

Cochlear Family

Keeping you supported, connected, inspired

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Cochlear®

Strategies for succeeding at university



Karina, Cochlear™ Nucleus® System recipient.

For Cochlear™ implant recipient, Karina, the transitioning from high school to university required some adjusting to. Vast theatres with sound reverberating off the walls made it difficult to understand lecturers and Karina found advocating for her needs as a student with hearing loss harder in the large tertiary institution.

Through her Hearing Differently website*, the 26-year-old communications graduate is passionate about helping young people like herself to navigate this life stage. She has hosted a two-part webinar series on Accessibility in Post-Secondary Education. This webinar series was created in collaboration with the Canadian Hard of Hearing Association's Youth Peer Support Program, and together they explored the differences between high school and tertiary education for people with hearing loss.

Here are Karina's top tips for other cochlear implant recipients getting ready to tackle this next stage of their education. ▶

“Look for a college or university that can help you achieve your goals for the future, rather than how well they support students with hearing loss”

Karina, Cochlear Nucleus Implant recipient.



◀ **Choosing an institution**

“Look for a college or university that can help you achieve your goals for the future, rather than how well they support students with hearing loss,” said Karina. However, she does suggest contacting the institutions’ accessibility centres to understand how their processes work and to get an idea of the level of assistance available to you.

Practise advocating for yourself

If you’re not used to speaking up for your needs with peers and teachers, Karina suggests you take the time to practise what you want to say, either with a close family member or friend. “It can help settle any of the nervousness that you might be feeling,” said Karina.

Managing hearing loss in lectures

“Sit in the front,” advises Karina. The teenage perception around being “too eager to learn” doesn’t apply to university and sitting closer to the front will help you hear the lecturer. Make an appointment to speak to instructors during their office hours to detail your needs and ask what support may be available for that unit of study. You may, for example, ask the lecturer to always face the class when speaking or to wear a **Cochlear Mini Microphone 2+** or FM device. Suggesting that any videos shown have closed captioning enabled may also help.

Karina suggests making personal connections or friends in each class who are willing to help with anything you miss. “It amplifies the post-secondary experience and hopefully leaves you with positive memories you want to take on later in life,” she adds. ▶

◀ **Group discussions**

If you find your hearing loss is impacting the way you can participate in group discussions, be upfront with other group members. “Your peers are more likely to judge you if they think you are ignoring them verses if you tell them about your hearing loss,” said Karina. “Chances are, they’ll be more welcoming.”

Managing online work and video calls

Even in an online environment, it is important to know your accommodation and accessibility rights. Before approaching a lecturer or instructor, talk to the accessibility centre at your institution to find out what types of accommodations will be available for e-learning.

Online learning and group video calls come with their own set of challenges like audio delays, video lagging and spotty internet which, Karina says, “just makes it that much more difficult to hear”. So consider upgrading your sound processor to

technology that allows for direct streaming of audio from your smartphone to your sound processor without the need for Roger™, FM or other Bluetooth accessories.

“Ever since I got the **Cochlear Nucleus® 7**, I’m more inclined to call and have video calls – especially with the streaming technology straight from my iPhone to my processor,” said Karina. “It has never been easier!”

In thinking back to her younger years at high school, Karina admits that she allowed her hearing loss to “be an excuse” that stopped her from pursuing certain opportunities such as applying for an editor’s role with the school newspaper. In learning to navigate the various challenges at university, Karina has realised that her hearing loss is “only a hindrance because I let it be”.

“In those moments, I take a step back and see what I can do to overcome whatever obstacle is facing me,” said Karina. “And I just try and get what I want, whatever it is.” ▶

“Your peers are more likely to judge you if they think you are ignoring them verses if you tell them about your hearing loss,” said Karina. “Chances are, they’ll be more welcoming.”

Karina, Cochlear Nucleus System recipient.

Meet the HearBuds team

American cultural anthropologist, Margaret Mead once said, “Never doubt that a small group of thoughtful, committed citizens can change the world.”

Meet six young friends from India who have started a support group called HearBuds* for teens and adults with hearing loss. Hearbuds aim at increasing awareness about d/Deaf issues, promote accessibility, educate peers about the importance of inclusiveness, and encourage other young people to embrace their hearing loss and advocate for their needs.

