



Volunteer News

Winter 2017

Dog lovers wanted • Awash with awards
Focus on fundraising • Litter updates

Front cover stars: John Corteen with his hearing dog Penny • Brood bitch Evita playing with one of her pups
Volunteers at BWC pose for our volunteers' photoshoot • Volunteer Brenda Martin with Jade & Lexie
Celebrity Ambassador Pam St Clement at the Christmas Market with demo dog Bella

Read all about it

The latest news from Hearing Dogs

Volunteer recruitment update

Our 'Dog lovers wanted!' recruitment campaign has been very successful, with September reaching over 450 enquiries about volunteering for Hearing Dogs. Believe us, the volunteering office has been very busy! Much of this success has been down to you guys—talking about volunteering at your fundraising events, chatting to the public whilst out walking and encouraging friends and family to get involved.



We'd like to make a special mention to: Amanda Middleton, Lesley Quinn, Richard Cantrell, Peter Dixon, Keith & Deborah Goodchild, Catherine Potten, Katy-Ann Mason, Elizabeth Southon, Malcolm Domb, Rosemary Edginton, Helen Rees, Anne Morgan, Keith Dibble, Bridgette Brogden who were all mentioned by name by new enquirers. Huge thanks also to those puppy socialising volunteers who kindly gave their time to write about their experiences for us to send to local media contacts.

The campaign will still be going strong in the new year, with a particular focus on Beaconsfield & The Chalfonts, Bedfordshire, Cambridgeshire, Newbury & Basingstoke, South Oxfordshire and Edinburgh.



Volunteer Brian Irvine contacted his local community Facebook group about being their cover photo of the month and posting our 'Dog lovers wanted!' poster. Off the back of this we had an interview on BBC Radio Humberside and they also came to BWC to do some filming! If you are part of a local community Facebook group please feel free to promote and share our volunteer opportunities like Brian!



Puppy socialisers Peter and Sharon Shepperd at Bucks radio station Mix96 with Hudson to do an interview about Volunteering—thanks guys!

Welcome to Philippa Brill



Pip joined the Volunteering Team in September to help us in our efforts to recruit more volunteers into critical roles. Pip promotes all volunteer vacancies on our 'Vol Team HDogs' social media pages—find out how you can follow us if you don't already on page 6.

"My family are farmers and run a farm in Buckinghamshire which has a retail site, plant nursery, Christmas trees, a café and pick-your-own during certain seasons. I have 2 Labradors called Kipsey and Fergie and 4 alpacas called Maggie, Jeanette, Coriander and Wenceslas.

While I have always loved working on the farm I'm excited to be taking a different path and to have joined the Hearing Dogs family."



Helpdesk for hearing loss

At home, at work, socially — lots of things can change when you, or a loved one develops hearing loss.

We understand the impact and the challenges for you, your family and friends.

For free, independent information and support, contact our Helpdesk:

www.hearinglink.org/helpdesk
Email: helpdesk@hearinglink.org

Hearing Link is a UK charity active in England, Scotland, Wales and Northern Ireland for people with hearing loss, their family and friends.

Hearing Link is a trading name of Hearing Dogs for Deaf People, a company limited by guarantee registered in England and Wales (number 1964878) and registered as a charity in England and Wales (number 293358) and in Scotland (number SC040486).

www.hearinglink.org  

Volunteer Spotlight

Name: Neil Smith

Role: Fundraiser, Speaker & Demonstration Partnership



Neil is one of our invaluable, multi-talented speaker, demonstration and fundraising volunteers. Along with his hearing dog, Ginger, he lives on the Cowal Peninsula in the West of Scotland. Neil says he is often a lone figure while volunteering, but works twice as hard to compensate!



He attended two Great British Dog Walks this year, impressing and entertaining the walkers with an outdoor demonstration with Ginger. This was a first for the duo and everyone was so impressed.

Neil and Ginger are really popular and do so much for Hearing Dogs in Scotland, we really appreciate their involvement.

You can read more about Neil in the latest edition of [InTouch](#).

Awash with awards

Fiona Daniels receives Prime Minister's 'Points of Light' award

Fiona volunteers almost daily at The Grange and at the weekends, where she has been a puppy socialiser, administrator, training assistant, brood bitch holder and fundraiser for over a decade.



In total, Fiona has had over 100 hearing dogs and puppies in her home, despite difficult personal circumstances while she has been undergoing treatment for lymphoedema.

In an extra nice touch, Fiona has received a hand-signed Christmas card from No.10!



Volunteering Team Christmas win!

