

Favour

Issue 59
SPRING
2019
£1.75 when sold

The magazine from Hearing Dogs for Deaf People



Perfect
partners
Sally and Babs'
life-changing
bond

Hosts with
the most

Running a B&B for
hearing dogs

“I was becoming
increasingly
isolated at home”

PLUS

Catch up with
clever sponsor
dog Zara

Pup-friendly
picnic ideas

How Sarah's hearing dogs Primrose and Kai
have proved to be a lifeline in dark times

The UK's No.1 high street provider of **hearing aids**

Ask about a free hearing test

For more information or to book a free hearing check
call 0808 143 1143 or visit [specsavers.co.uk/hearing](https://www.specsavers.co.uk/hearing)



Based on number of stores. Ask in store for details. ©2018 Specsavers. All rights reserved.



The **GREAT BRITISH** **Dog Walk**

Fun-filled sponsored walks across the UK. Join us,
and bring your four-legged friend!



THIS SPRING

Find a walk near you and sign up today at:
www.hearingdogs.org.uk/greatbritishdogwalk



supported by  Audiologists

Hearing Dogs for Deaf People is a registered charity in England and Wales no. 293358 and in Scotland no. SC040486 • Royal Patron HRH The Princess Royal

Contents



Spring 2019



SAFE AND SOUND
Why Garry Bushell is grateful to his sound support dog Ozzie, page 26

Welcome!



Hearing Dogs are well known for their ability to help deaf people cope with the practical aspects of life with hearing loss, but the emotional impact they have is just as profound. That's why we are starting to talk more about the remarkable effect hearing dogs have on mental wellbeing (p4). One person who has felt these effects is Sarah Jessiman – read how her hearing dogs Kai (retired) and now Primrose have supported her

through some tough times (p8). Lynda Lewis was also rescued from loneliness by her dog Zara, whom you may recognise as a former sponsor pup – see p10 to find out how you can sponsor new pup Scout. Read on for more heart-warming tales and enjoy the issue!

Gill Lacey Editor

Favour

magazine is named after Hearing Dogs' very first dog Favour.

Hearing Dogs for Deaf People

The Grange, Wycombe Road,
Saunderton, Princes Risborough,
HP27 9NS
T 01844 348100
E info@hearingdogs.org.uk
www.hearingdogs.org.uk

Cover photo Sarah Jessiman with Primrose by
Paul Wilkinson

Royal Patron

HRH The Princess Royal
Registered charity in England and
Wales no. 293358 and Scotland
no. SC040486

Member of UK Council on
Deafness, Assistance Dogs (UK),
Assistance Dogs Europe and
Assistance Dogs International



Hearing Dogs
for Deaf People

Useful contact details

Fundraising: 01844 348109
Volunteering: 01844 348122
Media enquiries: 01844 348137

Articles and features: printed in *Favour* are not necessarily the views of the Charity but are the views expressed by the writers. We welcome your comments.

Advertisements: Hearing Dogs for Deaf People cannot be liable to any person for loss or damage incurred or suffered as a result of his/her accepting or offering to accept goods or services contained in any advertisement reproduced in *Favour*. Readers should make appropriate enquiries before incurring any expense or contractual obligation.

Produced by: James Pembroke 90 Walcot Street, Bath, BA1 5BG. www.jamespembroke.co.uk

NEXT ISSUE
Look out for the
next issue in
autumn 2019

Regulars

04 Newshound

Tackling loneliness and isolation; volunteering for Hearing Dogs in the north; and diary dates

08 Light in the darkness

Sarah Jessiman's hearing dogs have helped her cope with cancer as well as hearing loss

14 Pawsome picnics

Tips for dining al fresco with your dog – plus try our pup-friendly Mini Scottie Eggs recipe

16 Kids corner

Young fundraisers; why Zach and Echo are a perfect pair; plus how to make a cute egg cosy

20 Fundraising

The essential work of our corporate partners and community fundraisers

24 Ask the experts

Angie Platten and Dr Lorraine Gailey explain our services for people with hearing loss

26 Paws for coffee

Columnist and broadcaster Garry Bushell on Ozzie, his wonderful sound support dog

Features

10 Puppy sponsorship

The support of sponsors transformed Zara from clumsy puppy to clever hearing dog

12 Awareness

How hearing dog Babs helps Sally Harris, who has brittle bone disease, face the world again

18 Leaving a legacy

Hearing Dogs' chief executive Michele Jennings on the importance of gifts in Wills

22 Volunteer spotlight

A unique insight into Bed & Breakfast volunteering as Hudson checks in...

Newshound

Updates from our latest appeals and news about our favourite dogs – we sniff out the stories that matter to you...



AWARENESS

Let's talk about ending loneliness

We're raising awareness of the emotional impact of hearing loss

You may notice that we're starting to talk more about the emotional impact that deafness and hearing loss can have and how our dogs help with this.

We've always promoted the practical benefits of our clever, highly trained dogs and what they do to alert their deaf partners to important and life-saving sounds. But our dogs do so much more and can have a remarkable effect on people's mental wellbeing.

We often hear from our deaf partners that they have struggled with feelings of isolation or loneliness. In a recent survey of hearing dog partnerships, 86 per cent of people said they have experienced isolation because of their

deafness, 75 per cent have experienced loneliness and 72 per cent have experienced both.

There may be several reasons for this. Some people may find it difficult to keep up with conversation because of their deafness. Others find that people avoid trying to communicate with them or leave them out of conversations – deliberately or otherwise. Some find that deafness or hearing loss makes them lose confidence, resulting in them withdrawing from social situations and disconnecting from their communities and even friends and family. All can result in feelings of isolation or loneliness.

Although isolation and loneliness are experienced

by many deaf people, this is often overlooked. It tends to be the practical challenges caused by deafness that are the focus – the assumption being that technology will provide the solution.

At Hearing Dogs for Deaf People we're now turning the spotlight on how our dogs help deaf people to leave loneliness behind and reconnect with life, through a mixture of practical and emotional support. We talk more about this with supporters, potential supporters and the general public, to show why we're so proud of our highly versatile and life-changing hearing dogs.

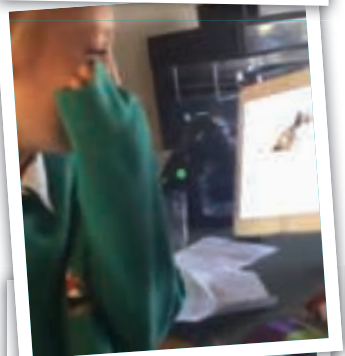
Find out how hearing dogs are changing lives at www.hearingdogs.org.uk/stories



People with hearing dogs tell us their dogs offer more than practical help

FACEBOOK VIDEOS GO VIRAL

OVER THE LAST six months two of our Facebook videos have gone viral: *John Barrowman goes deaf for the day* and *When Ruby first found out about her hearing dog Watkin*. These two sensations have achieved close to 1 million views between them, helping to spread awareness of the Charity far and wide.



The impact of deafness (top); and overwhelming joy of being offered a hearing dog



Oscar, 15, was proud to introduce Rosie to Margherita Taylor

STAR SUPPORTERS

Hearing Dogs appeals for volunteers on *Countryfile*

Presenter Margherita Taylor met Oscar Williamson, with hearing dog Rosie, and volunteer Lynn Jenkins

Countryfile *Winter Diaries* travels around the country exploring what has been going on in rural areas during winter. In February, presenter Margherita Taylor visited the Williamson family from Huntingdon in Cambridgeshire to film an episode of the programme to highlight the Charity's shortage of puppy training volunteers and find out how hearing dog Rosie helps 15-year-old Oscar.

Oscar explained how, growing up, he found it difficult to form friendships as communicating with hearing kids was so difficult. This caused him to feel isolated and lonely. Oscar's deafness compromised independence, even at home, and he relied heavily on his parents. In February 2017, Oscar was partnered with Rosie – a Labrador – who has transformed his life. Rosie is highly trained to alert

Oscar to important sounds and this makes day-to-day life much easier for him. But, just as importantly, she provides emotional support, which has dramatically increased Oscar's confidence and allows him to be more independent.

Oscar says: "Rosie means so much to me and I'm very happy to be able to share this with people."

The *Countryfile Winter Diaries* team also visited Hearing Dogs' puppy training volunteer, Lynn Jenkins, who described the dedication, time and effort that goes in to training each pup for their future role helping a deaf person.

Margherita said: "It's been wonderful to see how life has been transformed for Oscar by his lovely dog Rosie. Let's hope we can find more volunteers, like Lynn, to give their time and make such a huge difference to even more deaf people."

THE DOG: A CELEBRATION AT CHATSWORTH

 SOME OF OUR wonderful hearing dogs will be making surprise appearances at Chatsworth during this unique exhibition, which runs from 23 March to 6 October 2019.

