



Hearing Dogs
for Deaf People

Favour

The magazine from Hearing Dogs for Deaf People

Issue 61
SPRING
2020

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Noise-induced hearing loss

Ex-musician Chris
Whitelaw shares his
experience and advice

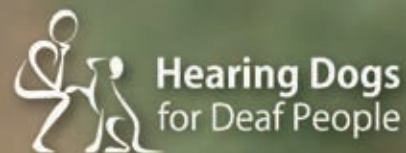
Pup star

How sponsor pup
Kallie has helped
Naoimh leave
loneliness behind

“My life is
getting better
and better”

Hearing dog Marshall has helped
Joanna reconnect with people

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Spring 2020



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Victoria Leedham explains microvolunteering on p22

Welcome!



When your true passion in life is music, losing your hearing is devastating. However, talented musician Chris Whitelaw describes how, after suffering noise-induced hearing loss, he has learnt to enjoy composing and playing again (p12), aided through the challenge by hearing dog, Rom. Meanwhile, Dame Evelyn Glennie has forged a career as a solo percussionist despite being profoundly deaf. She describes her unique way of listening on p26. Elsewhere in this issue we bring you more inspiring stories and the latest campaign news, including our drive to get everyone microvolunteering. Discover ways you can help Hearing Dogs, even if you only have five minutes, on p22.

Gill Lacey Editor

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

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Newshound

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



SUPPORT

From digital advances to local support groups, Hearing Dogs' services are wide-ranging

Supporting over 4,300 people with hearing loss

Through our expanded range of personalised services to help anyone with hearing loss, we've helped over 4,300 people in the past 12 months.

The merger between Hearing Dogs and Hearing Link has enabled us to provide more ways to help people with hearing loss and their families and friends.

Hearing dogs are key to helping deaf people to leave loneliness behind. They provide love, companionship and emotional support as well as life-changing practical support by alerting their deaf partners to important and life-saving sounds.

Now, as well as offering a wider range of support services to people who are waiting for a hearing dog, we're able to help thousands more with any level of

hearing loss. When people reach out to us we're able to listen and establish the right solutions for them, solutions that will make life easier and more manageable for them and their families and friends.

Our Helpdesk email service is often the first point of contact for individuals or their family members who have questions or are seeking support. For those who prefer to communicate face-to-face with someone who understands about living with hearing loss, we've a strong network of community support volunteers who understand hearing loss through their own experiences. Many have benefitted from this kind of peer-to-peer support and want to give their time to help others through the emotional, personal and

practical challenges of living with hearing loss. They can also offer support to relatives, friends and colleagues, as well as advice about other local and national services.

Support groups are another way we're able to help people with hearing loss reconnect with their communities and make new friends along the way. We run different types of groups for different needs – for example, there's more about our LinkUp groups on page 7.

Finally, our Hearing Hub service at The Grange in Buckinghamshire is a showcase for the latest assistive listening equipment. The Hub offers face-to-face practical and impartial advice by appointment.

Find out more at

www.hearingdogs.org.uk/helpingyou

APPEAL UPDATE

THANK YOU FOR supporting our last Favour appeal to help train a successor dog for Richard Herrington, who had sadly lost his hearing dog, Dillon, very suddenly.

Over 700 kind Favour readers donated to the appeal since we told Richard's story, raising over £27,000.

Richard says: "I'd like to say to people who donated that without them these dogs can't be trained. They can't be raised to help people like myself and to change lives.

"Without Dillon, I realised just how lonely I'd become again, isolated and worried about the sounds I can't hear. Donations go towards training hearing dogs and making them available to people, so thank you to everybody for raising the money."

STOP PRESS! We've just given Richard the wonderful news that soon he'll be partnered with a hearing dog who will help him leave loneliness behind. More in the next issue!





HRH The Princess Royal meets the Hearing Dogs team, volunteers and charity ambassador Pam St Clement



VIP GUEST

ROYAL APPROVAL FOR NEW NATIONAL BREEDING CENTRE

Our Royal Patron, HRH The Princess Royal, visited The Grange in November to officially open Hearing Dogs' new National Breeding Centre in Buckinghamshire.

As well as enjoying a tour of the new facility, which will help us produce more healthy hearing dog puppies, HRH met some of the volunteers and staff who are involved in caring for our hearing dog mums, dads and pups.

Puppy supply manager, Claire Jones, says: "Since our new breeding centre opened, we've welcomed the birth of 21 Labrador pups, 30 Spaniels and eight Cockapoos. And with seven more hearing dog mums either expecting or awaiting pregnancy scans, we're looking forward to around 40 more puppies in the spring, including several miniature Poodles.

"We appreciate how lucky we are to have received the trust funding

for our new facilities and are grateful for what it has allowed us to do. We have everything we need to increase pregnancy success and maintain the highest level of welfare for all our hearing dog mums, dads and pups.

"When the puppies are ready to leave mum at around eight weeks old, they come in through our bright and hygienic reception to the play area and garden. Here they can run around and explore together so they're all happy and relaxed when their new volunteer trainers arrive to take them home. They couldn't have a better start, and that's so rewarding."



➔ **Congratulations to our volunteer!**

Paula Cook, audiologist at Aston Hearing and Hearing Hub volunteer at The Grange, has been named European and UK Audiologist of the Year.

Diary dates

1. HEARING DOGS VOLUNTEER FAIR

What: Come and find out more about our volunteering opportunities

Where: The Grange, Saunderton, Buckinghamshire HP27 9NS

When: To be confirmed, visit

www.hearingdogs.org.uk/volunteer for further information.

2. VOLUNTEERS' WEEK

What: A week in which the UK celebrates volunteers and says thank you to them for the contribution that they make.

When: 1–7 June 2020

3. THE GREAT BRITISH DOG WALK 2020

What: Enjoy a wonderful country walk with lovely people and gorgeous dogs all out to have fun and support the Hearing Dogs charity.

Where: Beautiful walking locations throughout Great Britain, and perfect for you and your friends to enjoy a picnic afterwards.

When: For more information, visit www.greatbritishdogwalk.org



A DOG'S LIFE

Mike Moss has penned two books, inspired by his dog Izzie, which are helping to raise funds for Hearing Dogs.

Some years ago, Mike adopted a little dog named Izzie from Hearing Dogs. "I felt her story needed to be told so I picked up pen and paper and started writing," he said. Royalties are being donated to our charity.



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

EVENT

Step out for Hearing Dogs

The Great British Dog Walk is taking place in 19 beautiful locations this year

Last year The Great British Dog Walk raised the magnificent total of £64,428 and this year, with new locations and more walks planned, we hope to raise even more.

As well as offering a free dog bandana with every adult ticket, our 2020 Great British Dog Walk events promise to be even more fun for you and your dog. Depending on which walk you take part in, you'll be able to enjoy a selection of tail-wagging activities. And, for those without a dog of their own, there will be plenty of opportunities to mingle with



some of our gorgeous hearing dogs.

There's a small entry fee of £12 (or £10 if booking online in advance) and, while there's no obligation to get sponsored to walk The Great British Dog Walk, every penny raised through sponsorship will go towards training a sweet Spaniel pup named Oscar.

Please help us make The Great British Dog Walk this year the best yet. To register or find out more go to:

www.greatbritishdogwalk.org

HEALTH

Hearing health warning

Use earplugs to protect from damaging everyday sounds

Maintaining good hearing health positively impacts our quality of life, and studies have shown that hearing loss has been associated with cognitive decline. Sound at safe levels of 80 decibels (dBA) and lower should not cause hearing loss, even after extended periods. However, with each 3dBA incremental increase, the maximum time that you can experience the sound safely halves.

For example, after two hours continuous exposure at 91dBA you risk permanent damage to your hearing. At 94dBA it's one hour, at 97dBA it's 30 minutes, and at sound levels in excess of 115dBA there is no safe exposure time.

It's surprising how often we encounter noise levels in our daily lives that put our hearing health at risk:

- London Underground can reach 100dBA
- Cinema 74–104dBA
- Motorbikes 80–110dBA
- Piano played loudly 84–103dBA

- Hairdryer 85–100dBA
- Sporting events and concerts 94–110dBA
- Sirens 110–129dBA
- Rock concerts 125dBA
- Fireworks 140–160dBA

Paula Cook, audiologist advisor to Hearing Dogs, says: "Anyone who plays an instrument or attends concerts and sporting events – where sound levels routinely exceed safe limits – should seek professional advice."