The Volunteering Team won the inter-departmental Christmas Tree decorating competition. Each department at The Grange was tasked with decorating a Christmas tree, then the public at the Christmas Market were asked to vote for their favourite.



Volunteering came out as their top pick with 'Christmas has gone to the dogs' tree with home-made dog treats, bone décor and hearing dog Scampi in the dog house! Fundraising came in 2nd place, Training 3rd and Welfare 4th.

Volunteer of the year 2017



From raising five litters of tiny puppies to thousands of pounds in her spare time – there's no doubting that Irene Rich from Hampshire deserves the Desmond Wilcox Volunteer of the Year Award for her outstanding contribution to Hearing Dogs.

Nicholas Orpin, Community Fundraising Manager, said one of her biggest contributions has been reviving a fundraising group which was about to close, and transforming it into a thriving success.

Irene has also changed lives via the Charity's breeding scheme. Her first breeding mum, Cora, a Working Cocker-Spaniel, had 18 puppies from four litters. She now has Evie, a show Cocker-Spaniel, who's had six puppies so far.

Irene, who is incredibly modest about this accolade, said: *"I believe in the Charity and feel part of a family and valued. You've only got to meet a couple of hearing dog owners to see how isolating and confidence-sapping deafness can be."*

You can find out more about Irene and the other winners' stories on our [website](#).



Volunteer of the month

May 2017 • Sharon Grubb



We truly value our volunteers who selflessly give places in their homes and their hearts when it comes to socialising our puppies. Sharon Grubb is a lady who has not only done this, but has gone beyond anyone's expectations in nursing hearing dog puppy Oscar back to health following a rare and frightening illness.

"Thanks to Sharon, Oscar has steadily regained his health and fitness and has even, just this week, re-joined puppy class – he's back on track to becoming a life-changing hearing dog!"

June 2017 • Vicky & Adrian Small



Spaniel Dora's pregnancy was somewhat a miraculous one. Having season after season, shown no signs of producing a litter, sadly she managed to finally fall pregnant when her fosterers had received upsetting health news that

turned their lives upside down. Vicky & Adrian Small didn't think twice when we put out an urgent request for someone to look after Dora and whelp her litter.

"Vicky & Adrian didn't have to take on this responsibility, but we are so grateful that they did. Their kindness and generosity to Dora, her poorly fosterer, the charity and the breeding team specifically is so appreciated."

July • Abi & Thomas Clark



Thomas Clark recently mused that he 'wished he could do more for Hearing Dogs', whereas in fact, there isn't much that he and wife Abi don't do! In just one recent weekend, the couple covered a shift at our stall at a local fete, Thomas cycled 100 miles at our sportive, Abi co-manned a feed station at the

same event and they of course were still lovingly looking after Zara as part of their Bed & Breakfast volunteering role.

"This young couple are superb members of the volunteering family. They both work full-time, live interesting lives, but also give so much to Hearing Dogs and take pleasure in their volunteering. We adore them!"

August 2017 • Bridget John



Bridget always excels in her volunteering and it was no coincidence that she was chosen as one of the first puppy socialisers to take part in our Volunteer Dog Training scheme. She home-trained Cocker Spaniel Kimba in his sound work and he was impressively ready to go directly to a deaf recipient in Scotland at just 12 months old!

"Bridget puts her heart and soul into her dog training. She always goes above and beyond, working creatively and putting in research to ensure all her puppies can reach their full potential."

September 2018 • Anne & Amy Morgan



Anne and Amy Morgan are a mother-daughter, dynamic double act! Anne is the super secretary of the Harrogate and District Fundraising Group. Full of ideas and enthusiasm, Anne keeps the fundraising momentum moving whilst Amy has become a really talented photographer and social media user – sharing her time and skills so generously with the charity.

"Nothing is ever too much trouble for Anne or Amy; they will help whenever and wherever they can and always with such a great attitude."

October • Chris & Tara Cox



Chris & Tara Cox are B&B volunteers based at our Beatrice Wright Centre. It quickly became apparent that Chris & Tara were perfectly suited to the role and that their caring, calm nature would really help the

dogs under their care to flourish, both in and out of 'school'. As well as this they have supported numerous local event and Great British Dog Walks and even provided snacks and cold drinks to staff who were evacuated from site on a hot Summer's day.

"Chris & Tara are great examples of two genuine people who will go out of their way to help others. We're very lucky that they chose to support Hearing Dogs, and our hearing dogs in training are lucky that they support them too!"



Margo has really pulled out all the stops this year to raise funds and awareness for Hearing Dogs and got very creative about it to boot! With her lovely family and hearing dog Pebbles by her side, she's a really brilliant volunteer and a complete joy to work with.

