



Hearing Dogs
for Deaf People

Favour

Issue 57
SPRING
2018

£1.75 when sold

The magazine from Hearing Dogs for Deaf People

PLUS

A virtual tour of
our new building
at The Grange

Paws for coffee with
Stephanie Beacham

Cockaperfect!
The lowdown on this
special mixed breed

Brain training

Activities to
teach your dog

“I feel brave
when I’m
with her”

How hearing dog Waffle helped
Sarah find her confidence



Growing
up together
“It’s an experience
they will treasure
forever”

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

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Spring 2018



CLEVER COCKAPOOS

Find out why these sociable and hard-working pups make excellent hearing dogs, page 26

Welcome!



We don't want anyone to experience losing a hearing dog without another dog being ready to step into their pawprints – Carol Roderick's story proves just how important that is (page 8). Training new hearing dogs wouldn't be possible without the support of our amazing volunteers and Lynda McGregor discovered there were benefits for the whole family (page 14). Our new state-of-the-art visitor centre had the royal

seal of approval in March and we invite you to take a virtual tour (page 10) to discover what's on offer – from freshly made food and drinks to the very latest technology, including hearing loops, which are explained in more detail on page 28.

Gill Lacey Editor

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Favour

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

Hearing Dogs for Deaf People

The Grange, Wycombe Road,
Saunderton, Princes Risborough
HP27 9NS
T 01844 348100
F 01844 348101
E info@hearingdogs.org.uk
www.hearingdogs.org.uk
Cover photo of Sarah Khanzadeh and
Waffle by Nicky Stock

Royal Patron

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Assistance Dogs Europe and
Assistance Dogs International



Hearing Dogs
for Deaf People

Useful contact details

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

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Produced by: james pembroke 90 Walcot Street, Bath, BA2 5BG. www.jamespembroke.co.uk

NEXT ISSUE
Look out for the
next issue in
autumn 2018

Newshound

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



VIP GUEST

The Grange gets royal seal of approval

HRH The Princess Royal unveils plaque at our new state-of-the-art building

In March we welcomed HRH The Princess Royal back to our Saunderton-based headquarters. During her visit, our Royal Patron, unveiled a plaque to mark the conclusion of building works for The Grange – a brand new restaurant, gift shop and Hearing Hub.

HRH, who laid the foundation stone for the new building in 2016, met some of the Charity's beneficiaries and volunteers with their hearing dogs, as well as a number of local dignitaries.

The Charity took the opportunity to thank key funders and supporters, without whom the project could not have been completed. Our special visitors took a tour of the magnificent building, exploring the hearing-friendly features incorporated into the new venue.



HRH The Princess Royal admires the plaque

Photos: Paul Wilkinson



HRH meets volunteers and trainee hearing dog Hunter

FRIENDS FOR LIFE: SARAH AND WAFFLE

YOUNG SARAH Khanzadeh's hearing dog Waffle was a finalist at Cruft's in the Kennel Club's Friends for Life 2018, which celebrates dogs who provide lifetime service, support, love and devotion.

Sarah, 14, who is profoundly deaf, went to a mainstream school but found it very isolating and struggled to make friends.

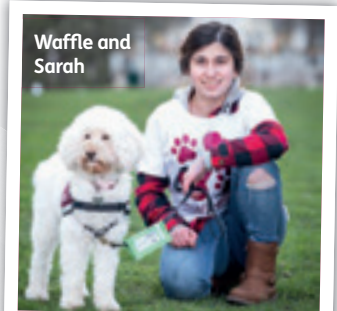
"Her confidence to try was broken," explains her mum, Sapdeh. "She felt extremely lonely – even at her young age."

In 2013, Sarah, then nine, met Waffle at Hearing Dogs and now she is a completely different child.

"Sarah feels happy – truly happy – for the first time in her life," explains Sapdeh. "It's changed everything for her."

"Waffle is amazing," adds Sarah. "She makes me feel like I can do anything."

• Read more about Sarah and Waffle on pages 26–27.



Waffle and Sarah

Photo: Flickr digital



Lisa Baldock representing her employer DWP at the Hearing Dogs Awards 2017

AWARDS

Open Doors Award for DWP

Employer recognised for access and inclusion policies

The Department of Work and Pensions has been awarded The Hearing Dogs Open Doors Awards 2017 in recognition of the way its access and inclusion policies have enabled a disabled employee with deafness to achieve her career goals.

Along with other disabled employees, the DWP supports Lisa Baldock, who works full-time at the organisation's offices in central London with her hearing dog, Inca. Lisa, 42, from Fratton, who also fundraises for Hearing Dogs, said: "I never thought I'd be where I am in my career. Being able to have Inca here in work with me has given me the independence I needed to succeed and has really made me feel part of the team."

"The DWP has given me the tools and the confidence that I needed to do the job. They have literally opened doors for me."



Debbie Alder of DWP with Rula Lenska, Lisa and Inca

Jonathan Russell, HR Director for DWP, said a number of supportive features had been introduced to support staff like Lisa with hearing loss, including the provision of a 'Roger Pen', a wireless microphone to improve Lisa's understanding of conversation during meetings.

➔ MBE for Lisa

Lisa is also celebrating after being made an MBE. Lisa, who was born with sensorineural hearing loss, has launched a number of schemes to support people while at work, including the Disability Passport, which is now used across the civil service. "I cried when I opened the letter," she said. "I wasn't expecting it at all."



NO MORE STAMPS OR FOREIGN COINS

 WE HAVE reluctantly taken the decision that we will no longer fundraise by collecting used stamps and foreign coins

Thanks to the efforts of our supporters, we were able to raise £6,566 during 2017. However, most of this was raised in the first half of the year and for the past six months we have experienced a significant drop, not only in the amount we were being paid for the stamps but also in the quality of service that our supporters were receiving.

Many more people are trading in this area and the market value for stamps has dropped considerably. The return in the future is unlikely to increase and stamp dealers are no longer prepared to offer us Freepost envelopes in the quantities we need.

We would like to say a huge thank you to everyone who has supported us by collecting used stamps and foreign coins. The time and effort has directly contributed to the training of several hearing dogs.

There are still lots of ways you can support us. To find out more please go to www.hearingdogs.org.uk/support or call 01844 348109.



SPRING RAFFLE

 THERE'S A top prize of £5,000 up for grabs in the Hearing Dogs Spring Raffle. To show your support, please call 0800 954 0257 or go to www.hearingdogs.org.uk/raffle

PARTNERSHIPS

Launch of new music festival

A new partnership between Bucks New Uni and Hearing Dogs for Deaf People will see live music showcased at The Grange this spring.

SubWoofers will take place on Sunday 6 May in the Charity's grounds near Princes Risborough.

Michele Jennings, chief executive of Hearing Dogs, says: "With the growth in music festivals over recent years, we want everyone to enjoy live music – but remember to look after their hearing.

"The one-day event will raise funds to train more hearing dogs and we hope lots of families will come and enjoy a great day out."


There will be live signing on stage for BSL users, disabled access provision, family-friendly attractions and of course, dogs will be welcome to join in the fun!

Tickets for the event, from 1pm to 7pm, cost £30 family; £15 adult; £10 concessions; and £5 child. You can buy your tickets at:

www.hearingdogs.org.uk/subwoofers



YOU MAKE US SMILE AMAZON

 HEARING DOGS can earn 0.5% from all of your Amazon orders when you shop through Smile Amazon – and at no extra cost to you.

From 1 April, simply go to Smile Amazon website, select Hearing Dogs and then everything you buy will help support Hearing Dogs for Deaf People – and that's definitely something to smile about! For more details visit Smile.Amazon.co.uk

FILM FIRST

The Silent Child triumphs at Oscars

A short film about the struggles deaf children face has won an Oscar. Set in rural England and inspired by real-life events, *The Silent Child* won the award for best live action short film. It tells the story of a profoundly deaf four-year-old who struggles to communicate until a caring social worker teaches her sign language.

The film was written by former *Hollyoaks* actress Rachel Shenton, who also plays the social worker, and stars seven-year-old deaf girl Maisie Sly from Swindon.

Rachel said: "My brilliant father lost his hearing very suddenly when I was 12 and lived the last two years of his life profoundly deaf. I witnessed first-hand the huge effects deafness has on a family.

"This project is inspired by real-life events that are sadly not uncommon and this is a story that has to be told."

Rachel, a qualified British Sign Language Interpreter and ambassador for the National Deaf



Children's Society, used sign language in her acceptance speech. "I made a promise to our lead actress that I would sign this speech," she explained, at the ceremony in Hollywood on 4 March.

"My hands are shaking a little bit so I apologise," she added.

The project was only made possible through a crowdfunding campaign.

Director Chris Overton – who also appeared in *Hollyoaks* – said his mum made cupcakes to help fund the project, which Rachel's mum and her partner then sold at work.

Maisie didn't go up on stage to collect the award but Overton said: "When we won I could see her up there jumping up and down and that was surreal."



