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Cochlear Family

SPECIAL EDITION COVID-19 SUPPORT

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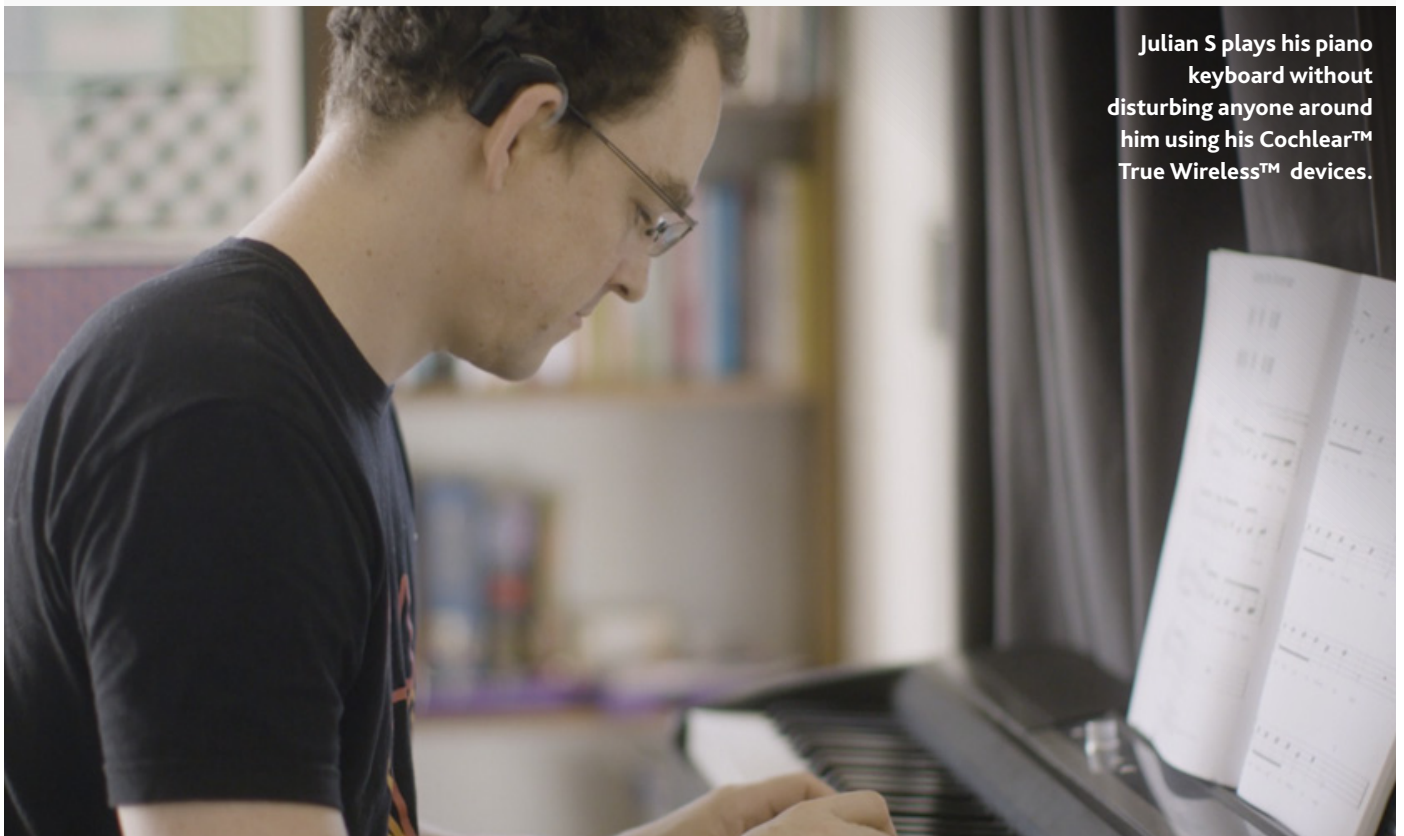
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Streaming: A survival guide

How others are tuning into music, Netflix and podcasts



Julian S plays his piano keyboard without disturbing anyone around him using his Cochlear™ True Wireless™ devices.

