

ReSound

For people with Cochlear Implants

Spring 2015

Issue 47



Professor Richard Ramsden MBE and Lawrie Cleary our President and Patron - at the opening of the new Head and Neck Centre at MRI

Manchester
Cicada  a charity supporting implant patients

This newsletter has been produced on behalf of the Manchester CICADA Charity

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Editorial

Welcome to the new Spring Edition of Resound, we hope you had a good Easter. We held our AGM recently in Stockport and we are including full reports for both of our presenters in this issue. The new events program will be published shortly for the rest of the year and we will be writing to all of you nearer the time with the details of each event.

We have tried to vary the type and location of the events all over the North West and are looking forward to meeting those of you that can come along, if you would like to come but may have difficulty with travel arrangements please let us know.

As well as the organized activities, we are keen for local groups to be able to meet up informally for lunches and other things in order to get to know members who live nearby. To help to organise these meet-ups we have appointed three coordinators, Beryl Hardman, Norah Clewes and myself. Beryl will be the

coordinator for the North of the region from Cumberland down to Liverpool, Norah will cover North Wales up to Chester and across to Warrington and I will cover Derbyshire, Greater Manchester and North to Rochdale. Each of us will be contacting people in our respective areas to arrange local meet-ups so it's important to let us know if you change any of your contact details, email, text, phone or postal address, just send the new information to the Secretary.

Lastly, as this is your publication if you have you have a story or event that you wish to share please send it to us. You can do so via email to editor@manchestercicada.org.uk, by filling in a form on the website, or posting the article to my address on the back cover.

Have a great summer.

Kevin Williams
Chairman

Technology for deaf access discussed in the House of Lords

MED⁹EL

An audience of politicians, civil servants, educators, charities and businesses met in the House of Lords on 3rd December to learn about some of the innovative technology that is making education and employment increasingly accessible for deaf people.

Organised by [Ai-Media](#) and [Signature](#), the event was hosted by Baroness Uddin and Stephen Lloyd MP, chair of the All Party Parliamentary Group on Deafness. Dame Anne Begg, chair of the Work and Pensions Committee, also attended.

The audience heard from Beth Abbott, General Manager of Ai-Media, which provides captioning; Tony Murphy, Wireless Communications Specialist for hearing aid manufacturer Phonak UK; and Jeff McWhinney, Founder and Chair of the SignVideo relay service.

Jim Edwards, chief executive of Signature, said, "The evening was an opportunity for the likes of the Department for Work and Pensions and The Open University to learn about the technology that is enabling deaf people to fulfil their potential.

"The increasing availability and affordability of high speed internet, smart phones, tablets and high spec laptops has been a game changer for people who need support to access English. And entrepreneurs have responded. One of the main messages from the evening was these technologies are just going to get better.

"Of course, whilst it is transformational, technology doesn't work for everyone in every situation. There are times when nothing can replace having a communication and language professional in the room.

"Which is why it's important a deaf person, their employer or educator understands the choices open to them. And why Signature is working with government to increase the supply of sign language interpreters and other professionals."

Beth Abbott, General Manager of Ai-Media said, "This event was an excellent showcase of the momentum and support for new technology that is radically expanding the ways in which deaf people can access communication support.

"Traditionally that support has been provided in written English or British Sign Language by a communication and language professional on site. By enabling them to access professionals remotely via online platforms, deaf people can now work and study like never before.

"And our expert panel and audience created a great forum for discussion, particularly around the issues of awareness, knowledge and the need for funders, such as Access to Work and universities, to support these innovations."

A testament to Survivability

by Kevin Williams

I have had single sided deafness for many years and reduced hearing in my remaining ear for a long time as well.

I have had a hearing aid in my right ear but as many of you will know it is difficult to manage only hearing from one side of your head, you need two fully functional ears in order to sense the direction from which sound is coming. Try driving and then at the same time looking at your passenger when they say something, it makes for an exciting drive!!

It's just as much of a challenge on foot walking around the supermarket trying to filter out all the background music and general noise and as for crossing a busy road

It was a few years ago now when the MRI offered to help me with a BAHA (Bone Anchored Hearing Aid), which would be fitted to the left side of my head and through the process of sound conduction through my skull, would send sounds from the left hand side of my head over to my 'good' ear to give me all round hearing.