STAR TURN

Star-studded awards night

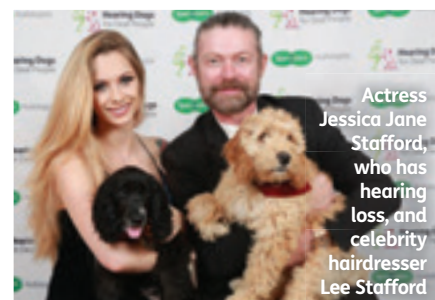
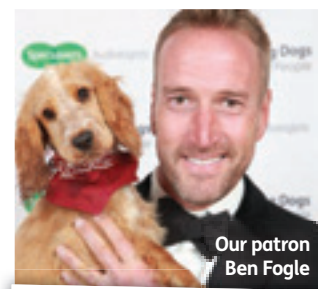
We were delighted to welcome so many celebrity supporters to the Specsavers Hearing Dogs Awards 2017



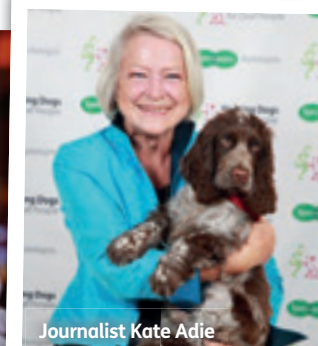
Actress Rula Lenska

TV presenter
Tim VincentTony Jardine and
awards host Rachel Riley

**TOP
HONOURS**
Turn to pages
12-13 to meet two
of our award
winners

Actress
Jessica Jane
Stafford,
who has
hearing
loss, and
celebrity
hairstylist
Lee StaffordOur patron
Ben FogleRebecca Wilcox presented
the Desmond Wilcox
Volunteer of the Year Award

TV vet Marc Abraham

Former *Strictly*
star Karen Hardy

Journalist Kate Adie

Diary dates

EVENTS AT THE GRANGE, PRINCES RISBOROUGH, SAUNDERTON

VOLUNTEER FAIR

When: Saturday 14 April, 11am–1pm

SUBWOOFERS FESTIVAL

When: 6 May, 1–7pm

HEARING DOGS SPORTIVE

When: 22 July, from 6.30am

HEARING DOGS LATE SUMMER SHOW

When: 9 September, 11am–4pm

EVENTS ELSEWHERE

WOODLAND WALK AT ARLEY

When: 15 April, 10am

Where: Arley Hall & Gardens CW9 6NA

THE POPPLETON VOLUNTEER FAIR

When: 12 May, 1–3pm

Where: Poppleton Tithe Barn, Nether
Poppleton, York YO26 6LF

THE GREAT BRITISH DOG WALK

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

- **8 April** Margam Park, Neath, West Glamorgan
- **14 April** Burton Constable Hall, East Yorkshire
- **21 April** Ightham Mote, Kent
- **22 April** Pollok Park, Glasgow, Scotland
- **28 April** Windsor Great Park, Berkshire
- **5 May** Ickworth Park, Suffolk
- **12 May** Hughenden Manor, Buckinghamshire

**HEARING
DOGS LATE
SUMMER
SHOW**
9 Sept

- **12 May** Kedleston Hall, Derbyshire
- **19 May** Lyme Park, Stockport, Cheshire
- **19 May** Foxbury Common, New Forest, Hampshire
- **2 June** Canonteign Falls, Exeter, Devon
- **9 June** New Inn Farm, Stowe, Buckinghamshire
- **16 June** Frog Fille Farm, Alfriston, East Sussex
- **17 June** Belvoir Castle, Grantham, Leicestershire
- **30 June** Chatsworth House, Bakewell, Derbyshire
- **1 July** Wimpole Hall, Cambridgeshire

Sign up: www.greatbritishdogwalk.org

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

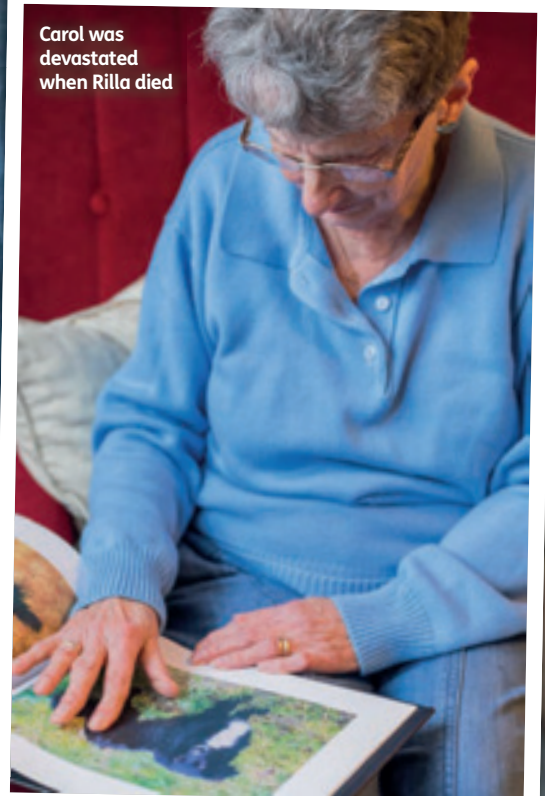
STAY IN TOUCH:  twitter.com/HearingDogs  facebook.com/hearingdogs  www.hearingdogs.org.uk

“MY HEARING DOG SAVED MY LIFE”

Carol and Trevor Roderick
know only too well how
life-changing a hearing
dog can be

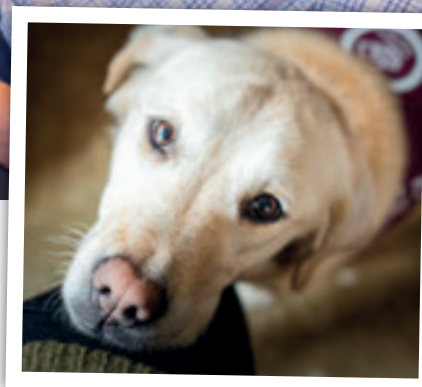
Please help us train
**MORE
LIFE-SAVING
DOGS LIKE
DANA**

Carol was
devastated
when Rilla died





Trevor is certain that Dana saved Carol's life



Carol Roderick was born deaf and knows how tough life can be. Bullied at school, she later suffered loneliness and anxiety, and only really found her confidence when she got her first hearing dog, Rosie.

"She became an integral part of the family," explains Carol, now 72. "And as Rosie reached retirement I was matched with my second hearing dog, Rilla. The two dogs were very different but lived happily side by side for about 18 months."

When Rosie died, Carol was heartbroken, but having Rilla there made all the difference. "She gave me enormous comfort and support," explains Carol. "In all the time I was grieving for Rosie I never once felt isolated or lonely."

Dark times

Rilla was just 12 when she became ill quite suddenly. Two weeks later she was gone. Carol was bereft and became very depressed. "The heartache when I lost Rosie was nothing to the pain and intensity of the loss I felt when Rilla died," she says. "I'd lost my shadow and everything she represented to me as my hearing dog; I felt isolated, lonely and afraid."

"It was a very dark time. I gave up my job. My wonderful husband Trevor

tried so hard to keep me going, but I'd lost all my confidence. I became very withdrawn. I tried to put on a brave face in public but behind closed doors I'd cry a lot. I became very unwell, emotionally and physically."

New lease of life

Then, in 2013, Carol got the call she'd been waiting for from Hearing Dogs.


"I completely changed – quite literally overnight I came alive again. The prospect of getting Dana gave me a purpose; something to get up for. I can remember saying to Trevor that it was like Dana had given me my life back."

The couple had no idea how significant that comment would prove to be until the following year, when Carol's recurring stomach problems worsened. One day, in a lot of pain, she went upstairs to the bathroom – followed, as usual, by Dana.

"The next thing I remember was Dana looking down at me," explains Carol. "Her beautiful brown eyes full of worry."

“Carol was minutes away from death but this clever dog was able to communicate the urgency of the situation”

HELP SOMEONE LIKE CAROL

 It costs us £25,000 to train a successor hearing dog like Dana. Please make a donation today if you'd like to help train another such hero. 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, 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


I managed to whisper 'fetch Trevor'. Dana seemed reluctant to leave me, but she did."

Trevor was on the sofa when Dana came downstairs. "I can't explain it, but just by her body language and the way she looked at me I knew there was something very wrong," he says. Trevor found Carol collapsed on the bathroom floor. "I couldn't get any sense out of her," he says. "Her eyes were open but she wasn't responding, so I dialled 999."

Trevor is in no doubt that Dana saved Carol's life. "The doctors said Carol was minutes away from death. This clever dog was able to communicate the urgency of the situation."

Dana is now six and not due to retire any time soon, but Trevor and Carol know only too well what the consequences would have been had Dana not been there that day.

"We hope no one has to experience losing their hearing dog without there being another little dog ready to step into their pawprints," says Carol.

"Dana means the world to me and my family – having a hearing dog really can be the difference between life and death." 

➔ More stories

To read more inspiring partnership stories, please visit:

www.hearingdogs.org.uk/stories

Welcome to The Grange

The Grange Restaurant and Gift Shop, at Hearing Dogs HQ in the heart of the beautiful Chiltern Hills, has been designed with acoustics and accessibility in mind. Join us on a tour of the new facility...