Nestled in the heart of the Peak District in Derbyshire, beautiful Chatsworth House has been home to the Cavendish family since 1549. The exhibition – *The Dog: A celebration at Chatsworth* – is the brainchild of the Duchess of Devonshire, and will explore the Cavendish family's enduring love for dogs, through paintings, drawings, sculpture, letters, photographs and contemporary art. It will explore the idiosyncratic, faithful, endearing and playful character of man's best friend, making them perfect companions for those living with deafness and hearing loss, and will feature everything from working dogs to woven dogs, dogs on canvas to dogs on camera, and from puppets to popular culture.

At Hearing Dogs for Deaf People we see first hand the incredible impact that dogs have on people's lives. They deserve to be celebrated, which is why we are supporting this exciting new exhibition and why we encourage you, our lovely supporters, to celebrate 'all things dog' and pay a visit. The beautiful Chatsworth estate makes an enjoyable day out for all the family. Dogs are allowed in the garden and parkland, while assistance dogs are allowed in the house, too. For more information and tickets, please visit www.chatsworth.org/events/the-dog



➔ Dog lovers needed

Would you like to care for one of our young pups for up to 16 months, attend regular puppy classes and learn new skills, as well as meet like-minded, generous people and make a difference? If so, our volunteer puppy training role could be perfect for you.

Email volunteer@hearingdogs.org.uk to find out more.

STAY IN TOUCH:  twitter.com/HearingDogs  facebook.com/hearingdogs  www.hearingdogs.org.uk

VOLUNTEERING

Royal thanks to volunteers in the north

This year marks 25 years since the opening of Hearing Dogs' Beatrice Wright Centre (BWC) in the north of England – first at Cliffe, near Selby in North Yorkshire and now in Bielby, its current home in the East Riding of Yorkshire.

Last October, to celebrate 10 years since the Bielby centre was opened by the Charity's Patron, HRH The Princess Royal, six volunteers were presented with special awards by HRH.

✦ Maureen Smith, from Selby, who spends Thursday afternoons serving tea and coffee to visitors on the Beatrice Wright Centre's tours. Her kindness to visitors means they have a positive impression of Hearing Dogs.

✦ Keith Rutherford, from Stamford Bridge, who has been a volunteer driver for the Charity for over 10 years. He has even been known to be out checking road conditions at 4am ahead of events.

✦ Eleanor and Derrick McRobert, from Knaresborough, who have helped to train and socialise 30 life-changing pups in their roles as volunteer puppy trainers. They are also key members of the Harrogate

and District Fundraising Group.

✦ Margaret Barr and her late husband Dave, from Market Weighton, whose role as long-term welfare fosterers saw them provide foster care for dogs when needed. Dave was also a volunteer driver for the Charity.

Victoria Leedham, volunteering manager at Hearing Dogs for Deaf People, says: "Since the presentation of the awards, Dave very sadly passed away. We are glad his faithful volunteering was recognised. Together the awardees have over 60 years of volunteering service under their belts.

"They have proved to be reliable, enthusiastic and always willing to lend a hand, and we are indebted to them for everything they do for us.

"We are delighted that HRH The Princess Royal presented their awards and we hope it shows just how much we appreciate them. Volunteering is a great way to have fun, make friends and do something to help others."

To join our volunteer family or find out more, please visit

www.hearingdogs.org.uk/volunteer



URGENT NEED FOR B&B VOLUNTEERS IN YORKSHIRE

🐾 IF YOU CAN'T have your own dog because you work, and you live within an easy drive of our Beatrice Wright Centre in Bielby, please get in touch – we may be able to offer you a solution. For an insight into the joys and rewards of Bed & Breakfast volunteering, turn to page 22 and read Abi and Thomas Clark's story.

In excerpts from their blog, Hearing Dog Hotel, Abi says: "We both work full time and moved into the area five years ago knowing nobody. We registered as B&B volunteers and now have a wide circle of dog-loving friends and regular contact with young pups and dogs despite our busy work lives. I always feel rather guilty when people tell me how 'good' I am for volunteering – I gain so much more than I give to this charity; the friends, the Hearing Dogs family and the gorgeous squishy pups! I count myself very lucky."



Abi and Thomas Clark with Hudson

REVIEWS

The Grange Restaurant is a hit

Rave reviews have been rolling in for our new restaurant at The Grange.

"Exceptional and delightful"; "What a find"; "Definitely worth a visit" – these are just some of the lovely comments from our customers on review sites.

We're so delighted with the positive response of the public since we opened The Grange Restaurant & Gift Shop last year. Not only are our visitors incredibly happy with the delicious food and friendly, helpful team, but interest in our

wider work is increasing too, while steadily driving an alternative income stream.

In the coming months, we will promote breakfast and afternoon tea, and highlight opportunities for large group bookings and private-hire events.

With our new spring menus available this month, do pop by to visit us in the Chilterns – you can expect a very warm welcome! Find out more through our reviews. See you soon!

www.thegrangesaunderton.org.uk





FIND OUT MORE!

For details of all Hearing Dogs events please see our website www.hearingdogs.org.uk/events

Diary dates

1. THE GREAT BRITISH DOG WALK 2019

When and where: Choose your favourite UK location from the following list:

13 April – Haddo House & Country Park, Aberdeenshire, Scotland

14 April – Eastnor Castle, Ledbury, Herefordshire

27 April – Burton Constable Hall, Hull, East Yorkshire

28 April – Culden Faw Estate, Henley-on-Thames, Oxfordshire

4 May – Haldon Forest, Exeter, Devon

11 May – Kedleston Hall, Derby, Derbyshire

12 May – Ickworth Park, Bury St Edmunds, Suffolk

18 May – The Secret New Forest, near Romsey, Hampshire

26 May – Belvoir Castle, Grantham, Leicestershire

1 June – Ightham Mote, Sevenoaks, Kent
Sign up: www.greatbritishdogwalk.org

2. THE GREAT BRITISH DAY OUT

When: 8 September 2019, 11am – 4pm

Where: The Grange, Wycombe Road, Saunderton, Princes Risborough, Buckinghamshire HP27 9NS

What: Fun for all the family, including hearing dog demos; food stalls; rides and traditional games; fun dog show and lots more

3. THE DOG: A CELEBRATION AT CHATSWORTH

When: 23 March to 6 October

Where: Chatsworth House, near Bakewell, Derbyshire

Some of our wonderful hearing



Chatsworth House is championing dogs this summer

dogs will be making surprise appearances at Chatsworth during this unique exhibition. Find out more: www.chatsworth.org/events

4. NATIONAL PICNIC WEEK

When: 21–30 June

Put the date in your diary and turn to page 14 to plan the perfect picnic for you and your dog (complete with pup-friendly snacks). What could be better? Invite some friends, raise some funds and make sure you tag @HearingDogs in your photos!

STAY IN TOUCH:  twitter.com/HearingDogs  facebook.com/hearingdogs  www.hearingdogs.org.uk

Please help us train
**MORE
AMAZING
DOGS LIKE
PRIMROSE**

Sarah and her "sunshine
on a rainy day"



"IN MY DARKEST TIMES, THESE DOGS HAVE BEEN AMAZING"

Hearing dog Primrose and retired hearing dog Kai have kept Sarah Jessiman positive through some tough years



Sarah with husband Eddie and dogs Kai and Primrose

Sarah Jessiman's home is a reflection of her warm and cheerful personality. Surrounded by colour and the beautiful things she and husband Eddie have collected together, it's hard to believe this lovely couple, along with Sarah's hearing dog Primrose (2) and retired dog Kai (13) are facing an insurmountable challenge. At just 52, Sarah has stage-four breast cancer. She is also profoundly deaf and, never one to dwell on things she can't change, says: "My dogs have given me more joy than I can ever express, even as I face my worst nightmare. And that's why I feel so passionately about sharing my story for the spring appeal in *Favour*...

"My deafness is hereditary and deteriorated over the years. I'm now profoundly deaf. Being deaf can be isolating and exhausting. It dented my confidence and I found myself withdrawing from company.

"I'm blessed with a default setting that's naturally very upbeat but if I was in a group of more than three people, I'd lose the thread of the conversation. Unable to join in I'd then become very quiet, which isn't like me at all. I also realised, having

missed several friends at the door, that I was becoming increasingly isolated at home. That's when I decided to apply for a hearing dog.

Becoming part of the community

"Eddie and I had moved to Rugby for work and neither of us had friends or family in the area. It wasn't until I got Kai, and we got to know a fantastic bunch of local dog walkers, that I started to feel part of the community. It was having a hearing dog that helped us make friends locally. The support we have from these friendships –

particularly now – is wonderful.

"It's funny really, you know a hearing dog is going to tell you about the timer and the smoke alarm, but it's only since having one that I realise how important their ambassador role is. You become visible. People see the Hearing Dogs jacket and know you're deaf. I'd never wanted to tell people before. Now I was owning up to my deafness for the first time, but through the conduit of Kai. He takes away what I call low-level stress. It's fantastic. You don't realise it's there until it's gone, and then you wonder how you ever managed with that underlying feeling of anxiety.


Fighting this together

"In 2011 when I was diagnosed with stage-three breast cancer it was a massive shock. My amazing husband Eddie was my rock, and Kai was with me every step of the way. Having him there made me feel like things would be okay. His presence let the oncology teams know that I was deaf – I didn't have to explain all the time, and this took away so much stress. Kai kept my spirits up – we were fighting this together. For almost five years I was in remission.