"With her mischievous smile and wicked sense of humour Margo really does put the 'fun' into 'fundraising'. Margo and her hearing dog Pebbles are fantastic ambassadors for Hearing Dogs and will go out of their way to support fundraising events, usually with husband, Harry, and son, Finlay, in tow! With the Harrisons you really do get three for the price of one, plus the adorable Pebbles, of course!"

December 2017 • Caroline & Terry Reeves



Caroline & Terry Reeves from Cheshire joined us in 2015 and have been passionate, enthusiastic and driven in all that they have done to promote and support Hearing Dogs since day one.

This Christmas they'll have their hands full caring for cute little Connie, but we know their thoughts will turn to previous pup Daphne

who will be spending her first Christmas as a proud, working hearing dog thanks to the wonderful training and socialising they dedicated to her.

"Daphne was a high-maintenance puppy during the early stages of training. With Caroline & Terry's determination however, and always wearing a smile, they knuckled down and got through those challenging times with Daphne blossoming into a lovely pup - gaining a league of 'Princess Daphne' admirers in Wilmslow!"

To nominate yourself or someone you know for Volunteer of the Month, please let us know by sending 250 words and a photo to volunteer@hearingdogs.org.uk



Social Media updates



Have you seen our new Volunteering Team Facebook group? It can be accessed via the main Hearing Dogs Facebook page or by searching 'VolTeamHDogs' on Facebook. The group is primarily focussed towards recruiting new volunteers and to celebrate our existing volunteer family. Please note, as this is a public group, it is not intended to be used as an alternative to Yammer or for discussion of 'back of house' matters.

Hearing Dogs TV

Hearing Dogs TV launched in September and the aim is to take our supporters behind the scenes of Hearing Dogs, to show them what life is like at our charity. They will be able to 'meet' amazing staff, volunteers, hearing dog recipients – and of course the adorable puppies and dogs that we train to transform deaf people's lives.

The latest episode is about clever hearing dog Betty and her recipient Wendy Martin. You can watch all the episodes by clicking the image below and also sign up to get email notifications.



Focus on Fundraising



Our annual Great British Dog Walks will be held at the following locations in 2018. We really hope you can join us at an event near you, either as a walker or as a volunteer.



18 March	Gibside, Tyne & Wear
18 March	Eastnor Castle, Ledbury, Herefordshire
24 March	Calden Faw Estate, Henley-on-Thames
25 March	Holyrood Park, Edinburgh
8 April	Margam Park, South Wales
14 April	Burton Constable Hall, East Riding of Yorkshire
21 April	Ightham Mote, Kent
22 April	Pollok House, Glasgow
28 April	Windsor Great Park
5 May	Ickworth Park, Suffolk
12 May	Kedleston Hall, Derbyshire
12 May	Hughenden Park, Buckinghamshire
19 May	Lyme Park, Stockport
19 May	Foxbury Common, The New Forest
2 June	Canonteign Falls, Devon
9 June	Stowe, Buckinghamshire
16 June	Frog Firl Farm, East Sussex
17 June	Belvoir Castle, Grantham
30 June	Chatsworth House, Derbyshire
1 July	Wimpole Hall, Cambridgeshire



Helping hands are needed at each of our walks. If you are able to volunteer for a few hours at any of the walk, please get in touch with the Volunteering Team:

E volunteer@hearingdogs.org.uk **T** 01844 348122

Not sure who to contact?
Find your local Community Fundraising Manager below:

Area 1: Midlands

Vicky Ryan **T** 07824 329063
E vicky.ryan@hearingdogs.org.uk
@VRHearingDogs

Area 2: South East England & SW London

Nichola Orpin **T** 07917 170122
E Nicholas.orpin@hearingdogs.org.uk
@nicholasorpin2

Area 3: Norfolk, Suffolk, Essex, Cambridge & NE London

Rachel Clarke **T** 07769 901291
E Rachel.clarke@hearingdogs.org.uk
@RachHearingDogs

Area 4: Yorkshire & Lincolnshire

Lucy Ward **T** 07769 901292
E lucy.ward@hearingdogs.org.uk
@LucyHearingDogs

Area 5: Scotland

Carol Jones **T** 07436 542544
E carol.jones@hearingdogs.org.uk
@CarolHDogs

Area 6: North East England

Eileen Botterill **T** 07436 289253
E Eileen.botterill@hearingdogs.org.uk
@EBHearingDogs

Area 7: North West England, North Wales & Northern Ireland

Sophie Meadows **T** 07769 901297
E Sophie.meadows@hearingdogs.org.uk
@SMhearingdogs