The 'sound clouds' help to enhance the listening experience



Location

One of the first things people say when they see our Hearing Dogs headquarters for the first time is 'what a beautiful location'. The Chilterns are designated as an Area of Outstanding Natural Beauty. We are surrounded by green fields, trees, bridleways, footpaths and cycle paths. The countryside is renowned for its sweeping chalk grasslands and wild flowers, its magnificent beech woods, sparkling chalk streams, wooded valleys and quiet lanes. The Grange, right in the heart of this beautiful area, is perfectly located for walkers and cyclists, and easily accessible by road and rail.

Refreshments

Arriving through the automated glass doors into The Grange Restaurant,

the smell of fresh coffee and delicious food will embrace you. You'll be spoilt for choice by the menu: there's a wide selection of seasonal dishes catering for all tastes – from freshly grilled savoury waffles and super fruit and nut porridge to gluten-free falafel salads and Cornish fish pie – all freshly prepared by our team of expert chefs. Breakfast, lunch and afternoon tea are available throughout the week, you can pop in at the weekend for a refreshing coffee and a snack, or linger over Sunday lunch – all at affordable prices.

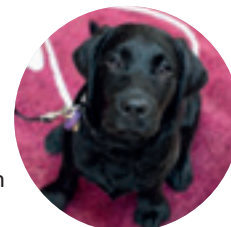
Welcoming families

For those with young children, there's a safe soft play area as well as light bites and tasty treats designed with little ones in mind. Parents will also appreciate the

milk-warming station for babies. Families can explore the grounds, discover longer countryside walks nearby, or simply browse in the gift shop at one end of the restaurant for stylish treats or pocket-money presents.

Dog-friendly

Being the home of Hearing Dogs for Deaf People, of course there's a warm welcome for our four-legged friends! Dogs are welcome inside The Grange Restaurant, with ample seating outside too. In time, we look forward to introducing extra treats, including an agility course, dog grooming and dog training lectures to really enhance our visitor experience. The Grange is perfectly situated to enjoy secure walks locally in the grounds, or hikes further afield in the beautiful Chilterns. Maps of local walks to explore will soon be available for visitors.

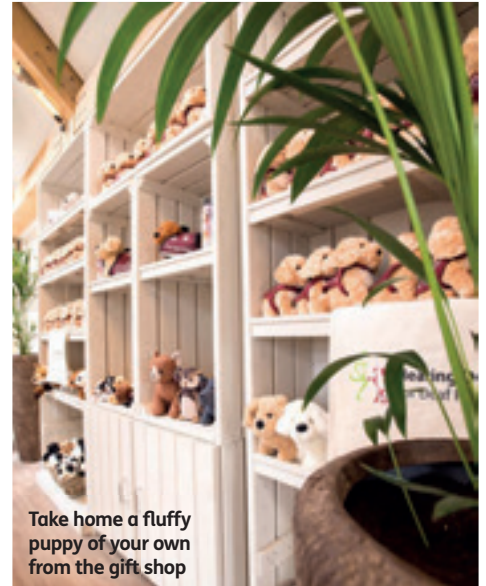


There's a mouth-watering menu to choose from

Latest technology

Beyond the restaurant, the new building boasts an elegant and relaxed setting, which has been created with acoustics and accessibility in mind. It offers the

"THE GRANGE IS PERFECTLY SITUATED"



Take home a fluffy puppy of your own from the gift shop



The Grange Restaurant



perfect opportunity to raise awareness about the importance of hearing, as well as the vital work of both charities involved, Hearing Dogs for Deaf People and Hearing Link. Working closely with our team from Hearing Link, we've installed a state-of-the-art hearing loop, acoustic flooring and 'sound clouds' to enhance everyone's listening

experiences. Staff and volunteers will be trained in deaf and hearing loss awareness. Wheelchair users will also be able to navigate throughout the venue.

The Hearing Hub

Locals and visitors from further afield are welcome to visit The Hearing Hub at The Grange – a unique new service which offers communication and technology support, including hearing products, information and advice to help people better understand and manage their own hearing, or the hearing of someone else.

Profits for charity

Our ambition is for all our visitors to feel welcome and leave us feeling happy, whether you visit the restaurant, gift shop, The Hearing Hub or just pop by for a refreshing drink and a walk with your dog in this beautiful setting. Underpinning everyone's experience will be the knowledge that every penny of profit supports our life-changing work, helping people to embrace life, whatever their level of hearing. 🐾

Planning your visit*

Opening hours

Mon–Thurs: 9am–4pm

Fri–Sat: 9am–7pm

Sunday: 10am–4pm

Location

Find us at The Grange,
Haw Lane, Saunderton,
Princes Risborough HP27 9NS

Extra information

Ample parking and free
Wi-Fi available

Find out more

Visit our website:

www.hearingdogs.org.uk/

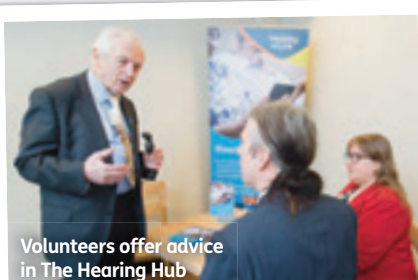
the Grange

Call Hearing Dogs on

01844 348100 or email

info@hearingdogs.org.uk

*Please check website for official opening date before your visit; reservations are not yet available



Volunteers offer advice in The Hearing Hub

Meet two very special award winners

Remarkable hearing dogs Tapper and Nero knew just
what to do in a time of crisis

“I’d be in
a much
darker place
without
Tapper”



Louise Pocock’s son Ben died when Malaysian Airlines Flight 17 was shot down over Ukraine in July 2014 and she says she doesn’t know how she would have coped with the tragedy without her hearing dog Tapper.

Louise, from Bristol, was born deaf and applied for her first hearing dog when her children were small.

Her second hearing dog, Moss, died suddenly just before Ben’s death.

“It was a big shock,” she says. “I talked to the family about getting another one and filled out the forms just before Ben left for Australia on a university placement.

“Then we received the devastating news that Ben’s plane had been shot down. I remember everything like it was yesterday.”

Instant connection

On the Wednesday after Ben’s funeral, Louise lost her mum and her daughter could see she wasn’t coping. When Louise was invited by Hearing Dogs to meet Tapper they formed an instant bond.

“He was lovely,” explains Louise. “From that first moment he stayed close by me, like he knew I needed him. He just seems to know when I’m down.



Louise says Tapper has helped her to move on after her son Ben’s death

“HE JUST SEEMS TO KNOW WHEN I’M DOWN”

Tapper also gets me out of the house and talking to people. He’s a very sociable dog. He just loves people. That has been a real help.

“Sometimes I have moments when I’m overcome with sadness and Tapper will curl up on my lap. I’ll stroke him and then I think ‘Yes, I feel better now, let’s

move on’. I still have my ups and downs. That’s only natural. But I think I’d be in a much darker place without Tapper. He understands me somehow. He’s a very special dog.”

➔ Tribute to Ben

Ben’s university friends, Jamie, Will and David, want to raise £10,000 to name a hearing dog in Ben’s memory. To support their fundraising goal, please go to: www.justgiving.com/ben-pocock-LDNtriathlon



Charles credits Nero with saving his life

“He’s my hero in every sense of the word”

When Charles Bishop suffered an acute loss of memory during his regular morning walk near Crystal Palace, London, his loyal and intuitive hearing dog Nero did something truly remarkable.

“I started to feel unwell,” explains Charles. “I was sat on a bench with no idea where or who I was. Sat calmly by my side, his golden head resting firmly on my knee and his soft brown eyes gazing up into mine, was Nero. He made me feel safe and I knew that I trusted him.”

“WITHOUT NERO, I DON’T THINK CHARLES WOULD BE HERE”

As Charles drifted in and out of consciousness, Nero put his head under Charles’ chin: “He instinctively knew something was very wrong,” says Charles. “Each time my head nodded forwards Nero brought me to, putting his paw on my lap and nudging my head up.”

Total trust

When Charles eventually stood up, Nero pressed himself firmly against Charles’ leg and, despite being off his lead, managed to guide Charles safely home. “I don’t know how I would have managed to get home if it hadn’t been for Nero,” says Charles. “I had no idea where I lived, but I trusted Nero completely.”

Charles’ wife, Iris, had started to get worried because the pair had been out for so long: “Without Nero, I don’t think Charles would be here,” she says. “Nero is so much more than a hearing dog alerting

Charles and Nero receiving their award from Rachel Riley



**WINNER:
HEROIC HEARING
DOG OF THE YEAR
AWARD**

Charles to sounds. Without him Charles would have given up. Nero takes away his isolation and anxiety but he also really looks after Charles. He helps him to cope.”

Charles says: “Nero makes me feel everything is normal, like nothing is wrong with me. I can’t describe what that means to me without getting emotional.

“He’s my life. Without Nero I’d be completely and utterly lost. He’s very special indeed, a hero in every sense of the word.” 🐾



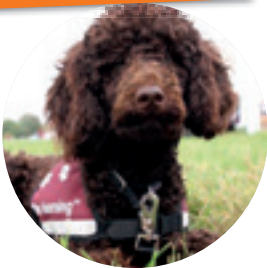
An experience they'll treasure forever

Volunteering for our Puppy Training scheme has had unexpected benefits for Lynda and her family







Volunteer Lynda and Jasper

Shake paws with...