DID YOU KNOW: if you have an Apple Watch and activate the Noise app it will tell you the sound levels in the environment? As sound levels around you change, the app's decibel meter moves in real time. The watch can send you an alert if the decibel reading reaches levels that can begin to affect your hearing.



IT'S HOTTING UP IN THE KITCHEN!

Since opening in May 2018, The Grange Restaurant & Gift Shop has enjoyed tremendous success. Last year alone, we served over 32,000 customers in Saunderton their breakfast, lunch and afternoon tea.

Since opening our Buckinghamshire restaurant and shop to the public, we've received wonderful feedback, with over 200 fantastic reviews on TripAdvisor. Thank you to our wonderful volunteers, without whom The Grange wouldn't be the success it is. To book a table please go to thegrangesaunderton.org.uk



HEAR-O DOG FRED



NICK FOWLER FROM Guernsey relies on his hearing dog Fred for companionship as well as to alert him to important sounds such as his doorbell and smoke alarm. So when

Fred woke Nick unexpectedly in the middle of the night, he was immediately concerned. Nick explained: "Straight away I thought there must be a fire, so I asked Fred, 'What is it?' I expected him to lie down, which is his way of telling me it's the smoke alarm. But instead Fred just stood firm and I could feel him making low grumbles and woofs as he stared at the window. Living in a downstairs flat I decided to have a look, thinking it might be a cat or a fox. I threw open the window and, in the process, clobbered someone standing on the other side of it. Fred was by now barking furiously to let them know he was there. The intruder jumped the fence and ran off. Who knows what may have happened if I didn't have my wonderful hearing dog watching over me!" Do you know of a hearing dog hero? Email your story to press@hearingdogs.org.uk



COMMUNITY

LinkUp with face-to-face support

When hearing loss affects your whole life, LinkUp groups offer the chance to meet others and share solutions

LinkUps delivered by our hearing loss services team are a unique peer-led service that supports people with hearing loss. Participants are invited to explore the challenges of living with hearing loss, share solutions, and try out the equipment and coping strategies that can make life easier.

Michelle McMaster, UK Services and Northern Ireland director at Hearing Link says: "Hearing loss can leave people feeling very isolated, and it also impacts on their family and friends. Having an opportunity to connect with others in the same situation helps people to move forward with their hearing loss and at the same time make new friends. That's where LinkUp groups can help.

"It's a UK-wide service open to anyone whose life has been affected by hearing loss. This includes anyone whose hearing has deteriorated to the point it is causing

them difficulties. It also includes family members, partners and friends of someone with hearing loss, as we know it can affect all personal relationships and everyone needs support to find a new way forward."

LinkUp participants will attend a residential programme over a weekend, arriving Friday evening and staying until Sunday lunchtime. A participant of our recent Wales LinkUp says: "I've learnt so much about the help that is available out there, whereas before I knew nothing. Being with this group of people has been amazing. Staff and volunteers have worked tirelessly with us. Nothing was too much trouble for them to explain. It's given me a lot more confidence in myself."

If you, or someone you know, would benefit from attending a Link Up group, please get in touch to register for one of the limited places.



LinkUp dates and locations April 2020 – March 2021

- 🐾 24–26 April – Northern Ireland
- 🐾 22–24 May – The Grange, Buckinghamshire, England
- 🐾 12–14 June – Edinburgh, Scotland
- 🐾 24–26 July – Beatrice Wright Centre, Bielby, Yorkshire, England
- 🐾 25–27 September – Cardiff, South Wales
- 🐾 23–25 October – Glasgow, Scotland
- 🐾 20–22 November – Northern Ireland
- 🐾 26–28 February 2021 – The Grange, Buckinghamshire, England
- 🐾 26–28 March 2021 – Northern Ireland

To register or find out more please go to: www.hearinglink.org/linkups/ or email helpdesk@hearinglink.org

OUR IMPACT OVER THE PAST YEAR

4,300

deaf people helped through all our services

964

hearing dog partnerships supported

2,682

partnership support visits made

188

dogs matched with deaf people

45

children with hearing dogs supported

998

people helped through Hearing Link programmes

2,345

Helpdesk enquiries

3,012

volunteers in our Hearing Dogs family

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

“MARSHALL HAS PULLED ME OUT OF THE SHADOWS”

Joanna Jones was at her lowest ebb when she applied for a hearing dog. Then Marshall came into her life and promptly turned it around





Marshall has helped Joanna develop new social confidence

Joanna Jones looks relaxed and confident walking through her town. She smiles warmly and chats with people who stop to admire her little dog. The change in her since hearing dog Marshall bounded joyfully into her life is remarkable. For most of her life Joanna has battled anorexia, anxiety and depression as well as deafness. Now 59 years old, she feels able to share her story for the first time, and how a sweet black-and-white Spaniel named Marshall brought her out of the shadows and into the light...

"I remember clearly the day I submitted my application to Hearing Dogs. I was really struggling with very black thoughts. It was me desperately reaching out for a lifeline.

"Growing up I'd always felt the odd one out. The family set-up was not good and it caused a great deal of self-doubt and low self-esteem. I had a really unhappy childhood. I felt unlovable and unlikeable, but believed this to be all my fault. I carried those feelings of chronic guilt from my childhood throughout most of my adult life.

"My way of coping, of finding some means of control in my life, manifested itself in an eating disorder. I've lived with anorexia since I was about eight.

"In my early forties I began to struggle at work when using the phone. I couldn't follow conversation. Eventually I had to leave my job. Not working made me feel even more isolated and alone. I was referred to an audiologist who told me I'd probably been severely deaf since childhood.

"When my hearing aids were first put in, it was amazing hearing sounds clearly for the first time – even the sound of a plastic bag rustling was a revelation. I thought, wow is that what plastic bags sound like? Who knew they even made a sound! But it's really

tiring processing sounds, so when I was on my own I'd take my hearing aids out.

"A decade later, increasing deafness and tinnitus, along with declining mental health, resulted in me feeling more and more cut off from life. I withdrew from social situations. I avoided shops, cafés – anywhere I thought people might try and speak to me.

"Everything unravelled. At my lowest point I considered ending my own life. A friend suggested I should get a dog. That's when I contacted Hearing Dogs for Deaf People.

"Discovering my application had been accepted gave me hope. Then, in April last year, Marshall bounded into my world and totally transformed my life. His exuberance and happy nature have truly rubbed off

"I CAN HONESTLY SAY HE SAVES MY LIFE ON A DAILY BASIS"

on me. I can honestly say he saves my life on a daily basis. It's having something immediate – he's right there, he's on my lap, he's having a cuddle. He needs me and I need him.

"I'm much more relaxed now. He's a very tactile dog, he loves his cuddles just as much as I do. Just being able to touch him is soothing and my anxiety levels go down.

"Marshall offers peace of mind to my family as well. Before I was partnered with Marshall, I was often home alone. One night the smoke detector went off and I didn't hear it. Luckily, one of our daughters happened to be staying, so she was able to wake me. It turned out to be a false alarm,

HELP TRAIN MORE DOGS



Please consider donating to Hearing Dogs to help us train a hearing dog for another deaf person like Joanna. 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


but it showed us how vulnerable I was to danger. Now they don't worry as they trust Marshall to alert me.

New-found confidence

"Since having Marshall my life keeps getting better and better. His uniform indicates that I'm deaf and this gives me confidence. Whereas before, I would avoid talking to people, now I'm far less anxious about not understanding them.

"It feels like he's been here forever, he's just wonderful, I've invested in him emotionally... you can't put a price on it. I can't begin to tell you how valuable he is to me. He's so precious.

"For years I was introverted, withdrawn, lacking in confidence. I'd check the streets to avoid people. Now there's no missing us. Marshall has pulled me out of the shadows and into the light.

"He has helped me realise that we are all loveable just for who we are." 



Marshall makes Joanna feel relaxed

LEARNING TO LOVE A TRIM

Being groomed is an important part of any hearing dog's daily routine, as dog welfare officer Rachel Drewery explains...