Area 8: Northern Home Counties & NW London

Michelle Sapwell **T** 07769 901305
E michelle.sapwell@hearingdogs.org.uk
@MJSHearingDogs

Area 10: Mid-West England & South Wales

Lauren Maher **T** 07769 901281
E lauren.maher@hearingdogs.org.uk
@LMHearingDogs

Area 14: Peterborough

Gill Yeates* **T** 07824 453319
E gill.yeates@hearingdogs.org.uk
@GillYeates

**Also National Fundraising Manager - Regional Team*

Area 17: Kent, East Sussex & SE London

Emily Lyle **T** 07435 964466
E Emily.lyle@hearingdogs.org.uk
@ELHearingDogs

Take up a challenge in 2018

Marathon madness

Thank you to everyone who took part in our 2017 Virgin London Marathon and Great North Run as part of Team Hearing Dogs!

Many of our runners enjoyed the experience so much that we already have a list of eager supporters to take part in next year's marathons, but we still need more.... so please get in touch and add your name to the list if you're interested.

Virgin London Marathon

Date: Sunday 22 April 2018

Contact: Melanie Preskett

E Melanie.Preskett@hearingdogs.org.uk

T 01844 348181

Great North Run

Distance: Half marathon

Date: 9 September 2018

Contact: Eileen Botterill

E Eileen.botterill@hearingdogs.org.uk

T 07436 289 253

Start spreading the word now amongst friends, colleagues and neighbours about how they can change the life of a deaf person by taking part in these fantastic events; you might be surprised how many people you know would be up for this worthwhile challenge! We offer support throughout your training, the weeks leading up to the event, as well as on the day.



Mount Snowdon hike

Climb Mount Snowdon by torchlight and watch the sunrise across the peaks of Snowdonia National Park, Contact Vicky Ryan to register your interest and find out more.

E vicky.ryan@hearingdogs.org.uk

Two summer abseils to choose from!

Spinnaker Tower in Portsmouth

Date: 25 August 2018

E nicholas.orpin@hearingdogs.org.uk

ArcelorMittal Orbit at the Olympic Park in London

Date: 16 September 2018

E michelle.sapwell@hearingdogs.org.uk

General Data Protection Regulation

Important changes are coming with the introduction of the General Data Protection Regulation (GDPR).

Data protection may not be the most exciting of topics but it is important for running our charity ethically and responsibly. Being transparent and open about how we process people's data can help us maintain the trust of our supporters, protect our wider reputation and to help attract new relationships.

It's essential we are all aware of the GDPR and the changes that it introduces. The GDPR represents an evolution in data protection law, strengthening individuals' rights within the EU.

The law comes into force on Friday 25 May 2018 and we are making preparations now in order to be compliant with the new legislation.

Please look out for updates on GDPR over the next few months.

For more information in general, can be found here:

Information Commissioner's Office website

First class fundraising

The collection of stamps and foreign coins has seen another hugely successful year having raised £5038 so far this year! Thank you to everyone who has helped us achieve this total.



There has been a big demand for collection kits from Xchange Master, who are the company that we work with. For this reason the current wait time is around 6 weeks from request being put in to the order being fulfilled. If you've put in a request and been waiting for longer than 6 weeks please contact Chloe Whitelock in the Fundraising Team.

E chloe.whitelock@hearingdogs.org.uk

T 01844 348135

Thank you also to those volunteers who have been helping snipping stamps at home. We really appreciate it!

Speakers' Corner

Speaker update training has been taking place throughout October and November all over the country. Thank you to all our volunteer speakers, who've taken the time to attend and provided feedback about the new presentation.

Scottish Gathering 2017 - Perth

On Saturday 7 October, 40 fabulous Scottish fundraising volunteers and recipients gathered in Perth to celebrate the charity's 35th anniversary, and share ideas for fundraising over the year ahead.

As well as Carol Jones, Community Fundraising Manager in Scotland, who organised the event, the gathering welcomed Andrew Jones, Director of External Relations and Gill Yeates, National Fundraising Manager. Volunteers had the chance to listen to news from the Charity, share experiences with either other and ask questions.

The event also commemorated Margaret Arthur, who retired this year after a lengthy service as a fundraising employee in Scotland, but who quickly signed herself back up as a volunteer! We are delighted to still have her on board.

The event, sadly, said goodbye to another long-standing volunteer and recipient, Billy Falconer, who passed away in September after illness. He will be fondly remembered by all.

The day was rounded off with our speaker training update to new and existing speakers, who all really liked the revised presentation and are now fully equipped to continue delivering talks to our groups and clubs throughout Scotland.