There was of course the little matter of how the device would be attached to my head, a titanium 'pin / stud' doesn't sound like too much bother really, a

quick General Anaesthetic, drill a hole in the skull, screw the pin in and hey presto, job done. A few weeks healing up and then we would be in business.

For those of you who have never seen a BAHA here is how it is fitted and how it attaches to the head. It really just clips on to the stud and that's it.

From a technical point of view it's a really simple and practical solution, unfortunately from then on is where we humans get involved. I am known for being clumsy and I cannot tell you how many ways there are of dislodging the BAHA.



Picture the scene, it's a rainy morning, you are late for work you are leaving the house, you have a bag in one hand and an umbrella in the other and then you need to lock the door, OK just put the umbrella on your shoulder and tilt your head to hold it in place while you lock the door ... PING ... away goes the BAHA into the darkness somewhere on a wet floor. Oh heck!! lots of scrabbling around on the floor until its retrieved, of course like any good BAHA it has ejected its battery on landing so it's in the pocket and I'll sort it out at work.

On a recent occasion, again on a rainy day, it came off as I left the car park on the way to a meeting.

Because of all the commotion outside I did not realise it was missing until I got to the meeting room. On discovering it was missing I spent a good half an hour tracing my steps back to the car park without success, I went to the reception desk and then tried to explain to a security guard what I had lost and what it looked like, I have to get a picture of it on the mobile phone eventually.

After the meeting and feeling down at heart we trudged back in the rain to the car, and yes, there it was, on the floor by the car door, on its back, battery gone.

I have to say that after a night on the windowsill next to the radiator it was working perfectly. I am now convinced that in the event of a nuclear war only cockroaches and my BAHA would still be around.

CICADA AGM 2015



The Manchester Cicada charity Annual Forum and AGM was held on Saturday March 28th at Stockport College and was the first AGM we have held since becoming a registered charity last year.

The event started with a welcoming drink and was followed by the first of two guest speakers, Paul Hanmer from NADP, who gave us a presentation about the development of communications services for deaf and hard of hearing people over the years.

He then gave us a demonstration of the new Next Generation Text Services which is being rolled out across the country. He did this using the service to make a call to Portugal using a smartphone to demonstrate how a text user could talk to a hearing user.

The second speaker was Deepa Shastri who is a Tours Talks Program Manager working for StageText.

She updated us on the range of different services that StageText either already provide, or are in the process of developing to help deaf and hard of hearing people get access to a wide range of public institutions. These include Theatre performances, walking tours of public galleries and public meetings where different presentation facilities need to be adapted to make them more accessible.

After a sumptuous buffet lunch the Annual General Meeting took place reporting back on the progress of the charity over the last year and the election of the new EC.

NGTS (Next Generation Text Services)

by Paul Hanmer at our AGM

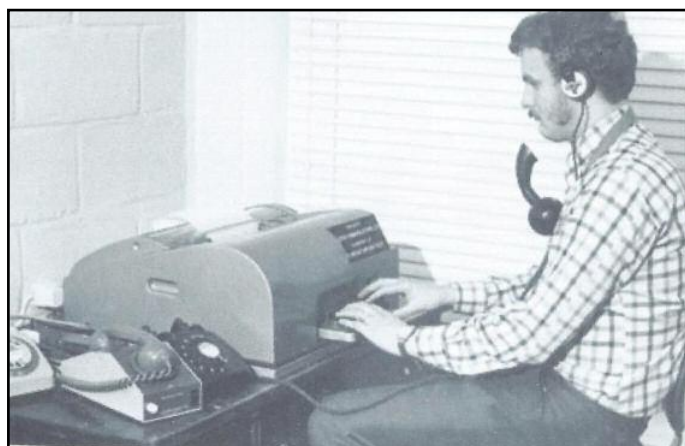
Paul began by explaining about the problems he had encountered during his long career in accountancy as his hearing gradually deteriorated and how his working life would have been much better had they had sort of service that was now being rolled out.

