



Arkansas Board of Hearing Instrument Dispensers

Regular Meeting
Friday, August 11, 2023 | 10:35 A.M.
Freeway Medical Tower, Room 906
5800 West 10th Street, Little Rock, AR 72204

Meeting Minutes

Attendees Present:

- Randy Fore, Chairman & Licensed Hearing Instrument Dispenser
- Vicki Howard, Vice-Chairman & Licensed Hearing Instrument Dispenser
- Mark Oyler, Secretary/Treasurer & Licensed Hearing Instrument Dispenser
- Louis McGrail, Audiologist

Others Present:

- Amanda Roberge, Board Administrator
- Clayton Orr, Assistant Attorney General; AG Office

A quorum was established.

Call to Order: The meeting was called to order by the Board Chair Randy Fore at 10:35a.m.

Review of minutes from the June 21, 2023, board meeting: A motion was made by Louis McGrail to approve the minutes, seconded by Vicki Howard, and carried without dissent.

Review of Financial Reports:

Motion: By Vicki Howard, to approve financial reports for June 2023. Louis McGrail seconded and carried without dissent.

Motion: By Vicki Howard, to approve financial reports for July 2023. Louis McGrail seconded and carried without dissent.

Criminal Background Checks: A discussion was conducted with Matt Gilmore, Arkansas Department of Health Boards and Commissions Coordinator, regarding criminal background checks. Assistant Attorney General Clayton Orr discussed that the current application process does not include criminal background checks. If the Board wants

applicants to complete a criminal background check, the rule making process would need to be implemented and then discussed with the executive branch.

Uniformed Service Members: A discussion was conducted with Matt Gilmore, Arkansas Department of Health Boards and Commissions Coordinator, regarding the topic of licensing of uniformed service members. Matt outlined that the uniformed service members and their spouses who meet the licensure requirements are expected to have a seamless process and no delays in obtaining licensure with the boards.

Reciprocity: A discussion was conducted with Matt Gilmore, Arkansas Department of Health Boards and Commissions Coordinator, regarding the topic of reciprocity. Assistant Attorney General Clayton Orr outlined §17-1-108 (C)(1)(A) that discusses that an applicant who holds a substantially similar occupational license, the Board shall adopt the least restrictive requirements for a license. The statute trumps the rules.

Continuing Education: A discussion was conducted regarding live, virtual internet courses versus non-live internet courses. Assistant Attorney General Clayton Orr discussed the plain language that if you are accessing the course over the internet then it is considered internet. The board could make a decision between live and pre-recorded, however, if the course is over the internet, then the course is internet. A motion was made by Louis McGrail to table the topic and further discuss with Doralee Chandler, the Board's attorney, seconded by Mark Oyler, and carried without dissent.

Mary Jo Morris: Ms. Morris was scheduled to appear before the board, however, she requested to be rescheduled due to a family member passing away. The board discussed that her 2023-2024 renewal application is incomplete, as well as the fact that she did not renew last year, therefore, she has been practicing without a license. A motion was made by Louis McGrail to issue a cease-and-desist letter and request that she appear before the board at the next meeting, seconded by Mark Oyler, and carried without dissent.

Jill Schneibel: Ms. Schneibel appeared before the Board, along with her pending sponsor, Randy Fore, to discuss her internship application. A motion was made by Mark Oyler to approve the internship application, seconded by Louis McGrail, and carried without dissent. Randy Fore abstained from voting.

A discussion was conducted regarding the resignation of Chair Randy Fore. Randy mentioned that he rescinded this resignation. Presented as information only.

Election of Officers: Mark Oyler discussed that he will be resigning after the December 2023 meeting. Board Administrator Amanda Roberge requested the Mark submit a formal resignation in writing in December so that she can forward it to the Governor's office. A motion was made by Mark Oyler to keep Randy Fore as Chairman, Vicki Howard as Vice-Chairman, and Mark Oyler as Secretary-Treasurer, seconded by Louis McGrail, and carried without dissent.

A discussion was conducted with Chair Randy Fore suggesting that the review of applications should be rotated throughout the board members as they are received. The board members were in agreement.

International Hearing Society Practical Exam: A motion was made by Vicki Howard to take the documentation as information only and to not accept the International Hearing Society Practical Exam in lieu of the current board practicum exam.