“HearBuds was started because we felt there was a need to establish a support system for deaf people, those with and without hearing devices.” ▶



Let's get to know these young change-makers



SHRUTI

Age: 23 years old

◀ **Hearing history:** I am a bimodal user and I received my Cochlear implant when I was 10 years old. I wear a hearing aid on the left and use the Nucleus 7 Sound Processor on the right.

Tell us about yourself: Before I got my cochlear implant, I faced many difficulties. Now, I feel so absolutely content to be a part of the world of beautiful sounds. I have recently finished university and currently work as a Financial Application Analyst at a multinational investment bank.

If you could ask a Genie for a 3 wishes, what would they be?

- 1 My first wish is that we as people with disabilities are truly seen. We deserve inclusive and accessible opportunities as much as anyone else.
- 2 I would convert all facemasks to transparent ones. Not only would it help the D/deaf and hard of hearing community, but then we could also see each other's smiles and flaunt glamorous lipstick shades.
- 3 I would ask for a time machine to take me back to pre-covid times, so I can go back to crossing things off my never-ending 'to-do' list.

Watch Shruti's video to learn more about her hearing journey.

SHANICE

Age: 25 years old

Hearing history: I have had my Cochlear implant for 20 years and I currently use a Nucleus 6 Sound Processor.

Tell us about yourself: I have completed my undergraduate studies from Christ University, Bangalore and am now pursuing my Master of Science degree in International Financial Analysis at the University of Glasgow in Scotland.

If you could ask a Genie for a 3 wishes, what would they be?

- 1 I would like to see a greater representation of cochlear implants and hearing aid users on our screens. Especially in a Disney movie! I believe this would play a huge role in raising awareness. Imagine how cool that would be!
- 2 I would like to see continued advances in hearing technology. That way, I can start ticking off more adventures and activities on my bucket list, without worrying about how it might impact my cochlear implant.
- 3 My last wish is to travel the world. I would love to backpack through Europe one day! ▶



Watch Shanice's video to learn more about her hearing journey.



SUNNY

◀ Age: 26 years old

Hearing history: I am a bilateral Cochlear implant user and currently use Nucleus 6 Sound Processors. I was first implanted when I was 7 years old and got my second implant when I was 11.

Tell us about yourself: I did my undergraduate degrees in Applied Math and Biochemistry at the University of Illinois at Urbana-Champaign. I'm currently a student at Stanford University in the United States, and I'm doing my Masters degree in Computational and Mathematical Engineering.

If you could ask a Genie for a 3 wishes, what would they be?

- 1 I would ask for a more empathetic and kinder world.
- 2 My second wish would be to have the power to manipulate probability. For example, I'm in the mood for coffee. With my powers, I can make the probability of getting coffee in the next few minutes 100%. Haha, you get the idea right!
- 3 My third wish is to get to travel and learn about as many cultures as possible. I've already found a few favourite places, but I'm always on the lookout for new adventures, new food to try and new languages to learn.

Watch Sunny's video to learn more about his hearing journey.

ISHA

Age: 23 years old

Hearing history: I am a bilateral Cochlear implant recipient. I had my first implant 20 years ago and I received my second cochlear implant 1 year ago. I still practise hearing therapy for my second ear.

Tell us about yourself: I have completed my undergraduate degree in Psychology and am pursuing my graduate degree in Social Data Science at University of Copenhagen, Denmark.

If you could ask a Genie for a 3 wishes, what would they be?

- 1 I would like to see increased awareness on the importance of inclusivity. I wish there was more recognition of different needs and accommodations and the removal of the notion that you need to present as "normal".
- 2 I'd like to see a world where people didn't need to work for their basic needs. I'd start with free healthcare and ensuring that everyone had access to an education.
- 3 Lastly, I would wish that every day was a good hair day! ▶



Watch Isha's video to learn more about her hearing journey.



SHARANYA

◀ **Age:** 21 years old

Hearing history: I have been a unilateral Cochlear implantee for 18 years and I currently use a Nucleus 6 Sound Processor.

Tell us about yourself: I am currently pursuing my Bachelor of Arts in Psychology and Anthropology.

