



Hearing Dogs
for Deaf People
35 years

Favour

The magazine from Hearing Dogs for Deaf People

Issue 56
AUTUMN
2017
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PLUS

Coping with
sudden hearing loss

**Paws for coffee
with Elinor Barker**

Labradorable!
The lowdown on
this special breed

“These canine
heroes replace
loneliness with
friendship”

New Patron **Ben Fogle** on
the life-changing difference
hearing dogs make



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the family
“Mene helps
me be a better
mum”

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We are proud supporters of Hearing Dogs for Deaf People and currently sponsor two dogs, Jasmine and Casper.

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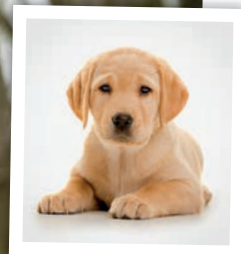
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Autumn 2017



WHERE ARE THEY NOW?

Catch up with three adorable pups – plus sponsor one of our new hearing dogs in training, page 14

Welcome!



We're so pleased to announce our merger with Hearing Link in this issue – read all about it on page 4. We are also welcoming two new Patrons, Ben Fogle and Ben Shuckburgh, who both have very personal connections to the Charity (page 10). And, talking of special bonds, we catch up with three former sponsored pups on page 14 to find out where they are now. Meanwhile, discover why Labradors make such loyal hearing dogs (page 16),

how Niven the Cockapoo is helping deaf schoolchildren (page 20), plus we hear from Olympic cyclist and Charity ambassador Elinor Barker on page 30. As ever, there's plenty of news, real-life stories and cute doggy photos to enjoy as well. Until next time!

Gill Lacey Editor

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Favour

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

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by Hannah McKay

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HRH The Princess Royal
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Member of UK Council on
Deafness, Assistance Dogs (UK),
Assistance Dogs Europe and
Assistance Dogs International



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NEXT ISSUE
Look out for the
next issue in
spring 2018

Newshound

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



TOGETHER STRONGER

Hearing Dogs and Hearing Link merge

HRH The Princess Royal becomes joint Royal Patron of the charities



HRH The Princess Royal at the announcement of the merger

Photo: Paul Wilkinson

In July, Hearing Dogs said it was joining forces with Hearing Link in a friendly merger. The merger means that people with hearing loss will now have wider access to advice and support about their hearing and will benefit from a broader range of services.

HRH The Princess Royal, Royal Patron of Hearing Dogs, attended the Charity's board meeting in Buckinghamshire where the Chairman announced the merger with Hearing Link, another leading hearing loss charity of which Her Royal Highness is also Royal Patron. The Princess Royal will continue as Royal Patron of the merged charities.

As well as sharing a Royal Patron, Hearing



Dogs and Hearing Link have always enjoyed a close connection. For many years, a number of applicants and recipients of Hearing Dogs for Deaf People's services have also used Hearing Link's services, and vice versa.

A century of experience

Michele Jennings, chief executive of Hearing Dogs for Deaf People, said: "The merger of our two organisations has secured the future of Hearing Link, which has found it increasingly difficult to maintain

financial sustainability. The wealth of knowledge and expertise within Hearing Link will now be made available to even more people through the development opportunities provided by the combination of our more than 100 years of experience in helping deaf people.

"The merger will provide logical cost benefits by efficiently combining back-office functions, such as finance and administration, to ensure our donated funds are used in pursuing our core purpose as much as possible. We will maintain the identities of both charities, as both are well-loved and well-recognised organisations."

HOW WOULD YOU LIKE US TO STAY IN TOUCH?

DID YOU KNOW that you can choose how you want us to contact you? We're placing supporter choice front and centre of everything we do, because when you have choice, you have control.



This is why, whenever you fill in a form or contact us, we will always confirm that we're getting in touch in the ways you want us to, whether by post, email, phone or text.

For example, if you look at the top of the form enclosed with this issue of *Favour*, we ask you the all-important question: 'How would you like us to stay in touch?' Simply tick all the boxes that apply – whether yes or no – and pop it in the post.

Or, you can let us know any time by calling us on 01844 348109. If you change your mind later, just tell us.

As our Patron Ben Fogle says: "The Charity has always upheld the highest standards when communicating with supporters."

➔ More info

To tell us how you would like us to stay in touch, please look at the enclosed form.



Elinor Barker really enjoyed our cycle event

FUNDRAISING

Elinor Barker MBE joins our Sportive

Gold medal-winning cyclist raises funds for Hearing Dogs

Olympic gold medallist and current World Champion Elinor Barker joined 200 other cyclists in the beautiful Chiltern Hills to ride the popular Hearing Dogs Sportive in July.

Elinor, an official ambassador of the Charity, who rode the 80-mile route as part of her official training programme, said: "I'm so proud to be supporting this challenging but inspiring ride to help raise funds to train more hearing dogs. It's wonderful to see cycling bringing together so many people to enjoy a great experience for such a great cause. The scenery on the ride was stunning and the atmosphere among the riders was wonderful." She added: "It was a tough ride with some challenging hills climbing over 1,300m of ascent along the route!"

The Hearing Dogs Sportive attracted some of the best cycling clubs from the region, as well as



Our dogs joined in the fun!


many volunteers and supporters of the Charity to ride the choice of 50-, 80- or 100-mile routes.

Elinor loves dogs and became involved with the Charity because her cycling career is not conducive to owning her own dog. Find out more about Elinor in Paws for coffee on page 30.



From left, Hebe, Zara and Nutmeg

HEARING DOGS OPENS ITS DOORS

 HEARING DOGS opened its doors in May to families across the region for its annual Spring Open Day at the Charity's headquarters in Saunderton, near High Wycombe.

The 27-acre site is set in beautiful countryside and more than 1,000 visitors were given the opportunity to go behind the scenes and learn how the Charity creates life-changing partnerships between deaf people and highly trained hearing dogs.

Guests were taken on tours around the purpose-built training houses and kennels to see where hearing dogs learn and build crucial skills.

They were also able to talk to volunteers and staff and meet some of the Charity's clever hearing dogs, including the stars of the Puppy Sponsorship scheme, Zara, Hebe and Nutmeg.

Demonstrations were held throughout the day and visitors were shown the various stages of training and the progression the dogs go through until they are fully trained and ready to meet their recipient.

LITTLE CARER APPEAL RAISES AN AMAZING £21,794

 WE ARE DELIGHTED that the appeal featured in the spring issue of *Favour* raised an incredible £21,794! Thank you to everyone who donated - your kindness will enable us to train another hearing dog hero. The appeal featured the story of 82-year-old Wendy Pegge and hearing dog Harvey. "He enables me to care for my husband Michael, so he can live at home with me, which is wonderful," she said.

➔ Thanks to our amazing volunteers

It was Volunteers' Week on 1-7 June and we highlighted the work of some of the Charity's shining stars, including Des Thompson OBE, who runs the Ulster Fundraising Branch, and Sharon Grubb, a puppy socialiser who helped hearing dog puppy Oscar recover from tetanus.

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

FUNDRAISING

Record numbers go walkies

The 2017 Great British Dog Walk – a series of 20 fun-filled countryside walks organised by Hearing Dogs – attracted record numbers of walkers and dogs between March and June this year, as our dog-loving nation went #walkies around stunning venues across the country.

Now becoming established as one of the UK's favourite series of dog walks, the Great British Dog Walk

Dogs and people alike make new friends

attracted a record 5,468 people and 3,395 dogs, with walkers covering an impressive total of 16,404 miles around the UK.

Most importantly, the walks raised over £60,000 for the Charity, with all funds going toward ensuring more hearing dogs can be trained to bring life-transforming benefits to deaf children and adults.

Our Great British Dog Walks are fantastic fun!

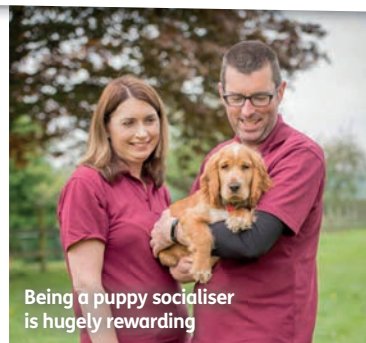
PARTNERSHIPS

Specsavers boosts deaf awareness

As part of Deaf Awareness Week in May, Hearing Dogs teamed up with Specsavers for a national campaign. Staff and customers were given an educational pack created by the Charity to encourage them to learn basic sign language and deaf awareness skills, and help them to understand the many difficulties that deaf people face and the emotions that many experience.

