

## What to expect for Starkey Cares and Special Olympics Partners in Tiered Protocols

What follows is a high-level outline of various phases, steps, and expectations for executing on various tier levels of engagement with Starkey Cares. While not comprehensive of every step, it provides a basic understanding of what to expect as you collaborate with Starkey Cares on your event!

### Roles

- **Special Olympics Program Health Staff** – Healthy Athletes event organizers at the state level
- **Special Olympics Healthy Hearing Clinical Director** – Audiologist at the state level who coordinates, plans, and implements a successful Healthy Hearing event.
- **Special Olympics Director of Healthy Athletes** – Oversees all Healthy Athletes Disciplines
- **Special Olympics Sr. Clinical Program Manager of Healthy Hearing** – Oversees Healthy Hearing Discipline
- **Starkey Cares Director, Corporate Social Responsibility** – Director of Starkey Cares Program at Starkey
- **Starkey Cares Clinical Director** – Starkey Cares Audiologist at the state level who supports and coordinates between Special Olympics Sr. Clinical Program Manager and Starkey Cares Partners
- **Starkey Cares Partners** – Enrolled Starkey Cares partners (either Audiologists or HIS) in each state who provide service and support for Special Olympics Healthy Hearing through the Starkey Cares program
- **Starkey Cares Staff** – Oversees follow-up process between athletes and Starkey Cares partners
- **Joint Hearing Protocol** – This protocol, agreed to by SO and Starkey clinical staff and leadership spells out the clinical administration and overall organization that athletes will expect at gold and silver tier events

### Gold Tier

Large-scale Healthy Athletes Events\_(e.g., World Games, USA Games, Regional Games)

1. Special Olympics Program Health Staff register interest with Special Olympics Sr. Clinical Program Manager of Healthy Hearing via smartsheet located on Healthy Hearing Resource Page
2. Special Olympics Sr. Clinical Program Manager of Healthy Hearing works with Special Olympics Program Health Staff and Healthy Hearing Clinical Director to obtain:
  - a. Contact information
  - b. Social media tags and handles
  - c. Event location information
  - d. Number of athletes attending the Healthy Hearing area of Healthy Athletes as well as a list of cities athletes reside in
3. Special Olympics Sr. Clinical Program Manager of Healthy Hearing deliver those to Starkey Cares Director, Corporate Social Responsibility, as well as Starkey Cares Clinical Director for coordination of Starkey HQ team attendance
4. Starkey Cares Director, Corporate Social Responsibility, as well as Starkey Cares Clinical Director to identify Starkey Cares partners that can provide in person fitting support at event

5. Equipment and supplies list for on-site fittings provided to Starkey Cares Partners, Special Olympics Program Health Staff, and Healthy Hearing Clinical Director, for determination of who provides necessary equipment and supplies - list can be found on Healthy Hearing Resource Page
6. Graphics images and electronic documents provided by Starkey Cares Director, Corporate Social Responsibility to Special Olympics Sr. Clinical Program Manager of Healthy Hearing for appropriate use and sharing
7. Starkey Cares Director, Corporate Social Responsibility, Starkey Cares Clinical Director, Special Olympics Program Health Staff, Healthy Hearing Clinical Director, Director of Healthy Athletes, and Sr. Clinical Program Manager of Healthy Hearing will develop a meeting cadence a few months prior to event to discuss pertinent information
8. At the event:
  - a. Starkey Cares will provide cerumen management
  - b. Special Olympics Healthy Hearing Clinical Director will provide hearing assessment
  - c. Athletes will be fit on site with hearing aids ordered from Starkey in advance of the event
  - d. Athlete will be provided referral to Starkey Cares partner nearest to the athlete's home city
  - e. Starkey Cares Director, Corporate Social Responsibility, as well as Starkey Cares Clinical Director to maintain referral list for follow up with Starkey Cares partners
  - f. Social/traditional media
9. After the event:
  - a. For those athletes who could not be fit on-site, Special Olympics Program Health Staff and Healthy Hearing Clinical Director to provide referral list to Special Olympics Sr. Clinical Program Manager who will then forward to Starkey Cares Director, Corporate Social Responsibility, as well as Starkey Cares Clinical Director, for follow up
  - b. Social media and photos shared with Starkey MN and Special Olympics Sr. Clinical Program manager of Healthy Hearing for amplification
  - c. Starkey Cares staff will also follow up with athletes who were fit with hearing aids on-site to follow up on service and ensure satisfaction