ARE YOU finding yourself unexpectedly homebound given recent global events, but struggling to find some quiet time with family around you 24/7?

Whether you live with family, friends or flatmates, balancing everyone's needs while co-living in a confined space can be a challenge; some people are studying or taking work calls from home while others are playing music or are glued to Netflix and the news.

And it's understandable – occupying yourself, especially with

movies, audiobooks or music, is a therapeutic way to cope in times of uncertainty.

WHEN STREAMING IS THE SOLUTION

So how do you co-exist in a household full of people without creating havoc?

Julian S, a cochlear implant recipient and musician who lives in Australia with his wife and two young children, immerses himself in his music by playing his piano keyboard.

He does this without disturbing anyone around him using his

“I have a Mini Mic and I hook it up to my instruments and practise without disturbing my family.” Julian



◀ Cochlear™ True Wireless™ devices, which allow him to stream music from his electronic keyboard to his Cochlear Nucleus® 6 Sound Processors.

“I have a Mini Mic and I hook it up to my instruments and practise without disturbing my family. It just goes straight to my sound processors.”

Streaming also allows Julian to listen to music from his smartphone while he works at his desk without bothering those around him.

“I like to listen to music in the office when other people are working silently – it helps me focus,” says Julian.

STREAM YOUR FAVOURITE TV SHOWS

While music is a tonic for some people, others choose to tune into movies or TV shows.

Sheiladawn F, a grandmother who lives in the US and is also a cochlear implant recipient, loves watching movies with her husband and catching up on TV shows from her younger years, like Days of our Lives.

“Streaming helps me feel connected to the world.”

Shannon F

While Sheiladawn can hear the TV with her Cochlear Nucleus Kanso® Sound Processor, she was surprised by the extra sound quality she experienced using the Cochlear Wireless TV Streamer.

STAYING CONNECTED USING TED TALKS AND PODCASTS

For others, streaming helps to overcome a sense of isolation and feel up to date with what's going on.

“Streaming helps me feel connected to the world,” says Shannon F, who uses bilateral Cochlear Nucleus 7 Sound Processors and lives in the UK. Shannon says streaming is part of her daily life – whether she is streaming her favourite Ed Sheeran track, listening to a TED talk or taking a phone call.

STREAMING – HOW TO GET STARTED

If you use a Cochlear Nucleus 7 Sound Processor you can stream phone calls and videos directly from a compatible* Apple or Android™ device.

If you don't have a compatible device you can use the Cochlear Wireless Phone Clip or Mini Microphone.

If you use a Cochlear Baha® 5 Sound Processor you can stream phone calls and videos directly from a compatible* Apple device using the Baha® Smart App. If you use an Android device or another smartphone, you can use the Cochlear Wireless Phone Clip.

If you have a Nucleus 6 Sound Processor, you can stream sound wirelessly to your processor from any Bluetooth®-enabled phone using the Cochlear Wireless Phone Clip for hands-free listening. If you do not have a Bluetooth device, you can plug the Mini Microphone directly in to the headphone jack of any device and the audio will stream wirelessly to your processor. ●

How I survived my first online video chat

My 10 tips for you



By Bec

Bec is a cochlear implant recipient, blog writer and coordinator for *Hear For You*, a support group in Sydney, Australia, for teenagers with hearing loss.

AS FRIENDS, family and other community groups move to virtual chat rooms and video conferencing to stay connected, it's easy for those of us with a hearing loss to get left behind.

On Sunday night, I was invited to a group 'Zoom hangout'. A lot of groups are turning to Zoom for catch ups that would normally be face to face.

I knew I would only be able to hear 50% of everything said, but I decided I should give Zoom a go to see if I can still benefit from being a part of the community.

In that one hour, I not only learned a lot about Zoom, but more importantly, what a difference it makes to feel a part of a caring, supportive group of people – even if I didn't hear everything.