It often surprises people to learn that teaching our pups to feel relaxed and calm when being groomed and checked forms a very specific and important part of a young hearing dog's training. But being brushed, having a haircut, or having ears and paws checked over can be a strange sensation for any puppy if they're not used to it.

By gently introducing a new experience like grooming using treats and play, we can help our pups to learn to find it positive and enjoyable.

A pup's introduction to clipping happens at around four months old. It's a step up from the gentle handling they've

Grooming, when done gently, is beneficial for you as well as your dog; it keeps your dog healthy and feeling loved, and the one-to-one interaction can be therapeutic for you too!



Introduce each grooming tool slowly and reward positive responses with a treat!





“ARYA LOVES HER TREAT TIME WITH THE CLIPPERS”

experienced since birth, living in the care of our wonderful volunteers. We need to build a relationship with the puppy, build up their trust and help them develop their own resilience. There's no rush, no pressure, no reason not to do it in stages, we want everything to be as enjoyable as possible for our cute pups.

Hello clippers!


Today sponsor puppy Arya is at The Grange for her weekly grooming training with me and she's doing brilliantly.

Every session begins the same. I'll sit on the floor holding one of the tools from my grooming kit while Arya is free to walk around. Whenever she chooses to investigate what I'm holding I'll reward her with a treat. Arya had been enjoying this special treat time with the clippers switched off, as she wasn't quite ready to approach me if they're switched on and buzzing! To help Arya, we came up with an idea that would normalise the sound and remove any anxiety about it.

For the last few weeks, Arya's volunteer puppy trainer Liz has been walking around at home with an electric toothbrush switched on in her pocket! “At first Arya kept her distance,” says Liz. “But gradually she began to ignore it. In fact I even forgot about it myself, which caused me to have one or two very interesting conversations when I answered the front door!”

Making progress

Liz and her husband Barry's buzzing toothbrush technique is paying off. Last week, not only did Arya accept the sound of the clippers, she was too interested in the biscuits in my treat pot to bother about the feel of the clippers against her body. She even allowed me to clip a short strip along her back.

Today Arya makes further progress by allowing me to clip and trim her a little bit more. It just shows how this kind of gentle training, done at a pace the puppy is happy with, makes all the difference. It's an important part of raising and training a happy, well-adjusted dog who will one day change a deaf person's life. 

➔ More on training

Find out more about how we train and care for our hearing dog puppies at www.hearingdogs.org.uk/training

RACHEL'S TOP TIPS FOR GROOMING

- 1** Keep each session fun and short.
- 2** Always give your dog the choice to continue or to stop.
- 3** Use high-value treats to reward all their positive responses.
- 4** Reward your dog when they choose to be on the grooming mat.
- 5** Let them investigate the grooming tool before you try to move it near them.
- 6** Allow them to leave the mat if they want to. Reward them if they come back and try again.
- 7** If they're happy, try touching or smoothing them gently with the grooming tool.
- 8** To introduce the sound of the clippers, let your dog be free, turn on the clippers and reward them if they come to investigate. Repeat steps 1-7.
- 9** Take it slowly, step by step. Learning what it looks and smells like, how it moves, how it feels, how it sounds, allows your dog to set the pace and reassures them.
- 10** End each session on a positive note, doing something your dog is comfortable with, plus a treat or game.

Rachel with her own sound support dog Mabel



"THE EMOTIONAL SUPPORT IS BEYOND WORDS"

When professional musician Chris Whitelaw lost his hearing he was bereft. But hearing dogs have given him a renewed lease of life



Chris Whitelaw had been a professional musician for 25 years when he experienced a sudden decline in his hearing.

As a classically trained organist, he spent much of that time working as a commercial musician in studios or doing live work in very noisy environments, using high output amplifiers. He began to lose high frequencies, and over the years his hearing loss has progressed to the point where he now relies completely on lipreading and his faithful hearing dog Rom. Chris describes how noise-induced hearing loss has impacted his life and career...

"For a musician to lose their hearing is a huge life-changing event. It led me to

clinical depression, social isolation, and a feeling that I was on a very slippery downward slope. It's the isolation that I find the hardest to deal with.

"I suppose I first became aware of a change in my hearing in my late 30s.

I didn't notice it myself, but my family would complain I had the TV up too loud, and I'd mishear what people were saying.

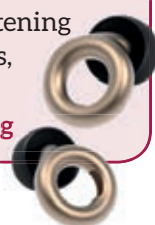
Starting over

"I was encouraged by my wife to seek an audiologist's opinion. They did a straightforward hearing test using headphones and playing pure tones at different volumes to find the quietest ones I could hear. While my lower frequency hearing remained above par, there was a sudden drop off in the high frequencies, indicating I'm unable to hear any sounds above 1.5kHz.

"I gave hearing aids a go. However, I have the sort of hearing loss that is difficult to help with hearing aids. Also, I suffer from ear infections, so no

Protect your ears

 Modern earplugs are sophisticated and comfortable and filter damaging noise while not compromising listening quality. Loop earplugs, £25, Hearing Link www.hearinglink.org



Quick facts

NOISE-INDUCED HEARING LOSS

Exposure to loud noise – especially for extended periods – can cause noise-induced hearing loss (NIHL), which is one of the most common causes of deafness. A distinctive pattern of loss can be seen on the audiogram of an individual who has been affected. NIHL usually begins with losses at higher frequencies. The effects can be immediate or gradual, temporary or permanent. A common first symptom is muffled sounds and difficulty understanding what somebody is saying. Tinnitus is an associated symptom.

Like other forms of hearing loss, NIHL has a significant impact on mental health. It can cause stress and anxiety as well as depression and isolation – difficulties with

hearing speech can affect social scenarios. Certain professions leave people susceptible to hearing loss (eg construction, mining, the military, music). Listening to loud music often and frequently attending concerts are common causes of NIHL. Headphone use for long periods at loud volumes is a growing concern, especially among young people.

The effects of loud noise

Loud noise can affect the auditory system in different ways. The stereocilia of the hair cells in the inner ear can be damaged by overstimulation in response to extended periods of loud noise. Once hair cells have been damaged, they cannot be restored. Acute acoustic

trauma (eg a gunshot) can cause immediate damage to the inner ear or a ruptured ear drum.

The duration of exposure to noise is critical. Sound at safe levels of around 80dBA and lower should not cause hearing loss, even after extended periods. However, louder sounds of around 85dBA and higher can cause hearing loss. Extremely loud sounds can cause immediate damage.

Hearing aids can help, but they cannot restore normal hearing. If damage has occurred, you can still prevent further damage. Avoid environments with prolonged loud noise, keep the volume down when listening to music, and wear ear plugs or defenders as necessary.



Chris is now able to compose music again and play the organ

matter what type of ear moulds I tried, I felt better without them. I'm happier lipreading. It was a skill I'd already mastered well – most musicians working in studios lipread.

"It took a while for me to come to terms with life as a deaf musician and I couldn't have done that without professional psychiatric help, my amazing family, and of course, my hearing dogs. My first hearing dog Gemma gave me my life back, and Rom has continued to do so. As well as alerting me to important sounds, such as the door bell and smoke alarm, the emotional support they've given me is beyond words. I lost Gemma very suddenly, and the gap before I got Rom was like going deaf all over again.

"While I was still working Rom would come with me. Normally he is very compliant and well-behaved, but one day he refused to get into the lift at work. Despite my best efforts, coaxing and offering treats, he wouldn't budge. I gave up and took the stairs. Ten minutes later, I found out that the next person to use the lift got trapped inside, as it had broken down between floors. What I didn't know at the time was that the lift was emitting a very high-pitched noise that clearly worried Rom.

Valuable advice

"I'm 64 and retired now, and Rom is my daytime companion while my wife is at

"I SIMPLY COULD NOT FUNCTION WITHOUT HIM"

work. I simply could not function without him. He's coming up for nine this year, and his retirement in two years' time is a source of concern for me at the moment.

"My own retirement is very different to the music-filled one I'd planned for myself. But although I can no longer enjoy live performances, amazingly I learned that I can still hear music in my head, especially when reading from a score. It means I can still compose, and I can still play the organ, even though I can't hear all the notes.

