing Aids

Date	Action	Time
September 9, 2011	Council meeting approve rulemaking schedule	1 pm
February 3, 2012	Legislation & Rules Committee – fiscal impact review	9 am
February 17, 2012	Legislation & Rules Committee – fiscal impact review	9 am
February 17, 2012	Council meeting approve proposed rules & fiscal impact	1 pm
April 1, 2012	Notice of proposed rules –Oregon Bulletin	
April 28, 2012	Last day for public comment	
May 14, 2012	Legislation & Rules Committee	9 am
June 15, 2012	Council meeting adopt permanent rules	1 pm
July 1, 2012	Permanent rules effective	

Under ORS 676.607(f) the Oregon Health Licensing Agency (Agency) has authority and responsibility to approve and collect all fees for the programs under ORS 676.606 including the Advisory Council on Hearing Aids. The Agency has final rulemaking authority under ORS 676.615. All comments including recommendations from council members will be considered by the Agency.

All meetings are held at the Oregon Health Licensing Agency, Rhoades Conference Room, 700 Summer St, Suite 320, Salem, OR 97301, unless otherwise specified.

Members of the public are invited and encouraged to attend all board and committee meetings. However, audience members will not be allowed to participate, unless there is a dedicated placeholder on the agenda and/or the chairperson designates an allotted time.

Invited technical experts may be invited to participate in meetings regarding their knowledge and expertise in specific areas.

Please send all public comment to:

Samie Patnode, Policy Analyst  
700 Summer St NE, Suite 320  
Salem, OR 97301-1287  
[samie.patnode@state.or.us](mailto:samie.patnode@state.or.us)  
Work: (503) 373-1917

For current information regarding administrative rules or the rulemaking process visit the Web at [http://www.oregon.gov/OHLA/DEM/Midwifery\\_Laws\\_Rules.shtml](http://www.oregon.gov/OHLA/DEM/Midwifery_Laws_Rules.shtml).

-----Original Message-----

From: Tiffany Parret <tparret@avada.com>

To: evrgrn1024 <evrgrn1024@aol.com>

Sent: Mon, Aug 1, 2011 4:46 pm

Subject: Licensing Question

Hey Chris,

How are things? Sorry I didn't get to say hi the other day when you were talking to Dan. I hope you are well. I had an Oregon Law question and I thought you would be a great person to ask because I was having a hard time finding it in the statutes. At times, we have PCC's (receptionists) clean hearing devices. This brought up the question of what can an unlicensed person do? I am assuming that cleaning is fine, changing domes, filters, receivers, and similar? What about programming or looking in an ear? We just want to make sure we are above reproach in this area.

Thank you so much for any help you can offer. Have a great day!

--

Sincerely,

Tiffany Parret, HCS  
Avada Hearing Care Centers  
503.722.8111 - Office  
503.722.8158 - facimail  
tparret@avada.com



# Oregon

John A. Kitzhaber, MD, Governor

## *Health Licensing Agency*

700 Summer St. NE, Suite 320

Salem, Oregon 97301-1287

Telephone (503) 378-8667

FAX (503) 585-9114

E-Mail: [ohla.info@state.or.us](mailto:ohla.info@state.or.us)

Web Site: [www.Oregon.gov/OHLA](http://www.Oregon.gov/OHLA)

August 24, 2011

Tiffany Parret  
Avada Hearing Care Centers  
12790 SE Stark St, Suite 204  
Portland, OR 97233

Dear Ms. Parret:

The Oregon Health Licensing Agency (OHLA) appreciates your interest regarding a Hearing Aids Specialist scope of practice.

The question presented to the agency is as follows:

*May an unlicensed hearing aid specialist:*

- *Clean hearing devices;*
- *Change domes, filters, receivers, and other attachments;*
- *Program hearing devices; and*
- *Look in a client's ear.*

Currently, the agency does not provide personal legal advice to members of the public. However, you may certainly seek private legal advice on Oregon administrative law issues.

The agency will present your question to the Advisory Council at the **September 9, 2009**, meeting, at which time the Advisory Council may elect to address the issue in open session, may decide to seek advice of its own legal counsel on the matter, may determine that further clarification of your question is necessary, or may decline to address your question.

I encourage you to refine the question by including as much detail as possible and any additional information that would assist the Advisory Council in coming to a conclusion. Please submit a revised question and additional information by **September 5, 2011**; otherwise, the original question will be submitted to the Advisory Council for review.

The agency encourages you to attend the Advisory Council meeting to clarify any questions the Advisory Council may have. You may call Sinnamon Harris, Board Specialist at (503) 373-1938 or [Sinnamon.m.harris@state.or.us](mailto:Sinnamon.m.harris@state.or.us) to be scheduled on the agenda for the September 9, 2010 meeting.

Please note that any response provided by OHLA is considered public record and may be published by the agency.