If you could ask a Genie for a 3 wishes, what would they be?

- 1 For my first wish, I would ask for everyone to be able to love themselves for who they are and gain the confidence to be who they want to be.
- 2 My second wish would be to remove the stigma around the topic of disability and have more open and regular conversations about it.
- 3 For my third wish, I would like to meet my favourite Korean celebrities including BTS and Seo In Guk!

YAGNA

Age: 23 years old

Hearing history: I am hard of hearing and I wear a hearing aid.

Tell us about yourself: I am studying Masters in Computer Applications in Bangalore.

If you could ask a Genie for a 3 wishes, what would they be?

- 1 For my first wish, I would love for healthcare to be inclusive of gender, caste, and disabled folks.
- 2 For my second wish, I wish for all parents to be accepting, supportive and understanding of their child's identity.
- 3 For my third wish, I would love the means to be able to teleport. I could go anywhere and everywhere, freely and instantaneously!



Cochlear Family asked the HearBuds to answer one final question, “If you could go back in time and give your younger self some advice, what would that be?” Collectively, they answered:

- 1 Being d/Deaf is not the end of the world. Remember, you're not alone in the struggles you have faced or may face in the future. Connecting with friends from the d/Deaf community, who can truly understand what you are going through, can be so helpful!
- 2 Secondly, just remember that you are never a burden because of your hearing loss, and don't be afraid to ask for help when you need it.
- 3 Lastly, don't be ashamed of your hearing devices. It is an important part of you and helps you to accomplish your goals in life. Be proud of your hearing devices!



Instagram: <https://instagram.com/hear.buds>



Facebook: <https://www.facebook.com/hearbuds21/>



Firefighter inspires young people to dream big

Inspired by family members serving in the US Navy, Marines and Fire Rescue, a teenage Matt dreamt of becoming a firefighter. It didn't matter that he had been deaf since birth and fitted with a cochlear implant at age two. But, with

sign language as his primary means of communication at home and school, Matt realised that he needed to be able to hear well and use his voice to achieve this ambition. ▶

Matt, Cochlear Nucleus Implant recipient and firefighter.

◀ Being bullied for wearing glasses and his sound processor at his middle school for the deaf, Matt had decided that it was easier to fit in if he relied on signing rather than always using his cochlear implant. It wasn't until graduating high school Matt realised that to work as an emergency first responder, he needed to consistently use his cochlear implant to hear and learn to communicate verbally.

“I knew when I got out there and faced the reality, I needed to understand what was going on around me,” said Matt. Now as a state certified firefighter and Emergency Medical Technician (EMT), Matt relies on hearing with his cochlear implant each time he is called out to an emergency incident.

“It can be very dangerous not being able to hear what is really going on – what is behind me – and putting another first responder at risk,” said Matt. “My cochlear implant helps me to hear what is going on and to communicate through radios, co-workers and patients so that I can understand the situation on the field.”

Upgrading his Cochlear Freedom® Sound Processor to the **Nucleus® 6 Sound Processor** has helped Matt to more clearly hear what people are saying behind him and he can change his program to suit the environment while on the job. There have been adjustments to make and lessons learnt when doing training exercises and fighting fires. ▶



“I knew when I got out there and faced the reality, I needed to understand what was going on around me”

Matt, Cochlear Nucleus Implant recipient.

◀ “One day my [sound processor] battery died on me unexpectedly ... I had to use my eyes and hand signals to communicate with my crew,” said Matt, who now makes sure he checks his battery status and carries an extra battery.

Building trust with his colleagues has taken time and Matt is grateful to other emergency workers who are helping to bring down the barriers for people with disability. Connecting via social media with other first responders with hearing loss and sharing their stories has encouraged Matt “to stand and fight through the discrimination and doubt”.

Matt has proven he is more than up for the hard physical and mental tasks. At a fundraising event to commemorate fallen comrades in the 9/11 terrorist attacks on New York City, Matt scaled the 80-story One World Trade Center carrying more than 50kg (100lb) of equipment.

“It inspired me to see all the firefighters from all over the world who came together to honour the

firefighters who perished in the towers that day,” said Matt, who then went on to better this feat by proposing to his girlfriend on the top floor of the building, cheered on by his colleagues.