"If I could go back and do anything differently it would be to wear ear protection. The protection available is very sophisticated now and protects your hearing without compromising the quality of the music. My advice to other musicians and performers is to heed the warning signs: if your ears hiss after a performance, you're in danger." 🐾

➔ More real-life stories

Read more inspirational stories at www.hearingdogs.org.uk/stories

Shake paws with...

**ROM**

🐾 **Favourite food:** I'm a Labrador... there's only 'food' and 'non-food'. I don't know which is which until I've eaten it!

🐾 **Loves:** Tummy tickles! Lots and lots of tummy tickles.

🐾 **Hates:** Having my nails clipped and being combed – I think my skin is a bit delicate.

🐾 **Favourite walk:** Anywhere that has interesting smells.

🐾 **Likes to sleep:** On the settee with Daddy.

🐾 **Favourite toy or game:** My squeaky elephant and practising my sound work – it's nothing to do with the treats, honest!

🐾 **Is best friends with:** Every dog I meet – some of them just don't know it yet!

“SCAMP HAS CHANGED MY WHOLE VIEW OF LIFE”



When Scamp, a sweet orange roan Cocker Spaniel, was partnered with 12-year-old Amelia, he transformed her feelings about being deaf and helped her believe anything is achievable

No one knows the cause of Amelia's hearing loss. She was four-and-a-half when, during her recovery from a tonsillectomy, the ENT consultant noticed she was lipreading. Fitted with her first hearing aids, Amelia managed well at first, but it wasn't long before she faced the additional challenge of starting school and trying to make friends. It's a big step for any child but is even harder when you're deaf and almost everyone else is hearing. Amelia explains...

"It's hard growing up as a hearing-impaired child. It's lonely. I wanted to be liked and to have friends that were hearing – it never happened. Lunchtimes and playtimes were the worst as my hearing aids just amplified all the noise,

and when people keep looking away you can't lipread them. Not hearing what they were saying in the classroom or playground made it hard to join in. I was never invited to children's birthday parties or picked for teams in PE.

"I would worry about not having friends. I was bullied by three girls in my class. They'd push in front of me and say things about me, but they didn't realise I can lipread. When I told my teachers, they'd say: 'Oh don't be silly, I expect you misunderstood.' I never felt supported by teachers. I grew to hate those words 'you misunderstood' – they made me feel like it was always my fault.

Blooming in confidence

"Life before Scamp was lonely and isolated. I suffered from severe anxiety. I never wanted to go out. I was scared because I couldn't hear what was behind me. I had bad nightmares every night, worrying about not hearing a fire alarm or if someone broke into my home. Sometimes I was too scared to sleep.

"Scamp made a difference from the first time he walked into my life. He made me smile, he made me so happy, I felt safe.

“LIFE BEFORE SCAMP WAS LONELY AND ISOLATED. I SUFFERED FROM SEVERE ANXIETY. I NEVER WANTED TO GO OUT”



DID YOU KNOW?
It costs £25,000 to train a hearing dog

With Scamp by her side, Amelia feels she can now achieve anything

Shake paws with...



SCAMP

- 🐾 **Favourite treat:** Carrots – they’re his special treat
- 🐾 **Loves:** Playing hide and seek, and playing in the fields with his dog friends
- 🐾 **Hates:** The rain
- 🐾 **Favourite walk:** In the woods where he can explore, jump into the ponds and play with his friends
- 🐾 **Likes to sleep:** At the bottom of Amelia’s bed
- 🐾 **Favourite toy:** The big teddy bear Amelia gave him for his third birthday
- 🐾 **Is best friends with:** Misty the Irish Wolfhound and Jenson the Labradoodle – they all love their tennis balls

“Since having Scamp, my confidence has grown, I’ve been discharged from National Deaf CAMHS (mental health care for deaf children up to 18 and their families) and from the Pain Clinic. I exercise more, I take part in PE and I have more friends – all because Scamp has given me the confidence to talk to people.

“My secondary school has noticed a big improvement in me since having Scamp. My grades have improved, my health has improved, and I was recently presented with a Jack Petchey Award for achievement. I’ve also received postcards from school to home saying I’ve made great progress across all subjects.

“Before I had Scamp, I had given up. I felt lonely, scared, isolated and depressed. I was withdrawn, had no confidence, no friends and no social life. I felt unable to do anything. I thought that no one wanted to talk to me.

“Then Scamp came along and gave me the hope, the confidence to meet people and talk to them. I’ve rejoined Guides. I’ve given talks about Hearing Dogs with Scamp at my old infant and primary school. I’ve completed a fundraising walk for Hearing Dogs and held a collection at

a local garden centre. I asked my school to support Hearing Dogs and we raised just over £900. I’ve accomplished my bronze and silver training awards with Scamp, and we’re halfway through our gold award. I recently gave a speech to my year 10 group – the biggest challenge for me so far. Scamp has completely changed my life for the better, he has given me the confidence to be able to do whatever I choose to do.

“Scamp has changed my whole view of life and how I feel about being deaf; he helps me believe anything is achievable. I’m planning to go to college after school. I’d like to work in medicine, maybe at Kings College Hospital on the maternity or paediatric wards. Although I’d also love to work for Hearing Dogs, helping people as they’ve helped me. Whatever I do, knowing that Scamp is by my side I feel I can accomplish anything.” 🐾

➡ **More real-life stories**
To read more inspiring stories about the differences our dogs make to the lives of deaf people, visit our website www.hearingdogs.org.uk/stories

Fundraising friends

Here's how some of our fantastic fundraising friends are helping Hearing Dogs at work and in the community – and how you can help too!



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 a few of the things our corporate partners are doing to help the Charity...

SPECSAVERS

The Great British Dog Walk in 2020 is once again being generously sponsored by **Specsavers**. We're so grateful for their continued support and are looking forward to working with them throughout the coming year.



ILECSYS

ELECTRICAL COMPONENTS supplier iLECSYS has donated monthly to Hearing Dogs since 2018, amounting to a total in excess of £5,000. The team also generously invited some of our dedicated volunteers and hearing dogs to join them at their Christmas party in 2018 and 2019. A great time was had by all.



THOMAS RIDLEY

For 19 years Thomas Ridley, a food service company, has been a loyal supporter of Hearing Dogs, donating an incredible £40,000! Over the years they have sponsored three hearing dogs, Cleo, Bessie and Yorkie, named a fourth pup Marcus, and are currently sponsoring Orchid, a beautiful blue roan Cocker Spaniel.



Orchid, the Cocker Spaniel



AMAZON SMILE

We're delighted that many of our supporters choose to support Hearing Dogs through **AmazonSmile**. By shopping through this service, it means that we receive 0.5% of the net price of your purchases at no extra cost to you! This is a great way to raise important funds for our work, and to date we've received £2,540! Please do spread the word among your friends and family to help raise even more for Hearing Dogs. It's simple to set up, just go to **smile**. amazon.co.uk and follow the prompts.



THANK YOU ALSO TO...

-  Adorn
-  Carmichael UK
-  DAF Trucks
-  Lintbells
-  Mulberry
-  Paperchase
-  Rayovac

Partner with us

There are lots of different ways in which an organisation can work with us and support Hearing Dogs; simply get in touch by emailing jo.wengler@hearingdogs.org.uk or call **01844 340740** to start a discussion about your opportunities today.



VetPartners staff have been taking part in challenges for us

VetPartners

During 2019, VetPartners practices across the UK organised events, took on challenges and raised funds for Hearing Dogs for Deaf People as part of their Charity of the Year Partnership. Such partnerships are so important as they provide us with the opportunity to engage with more people, spread the word about what we do and also raise vital funds. Organisations often find that having a Charity of the Year partnership can also greatly improve the work environment.

Caroline Queen, who is business development director of VetPartners, says: "We chose Hearing Dogs for Deaf People as our Charity of the Year following suggestions from all our teams in practices. It's a charity that has become a familiar part of every practice in the country due to the focussed fundraising that our teams have been doing all year. The practices'

fundraising ideas have varied from skydiving, cycling to Paris, cake making, dog walking, family fun days, open days and many more activities besides. Being involved with such a good cause and fundraising for them has had a really positive effect on the Vetpartners teams who got involved, as everyone wanted to help as much as they could."