Sincerely,

Samantha Patnode  
Policy Analyst

# OREGON HEALTH LICENSING AGENCY



700 Summer St NE • Suite 320  
Salem, Oregon 97301-1287

Phone (503) 378-8667

Fax (503) 370-9004

Web site [www.oregon.gov/OHLA](http://www.oregon.gov/OHLA)

E-mail [ohla.info@state.or.us](mailto:ohla.info@state.or.us)



## Public Advice Request

Athletic Trainers  
Barbers  
Body Piercing Technicians  
Denturists  
Direct Entry Midwives  
Electrologists  
Environmental Health Specialists  
Estheticians  
Hair Designers  
Hearing Aid Specialists  
Nail Technicians  
Nursing Home Administrators  
Permanent Color Technicians  
Respiratory Therapists  
Sex Offender Therapists  
Tattoo Artists  
Waste Water Specialists

Board of Athletic Trainers

Board of Cosmetology

Board of Direct Entry Midwifery

Board of Denture Technology

Environmental Health Registration Board

Nursing Home Administrators Board

Respiratory Therapist Licensing Board

Sex Offender Treatment Board

Advisory Council on Hearing Aids

Advisory Council for Electrologists, Permanent Color Technicians & Tattoo Artists

## Process for Responding to Practice & Procedure Question

1. Receive question from stakeholder.
2. Send letter. (see attached)
3. Schedule time during next board/council meeting to discuss issue.
4. Provide issue statement at board/council meeting with options:
  - a. Allow board or council to determine answer;
  - b. Refer to Scope of Practice, Standards & Procedures Committee;
  - c. Refer to Assistant Attorney General (AAG);
  - d. Refer to AAG and schedule Practice & Procedures Standards Committee for question and answer with the agency and AAG; or
  - e. Decline to address.
5. If board/council choose b, c, or d the agency/board may review outcome prior to sending response to respondent.
6. Send response to respondent.
7. Response is considered public record and may be published by the agency.

**NOTE:** Direct cost will be associated with AAG. Board may set time parameters; however the agency reserves the right to extend or reduce the time necessary for cost associated with the AAG to ensure budget needs are met.

## Example Questions Presented to Agency

1. We have a need for Art lines in the ICU. We feel that Respiratory therapists (RT) would be ideal in filling this need. I know that RT's in other states place art lines. Would this be in our scope of practice here in Oregon?
2. Is skin needling within the scope of practice of an esthetician?
3. Can athletic trainers order plain film x-rays for extremities only?

***Putting Oregonians to work while protecting Oregon consumers***

**Issue:**

With the end of 2011 approaching it is necessary for the Advisory Council on Hearing Aids to elect a chairperson and vice-chairperson for the year 2012.

**Discussion:**

Don Cloutier has served as Chair during the year of 2011.  
Martha Kocer has served as Vice-Chair during the year of 2011.

**Recommendation:**

The Advisory Council on Hearing Aids nominates and elects a board chairperson and vice-chairperson for the year 2012.

CHAIRPERSON

---

VICE-CHAIRPERSON

---

**Issue:**

With the end of the year 2011 approaching, it is necessary for the Advisory Council on Hearing Aids to review the make up of committees and designated members to each committee.

**Discussion:**

The purpose of committees is to allow for review and discussion of specific issues, which usually require more in-depth fact-finding and deliberation than can be scheduled at periodic board meetings. Committees also serve as a resource to staff in the daily administration of the program with members providing technical expertise and direction, particularly in scope of practice, practice standards, education and regulatory aspects.

A committee may be comprised of one member acting, as liaison between the board and office staff, but must include a total number of members that equates to less than an a quorum.

Committee	Committee Purpose/Description
Legislation/Rules	Gain consensus on rule development and make recommendations for action to the board/agency. Committee work is centered on "fact-finding"-discussion of facts, perspectives and concerns.
Education/Examination	Establish requirements for training and education, equivalencies and continuing education.
Enforcement	Advise agency during investigation or review of disciplinary cases.
Customer Connection	Advises agency on areas affecting all board/councils uniformly. Projects may include Website review, agency publications and agency rulemaking.
Practice & Procedures Standards	Review and discuss inquiries received regarding scope of practice

**Recommendation:**

Advisory Council on Hearing Aids designates committee members for the year of 2012.

# Oregon Health Licensing Agency

## Advisory Council on Hearing Aids 2011 Schedule

**CHAIRPERSON: Don Cloutier**  
**VICE CHAIRPERSON: Martha Kocer**

### 2011 REGULAR MEETING DATES – 1 p.m.

February 25, 2011  
June 17, 2011  
September 9, 2011

### 2011 Examination Schedule

January 25, 2011  
April 7, 2011  
July 21, 2011  
October 6, 2011

### 2011 COMMITTEE LIST

<b>Education and Examination</b>	Don Cloutier, Scot Frink, Martha Kocer
<b>Enforcement</b>	Don Cloutier, Scot Frink, Garry Harris, MD
<b>Legislation/Rules</b>	Don Cloutier, Scot Frink
<b>Practice &amp; Procedures Standards</b>	Scot Frink, Garry Harris, MD
<b>Customer Connection</b>	Garry Harris, MD

**Issue:**

With the end of 2011 approaching it is necessary for the Advisory Council on Hearing Aids to approve meeting dates for the year 2012.