Specsavers and Hearing Dogs have a long history of working together to ensure deaf people

have access to the correct resources they require to make their lives more manageable, whether that may be obtaining the right hearing aids or becoming a recipient of a hearing dog. To mark the 10th year of the partnership, 150 Specsavers stores have been raising awareness and money for the Charity (see page 24).



Being a puppy socialiser is hugely rewarding

DOG LOVERS WANTED!

 WE ARE URGENTLY recruiting more volunteers to care for and help train our gorgeous puppies. These crucial volunteers will provide our young pups with skills and obedience training, as well as introduce them to as many different sights, sounds and situations as possible. All volunteers are fully supported by our expert training staff, who provide guidance every step of the way.

Alec and Catherine Balchin, volunteer dog trainers based in Henley, explain more about the role: "Zeb, a Cocker Spaniel, is our third puppy from Hearing Dogs. Like the previous two, he is very much part of our family with everyone taking part in his socialising and training. We have made many new friends from his daily dog walks and through meeting fellow volunteers. The enjoyment we get from watching them grow from an eight-week-old puppy to fully qualified assistance dog makes us want to do it again. We would recommend volunteer dog training to anyone – and knowing how life changing they will be makes it all the more worthwhile."

If you could provide a safe and loving home, and have the time to attend regular puppy classes for about a year, we would love to hear from you. Visit www.hearingdogs.org.uk/volunteering/puppy-socialising to find out if you are in one of our catchment areas.

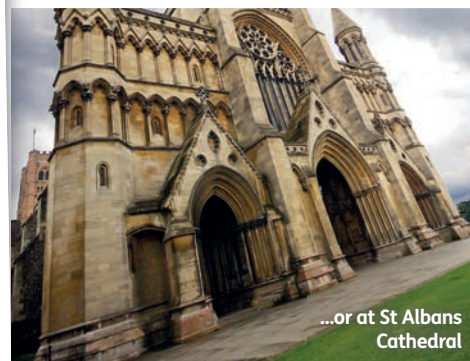
Please get in touch!



People of all ages can join in our Great British Dog Walks



Join us for a celebration at Winchester Cathedral...



...or at St Albans Cathedral

Diary dates

HEARING DOGS BRANCH AND FUNDRAISING GROUP CONFERENCE

When: 17 October 2017

Where: The Grange, Saunderton HP27 9NS

What: Members of our invaluable Fundraising Branches and Groups will come together at our Annual Conference to share the Charity's successes and key messages.

WINCHESTER CATHEDRAL HOSTS HEARING DOGS' 35TH ANNIVERSARY CELEBRATION

When: 24 January 2018, afternoon (exact time TBC)

Where: Winchester Cathedral SO23 9LS

What: A service of celebration on the Feast Day of St Francis de Sales, Patron of the Deaf and Hearing-impaired

Tickets: (details TBC)

ST ALBANS CATHEDRAL HOSTS HEARING DOGS' 35TH ANNIVERSARY CELEBRATION

When: 21 February 2018 (exact time TBC)

Where: St Albans Cathedral AL1 1BY

What: To celebrate our 35th anniversary year we will be holding a special service at St Albans Cathedral. The event will include local choirs, hearing dog demonstrations and readings. Tea and coffee will follow.

Tickets: Free to attend

THE GREAT BRITISH DOG WALK

When: March to July, dates to be announced. Please check website: www.hearingdogs.org.uk/greatbritishdogwalk

Where: Choose your favourite UK location, from the list below:

- Pollok House, Glasgow
- Holyrood, Edinburgh
- Lyme Park, Cheshire
- Gibside, Durham
- Chatsworth, House Derbyshire
- Kedleston Hall, Derbyshire
- Eastnor Castle, Herefordshire
- Yorkshire Sculpture Park, West Yorkshire
- Belvoir Castle, Leicestershire
- Margam Park, Neath Port Talbot
- Canonteign Falls, Devon
- New Forest, Hampshire
- Windsor Castle, Berkshire
- Ightham Mote, Kent
- Frog Fille Farm, East Sussex
- Ickworth Park, Suffolk
- Wimpole Hall, Cambridgeshire
- Hughenden, Buckinghamshire
- Stowe, Buckinghamshire
- Culden Faw, Oxon

HAPPY BIRTHDAY HEARING DOGS! 1982-2017



Specsavers is one of our fabulous fundraising partners!

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



“MENE HELPS ME BE A BETTER MUM”



Mene is Amy's
'second pair
of ears'

Not one to let her hearing loss stop her, Amy Collins has led a full and independent life of work and travel. Only when she had her first child did she feel vulnerable, but hearing dog Mene has changed that...



Please help us
**CREATE
MORE HAPPY
FAMILIES**

HELP SOMEONE LIKE AMY



Hearing Dogs for Deaf People has been changing deaf people's lives since 1982, and as each new partnership is created so another heartwarming story unfolds.

Today, thanks to kind people like you who volunteer and donate to support Hearing Dogs, we have over 930 working hearing dogs throughout the UK.

It costs us £25,000 to train a hearing dog like Mene to change a deaf person's life. Please make a donation today if you'd like to help train another hero like Mene. However big or small, your gift will make a real and lasting difference to deaf people – and that's a promise.

Thank you.


How to donate

-  If this magazine has been mailed to you, fill in the donation form enclosed
-  Donate online at www.hearingdogs.org.uk/donate
-  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**

if she'd let me know – which of course she did. After that, I totally relaxed. Now, I am confident that Mene will wake me so I can meet the children's needs. She helps me be a better mum."

In the same way she thrived on the challenge of nursing children abroad, and today works in a hospital looking after children, Amy can now get what she wants from her own family life too.

Indeed, Mene has given Amy the confidence to add another family member! "I've just had my third child, knowing I will be able to sleep when the baby sleeps, because I've got my little best friend to help me with a second pair of ears.

"Mene has allowed us to be a happy family that can function in a hearing world," says Amy with a smile. 

➔ More stories

To read more inspiring partnership stories, please visit: www.hearingdogs.org.uk/stories

Family life has its ups and downs for all of us, but people with hearing loss face difficulties that other people don't have to overcome, as Amy Collins found out when her children were born. For the first time, she felt she needed help – and happily Hearing Dogs could provide it.

Happy families

Ask most mums, and they'll tell you the hardest thing they've ever done is... well, being a mum. Babies are cute and kids are fun, but take your eye off them for a second and there's no knowing what they'll get up to. If you can't hear what they're getting up to either, the greater the challenge.

This is why Amy, deaf from birth and a senior nurse working at a children's hospital, realised she needed a hearing dog.

Amy explains: "Once I had children, I felt very vulnerable, especially as I now had little ones depending on me..."

Let's rewind a few years. Amy was born with hearing loss, discovered at a hearing test with the health visitor when she was nine months old. At age five, it was realised that, while her nerves could process signals, sounds couldn't pass into her inner ear.

However, Amy didn't let this stop her.

Relishing the challenge

Amy takes up the story: "I went to a primary school with a unit for deaf children. Strong hearing aids meant I had some speech, so I could interact with other children, some of whom have become life-long friends.

"It was only really sport that I found difficult, for example swimming where I had to take my 'ears' out, or I simply couldn't hear the teachers across a field. I didn't win any awards for my athletic skills!"

However, what Amy did achieve was to attend university and qualify as a nurse, then put herself into situations that anyone would find daunting.

"I travelled for several years to Australia, New Zealand and Dubai to nurse children. This was extremely scary on my own, adjusting to new jobs and people. It was also a wonderful experience."

The courage to ask for help

So why did this very capable, confident person need a hearing dog?

"Having children made me realise I needed help. Suddenly, it wasn't just me: I had little humans to care for.

"You know how, as a new parent, you're acutely aware of the slightest whimper your baby makes, especially at night? Well I was acutely aware that I couldn't hear those sounds. My husband could, but he works away a lot.

"When I was alone I worried that my battery had died on the vibrate monitor, that they could be crying and I would have no idea. I found myself waking every hour to check the children were asleep. This made me so tired, it affected other areas of my life. For example, my mum would stay overnight so that I could get enough sleep to focus at work the next day."

There can be few harder things for a mother to admit than she needs help keeping her family safe. And yet this brave woman was courageous enough to admit to her deaf social worker that she needed help. It came in the form of a beautiful Cocker Spaniel hearing dog called Mene.