JASPER

-  **Favourite food:** Dental chews and seafood sticks!
-  **Loves:** Children – they share his playful sense of fun
-  **Hates:** High-vis jackets. And foxes in 'his' garden
-  **Favourite walk:** Fots Cray Meadows near where we live
-  **Likes to sleep:** Cuddled up on my lap or on top of a blanket!
-  **Favourite toy or game:** Chasing tennis balls. I always take two with us, so he'll drop the first ball to chase the second!
-  **Is best friends with:** My mum's dog Buddy, a black Miniature Poodle who was a hearing dog before he retired

Volunteering for Hearing Dogs is very much a family affair for Lynda McGregor and her young grandchildren.

Lynda's nine-year-old granddaughter Kitty has loved playing a part in the dogs' training – she developed a very special bond with Lynda's most recent puppy,

a Poodle called Jasper. "I will love all the puppies forever," says Kitty. "But the two I will remember most are Jasper and a Poodle called Mocha.

"I feel sad when the dog goes, because I've been with them so long, but at the same time I'm happy that they're going to an owner who will be their best friend."

CHEEKY AND FULL OF FUN

Jasper is now grown up and partnered with Michelle Doggett. She is very grateful to everyone involved in training Jasper and has kept in touch with Lynda, as well as breeder Rosemary, who has Jasper's mum, Teaka.

"I meet them at events at The Grange and we keep in touch by email," she says. "They love to hear about Jasper and what he's been up to. I also love hearing about



Michelle and Jasper

Jasper's mischievous past and keeping up to date with news of Teaka.

"Jasper is a wonderful, cheeky boy. He's so full of character and he's always making me laugh.

Keeping in touch with the people who love Jasper as much as I do gives me a lot of pleasure – in Jasper's mind they're family and that's good enough for me."



Lynda has loved watching her grandchildren bond with the puppies



Kitty and Jasper became firm friends

“It’s sad when the dog goes, but at the same time I’m happy that they’re going to an owner who will be their best friend”

“We’re used to seeing life through the eyes of our pups,” says Lynda. “But to see our grandchildren through their eyes too was wonderful.”

“Kitty and the boys learned through love, patience and time how to turn these busy, boisterous pups into fantastic assistance dogs. We’ve been fortunate to meet both Erin and Jasper’s recipients and see for ourselves the wonderful bond they’ve formed. Being able to show our grandchildren how their help and encouragement played such an important part in these dogs’ lives makes it all the more rewarding.”

Kitty, in particular, was very good at working with the dogs and says she might even become a puppy trainer herself one day.

“Whatever our grandchildren end up doing, this has been a very special and valuable experience – and one they’ll treasure always,” adds Lynda. 🐾

➔ 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



Irene's award was announced by Rebecca Wilcox

A VERY SPECIAL VOLUNTEER

Irene Rich started volunteering for Hearing Dogs in 2010. Her friends had become puppy socialisers and she was looking for something to do after taking early retirement.

WINNER:
DESMOND WILCOX
VOLUNTEER OF THE
YEAR AWARD

She is a breeding scheme volunteer, a speaker, and leads the North Hants and Surrey borders fundraising group, organising stalls and making sure they have enough stock.

“Fundraising is a great way of meeting people,” she says. “Everyone comes up to you if you’ve got a dog with you!”

Irene also helps with the Thursday tours at The Grange and organises a monthly dog walk, but she says her favourite part of volunteering is looking after the newborn puppies.

“It’s eight weeks of mayhem but it’s so wonderful,” she says. “When I take them to The Grange to go off to their socialisers, I still have a little weep – even after five litters!”

Fortunately, Irene has her own dogs at home to keep her company – hearing dog mum, Cora, who is part of the display team, and Evie, who has done her silver Good Citizen’s Award.

Irene is partially deaf herself and knows just how much difference a hearing dog can make.

“Deafness can be a very isolating and confidence-sapping disability,” she says. “Hearing Dogs is a charity that changes people’s lives. You only have to meet a couple of recipients to realise the difference that it makes to them. I absolutely love it!”



You can catch up with your sponsor pup in the Hearing Dogs Puppy Pen

WITH LOVE FROM THE PUPPY PEN



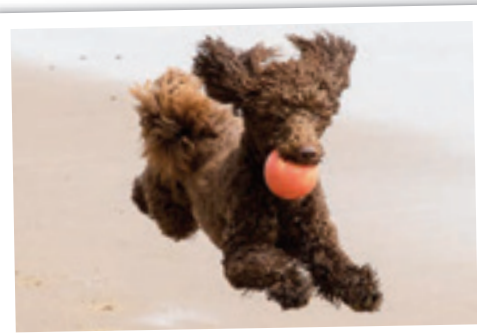
It's the part of our website where we show our puppy sponsors exclusive photos, videos and stories – and it's all about puppy fun!

Who pays for our puppies' training? It's a question we're often asked and the simple answer is people like you. A very important part of our income is generated by puppy sponsorship, paying a small amount every month to support a young dog's training.

In return, you get to follow your sponsor pup's journey and go behind the scenes in the Puppy Pen area of our website. It's where we show more of our pups enjoying life and all it has to offer – whether that's discovering a new sleeping position or having fun with family and friends...

1 Nosey barkers!

Our puppies are smart, which means they're inquisitive. They like to investigate what's going on around them. We make sure they're happy to be out and about, which gives them the confidence to explore new environments, such as flower pots.



2 Great balls of fur

Puppies might fly!* Well, they appear to, anyway. They begin with hops, then move on to short glides (not actually flying, just... gliding). Finally, they're taken somewhere uplifting like the beach or the countryside, where we just about manage to get them in shot as they maintain constant altitude somewhere around waist height.

*No puppies were harmed or forced to fly – or indeed, actually flew at all – during the making of this feature.

3 Making a splash

If there's one thing our puppies love, it's water – and lots of it. They adore cooling off in paddling pools and they especially enjoy splashing about in rivers.



4 Puppy love

You've got to love the pup who can look you in the eye and tilt his head with an innocent 'It wasn't me!' expression – especially while he's sitting on top of the clean laundry, that's mysteriously acquired pawprints and thrown itself all over the floor!

5 Press paws...

How does the poem go? "What is this life if, full of care, we have no time to stop and stare..." Or dance around with children in a garden? We make sure our puppies have plenty of time to play.



SPONSOR A PUP, CHANGE A LIFE

SOME PUPPY-DOG EYES ARE SIMPLY IRRESISTIBLE...

Libby is a puppy who just melts your heart. She loves the camera as much as the camera loves her. This adorable little Cocker Spaniel is one of our current sponsor pups. To sponsor Libby or one of her friends please go to hearingdogs.org.uk/sponsor or refer to the enclosed form.



Libby says: "Please sponsor me! I love to play hide-and-seek. I'm always up for a cuddle. And I know of a deaf person who really needs me."

AS WELL AS ACCESS TO THE PUPPY PEN, HERE'S WHAT YOU GET WHEN YOU SPONSOR A PUPPY...

We'll send you a welcome pack full of goodies – a certificate, postcard, car sticker, notepad, pen and collection kennel, plus a soft toy and even a framed photo of your puppy, depending on how much you sponsor for. Then, throughout the next 18–24 months, we'll send you updates at key stages in your puppy's training, from its first puppy classes, right through to being partnered with a

deaf person. It's an amazing journey we take together, and it all starts at just £3 per month.

Complete the enclosed form or go to hearingdogs.org.uk/sponsor – and join us in the Puppy Pen soon!



WHY I SPONSOR...

Actress Stephanie Beacham says: "Deafness can be isolating and lonely, but if you have a dog, people smile, or stop and say hello. I sponsor a puppy and I'll do anything I can to publicise the Charity's work."

CAN YOU HELP?