"In 2016 my deafness had become so bad that I began the process to get a cochlear implant. Then, just two weeks before my 50th birthday, I found that cancer had returned; this time as stage-four breast cancer and a large tumour in my spine. While it can be managed with treatments, ultimately it will be terminal. It meant I had to leave my job of 27 years.

"Last year Kai was retired after 12 years as my hearing dog and I was matched with Primrose. Kai, so gentle, so tuned in to me, had been exactly what I needed then. Now,

HELP SOMEONE LIKE SARAH

 Please consider donating to Hearing Dogs to give another deaf person a dog that will bring them joy and change their life, just as Kai and now Primrose have done for Sarah. Thank you.


How to donate

- ✦ If this magazine has been mailed to you, please use the donation form enclosed
- ✦ Write a cheque to Hearing Dogs for Deaf People and post to: **Freepost RSGX-LSRG-UCGH, Hearing Dogs for Deaf People, The Grange, Wycombe Road, Saunderton, Princes Risborough, HP27 9NS**
- ✦ Donate online at www.hearingdogs.org.uk/donate

when I need sunshine and perkiness in my life, Primrose is here! Primrose is cheerfulness on four legs: happy, such good fun and very confident in herself. We're the most perfect match. Kai continues to share our lives, enjoying his well-deserved retirement and keeping Eddie company on walks.

"I can't express how much joy, support and laughter my two dogs have given me through all this. And not just to me. Primrose comes to hospital with me and gives everyone else in the chemo suite a reason to smile. It's touching to see people's stress and worry being lifted for a while.

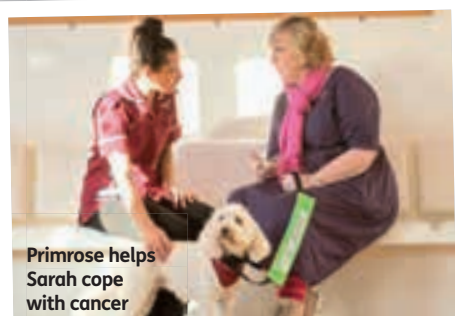
"They are a tremendous emotional support when I need it most. In my darkest times my hearing dogs are always there. Not only does Primrose alert me to everyday sounds, she will alert me to the timer that tells me when my next tablets are due.

"Living with terminal cancer I have my moments, very much so, when the pain is indescribable. But I've got my lovely husband and my two dogs who make me feel everything is okay. I'll always be grateful to the people who donate to Hearing Dogs for making this possible." 

➔ More stories

To read more inspiring partnership stories, please visit:

www.hearingdogs.org.uk/stories



Primrose helps Sarah cope with cancer



“Zara released me from isolation and loneliness”

Our wonderful puppy sponsors may recognise Zara, now the hearing dog of Lynda Lewis. Find out about their life-changing bond – and how you can sponsor new pup Scout

Since Zara’s partnership to Lynda Lewis from West Sussex, this former sponsor pup has been doing a wonderful job. As well as giving Lynda the confidence to reconnect with life, she is also helping a new generation to understand hearing loss, the value of friendship and why being kind is so important...

Lynda explains: “There are so many ways that Zara has changed my life for the better, but what I value the most is feeling like I have my friend with me all the time, which is pretty amazing. Before Zara, I used to avoid going out unless I really had to. Apart from when I was with my family, I felt invisible. Since having Zara, I no longer feel like hiding myself away, and people who didn’t speak

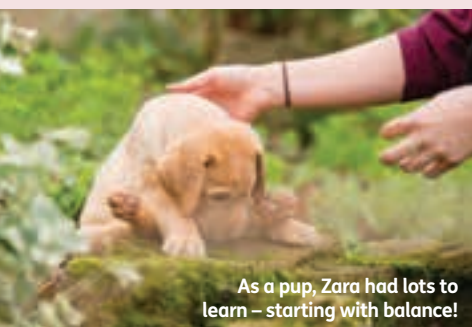
to me before, now make a point of doing so. It’s unbelievable really, I used to feel anxious in case someone spoke to me and I couldn’t understand them. But with Zara in her Hearing Dogs uniform, people know that I’m deaf before they speak to me – I no longer need to explain or apologise, and that makes me feel so much more confident.”

Lynda is a teaching assistant at a local primary school and says Zara has also made a huge impression on the children there: “Zara loves coming to school with me. She has a welcome party waiting for her every morning and an entourage of children ready to offer help if she needs her bed or water bowl carrying. Learning about Zara has really helped the children understand more about deafness, as well as how to behave

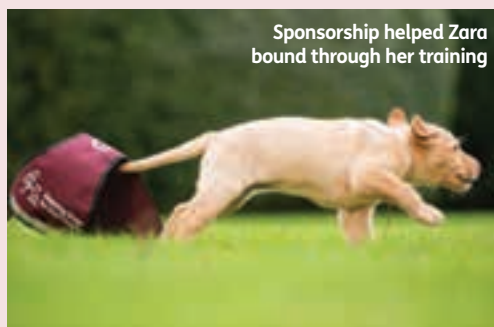
around dogs. She has also taught them a lot about kindness and respect – qualities that are so important for building relationships.

“Everyone who has been kind to Zara becomes part of her ever-growing ‘family’ – and she never forgets them. Last year I invited Abi, the B&B volunteer who had

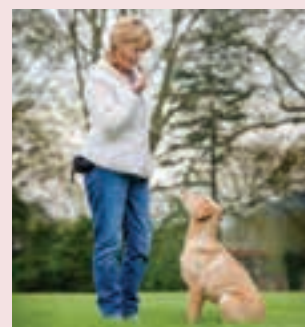
“ *She really is the sweetest, gentlest little soul with just the right amount of cheekiness* ”



As a pup, Zara had lots to learn – starting with balance!



Sponsorship helped Zara bound through her training





**TO ALL
OUR PUPPY
SPONSORS –
THANK YOU!**

“Since having Zara,
I no longer feel like
hiding myself away”

looked after Zara, to visit us. Although she hadn't seen Abi for nine months, Zara recognised Abi's car as soon she pulled up. It was such a precious moment that Abi recorded it on her blog: '[Zara] came running over, bum wiggling, tail whizzing around, her infamous Dobby ears curled back in excitement! It was the loveliest feeling. That feeling is what I think of whenever someone asks me how I could bear to part with one of the gorgeous pups we've been lucky enough to look after. I wish I could bottle it to show them how amazing it is.'

“It was reading Abi's blog 'Hearing Dog Hotel' that helped me get to know Zara and her life before me. From being a clumsy young pup falling off a log during her first

photoshoot, through all the various stages of her training, right down to the little quirks that are clearly still so much part of her character. It's so rewarding to be given this unique insight into a special pup's life – it's why I'm now a puppy sponsor myself.

“It won't surprise Zara's sponsors that her dearest love still is chasing her ball. On walks she knows exactly when the last ball throw is coming up and, just as she did as a puppy, will try to put off the inevitable as long as she can; holding on to her ball and walking in slow motion! She really is the sweetest, gentlest little soul with just the right amount of cheekiness to make her the perfect dog.”

🐾 **For more see hearingdoghotel.com and turn to page 22**

Shake paws with...



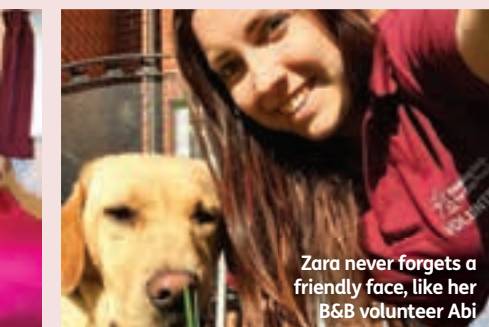
ZARA

- 🐾 **Favourite food:** Anything – I'm a Labrador!
- 🐾 **Loves:** Food; I'm a LABRADOR!
- 🐾 **Hates:** Wearing my harness
- 🐾 **Favourite walk:** The beach – anywhere there's water: the sea, the river, puddles, and the muddier, the better! Also the woods
- 🐾 **Likes to sleep:** Anywhere, particularly snuggled up to Lynda!
- 🐾 **Favourite toy or game:** Tennis balls
- 🐾 **Is best friends with:** Luca, a rescue dog from Romania. We walk together almost every day!

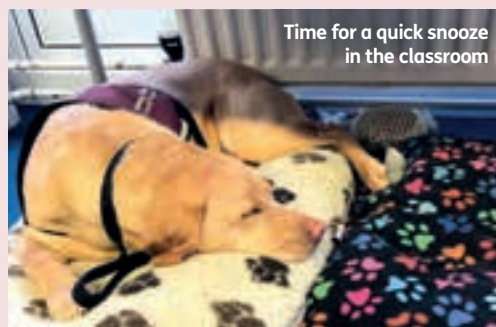


**“HELLO! I'M
SCOUT. PLEASE
SPONSOR ME”**

Meet Scout, our newest recruit. She likes running around the garden, nibbling people's ears and sleeping on your feet when you're washing up. To find out more about this fun-loving pup and follow her progress through to partnership with a deaf person, please go to: www.hearingdogs.org.uk/sponsor or complete the enclosed form.