Volunteers, staff and dogs at the Aldershot speaker training session.



Volunteer speaker Maggie Gray-Wallis with her hearing dog Nero at a recent talk to 60 children at a primary school in Cheltenham.



Welcome to Emily Lyle, our new Community Fundraising Manager for Kent, East Sussex & SE London

"I am so excited to be joining the Hearing Dogs family and cannot wait to meet all the wonderful volunteers in Kent, Sussex and South East London. Having worked as a Community Fundraiser for Marie Curie for the last four years I am hoping to bring some of that knowledge and experience to Hearing Dogs so we can continue training these incredible dogs to be life changers!"



Nationwide networking

Our branches and fundraising groups are so important to Hearing Dogs. They help raise awareness in local communities, as well as vital funds to help us train more hearing dogs. They do so much for the Charity, including holding events like Paws for Coffee mornings, visiting local groups to give talks and spreading the word of our work. Here are some updates from our fab fundraising groups and branches across the UK.

Area 4: Yorkshire & Lincolnshire—Lucy Ward

Thank You Janet Robinson!



We would like to take this opportunity to say a huge thank you to the wonderful Janet Robinson who has done a fantastic job of being Chair of our York and District Fundraising Group for us for many years now.

Janet will be stepping down from the Group in December to take a well-earned rest although she is still going to be helping out at occasional events and putting her

amazing craft skills to good use for us.

Always enthusiastic, organised and willing to help Janet has worked so hard and done so much for the charity. Thank you Janet – you will be missed!

Could you follow in Janet's footsteps?

The York & District Fundraising Group require a new Co-ordinator to step into Janet's shoes. This is a pivotal role within the group and will suit an enthusiastic and energetic person with strong organisational abilities, people skills, enough free time to organise and attend fundraising events, plus motivate group members to assist. It would be useful if the Co-ordinator has some home space in which to store equipment for fundraising events.

Part of the role will be to run the very successful monthly stall at York Hospital, co-ordinate volunteer activities and order sales merchandise all with the support of Community Fundraising Manager Lucy Ward based at The Beatrice Wright Centre in Bielby.

If you think you might be able to help please contact Lucy Ward

T 07769 901292

E lucy.ward@hearingdogs.org.uk

Area 3: Norfolk, Suffolk, Essex, Cambridge & NE London—Rachel Clarke

Bury St Edmunds Fundraising Group

Have been hard at work over the last couple of months. A recent supermarket collection raised over £350 and a 'Paws for a Hot Scone' event raised over £400 with over 50 people in attendance. The group, headed up by recipient Margo Harrison, even organised a Celebration of Cheese evening!



Saffron Walden Branch

Have opted to become a fundraising group, but this makes them no less lethal in their fundraising efforts! With plans to take their beautiful homemade crafts to many local fairs in the run up to Christmas. They are also planning to put forward bids for local funding from charitable organisations.

Harlow Fundraising Group

Apart from organising and supporting fundraising events in their area, the group are incredibly successful with collection boxes. With around 30 boxes out in the local community, these make up over 20% of their fundraising total of just under £10,000 in 2016.

Cambridge Branch

Have had a great year in 2017, with a variety of events from collections to fetes. One fete organiser donated over £450, which was half the profit of bar sales that day.

And in other news...

Sophie Biebuyck was invited to speak about Hearing Dogs at a District Rotary Conference in September, comprising of all rotary groups in Essex and Herts. A donation of £200 was received and it has also directly generated more Rotary talks in Essex.





Herts, Beds, Milton Keynes & South Bucks branches come together at the Stowe Great British Dog Walk.

Would you like to be part of a fundraising group or branch? Or start your own?

We are always looking to welcome new friends and volunteers into our groups, as well as set up new groups in other areas. Below is a list of our current Fundraising Branches and Groups if you are interested in joining one, or starting a new group please get in touch!

Scotland

North East Scotland Fundraising Branch
Fife Fundraising Branch
Glasgow Fundraising Group
West of Scotland Fundraising Group
Edinburgh Fundraising Group

North West

Cheshire Fundraising Branch

Northern Ireland

Ulster Fundraising Branch

North East & Yorkshire

Harrogate & District Fundraising Group
York & District Fundraising Group
Wharfedale Fundraising Group
Hull & District Fundraising Group

East

Harlow & East Hertfordshire Fundraising Group
Manningtree Fundraising Group
Ipswich Fundraising Group
Bury St Edmunds Fundraising Group
Saffron Walden Fundraising Group
Cambridge Fundraising Branch
Ely Fundraising Group