To provide more hearing dogs for people like Wendy, go to www.hearingdogs.org.uk/donate

“BETTY HAS TRANSFORMED MY LIFE”

Otosclerosis left Wendy anxious and lonely – until Betty arrived and restored her confidence. Now the award-winning hearing dog is helping Wendy care for others

WINNER:
HEARING DOGS
COMMUNITY
CHAMPION OF
THE YEAR

Wendy Martin says that it's only thanks to hearing dog Betty that she has the confidence to leave the house again. At first, she had to go out because Betty needed regular walks but 61-year-old Wendy soon felt ready to do more. “I'd experienced feeling lonely and isolated so I decided to become a community liaison and

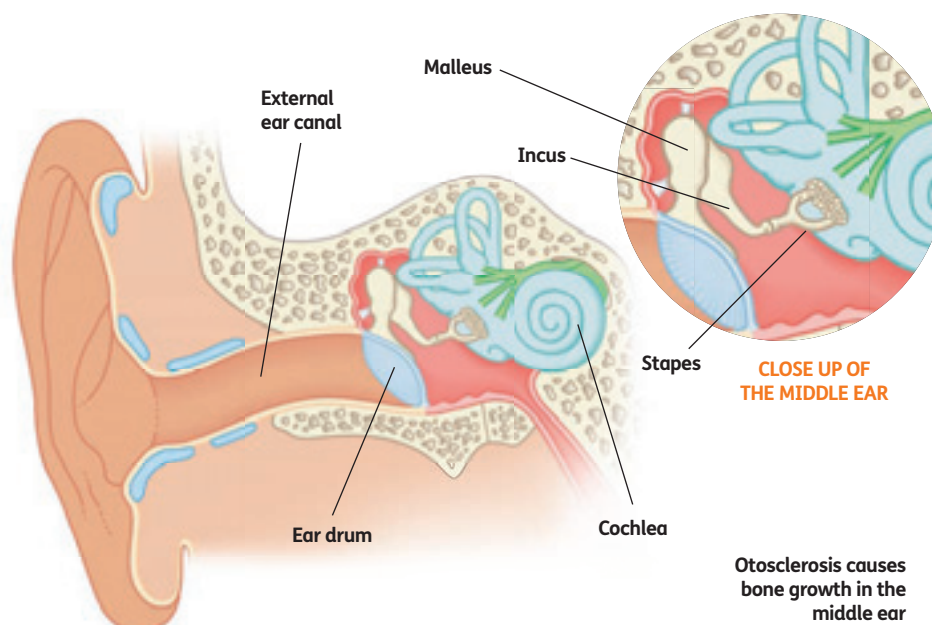
bereavement support worker, visiting vulnerable and elderly people. Betty loved it and it was extremely rewarding for both of us.”

Wendy and Betty now regularly visit a care home in Banbury and their wonderful work was recognised when Betty was presented with the Hearing Dogs Community Champion of the Year award by the Charity's Patron, HRH The Princess Royal. Wendy says: “Betty has

Quick facts

ABOUT OTOSCLEROSIS

- 🐾 Otosclerosis is a fairly common cause of hearing loss in young adults. It affects the three bones in the middle section of the ear – the malleus, incus and stapes. In order for people to have a full range of hearing, these bones need to move freely, but if someone has otosclerosis, bone material grows around them, restricting their movement and reducing the amount of sound that is transmitted to the cochlea.
- 🐾 The growth of this extra bone material is gradual, reducing hearing over time, which means many people may have had the disease for a long time before it is diagnosed. Other symptoms include speaking quietly and hearing better than others when there is background noise. The symptoms are often more marked during pregnancy.
- 🐾 The exact cause of otosclerosis is unknown but research has indicated that there may be a genetic link. Around two thirds of people with otosclerosis will have a family member with the condition. Some studies also suggest a link to the measles virus.





Wendy and Betty at the care home

Shake paws with...



BETTY

-  **Favourite food:** Cheese
-  **Loves:** Swimming
-  **Hates:** The hairdryer
-  **Favourite walk:** The towpath to a dog-friendly pub
-  **Likes to sleep:** By my bed
-  **Is best friends with:** Winnie, brood bitch and demo dog for Dogs for Good.

totally transformed my life and together we try and do the same for others."

In addition to working in the care home, Wendy has become a registered speaker, giving talks about the Charity and introducing audiences to six-year-old Betty.

Hereditary condition

Wendy first noticed she was losing her hearing aged 21 but it became more noticeable as she got older: "Colleagues started throwing things at me to get my attention, joking that I should get my ears tested. I was diagnosed with otosclerosis – just like my mum. Unfortunately, I've also passed it on to my 24-year-old twin daughters, both of whom wear hearing aids.

"When I was 25 I had a stapedectomy on my left ear but it went wrong and I lost all hearing on that side. A few years later, when I became pregnant, I lost the residual hearing in my right ear.


"BETTY HELPS PEOPLE FORGET THEIR WORRIES, EVEN IF JUST FOR A SHORT TIME"

"The impact was devastating. I felt isolated and fearful. I lost all my confidence and my anxiety turned into depression. I relied heavily on my husband, David, and my children. People were unaware I was deaf and could be quite rude, thinking I was ignoring them. My children found this very upsetting. I reached rock bottom and didn't want to leave the house. Then someone suggested applying for a hearing dog. I waited a long time for Betty but she was worth


every second. She has, quite literally, transformed my life."

Wendy now has the independence and confidence to work, overcoming years of feeling anxious, stressed, isolated and lonely. "Betty is always looking out for me," she says. "She discreetly shows people that I have hearing loss, so they realise that I might not be able to hear them and are more understanding.

"Betty is also a big asset for the care home. Older people often have to give up their pets so it's lovely to have a dog here. Betty helps people forget their worries, even if just for a short time. You don't need a tablet; you just need a Betty!"

Esther Monk, the clinical lead manager at Green Pastures Christian Nursing Home in Banbury, says: "As well as being an excellent hearing dog for Wendy and making sure she is alerted if the fire alarm goes off, Betty is a key member of our team. She accepts everyone without judgement and is always ready for a cuddle. This interaction with Betty makes such a difference to the residents' positive mental well-being. Betty is a wonderful ambassador for the care home – in fact she is probably our greatest asset." 

LIVING WITH OTOSCLEROSIS

 Otosclerosis can cause mild to severe hearing loss, but it very rarely causes total deafness. Your hearing usually gets gradually worse over months or a few years, and may continue to get worse if ignored and left untreated.

Otosclerosis can usually be treated successfully with either a hearing aid or surgery. If your hearing loss is very mild, you may not need any treatment at first. Various types of hearing aid can increase the volume of sound entering your ear. Modern hearing aids are small and

discreet, and some can be worn inside your ear so they are not obvious.

Surgery is an option if you would prefer not to wear a hearing aid. The main operation used is called a stapedotomy or stapedectomy. Hearing is improved or restored in around 80-90% of people who have surgery, but, as with all operations, there are risks.

Very occasionally, otosclerosis can spread to the inner ear, resulting in a greater level of hearing loss that can't be improved with surgery.

More real-life stories

To read more inspiring real-life stories and find out about the work we do www.hearingdogs.org.uk/stories

**RUFF AND
READY!**

For another great DIY
activity game turn to
page 22

BRAIN TRAINING

You can teach a dog of any age new tricks – here are some top tips designed to stimulate the canine mind

Mental stimulation enriches our dogs' lives by giving them something meaningful to do. And because these activities alleviate boredom, they decrease the likelihood of our dogs developing behavioural issues, such as excessive chewing or barking. If you're looking for some easy ways to exercise your dog's mind here are six ways to give your dog more mental stimulation...



USEFUL TRICKS

Both fun and helpful! Teach your dogs to put their toys away in a basket*, pick up the post, bring their lead or fetch your slippers. As they get better at a task you can start to make it more challenging – putting the item in a different place, for example.

2 *Party tricks*

Start by teaching your dog to balance a treat on his nose. Reward him quickly, and gradually build up the time he waits. This is a good trick for dogs with mobility issues or restrictions.



3 Play games

Throw and fetch games, such as playing ball or Frisbee, are popular with many dogs. Hide-and-seek with a ball or toy are good options for those less able to run fast or turn quickly.



4

ACTIVITY TOYS

Place treats in some of the spaces in a cup cake or muffin tray, then put a ball on top to cover each slot. Your dog will not only have great fun working out where the treats are hidden he will also get to enjoy having so many balls to play with afterwards.

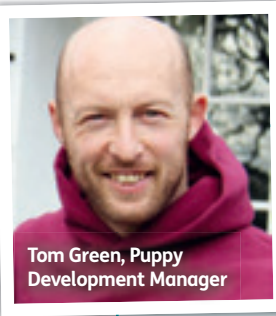
5 Scent games

Dogs experience their world primarily through scent, so tapping into this natural instinct is one of the best ways to stimulate their minds. Try hiding their food bowl in a different place – you can even include the garden if you have one. They'll love sniffing about in the bushes to locate their dinner.



NEW PLACES

Simply taking a different route or walking in a new location will provide your dog with new scents, sights and sounds. If your dog is well-behaved on the lead you might also try taking him somewhere dog-friendly like your local garden centre or even to The Grange, our wonderful new facility in Buckinghamshire, where you can be sure of a dog-friendly welcome, lunch and a secure walk.



Tom Green, Puppy Development Manager

Tom's top training tips

🐾 HIGH VALUE REWARDS

Explore what makes your dog tick. Some dogs like food, some like toys, some like praise. Use whatever it is that makes your dog happy as an immediate reward – so he knows instantly that he's done something well and you are pleased with him.

🐾 REWARD THE GOOD

It really is as simple as that! Far too often we only notice our four-legged friends when they're doing something we don't find acceptable. For dogs that crave your attention this is a sure way for them to learn to repeat unacceptable behaviours. Ignore the 'bad' and reward the good. Always notice your dog's good behaviour, interact with them at these times and you'll soon notice improved behaviour.

🐾 MAKE TIME FOR YOUR DOG

Even small periods of time amount to a huge difference to your dog. Turn the time when you go to boil the kettle, or when the adverts come on TV, into practice and education time for your dog. Doing little and often like this is the best way for your dog to learn new things.

🐾 ROUTINE

Re-examine your dog's routine. Are they getting everything they need on a daily basis for an enriched life? Physical exercise, quality time with you, time to rest, time to play, and time to explore the world they live in and exercise their brain.

