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Amanda writes...

I feel so privileged to be working for Cambridgeshire Hearing Help, and I am writing this piece having been in post for four weeks now. We have a wonderful team here at the office – our administrators Melanie and Ruth, and our volunteer administrators, Rachel and Jenny.



Fran and Gaynor, our session supervisors, do a fantastic job ensuring our community drop-in sessions, home visits and care home visits running like clockwork, and frequently stop by to catch up on administration and help answer the phones.

Working outside of the office we have a magnificent team of nearly 100 dedicated volunteers, many of whom have given many years of service. These volunteers service hearing aids at our hearing help sessions across the county, and some at care homes and via home visits. Some are also members of our fundraising team, led by Alan Jones, our President. This team raises awareness about hearing loss and the charity across the county, as well as funds to help keep our services running. We are always looking for more volunteers - our next training course for those interested in volunteering at our Hearing Help Sessions will be running in the autumn, and those interested in supporting our fundraising and publicity can start any time – please do get in touch if you are interested.

You will be pleased to hear that our newest volunteer is Frances Dewhurst, our previous Director for 9 years. She will be continuing to support Cambridgeshire Hearing Help as a volunteer, delivering awareness raising talks, and helping out in other areas. Thank you Frances.

Our AGM is fast approaching and its focus will be on celebrating all our volunteers, and I very much hope you can join us. Volunteers Barbara Atkins and Margaret Port will both be receiving their awards for 10 years of service, and we will be introducing some fun new awards, including 'the most home visits', 'the neatest return forms', and 'the longest serving volunteer'. Following the formalities, we will be serving a delicious tea party, a great opportunity for everyone to meet and share experiences. I am very much looking forward to meeting everyone!

We would like to say a special thank you to volunteers Avril Dring and Carol Scullion, who both retired earlier this year. Avril was a former Director of CHH, and followed this with 15 years of volunteering, whilst Carol has volunteered for nearly 10 years at our sessions. We are incredibly grateful for their long serving commitment and both will be very much missed.

Before I finish, I am delighted to tell you that Sampson Orchestra of Cambridge have selected us as their nominated charity for their concert Viva Espana on Sunday 18th June, 7.30pm at The University Concert Hall, West Road, Cambridge. Important details for this are below.

I also want to let you know that the next edition of this newsletter will be slightly different as we have made the decision to combine our volunteer newsletter and service user newsletter into one, quarterly, newsletter.

A huge thank you to each and every one of our volunteers who enable Cambridgeshire Hearing Help to deliver its amazing work, and make such a difference to people with hearing loss across Cambridgeshire. Over the last year your work has enabled us to cater for 10,932 visits to our hearing help sessions (up by 15% on last year), and deliver 1,736 hearing aid maintenance sessions via home visits and residential home visits – a fantastic achievement!

AGM and Volunteer Celebration Tea Party

Our Annual General Meeting will take place on **Thursday 29th June**, at the C3 Centre, Coldhams Lane Cambridge CB1 3HR. We have permission to use the large car park at Sainsbury's opposite. The formal meeting will be at 1.00pm, followed by a **Volunteer Celebration Tea Party** from 2.30pm – 4.30pm. Watch out for your personal invitation. Booking required.



Celebrating volunteers'

We have nearly 100 volunteers who work tirelessly and with real dedication. This AGM we will be celebrating all our volunteers' hard work including two great achievers, a huge round of applause goes to Barbara Atkins and Margaret Port who have just reached 10 years of volunteering with CHH. Congratulations!



Margaret Port writes... Whilst working as a nurse at Brookfield's Hospital, I would be given hearing aids in pieces and expected to know how to put the various parts together. Then I found that CAMTAD was just down the road, and they also held training sessions to help you understand hearing aid maintenance, so, with my manager's consent I applied and started training with CAMTAD.

I find it very rewarding volunteering for CAMTAD/CHH, there is always good team work and as volunteers we have great support. I volunteer at a number of sessions and also visit service users in their own homes, and nursing homes. The settings and situations give me plenty of variety.

Barbara Atkins writes... After moving back to Cambridgeshire, I had a lot of spare time, and I was not used to sitting around, so decided to find something to occupy me. It was then I saw an advert for volunteers at CAMTAD (as it was then), and being partially deaf, decided to do the training.



I mostly take on home visits, and support Milton and Cottenham sessions, but also help out at other sessions when there is a shortage of volunteers. I especially love doing home visits where most of the clients are in their eighties and nineties and seeing their faces light up when I've cleaned and retubed and they can hear once again.

CHH (as it is now) does a great deal of good, the people that come to the sessions have nothing but encouraging things to say and if the volunteers cannot help, Gaynor and Fran are there to step in.

It would be good if we could get volunteers from the younger generation. My four children have grown up with my Meniere's disease and deafness, and because of this have a greater awareness than others. They in turn have taught my grandchildren to speak up and to look me in the face as they talk to me.

I love being a volunteer and will continue as long as I can.



Another huge round of applause goes to **Alice Zeitlyn** who has completed an incredible 25 years of volunteering with CHH. We salute you Alice for your stoic determination and cheerfulness.

Alice writes....my brother was born deaf, so I grew up with a knowledge of the issues that face deaf people, and my hope was to be able to do something practical to help people facing similar circumstances.

Each month I visit three residential homes in Cambridge to service hearing aids and I also do home visits when requested.

Alice says "Helping others is a two way thing. It helps both parties if correct training is given".

We are pleased that 25 years ago Alice chose to train with CHH – maybe we have our own Florence Nightingale, a child heroine of Alice's.





Q and A with Paul McCloskey

How long have you been supporting CHH?

I've been supporting CHH and its predecessor CAMTAD for nearly 7 years.

