

Maxine Armstrong

M.Sc., Aud(C), Reg. CASLPO, CCLCP

Audiologist and Canadian Certified Life Care Planner

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CASLPO Reg 4821 • CCLCP Reg 0216

PROFESSIONAL PROFILE

Audiologist and Canadian Certified Life Care Planner. The dual qualification allows a single retained expert to establish the auditory or vestibular impairment and to cost the future care arising from it, rather than splitting that work across two assessors. The life care planning work is scoped to auditory and vestibular injury, whether as a standalone plan or as the audiological component of a larger one.

Twenty years of clinical practice, including eight years of tertiary hospital vestibular and electrophysiological diagnostics at the University Health Network and ongoing ownership of a four-site private audiology practice in Ontario since 2015. Undertakes independent examinations in hearing loss and tinnitus claims, file review, standalone future care cost analysis where hearing or balance impairment is the only injury claimed, and the audiological component of larger catastrophic plans. Maintains an active clinical caseload alongside this work.

SCOPE — LIFE CARE PLANNING AND FUTURE COST ANALYSIS

- Life care plans and future care cost analysis as a standalone report where hearing loss, tinnitus or vestibular impairment is the only injury claimed, working from my own audiological examination or from assessment findings provided by others
- The audiological component of life care plans in multi-system catastrophic and complex files, prepared for the life care planner or rehabilitation professional leading the file
- Costing of amplification, assistive and alerting technology, communication supports, audiological follow-up, replacement intervals, maintenance and lifetime projection
- Review and critique of audiological line items in opposing life care plans and future care cost projections
- Costing based on three independent quotations from providers in the claimant's own geographic area; clinics under my ownership are excluded as quotation sources

Scope is set by injury domain rather than document type: files extending beyond the auditory and vestibular system are led by another planner, with the audiological portion provided.

SCOPE — AUDIOLOGICAL ASSESSMENT AND OPINION

- Independent audiological examination in hearing loss and tinnitus claims
- Audiometric interpretation, including test-retest consistency, internal validity, and non-organic response patterns
- Interpretation of cortical auditory evoked potential threshold estimation where volunteered thresholds are inconsistent or non-organic hearing loss is suspected
- Whether audiometric configuration and exposure history are consistent with occupational noise injury, and identification of findings warranting otological referral
- Impairment calculation under WSIB noise-induced hearing loss policy and the VAC Table of Disabilities, Chapter 9
- File review and critique of third-party audiometric, electrophysiological and vestibular data

Outside scope: *hyperacusis, tinnitus requiring subspecialty-level management, and medical or surgical opinion.*

DIAGNOSTIC CAPABILITY

Performed in current practice: pure tone air and bone conduction, speech audiometry, immittance and acoustic reflexes, real-ear verification, hearing aid evaluation and outcome measurement, cerumen management under microscope.

Interpreted, not performed: cortical auditory evoked potentials for objective threshold estimation; vestibular battery including VNG and ENG, caloric irrigation, video head impulse testing, cervical and ocular vestibular evoked myogenic potentials and electrocochleography; auditory brainstem response. Performed 2007 to 2015 at the UHN Centre for Advanced Hearing and Balance Testing; retained for interpretation and critique of third-party data.

PROFESSIONAL EXPERIENCE

Independent Audiology and Life Care Planning Consultant | 2022 – present

Independent audiological examinations in hearing loss and tinnitus claims. Expert reports, file review, and future care needs and cost analysis in auditory and vestibular injury. Retained by insurers, IME providers, counsel and private individuals.

Quinte Hearing Centre | Belleville, Picton, Tweed and Napanee, ON | 2015 – present

Audiologist and Owner. Four-site private practice, adult and pediatric. Full-scope diagnostic audiology, amplification and verification. Responsible for clinical standards, staffing and operations across all locations.

University Health Network, Toronto General Hospital | Toronto, ON | 2007 – 2015

Centre for Advanced Hearing and Balance Testing

Clinical Manager, 2011 – 2015 • Assistant Manager, 2010 – 2011 • Audiologist, 2007 – 2010

Adult tertiary practice in advanced vestibular and auditory electrophysiological diagnostics. Management responsibility for staffing, payroll, budget and quality control. Standardised departmental test protocols and participated in research, ENT and neuro-otology rounds.

University Health Network, Toronto General Hospital | Toronto, ON | 2012 – 2015

Munk Hearing Centre

Founder and Clinical Manager. Established a new hospital-affiliated hearing centre: service design, protocols, staffing, quality control and payroll. Held concurrently with the role above.

Union Hearing Aid Centre | Toronto, ON | 2010 – 2012 (part-time, concurrent with University Health Network)

Audiologist. Private practice, adult caseload.