**Discussion:**

The following dates are proposed for the Advisory Council on Hearing Aids to conduct regular council business:

February 17, 2012 at 1 pm  
June 15, 2012 at 1 pm  
October 26, 2012 at 1 pm

**Recommendation:**

The Advisory Council on Hearing Aids approves meeting dates for the year 2012.  
Approved meeting dates:

---

**Issue:**

Review proposed examination dates for Hearing Aid Specialist for 2012.

**Discussion:**

The agency has made arrangements to hold the practical examinations for 2012 at the Red Lion Hotel, 3301 Market Street, N.E., Salem, Oregon. The facility is located directly off the freeway for easy access and hosts free parking for all examination candidates.

**Recommendation:**

The Advisory Council on Hearing Aids approves the proposed examination dates listed below for 2012.

**Proposed 2011 Examination Dates:**

January 19, 2012

April 5, 2012

July 19, 2012

October 4, 2012

---

# **Public Comment**

# **Other Council Business**



**Council Interest File**

# 40th Annual Tri-State Hearing Convention

March 8th, 9th, 10th & 11th, 2012  
Coeur d'Alene Resort - Coeur d'Alene Idaho

HOME

ABOUT

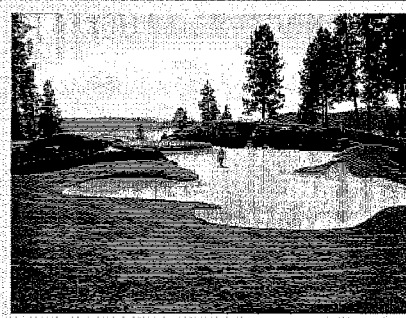
REGISTRATION

CONTACT

LINKS

## ABOUT THE CONVENTION

**MORE  
INFORMATION  
TO  
COME**



## HARRIS Sinnamon M \* OHLA ASD

---

**From:** MURPHY Lisa A \* OHLA LIC [lisa.a.murphy@state.or.us]  
**Sent:** Thursday, August 11, 2011 11:18 AM  
**To:** HARRIS Sinnamon M \* OHLA ASD  
**Subject:** FW: IHS Licensing Board Conference: Preliminary Agenda Released  
**Attachments:** 2011 LBC Agenda.pdf

Board Interest

*Lisa A. Murphy*  
*Qualification Specialist*  
*OHLA - 503-373-1081*

---

**From:** Alissa Parady [mailto:aparady@ihinfo.org]  
**Sent:** Wednesday, August 10, 2011 1:29 PM  
**To:** Alissa Parady  
**Subject:** IHS Licensing Board Conference: Preliminary Agenda Released

To: State Hearing Aid Dispensing Licensing Board Members and Administrators  
Licensing Board Conference Registrants

If you haven't already registered for the IHS Licensing Board Conference, we hope you will make plans **today** to join us on September 15<sup>th</sup> in Boston for a strategic discussion of key issues facing the states, including **internet hearing aid sales, audiology assistants**, and the current and future state of the **practical examination** – to name a few! (If you have registered, thank you and we'll see you there!)

Our preliminary agenda is attached for your review. If you are planning to attend, we invite your comments or suggestions of additional topics by August 31 to [aparady@ihinfo.org](mailto:aparady@ihinfo.org). We are also seeking speakers to briefly discuss the application of these topics in their states, so please let us know if you are willing to speak.

The meeting will take place during the IHS Convention & Expo, and the Keynote Luncheon and Licensing Board Conference are both complimentary to licensing board members and administrators. We hope you will register and stay for the full Convention (by September 8 for our discounted rate!) and take advantage of up to 13 hours of CE, our "Bright Ideas" Expo, and our 60<sup>th</sup> Anniversary Awards Gala, among other amazing programming! If you can only stay for the Keynote Luncheon and Licensing Board Conference, please call Carrie Pedersen at 734.522.7200, who can assist you with your registration.

Thank you, and we look forward to seeing you in Boston!

**Alissa Parady**  
Government Affairs Manager  
International Hearing Society  
16880 Middlebelt Rd., Ste. 4  
Livonia, MI 48154  
P: 571.212.8596 F: 734.522.0200  
[www.ihinfo.org](http://www.ihinfo.org)

**Register Now for the 60<sup>th</sup> Annual IHS Convention & Expo**

*September 15-17, 2011*

*Seaport Hotel and Seaport World Trade Center*

*Boston, Massachusetts*

**reinvent your business**

# **Executive Session**