🐾 MAKE IT FUN

Having fun helps stimulate your dog's mind, strengthening the bond between you. That in turn can encourage good mental health and well-being for both of you.



*Teach your dog to put their toys away in a basket



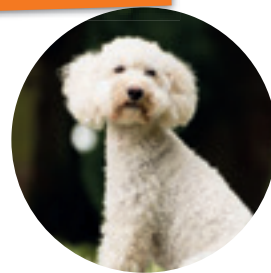
Your dog will enjoy experiencing a new location



Kids corner



Contact us!



TALL TAILS

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

Meet the winners of our Young Person's Hearing Dog of the Year award, plus build your dog a treat dispenser!

Singing in sign language

Students raise £60 to sponsor puppy

STUDENTS AT Ysgol Bryn Elan High School in Wales have donated £60 to Hearing Dogs, raised through performing songs in British Sign Language (BSL).

The students spent several weeks being taught how songs are translated into BSL by Maggie McManus, who runs the school's Inclusion Centre and is a BSL student. They were accompanied by fellow BSL student Eryl Restall, who sings and signs.

Maggie said: "The students have thoroughly enjoyed the learning process and are very keen to become more 'deaf aware'. This has been enhanced by them meeting Angela Davies and her hearing dog Dasher."

The school's donation has been used to sponsor hearing dog puppy Juno, who the students have already taken to their hearts.



Make it!

Yappie days!

Exercise your dog's brain with this fun treat dispenser!



You need

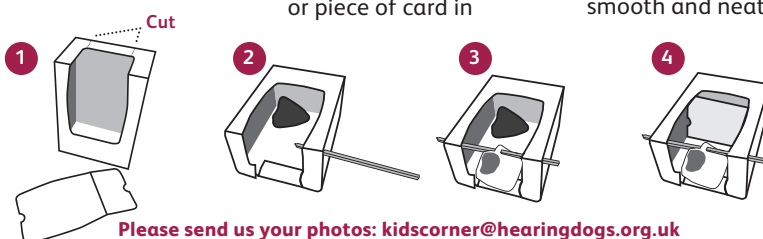
- ✿ Empty six-bottle wine box, with top flap (or a piece of card the same width and about 1.5cm deeper)
- ✿ Empty plastic milk bottle (568ml) with handle
- ✿ 26cm length of dowel wood (8mm to 12mm diameter) or similar
- ✿ Large stone or ½ brick for weight
- ✿ Sticky tape (gaffer or duct tape is ideal)
- ✿ Scissors

Method

- ✿ Recycle the milk bottle top. Wash the empty bottle, rinse and leave to dry.

- ✿ Remove the flap from the box and keep (if the flap is perforated simply tear).
- ✿ Stand the box on the small solid end, cut a section as shown, fold to the back and fix with sticky tape (1).
- ✿ Position the box (2) and put the weight at the back.
- ✿ Get ready to thread the handle of the dry milk bottle onto the dowel wood
- ✿ With the bottle handle towards the inside, push the dowel through (3) or fix to the top corners with tape, as in photo.
- ✿ Use the saved flap or piece of card in

- front of the weight but make sure the bottle can still spin – fix with sticky tape (4) to stop the treats falling into the back of the box.
- ✿ Put some small treats in, test the spin – then let your dog have a go!
- ✿ If the bottle neck is too small, ask an adult to cut off the threaded part with a pair of scissors.
- ✿ Refine your design by stuffing newspaper padding into each side and then cover with a double thickness sheet so it looks smooth and neat!



Please send us your photos: kidscorner@hearingdogs.org.uk

"I feel safe with Varley"

Meet Daniel and Varley, winners of our Young Person's Hearing Dog of the Year award

FROM THE MOMENT Daniel Jillings met hearing dog Varley, it was clear that the pair had a very special connection. Now they have won the Young Person's Hearing Dog of the Year award, presented by HRH The Princess Royal.

Life had been tough for 11-year-old Daniel before the arrival of Varley. Not being able to hear the comforting sounds of his family or the TV made him feel very anxious and scared at bedtime.

"I couldn't sleep when my mum and brothers were downstairs," he says. "It was really awful."

The communication barrier also made it hard for Daniel to make friends.

"I didn't feel confident," he says. "I didn't have hearing aids or cochlear implants, so people couldn't tell I had hearing problems."

Daniel's mum Ann says she couldn't believe the change in Daniel after Varley arrived.

"It was amazing," she says. "Within two nights, his sleep had improved."

The relationship between Daniel and Varley is one of mutual respect and trust but they also share the same light-hearted sense of fun.

WINNER:
YOUNG PERSON'S
HEARING DOG
OF THE YEAR
AWARD



Varley makes Daniel feel confident

"In the morning, Varley jumps on the bed to wake me up," says Daniel. "Sometimes, if I'm really lazy and don't open my eyes, he'll sit on top of me until I get up!"

The biggest difference, though, is that Daniel now has the confidence to live his life to the full.

"Having Varley has been a really positive experience," he says. "I feel safe as I don't have to worry about there not being anybody there. I feel happy... and very proud of him."

Ann adds: "Thanks to Varley I see a better future for Daniel. Their bond is so strong – wherever Daniel goes Varley follows. He's really blossomed."

Shake paws with...



VARLEY

Favourite food: I'm a Labrador so I will eat anything! In the summer, I like treats frozen in ice

Loves: I love playing ball and carrying around my cuddly teddies. I love playing in the sea and jumping over the waves (usually with a ball in my mouth)

Hates: Waiting for dinner. Also, I don't like it when I have my paws checked as my feet are ticklish!

Favourite walk: I love my walks on the beach, I can chase my ball, paddle in the sea and dig

Likes to sleep: I like to sleep anywhere but at night I sleep beside Daniel's bed

Favourite toy or game: I love playing ball and one of my superpowers is being able to find balls wherever I go, I can sniff them out from miles away!

Is best friends with: Daniel. He looks after me and I look after him.

Daniel with Varley and his mum, Ann



Paw-some puns!

What's a dog's favourite pizza topping? Pupperoni! (Thanks to four-year-old Niamh Smith)

Why did the dog cross the road? To get to the barking lot!

What is a dog's favourite city? New Yorkie!

Making a difference

CAN YOU HELP?

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

We would not be able to continue helping deaf people lead full and happy lives without the support of our corporate partners

Every year, businesses big and small choose to support us. Without them, we would not be able to continue our life-changing work. Here are what some of our corporate partners are doing to help the Charity...

Raised:
over
£13,000



The team at Wagging Tails

VIRBAC

We would like to thank Virbac, a worldwide animal health company, for sponsoring our fourth Great British Dog Walk, which promises to attract more walkers and dogs than ever before. To find out how you can join in, please go to: www.greatbritishdogwalk.org



Raised:
£24,000



CARMICHAELUK

A big thank you to CarmichaelUK – a leading recruitment company that specialises in placing candidates in construction and civil engineering jobs – for raising approximately £24,000 since 2016. This has enabled it to name its second hearing dog puppy, Cooper.



WAGGING TAILS

Wagging Tails is a home-from-home dog boarding company, which provides dog owners with an alternative to traditional kennels. Wagging Tails has been amazing, raising over £13,000 as well as sponsoring hearing dog puppy, Neve. Wagging Tails founders, Jim and Lisa Suswain, explained: "We feel it's vitally important to not only raise money for Hearing Dogs but also to help raise awareness of the superb work done by the Charity and the impact it has on recipients' lives."



ROYAL CANIN

We're delighted to again be working with pet food specialist Royal Canin – from this year's Crufts to many other future events, including promoting the Great British Dog Walk.



SPECSAVERS

Specsavers is one of our longest continuous corporate relationships. This year, as one of its fundraising activities, Specsavers stores nationwide have been inviting customers to 'Paws for Coffee' in support of the Charity. A number of stores are also sponsoring a hearing dog puppy.

Raised:
over
£75,000



DAF TRUCKS LTD

We are delighted that DAF Trucks has chosen to support us again this year. Last year its Truckfest Tour was a huge success, raising £5,000 for Hearing Dogs. This year's tour, which begins in Peterborough on 6 May and finishes in Knutsford on 6 September, promises to be just as popular.



Raised:
£5,000

Partner with us

There are many great opportunities for you and your company to partner with us. For more information, email jo.wengler@hearingdogs.org.uk or call 01844 340740.

Thank you also to: Broadway Deli, Worcestershire; Sainsbury's, Amblecote, West Midlands; The Hearing Care Centre, Ipswich; Taylor Wimpey, South Midlands; Homesitters Ltd, Buckinghamshire

Fun fundraising!

Being part of the Hearing Dogs community is all about having a great time with like-minded local people, while raising money for a great cause

Being kind and having fun are a way of life for Gill Yeates, who heads our team of nine community fundraising managers. "I've worked with this fabulous charity for 10 years, starting as a community fundraiser for Hearing Dogs in East Anglia," explains Gill, our Cambridge-based national fundraising manager. "I've always said if it doesn't make you feel good or make a difference then it's not worth doing. And in my job I get to do both. It's wonderful that being friendly and kind-hearted are just as important to the success of my fundraising role as working hard and good communication.