Mene had been trained specifically to look after people like Amy. As a puppy, we chose her from our breeding scheme because she had that special 'spark' that makes a great assistance dog. Then, she was an affectionate and outgoing puppy. Now, as a fully qualified hearing dog, Mene is loyal and loving.

"At first I tested Menel!" Amy laughs. "I'd keep my hearing aids in and lie awake, waiting to hear if the boys cried, and see



Meet our new Patrons

Supporting Hearing Dogs runs in the family for our two new Patrons, Ben Fogle and Ben Shuckburgh. They share their stories...

Ben Fogle feels honoured to carry on his father's work



Shake paws with...

BEN FOGLE'S DOG STORM

- 🐾 **FAVOURITE FOOD?**
I'm a Labrador! Anything I can Hoover
- 🐾 **LOVES?** To be part of what's happening
- 🐾 **HATES?** Nothing
- 🐾 **FAVOURITE WALK?**
Wherever its also possible to do the doggy paddle
- 🐾 **LIKES TO SLEEP?** Where I can keep an eye on what's up
- 🐾 **FAVOURITE TOY OR GAME?**
Touch tag with other dogs
- 🐾 **IS BEST FRIENDS WITH?**
Everyone canine, feline and human

To mark the Charity's 35th anniversary year, we have appointed two new Patrons: Ben Fogle, the son of co-founder Dr Bruce Fogle, and Ben Shuckburgh, the grandson of co-founder Lady Beatrice Wright and the son of current chairman Faith Clark.

Television presenter and adventurer Ben Fogle found fame in 2000, when he volunteered to be marooned on an island in the Outer Hebrides as part of the BBC's big millennium project, *Castaway 2000*.

He has gone on to present numerous TV shows on the BBC, ITV and Channel 5, including *Countryfile*, *Animal Park*, *One Man and his Dog*, *New Lives in the Wild*, *Extreme Dreams*, *Countrywise*, *Through Hell and High Water* and *Crufts*.

He has rowed the Atlantic Ocean, crossed Antarctica on foot, run across the Sahara and crossed the Empty Quarter on camel.

Ben, who has a Labrador called Storm, met his wife Marina while they

were out walking their dogs. He says it is a huge honour to be able to continue his father's work.

"I've seen at first-hand how devastating the effects of deafness can be.

"Loneliness and isolation, sometimes driven by embarrassment, lack of self-confidence and self-esteem, can really reduce the quality of life for many deaf people who are left feeling cut off from the world, school, work, friends and family – and can often become quite depressed.



Ben with some of our wonderful dogs



Ben Shuckburgh's grandmother co-founded the Charity

"I'VE MET MANY RECIPIENTS WHO HAVE SAID THEIR HEARING DOG HAS GIVEN THEM THEIR LIFE BACK"

"I've met and spoken with many recipients who have told me their hearing dog has literally given them their life back – their independence, self-confidence and self-esteem restored and once again happy and enjoying life in a way they never thought possible. And that's all thanks to these very special little heroes who have taken away the loneliness of deafness and replaced it with a friendship beyond measure."

Keeping it in the family

The Charity's second new Patron, Ben Shuckburgh, has had a wide-ranging career including film production, computer software production, investment fund management and, more recently, as managing director of CKL Developments, a company specialising in the preparation and restoration of historic racing cars.

Ben takes his out-of-work life equally seriously and races classic cars. He rebuilt a US 1950s 'Cunningham' and has had several class and overall wins in that and other cars in races throughout Europe.

Ben has been racing off-road motorcycles since he was a teenager and it remains a passion – one that he shares with his son Sam. About 10 years ago Ben overcame a very aggressive throat cancer and he is now involved in the MacNeill Dysphagia programme providing training and education about swallowing disorders.

Ben has been married to Emma Ashley for 26 years and they have two grown-up children, as well as a Border Terrier called Pedro. Ben says: "I loved and respected my grandmother and I always admired her vision and determination in co-founding Hearing Dogs with Bruce Fogle.

"It is a joy and privilege to become a Patron of the Charity at such an exciting and important moment and to be able to contribute to the continuation of her work."

A bright future

Hearing Dogs chief executive Michele Jennings said: "We are hugely grateful to Ben Fogle and Ben Shuckburgh for continuing the legacy of their families in such an official capacity as we focus on the future. It's an incredibly exciting time for the Charity and I hope that the support of the two Bens will help us to achieve our vision of increasing the number of hearing dogs we place to achieve 200 new partnerships a year in 2020 to help meet the growing demand for our service."

The two Bens join a distinguished list of Hearing Dogs Patrons, including Greg Dyke, Dame Mary Perkins and Her Royal Highness The Princess Royal. 🐾

STAR SUPPORTERS 🐾



Shake paws with...

BEN SHUCKBURGH'S DOG PEDRO

🐾 **FAVOURITE FOOD?** Leftover lamb from Sunday lunch

🐾 **LOVES?** He is never happier than when rocketing about

🐾 **HATES?** Anyone trying to look in his mouth! Tricky for the vet sometimes...

🐾 **FAVOURITE WALK?** He adores the hills around our home in Wales

🐾 **LIKE TO SLEEP?** He prefers the best armchair in the house – he has some competition for it in the evenings though

🐾 **FAVOURITE TOY OR GAME?** He loves to grab wine corks – he throws them up in the air and catches them

🐾 **IS BEST FRIENDS WITH?** Our ancient cat Smudge – he has kept him in order his whole life

Lasting legacy

Our two new Patrons are continuing a family legacy by pledging their support to Hearing Dogs. You can too...

We want to ensure that every deaf person who needs a hearing dog gets one. Each year we receive around 250 gifts in Wills and we couldn't carry out our essential work without this amazing generosity. Every gift we receive makes a difference, whether it's £20 or £2,000.

🐾 **Over half our dogs are trained thanks to gifts in Wills**

🐾 **The most unusual gift we ever received was a pair of diamond earrings, which we auctioned to raise funds**

If you're thinking of writing or changing your Will, it's very easy to do. We always recommend talking to your solicitor about leaving a gift, but to find out more please contact Steve Heyes on **01844 348133** or email legacies@hearingdogs.org.uk



A computer-generated image of how our wonderful new Welcome Centre will look

A warm welcome

Our new Welcome Centre at The Grange is progressing well and we are looking forward to opening to the public in the new year

Her Royal Highness the Princess Royal visited Hearing Dogs for Deaf People at The Grange in July to celebrate our 35th anniversary. As she arrived she was able to see the tremendous progress being made in building the new Welcome Centre.

Construction is on schedule, with the massive oak frame erected in June (see our time-lapse video on our website). July saw the brickwork being laid and some of the glass has been fitted, including the roof skylights. The roof boards are in place and are awaiting tiling to start soon. We are expecting the external work to be substantially complete by the end of September, with the internal fit-out and commissioning of services to progress during the autumn months.

The specialist acoustic absorbent flooring has been sourced and, as well as the wall coverings, there will be hanging

**“HAVING VISITORS
ALL YEAR ROUND
WILL HELP FULFIL
THE AIMS OF
THE PROJECT”**



Work on the new building is progressing well



HRH the Princess Royal visiting Hearing Dogs at The Grange in July



BENEFITS OF OUR NEW CENTRE

The new Welcome Centre at The Grange is going to make a big difference to Hearing Dogs. Here are some of the ways it will help:

- ✿ It will be open to the public and their dogs all year and generate awareness of how hearing loss affects people
- ✿ It will educate visitors about the work of the Charity and its dogs
- ✿ The restaurant, gift shop and private function space will generate income for the Charity
- ✿ It is designed to be specifically welcoming to the deaf community and will offer an apprentice scheme



‘sound clouds’, similar to the ones Hearing Dogs already uses in the on-site Barn restaurant. A state-of-the-art sound loop system is ready to be fitted.

The restaurant equipment has been ordered, along with the tables and chairs. They’re all due to arrive in time for some test events this side of Christmas before a full opening to the public in the new year.

Also, we have received tremendous news that the Wolfson Foundation has

agreed to help fund our apprentice scheme for two profoundly deaf young adults to experience and learn aspects of catering, service and retailing. These roles will form part of a new dedicated Welcome Centre team, which we will be putting together in the next few months.

New and improved

Having visitors on site all year round will be a challenge and a change to our current operations, but it will fulfil some of the original aims of the project: to make the site at The Grange more accessible, and for hearing loss and its impact to be understood better by all visitors. This vital educational role will generate greater understanding and awareness of why Hearing Dogs does what it does, and it will tell the story of our dog training and the impact that has on the life of a deaf person.