Matt is passionate about encouraging young people with hearing loss to advocate for their needs and strive to achieve their goals for the future. Travelling to several states in the US as a motivational speaker, Matt talks to children and teens about his own hearing journey as well as giving advice on fire safety. Thinking back to his own school days, Matt encourages kids to “simply ignore the bully, stand strong and be proud of your identity”.

“There are many amazing opportunities out there,” said Matt. “If you are dreaming something that you desire to be, get up from the chair, pull up your sleeves and get to work! Aim your goal high, fight for your dream, and I guarantee that you will get a great outcome.”

“If you are dreaming something that you desire to be, get up from the chair, pull up your sleeves and get to work! Aim your goal high, fight for your dream, and I guarantee that you will get a great outcome.”

Matt, Cochlear Nucleus Implant recipient.

Quick tips to take care of your sound processor

Daily



Clean with a soft, dry cloth.



Place your sound processor in the Dry & Store Unit or Cochlear Home Charger at night to remove moisture.



Never twist the cables.



Adequately charge batteries.

Weekly



Take the processor apart and clean (leaving ear hook in place for behind-the-ear processors)^[1]



Replace the SoftWear™ Pads for your Kanso® or Kanso 2^[2] Sound Processor.

2 Months



Replace the Dry-Brik in your Dry & Store Unit.

3 Months



Replace the microphone protectors on your sound processor.

For more care and maintenance information, visit our [Device Support](https://www.cochlear.com/device-support) page on [cochlear.com](https://www.cochlear.com)

[1] Not for Kanso 2 Sound Processor.

[2] The Nucleus Kanso 2 is not available in all markets.

Five ways to waterproof your summer with the Aqua+

Celline, Cochlear Nucleus Implant recipient.



Young Celline, from Jakarta in Indonesia, loves time in the pool, but she's not an expert swimmer. ▶

Using the Mini Microphone, her mother can stay in touch while her daughter is in the water: “When we swim in the water, we use Aqua+ and it is very helpful so that even in the swimming pool we are able to communicate well,” said Celline’s mother.

Although many of Cochlear’s latest sound processors are splash-proof, dust-proof and water resistant,[^] the Aqua+ silicone sleeve keeps the sound processor waterproof in the pool and at the beach as well.

As well as using the Aqua+ to keep Celline’s sound processor protected, her mother also uses the **Cochlear Wireless Mini Microphone** to stay in touch with her daughter when she herself is poolside.

“Even when I’m not swimming with her, I can still communicate with Celline from a distance” which is reassuring, she said.

“When we swim in the water, we use Aqua+ and it is very helpful so that even in the swimming pool we are able to communicate well.”

Mother of Celline, Cochlear Nucleus System recipient.



Here are five ways to make the most of the Aqua+

1 Swim regularly
You can reuse a single Aqua+ silicone sleeve up to 50 times. That’s a lot of trips to the pool for parents with children.

2 Enjoy more than swimming
With the Aqua+, a sound processor can be submerged in up to three metres[^] of water for two hours, so you can participate in sports like snorkelling and surfing as well as swimming in the pool.

3 Secure the sound processor
Keep the sound processor safe by using a hat, hair clips or a headband. For active children, try the Cochlear Headband^{**}. It’s specially designed with a built-in anti-slip strip to hold the Aqua+ snugly in place. Or you can attach a specially designed Cochlear safety cord to provide additional security.

4 Use the right batteries
Use only rechargeable batteries in the sound processor when using the Aqua+. This is because zinc air batteries need oxygen to function, and will not work sealed inside the Aqua+ sleeve. For Kanso CP950, please refer to your user manual for which batteries to use.

5 Dry out the Aqua+ sleeve and coil
After swimming, place the Aqua+ sleeve and coil inside the dehumidifier to make sure they are completely dry before your next swim. Use a Dry & Store[®] unit with Dry Briks to keep your processor dry and remember to replace the Dry Briks every two to three months. To dry out while on the go, use a Dry Caddy Kit by Dry & Store. It’s a portable passive drying kit that you can use at the pool or beach.