"My father was deaf and I grew up with a variety of dogs in our household so when I was offered the job at Hearing



Gill supports her team at some of their varied and community driven fundraising events across the UK



Dogs I was over the moon. I love my job. I have an excellent team and really enjoy working with people.

What does the community fundraising team do?

"Between us the community fundraising team is responsible for raising £1 million a year for Hearing Dogs. To achieve this we offer support, ideas, advice and materials to local individuals, groups, schools or businesses who want to raise funds for the Charity.

"We like to think we put the FUN into fundraising and I think we do pretty well from the lovely feedback we get within our communities! We're a really friendly, committed bunch and all of us love meeting and getting to know new people. I've made so many good friends through Hearing Dogs and I think everyone involved feels the same way. We promise a warm welcome, plus there's usually a nice cup of tea or coffee to be had and maybe even a waggy tail to go with it – and what could be lovelier than that!"

How you can help locally...

There are many ways you can get involved with Hearing Dogs in your area, from holding a small fundraising event to becoming a registered volunteer. Simply give one of us a call or drop us an email. You'll find our contact numbers in the list below.

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

South East and South West London:
Nicholas Orpin, 07917 170122
nicholas.orpin@hearingdogs.org.uk

Essex, Norfolk, Suffolk, Cambridge and North East London:
Rachel Clarke, 07769 901291
rachel.clarke@hearingdogs.org.uk

Yorkshire, Lincolnshire, Nottinghamshire and North East England: Lucy Ward,
01759 322255 / 07769 901292
lucy.ward@hearingdogs.org.uk

Scotland: Lisa Armstrong,
07436 542544 / lisa.armstrong@hearingdogs.org.uk

North West England, North Wales and Northern Ireland:
Sophie Meadows, 07769 901297
sophie.meadows@hearingdogs.org.uk

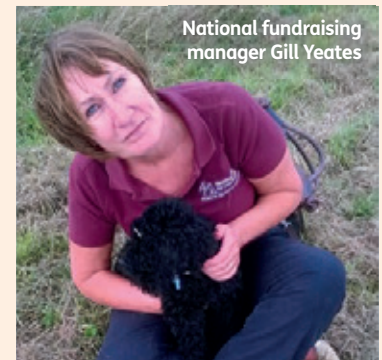
Northern Home Counties and North West London:

Michelle Sapwell, 07769 901305
michelle.sapwell@hearingdogs.org.uk

Mid-West England and South Wales:
Lauren Maher, 07769 901281
lauren.maher@hearingdogs.org.uk

Cambridgeshire and South Lincolnshire (CB6 CB7 and PE postcodes only): Gill Yeates, 07824 453319 / gill.yeates@hearingdogs.org.uk

South East London, Sussex and Kent:
Emily Lyle, 07435 964466
emily.lyle@hearingdogs.org.uk



National fundraising manager Gill Yeates





DID YOU KNOW?

Cockapoos are the nation's favourite mixed breed

Clever Cockapoos

Sociable, active and hardworking, Cockapoos make top hearing dogs

We already know Poodles and Spaniels make great hearing dogs because both breeds are inherently sociable, active and love working. The Spaniel is a gundog, specifically bred to flush game out of the dense brush. They love to hunt for toys and play retrieve games. They also really enjoy interaction with their handlers and are usually quite persistent when given a challenge.

The Poodle was also bred to retrieve, but from water. They are active, highly intelligent, love problem-solving and need physical and mental stimulation to channel their cheeky, fun personalities.

When you cross these two fantastic breeds, you'd expect to get a dog that fits neatly in between. This is sometimes the case, but what usually happens is you get a spectrum of personalities, some more like

Spaniels, some more like Poodles. This gives us a diverse range of wonderful dogs and enables us to create the perfect match for each hearing dog applicant.

We breed Cockapoos from Spaniels and Poodles with excellent health and temperaments meaning the puppies are genetically destined to be sociable and active with a love for training.

Hearing dog Waffle embodies all these qualities and helped to transform the life of Sarah Khanzadeh. Sarah, 14, is profoundly deaf following CMV infection and lacked confidence – until Waffle came along. Sarah says: "I don't mind if Waffle is typical of a Spaniel or a Poodle, she is unique and I love her for who she is. She is outgoing, friendly, loving and active. When I get sad she gets sad too; she will come and sit next to me, so I can stroke her until we both feel better.

"I feel really lucky and when I'm with her there's nothing I can't do. When I'm with her, I feel brave."

Quick facts

TOP DOG

-  The Cockapoo (Cocker Spaniel cross Poodle) wins the nation's heart as the favourite mixed breed – topping a list of 717 different cross breeds – according to Guide Dogs' latest Great British Dog Survey of over 36,000 people
-  Cockapoos are not recognised by the Kennel Club as a true breed – although all dog owners can register their dogs with the Kennel Club
-  Cockapoos are very popular in the UK with 146,480 internet searches every month.



“I feel really lucky and when I'm with her there's nothing I can't do”

How Waffle measures up

We asked 14-year-old Sarah Khanzadeh how her hearing dog Waffle's character compares with the mixed breed characteristics of the Cockapoo

Intelligent and easy to train

"Waffle is super clever as well as gorgeous. She is very good at following commands and brings happiness wherever she goes. I'm very proud of her."

Affectionate and accepts everyone

"Waffle loves being with her family. She is friendly with both humans and other animals. Most of all she loves playing with other Cockapoos – I think they understand each other, the way they join in so quickly and are so full of energy."


Hardly sheds

"I like how if you're allergic to dogs you can still give Waffle a cuddle. She doesn't shed her hair and she doesn't smell at all. Waffle likes to be groomed and pampered which is a good thing because she gets bathed and clipped every month – if we didn't she would probably be like a big fluffy tennis ball!"

An infectious zest for life that spreads to everyone around them

"My mum says Waffle is an absolute joy to have and she is. She makes everybody happy. When we're out and about you can see on people's faces as soon as they've noticed Waffle, they always smile and want to say hello."

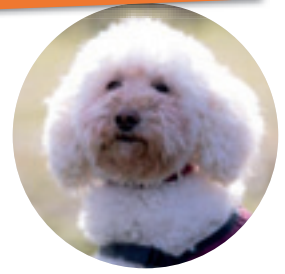
Active, highly intelligent and love problem-solving

"Waffle loves her exercise – especially when we go walking in the woods where she puts her nose to the ground and follows the scent trails left by all the wildlife that live there. Waffle is also very curious and loves puzzle solving – she is so quick; if I give her a new one she will solve it in a minute." 

Can you help?


We urgently need more volunteers to help care for and train our puppies and hearing dogs. Please email volunteer@hearingdogs.org.uk or call 01844 348129

Shake paws with...




WAFFLE


 **Favourite food:** Chicken flavoured treats

 **Loves:** Waffle loves working for me especially when the ice-cream van comes – she taught herself to alert me to the sound of the ice-cream van. She gets super-excited!

 **Hates:** Getting wet!

 **Favourite walk:** Waffle loves Black Park where we go for long walks in the woods

 **Likes to sleep:** In her bed, next to my bed

 **Favourite toy or game:** Waffle loves playing hide-and-seek in the park, she loves playing football and she loves a tennis ball – especially if it's green!

 **Is best friends with:** Me!



Waffle makes everyone smile – especially Sarah!



Photo: Nicky Stock

Ask the experts



Meet the expert



→
DR LORRAINE GAILEY

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

Dr Lorraine Gailey explains the technology behind hearing loops and why they help people with hearing aids feel more included

DID YOU KNOW?

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

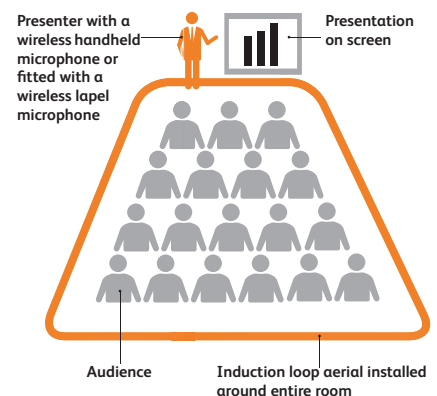


A counter loop helps with one-to-one communication

amplifier and a loop of wire, which are typically installed behind the counter. The signal is intended only to be audible for around 1.5m from the loop and it can be improved by moving your head closer, or sometimes tilting it a little, or asking the staff member to move their mouth closer to the microphone.

2 A room loop (meetings, events, places of worship)

The technical details of a room or perimeter loop can be quite intricate, but essentially they are designed to connect you directly to a sound source no matter how far away you are from the person speaking.



By reducing the distance and by cutting out background noise, reverberation and acoustical distortion caused by a building's architecture, they improve your hearing experience. With good mapping techniques, 'cold spots' can be addressed to ensure that the loop system covers 100 per cent of the venue, as we have done at The Grange Restaurant. There is no limit to how many people can use this sort of loop

What is a hearing loop?