Head of major giving at Hearing Dogs, Jo Wengler, says: "We are always grateful for support from organisations large and small and so were really pleased when VetPartners came onboard. So many practices took part in fundraising for us and also raised valuable awareness about our work. A big thank you to everyone involved!

"If your organisation has a Charity of the Year scheme, please consider choosing Hearing Dogs for Deaf People. Please feel free to get in touch with our corporate fundraising team to discuss it further."

RWE NAMES A PUPPY TO SUPPORT HEARING DOGS

OUR 'NAME A PUPPY' scheme is popular among companies who want to support us and engage with our work. RWE is one such company that decided this would suit them perfectly.

With many employees wanting to be involved in naming the puppy, RWE decided to hold a competition where the winners' suggestions were put forward to our team. After much deliberation, the name chosen was...

Hugo. RWE will receive personalised updates about the puppy at six monthly intervals, which they can share across their internal and external platforms.

The money raised from our Name a Puppy scheme is used to train dogs to become life-changing partners to deaf people. If your company is interested in naming a puppy, please feel free to get in touch or take a look on our website for more details.

MHA MacIntyre Hudson

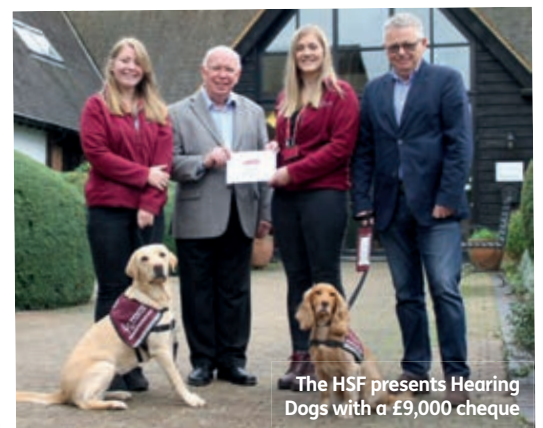
We were delighted to welcome a group of staff from the High Wycombe office of MHA MacIntyre Hudson, a corporate accountancy firm, to our Buckinghamshire training centre. Volunteers had taken time out of their day to provide support in helping us set up the Hearing Dog's Christmas Market. They were instrumental in the preparations for the big event. Thank you very much!

HSF award for Hearing Dogs

The Hospital Saturday Fund is a registered charity that was established in 1873. The charity's trading arm, HSF Health Plan, offers medical cover and additional wellbeing benefits to companies, families and individuals through a variety of affordable health cash plans.

Hearing Dogs for Deaf People were delighted to be considered for an award, and in October 2019 we received a visit from CEO Paul Jackson and Chairman John Greenwood to receive a generous cheque of £9,000 to help us support our hearing dog partnerships.

We rely heavily on the support from trusts and foundations to ensure we can continue our vital work. If your company also has a connected trust or foundation and feel they may like to support our work, please get in touch and tell us more.



The HSF presents Hearing Dogs with a £9,000 cheque

FACTS AND FIGURES FROM THE GROUPS WHO MAKE A DIFFERENCE

8 fundraising
branches

50 fundraising
groups

Last year, between them
they raised in excess of

£84,000

597 active
fundraising
volunteers

248 active volunteer
speakers
UK-wide

3,012 people in our
volunteer
family



Lisa Tunnah and
Hearing Dog, Hunter



It's all smiles on one of the
regular social NHSB dog walks

Fundraising groups: make a difference *and* make friends

Fundraising together creates a feeling of community
as well as making a difference

FOR HUNDREDS of enthusiastic
volunteers located all over Great Britain
and the Channel Islands, the challenge
of raising thousands of pounds for
Hearing Dogs is so much more fun when
they do it together. Our fundraising
community includes eight branches and
50 fundraising groups and between them
they raise in excess of £84,000 a year,
as well as giving talks and supporting
regional events and businesses wishing
to connect with the Charity.

Our North Hants-Surrey Borders (NHSB)
fundraising group is one of our larger groups.
They've grown from two members in 2012 to
12 full members and 20 social members with
more than 15 dogs. As well as working hard
to raise funds, members enjoy regular get-
togethers, including a monthly social walk.

This feeling of community and friendship
was invaluable to group member Carole
Payne when she lost her first hearing dog
Poacher and then her husband, Tom. She
says: "I felt very alone after losing Poacher

and even more so when I lost Tom soon
after. I was so grateful to the friends I'd
made through the fundraising group.
They became pivotal to my well-being.
Everyone was so supportive and kept me
included and motivated."

Carole, who now has a successor hearing
dog named Clay, recently moved to Greater
Manchester to be closer to family. She says:
"It was a big upheaval but having Clay by
my side made it much easier. I was worried
about making new friends when I moved
but Clay makes sure I never feel lonely;
everyday people stop to admire him and talk
to us, it's lovely."

"I've already made contact with a Hearing
Dogs fundraising group locally and we're
looking forward to getting involved in our new
community and making many more friends
up here in the north."

To find out more about local fundraising
groups please contact Gill Yeates on
01844 340683 or email: [fundraising@
hearingdogs.org.uk](mailto:fundraising@hearingdogs.org.uk)

WHY I FORMED A FUNDRAISING GROUP

Lisa Tunnah says:
"Volunteering for
Hearing Dogs is a
way of showing my
appreciation for my
hearing dog Hunter. I
formed a fundraising
group in Manchester

not just to support the
Charity, but also to make
new friends. At present
we're just a small group
of people with hearing
dogs. We get together to
raise funds and socialise,
but we also want to

build a support network
for other people with
hearing loss. We hope to
grow our members and
so of course everyone
is welcome – whether
they have a hearing loss
or not."

Feel inspired by our fundraisers

GETTING IN THE SWING

NEIL PULLEN (58) was elected captain at Weald of Kent Golf Club for 2019 and chose Hearing Dogs as his nominated charity for the year. He says:

"Having a profoundly deaf son first opened my eyes to the difficulties and isolation faced by people with hearing loss. Although Matthew, who's now in his 30s, doesn't have a hearing dog currently, we've seen first-hand the help these wonderful dogs give and visited the Hearing Dogs centre in Buckinghamshire to see the time and patience that goes into training each dog. This visit was the inspiration for me to get involved.

"I set myself a goal of around £2,500. And with the unbelievable support of the Weald members, friends and family we absolutely smashed this target to raise a figure of over £8,200.

"It was a combined effort. Weald member Simon Marsh organised a charity golf day, which raised over £1,000. Chris and Cheryl Sturdy held a BBQ in their

garden with marquees, live music and great food, which raised £1,200.

"I organised a 72-hole golf challenge, where seven golfers joined me, raising £2,500.

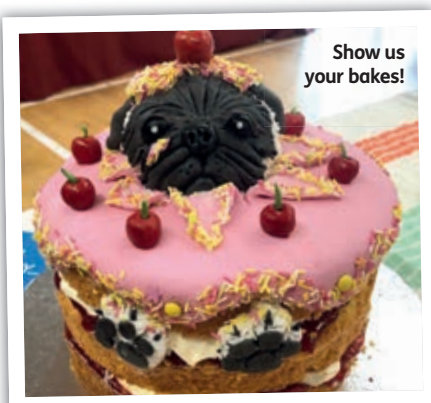
We also raised a large sum on my Captain's Day, in which more than 50 golfers played a sponsored-hole competition. Every weekend I sold scratch cards to help raise even more money, and there were fines for anyone who hit a ball into the captain's pond.

"Thanks to everyone who has supported me and made my fundraising for Hearing Dogs such a huge success."



PAWS FOR TEA AND CAKE

IT'S AMAZING JUST how much money you can raise from selling tea and cakes! Add to that a reputation for utterly delicious bakes and a great brew, and you're sure to build yourself a loyal following of bake-loving fundraisers.



Recently, volunteer Lin Keitch from Taunton in Somerset organised another of her famous afternoon teas, along with a raffle and auction, raising a fantastic £795 in aid of Hearing Dogs.