Wales

Gwent Fundraising Group

Midlands

Cannock Fundraising Group
Streetly Fundraising Group
Hagley Fundraising Group
Broadway & Warwick Fundraising Group

South East

Hertfordshire Fundraising Branch
Bedfordshire Fundraising Group
North Bedfordshire Fundraising Group
Milton Keynes Fundraising Branch
South Buckinghamshire Fundraising Group
North London Fundraising Branch
North Hants & Surrey borders Fundraising Group
Croydon & Surrey Hills Fundraising Group
Epsom & Ewell Fundraising Group
South Hampshire Fundraising Branch
East Sussex Fundraising Group
West Sussex Fundraising Group
West Sussex Coastal Fundraising Group
Littlehampton & Arundel District Fundraising Group
Tonbridge Fundraising Group
Sevenoaks Fundraising Group

South West & Channel Islands

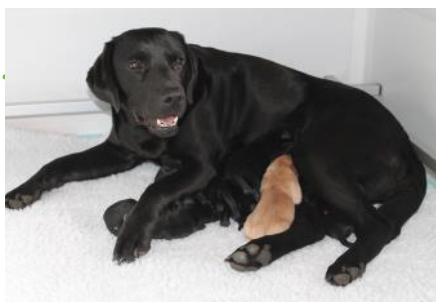
Dorset Fundraising Group
Taunton Fundraising Branch
East Cornwall/Mid Devon Fundraising Group
Plymouth Fundraising Group
Guernsey Fundraising Branch
Forest of Dean Fundraising Branch
Cheltenham Fundraising Group
Dart Valley Fundraising Branch

We would especially like to start new groups in:

Tyne & Wear
Halifax, West Yorkshire
Lincoln, Lincolnshire
Northamptonshire

Updates from around the charity

Breeding Scheme: New recruits, Summer-Autumn 2017



H Litter

7 pups

Names: Hudson, Henny, Hosta, Hannah, Hector, Hedley & Hunter

Mum: Crumble

Dad: Bauer (external stud)

Breed: Labrador

Born: May

I Litter

4 pups

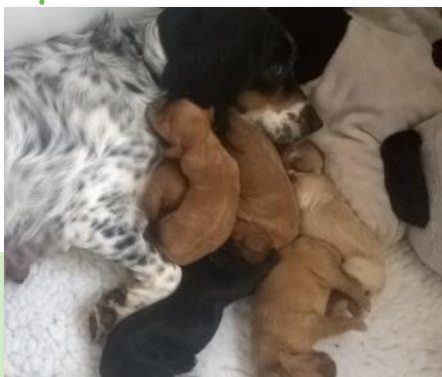
Names: Indy, Ike, Iggy & Ingle

Mum: Pebbles

Dad: Kody

Breed: Show X Working Cocker Spaniel

Born: June



J Litter

7 pups

Names: Jet, Jenson, Jasper, Jack, Jonty, Jess & Juno

Mum: Dora

Dad: Sena

Breed: Cockerpoo

Born: June

K Litter

6 pups

Names: Katy, Kenny, Kitty, Kristoff, Karli & Kaspar

Mum: Evita

Dad: Ed

Breed: Working X Show Cocker Spaniel

Born: June



L Litter

9 pups

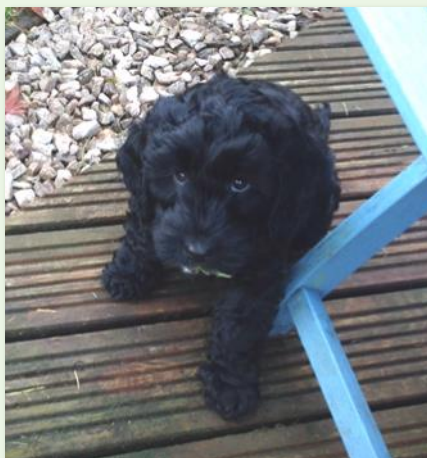
Names: Lexlie, Libby, Hylton, Layla, Lucy, Larry, Lulu, Linus & Lucky

Mum: Megan

Dad: Charlie

Breed: Working X Show Cocker Spaniel

Born: July



M Litter

3 pups

Names: Madge, Merlin & Marnie

Mum: Lola

Dad: Sena

Breed: Cockerpoo

Born: October



N Litter

7 pups

Names: Neal, Nina, Neve, Nancy, Noah, Nell & North

Mum: Ronnie

Dad: Darwen

Breed: Labrador

Born: October



O Litter

9 pups

Names: Otto, Odin, Orson, Otus, Oakley, Onyx, Orlando, Oscar & Ozzy.