A motion was made by Mark Oyler, seconded by Louis McGrail, and carried without dissent, for the board members to review the International Hearing Society Practical Exam documentation, write notes, and further discuss updating the current Board practicum exam at the next board meeting.

Training Outline from Beltone: The Board reviewed the Beltone training outline submitted by Glenn Otey. Presented as information only.

Reciprocity Application:

- Wilbert McDaniel: A motion was made by Louis McGrail to approve the reciprocity application, seconded by Mark Oyler, and carried without dissent. The applicant will need to pass the practicum exams before a full license will be granted.

Mobile Unit Form: A motion was made by Vicki Howard, seconded by Louis McGrail, and carried without dissent, to notate under the Equipment Information section: "Please include current calibration sheets for all equipment to be used unless it has already been submitted prior to this mobile unit notice."

A motion was made by Louis McGrail, seconded by Mark Oyler, and carried without dissent, to correct the notation that appears on the bottom of the form to reflect Article XV, Section 2.

A motion was made by Louis McGrail, seconded by Vicki Howard, and carried without dissent, to remove "Miles Traveled" from the form and remove the "For Official Use Only" boxes.

A motion was made by Vicki Howard, seconded by Mark Oyler, and carried without dissent, to update the annual license renewal application to reflect the following message: "List audiometer information, tympanometry information, and proof of calibration for every piece of equipment used by you, from every office and mobile unit."

A discussion was conducted that Board Administrator Amanda Roberge will review the Mobile Unit forms and will contact the licensee if a section of the form was not completed. The board members were in agreement.

Intern Extension Request Form: A motion was made by Vicki Howard, seconded by Mark Oyler, and carried without dissent, to no longer use this form and to remove it from the Board's website.

Law and Regulations Examination: The Board went into Executive Session.

After the Executive Session was over, a motion was made by Vicki Howard, seconded by Mark Oyler, and carried without dissent, to accept the updated Law and Regulations Examination for the practicum examination and to begin using the examination immediately.

Continuing Education Units Approval Request Review:

- Starkey Laboratories: A motion was made by Louis McGrail, seconded by Vicki Howard, and carried without dissent, to accept the following courses and their specified course dates of January 1, 2023-December 31, 2023:
 - 23.09 The Art of Fitting Care – 9 CEUs
 - 23.04 The Art of Hearing Care – 4 CEUs
 - 23.01 Hearing Aid Fitting Made Easy – 1 CEU
 - 23.01 Excellence in the Hearing Journey – 1 CEU
 - 23.015 Excellence in the Patient Journey – 1.5 CEUs
 - 23.02 Excellence in the Fitting Journey – 2 CEUs
 - 23.01 Hearing Protection: Providing a Key Service for Your Patients – 1 CEU

- Starkey Laboratories: A motion was made by Louis McGrail, seconded by Vicki Howard, and carried without dissent, to accept the following courses and their specified course dates of July 1, 2023-December 31, 2023:
 - 23.01 Quality in Hearing Care – 1 CEU
 - 23.015 Quality in Patient Care – 1.5 CEUs
 - 23.02 Quality in Fitting Care – 2 CEUs
 - 23.005 Quality in Hearing Management – 0.5 CEUs
 - 23.03 Quality in Patient Management – 3 CEUs
 - 23.04 Quality in Fitting Management – 4 CEUs
 - 23.01 The Science of Hearing Management – 1 CEU
 - 23.04 The Science of Hearing Care – 4 CEUs
 - 23.06 The Science of Patient Care – 6 CEUs
 - 23.09 The Science of Fitting Care – 9 CEUs
 - 23.12 The Science of Fitting Management – 12 CEUs
 - 23.01 The Science of Patient Management – 1 CEU
 - 23.01 Quality in the Hearing Journey – 1 CEU
 - 23.015 Quality in the Patient Journey – 1.5 CEUs
 - 23.02 Quality in the Fitting Journey – 2 CEUs
 - 23.01 The Making of the Best AI Hearing Aid – 1 CEU
 - 23.01 Optimizing Service Delivery with Telehealth – 1 CEU
 - 23.01 Crafting a Personalized Hearing Aid Experience – 1 CEU

