

### Happy holidays!

Family is important throughout the year, but during the holidays family takes center stage.

Whether you're enjoying their laughter as you exchange memories, listening to a child's wish list for Santa, singing along with your favorite Christmas carols or sitting together and enjoying the silence of the night as you watch snow fall gently to the ground.

At Comprehensive Ear & Hearing of Grand Haven, family is important to us, too -- yours and ours. When I launched my hearing care business 22 years ago, my children were 1, 2 and 3 years old. I carried my oldest, Cadan, on my hip at work. Now Cadan has obtained his bachelors degree from Hope College and is a licensed provider in my office.

Over the years, they were a key part of building my business, whether they were waiting patiently at home when I had to work late or working side by side with me in the office, filing, dusting or "helping" in some other way.

### Family centered

We know family is a key part of your lives, too. That's why we operate a family-centered practice. We invite the family members of our clients to participate in the care plan from the very first appointment, working together to ensure everyone's needs are met.

Research shows that individuals are more likely to be successful with hearing aids if family members are involved in the process, and we want to do everything we can to help you -- our clients -- hear successfully. We know that it will improve the quality of life for you, and for those you love.

### Share the spirit

It is in that spirit of family that we invite you to partner with us this season in collecting toiletries and nonperishable food items for the Ferry School Food Pantry, which helps families in our community meet essential needs. We will accept donations until January 18th.

### The gift of hearing

Do you know someone with untreated hearing loss who is in financial need? We are once again supporting the Starkey Hear Now Foundation, which provides hearing assistance to people in our community who cannot afford it. Please come in and buy a star for \$1 or more to donate to the foundation. We are happily matching all donations!

### Many thanks

A special thank you to everyone who came in for a hearing test or referred someone during the month of October. As promised, we donated \$10 for each test to Camp Bluebird, a retreat in Spring Lake for adults battling cancer. We performed 37 hearing tests that month, for a total donation of \$370. Thank you!

### You are the best advertising

We can't tell you how much we appreciate your personal referrals of friends and family and your positive reviews online. We value each and every one. The word is really getting out there about our services, and business continues to grow!

When friends and family come in because of your referrals, you will be entered into a drawing to win a \$25 Visa gift card. Please keep spreading the word!

### Our new building

We hope you are enjoying the improvements to our building and grounds as much as we are, including our very own parking lot on the north side! Those who park in the lot can easily access the office through the west entry, using the stairs or ramp.

For our clients who use walkers or wheelchairs, we encourage you to park along Ferry Street and use the curb cuts for easy access. (Please note: There is no parking in the alley on the east side of our building.)

### We appreciate you!

If you haven't seen our new building yet, come on in and say hi. You can drop off your donation for the food bank, buy a star and enjoy some sweet treats and a hot cocoa bar to say thank you for being a loyal customer!

### Exciting new technology

When you come in, please ask about the latest in hearing technology from Starkey and Phonak. New offerings include features that work with your phone to track your brain and body health along with improving your hearing.

Visit the "What's New" section of our website to learn more: [compearhear.com](http://compearhear.com). And don't forget to like us on Facebook, too! It's a great way to stay up to date on hearing news: [facebook.com/CompEarHear](https://facebook.com/CompEarHear). Look for our new online store launching in early 2019 at [www.CompEarHear.com](http://www.CompEarHear.com).

Thank you to you and your family for trusting us with your hearing health this year. It is truly a gift you give to us and we value it.

We wish you and your loved ones a joyful Christmas and a New Year filled with the promise of wonderful things to come!

*Kristin*



## Give the Gift of Hearing

If you have a friend or loved one who may be suffering from hearing loss, pass this coupon on to them. We'll give them a **FREE hearing test** and **\$200 OFF** should they need hearing instruments. They can even combine this coupon with our other offers. **We promise to give your loved one the same great service you've come to trust!**

You can also **Give the Gift of Hearing** by visiting our office. We have many assistive listening devices and hearing aid accessories. We will also be happy to make a custom gift certificate for your loved one.

Did you know that you can use your flexible spending account and medical savings account to purchase hearing aids? Now is the time to schedule a hearing test to use your 2018 contributions or plan for 2019.

Best wishes for a happy holiday season and our sincere thanks for your loyalty and goodwill throughout the year.



Please stop in from now until January 18. Enjoy a visit and a treat from our hot chocolate bar.

We also hope you will join us in giving back to the community this Holiday Season. We will be collecting non-perishable food and toiletry donations for the Ferry School Food Pantry until January 18. You can also buy a star to support the Hear Now Foundation and help us to provide hearing instruments to those in need right here in West Michigan!

Merry Christmas



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#### Cadan Johnston Kleinheksel

"Growing up around Comprehensive Ear & Hearing and working here for the last four years during college has certainly expedited my understanding as to why hearing at one's best potential, benefits one's overall health and social-cognitive well-being. I love my role at CEH because our team believes in patient-centered hearing care while delivering today's best hearing technology. Listening to client needs, offering solutions and truly supporting better living through better hearing, fits my passion-- better health for all of us.

I graduated from Hope College with a B.S., in Biology, with minors in Kinesiology and Biochemistry. I have known for a long time that I desire a career which enables me to care for and extend services to all individuals in the most thoroughgoing manner possible. When the time is right, I plan on applying to a physician assistant program, to obtain a Masters in Health Sciences and become a certified PA.

In the meantime, I'm grateful for this chapter in my healthcare career. I especially enjoy my daily encounters with all of you!"