Within the Welcome Centre, pre-recorded live content will demonstrate how Hearing Dogs for Deaf People progresses a puppy through training to becoming a fully accredited assistance dog. We will show newly born puppies with their mother, young dogs in puppy classes and dogs in advanced training on site.

With the private function facility, daytime catering and shop, the new Welcome Centre is poised to play an important role in the development of Hearing Dogs, by showing the public what we do and steadily generating profits that will be reinvested into the Charity for many years to come. ✿

➔ Find out more

Learn about how we train our puppies and transform deaf people’s lives at:
www.hearingdogs.org.uk

**“WE WILL SHOW
NEWLY BORN
PUPPIES AND
YOUNG DOGS IN
PUPPY CLASSES”**

"THESE PUPS CHANGED OUR LIVES"



Rose is indispensable to Ella, her husband and son Max

Puppy sponsorship gives people the chance to follow our puppies' training journey – and turn deaf people's lives around. Here we meet three pups who made it, thanks to the generosity of sponsors

It's an amazing journey, from being a cute, cuddly puppy to becoming an immensely capable, qualified hearing dog. For some of our pups, this journey is made possible through the generosity of puppy sponsors, who get to follow their training – and see the massive change they've helped bring about in deaf people's lives.

A Rose by name...

Our puppy training prepares our pups for life with a real family. During her advanced training, Cocker Spaniel Rose stayed with volunteers during weeknights and weekends, so when she was placed with Ella, she was more than ready for work

as well as play! Ella and her young son Max are both deaf, and Rose is a great companion to them. Ella says, "Rose has demonstrated how hearing dogs can help entire families." She also explains how easily they fit in: "At home, we've realised Rose likes to watch CBeebies as much as Max. At work, in meetings, Rose snores very loudly, and always generates a laugh!"

Rose came to Max, Ella and her husband as their original hearing dog Lily sadly passed away, leaving Ella bereft and unable to cope. However, when Rose joined the family, it made her realise how essential these dogs are to deaf children and adults. This was made possible through the generosity of puppy sponsors.

Puppy Rose posing with a bunch of roses!



"I'M GOING TO ENJOY THE LIFE I THOUGHT WAS GONE FOREVER"

Gorgeous Gus

Gus is another pup who fitted seamlessly into family life after sponsorship, finding a new home with Helen in Bristol. The minute they met each other, she knew it was a match made in heaven. Helen says, "Gus was wonderful. I made sure we took things slowly at first, but soon we had a routine."



Helen is looking forward to many adventures with gorgeous Gus

Gus was a super-cute pup!



Gus has transformed her life, and, at work, Helen is now able to attend more meetings and get out and about at lunchtimes. Labrador Gus was one of five born in a second litter to Lottie. And, during his sponsorship, he even did some of his training in the snow, which makes him the perfect pup for all weathers!

Helen recently retired, and is looking forward to all the activities and adventures she and Gus will embark on. She says, "Gus and I will make the most of our free time with family and friends. I'm going to enjoy the life I thought was gone forever."

As sweet as Honey

Sponsoring a puppy starts at just £3 a month and you will receive all the latest news on how your puppy is doing, as well as regular photo updates. Our sponsors agree that one of the greatest thrills is seeing their pup placed with a family.

Gorgeous Labrador Honey was also born to Lottie, but in her third litter. She has slotted into home life perfectly with Katharine and her six cats – she is even best friends with fluffy Barah whom she loves to cover in kisses!

Honey enjoys helping Katharine in her shop



Placed in September 2016, Honey has also been indispensable as a 'business partner' to Katharine, who runs her own soft furnishings company. "When a customer enters the shop," Katharine says, "Honey tells me by nudging me with her nose. I ask 'What is it?' with my palms upward, and Honey nudges a pink sticky note. It's a unique alert that only she is trained to do."

Thanks to puppy sponsorship, Honey was trained by Heather who was able to take her to many different places, including days out in busy London and lovely afternoons spent in the countryside, splashing around in the water. Needless to say, Honey knows exactly what to do to help Katharine in all areas of her life. As Katharine says: "I want to thank Honey's sponsors for bringing such an amazing dog into my life."

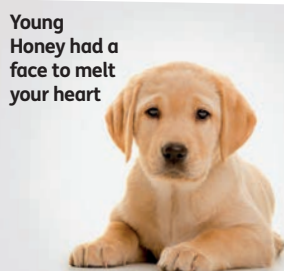
We're overjoyed at how all the sponsor pups have been getting along in their families, helping deaf people find independence, companionship and confidence. If you have been inspired by Gus, Honey and Rose, why not sponsor one of our three new pups? 🐾

➔ Sponsor our latest pups (see right)!

You can sponsor Forrest, Cookie or Juno from just £3 a month:

www.hearingdogs.org.uk/sponsor

Young Honey had a face to melt your heart



SPONSOR A PUP, CHANGE A LIFE

When you sponsor a puppy, you'll receive 18-24 months of updates, a fantastic welcome pack, plus access to our online 'Puppy Pen'. Here are three pups you could sponsor to help transform the life of a deaf person:

🐾 Little Forrest is Labradorable! He runs around in a circle when he thinks a tasty treat is coming his way. His mum Nellie was also a sponsor pup, so helping people is surely in his nature!



🐾 Cookie is a cute little Cocker Spaniel full of confidence. All she needs is sponsors to get her started on her training – she's certainly raring to go!



🐾 Take the playfulness of a Cocker Spaniel, the intelligence of a Poodle, throw in a large spoonful of Cockapoo love, and you get... Juno! She has eyes like big brown buttons and a little black nose, and tufty bits all over that feel like silk.





“ From being a virtual recluse Kelly has changed my life – given me life, even ”

Lisa says Kelly is her best friend and with her life is an adventure now

Lovely Labradors

As adaptable as they are adorable, Labradors are one of our favourite breeds to train as hearing dogs

With their friendly, easy-going manner and playful ways, Labradors are one of the ideal breeds to train as hearing dogs. Not only are they great around people of all ages, they're lovable and intelligent too.

Lisa Dower can certainly vouch for the sociable and caring qualities of her life-changing Labrador, Kelly. As Lisa's hearing started to deteriorate in her forties, she became more and more socially isolated and afraid. She wasn't in a good place and

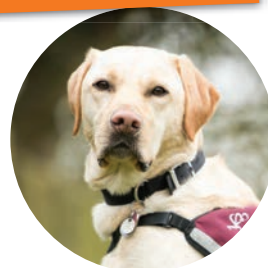
even began feeling suicidal. Whenever her husband had to go away with work, her son James was terrified to leave her alone and felt powerless to help.

But since Lisa got her hearing dog Kelly, a loving Labrador Retriever cross, her life has truly been transformed.

A downward spiral

"I have had hearing loss since I was born but I have become profoundly deaf as an adult. I have what's called bilateral severe sensory neural hearing loss and intrusive tinnitus," says Lisa. This means that not


Shake paws with...





KELLY


 **Favourite food:** Bananas!


 **Loves:** Posing for a photograph and going to Lisa's allotment

 **Hates:** Nothing – she loves life!

 **Favourite walk:** Being free to run through long grass and sniff out animal scents in the countryside

 **Likes to sleep:** Curled up like a cat on the sofa, snuggled up in a soft blanket

 **Favourite toy or game:** 'Baby': a small grey and white beanie cat toy she carries everywhere. Baby comes away with Kelly to make her feel safe

 **Is best friends with:** Two Dachshunds called Timmy and TJ. They are often house guests and all play together



DID YOU KNOW?

Labradors are the most commonly used assistance dog worldwide

only is Lisa deaf in both ears, she also has unwelcome sounds in her head much of the time.

"I have worn hearing aids much of my adult life but normal sounds and voices are still inaudible," explains Lisa. "Meeting people and trying to keep up with a conversation by lip reading is just not realistic – so I began not to bother most of the time.

"Concentrating so hard brings on panic and makes me lose control. It's stressful and immensely tiring. And the dark of the night doesn't give me timeout either as my tinnitus fills my head with scary growls and ringing noises."

The turning point

In her forties, Lisa found she was becoming increasingly isolated, withdrawing from social situations and feeling afraid much of the time. "Even though I have a loving husband and children, life became intolerable. My confidence and independence were shattered," she says.