He and Ross Trotter from NADP have been involved with NGTS over the years during the development of the next generation text services as it was worked on by BT and overseen by OFCOM.

As a volunteer tester for BT, Paul has been using the next-generation text services for a while now.

The presentation that followed outlined the history of the development of text relay systems which help deaf people to successfully talk to hearing people.

It was not until 1973 that the first text telephone calls for deaf people were being made on what were modified telex machines. It took another two years before the first relay service was established and allowed deaf text users to communicate with voice telephone users using an operator based in a Leonard Cheshire home in Amphill in Bedfordshire.



In 1979 the first textphone was developed specifically for deaf communications consisting of a device

with a keyboard, a small one line screen to display text and using an old fashioned pair of suckers on the top of it where you placed the telephone handset, (an acoustic coupler).



In the early 80s the first telephone exchange for the deaf was set up by RNID followed by the successful launch in 1991 of the type talk relay service. This service was managed by RNID although it was funded by BT and answered 300 calls first day from its Speke location in Merseyside and within three years a second unit was opened, also in Liverpool and within a few years was handling upwards of 35,000 calls a month. Ross was one of the earliest users of the system.

From this was born the TextDirect service, which although an improvement in terms of steps required to make a phone call, was still limited to being used on a landline.

Following the creation of OFCOM in 2003 which incorporated the Broadcasting Standards Commission, the Independent Television Commission, and the office of Telecom communications, the Telecommunications Act introduced a universal service obligation which was incumbent on BT and CK communications (the only other independent fixed line telephone service provider in the UK based in Hull).

The rapid developments in telecommunications particularly mobile phone was leaving us behind as a group and hearing people were going way beyond us in terms of communications for business so the universal service requirement was very good. For Years there were a number of reports produced on voice telephony one of which was called the Plum report which came out June 2009. In 2011 OFCOM started a further review the current text Services and 2012 they conducted and published extensive consultation in with all the telecoms providers and consumers and deaf associations. On the 17th of October 2012 they finally published the final decision about the introduction of the new NGTS system and required that it be fully operational in 18months of the report date. The delay in producing the report seemed to be because the consultation with the telecoms company's had taken longer than anticipated due no doubt to the new obligations that were going to be put upon them. The most important part of the new service was contained in something called General Conditions section 15 which had these three important requirements.

'it must provide facilities for the receipt and translation of voice messages into text and the conveyance of the text to terminal end and vice versa',

A pretty neat paraphrase of TextRelay

'it must provide something called 'Duplex communications',

In other words information being passed both ways on the same connection as hearing people do on a normal telephone conversation.

'It must provide access to emergency services 24/7 and never close.'

The service also had to be able to be accessed by end users from readily available terminal equipment including textphones, personal computers without the need for specialist equipment, such as Screen Phones or UniPhones,

although these can be used with the new service. Once you have set up and registered, people calling you do not have to enter a special prefix number although at the moment you have to use 18001.

The system should have launched in April 2014 but the deadline was missed and BT were fined £800,000, it was finally launched in October 2014.

So how do you get NGTS? If you want to use it on a PC, Laptop or Android tablet then go the NGTS website at www.Ngts.org.uk and download it from there. There are training videos and extensive help there and they are looking at setting up trainers around the country. If you are using an Apple device then the NGTS app is available in the app store.

Paul then demonstrated the system to the audience using a member of the audience to make a call to a hearing user who happened to be in Portugal.



There followed a discussion about the cost of using the service, which was that the cost of using the actual NGTS service was free and there were rebates of 60% towards the cost of the telephone call for fixed line users and 20% towards the cost of mobile phone calls.

Making phone calls from abroad to a UK number is fine but calling a non UK number when abroad does not work as there is no equivalent NGTS service on the continent.

Stagetext Presentation

by Deepa Shastri at our AGM

Deepa Shastri the tour talks program manager for Stagetext began by explaining the sort of services that Stagetext provide.

She began by explaining that Stagetext is well known for providing theatre captioning around the country, something that Geoff Brown from CICADA was heavily involved in setting up.