Lin says, "I like to think it was our beautiful cakes and charming volunteers that attracted so much custom, but we should also give due credit to the three gorgeous hearing dogs who joined us! They gave the event something extra special and really were the icing on the cake. Everyone commented on what a pleasure it was to take a little time out for such a great cause." Great work, Lin! And thanks to all who helped make this event so successful.

If you feel inspired to support Hearing Dogs, a simple bring-and-buy bake sale at a club or place of work can be a fun and easy fundraiser. For information, visit www.hearingdogs.org.uk/get-involved

ON SONG

 **MUSIC LOVERS SYLVIA**
Fancy and her good friend Valerie Chapman have long enjoyed playing in concerts together. Six years ago Sylvia was partnered with hearing dog Sookie, who has been helping Sylvia live with increasing hearing loss. To show her appreciation to the Charity, Sylvia and Valerie raised funds through a series of piano recitals across Yorkshire and the north east. These achieved a fantastic total in excess of £1,300. To organise a fundraising event, visit www.hearingdogs.org.uk/get-involved

RUNNING FREE

 **THE 51 RUNNERS** who took part in the Great North Run 2019 raised over £21,000 between them. Kerry Taylor, managing director of CB Solutions, and her colleagues, friends and family enjoyed the experience so much that they're already signed up to run again in the 2020 event, which is held in September every year in Newcastle upon Tyne.

Kerry says: "My enthusiasm began to rub off on my friends and colleagues, some of whom decided to join me, and together we raised over £3,300, exceeding our target."

To secure your charity place in the Great North Run 2020, email gemma.wardle@hearingdogs.org.uk



ABSEIL SAS-STYLE

 Abseil down the UK's tallest sculpture, the ArcelorMittal Orbit, this summer. The 2020 abseil takes place on Sunday 28 June in Queen Elizabeth Olympic Park, Stratford, London between 2pm and 6pm. For more information on how to join us, visit www.hearingdogs.org.uk/abseil



“With Kallie I no longer feel isolated or lonely”

Remember sponsor puppy Kallie? Well, now she's all grown up into a fully trained hearing dog, helping to transform the life of Naoimh

Two years ago over 980 of you sponsored a gorgeous hearing dog puppy named Kallie. Now all grown up, Kallie has become a life-changing companion to 30-year-old Naoimh in Northumberland. Naoimh first noticed a change in her hearing about eight years ago. She explains:

“I was walking with my husband on a path by the beach and a cyclist came past us from behind and nearly clipped my arm. The shock made me jump. I felt angry that they hadn't thought to use their bell to warn us they were coming. So when my husband asked me why I didn't move out of the way when they rang their bell, I felt confused.

“Shortly after this, I noticed I could no longer hear the radio in the car, and I needed the subtitles on when watching



TV. I went for a hearing test and this confirmed my worst fears.

“The most difficult thing for me to accept was that I had no control over my hearing loss – it was progressive and so would only get worse.

“It made me feel very vulnerable when I was home alone. Often my anxiety was

so bad I couldn't sleep and in turn this made my tinnitus worse. The tiredness and tinnitus affected my concentration in work. It was very stressful. I felt so sad and fearful knowing I would lose more and more of my hearing over time.

“My tinnitus became so bad at night that sometimes I'd even think it was the smoke alarm going off, the sounds were so similar. The reality was, I could no longer hear smoke alarms at all. The realisation of how deaf I'd become was terrifying.

“I lost all my confidence and self-esteem. It was like I'd lost a part of myself; I was no longer the person I should be. I often felt excluded from conversations as I couldn't follow what was being said. I withdrew socially. It was a lonely time.

“Since having Kallie I feel that people talk to me more. I no longer feel isolated or lonely because she's right there by my side.



Daisy

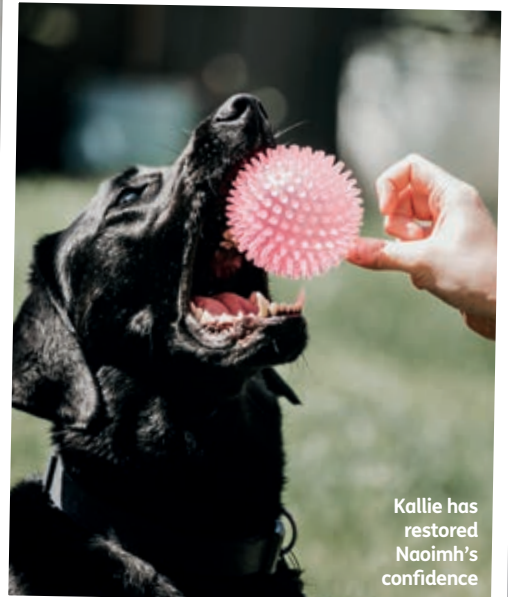


Rico

SPONSOR A PUPPY TODAY

We have three gorgeous pups starting their journey towards helping deaf people embrace life – just like Kallie helps Naoimh today. From just £3 a month you could sponsor cuddly Rico, cute Daisy or Labradorable Robyn for yourself, or as a unique, thoughtful gift for someone special. You'll receive a fabulous welcome pack and regular updates on their progress including adorable photos plus access to our online Puppy Pen. www.hearingdogs.org.uk/sponsor

TO ALL
OUR PUPPY
SPONSORS –
THANK YOU!



Kallie has
restored
Naoimh's
confidence



Naoimh and faithful
friend, Kallie

Photos: Sarah Caldecott

“I know Kallie
is listening out for
important sounds
and will alert me
to them”

“She has restored my confidence at work. I now feel able to tell my colleagues if I can't hear in meetings, so I feel more included. When you have a hearing dog with you they are a constant reminder to people that they need to face you so you can lipread them.

“Kallie also helps me to feel more confident when I'm out in public. She has helped me become more independent because I no longer feel vulnerable on my own. I don't have to be as vigilant as I know Kallie is listening out for important sounds and will alert me to them.

“I feel like a different person with Kallie. She makes me smile and I feel so much happier – even when I'm alone. I sleep better too. But what I value most in having Kallie is that she enables me, and this has taken away my anxieties about becoming completely deaf.”

🐾 **Find out more about sponsoring our puppies at www.hearingdogs.org.uk/sponsor**

Shake paws with...



KALLIE

- 🐾 **Favourite food:** Bakers bacon and cheese whirls or carrots
- 🐾 **Loves:** Splashing in large puddles
- 🐾 **Hates:** Lying on hard floors
- 🐾 **Favourite walk:** Woodland walks with lots of interesting smells
- 🐾 **Likes to sleep:** On a comfy memory foam bed
- 🐾 **Favourite toy or game:** 'Find the treat' or being chased round the house!
- 🐾 **Is best friends with:** A Lhasa Apso called Sid

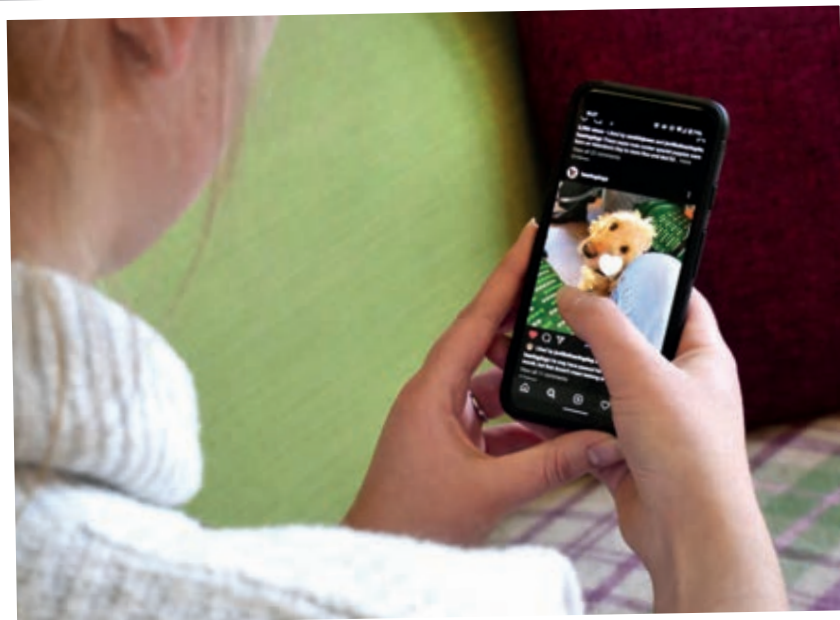


JOIN IN
THE MICRO
PARTY AT
hearingdogs.org.uk/micro

WELCOME TO MICROVOLUNTEERING

Get involved in a completely new way of volunteering.
Whether it's for five minutes or half a day,
microvolunteering is time brilliantly spent for
Hearing Dogs for Deaf People

Victoria Leedham, Head of Volunteering, says: "No matter where you live or how busy your lifestyle, we offer a variety of ways you can support Hearing Dogs through our microvolunteering opportunities. We appreciate that not everyone lives near one of our training centres or has the time to commit more regularly, but we would hate potential supporters to feel excluded by these factors. Microvolunteering allows anyone and everyone to get involved, and we are encouraging new people to join our Hearing Dogs community in tempting, small ways that are modern and fun, as well as quick to carry out.