"Exhausted and worn down with the constant strain of trying to translate a hubbub of sounds into something my brain could comprehend, I was mentally and physically exhausted and I had a breakdown. I felt so desperate that I even tried to commit suicide."

Then Lisa's life changed when she met her hearing dog Kelly. "Last summer, after a long and careful matching process, my Kelly arrived," she explains. "She has changed my life in so many ways. I loved her from the day she arrived but time has nurtured an even stronger bond

of trust and confidence between us.

"We start our day with Kelly alerting me to my alarm clock (no chance of a lie-in!). When I am getting dressed she waits patiently, listening for alerts on my mobile phone or the door bell to ring or the family calling her to ask her to 'call Mum' and take me to them.

"From being isolated and a virtual recluse Kelly has changed my life – given me life, even. I feel confident enough to go out more – swimming, an art class, attending Rethink Mental Health activities and hopefully more new things soon.

"I feel brave enough to use public transport too – confident that I am not going to end up in Timbuktu because other travellers see Kelly, understand that I am deaf and help me in the right direction. And I'm gradually feeling better about being left at home alone too as Kelly would alert me to danger signals like the smoke alarm.

"My son James describes Kelly as the new set of ears I had dreamed of having. Kelly is my best friend. She is a loyal and devoted companion. She shares every day with me and keeps me safe even when I am asleep. Life is an adventure now; so much time has been lost – there's so much more to achieve." 🐾

➔ More real-life stories

To read more inspiring real-life stories and find out about the work we do – and the different ways that you can help – visit our website:

www.hearingdogs.org.uk

Why Labs make top hearing dogs

1 Top trainers

Training Labradors is really easy! They usually have healthy appetites, which means they can be simply rewarded with a yummy treat every time they perform well, ready for the next command. They also love being made a fuss of from humans and playing with toys too, so that's another easy reward for good training! In fact, many people would agree they are one of the most fun breeds to train.

2 Your new best friend

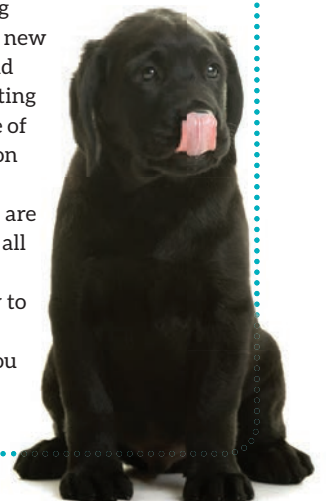
As mentioned, Labs love us as much as we love them. They are very sociable creatures and adore being around humans of all ages, and especially like the fuss and hugs they get from children. This means they make very attentive and loyal pets, bonding well with their deaf owners and brightening up the days of everyone around them.

3 No mixed messages

Loving Labradors are easy to read, which means they can communicate their emotions with human beings very clearly. This is particularly useful during training and makes it even easier to train them well. Their easy-to-read ways are especially good to help the confidence of younger children, as well as older people who have never owned a dog before.

4 Adapting well

Most Labs seem unfazed by change, which means they can cope well with the changes between training, being introduced to new volunteers and eventually fitting into the home of the deaf person they will be helping. They are ready to go at all times, and always happy to help. They're everything you want from a hearing dog!





Meet the expert



➔ **MARC ABRAHAM**

'Marc the Vet' is a TV vet, dog welfare promoter and Hearing Dogs supporter

PICK OF THE PUPS

Top vet Marc Abraham shares some tips on avoiding unscrupulous puppy sellers

3 Buy or rescue?

Buying and rescuing both have advantages and disadvantages, but I'd always recommend rescue dogs, especially Staffies and retired Greyhounds, as they're already neutered, vaccinated, microchipped and behaviourally assessed. You'll also be saving a life! Puppies from breeders are more expensive but can be more appropriate if you have young children – however, you can find puppies in rescue centres too!

4 Pet shop puppies and the law

Contrary to what many dog lovers believe, selling puppies in pet shops in the UK is completely legal. What's more, the puppy farms supplying these pet shops and other third-party sellers are mostly legal too. Sadly, the laws, enforcement and penalties intended to protect dogs in the UK are woeful, allowing puppies to be inappropriately sold remotely via third parties, ie without their mums, thus enabling puppy farming to exist behind closed doors.

1 DO YOUR HOMEWORK

When searching for a dog you can never do enough research: online, read books and doggy magazines, attend dog shows, ask your vet or even local dog grooming salon. People who love dogs love talking about them! Make sure you research common scams and pitfalls that could adversely influence your final choice of pooch.



2 Consider the commitment

Before deciding to find your new four-legged best friend, take a moment to carefully consider your reasons, as well as whether you have the time, money, garden and space to commit to keeping your dog responsibly. Far too many dogs these days are bought on a whim, often impulse purchases influenced by celebrities and what's 'fashionable', and sold via outlets uninterested in the puppy's welfare.

5 PEDIGREE OR CROSSBREED?

French Bulldogs and Cockerpoos are the most searched types of dog in each of these categories, and, with so many different shapes and sizes of both pedigrees and crossbreeds (or mongrels as they used to be known), there comes a huge variation in health, life span and cost. As long as you've done your research, you can find healthy dogs of any type.



6



WHERE'S MUM?

There is no excuse for the mother not being at the premises when viewing a puppy – it suggests the pups may be from puppy farms. It's essential to observe Mum's physical and emotional condition and her interaction with her pups, as temperament is passed from mum to pup.

7

Beware puppy farms

This is the mass production of puppies, often on an industrial scale. Puppy farms keep breeding dogs and their pups in horrific conditions and they often suffer serious, commonly fatal, health and welfare problems, not to mention the emotional heartache that follows for excited new owners.

8

Fake mums and scams

Look out for unscrupulous sellers: fake or 'stooge' mums may be displayed alongside farmed pups, but are easy to spot as they rarely interact with the pups. Also avoid online advertisers asking for money before you've seen the pup – it's a scam.

9

OTHER OPTIONS

If you've decided that buying a dog isn't right for you at this time, there are other ways you can have dogs in your life. Visit your local rescue shelter and ask to volunteer as a dog walker or kennel assistant or, better still, foster a dog short or long term. To find out about volunteering for Hearing Dogs see page 26 and visit www.hearingdogs.org.uk/volunteer

What is PupAid?

PupAid is my campaign to end puppy farming and promote rescue pet adoption. PupAid endeavours to end third-party puppy sales, resulting in all breeders becoming accountable and transparent, and all prospective puppy buyers being able to see Mum interacting with her pups in the place they were born. PupAid also promotes adoption of rescue pets as the first choice when buying a dog. PupAid is incredibly fortunate to have the support of Hearing Dogs. For more information visit www.pupaid.org



We're MedicAnimal – a one stop shop for all your pet needs. Visit us for a fantastic selection of top brands, along with free delivery on orders over £29.



MedicAnimal is proud to be sponsoring the Great British Dog Walk.



LISTEN AND LEARN

Shake paws with...

With the help of hearing dog Niven, Pauline Young is teaching deaf children to read through our Listening Project – and their good work has even won them a well-deserved holiday!

Pauline Young and her hearing dog Niven are helping deaf children to thrive by being the first volunteers for Hearing Dogs' Listening Project. Pauline, who was paired with Niven in 2012, says her Cockerpoo has the perfect temperament for the task: "Niven works tirelessly at anything I ask him to do. He is very friendly and patient."

The Listening Project began in 2014 when Hearing Dogs and a Yorkshire primary school investigated whether deaf students who practised reading with a hearing dog saw any enhancements in their learning. Afterwards, when the students were evaluated, they all showed big improvements in reading, particularly those who were struggling the most.

Following the project's success, Hearing Dogs wanted to create a long-term programme to work with more students, using one of the active partnerships. They have a deep history with The Exeter Academy for Deaf Education and so approached the English department with a view to setting up another reading programme. Finally, in 2016 they agreed a start date and in October that year they ran the first session.

Relieving the pressure

That's where Pauline and Niven came in. As Pauline's hearing dog of five years, Niven had been involved in a number of activities, including local fundraising, and he is particularly excellent with children. Pauline shares his passion for helping



NIVEN

- 🐾 **Favourite food?** Peanut butter spread on Bonios
- 🐾 **Loves?** Chasing tennis balls, especially ones with treats hidden inside!
- 🐾 **Hates?** Missing out on any fun
- 🐾 **Favourite walk?** Woodbury Common – running along narrow paths in the woods to a particular stream to cool off, chasing a ball all the way, of course!
- 🐾 **Likes to sleep?** Next to Pauline's bed at night
- 🐾 **Favourite toy or game?** Without doubt, his tennis ball and a favourite soft dog named 'Freddie', who he's not allowed to bury!
- 🐾 **Is best friends with?** Lily, a female black Labrador



Pauline and Niven receive their 'hidden heroes' award



CAN YOU HELP?