Live captions for many will be the gold standard of access, but if live captions aren't an option, here are some tips that I learned on Sunday for you to share with others who don't have a hearing loss to make virtual catch ups easier for you.

amount of background noise can be reduced by asking everyone who isn't speaking to press mute. It means only one microphone is on at a time.

3 Use 'Active Speaker' mode If you have a hearing loss, Active Speaker mode automatically switches the large video onto whoever is speaking. That means you can see a larger image of the person who is speaking while everyone else appears in small icons at the top of the screen. This makes it easier to lip read. Make sure your group knows about the different modes (you can learn more about them on the Zoom website).

1 Use a microphone Hearing loss isn't just about volume, it's also about clarity. A person with good hearing can often push through background noise, static or echo and understand the speaker, but it's MUCH harder if you have a hearing loss.

Ask your friends to use a personal microphone close to their face. This can really improve the sound quality. They simply need a pair of earphones with a microphone that they would normally use with their mobile phone. Any kind of lapel microphone worn on the collar can also work.

2 Press mute It's sometimes impossible to avoid background noise when on a call, especially if anyone on the call has loud kids or a loud air conditioner operating in the room. In a group video chat, the

4 Think about lighting Many people with hearing loss rely on lip reading to communicate, but that's really hard if the faces of people on the call are in a shadow. Ask everyone to adjust their chair so that their faces are well lit and that their whole face is in the frame. ▶

"Ask everyone to adjust their chair so that their faces are well lit and that their whole face is in the frame."

Bec



5 Use the 'Chat' function

Even in the best circumstances, sometimes there is a word that I just can't understand. The word could be repeated 100 times, but it won't make a difference – I just can't hear the sound. Let others on the call know that if they are repeating a word or sentence more than two or three times, it will help you if they jump in and type it in the live chat function.

6 Don't rush

Most people with a hearing loss take a little longer than everyone else to process what they hear and it can be really hard to keep up in a group conversation. Ask everyone to slow down and take their time when talking and to avoid changing topics quickly.

7 Use the extra functions

In Zoom, there is a 'raise hand' function where anyone can click a button to raise their hand if they have something to contribute. Also, turning on non-verbal feedback through the settings unlocks extra buttons like 'go slower' and lets participants remind everyone to slow down.

Using functions like these stops people from talking over the top of each other so everyone has a chance to be heard.

8 Decide on a facilitator

Nominate someone to lead or facilitate the meeting or chat. This person can rotate, but they are the one keeping an eye out for any 'raised hands', making sure everyone has their say.

It may seem formal and awkward at first, but having one person responsible for leading the chat means anyone who is struggling is not left behind. After a while, having a facilitator no longer feels awkward.

9 Checking in on people who are hearing impaired

Remind your friends who don't have a

hearing loss to follow up and check on anyone on a call who does – especially after a group virtual hangout.

Sometimes, people with a hearing loss can be left feeling more isolated than before if they haven't been able to follow the conversation.

Ask them if there is anything else you can do to keep them included, everyone has their own tips to making different forms of communication work.

10 A final piece of advice

These meetings won't be perfect. They will be hard and you'll probably struggle at times. Being prepared for that makes it easier to cope with.

When I approached the Zoom group chat, I took the attitude that I didn't have to catch everything. If I missed 25% of what was said, but could still follow roughly what was happening, that was okay.

You also won't know how well you will cope until you try, so give it a go with some safe and patient friends.

It won't work for everyone. At times, I haven't been able to hear anything in face-to-face group chats, let alone online, but give it a try just once. See how you go and if it doesn't work for you don't be afraid to say so. ●

"If they are repeating a word or sentence more than two or three times, it will help you if they jump in and type it in the live chat function."

Bec

Children, especially, find comfort in the consistency of routines, such as getting dressed, eating breakfast together, walking the dog or getting ready for bed.



Daily routines

Why they are great for early listening and language skills

WITH UNEXPECTED and stressful changes to our daily lives, as many have experienced recently with global events, it's typical for people to find comfort in simple things – even as simple as daily routines.