What is your role?

I am a volunteer working as a receptionist at our drop-in sessions supporting a range of sessions, and carry out one to one home visits. As a semi-retired engineer, I am also a member of the Equipment Team and help with our Equipment Demos at a number of locations throughout the county. Additionally, I am on the Board of Trustees and sit on the Fundraising and Publicity Group where I have been involved annually at such events as the St George's Fair in March and the Rose Fair in Wisbech.

We have a big funding drive this year with an organised 10-mile walk around Grafham Water in conjunction with the Lion's Club. I have also been involved with our support to the Anglia Ruskin University aural practitioner's courses and have given presentations on CHH to students in the University of the Third Age.

What do you enjoy most in your role?

I relish the support that our customers receive and the almost instant satisfaction they get from the simplest of things we do for them. One can almost see that 'light bulb' moment with them from a small piece of advice given or simple maintenance to a troublesome hearing device.

Why did you choose to work for CHH?

I have an acquired hearing loss from working around aircraft jet engines (RAF) despite adhering to the prevalent safety precautions at the time, so I am keen to support others similarly affected.

What inspires you most about CHH?

In our drop-in sessions I am always impressed by what I call those "emoticon" moments. Many of our customers arrive looking like this "☹️" and after the simplest of support leave us like this "😊". It is very satisfying.

What new things would you like to see CHH do?

I would like us to take a lead in informing the hearing loss community about the services and infrastructure available to them in Cambridgeshire. Only the other day I met someone at a drop-in who had only just found us after 4 years of buying batteries for their NHS hearing aid. That just shouldn't happen.

If you had supernatural powers what would you change in the world?

If I had supernatural powers I would provide everyone with their bespoke path to innermost peace and happiness.

What message would you like to leave to the next generation?

Have a good long look at your grandparents. No matter how intelligent, good or bad you are, or talented and adventurous, or humane or civic minded, this will be your metamorphosis; embrace it.

Fundraising Concert

An important part of The Samson Orchestra status has been to work with local charities and on **Sunday 18th June, 7.30pm** Cambridgeshire Hearing Help will be benefitting from their concert **Viva Espana** at West Road Concert Hall, Cambridge, CB3 9DP.



An induction loop is installed in the concert hall for patrons who are hard of hearing. Patrons in rows D-T can use the induction loop system by simply adjusting their hearing aid to the 'T' position.

We have 50 tickets to sell, payable in advance, these are available from the office, Gaynor and Fran or through our website www.cambridgeshirehearinghelp.org.uk/fundraising

Ticket prices: £18 (Concessions £16, Students £10, Under 18 £5). Please see enclosed flyer.

A Big Thank you!



We would like to say a big thank you to the following funders

- ✚ John Lewis, Cambridge, who have chosen us as one of their Community Matters charities across May, June and July. It was great to hear their decision was made via nominations from members of the general public!
- ✚ The City & University of Cambridge Masonic Charitable Trust who awarded us £3,000 in March.
- ✚ Gamlingay Parish Council who awarded us £100 in March to support our monthly hearing help session in Gamlingay.
- ✚ The Descensus Aquarum Lodge 8655 in Ely who donated £324.57 in April.
- ✚ Linton Parish Council who will be awarding us funding to support our monthly hearing help session in Linton.

Message from the Office

Please note our new office hours are 9.30am to 1pm.



St George's Fayre

On the 23rd March, for the 2nd year running, CHH were running an information stall at St George's Fayre, March. It was a fun day with over 130 other stall holders and our team of 5, Alan Jones, Brenda Hutchison, Penny Lambert, Paul and Patricia McCloskey, spoke to numerous people, including 70 serious conversations with people suffering from hearing loss. We were able to inform people where to obtain help and about our Hearing Help sessions. A very worthwhile day.

Cambridge Tinnitus Support Group...

Celebrating their 30th Anniversary on **Saturday 17th June 2017**, 11.00am to 3.30pm. If you have tinnitus and would like to know how best to help yourself, join them to hear guest speakers sharing on “Therapies explained” and “Relaxation”, literature available; includes Buffet Lunch at The David Rayner Building, Scotsdales Garden Centre, Great Shelford, CB22 5JT.

Apply for details by 31st May 2017 ☎ avrildring@tiscali.co.uk



William Shakespeare's Pericles

Shakespeare at The George in Huntingdon are sponsoring a “Captioned performance” for one night of its annual summer production, **Tuesday 7th July**, employing Stage-text to provide the LED displayed subtitles enabling the hard of hearing to be able to follow the productions clearly. Performance is held in the open air Jacobean courtyard. Tickets for sale www.satg.org.uk/tickets.

Safari Walk at Grafham Water, Huntingdon



On **Sunday 21st May 2017** we are joining the Annual Grafham Water Lions Club Sponsored Safari Walk to raise much needed funds for Cambridgeshire Hearing Help. There are 3 or 10 miles options. If you would like to take part, you can either raise funds online via our website or register on our Virgin Money Giving Event Page. There are paper sponsorship forms and leaflets explaining arrangements available via Fran, Gaynor or the office. We look forward to a great walking event and a boost to our funds too!

Batteries

We are working with the Cambridgeshire County Council Mobile Library. If you require batteries you can now obtain them from the mobile library service.

Visit our website to find out more www.cambridgeshirehearinghelp.org.uk

Lip Reading

A new term of Lip Reading Classes will start on **Friday 28th April 2017**, 10.30am – 12.30pm, these will be held in Hope Hall, Cambridgeshire Deaf Association, 8 Romsey Terrace, Cambridge, CB1 3NH. £6 per session.

Booking required ☎ 01223 416141. You can join anytime.



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