To support the Charity in funding more great projects like this, go to www.hearingdogs.org.uk/donate

WORTHY WINNERS



Pauline and Niven's good work with the Listening Project won them a luxury weekend at a top pet-friendly hotel. The duo went to Deerpark Country House Hotel in Devon for three days of rambles, log fires and gourmet food, after being nominated through Room to Reward.

This initiative offers 'hidden heroes' within registered charities the opportunity to enjoy a relaxing and well-deserved short break, to acknowledge their dedication and allow them to recharge their batteries.

Pauline says: "We love the countryside and the coast. I like helping and it's lovely to give something back in this way and see the students gain confidence."

Deerpark was voted the most dog-friendly hotel in the South West and Forthglade pet food also donated a hamper of doggy goodies. Since Room to Reward's launch in 2015, 70 hotels have donated unsold hotel rooms.

roomtoreward.org

others and has developed her own unique approach to working with the students. She uses speech and sign language to help with communication, while Niven acts as a calming influence and as a focus for the storytelling.

This approach helps ease the pressure children can feel when attempting to navigate their way around written text. It also helps them develop positive feelings when improving their reading and language skills.

"NIVEN ACTS AS A CALMING INFLUENCE AND AS A FOCUS FOR THE STORYTELLING"

The Listening Project has already shown how students have jumped at the chance to read with Niven and how the academy's teachers are keen to involve Pauline and Niven in new activities that will help the students' development.

The project is now in the process of receiving feedback, so the organisers can evaluate its success to date. This includes hearing back from teachers, students and, of course, Pauline. Based on the great success of both the Yorkshire and Exeter programmes, the Listening Project hopes to develop future programmes to help even more deaf children across the UK thrive. 🐾

➔ More stories

To read more inspiring real-life stories and find out about the work we do, visit our website:

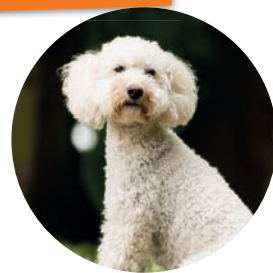
www.hearingdogs.org.uk



Kids corner



Contact us!



TALL TAILS

➔ Send all your funny captions, stories and pictures to:

kidscorner
@hearingdogs.org.uk

With 'Howl-oween' around the corner, we have a tasty treat to bake for your dog. Plus, inspiring stories, plenty of cute puppy pics and more paw-some puns!



Super Scouts,
Henri and Odi

Good scouts Top honours for Odi and Henri

HENRI TOONE AND her now-retired hearing dog Odi have been awarded both the Gold Duke of Edinburgh and Queen's Scout Awards at a prestigious dinner hosted by the Scouts.

Both awards are the highest honours within their separate movements, and require the person being awarded to complete tasks and challenges covering areas including community involvement, leadership development, adventurous activities and personal growth.

Odi was also recognised for her involvement in the Scouts over the past seven years. The helpful hearing dog attended Scout meetings and even joined Henri at summer camps, where she made a name for herself as the camp mascot.

Just like any other scout, she has her own neckerchief full of the badges that she has earned over the years.

Henri and Odi have visited Cub and Brownie troops in their local area to talk about the difficulties that come with deafness and the life-changing benefits of hearing dogs. This has helped raise awareness of deafness – and meant Odi has received a lot of attention from the kids, who love to ask the pair plenty of weird and wonderful questions!

Facebook funnies

To see more hilarious and cute doggy pics, go to fb.com/hearingdogs



Kirsty Richardson: "I'm training to be a ball-dog at Wimbledon next year"



Shaun Moverley: "Well it's your fault, you threw it"



Maria Goddard: "Come on, boys – follow me"

Make it!



Yappy Halloween!

Halloween (Howl-oween!) is coming... Why not make your dog a batch of puppy pumpkin treats as a special present or to share with furry friends?

Ingredients

- 🐾 120g plain flour
- 🐾 120g wholemeal flour
- 🐾 100g grated Cheddar cheese
- 🐾 30g butter
- 🐾 180ml milk

Method

- 🐾 Preheat oven to 190°C.
- 🐾 Put the flour and cheese in a food processor and pulse to mix. Add the butter and milk and mix well.

- 🐾 Turn onto a floured surface and roll to about 1cm thick. Prick all over with a fork.
- 🐾 Cut out rounds with a cookie cutter. To create 'pumpkin lines', press the flat side of a fork or knife gently in the centre.
- 🐾 Place on a lined baking sheet and bake for 15-20 minutes. Cool before serving or storing in an airtight container.

We recommend that any biscuits should be given as a special treat to healthy, adult dogs and only be fed as part of a balanced diet under veterinary supervision. If a dog becomes unwell after eating the biscuits, veterinary advice should be sought.

Recipe from *You Bake 'Em Dog Biscuits* by Janine Adams, Running Press

Cute corner!

Let sleeping dogs lie

It's hard work being adorable. Lots of cuddles, fuss and exploring mean our pups love their downtime. Here are 10 cute future hearing dogs who definitely remind us of ourselves when we're tired. Enjoy!



Police and pooches

In the dog house?

Oops. Hearing dog pups Tango and Eden are being arrested for excessive cuteness! Thanks to Thames Valley Police High Wycombe for popping in to Hearing Dogs in July for a cuddle (and for letting these two off with just a warning!).



Paw-some puns!

- 🐾 What dog loves to take bubble baths? A shampoodle!
- 🐾 What did the dog say to the sandpaper? Ruff!
- 🐾 What kind of dog keeps the best time? A watchdog!
- 🐾 What happened when the dog went to the flea circus? He stole the show!

Just the business!

CAN YOU HELP?

Could your company make Hearing Dogs its Charity of the Year?
Email: jo.wengler@hearingdogs.org.uk



Kennelgate is one of our new partners

21 stores taking part

SUPERSTAR SUPERSTORES

We have recently teamed up with Kennelgate Pet Superstores, which has 21 stores, mostly in the Midlands. The shops are holding events, taking on challenges and running in-store activities to raise money for Hearing Dogs. Thank you!



Thank you to our corporate partners, whose donations make our work possible



Over 150 stores are fundraising for us

A SHARED VISION

Specsavers are one of the Charity's long-standing partnerships. Recently we started a new campaign with them (to find out more see news, page 6). Over 150 stores are taking part in the challenge and are hosting events in aid of Hearing Dogs. There have been cake sales, raffles and coffee mornings galore! So far, Specsavers has raised a fantastic £2,161 for us!

 Audiologists

Target: over £10,000

SPREADING THE JOY

Fundraising for us since 2000, Paperchase support us by designing, selling and distributing charity Christmas cards. In 2016 our card featured a cute Pug – sales led to an amazing donation of £38,000. Thank you so much if you bought one!



Raised: over £150,000

Corporate charitable giving makes up 20% of our annual income so it makes a vital difference to the number of dogs we can train. Here's what some of our partners are doing...

Target: over £10,000

Southern Aurora founder Ben Dodd with two of our dogs



A GIFT THAT KEEPS GIVING

Southern Aurora, an estate agency based in the Chilterns, will be supporting two puppies through their training by donating a percentage of each sale to the Charity. Each buyer and seller will be given information about the puppies, too.



HEARING DOGS ON TOUR

DAF Trucks raised funds for Hearing Dogs at six Truckfest events, with goody bags, merchandise and collection buckets on their stand. Their staff were joined by Hearing Dogs volunteers and recipients, who helped to explain the Charity's essential work.



A PACOR COMPANY

Raised: £10,000



A big thank you to DAF staff!

Target: over £10,000

FULL STEAM AHEAD!

UK RailTours made Hearing Dogs its Charity of the Year for 2016/17. The company provides luxury experiences on some of the most iconic steam trains. They started off with a raffle for customers and staff and the money raised has been put towards supporting a puppy, named Diesel.



Our CEO Michele Jennings receives a cheque from UK RailTours

POWERING SUCCESS

Rayovac, a manufacturer of hearing aid batteries, has supported us for over eight years. "Hearing Dogs is an inspirational organisation that undertakes a great amount of good work," said a spokesperson.