Hearing Solutions | Toronto, ON | 2006 – 2007

Audiologist. Private practice, adult caseload.

EDUCATION

Canadian Certified Life Care Planner, Institute of Rehabilitation Education and Training, 2022

M.Sc., Audiology, University of British Columbia, 2006

B.Sc. (Hons.), Psychology, McMaster University, 2004

REGISTRATION AND MEMBERSHIPS

- CASLPO, Registered Audiologist, 2006 – present, registration 4821
- Canadian Certified Life Care Planner (CCLCP), 2022 – present, registration 0216
- Association of Certified Life Care Planners (ACLCP), Member, 2022 – present
- Speech-Language and Audiology Canada (SAC), Member, 2006 – 2015, 2023 – present
- Canadian Academy of Audiology (CAA), Member, 2006 – present

CONTINUING PROFESSIONAL DEVELOPMENT

Noise-induced and blast-related hearing injury: Auditory Processing Disorder and Blast Trauma, AudiologyOnline, 2026; NOISE Study: Exploring Risk Factors for Tinnitus and Hearing Loss in Veterans and Service Members, AudiologyOnline, 2026; Noise Induced Hearing Loss Series, AudiologyOnline, 2026

Forensic audiology and medico-legal practice: 20Q: Forensic Audiology, AudiologyOnline, 2026; Being an Expert Witness: What Speech-Language Pathologists and Audiologists Need to Know, SAC Webinar, 2026; Auditory and Vestibular Complications and Legalities Following Head Injuries, AudiologyOnline, 2026

Non-organic hearing loss and objective threshold estimation: Pseudohypacusis, AudiologyOnline, 2026; Improving EHDl with CAEPs: Clinical Assessment of the Cortical Auditory Evoked Potential in Children with Hearing Loss, AudiologyOnline, 2026

Vestibular assessment and interpretation: Vestibular Migraine Review, AudiologyOnline, 2026; Superior Canal Dehiscence Syndrome: Clinical-Instrumental Aspects and Atypical Scenarios, AudiologyOnline, 2026; Assessing Vestibular Dysfunction After Concussion, AudiologyOnline, 2026

Tinnitus assessment and management: Principles of Tinnitus Evaluation and Management I and II, AudiologyOnline, 2026; Selecting and Fitting Devices for Tinnitus Management, AudiologyOnline, 2026; Case Planning in Tinnitus Management, AudiologyOnline, 2026; Audiologist-Delivered Cognitive Behavioural Therapy for Tinnitus, Hyperacusis and Misophonia, AudiologyOnline, 2026

Amplification and verification: ongoing coursework, audiology conferences and manufacturer presentations, 2006 – present; CASLPO-approved for continuing education maintenance

Life care planning and forensic practice: ACLCP professional meetings, twice monthly, ongoing; ICHCC-approved for CCLCP maintenance

ACADEMIC APPOINTMENTS

- Clinical Supervisor, Grant MacEwan University, Hearing Instrument Specialist Program, 2014 – present
- Clinical Supervisor, St. Lawrence College, Communicative Disorders Assistant Program, 2018 – present
- Course Instructor, Audiology, St. Lawrence College, Communicative Disorders Assistant Program, 2017
- Lecturer, University of Toronto, Department of Otolaryngology, 2013 – 2015
- Lecturer, University of Toronto, Department of Speech-Language Pathology, 2013 – 2015
- Clinical Supervisor, University of British Columbia, School of Audiology and Speech Sciences, 2014

PROFESSIONAL SERVICE AND LEADERSHIP

- Director, Canadian Academy of Audiology, Board of Directors, 2012 – 2014
- Co-Chair, Public Relations Committee, Canadian Academy of Audiology, 2012 – 2014
- Founder, National Audiology Vestibular Special Interest Group, 2013
- Member, Neuro-Otology Multidisciplinary Team, Toronto General Hospital, 2010 – 2015

TEACHING AND CLINICAL SUPERVISION

Clinical supervision of six audiology students, three CASLPO initial practice registrants, seven hearing instrument specialist students, three communicative disorders assistant students, and coordination of supervision for twenty-two speech-language pathology students, 2007 to present.

Ad hoc education of physicians, otolaryngology fellows, visiting audiologists and allied health professionals, Toronto General Hospital, 2008 to 2014.