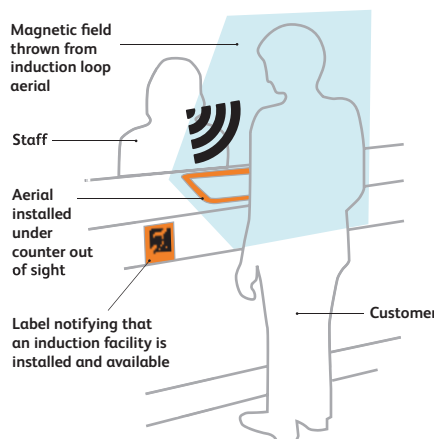
A hearing loop, sometimes called an audio induction loop, is a special type of sound system that supports people with hearing aids. The hearing loop provides a magnetic wireless signal that is picked up by the hearing aid when it is set to 'T' (Telecoil) setting or programme.

How does a loop work?

A microphone picks up the spoken word; an amplifier then processes the signal, which is sent through a loop cable. This can be a counter loop at a service counter, a wire placed around the perimeter of a meeting room, or a small loop worn around the neck. The cable acts as an antenna radiating the magnetic signal directly to the hearing aid. There are different types of hearing loops available.

1 A counter loop (shop counters, banks, intercoms)

This system helps with one-to-one communication in noisy environments. The loop captures and amplifies the staff member's voice with a microphone and transmits the sound using a special



at the same time. Some hearing loops are fixed into the building, and some are portable, which means a non-looped room can be made hearing accessible.

3 Personal listeners

These operate on the same principle as counter and room loops, but you can carry them around with you. You give the microphone to the person you want to hear, and you wear a small loop around your neck that contains the receiver. You can buy personal listeners from the new Hearing Hub at The Grange and online at shop.hearinglink.org

How do I use a hearing loop?

You simply switch your hearing aid to the relevant 'T' setting or select the loop programme. Some hearing aids do this automatically. Your audiologist can help if you are unsure. Advice and support will also be offered at The Hearing Hub at The Grange.



Advice and support will be on offer at The Hearing Hub at The Grange. The symbol (right) indicates the presence of a hearing loop

Why are hearing loops important?

With hearing loops in more public buildings and venues, which are both well signposted and properly maintained, together with staff who understand their purpose and value, hearing aid users can access the conversations they want to. This essential piece of technology improves the listening experience for millions of people in the UK who use hearing aids or implantable devices. They are inconspicuous, and help people hear more easily by cutting out unwanted background noise when they detect a magnetic field and creating clearer sound.

Who can use a hearing loop?

Whether using a counter loop, room loop or personal listener, you need a hearing aid or cochlear implant that has an activated telecoil. Older hearing aids have a T switch for this. Modern digital aids need to have the loop programme activated by your audiologist, who can offer advice and support, as can volunteers in The Hearing Hub.

How do I know if there is a loop installed?

Most public buildings and venues will include clear signs to show if a hearing loop is available.

What do I do if it's not working, or I can't access it?

You should inform a member of staff who will then get the loop checked. If the service provider does not provide the appropriate equipment or they do not keep it maintained properly, they could be in breach of the Equality Act and be open to legal action.

What is the Let's Hear campaign?

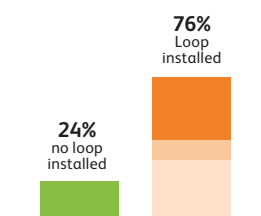
Hearing Link's Let's Hear campaign is a community-driven campaign to enhance hearing in public places. It empowers local people everywhere to improve hearing experiences for themselves, in their own communities.

Volunteers work as hearing loop checkers, visiting public buildings and businesses in their local towns to check loop availability and quality.

The diagram to the left is an example of the outcomes in one town where volunteers checked over 500 loops. 🐾

LET'S HEAR RESULTS AT A GLANCE

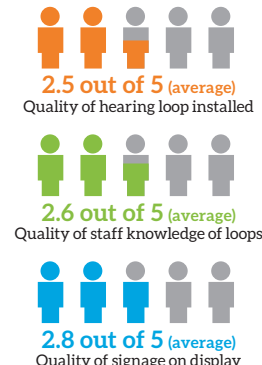
Provision of hearing loops



Of 556 loops installed, our volunteers found

- 43% were poor quality
- 14% were barely adequate
- 43% were satisfactory

Quality ratings



What our volunteers said

"The staff at the pharmacy had very basic knowledge, but had never used the hearing loop before."

"Very helpful staff who knew how to work the loop and the mic."

"Frustrating! The loop was not working despite signage being displayed."

Find out more

Get involved in this campaign and help improve the provision of hearing loops in your local area by joining the Hearing Link Let's Hear Campaign. To find out more go to: www.hearinglink.org/lets-hear. Learn more about hearing loops: www.hearinglink.org/living/loops-equipment



DID YOU KNOW?

Before her acting career took off, Stephanie planned to teach deaf children how to dance

Close-up with...

STEPHANIE BEACHAM

➡ Born on 28 February 1947 in Barnet, Hertfordshire, Stephanie trained at the Royal Academy of Dramatic Art (RADA) in London. Stephanie was a founder member of the Liverpool Everyman, worked for the Royal Shakespeare Company with Jeremy Irons and the National Theatre with Ian McKellen. She co-starred in films with Marlon Brando and Ava Gardner but she is perhaps best known for her work in Hollywood soaps as Sable Colby in *The Colbys* and *Dynasty*. This year she will appear in the BBC's third series of *The Real Marigold Hotel*.

Photo: Judy Geeson

Paws for coffee...



Actress and Hearing Dogs ambassador **Stephanie Beacham** on why being deaf has never held her back

Tea or coffee?
I like one brilliant cup of coffee a day. It has to be a really good blend. After that, it's tea, tea, tea, tea, tea – any excuse and I'll put the kettle on!

How did you first get involved with Hearing Dogs?

I remember visiting the Hearing Dogs centre to see how they're trained. I thought this is just so brilliant, because, if people want to feel pure unconditional love in their lives, a dog wants nothing more than to give it – if the dog is also clever and helpful, well it's a match made in heaven.

What is it about the Charity that inspires you to support it?

The fact that deaf people who would be lonely are no longer lonely. People who were thinking their life should end have found friendship in a hearing dog, and that has helped them rediscover their value in the world.

“She hopped straight into my Louis Vuitton”

What was the cause of your deafness?

My mother had chickenpox during pregnancy. I'm incredibly lucky to only be deaf in one ear. I've no hearing at all on the right. My left ear has 80 per cent hearing. Far away and near is all the same. It's all just a wall of sound.

Did deafness affect your childhood?

Enormously. I didn't realise until quite recently how lonely and solitary a lot of my childhood was. I couldn't take the confusion of noise so I'd sometimes say, 'I don't feel well' so I could go and sit quietly in the library with the stuffed birds.

How has deafness impacted on your career?

Not at all. I know everybody's lines as well as my own. They stage a scene to show my right profile because I always need to be on the right of anybody I'm acting with. A cameraman once said to me, 'You know your left profile is just as good as your right!' I said, 'Yes, but then I can't hear!'

Has your deafness ever caused problems?

People have thought I'm a snob and a snoot and unfriendly and unreliable – and I'm none of those. One day I'd say hello and another day I wouldn't reply. You can say, 'I'm so sorry, I'm deaf' but people forget.

What's hardest about being deaf?

It would be good if I didn't have to keep hopping to the right of everybody. Sometimes people make a joke and say 'alright granny'. Some just shout. Being shouted at is the worst thing.

What's your top tip to other deaf people coping in social situations?

Let people know. It's so much better that people understand a) you're not stupid, and b) that it's not personal if you have to cut the conversation short.

Who would you choose to go on a fantasy dog walk with?

Lord Byron and his beloved dog Boatswain.



He erected a tomb in memory of his dog and on it is the most moving tribute to his loyal friend: '...who possessed Beauty without Vanity, Strength without Insolence, Courage without Ferocity, and all the virtues of Man without his Vices...' – beautiful.

What are you most proud of?

I've never allowed deafness to be an excuse for not doing something.

Tell us about your two dogs...

Nutrina is a Jack Russell cross Shi Tsu. We met her as a newborn and that was it, we were in love. Sienna was almost dead when we found her by the road while visiting friends in Texas. We got her to a vet and a week later, when I called in to check on her progress, she hopped straight into my Louis Vuitton! No fool this one. So back she came to Hollywood with us.

What games do your dogs enjoy?

They have numerous soft toys between them. Where's monkey Nutrina? Go get monkey! No, she doesn't want to get monkey because it's much more fun to lie on a clean pile of laundry – especially when you've got filthy feet and are covered in leaves! They're frightful – and I love them so much. 🐾

Did you know that over half our hearing dogs are trained thanks to gifts in Wills?



"I'm thankful beyond words to Hearing Dogs because Teddy has helped me discover life and who I really am – he's given me an identity, a purpose and made me complete."

Vincent and Teddy



"She makes me be brave and happy, she helps me get to sleep at bedtimes and makes me not scared of anything. I would say that Rowan is my best friend."

Kaitlyn and Rowan



Please help us continue our work supporting people with hearing loss. Your gift can make all the difference.

Please contact **Steve Heyes** on **01844 348133**
or email legacy@hearingdogs.org.uk
www.hearingdogs.org.uk/legacies