Raised: £22,700

Fancy fundraising?

Here are five ideas to get you started...

1 Make us your Charity of the Year

Nominate Hearing Dogs as your company's Charity of the Year, for 365 days of fundraising fun.

2 Fundraising events

Hold bake-offs in your stores or offices, challenge your staff, take part in a marathon. There are so many possibilities – which will you choose?

3 Sponsor an event or project

From our Great British Dog Walks to puppy sponsorship packages, we have many national events and campaigns that you could sponsor.

4 Match funding

If an employee raises funds, you can match their amount and double the money donated.

5 Non-cash donations

Supporting us doesn't just mean raising or donating money. We need resources to enable us to continue to our work. From IT equipment, to dog training aids and occasionally professional services, there could be something you can help us with.



Contact us today!

"We love working hard to make sure our partnerships benefit both the Charity and the organisations," says Jo Wengler, our fundraising relationships manager (pictured, left). "We are very grateful to have

great corporate supporters and look forward to making new relationships and creating opportunities in the future." For more information, please email Jo on jo.wengler@hearingdogs.org.uk, or call 01844 340740 or 07483 005272.



MedicAnimal is the paw-fect sponsor for The Great British Dog Walk!



Hello, we're MedicAnimal – a one-stop shop dedicated to helping you safeguard your pet's health and happiness for life. We do this by providing you with affordable care options, quality supplies and friendly, thorough advice about all things furry. Pleased to meet you!

Our commitment to charity is part of our lifeblood, and one of the founding principles of our business when we were set up back in 2007 by Ivan and Andrew. It only makes sense to us that we should aim to help as many animals as possible, not just those owned by our customers, so we do this by supporting charities and animal welfare groups across Europe.

This year, we couldn't have been more proud to be sponsoring The Great British Dog Walk 2017 in aid of Hearing Dogs for Deaf People – a charity which is very close to our hearts. We started raising funds for Hearing Dogs two years ago and since then we've come a long way together – quite literally, in fact, with one of our employees running a truly staggering 843.1 miles in order to raise over £10,000, including 156 miles across the Sahara Desert and 100 miles with induced deafness.

Hearing Dogs has also been our Charity of the Month, and alongside donations we've done what we can to spread the word to our customers about the incredible and important work they do each day.

With the support of our customers, our goal is that each year we'll help more animals than we did the last, so we can't wait to see what 2018 will bring!



Home is where the bark is

The Training from Home scheme means our pups stay full time with volunteers as they prepare to become hearing dogs. It's the paw-fect arrangement!



Rebekah Barr loves her job at our Beatrice Wright Centre



Each one of our dogs is unique

Every dog is different and we pride ourselves on getting to know the individual needs of each of our pups.

Hearing Dogs' Training from Home scheme was developed for dogs who prefer the consistency of living in a volunteer's home while they finish their training. Alternatively, some dogs visit during the day

for training and go back to their Bed and Breakfast volunteers' homes in the evenings.

What a dog wants

"It all depends on the dog's preferences," says Rebekah Barr, regional training manager and centre manager at the Beatrice Wright Centre, Bielby. "With Training at Home, the key volunteer is always there for the dog."

By this stage, our dogs are continuing their Puppy Three or Four Star training – the final stages before they are placed with their recipient. Under Training from Home, dogs don't come into the centre to train – the trainer goes to visit them three to four times a week at the volunteer's home. "The trainer has access to most of the volunteer's house and garden. We've even had trainers getting into the volunteer's spare



Being a volunteer is very rewarding

COULD YOU BECOME A TRAINING AT HOME VOLUNTEER?

What do you get?

- To provide a home for one of our gorgeous dogs.
- Full support and guidance from our training team.
- All food, bedding, toys and equipment will be provided.
- Medical expenses and insurance is covered by Hearing Dogs.
- A better understanding of

dog handling, training and behaviour.

What do we need?

- A loving home, with a secure garden.
- Volunteers who are at home for the majority of the day and who are willing to allow Hearing Dogs trainers to visit your home regularly to

carry out training.

- Volunteers who live locally to our training centre in Saunderton, Buckinghamshire, or Bielby, Yorkshire.
- Volunteers who have an interest in dog training and behaviour.
- Previous experience is not necessary for this role.

WAGGING TAILS AND WET NOSES

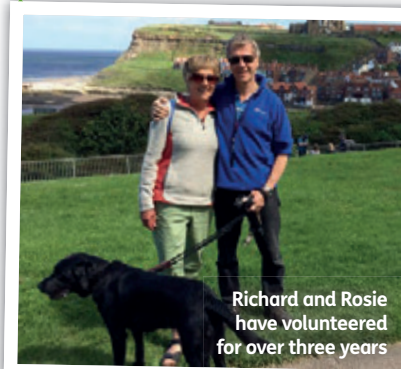
Richard and Rosie Cantrell started volunteering for Hearing Dogs over three years ago, after their beloved Labrador cross passed away. “We couldn’t face losing another pet, but we still wanted to have dogs in our lives,” says Richard.

They were inspired to find out more about our work by a friend in their village who is a Hearing Dogs puppy socialiser, and then progressed from fostering dogs to Training from Home. “I wanted to get more involved with the training side of things,” explains Richard.

The couple have worked with 10 hearing dogs so far and are currently helping to train Josie, a Black Labrador who Richard describes as “a delight”. Josie is in the process of being matched with a recipient, but Richard says the couple are planning to train another dog once she has left: “If I had my way, we’d get the next one the following day, but I think Rosie would like a holiday first,” he jokes.

Richard says that the Training from Home scheme helps to create a gentle transition when the dogs first meet their recipient. “These dogs have to learn to work for their trainer, volunteers and their family, and so have several favourite people in their lives. This is a real benefit when they first meet their recipient who they can quickly identify as a new person they can listen to and build a bond with.”

It can be heart-breaking when the time comes to say goodbye to the dogs, admits Richard. “However, another wagging tail and wet nose is just around the corner. Plus, we know that the work we do really does make a difference.”



Richard and Rosie have volunteered for over three years



Richard and Rosie Cantrell adore working with our dogs

bed when they teach the dogs how to do morning wake-up calls!” says Rebekah. Overall, the dogs get a genuine view of what life will be like in a real family home.

Training from Home volunteers love this type of arrangement as they get to spend a lot of time with the dogs and are also involved with the training itself.

“Dogs love routine – a stable environment goes a long way when training a hearing dog”

“They have the chance to work directly with the trainers,” says Rebekah. “For example, some hearing dog recipients require a sound called ‘the call’ – this requires two people, so it’s good to have both the trainer and the volunteer there.”

So what qualities do Training from Home volunteers need? “Flexibility is important,” says Rebekah. “You have to be willing to let the trainer have access to your home and garden.” Other must-haves are patience and perseverance: “Training the dogs takes time and some dogs take longer than others,” she says. But perhaps most important are understanding and stability: “Dogs love

routine – a stable environment goes a long way when training a hearing dog.”

Healthy bonds

With such a close relationship developing between the dogs and volunteer, surely they both find it difficult when the pup has to leave for a new life with its recipient? “We do encourage the volunteer and the dog to bond – it’s important so that the dog can go on to form healthy relationships,” explains Rebekah. “However, dogs really live in the moment so it doesn’t take them long to readjust to life with their recipient. We are also very careful to match them with a suitable deaf person and they undergo a placement course to smooth the transition.”

During the placement course, the deaf person comes to one of Hearing Dogs’ training centres for a week to begin the handover from trainer to recipient. This week is very relaxed, enjoyable and is done at the dog and recipient’s own pace.

It’s only natural that the volunteers will miss the wonderful dogs they have supported. But they will always have the satisfaction of knowing they have played a vital part in their training – and ultimately helped to change a deaf person’s life. 🐾

➡ Volunteer with us

Could you provide a loving home for a hearing dog in training? To find out how you can help visit our website:

www.hearingdogs.org.uk/volunteer

Ask the experts



Meet the expert



→ LORRAINE GAILEY

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

Sudden hearing loss can be extremely distressing. **Dr Lorraine Gailey** gives advice on how to cope and adapt

DID YOU KNOW?

Hearing Dogs and Hearing Link merged in July, although both charities will maintain distinct identities



In the majority of cases, no specific cause for sudden hearing loss can be found

What are the main causes of sudden hearing loss?