Follow @HearingDogs to
be a digital champion

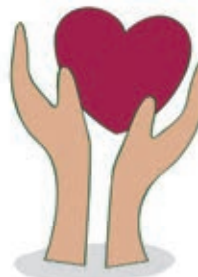


WAYS TO MICROVOLUNTEER...



FOR JUST 5 MINUTES

- 🐾 Be a digital champion. Follow @HearingDogs, comment positively and share content on social media to help raise our profile.
- 🐾 Be a sporting hero. Bucket-listers! Take the plunge in your lunch break and sign up for one of our challenge or sporting events!



FOR 2 HOURS

- 🐾 Be a community champion for just two hours at our Paws Appeal nationwide collections in September this year, put up promotional posters or nominate us for a supermarket token scheme.

Volunteer for just two hours

Paws Appeal



Give two hours of your time and collect for our first ever Paws Appeal this September.

Become a **Community Champion** and help a deaf person to leave loneliness behind. Sign up today!

hearingdogs.org.uk/paws

"Microvolunteering does not replace traditional volunteering or long-term commitment; we would be simply lost without our 3,000-strong family of existing volunteers! The new concept just opens our doors wider to welcome in even more lovely people, while encouraging diversity and giving us a greater variety and flexibility of voluntary opportunities.

Small actions, big results

"Volunteering in this modern way means that people can volunteer from home, in their local community (wherever that may be) and even on their phone!" Victoria goes on to explain, "The influence of social media cannot be underestimated,

and Hearing Dogs has already seen terrific results when we've asked our community to share Facebook content, retweet on Twitter and comment positively on the stories we share and promotions we run. When joined together, these small actions can have considerable impact and almost instantaneous results.

"We have a super, downloadable certificate that we're encouraging microvolunteers to share on social media, to publicly tell others that the time they've given will help deaf people leave loneliness behind and reconnect them with life. Please do think about joining in if you have five minutes or more to spare!"



FOR HALF A DAY

- Be a clever crafter. Make raggy toys for puppies and bunting for events and for sale.



AT THE WEEKEND

- Be a willing weekender. Attend or volunteer at a Great British Dog Walk.
- Be a host with the most. Fabulous DIY event packs are available for all the bakers and quizzers out there!

WHY I'M MICRO-VOLUNTEERING

When Terry Hewitt, a retired IT consultant and amateur photographer, heard that Hearing Dogs were looking for volunteer helpers for The Great British Dog Walk, he says he just couldn't say no!

What made you decide to offer a few hours of your time to Hearing Dogs?

I love taking photographs, mainly landscapes and nature, and making a contribution to the community, so when I heard about The Great British Dog Walk in Lyme Park, and that the Charity needed volunteers, including someone with photography experience, I had to get in touch and offer my help. Given my other commitments the fact that it was a one-off made it easier for me to say yes.

What was it about this opportunity that appealed to you?

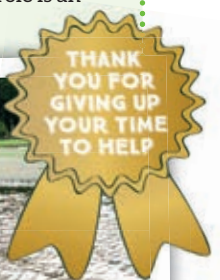
The fact I'd be helping a wonderful organisation and had the right skills to offer them something useful. Being able to take photos of people and their dogs is a new subject for me, and that was very appealing. I also love being out in the fresh air.

What benefits are you hoping to get from volunteering?

Having fun doing something I enjoy – taking photos – and being useful.

What would you say to anyone considering offering some of their time to help Hearing Dogs?

Supporting the community and charities in whatever way you can is not only worthwhile, it is also very satisfying and enjoyable. If you're a busy person, giving a little of your time to a microvolunteer role is an ideal way to get involved.



Ask the experts

Meet the expert



→ **PETER JEFFREYS**

is a Partner in Wilsons Solicitors LLP. He is a member of STEP (the Society of Trust and Estate Practitioners) and has specialised in Wills and Probate for 30 years.

Peter Jeffreys explains the importance of making a Will and why, with the right help, it's easier than you think

Charities depend on gifts in Wills to carry on their vital work



Don't be worried about jargon or legalese. It's your solicitor's job to explain everything in plain English. If something isn't clear, don't be afraid to say so. It's a solicitor's job to make the process easy by asking the right questions, listening to your replies and incorporating your wishes into a legal document.

What information should I take to the solicitor?

It's helpful if you can prepare a list of your main assets and liabilities. Approximate figures or estimates are sufficient.

What's covered in a Will?

Your Will covers everything you own when you die. Bear in mind that your assets might be worth more in the future than they are now, for example if you receive an inheritance.

Why is it important to make a Will?

There are many good reasons, for example:

- 🐾 You choose who gets what. If you die intestate (without a Will), the Intestacy Rules determine how your estate will be distributed. They can be inflexible, and make no provision for unmarried partners or friends.
- 🐾 You can choose your executors (an executor is the person appointed in your Will to wind up your estate after you've died).
- 🐾 You can provide for your children.
- 🐾 You can remember your favourite charity/ies.
- 🐾 You may be able to save Inheritance Tax.
- 🐾 Peace of mind, knowing your wishes are clear.

When should I make a Will?

The sooner the better. It's never too early – or too late.

How easy is it to make a Will?

Easier than you think! I have lost count of the number of clients who have started the process feeling a bit anxious, and then say at the end of it "if I'd known it was that easy I would have done it years ago".

Find a good solicitor, and get them to do it for you. I know – I would say that, wouldn't I. But Wills are technical legal documents, and the rules about making a Will and getting it right are complicated. It's worth paying a qualified expert to get it right.

DID YOU KNOW?

Over half of all hearing dogs are funded thanks to gifts in Wills

It's almost always a mistake to list all your assets individually in the Will, as they will probably change. I once dealt with a homemade Will, where the testator (the legal name for someone making a Will) had listed all of his accounts and left them to charity. Later, he

closed the biggest listed account and moved the money to a new account. The new account wasn't covered by his Will, so the money in that account went under the Intestacy Rules to distant relatives – who had never even met him. This would have been avoided if he'd left the charity everything he owned when he died.

“MANY PEOPLE FIND IT A COMFORT TO KNOW THEIR FAVOURITE CHARITY WILL BENEFIT”

What provision can I make for my children?

You can specify the age at which your children will inherit. The legal age of majority is 18, so that is the age at which they would benefit under the Intestacy Rules. In my experience, most parents think 18 is too young to receive a substantial inheritance, and prefer to delay the age of entitlement to 21 or even 25. You can appoint trustees who are responsible for looking after the money until the children come of age. The trustees are usually the same people as the executors.

You can appoint guardians to look after your children if you both die before the children are grown up. The Intestacy Rules don't deal with the appointment of guardians, and many parents feel this is one of the most important provisions in any Will.

Who should I appoint as my executors?

Someone you trust. Someone sensible and good with money. Preferably someone younger than you. Executors can instruct a solicitor if they want – it's their decision. If they do, the costs come out of the estate. You can appoint a solicitor to be your executor. There's no obligation to do this, but it can be a good idea if the estate is very substantial, or if there are major disagreements in the family.

Can an executor also be a beneficiary?

Yes.

How can I find a solicitor to write my Will?