Zara never forgets a friendly face, like her B&B volunteer Abi



Time for a quick snooze in the classroom

"BABS TAKES IT ALL IN HER STRIDE"

Sally Harris became deaf as a result of brittle bone disease, but she didn't realise how lonely she'd become until a hearing dog helped her face the world again

Sally Harris (57) spent her first five years in and out of hospital. She had been diagnosed with brittle bone disease (osteogenesis imperfecta, or OI) at six weeks old after a fractured femur. In 1961 there was little in the way of support offered to Sally or her parents. She suffered a further five fractures that year.

Aged five, Sally was sent to a school where all the children had disabilities:

"WITH BABS BY MY SIDE I FEEL ABLE TO FACE ANYTHING"

"I was always aware that I was different from the people I grew up with, but when I reached school age I was sent away to a residential school where everyone was disabled. I loved the learning and school bit, but I hated living there. It was very institutional and strict; nothing like home.

"I left school at 16 to go into mainstream education where life suddenly became much more challenging. At college I was the only disabled person and I realised I had a lot of life lessons to catch up on. After college I got a job at Barclays Bank – a career I enjoyed for 18 years until I had to retire due to ill health.

Beating loneliness

"There's always been a degree of uncertainty with my physical health, but

Shake paws with...



BABS

-  **Favourite food:** Anything!
-  **Loves:** Walks, soft toys, food, people, dogs, the world!
-  **Hates:** Flea treatment
-  **Favourite walk:** Anywhere there are puddles to wallow in
-  **Likes to sleep:** Lying on Sally!
-  **Favourite toy or game:** Soft toys like Froggy and football
-  **Is best friends with:** Sally's friend Kath and her dog Lexie

it was deafness that affected my life and happiness the most. I didn't lose my hearing until I was 24. From having quite normal hearing, I became profoundly deaf within two to three months.

"It had started with me having a bad cold. But afterwards, when I still couldn't hear properly, I was referred to an ENT specialist. I was shocked and later angry that neither I, nor my parents, had been told that deafness was even a possibility for someone with OI.

"While I was trying to get my head around this new challenge, my hearing specialist suggested I get a hearing dog. I thought about it for a year – it was a big decision as I had no previous experience with dogs.

"I was matched with my first hearing dog, Poppy (a black Labrador), in 2000. During my training week I almost gave up. Having a dog to care for was physically very hard work for me. But the next morning, when she woke me to the alarm clock and I looked into her deep brown eyes, I knew she would make life so much better for me.

"After I got Poppy I started to go out more. It was only then that I realised how difficult life had been. I'm naturally outgoing but so much energy went into everyday communication that I'd started to seek solitude. I'd lived alone for many years happily, but it was only after losing my hearing that I experienced loneliness.

"When I lost Poppy I wondered if another dog could ever match that special relationship. Then three years ago I was partnered with Babs, a Labrador/Retriever cross. She strolled confidently into my life and has been by my side ever since.

A partner for life

"Because of my OI, I need a dog that is gentle and calm to avoid me getting injured accidentally. I use a manual wheelchair, an electric wheelchair and a hydraulic lift that assists getting me into and out of the van I drive. Babs takes it all in her stride and that's due to the fantastic preparation by the trainers and volunteers, who helped her grow into this amazing and clever dog.

"As well as hearing sounds for me, Babs will pick things up from the floor, get my slippers and help unload the washing machine. I'm currently teaching her to tidy her toys into the basket; which she does willingly, but then gets so excited that she runs off with another toy in her mouth! She makes me laugh every day and brings joy into my life.

"I'm typical of someone with OI – I'm of short stature; had frequent fractures growing up, leading to some deformity; have excessive mobility in my joints with soft tissue and ligament weakness, making me prone to injury; and have blue sclera in my eyes. My biggest concern is not living with OI, it's losing the little bit of hearing I have left. But then if I did, while my life would certainly get more challenging, with Babs by my side I honestly feel able to face anything."

➔ Find out more

The Brittle Bone Society provides advice and resources, as well as putting you in touch with support groups throughout the UK and Ireland. See <http://brittlebone.org/support/general-support> for more information.

CAN YOU HELP?

To help us provide more wonderful hearing dogs like Poppy and Babs, go to www.hearingdogs.org.uk/donate



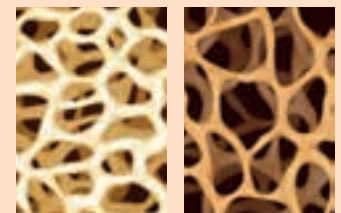
Quick facts

BRITTLE BONE DISEASE

Brittle bone disease (osteogenesis imperfecta) is a genetic condition that affects collagen production. Collagen is a structural protein that forms the bones, tendons, and other connective tissues. In people with brittle bone disease, collagen production is either insufficient or of poor quality. Because of the importance of collagen in the body, the effect of the condition is often severe. It commonly results in fragile bones, which can break easily and have an altered shape. The condition can have many other consequences, including hearing loss, joint problems and pain.

Bone abnormalities and fractures can affect the ossicles (malleus, incus and stapes) and the inner ear bones; around half of patients experience hearing loss. In healthy hearing, the bones in the ear are a certain shape and they can move and vibrate properly. In brittle bone disease, these bones can become deformed and might be unable to vibrate correctly. Onset of hearing loss, which typically occurs in young adulthood, can be gradual or fast. The loss worsens over time.

Children and adults with brittle bone disease should have regular screening for hearing loss. Once diagnosed, treatment for hearing loss associated with brittle bone disease will depend on the cause and type of hearing loss.



Normal bone vs bone with osteogenesis imperfecta in which the bone has reduced density



Childhood was tough for Sally

**GET OUT
AND ABOUT!**

Join The Great
British Dog Walk –
find details on
page 7

PACK A PICNIC

When the weather looks good, why not bring together your pup's favourite things in life: the great outdoors, delicious dog-friendly food... and you!

Making a date for a picnic with your dog can turn a walk into something rather special. Even when the British weather threatens to dampen your enthusiasm, dogs are almost always in the mood for the great outdoors, and still more so when it involves you and some tasty snacks. So, dust off the picnic hamper, bring out the bandanas and follow our top tips for a picnic with your best friend that's fun, healthy and safe...

1 RESEARCH DOG- FRIENDLY PEOPLE FOODS

Make a picnic that you and your dog can share. Try our Mini Scottie Eggs recipe as a special picnic treat! See what's in your fridge, too. Hard-boiled eggs, cooked chicken (no bones), cucumber and carrot sticks, green beans, cheddar cheese cubes, apples and blueberries, all make nutritious snacks you and your dog can share. Pack your food straight from the fridge just before leaving the house. Keep it cool and out of direct sunlight as much as possible.

2 Pack your hamper carefully

Place your food in a compostable plastic bag – this acts as a waterproof liner and a waste bag for afterwards. Pack in reverse order: food first; flannel and hand-sanitiser; blanket and finally water and travel bowl on top.

3 Pick the perfect location

We've selected some of the best beauty spots for The Great British Dog Walk this spring – check out our list on page 7, join us for a walk – and bring your picnic! The National Trust also offers some stunning UK locations for a dog walk: www.nationaltrust.org.uk/features/best-places-for-dog-walking.



4

PRE-PICNIC FUN

Allow plenty of time for a walk before your picnic. Let your dog explore the sights, sounds and smells, and work up an appetite for those dog-friendly delights you've packed in your picnic basket. Your dog will be better behaved after some exercise and you'll both be ready for your picnic.



5

Watch out for...

... other people with picnics! Most dogs will see any food at floor-level as fair game, so keep your dog on a lead if there's any danger of him turning into a slobbery thief! To avoid your food (or someone else's) being stolen while you set up your picnic, keep your dog occupied with a Kong toy, or similar, smeared inside with some cream cheese or 100 per cent peanut butter.



Mini Scottie Eggs

A picnic treat for your dog that you too can share...

INGREDIENTS

- ✦ 150g minced pork
- ✦ 12 quail eggs
- ✦ 2 tbsp chopped parsley
- ✦ 1 medium egg, beaten
- ✦ Milled flax seed (or fine breadcrumbs) for coating

METHOD

1. Hard boil and peel the eggs
2. Put the pork and parsley in a plastic bag and press it together until it's one big, smooth, blended ball
3. Remove and divide into 12 equal pieces. Press each piece flat in your palm
4. Put an egg in the centre and wrap the meat around it. Roll into a smooth ball and make sure there are no gaps
5. Dip in beaten egg
6. Roll in milled flax seed or fine breadcrumbs
7. Place on a greased baking tray and cook at 180°C for approximately 30 minutes

For full details please go to www.hearingdogs.org.uk/recipes



8

Protect your pet

Picnic sites are often littered with leftovers, from cocktail sausages and chicken bones to grapes and onion-y potato salad. Classic picnic fare like this is off limits for your dog. Check underneath tables for bones and trash. You might not see them, but your dog will! Pack a mini-first aid kit such as tweezers for thorns and cotton wool and bandages for cuts.