- Beltone Electronics: A motion was made by Louis McGrail, seconded by Vicki Howard, and carried without dissent, to accept the following course and its specified course dates/locations:
 - Beltone Serene: A World of Possibilities – 6 CEUs
 - September 28, 2023 – Bloomington, MN
 - October 5, 2023 – Indianapolis, IN
 - October 10, 2023 – Portland, ME
 - October 12, 2023 – Warwick, RI
 - October 19, 2023 – Nashville, TN & Fresno, CA
 - October 26, 2023 – Richmond, VA
 - November 2, 2023 – Orlando, FL & Huntington, WV

- November 9, 2023 – Detroit, MI
 - November 16, 2023 – Cleveland, OH
 - November 29, 2023 – Crestview, FL
 - November 30, 2023 – Phoenix, AZ & Atlanta, GA
 - December 7, 2023 – Charlotte, NC
 - December 14, 2023 – O’Fallon, IL
- Hearing Pro: A motion was made by Louis McGrail, seconded by Vicki Howard, and carried without dissent, to accept the following course:
 - Miracle Ear MidWest Summit 2023, July 7-8, 2023 – 10 CEUs
 - Sivantos, Inc: A motion was made by Louis McGrail, seconded by Vicki Howard, and carried without dissent, to accept the following course and dates of July 1, 2023-December 31, 2023:
 - Click Until it Clicks with Signia’s Connexx – 1 CEU
 - GN ReSound: A motion was made by Louis McGrail, seconded by Vicki Howard, and carried without dissent, to accept the following courses and dates of July 1, 2023-December 31, 2023:
 - Jabra Enhance Pro 10 Family Extension – 1 CEU
 - Smart Fit 1.16 – 1 CEU
 - Hearing Healthcare Instructional Institute (HHII): A motion was made by Louis McGrail, seconded by Vicki Howard, and carried without dissent, to deny the following course:
 - Applying Ethical Principles in the Workplace – 1 CEU

Renewal Application: A motion was made by Mark Oyler, seconded by Louis McGrail, and carried without dissent, for the Verification Method section (Sound Field/Real Ear) to be listed separately on the renewal application. The Sound Field line will reflect the following: “Audiometer that is used in sound field test and sound field calibration” instead of equipment used and serial number.

A motion was made by Mark Oyler, seconded by Louis McGrail, and carried without dissent, to replace the words “Speech Testing Equipment” under the Testing Equipment Information (A)(B) to reflect “Live Speech or Audio File/Recording”.

A motion was made by Mark Oyler, seconded by Vicki Howard, and carried without dissent, to require that licensees submit a blank copy of their currently used bill of sale or comparable document as stipulated in Article VIII, Section 3(iv)(c) and instructions (§17-84-104a-c) with their renewal application as well as include a statement regarding whether the licensee is engaged in the practice of dispensing in-office assembled hearing instruments as stipulated in Article VIII(d).

A discussion was made regarding the reciprocity applications and the dispenser applications not asking where the applicant will be working in Arkansas. A motion was made by Vicki Howard, seconded by Mark Oyler, and carried without dissent, to add a

section on the applications that ask for the company name, address, and contact information, equipment, and calibration information for the company where they will be practicing if they are granted a license in Arkansas.

Complaint Discussion:

- Arthur Caton (License 633): A motion was made by Vicki Howard, seconded by Louis McGrail, and carried without dissent, to initiate an investigation by sending the complaint to the speculated licensee who the Board determined completed the hearing evaluation form for a response.

Internship Application:

- Whitney Cluck: A motion was made by Vicki Howard to approve the internship application once the corrected calibration sheets are received for the missing audiometer and tympanometer and after the Board determines that her college hours are earned from an accredited college, seconded by Louis McGrail, and carried without dissent. The Board agreed to allow one board member to review the missing documentation and to approve if Ms. Cluck should be approved for the internship.

A motion was made by Vicki Howard, seconded by Mark Oyler, and carried without dissent, to update the internship application by including a line for the serial number for the tympanometer.

A discussion was conducted regarding the next scheduled meeting that is scheduled for December 15, 2023. The board agreed to make no changes to the meeting and to continue to meet in-person at 10:30a.m. in Little Rock.

A discussion was conducted regarding the meeting packets. The Board agreed that the packets no longer need to be emailed and the members requested that a signature not be required when received by mail. Mark Oyler requested that the meeting packet be mailed to his office.

Adjourn Board Meeting: Mark Oyler made a motion to adjourn, seconded by Louis McGrail, and carried without dissent.

Meeting Adjourned at 3:30 p.m.