PEER-REVIEWED PUBLICATIONS

Newsted D, Bale D, **Armstrong M**, Beyea MM, Simpson MTW, Gill SS, Beyea JA. How to identify balance disorders and reduce fall risk. *J Fam Pract.* 2022;71(1):20-30. doi:10.12788/jfp.0332

Gerretsen P, Pothier DD, Falls C, **Armstrong M**, Balakumar T, Uchida H, Mamo DC, Pollock BG, Graff-Guerrero A. Vestibular stimulation improves insight into illness in schizophrenia spectrum disorders. *Psychiatry Res.* 2017;251:333-341. doi:10.1016/j.psychres.2017.02.020

PROFESSIONAL AND TRADE PUBLICATIONS

Armstrong M. The vestibular ocular reflex. *Canadian Audiologist.* 2014;1(4).

INVITED TEACHING AND COURSE DIRECTION

Course Coordinator, speaker and workshop facilitator: A Comprehensive Practical Vestibular Course for Audiologists. University Health Network, Toronto, May 2015.

Visiting faculty: The Vestibular System and Advanced Diagnostic Vestibular Testing: An Audiologist's Perspective. Two-week intensive, ten full teaching days of lectures and hands-on workshops, delivered to practising otolaryngologists. Doha, Qatar, 2014.

CONFERENCE AND INVITED PRESENTATIONS

Using brain imaging for hearing testing. 5th Asia-Pacific Otology and Neurotology Conference, Dubai, UAE, 2013.
Vestibular function and rehabilitation. Canadian Academy of Audiology Conference, St. John's, NL, 2013.
Hearing loss in nephrology practice. Lunch and Learn Series, Toronto General Hospital, April 2013.
Hearing loss in endocrinology practice. Lunch and Learn Series, Toronto General Hospital, April 2013.
Vestibular evoked myogenic potentials. Neurotology Rounds, Toronto General Hospital, 2011.
Hearing health and hearing aids. Monthly Health Talks, Toronto Western Hospital, 2011.
Evaluation and interpretation of electrocochleography. Neurotology Rounds, Toronto General Hospital, 2010.
Community and professional education: ongoing talks to physicians, community groups, wellness centres and retirement residences, 2015 – present.

POSTER PRESENTATIONS

Pothier DD, Falls C, **Armstrong M**. Inconsistencies in caloric testing: time for a rethink? Bárány Society Meeting, Buenos Aires, Argentina, May 2014.
Pothier DD, Falls C, **Armstrong M**. Bilateral caloric areflexia: a spectrum of disease. Bárány Society Meeting, Buenos Aires, Argentina, May 2014.
Pothier DD, Gerretsen P, Falls C, **Armstrong M**, Mamo DC, Uchida H, Pollock BG, Graff-Guerrero A. An entirely new application of caloric vestibular stimulation: illness awareness in schizophrenia. Bárány Society Meeting, Buenos Aires, Argentina, May 2014.
Gerretsen P, Pothier DD, Falls C, **Armstrong M**, Mamo DC, Uchida H, Pollock BG, Graff-Guerrero A. Insight induction and anosognosia reversal in schizophrenia with caloric vestibular stimulation: a pilot, proof of concept study. Canadian Academy of Audiology Conference, St. John's, NL, October 2013.
Gerretsen P, Pothier DD, Falls C, **Armstrong M**, Mamo DC, Uchida H, Pollock BG, Graff-Guerrero A. Insight induction and anosognosia reversal in schizophrenia with caloric vestibular stimulation: a pilot, proof of concept study. Canadian College of Neuropsychopharmacology, 36th Annual Meeting, Toronto, ON, May 2013.
Gerretsen P, Pothier DD, Falls C, **Armstrong M**, Mamo DC, Uchida H, Pollock BG, Graff-Guerrero A. Modulation of insight into illness and anosognosia in schizophrenia with caloric vestibular stimulation: a pilot, proof of concept study. Schizophrenia Research Day, Centre for Addiction and Mental Health, Toronto, ON, October 2012.
Baillie N, **Armstrong M**. Monothermal caloric irrigation. Canadian Society of Otolaryngology – Head and Neck Surgery, 64th Annual Meeting, May 2010.
Baillie N, **Armstrong M**. Monothermal caloric irrigation. Canadian Academy of Audiology Conference, Montreal, QC, 2010.
Armstrong M. Auditory steady-state responses at different levels of the auditory pathway. Canadian Academy of Audiology Conference, Calgary, AB, October 2006.

AWARDS AND SCHOLARSHIPS

- University Health Network Leadership Award for Excellence, 2014
- Canadian Academy of Audiology Poster Presentation Competition, Winner, 2006
- British Columbia Medical Services Foundation Award, 2006
- Unitron Top Student in Audiology Award, 2006
- CIHR Health Professional Student Award, 2005
- Graduate Entrance Scholarship, University of British Columbia, 2004
- Dean's Honour List, McMaster University, 2002 – 2004