6

Keep your dog occupied

Picnics are supposed to be relaxed rather than a race. So, after your dog has scoffed his food, give him something to keep his teeth and paws busy while you finish eating. Rope toys are great for post-picnic flossing. Or for something special, 100 per cent natural wild deer antlers are packed with nutrients, high in vitamin D and low in fat.

7

Take a picnic blanket

Never underestimate the value of a picnic blanket – it can double up as a dog bed and on the way home it's a car seat cover to protect against muddy paws! Choose one that's practical, rolls up small, is dog-friendly, washable and has a waterproof back.

9

MAKE YOUR PICNIC EXTRA SPECIAL

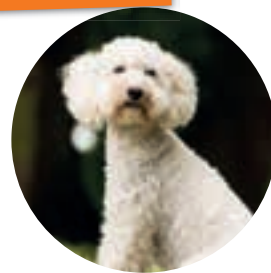
Go to www.hearingdogs.org.uk/recipes to pick some simple-to-make treats to share on a special day out with your friends and their dogs. You'll also find a list of 'safe foods for dogs' so you can choose dog-friendly ingredients to create your own recipes – don't forget, treats are still part of your dog's daily food allowance so reduce other meals accordingly. Have fun – and remember to tag @HearingDogs with your picnic photos!



Kids corner



Contact us!



TALL TAILS

➔ Send all your funny captions, stories and pictures to:
kidscorner
@hearingdogs.org.uk

Introducing our fantastic fundraisers and perfect pairing Zach and Echo. Plus, whip up a cracking egg cosy in time for Easter!

“Hearing Dogs is the charity for me!”

Enterprising Leila Ferreira raised £200 at her 12th birthday celebration – we asked her to tell us more...

Why is Hearing Dogs your favourite charity?

I love dogs and wanted dogs to be part of whichever charity I chose. My grandma told me that a family friend is on the waiting list for a hearing dog. The more I read about Hearing Dogs, the more I knew this was the charity for me! I decided to raise funds to sponsor a puppy.

What inspired you to sponsor Senna?

The first time I saw Senna's puppy video on Hearing Dogs' YouTube channel I was instantly hooked by his cute face; reading more about him made me love him even more – he's got a similar personality to me!

How did you raise the money?

For my birthday I held a 12th birthday extravaganza. I invited Mum and Dad's friends and family. Instead of presents, I asked if they would make a donation to Hearing Dogs. In exchange I provided them with cakes and biscuits in the shape of bones and dogs. I also made dog shapes to sell using Hama beads, and I put together a PowerPoint presentation on Hearing Dogs for everyone to watch. I showed the same presentation at my local church.

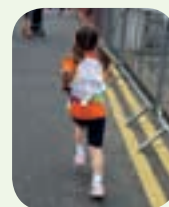
Did you like your Puppy Sponsor pack?

I thought it was lovely. My favourite part of it is the framed photo of Senna and the cuddly toy Crumble.

What's the best thing about Puppy Sponsorship?

Knowing that one day, with my donation, I could help change someone's life forever.

To find out more about our Puppy Sponsorship scheme go to:
www.hearingdogs.org.uk/sponsor

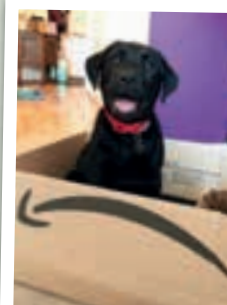


Speedy superstar

Four-year-old Molly Grace Hall, from Gateshead, ran the Simplyhealth Junior Great North Run to raise money for Hearing Dogs. Not only did Molly complete the 1.5km course, along with proud mum Emma Jarret, she also raised an outstanding £275 to help train more future life-changers. Molly, you're a Hearing Dogs superstar!

Smile, please!

“Did you know you can support hearing dog pups like me when you register and shop online with Amazon Smile?”



Fabulous fundraiser
Leila Ferreira
with cuddly
Crumble

"Echo changed everything"

Zach felt isolated and alone until a special friend came into his life in the shape of Echo

ZACH ALLEN, 11, was diagnosed with 50 per cent hearing loss in both ears, aged three. For the first few years of his young life, things were tough for him and his family. Zach tells us how hearing dog Echo has changed everything...

"Before I had Echo, I was scared of being on my own. I just wanted to be near my mum so she could hear for me. At bedtime, if I closed my eyes without my hearing aids in, I was so scared. I had night terrors.

"At school I couldn't understand what other children were saying, and they couldn't understand me, so they didn't ask me to play with them. I felt very lonely.

Our Christmas appeal featuring Zach and Echo raised over £53,000



"Echo changed everything. He makes me feel safe and he's my best friend. I know about important sounds because Echo gives me a nose-nudge and when I ask him: 'What is it?' he takes me to the sound or lies down for danger.

"I don't get scared at night because Echo sleeps next to me. If I have a nightmare, Echo wiggles his big, soft head under my hand so I'll know he's there.


"I've made new friends at school. I gave a talk with Echo and everyone wanted to say hello. He's adorable and I love my dog."

www.hearingdogs.org.uk/zach

Shake paws with...



ECHO

-  **Favourite food:** I'm a Labrador, I eat anything!
-  **Loves:** Swimming
-  **Hates:** Hoover, hose-pipe, hand dryers, hairdryers...
-  **Favourite walk:** Black Park because it has a lake that I can swim in
-  **Likes to sleep?** In my bed (if Millie the cat doesn't steal it!)
-  **Favourite toy or game?** Ball in the sea. I LOVE it!


Make it!




Design and make a cute puppy egg cosy for Easter



You need

Felt sheets 210 x 297mm (1 white, 1 black and 1 burgundy/red); pen or chalk; ruler; 5-6 pins; scissors; needle and white thread; PVA glue

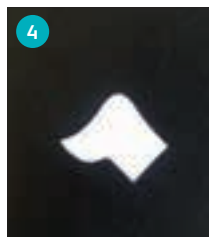
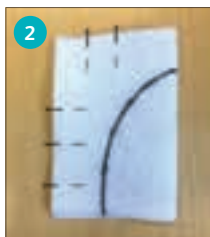
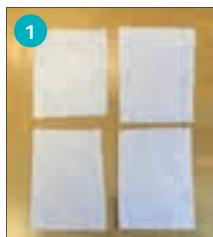
Method

-  **Step 1:** Cut white felt into four pieces. Fold one in half. Pin along two edges

-  **Step 2:** From folded corner mark 9cm up and 4.5cm along. Draw an arc between the marks, cut along it
-  **Step 3:** Open up and use as template to cut another one the same
-  **Step 4:** On a scrap of paper draw an ear – with an extra bit (for tucking in). Cut out ears from white and black felt

-  **Step 5:** Tuck the ears in place between the two cosy halves, pin and sew around the top edge, leaving the bottom open
-  **Step 6:** Cut out a red heart, a black nose and two eyes. Glue in place.

Use this method to create your own designs. We'd love to see your cosies – tag your pictures @HearingDogs



"Echo changed everything"

Zach felt isolated and alone until a special friend came into his life in the shape of Echo

ZACH ALLEN, 11, was diagnosed with 50 per cent hearing loss in both ears, aged three. For the first few years of his young life, things were tough for him and his family. Zach tells us how hearing dog Echo has changed everything...

"Before I had Echo, I was scared of being on my own. I just wanted to be near my mum so she could hear for me. At bedtime, if I closed my eyes without my hearing aids in, I was so scared. I had night terrors.

"At school I couldn't understand what other children were saying, and they couldn't understand me, so they didn't ask me to play with them. I felt very lonely.

Our Christmas appeal featuring Zach and Echo raised over £53,000



"Echo changed everything. He makes me feel safe and he's my best friend. I know about important sounds because Echo gives me a nose-nudge and when I ask him: 'What is it?' he takes me to the sound or lies down for danger.

"I don't get scared at night because Echo sleeps next to me. If I have a nightmare, Echo wiggles his big, soft head under my hand so I'll know he's there.



"I've made new friends at school. I gave a talk with Echo and everyone wanted to say hello. He's adorable and I love my dog."

www.hearingdogs.org.uk/zach

Shake paws with...



ECHO

-  **Favourite food:** I'm a Labrador, I eat anything!
-  **Loves:** Swimming
-  **Hates:** Hoover, hose-pipe, hand dryers, hairdryers...
-  **Favourite walk:** Black Park because it has a lake that I can swim in
-  **Likes to sleep?** In my bed (if Millie the cat doesn't steal it!)
-  **Favourite toy or game?** Ball in the sea. I LOVE it!


Make it!