Learn more about the Aqua+

How new technology helped Ginger get her groove back

Thirty-four years ago, when Ginger received her first cochlear implant in her left ear, living with a sound processor was very different from the new **Cochlear Nucleus 7 Sound Processors** she now enjoys.

“My first processor was large and bulky, and I wore it in my bra,” Ginger recalls with amusement. “My girlfriends got a kick out of the blinking red light that sometimes showed through my clothing. In 1987, it was harder to program the implant, so the appointments lasted two days and were long, tiring and intense.”

Since these early days, Ginger has upgraded her processors numerous times, taking advantage of the latest sound processor available for both her original Nucleus 22 implant in her left ear and the second implant she received in 2002 on her other ear. She was excited to hear that the Nucleus 7 Sound Processor was now compatible with her 34-year-old implant.

“In deciding to get a new sound processor, it was just the desire to keep up to date with the technology and to continue to improve whatever hearing I could get,” said Ginger, who at 67 still works as a technical writer working for a government organisation and preparing funding proposals for not-for-profit organisations. ▶



Ginger with her mother and sisters

◀ Being able to take accurate minutes during face-to-face and online meetings has been a definite advantage of the improved hearing Ginger has experienced since upgrading her processors to the Nucleus 7 Sound Processor. Ginger finds that now, rather than rely on lip reading, she “can take notes without looking at the speaker”. She also enjoys her online book club get-togethers, without the need for additional wireless devices.

The improved hearing experience has enabled Ginger to understand talkback radio conversation and the lyrics of music more clearly, particularly when she’s listening in her car: “I’m enjoying the radio a lot more”.

Phone calls had always been difficult for Ginger after her hearing significantly deteriorated following contracting measles as a child. Before receiving her cochlear implant, she had to rely on her secretary at work and family at home to take calls and relay the conversation to her. Now, with the direct streaming capability of her Nucleus 7 Sound Processors, Ginger enjoys talking on the phone regularly with her many friends and her five grandchildren.

“I love the Bluetooth technology. The sound

comes directly into both ears; I can hear on the phone unbelievably well ... I was just blown away,” said Ginger. With her Nucleus 7 Sound Processors paired with her compatible iPhone, Ginger can make calls, as well as listen to music, TV and other entertainment without the need for extra devices.

As a widow who lives on her own, and even more so during the recent COVID-19 pandemic restrictions, Ginger has found it important to keep in contact with family and make medical appointments by phone.

“I don’t have to rely on other people. I’m totally independent” said Ginger.

In adjusting to her new sound processors, Ginger says to be patient. Once she had read all the Cochlear materials, it only took Ginger a few days to adjust to the new technology and understand how she could best benefit from it.

“The latest technology is amazing. I had awesome results on my hearing tests after upgrading to the Nucleus 7 on both ears. I’m so grateful to the team at Cochlear for always looking out for their patients and finding ways to enhance their lives”.

“I don’t have to rely on other people. I’m totally independent”

Ginger, Cochlear Nucleus Implant recipient.

Ginger dancing with her late husband at their daughter’s wedding



Keeping you connected and supported

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 cincustomerservice@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

www.cochlear.com

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.

Cochlear, Hear now. And always, Kanso, Nucleus, True Wireless, and the elliptical logo are either trademarks or registered trademarks of Cochlear Limited.

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

*Cochlear does not review, endorse or manage the content or views expressed on third party websites. The information you access there may not comply with the therapeutic goods regulations in your country.

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

^The Aqua Accessory and the Aqua+ sleeve are dust and water resistant to level IP68 of the International Standard IEC60529 and can be continuously submerged under water to a depth of up to 3 metres for up to 2 hours. Refer to the relevant User Guide for more information.

**The Cochlear Headband is a retention option that holds the Aqua+ more securely on your head. It has a built-in anti-slip strip. And is useful for children or when doing physical activities. Simply measure your child's head to find the right size in our online store. The headband is compatible with Nucleus® Kanso® and Osia® 2 Sound Processors.

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

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■ Cochlear Limited Ground Floor, Platina Building, Plot No. C59, G Block, Bandra Kurla Complex, Bandra (E), Mumbai 400 051, India, Telephone: + 91 20 67082935 Fax: + 91 22 6112 1100