Mum: Vicky

Dad: Goldie

Breed: Labrador

Born: November



External Pupdates

As well as our puppies that are raised through our Kennel Club Assured Breeding Scheme, we work with a small number of outside breeders. If you would like to find out how to donate a puppy to Hearing Dogs or know someone who might like to, you can find out more by going to our [website](#).

We have welcomed some gorgeous external pups over the last few months. Here are just a few...

Panda & Bear



Zita working those puppy dog eyes



Wilma exploring



Tiny Poodle pup Heidi with her socialiser Jean Meier



Willow shows off her lovely colours

Puppy Socialising

Dog lovers wanted!

Before the summer several of our puppy socialising catchment areas were expanded and some new areas opened! This is very exciting news for us at Hearing Dogs as it means we are growing as a charity and able to offer more roles around the country and also train more puppies to reach our target of 200 hearing dogs placed by 2020.

The new and expanded areas are:

- Newbury & Basingstoke
- East Berkshire/ North Hampshire
- Hertfordshire—expanded to include Watford, Borehamwood, Cheshunt & Harlow.
- Bedfordshire—expanded to the full county.
- Tyne & Wear—expanded southwards to include City of Durham.
- Edinburgh—expanded to include Midlothian

If you know anyone who lives in these areas who might be interested in puppy socialising, or you could help us spread the word by putting up posters then please get in touch with the Volunteering Team.

Welcome to Lorraine Smith our Puppy Training Instructor for Newbury & Basingstoke

“Having worked in the Animal Health sector for over 20 years with farm animals (particularly chickens), I made the choice to change direction and follow my dream of working with dogs. Having retrained over the last two years, whilst working for Blue Cross in their kennels, I have now almost completed my MSc in Clinical Animal Behaviour. I have started in my new role as Puppy Training Instructor with Hearing Dogs and look forward to the opportunity to make a difference in people's lives.”



Lorraine with volunteers Tania Leman & Delphi, Malcolm & Anne Pickett with hearing dog Tegan & Rosemary Edginton & Teaka braving the freezing weather to recruit some volunteers at the Newbury Pet Show.



A huge welcome also to our first two puppies in Newbury— both Show Cocker Spaniels. The blue roan is Dexter and the tri-colour is Tank. We wish them all the best in their training with their new puppy socialisers.



Hearing dogs volunteer family

Quality Assurance

Character Appraisals for dogs in socialising



Following the successful recruitment of our new Quality Assessors, Steve Penman and Lotte Stringer, we are happy to say we are restarting Character Appraisals in February 2018. For those of you who have had dogs in socialising before you will recall that we used to do this assessment at 8 months, however after gathering your feedback and reflecting on the needs of the Charity, we will now be completing the assessment at 10 months of age.

The assessments will be carried out mainly at The Grange or The Beatrice Wright Centre, depending on your location. We hope this is a great opportunity for those of you who don't have puppy classes on site to visit the training centre and have a short tour. For those who live further afield, a QA Assessor will visit you at home.

The aim of the character appraisal is to gather information to ensure that he or she can be matched to the right applicant and that the dog's training from that point on can be tailored to the Recipient's individual need.

The format will involve one of our QA Assessors taking you and your dog into town where you will walk on lead, practice recall and have a settle in a café (please take this opportunity for a well-earned tea and cake!). Back on site we will take the dog away for a short period to see how he or she copes with a new handler.

Invitation letters will be sent out 4-6 weeks in advance with the details of when and where your dog's Character Appraisal will be and more information about the day. If you have any queries or questions about the character appraisal, please contact Karen Long

E karen.long@hearingdogs.org.uk
T 01844 340729

We look forward to seeing you next year!

The Quality Assurance Team



Welfare

Dog harnesses

Please remember to always remove your puppy or dog's harness when allowing he or she to free run unless otherwise instructed.

Our comfort harnesses and 'easy-walk' harnesses are restrictive to dogs' movements when doing anything other than a slow and steady walk. When running this can, over time, cause joint and muscle problems. If you've been provided with a harness for specific training purposes, please check with your trainer.



Puppy growth charts

Hearing Dogs have been working with The University of Liverpool and Walthams (centre for pet nutrition) to create the first ever puppy growth charts in the UK. They have been scientifically developed in a similar manner to charts used to monitor the growth of children which are used by healthcare professionals around the world. Puppy Growth Charts are a user-friendly clinical tool designed for to monitor dog growth.

Growth chart assessment will help determine if a puppy is following the expected growth pattern and may aid early identification of any potential nutritional or health problems. By weighing and capturing regular data, we can see if a puppy is growing at a healthy rate and act quickly should a concern develop.