Design and make a cute puppy egg cosy for Easter



You need

Felt sheets 210 x 297mm (1 white, 1 black and 1 burgundy/red); pen or chalk; ruler; 5-6 pins; scissors; needle and white thread; PVA glue

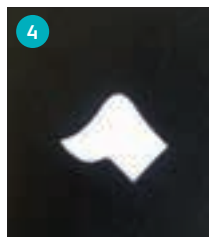
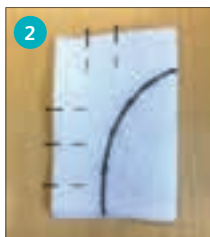
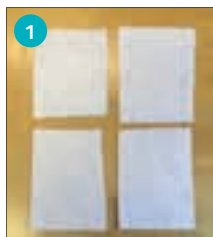
Method

-  **Step 1:** Cut white felt into four pieces. Fold one in half. Pin along two edges

-  **Step 2:** From folded corner mark 9cm up and 4.5cm along. Draw an arc between the marks, cut along it
-  **Step 3:** Open up and use as template to cut another one the same
-  **Step 4:** On a scrap of paper draw an ear – with an extra bit (for tucking in). Cut out ears from white and black felt

-  **Step 5:** Tuck the ears in place between the two cosy halves, pin and sew around the top edge, leaving the bottom open
-  **Step 6:** Cut out a red heart, a black nose and two eyes. Glue in place.

Use this method to create your own designs. We'd love to see your cosies – tag your pictures @HearingDogs



“Over half of all hearing dogs are funded by gifts in Wills”

We are so grateful to those who have told us they’ve remembered Hearing Dogs in their Wills – it means we can plan for the future of our charity

Fundraising is vital to all charities, but especially those, like ours, that receive no government funding. We spend a modest sum on raising funds each year, and we cannot afford to advertise on television. So, in a recent letter, chief executive Michele Jennings made a respectful yet direct approach to supporters outlining the importance

of gifts in Wills, and explaining why letting us know of your intentions – anonymously – can make such a difference to our ability to plan for the future...

“Gifts in Wills are incredibly kind acts of altruism. I’m always very moved when I learn that someone has been touched by the work of our charity, and has quietly chosen to do something so charitable as to leave a donation to us in their Will. It is a personal act of generosity that makes a world of difference to us. We appreciate this deeply, and we are always very sensitive when talking about gifts in Wills. They are invaluable for our charity’s existence.



Important funding

“Over recent years, gifts in Wills have accounted for over 60% of our income. Like any well-run organisation we plan for the future, and we are currently establishing how we can deliver the Charity’s aims and objectives through to 2025 and beyond. We make a promise that lasts 10 years or more when we create and support each hearing dog partnership. So, sensibly, we need to forecast our ability to keep our promises.

“This is especially so given recent economic uncertainty. We have


“ We are very sensitive when talking about gifts in Wills, but they are invaluable for our charity’s existence ”

experienced a sudden slowdown in funds received from Wills, and it seems that the stalling property market is a key cause of this. Many gifts in Wills depend on a property being sold, but buyers are currently postponing large purchases. It's extremely hard to predict whether this is a short-term or a longer-term concern. But, as it has come when we are planning for our charity's future, I respectfully asked whether you would be kind enough to let us know – completely anonymously – whether you were considering leaving us a legacy.

A huge thank you

"To each and every one of you who has responded already – a heartfelt thank you. We've had an encouraging response with over 1,100 people letting us know their intentions. I am immensely grateful. Thanks to your help, and the time you took to respond, we now feel more confident when making our plans.

"Put simply, gifts in Wills help us to move significantly closer to our vision of a time when no deaf person feels alone. They enable hundreds of deaf people each year to reconnect with life, by helping us to provide more wonderful hearing dogs as well as numerous services for those with hearing loss.

"Our hope is that, if we can show the good we do, and how we do it, by being a happy, friendly, supportive family that is here for the long-term, then perhaps, through the kindness of your heart, after considering your loved ones, you might like to join the generous people who have so kindly remembered us in their Wills." 

➔ How to leave a gift in your Will

If you would like more information, please get in touch: email legacies@hearingdogs.org.uk, call 01844 348130, visit hearingdogs.org.uk/legacies or write to us.

Your gift means so much – and sharing your wishes can inspire others like you to support Hearing Dogs



Brendan Cooper, a copywriter from Buckinghamshire, says:

"I moved to Buckinghamshire from London 10 years ago, and very early on noticed the Hearing Dogs logo peering above the hedgerows outside The Grange. Deafness has been with me most of my life, and I was intrigued. I have supported the Charity ever since. As an animal lover, I really appreciate the care they take over training their amazing dogs. As someone with hearing loss, I've read so many positive, uplifting stories about how they help deaf people to leave loneliness behind. These are the main reasons I've left them a gift in my Will: because they are a very kind, committed, welcoming family and I want to help them to help deaf people."



Joyce Kingman from North Yorkshire says:

"I have been involved as a volunteer with Hearing Dogs for Deaf People

since 1996. During this time, I've seen first-hand the difference having a hearing dog can make to a person with a hearing loss. By leaving a gift to the Charity in my Will, I feel that I will be helping the wonderful work continue. Drawing up a Will is a simple process and it makes sense to nominate charities at this stage as the donations are removed from the part of your estate which will be subject to tax. We all know people for whom deafness is a problem and can relate to the need to support this charity."



Liz Arendt began to lose her hearing aged 52 and is partnered with hearing dog Rufus. A former school teacher, Liz has been involved with the Charity since 1996. She says:

"I became totally isolated when I lost my hearing and had to retire from my teaching career. Having a hearing dog totally transformed my life. I've left a gift in my Will because I just wanted to do what I could to help others reap the same benefit. I used the services of a solicitor so, once I had determined exactly how I wanted my estate to be disposed of, the process was very simple. Funds to reduce waiting times for hearing dogs and improve life for many more people are vital. Quite apart from his soundwork duties, Rufus's presence, his wonderful companionship and total devotion have enriched my life immeasurably."

Your organisation can make a difference

WAYS TO HELP

-  event sponsorship
-  payroll giving
-  making us your charity of the year
-  naming one of our puppies

Thank you to our corporate partners
for helping Hearing Dogs continue
its life-changing work

Every year, businesses large and small choose to support Hearing Dogs and change deaf people's lives through employee fundraising, sponsoring an event or making us their charity of the year. Here are just some of the things our corporate partners are doing to help.

SPECSAVERS

We're excited to be partnered with Specsavers Audiologists as our sponsor for The Great British Dog Walk in 2019. We're very grateful for their continued support and wish any stores that are doing additional fundraising the best of luck.



Specsavers Audiologists

WAGGING TAILS

Once again, we are delighted that Wagging Tails, a home-from-home dog boarding company, has continued its generous support of our work. This year, the team made calendars and is organising two fun dog shows at The Great British Dog Walk.



Wagging Tails

VETPARTNERS

Hearing Dogs is VetPartners' nominated Charity of the Year 2019. Every branch will be fundraising throughout the year, each aiming to raise £5,000.

vetPartners

THE INSURANCE EMPORIUM

The Insurance Emporium has recently made a generous contribution towards two of our sponsor puppies, Kai and Otis,



as well as kindly donating a further gift, altogether totalling £9,000.



SIGN AND BE HEARD

In winding up her charity, which offered training in BSL, founder Marsie Stuart decided to continue her support of the deaf community by acknowledging the work of Hearing Dogs with a substantial donation of nearly £11,000.



DAF TRUCKS LTD

Thanks to DAF for raising over £7,000 for Hearing Dogs at last year's UK Truckfest events and, for the third year running, naming us their charity of the year in 2019.



A BIG THANK YOU ALSO GOES TO

-  Adorn
-  Barclays, Coventry, West Midlands
-  Bennetts Funeral Directors, Brentwood, Essex
-  Broadway Deli, Broadway, Worcestershire
-  Greencore Foods, Selby
-  The Hearing Care Centre, Ipswich
-  Homesitters
-  iLECSYS
-  Mulberry
-  Paperchase
-  Rayovac

Partner with us

We are truly grateful to all the organisations that continue to provide support in a variety of ways. There are many great opportunities for you and your company to partner with us so please feel free to get in touch via email to jo.wengler@hearingdogs.org.uk or call 01844 340740.

“I love the way that volunteering connects people”

Community fundraising manager **Vicky Ryan** tells us more about her role, how important volunteers are and why being part of the Hearing Dogs family is so rewarding...



There's something about being involved with Hearing Dogs that inspires a wonderful feeling of community. Spending time with other caring people, as well as lots of gorgeous, clever dogs, is like being part of a big, happy, extended family. Together we put the fun into fundraising.

I love the way that volunteering connects people. Friendships are formed because each person chose to support a good cause. I like being part of that. Across the Midlands we've around 70 volunteers. That may sound like a lot but it's a massive area – over 8,000 square miles. So I'd love to have more people get in touch and offer their support. Even a couple of hours helping with a collection box can make such a difference.

Volunteers don't need special qualifications – just a kind heart and a little spare time to help us put Hearing Dogs on the map locally and raise a few pounds. We'll support you all the way and you'll get to make friends with people who have similar values – and spend time with our lovely dogs.