Recently Stagetext has been getting involved in a wider range of activities including providing a service for walking tours around galleries and museums but has now managed to secure funding to look at developing extra services and recently have begun to help with literary festivals like the Hay festival, Soho Literary festival, book week and the Jewish book week.

You may be aware that there is a company called Digital Theatre. They film a theatre production and then produce distributable and subtitled movies to allow you to see the theatre production in your own home.

There is also another organization called National Theatre Live, where people at the National Theatre film real life productions, which can be watched later in the cinema. Stagetext are in negotiations currently to increase the number of films produced and we will report back on progress soon.

We have a new digital program manager starting to work with us soon so we are hoping to provide more digital theatre films and are also working with museums and galleries to improve their online information.

We have recently done our first professional music gig providing live subtitles to the performance. The term live subtitles is used because unlike normal subtitle services we do not get the opportunity to know what is coming

up it is somewhat similar to STTR services. This service, live subtitling, can also be provided as part of the streaming service as well and is a major achievement.

My job as the talks program manager, is to visit venues and persuade them to adapt their facilities by really educating them about deaf access. If you have a venue where you would like to see a service, please let me know and I will arrange a visit. As well as providing services at theatres and museums we are also looking to provide a service for professional events. If we have an event which is going to use a mixture of presentation facilities such as PowerPoint, presentation videos and presenters, then we can advise on how to arrange the display of these items to make it easier for a deaf or hard of hearing person to be involved.

Some of you may recently have been on a guided tour in Manchester where we provided delegates with a tablet device on which text appeared as a tour guide spoke helping to explain what was being displayed. This was made possible by the tour guide being connected via a telephone connection to the remote operator who typed the text which was then sent via Wi-Fi to each of the tablets for the delegates to see. One of the things that Stagetext would have done in this situation is to visit the venue first to technically check out services such as Wi-Fi to make sure that it was capable of supporting the remote operation.

As time goes on Stagetext will broaden the range of services they provide and also spread the service around the country for more people to use.

Make waves with MED-EL's WaterWear for the RONDO

MED-EL

Swim or bathe with MED-EL's new WaterWear for the RONDO audio processor and enjoy the sounds of the sea like never before. WaterWear is a brand new optional accessory for MED-EL's single-unit processor which allows cochlear implant users to wear the RONDO while bathing, swimming or taking part in other water sports.



WaterWear for the RONDO consists of a tight transparent cover which is simply put over the processor and closed with an adhesive strip. The adhesive strip provides a tight seal and prevents any dust or water from entering the audio processor. WaterWear

has an IP68 protection rating for water and dust, meaning it is fully submersible in natural, chlorinated or salt water.

The sleek, skin-tight cover is also designed for optimal microphone performance, so you'll be able to hear your best no matter where you go.

WaterWear comes in a pack of three WaterWear covers and nine adhesive strips. Each WaterWear cover may be used up to three times; while the adhesive strips are designed for single-use.

If you are swimming in open water or participating in very strenuous activities you can additionally wear the MED-EL Sports Headband to provide optimal fixation of the audio processor.

Both WaterWear and the MED-EL Sports Headband are available from the MED-EL UK Shop at www.medel.com/uk/shop. To place an order simply email orders@medel.co.uk and we will contact you to discuss the items you would like to buy.

With WaterWear for the RONDO, you're ready to make waves. For more information about WaterWear and other MED-EL products and accessories, visit www.medel.com.

A world of listening fun with MED-EL's new App

MED-EL

Improve your listening skills and knowledge of geography with the new Continents and Oceans rehabilitation App from MED-EL.

The interactive listening game offers three levels of increasing complexity in a race against the clock. Listen to both male and female voices as they name the continents and oceans around the world, and then tap to check your answers. You can even compete to get the highest score.

And, just to make it more challenging, Oceans and Continents even features a range of different accents.

This game is specifically designed for cochlear implant users who want to test and improve their listening skills. It is free to download from Google Play and the App Store.

For more information visit, www.medel.com/listening-apps.

Opening of new Head and Neck Centre at MRI

On Friday 30th January 2015 the new Head and Neck Centre was officially opened by Professor Ramsden MBE. At the opening ceremony along with many staff from the Trust was Lawrie Clearey who together with Professor Ramsden was responsible for the setting up of the HEAR charity which raised over a million pounds for the development of Cochlear Implant operations at Manchester. The final act of generosity, before the charity was closed, was to contribute a major amount of money to the building of the new centre.