All puppies will now have a copy of their growth chart in their medical record book. If you have any questions please contact your trainer. You can also find out more on Walthams [website](#).

Updates from the Beatrice Wright Centre & The Grange

Welcome Centre at The Grange

The Welcome Centre building is almost at completion and due to open with a 'soft launch' in late January 2018. Keep an eye on the website and Yammer for further updates.

We are looking for volunteers to help out supporting the front of house staff – find out more about this exciting new role on the **next page!**

The Barn Restaurant will remain open for staff and volunteers only. Could we also take this opportunity to remind all volunteers to make sure you sign in at Reception if you come to The Grange—this will be even more important once we have more members of the public visiting us. Thank you.

Training update from BWC — Hayley Simpson

We would like to say a huge thank you to everyone who has helped us over a busy few months, taking in dogs at short notice and in some cases taking two dogs home to look after. Also big thanks to everyone for providing ongoing support to the training team especially when dogs are needing extra training time. We really are all part of one big team with one goal, and we hugely appreciate your time, commitment and dedication to creating hearing dogs.

Work placement student Hayley Towell joins us next year as a training assistant. She is from Harper Adams University and is studying clinical animal behaviour and welfare. You will see her around BWC working with the training team. Welcome Hayley!



Other changes in staff: Nicci Cross is now Training Team Leader for York & Harrogate and Sam Bennett remains Training Team Leader for the Cheshire area. Lizzie Phillips has now started her new role as BWC Centre Manager.



Welcome to two of our newest facilities team volunteers, Kath Norton and Steve Wood (pictured with Noreen Brown). Kath helps out on Reception on Monday mornings and Steve comes in to valet our fleet vehicles & look after our recipient gardens. We really appreciate all their help already!



Volunteer Fair at Hearing Dogs for Deaf People

Saturday 27 January 2018

11am - 1pm

The Beatrice Wright Centre
Hayton Road
Bielby
YO42 4JP

Come and find out more about volunteering opportunities.

hearingdogs.org.uk/volunteer



NB. Pet dogs are not allowed on-site for insurance purposes.

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

Spread the word

We are always looking for new people to join our volunteer family, all of our available volunteer roles are listed on our website.

W hearingdogs.org/volunteer **E** volunteer@hearingdogs.org.uk **T** 01844 348122

Volunteer in our Welcome Centre at The Grange

A new and exciting opportunity has arisen at The Grange for Front of House volunteers to assist in the running and development of our brand new Welcome Centre. We ask for a degree of fluidity and understanding, as well as a positive outlook at the challenges that may present themselves in the early stages of its opening. You will play a pivotal role and be at the forefront of getting the Welcome Centre off the ground. We will need an 'all-hands-on-deck' approach to help it evolve and take shape. If this is something you'd like to be a part of, then we'd love to hear from you!



Main Tasks:

- Assist in the general preparation and set up of services at the Welcome Centre.
- Serve meals, snacks and beverages whilst using the till system.
- Clear tables as and when required.
- Be able to explain to customers the name and ingredients of dishes prepared on site.
- Stock and replenish counters and service points when required.
- To up-sell in an effective and professional manner.

We will need volunteers to help for 2 hour shifts (minimum) on a weekly basis, Monday through to Sunday. Please note this is not an ad-hoc role and we will require a minimum of 3 months commitment.

If you are interested in this role and would like to apply, please get in touch with Philippa Brill with a day (and morning or afternoon preference) that would suit you best.

E Philippa.brill@hearingdogs.org.uk **T** 01844 348129

New volunteering business cards



We have brand new business cards that you can easily carry around with you and hand out if you meet anyone who is interested in finding out more about volunteering. We have 3 designs so you can decide if you're Team Poodle, Team Spaniel, Team Labrador or all three!

Foster a hearing dog mum

We are looking for more volunteers to foster brood bitches for us over the next year.



The role of a volunteer brood bitch holder is to foster one of our breeding dogs and allow the dog to live long-term in their home. The dog would live with your family, similar to a pet dog, with the addition of having up to 4 litters of puppies which would be whelped at your home. The puppies would stay under your care until they are 8 weeks of age and ready to come in to our training centre. Please note, this role is currently only available to those who live within an hour of The Grange. If you, or you know anyone who might be interested in this role, please do let us know!

MERRY CHRISTMAS

to our fabulous Volunteer Family

We would like to wish all of our volunteers a very happy Christmas with our sincere thanks for all the hard work, time and commitment you have given to Hearing Dogs this past year.