Raising funds is the most challenging aspect of my role – but the sense of achievement when your hard work pays off and you've shared that experience with some lovely like-minded people makes it feel so much easier.

I'd never ask anyone to do something I'm not prepared to do myself. Wearing a mascot suit, for example, is just not my thing. So, when a volunteer offered to do this of her own free will I was surprised as well as grateful. The way she threw herself into the role was remarkable and, some might say, worthy of an Oscar! But I was most impressed by how she kept her cool later when the zip got stuck – I feel panicky just thinking about it!

My biggest inspirations are the lovely people I get to meet through my work. I also love seeing the transformation in someone's confidence when they get their hearing dog – for me that's the icing on the cake.

How you can help locally...

There are many ways to get involved with Hearing Dogs in your area. Here are some ideas:

- ✚ Give an hour or two to help out with a collection box
- ✚ Bake a cake and have a coffee morning
- ✚ Challenge yourself by running or abseiling in aid of Hearing Dogs.

Simply give one of us a call or drop us an email. You'll find our contact numbers in the list below.

North of England, North Wales and Northern Ireland:

Lucy Ward, 01759 322255/
07769 901292,
lucy.ward@hearingdogs.org.uk

Midlands, South West England and South Wales:

Vicky Ryan, 07824 329063,
vicky.ryan@hearingdogs.org.uk

Scotland, Northern Home Counties, NW London, North Cambridgeshire and South Lincolnshire (CB6 CB7 and PE postcodes only):

Gill Yeates, 07824 453319,
gill.yeates@hearingdogs.org.uk

Essex, Norfolk, Suffolk, Cambridge and NE London:

Rachel Clarke, 07769 901291,
rachel.clarke@hearingdogs.org.uk

SE London, Sussex and Kent:

Rachel Annetts, 07435 964466,
rachel.annetts@hearingdogs.org.uk

Southern Counties, SW

London and Channel Islands:
Nicholas Orpin, 07917 170122,
nicholas.orpin@hearingdogs.org.uk

For more information about ways to get involved, please go to hearingdogs.org.uk/fundraising



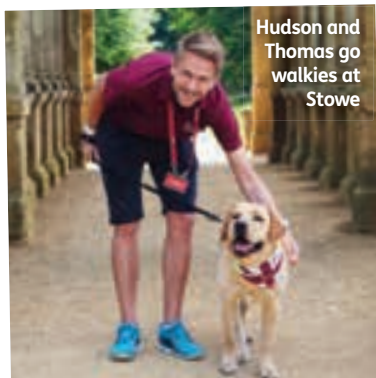


We think of ourselves as a sort of “Hearing Dog Hotel”

It takes a lot of work for a young pup to become a fully trained hearing dog. Outside their daytime training work at The Grange, volunteers give them a home overnight to rest, relax and have fun in!

Hearing Dogs volunteers Abi and Thomas Clark have been welcoming pups into their home for around five years. Through their blog – Hearing Dog Hotel – the couple offers a unique insight into B&B volunteering and what it’s like to look after a young hearing dog in training. Here’s just a snapshot of Hudson’s five-star guest experience...

Stopping for a family selfie with Hudson



Hudson and Thomas go walkies at Stowe

10 JUNE 2018 Handsome Hudson has checked in!

Our latest guest has settled in really well. We feel lucky to have him for the next few months while he continues with his training and soundwork at The Grange from 9am to 5pm. The rest of the time – evenings, weekends and holidays – he gets to spend with us. We have lots of fun things planned...

This weekend we helped out at The Great British Dog Walk at Stowe. There were so many people and loads of gorgeous pups. We’d never been to Stowe before and were blown away by how beautiful it is! We’ll be back again for a picnic*.

*(see page 14 for our dog-friendly picnic tips)

7 JULY 2018 Summer has arrived!

We’re on holiday in Cornwall and walked into Padstow every day. Hudson found a shop full of teddies – and made a new cuddly friend, Crabby!

We visited The National Lobster Hatchery, where they breed little tiny lobsters and then release them into the wild. Hudson was mesmerised by these strange creatures. We sponsored one and named it Hudson!

Huds had the BEST time exploring little rock pools, caves and playing with other pups. He tired himself out so much that Thomas had to carry him indoors from the car – all 34kg!



Hudson wonders if he has the energy left for one more ball chase...





A gorgeous smile from handsome Hudson

6 AUGUST 2018 Pup overload!

Hudson's in his uncle role – we've little puppy Hana staying with us! She's utterly adorable and a real character. She likes to be involved in everything and is also a keen gardener!



Hudson took little pup Hana under his wing



Thomas ran Windsor Half at a fair old lick...

SEPTEMBER 2018 A cheeky half

Thomas ran his first half marathon at Windsor in 1hr 47mins and raised £480 for Hearing Dogs. Hudson was waiting at the finish to give him a HUGE lick! This month also saw the highlight of our summer, The Great British Day Out at The Grange.



A smart look for a very smart, newly accredited hearing dog!

20 JANUARY, 2019 New Year, new job

Hudson goes off for his pre-placement week tomorrow with his new deaf partner at The Grange. We're so proud of him! Now to work out how we'll get all his toys into his suitcase!



Toys all packed up for his new partnership

BECOMING A B&B VOLUNTEER

Abi says: "We both work full time and moved into the area five years ago knowing nobody. We registered as B&B volunteers and now have a wide circle of dog-loving friends and regular contact with young pups and dogs."

If you'd like to know more about B&B volunteering, please do visit the Hearing Dog Hotel yourself <https://hearingdoghotel.com/> or go to www.hearingdogs.org.uk/volunteer to search volunteer vacancies by postcode.



Taking a look around the Lakes

17 NOVEMBER 2018 Hudson's week in the Lakes

The first place we visit in The Lakes is Coniston. Hudson leapt out of the car and couldn't believe his eyes!

To top off a lovely holiday, we found out that Hudson passed his Hearing Dog Accreditation (HDA)! We're so, so proud of him! He's now being matched to his lucky recipient.

Ask the experts

Meet the experts



→ ANGIE PLATTEN

is Hearing Dogs' director of services and partnerships, and is responsible for all the support available to deaf people who approach our organisation



→ DR LORRAINE GAILEY

was Hearing Link's CEO and, following its merger with Hearing Dogs, is now chief operating officer at Hearing Link within the merged organisation

Whatever your level of hearing loss, we're here to offer you support. Here, we highlight some of the services on offer...



DID YOU KNOW?

You can get help and advice in person at the new Hearing Hub at The Grange in Buckinghamshire

My new hearing aid is good, but I can't cope in social situations any more. I have supportive friends and family, but still feel lonely and left out. I don't know whether to apply for a hearing dog or get a pet dog for company, because I already have devices at home to tell me when the doorbell or alarm goes off.

Angie says: It's normal to experience such feelings when your hearing changes and your life is affected. We can chat and get to know you better, in order to offer you constructive support. To help you take more control in social situations and reconnect with others, we suggest you look at:

✦ Hearing Link workshops called LinkUps, which bring together people with similar stories and explore together ways forward

✦ Meeting one of our community support volunteers on a one-to-one basis

Dogs are indeed great companions but a working hearing dog requires you to be trained to maintain the required standards. Using our long experience we can assess whether your best option would be an accredited hearing dog, a sound support dog or a confidence companion dog. As you don't need help with sounds at home, a confidence companion dog might suit you best. This type of dog is raised by the Charity and provides a lifelong companion. We

would help you establish an early bond together.

To be eligible for any of our dogs you must be able to look after the dog's welfare by providing a garden, regular exercise, food and health insurance. The dog may not be left alone for prolonged periods, so full-time work is not possible.

"WE WOULD HELP YOU ESTABLISH AN EARLY BOND AND UNDERSTANDING"

“LINKUP GROUPS EXPLORE THE CHALLENGES OF HEARING LOSS”

I'm told I have mild to moderate hearing loss that may benefit from a hearing aid. What other help is available to me?

Lorraine says: Hearing aids will help you hear better in most situations. Some public places such as churches, railways stations and supermarkets provide a hearing loop to improve clarity and reduce background noise. If you start using a hearing aid, ask your audiologist to activate the T-setting so you can access these loops.

Hearing Link Helpdesk is good place for you to seek support matched to your own needs. Its peer volunteers all have a sensitive understanding of hearing loss; they offer emotional support and can direct you to local lipreading classes and other services. Hearing Link also runs LinkUp groups for up to 15 people and relatives are encouraged to attend. Participants explore challenges posed by hearing loss, share solutions and offer useful strategies and equipment that can help make life a little easier.

Hearing Link volunteers can help you with the right special equipment, eg vibrating alarm clocks and personal

listeners. If you're in the Buckinghamshire area you can make an appointment to visit our new Hearing Hub at The Grange where a volunteer is on hand to demonstrate equipment and narrow down the choice to find what's best for you.