- 🐾 Through the Law Society: [lawsociety.org.uk/findasolicitor](https://www.lawsociety.org.uk/findasolicitor)
- 🐾 You can also search for lawyers who use BSL or have a hearing loop in the 'Access Options'.
- 🐾 Through the Society of Trust and Estate Practitioners: www.step.org (click on the "find a STEP member" tab on the homepage).
- 🐾 Or by word of mouth or personal recommendation.

How often should I review my Will?

I suggest every five to 10 years. 'Reviewing' it could be as simple as reading it through and checking that it's still fit for

purpose. You should always review your Will following major life changes such as starting a family, marriage, divorce, or death of a family member. Bear in mind that marriage automatically revokes all former Wills.

How much will it cost?

The price will vary, depending on how complicated your Will is. Don't be afraid to ask for a quote, or to shop around. Remember that cheapest isn't necessarily best (nor is the most expensive).

Where do I keep my Will when it's completed?

Most solicitors will store Wills for clients free of charge. Your solicitor should also provide you with a copy of the signed and witnessed Will for you to keep at home.

Can I leave a gift to charity in my Will?

Yes. Many charities depend on gifts in Wills to continue their vital work. Many people find it a comfort to know that their favourite charity will benefit. 🐾

HEARING DOG JACK WAS TRAINED THANKS TO A GIFT IN A WILL

🐾 "I'm very grateful to the kind person who left a charitable donation in their Will to train a hearing dog named Jack. If I could, I'd like to tell you how much I value your gift. Why? Because I feel privileged to be the one who was matched to this special dog."

"My name's Sarah Krause. I have worn two hearing aids since the age of five. Despite being quite a sociable person, my hearing loss made it difficult for me to interact.

Conversation in groups was hard to follow, so I just found it easier to do things by myself.

"I found it particularly difficult when there were problems on my daily train commute to work. When platforms get crowded, background noise and announcements get distorted and confusing. Since having Jack, not only do I have more confidence to ask people for help when this happens, he

makes my hearing loss visible so fellow commuters will often speak up first.

"It's lovely watching people's faces light up when they see Jack – it's like we trigger a Mexican wave of smiles all the way into London and then all the way home again.

"Nothing fazes Jack and he spreads happiness every day. Jack means the world to me.

When he's not with me I feel a part of me is missing. He makes me feel more confident in company, and with Jack I'm never alone. So much happiness, so many people – that's a tremendous legacy."



Sarah Krause and hearing dog Jack

A full-page photograph of Dame Evelyn Glennie, a world-renowned deaf percussionist. She is captured in a dynamic pose, leaning forward and playing a large, horizontal wooden drum with two mallets. Her long, wavy grey hair is flying in the air, and she has a joyful expression on her face. She is wearing a grey tweed vest over a white shirt with a yellow polka-dot scarf, and grey trousers. The background is a plain, light-colored surface.

Close-up with...

→ DAME
EVELYN
GLENNIE

Performing worldwide with the greatest orchestras, conductors and artists, Evelyn's solo percussion recordings are as diverse as her career on-stage. A double Grammy award winner and Bafta nominee, Evelyn is a composer for film, television and music library companies. She was awarded an OBE in 1993 and has over 100 international awards to date. She had a leading role in the opening ceremony of the London 2012 Olympic Games.

**DID YOU
KNOW?**

Evelyn appears in the film, *Touch the Sound*, which explores the role of deafness in her music making

Paws for coffee...



Despite becoming profoundly deaf early in life, **Evelyn Glennie** has forged a career as an award-winning musician

Do you prefer tea or coffee?
I prefer coffee in the morning, tea in the afternoon.

What instruments do you play? As a child we had an upright piano. I began playing by ear – just tunes I'd heard from TV. I started to play clarinet, but gave that up for percussion at age 12. I also play the Highland bagpipes.

When did your passion for music develop? My secondary school had a strong music department. That's where I discovered percussion. I still remember the smell of the tiny annexe room where I had my first percussion lesson. I also remember the ecstatic feeling of holding a pair of drumsticks and striking a snare drum for the first time.

Do you know what caused your deafness? I had mumps at seven years old. I don't know if this was linked to the nerves deteriorating in my ears. Every time I went outside my ears hurt a lot. It made me do things inside on my own, which is why music became important. I became profoundly deaf and started wearing hearing aids. They boosted the sound but gave no clarity, which was not helpful. I was a sensitive musician who understood about dynamics and placement of sound, texture and resonance, but I was losing my sense of touch and just pounding at everything.

When did you learn to hear music differently? My percussion teacher asked me to put my hands on the wall of the room and then he struck a drum once. He said to focus on where I was physically feeling it. When he lessened the interval of the drums I could feel the subtle difference. This was a real revelation for me.

How do you begin writing a new composition? I mainly compose for the media. My remit could be a wildlife or detective programme, or a car advert, so I begin with an image, a visual story and that's very different to writing for the concert platform. I enjoy that sort of composing more than anything.

Do you have a career highlight? That would be performing at the opening ceremony of the London 2012 Olympics. For me it was a massive example of teamwork, the whole creative team, technical team, the people on stage. I hadn't felt that in the same way before. It was a real honour for me to be part of it.

What are you working on at the moment? We want to develop a centre where people can really think about listening. Listening is relevant to everybody, no matter what your social background or religion is, or what your circumstances are. Every situation can be influenced by listening, or not listening. Listening goes beyond sound, it's about patience and really tuning in to what people are saying. We're not just focusing on music but on encouraging everyone to really think about listening and discover new ways of doing it.

You've played in concert halls worldwide, where else would you like to play? I'd really love to play on an oil rig! The music business in general is looking at how we can use spaces more creatively and really thinking of our environment as an orchestra.

How do you protect the hearing you have left? I don't play for too long. It's the time you spend with sound that's important, so I play for short periods and then have a space with no sound. There's a lot more awareness of this now, certainly in orchestras more musicians are wearing protective ear plugs. The issue is the duration of sound and we all need to take responsibility for that.

If you could collaborate with any musician, who would it be? There are three! I'd like to perform with Eminem. I like the rhythmic aspect of rap, but Eminem has this melodic element as well, and melody is difficult to portray through percussion. Kate Bush, because her voice is so elastic. I think she brings so many art forms together and moves like a percussion player – the sound and movement between her and percussion would be really interesting. And Beethoven. If he was alive today, he would most certainly have written a percussion concerto.

Who would you go with on a fantasy dog walk? Helen Keller, the deaf-blind social activist. She experienced the world in a different way to most of us. She'd see the dog as being an extension of her limbs and would love it to death! 

“Listening goes beyond sound, it's about really tuning in”



MICROVOLUNTEER

FOR HEARING DOGS!

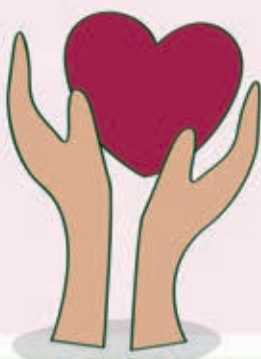


Hearing Dogs
for Deaf People

We have opportunities to volunteer from home, in your local community and even on your phone! Five minutes, two hours or half a day's volunteering is all time well spent at Hearing Dogs for Deaf People.

Community champion

Give just **2 hours** to help with a local collection, put up promotional posters or nominate Hearing Dogs for a supermarket token scheme. **It all helps!**



Digital champion

Follow **@hearingdogs** on Facebook, Twitter and Instagram. Share our content, or comment positively on our posts, to **help raise our profile** and reach more people.



Clever crafter

Make **ragger toys** for our puppies and dogs, or use your **handicraft skills** to fashion cheerful bunting from scrap material, **for events and for sale.**

Sporting hero

Get a **tick on your bucket list** by signing up to one of our **challenge events**. Reserve a guaranteed place or enter the ballot for the London Marathon, Great North Run or Ride London-Surrey 100.



Willing weekender

Sign up to **attend or volunteer** at one of our **Great British Dog Walks** which take place on Saturdays and Sundays. A welcoming atmosphere and very enjoyable day are guaranteed for any willing marshals and other helpers.



Host with the most

Request our **fun resources and ideas pack** to host a Paws for Coffee or maybe a charity quiz night with family, friends and colleagues.

For more information and resources: hearingdogs.org.uk/micro

E: volunteer@hearingdogs.org.uk

#TeamBurgundy @hearingdogs @volteamhdogs

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