Sudden deafness is the term used to describe a rapid loss of hearing between a split second and a few weeks. Causes include infections such as meningitis and encephalitis, tumours, auto-immune diseases such as multiple sclerosis, stress or head injuries, and some life-saving medications. However, for many people no specific cause can be found, and where this is the case the cause is listed as 'idiopathic'. It may be accompanied

by additional physical symptoms which can be hard to live with, including tinnitus, vertigo, dizziness and nausea.

What are the main challenges that people with sudden hearing loss encounter?

Sudden complete loss of hearing is a frightening experience. Many people feel overwhelmed as they are suddenly unable to communicate with their family, friends or the medical professionals

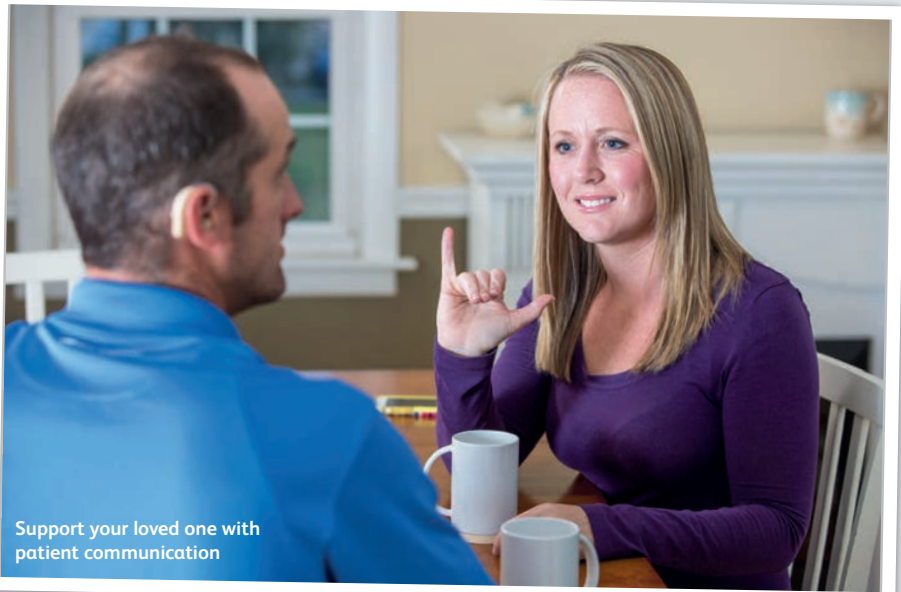


Sudden deafness requires a trip to A&E

around them. This leads to loss of confidence, social isolation and, if the right support is not available, it can lead to depression.

What support is out there and how can Hearing Link help?

Sudden deafness is a medical emergency. Our advice is to go to A&E and ask for an emergency referral to ENT (the ear, nose and throat department) immediately. Hearing Link's website, helpdesk and rehabilitation programmes are available for those looking for extra support (see box, right) – we can put you in touch with others who can offer first-hand advice using their own personal experience of sudden hearing loss. Just contact us and we will make sure you get the right help when you need it.



Support your loved one with patient communication

“Sudden deafness is a medical emergency. Our advice is go to A&E immediately”

What are the effects on families, and how can they get support?

Hearing loss can change family dynamics and relationships. It is hard to understand the difficulties faced by someone with a recent hearing loss, and feelings of bewilderment, frustration and even anger are common among family

members. They may grieve for the loss of easy communication with their partner, or deny the hearing loss exists because reality is too painful to face. Hearing Link offers support to partners and family members – helping them adjust to and overcome both practical and emotional challenges.

How can family and friends support people with sudden hearing loss?

A supportive person makes a huge difference. Treat someone with a hearing loss as you yourself like to be treated – with consideration, courtesy and attentive communication. Explore tips for good communication techniques together – and above all, be patient. Deafness in the family means the beginning of a new life – for all of you. 🐾

TOP TIPS FOR PEOPLE WITH SUDDEN HEARING LOSS

- 1 Take action:** go to A&E and ask for an emergency referral to ENT immediately. Sudden hearing loss is a medical emergency.
- 2 Don't suffer in silence:** discuss your hearing loss with friends and family in an honest and open discussion so they understand your needs and how they can support you.
- 3 Get support:** when you have lots of questions, it can be difficult to know where to turn. Hearing Link can listen, offer advice and point you in the right direction for more support.
- 4 Contact the Hearing Link helpdesk:** call 0300 111 1113, SMS 07526 123255, email helpdesk@hearinglink.org or visit the website www.hearinglink.org
- 5 Download Hearing Link's guide:** it's aimed at people with hearing loss, but it is also useful for families, friends and colleagues. www.hearinglink.org/living/adjusting-to-hearing-loss/living-with-hearing-loss

ABOUT HEARING LINK

A UK-wide charity, Hearing Link, which has now merged with Hearing Dogs, supports people with hearing loss



Hearing Link is a leading UK charity for people with hearing loss, their family and friends. Our vision is a world where everyone can participate fully and confidently, whatever

their level of hearing. We provide knowledge, skills, confidence and contacts that people need so they can more easily manage the practical and emotional challenges that hearing loss

brings. Through shared experiences, practical support and guidance from people who live with hearing loss themselves, we can help people with hearing loss to reconnect and embrace life again.

DID YOU KNOW?

Elinor has a younger sister, Megan, who is also a successful competitive cyclist

Close-up with...

ELINOR BARKER

➡ Aged just 22, Welsh cycling star Elinor Barker, MBE, has many medals to her name. She won gold at the 2016 Rio Olympics in the women's team pursuit track event, and in April this year she also took the gold at the Track Cycling World Championships in Hong Kong, to make her the current women's World Champion and add to the two silver medals she'd already won there. She was always set for glory – as a junior in 2012 she became double European champion at the Junior European Track Championships. Elinor was initially more interested in swimming than cycling until, as a 10-year-old, she saw cyclists from her local club finishing track sessions, and decided to switch from the pool to the velodrome.



Paws for coffee...



Olympic gold medal-winning cyclist and Charity ambassador **Elinor Barker MBE** tells us why she loved the Hearing Dogs Sportive

Are you a tea or a coffee person?
I definitely prefer tea – I can't stand coffee, which is very rare for a bike rider!

How did you find out about Hearing Dogs?

I started chatting to the recipient of one in a cafe a few years ago. That's the brilliant thing about the dogs – they cut down so many social barriers for deaf people. Without the dog we probably wouldn't have started chatting, and without the Hearing Dogs jacket I would never have realised that the owner was deaf.

Do you have your own dog?

Unfortunately not. I would love a dog but as a single person travelling as much as I do it would be difficult and unfair on the dog. I'm looking forward getting one eventually though!

What is your favourite breed?

I love any kind of Poodle cross, like Cockapoos and Labradoodles. They're so lovely and well mannered – as well as being extremely cute.

How old were you when you started cycling?

I was 10 years old when I started cycling and I've never looked back!

What do you like most about cycling?

My favourite thing has to be getting home from a horrible, cold, windy ride and feeling like I've earned sitting on the sofa all afternoon!



Why did you want to support Hearing Dogs?

I originally wanted to be a volunteer for a puppy in training. After realising I would be travelling too much to care properly for the pup, an opportunity came up to be an ambassador for the Charity and I had to take it.

What's your proudest achievement?

Winning gold at the Rio Olympics. Nothing has really come close to that sense of winning the biggest race as part of a team.

How did it feel to receive your MBE?

It was a really special day and it was lovely being able to share it with my family.

We hear you're planning on learning sign language – what made you want to learn?

I've always been interested, but never had

“Hearing dogs cut down so many barriers for deaf people”

a means of learning. I'm very excited to start learning with Hearing Dogs and hopefully be able to start having conversations soon.

What was it like taking part in the Hearing Dogs Sportive?

It was so much fun. It was genuinely one of the nicest bike rides I've done all year and it was such a lovely social event. Plus, a beautiful route and great support. I hope I can make it again next year. 🐾



Hearing Dogs
for Deaf People



Dog lovers wanted!

We urgently need volunteers to care for and help train our gorgeous puppies.

Would you like to:

- Provide a loving and safe home for one of our puppies for 12 months or more?
- Attend regular puppy classes and learn new skills?
- Meet like-minded generous people and make a difference?

If so, our volunteer puppy socialising role could be perfect for you!

For more information:

T 01844 348122

E volunteer@hearingdogs.org.uk

hearingdogs.org.uk/volunteer