Children, especially, find comfort in the consistency of routines, such as getting dressed, eating breakfast together, walking the dog or getting ready for bed.

Our daily routines are also full of opportunities to learn and develop language skills. Since the language we use in daily routines is often predictable, take advantage of this

time to introduce new words and phrases.

HOW TO GET STARTED

Use your daily routines to comment on what you are doing and saying. If your child does not have the language for what they want to say, model the phrases or simple sentences.

Repeat the language so they learn to listen and associate the activity with the phrase and later begin to use approximations of the phrase meaningfully.

For example, when having breakfast repeat the action phrase 'pour the milk' many times as other

family members have a bowl of cereal or porridge. Incorporate the word 'pour' into other phrases such as pouring the juice or coffee, pouring water into the bath or when cooking.

In this way your child not only learns to listen to the word but also learns to generalise it in other contexts. ►

Use your daily routines to comment on what you are doing and saying.

◀ EXTENDING VOCABULARY

Remember to always extend your toddler's vocabulary. Once they are understanding and using a particular word or phrase, it is time to introduce a new one. Give correct clear language in simple sentences about what they are doing and uses real names for objects and actions. For example, in a handwashing routine, use descriptive words like 'dirty', and then move on to 'wet' and 'sticky' to expand your child's concept development.

Giving choices to your young child helps with developing independence and is a way to introduce questions and structures.

Using your morning dressing

routine, your toddler's interest is more likely to be maintained if they choose what they wear.

Give your toddler a choice of two tops; describe the tops, encourage your child to vocalise which one they want, and talk about the one they choose.

Use the correct name for each item of clothing and use appropriate phrases for actions, for example, "put your legs in your jeans" and "put your arms up" so you are helping to develop concepts by talking about on/off, up/down and same/not the same.

INCORPORATE DAILY CHORES

Everyday chores such as washing

dishes, are other good language opportunities:

- Name cookware and cutlery (bowl, plate, cup, knife, fork, spoon).
- Talk about where objects go in the dishwasher (the bowl goes on top).
- Describe the objects (the knife is sharp).
- Talk about the objects that cannot go into the dishwasher (negatives). The saucepan doesn't fit.
- Give a direction (shut the door).

So, if you have some extra downtime with your child at home, it's a great opportunity to talk more with your young children and help them develop their communication skills. ●

Use the correct name for each item of clothing and use appropriate phrases for actions, for example, "put your legs in your jeans" and "put your arms up" so you are helping to develop concepts by talking about on/off, up/down and same/not the same.



CochlearFamily

Keeping you connected and supported

To our Cochlear Family thank you for taking care, staying calm and being safe during these uncertain times. We are still contactable and available to assist with your enquiries and support needs, just get in touch with one of our helpful Customer Service team members by emailing **customerservice@cochlear.com**



Hear now. And always

As the global leader in implantable hearing solutions, Cochlear is dedicated to helping people with moderate to profound hearing loss experience a life full of hearing. We have provided more than 600,000 implantable devices, helping people of all ages to hear and connect with life's opportunities.

We aim to give people the best lifelong hearing experience and access to innovative future technologies. We have the industry's best clinical, research and support networks.

That's why more people choose Cochlear than any other hearing implant company.

Please seek advice from your health professional about treatments for hearing loss. Outcomes may vary, and your health professional will advise you about the factors which could affect your outcome. Always read the instructions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information.

Views expressed are those of the individual. Consult your health professional to determine if you are a candidate for Cochlear technology.

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The Cochlear Nucleus Smart App is available on App Store and Google Play.

The Cochlear Nucleus 7 Sound Processor is compatible with Apple and Android devices. For compatibility information visit www.cochlear.com/compatibility

Cochlear Baha 5 sound processors are compatible with iPhone, iPad and iPod touch. *For compatibility information visit www.cochlear.com/compatibility

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Baha implant systems are intended for the treatment of moderate to profound hearing loss.

Cochlear™ Nucleus® implant systems are intended for the treatment of moderately severe to profound hearing loss.



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