All the visitors were taken around the centre to see the new facilities, which were not only for the treatment of patients, but for the development of new staff.

We look forward to continuing to work closely with the Centre to help new patients in their post operative rehabilitation.



A large group attending the opening



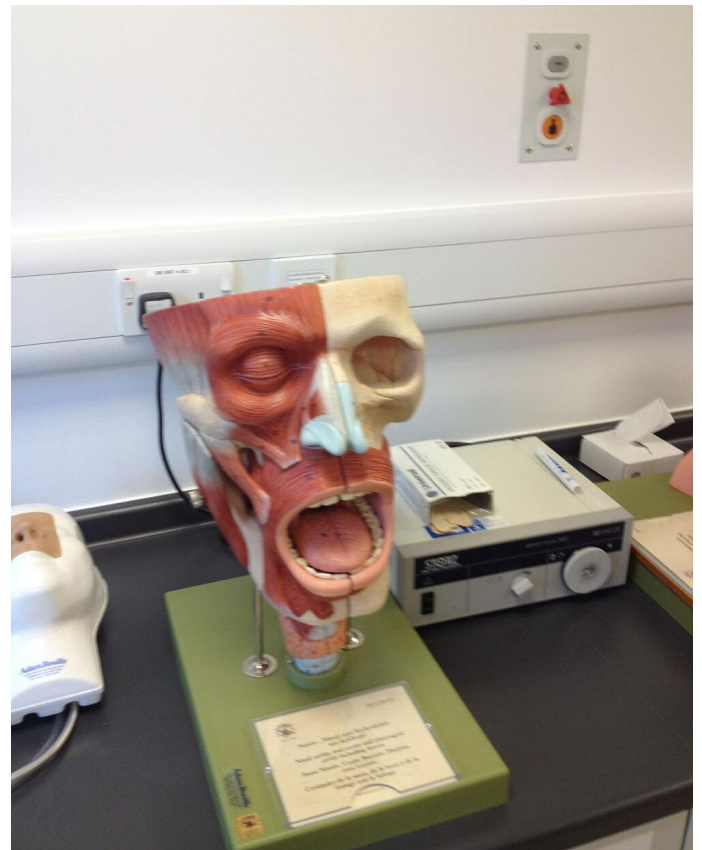
Professor Ramsden and the Chief Executive of the Trust



Professor Ramsden and one of the young patients



Just one of the new rooms in the facility



Practice equipments for the students - too realistic!!

Tom Dunne - First ReSound Editor

by Norah Clewes

Tom was one of the first to have a Cochlear implant at Manchester and was the first editor of ReSound (he also chose the apt name for the magazine). He set the tone for the personal stories and friendship and support for fellow cochlear implant users that are the features of ReSound.

Tom was the Assistant Chief Librarian at Bolton until he retired to live in Southport. He had an attractive and deprecating humorous style of writing which made ReSound a good read.

When he was unable to continue as editor in 1996 he handed over to me and gave me every encouragement and support. He continued with his membership and support of Cicada even though illness meant he was unable to come to any events.

It was sad to learn that Tom Dunne died just before Christmas. We send our sincere sympathy to his wife Gill and their family.

ReSound 'Notes' section

by Kevin Williams

Upcoming Events

This is a list of proposed events for the next few months. More details will be sent out nearer the time but if you would like to register your interest in any of these please either email the secretary at

secretary@manchestercicada.org.uk or if you do not have internet access you can drop me a line at the address below.

Letting us know if you are interested in attending helps us plan arrangements more effectively.

Kevin Williams
Manchester Cicada
107 Manchester Road
Hyde
Cheshire SK14 2BX

Description

Date

Whitworth Gallery Manchester	Friday 22nd May
Astley Hall Chorley	Saturday 13th June
Wales BBQ	Saturday 11th July
Meal Italian Orchard	Saturday 15th August
Museum of Science and Industry	Thursday 17th September
Southport Egypt Exhibition	Friday 23rd October

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