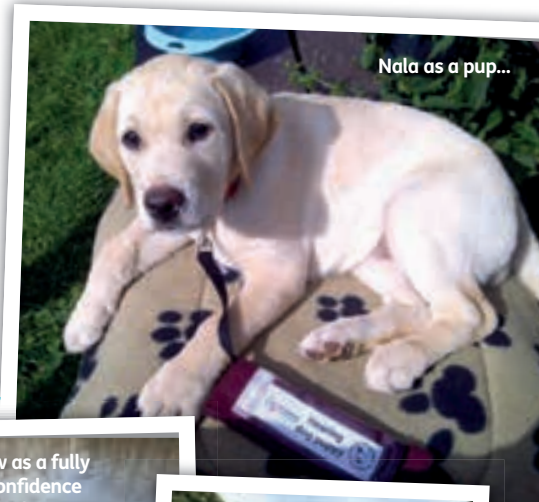
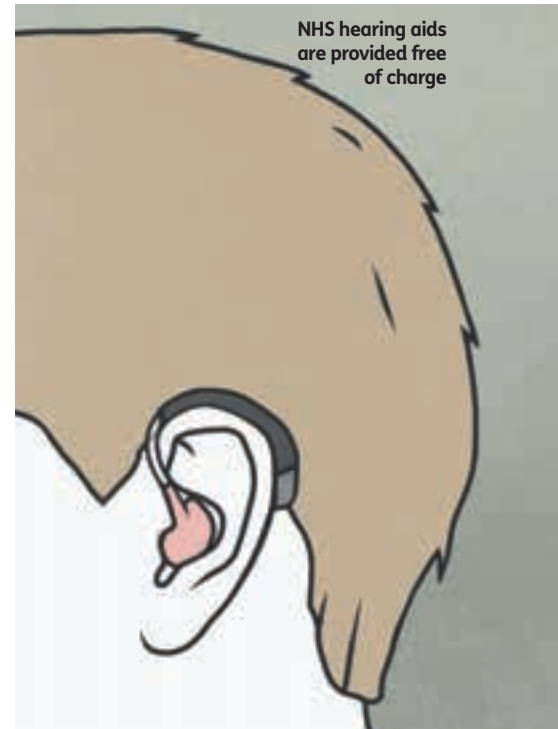
I'm nervous about going for a hearing test as I can't afford expensive hearing aids.

Lorraine says: You might not need hearing aids but it's important not to ignore changes in your hearing; you should have a hearing test before your hearing affects your life and relationships.

First, see your GP, who will refer you to a local NHS audiology provider. NHS hearing aids are issued free of charge. Hearing Link Helpdesk staff can also discuss changes in your hearing and take you through a typical hearing test so you are not apprehensive. 🐾

➔ Get in touch

- 🐾 **Website:** hearingdogs.org.uk/helpingyou
- 🐾 **Email:** applications@hearingdogs.org.uk
- 🐾 **Phone:** 01844 348111 – we also use minicom and text-supported phones (between 9am and 5pm, Mon-Fri)
- 🐾 **Post to:** Client Services Team, Hearing Dogs for Deaf People, The Grange, Wycombe Road, Saunderton, Princes Risborough, Buckinghamshire, HP27 9NS



HOW NALA BRINGS CONFIDENCE

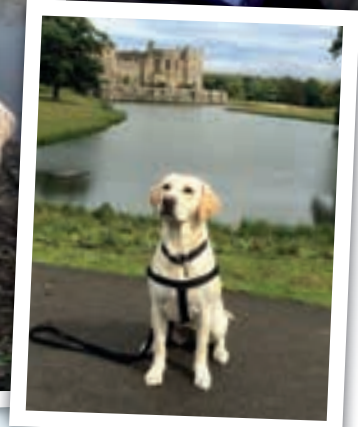
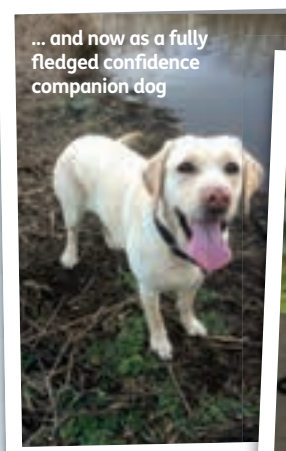
🐾 The emotional effect of increasing deafness is not always visible but often results in lack of confidence and social withdrawal. Here's how confidence companion dog Nala helped Samuel Littlefield back into social and physical activity...

Constance's husband Samuel had become a shadow of his former self. She confesses: "I assumed that hearing aids would make everything normal again and didn't realise the full effect hearing loss had on him."

"He no longer enjoyed socialising because conversation was difficult."

He didn't complain, just gradually withdrew." This isolation worried his family so they approached Hearing Dogs for a confidence companion dog. "Within a few months," says Constance, "Nala, a golden Labrador, came into our lives. She has a gentle temperament, but lacked confidence around other dogs and in noisy places."

"Samuel shows Nala spontaneous tenderness, something he had rarely shown for some time, and their bond and confidence continue to grow. It's been a very positive journey and we're so grateful to Hearing Dogs for their kindness."





DID YOU KNOW?

Garry still performs in rock bands GBX and The Gonads: "But now with ear-defenders firmly in place!"

Close-up with...

GARRY BUSHELL

➡ A newspaper columnist, author and broadcaster, Garry began his career as a rock reporter, and has appeared on more than 2,000 TV shows, including *The Big Big Talent Show* and his own ITV series *Bushell On The Box*. His column of the same name has appeared in four different papers. He has published three pulp fiction detective novels and he currently hosts music shows on 2nd City Radio. He has managed rock bands and sings with two of his own.

Paws for coffee...



Columnist, broadcaster and now hearing dog recipient
Garry Bushell on the difference Ozzie makes to his life

Do you prefer tea or coffee?
Actually, I like both but I could drink tea morning, noon and night!

When did you realise you were losing your hearing?

It was a gradual process that I first noticed about 18 years ago. It was probably more obvious to people around me first, as the TV I watch for work became progressively louder. In the 1970s and early 80s I wrote for the rock press and was on the road with some of the loudest bands on the planet, including Motörhead and Iron Maiden. You find yourself missing chunks of conversations and guessing what's been said. Now, without my hearing aids in, I find it hard to follow conversations.

How did it impact on your career as a broadcast journalist?

I've had to turn down a few radio and TV discussion shows. For several years I worked from home, filing my newspaper column and writing books. When I went back into newspaper offices a few years ago I struggled initially. The only positive thing is if I'm on stage and someone heckles, I can't hear it!

Have you ever felt isolated or lonely as a result of hearing loss?

For a while, I struggled and tended to avoid

people outside the home, which was a strain as I am naturally gregarious. Because hearing loss doesn't show, some people aren't sympathetic. Luckily for me, because of my wife's work (she's CEO of Bexley Deaf Centre) it tends not to be a problem at home.

What's your connection to Hearing Dogs?

My wife told me about Hearing Dogs and the great work it does. I approached the Charity to offer assistance and as an unexpected consequence of that initial meeting we now have Ozzie, who's a wonderful addition to our lives as my sound support dog.

How does Ozzie make a difference to you?

Walking him forces me to interact – dog owners tend to be friendly people. Plus, thanks to Oz, I never miss a delivery; he alerts me every time someone knocks. I feel more confident with him around.

Should live music venues be more pro-active in raising awareness of hearing health?

Definitely. We're more aware now of the damage loud music and machinery can cause, so it's only sensible to educate young people and take measures to reduce the problem. I worry about young people wandering around with earphones plugged into their phones listening to music so loud you can hear it as you pass them. People take

their hearing for granted, but once it's gone, it's gone for good.

What top tips can you give people with hearing loss who want to enjoy music?

Go and see as much live music as possible and, if you find you're struggling to hear music at home, watch it online so what you miss with your ears you can pick up with your eyes.

What do you think of the new hi-tech ear plugs designed to protect the hearing of people who work in the music industry?

They're fantastic. I only wish we'd had them in the 1970s and 80s.

Who would you choose to accompany you on a fantasy dog walk?

The great George Orwell to hear what he makes of today's increasingly censorious Big Brother society. We'd almost certainly end up in a pub. If George wasn't available, I'd take someone guaranteed to make me laugh like Max Miller, Billy Connolly or Micky Flanagan. 🐾

“I wrote for the rock press and was on the road with some of the loudest bands on the planet, including Motörhead and Iron Maiden”



Garry feels more confident with Ozzie around

The Grange

Restaurant & Gift Shop



Based in the beautiful Chiltern Hills, The Grange welcomes you for breakfast, lunch and afternoon tea.

Wholesome deliciousness!

Try our classic, vegetarian and plant-based seasonal menus.

www.thegrangesaunderton.org.uk

OPENING HOURS

Every day 09:00 – 16:00

Christmas, Easter and Bank
Holiday opening hours may vary

bookings@hearingdogs.org.uk



FINDING THE GRANGE

Haw Lane, Saunderton,
Princes Risborough, HP27 9NS

01844 873500

www.thegrangesaunderton.org.uk

Raising Funds for Hearing Dogs for Deaf People and Hearing Link

Registered charity in England and Wales no. 293358 and in Scotland no. SC040486 • Royal Patron HRH The Princess Royal