## **Silver Tier**

### Program Level Healthy Athletes Events (Special Olympics Program State Games)

1. Special Olympics Program Health Staff register interest with Special Olympics Sr. Clinical Program Manager of Healthy Hearing via smartsheet located on Healthy Hearing Resource Page
2. Special Olympics Sr. Clinical Program Manager of Healthy Hearing works with Program Health Staff to obtain:
  - a. Contact information
  - b. Social media tags and handles
  - c. Event location information
  - d. Number of athletes attending the Healthy Hearing area of Healthy Athletes as well as a list of cities athletes reside in
3. Special Olympics Sr. Clinical Program Manager of Healthy Hearing deliver those to Starkey Cares Director, Corporate Social Responsibility, as well as Starkey Cares Clinical Director for coordination of Starkey team attendance

4. Starkey Cares Director, Corporate Social Responsibility, as well as Starkey Cares Clinical Director to identify Starkey Cares partners that can provide in person fitting support at event
5. Equipment and supplies list for on-site fittings provided to Starkey Cares Partners, Program Health Staff, and Healthy Hearing Clinical Director, for determination of who provides necessary equipment and supplies - list can be found on Healthy Hearing Resource Page
6. Graphics images and electronic documents provided by Starkey Cares Director, Corporate Social Responsibility to Special Olympics Sr. Clinical Program Manager of Healthy Hearing for appropriate use and sharing
7. Starkey Cares Clinical Director, Special Olympics Program Health Staff, Healthy Hearing Clinical Director and Sr. Clinical Program Manager of Healthy Hearing will develop a meeting cadence a few weeks prior to event to discuss pertinent information
8. At the event:
  - a. Starkey Cares will provide cerumen management
  - b. Special Olympics Healthy Hearing Clinical Director will provide hearing assessment
  - c. Athletes will be fit on site with hearing aids ordered from Starkey in advance of the event
  - d. Athlete will be provided referral to Starkey Cares partner nearest to the athletes home city for follow up service and care
  - e. Starkey Cares Director, Corporate Social Responsibility, as well as Starkey Cares Clinical Director to maintain referral list for follow up with Starkey Cares partners
  - f. Social/traditional media
9. After the event:
  - a. For those athletes who could not be fit on-site, Program Health Manager and Healthy Hearing Clinical Director to provide referral list to Special Olympics Sr. Clinical Program Manager who will then forward to Starkey Cares Director, Corporate Social Responsibility, as well as Starkey Cares Clinical Director, for follow-up
  - b. Social media and photos shared with Starkey MN and Special Olympics Sr. Clinical Program manager of Healthy Hearing for amplification
  - c. Starkey Cares staff will also follow up with athletes who were fit with hearing aids on-site to follow up on service and ensure satisfaction

## **Bronze Tier**

1. Special Olympics Program Health Staff register interest with Special Olympics Sr. Clinical Program Manager of Healthy Hearing via smartsheet located on Healthy Hearing Resource Page
2. Starkey Cares Director, Corporate Social Responsibility, as well as Starkey Cares Clinical Director to identify Starkey Cares partners that can provide off-site support
  - a. If no Starkey Cares partner can be identified in the region, then Special Olympics Program Health Staff will refer athletes to Starkey Cares 866-515-2998
3. Program Health Staff, Healthy Hearing Clinical Director and Sr. Clinical Program Manager of Healthy Hearing will hold a meeting a few weeks prior to event to discuss pertinent documents that will be required day of event followed by an email – Special Olympics Sr. Clinical Program Manager of Healthy Hearing to provide both with Starkey Cares referral list at least 2 weeks prior to event

4. At the event:
  - a. Healthy Hearing Clinical Director to refer athletes to local Starkey Cares provider to support follow-up care. Athlete will be provided referral to Starkey Cares partner nearest to the athletes home city for follow up service and care
5. After the event:
  - a. Program Health Manager and Healthy Hearing Clinical Director to provide referral list to Special Olympics Sr. Clinical Program Manager who will then forward to Starkey Cares Director, Corporate Social Responsibility, Starkey Cares Clinical Director, as well as Starkey Cares staff for follow-up
  - b. Starkey Cares staff will follow-up with athletes after referral list is obtained to make sure that the athlete has contacted assigned provider
  - c. Starkey Cares staff will also follow up with athlete after their appointment to follow up on service and ensure satisfaction
  - d. Starkey Cares staff to contact athlete and have them connect with Starkey Cares partner every six months minimum for hearing aid cleaning and tune up

#### **Single Health Evaluation:**

Special Olympics understands that programs must report certain information on February 15<sup>th</sup> and August 15<sup>th</sup> (this includes hearing aid fittings, athletes that require hearing aids, cerumen management, etc.). Starkey Cares will report this information to Special Olympics on January 14<sup>th</sup> and July 15<sup>th</sup>. If a program requests this information prior to these two dates, Special Olympics Sr. Clinical Program Manager of Healthy Hearing will make sure that it is received.