



Welcome to the final Newsletter for the 2018 year. Once again, thanks are due to Nikki Cleine for putting together this edition.

The clinics in both Christchurch and Wellington will be closed over Xmas and New Year and emergency support details for patients are over-page.



The year has been busy for the SCIP again in 2018.

In late 2017 the then Minister of Health provided an additional 30 implants for adults and the first half of 2018 was spent delivering these extra services.

Through the middle of the year we completed a refurbishment of our Christchurch clinic that will provide for better patient services in the medium term. The end of refurbishments was also an opportunity to celebrate 15 years as a programme, with a small reception and cake cutting in—see further on for photographs.

This year the Board committed to undertake a more “active” fundraising approach with the appointment of a Fundraising Manager. Part of our fundraising programme will be raising awareness amongst the wider community. While the number of people with implants continues to grow, there is still some lack of understanding of the life-changing benefit that cochlear implants can provide. Expect to see a greater presence in various media channels in 2019!

I would like to wish all staff and patients a happy Christmas and a safe and prosperous New Year.

Neil Heslop, General Manager

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Publication Dates:

The SCIP Newsletter is published 3 times per year approximately the end of March, July, and November.

The Newsletter will be distributed by email to patients who we hold an email address for. If the address we have on file is not correct or we have no email address on file we will send the Newsletter by standard mail. The Newsletter is also distributed to the relevant professional groups in our region.



Southern Cochlear Implant Programme Christmas and New Year Hours 2018- 2019

SCIP offices in both Wellington and Christchurch will **close at 5.00pm on Friday 21 December 2018**. Both offices will **re-open at 8.30am on Monday 7 January 2019**. Some restricted services are available during office closure, with the exception of weekends and public holidays. We will be on restricted hours over the Christmas and New Year break

Friday 21 December	Clinics Close 5.00pm
Monday 24 December	CLOSED - EMERGENCIES ONLY
Tuesday 25 December	CLOSED - NO SERVICE
Wednesday 26 December	CLOSED - NO SERVICE
Thursday 27 December	CLOSED - EMERGENCIES ONLY
Friday 28 December	CLOSED - EMERGENCIES ONLY
Monday 31 December	CLOSED - EMERGENCIES ONLY
Tuesday 1 January	CLOSED - NO SERVICE
Wednesday 2 January	CLOSED - NO SERVICE
Thursday 3 January	CLOSED - EMERGENCIES ONLY
Friday 4 January	CLOSED - EMERGENCIES ONLY



Cover for both offices will be provided from Milford Chambers, Christchurch. For the emergency days, patients should use the following contact details for emergency requests:

Mobile (Text or Voice): 027 355 3041

Email: reception@scip.co.nz

The Milford Chambers and Queens Drive office numbers (03 355 3041, 0800 500 405; 04 5899853, 0800 504 405) will not be answered during these times; please only use those contact details above.

Patients can leave a message at the mobile number or email address listed above when the office is closed, however any messages will **only be actioned** on the days listed as **EMERGENCIES ONLY**.

Please Note:

- Emergency requests include spare parts and loan devices only
- Clinic appointments will not be available at these times
- Patients with requests for batteries should ensure they have sufficient over the holiday period as these will not be actioned.
- Batteries can be sourced from local Audiology clinics or Pharmacies.

Best Wishes for a Merry Christmas and a Happy New Year from everyone at SCIP



Since our last newsletter Queen's Drive audiologist Joseph Dalrymple has welcomed a lovely baby girl;

"Bea arrived on the morning of September 28th, weighing five pounds nine ounces. She, along with mum Pip, are doing really well. She's a happy baby and already growing fast."

Congratulations Joseph, Pip and Bea!

Below: Joseph, Helen and Lisa at Helen's farewell afternoon tea at Queens Drive

In early November we said goodbye to Helen Hawkins, who has been covering full time Habilitationist Karen Watson's parental leave in Queen's Drive. Helen will be sorely missed and has been a wonderful addition to the SCIP, we wish her well in her future endeavours in Reading Recovery. Karen has decided not to return to her full-time role at the SCIP, electing to take up a new part-time speech-language therapy position within the Ministry of Education; we wish her well in her new job.

We are now able to announce that Sarah Corry has been appointed as a full-time Habilitationist position in Karen's place. Sarah is an experienced Speech Language Therapist. She has worked in NZ and the UK, and has had volunteering experience in other countries. Most recently Sarah has been working in the Porirua office of the Ministry of Education.

She has co-worked with Advisers on Deaf Children with children with hearing loss. She's also worked with children with complex needs, and is familiar with other communication systems provided by TalkLink.

Cochlear implants are new to Sarah, however she brings skills and experience that will be of great value to the Programme. Sarah will start at the SCIP early next year.





Belinda van der Monde—Fundraising Manager

Hi! My name's Belinda. I have two daughters and my partner has three sons – between us we are very nearly the Brady Bunch (only those of you born in the 60's & 70's will get that reference). A little about my background - from 2003 - 2014 I was CEO for Haemophilia Foundation New Zealand (HFNZ). My role included managing staff, developing personnel procedures and policies, finding new funding sources (as well as supporting existing funders), creating lasting and important relationships with organisations and raising HFNZ's profile in New Zealand and internationally.

In 2014 I left HFNZ to take on the role of CEO for the Cystic Fibrosis Association of New Zealand (CFNZ). As well as managing the staff and ensuring the smooth day to day running of CFNZ, my most notable achievements was to secure a reliable income

stream, re-organise staff distribution throughout the country and update the CFNZ policies, procedures and constitution documents.

After a period of working with my partner to establish his new business I returned to the not for profit sector and started my role as Fundraising Manager for SCIP in May 2018. It would be hard for me to imagine a more worthy cause to work for. To see daily how the lives of those implanted are changed for the better is wonderful. Thank you all for making me feel so welcome especially to those who didn't mind me sitting in on their 'switch on' - truly an awe inspiring privilege. (see the next page for an update from Belinda ...)

Pip joined the team as an Audiologist on 3rd September 2018 and she is working full time from our Milford Chambers clinic. Pip has undergone a training course and is currently being supported by experienced staff as part of her induction.

"I started my career as a Speech-Language Therapist, working with children with developmental communication disorders. I went on to complete Master of Audiology studies at University of Canterbury in 2010. Since then I have been working clinically as an Audiologist in both private hearing aid clinics and for the Children's Hearing Aid Service, providing diagnostic hearing and hearing needs assessments and fitting of hearing aids and assistive listening devices for both adults and children. I am very excited to now be part of the team at SCIP, where I have had the opportunity to extend my skills into a different aspect of audiology. I feel lucky to be working in a great team of dedicated professionals.

Outside of work I enjoy music and have fun performing with the Christchurch Pops Choir. I also like sports and am a one-eyed Crusaders fan."

Pip Wilding—Audiologist at SCIP





Fundraising update:

My name is Belinda van der Monde and this year I joined the programme as full-time Fundraising Manager. I've been with SCIP for six months and I must admit – it has been a great experience; the staff are wonderful and the community are very welcoming. You have all made me feel like part of the team.

This is my first contribution to the SCIP newsletter. I thought it would be helpful to give you an update on what I've been doing and what my goals are. First and foremost my main aim is to raise money for SCIP to help deliver services that benefit our patients. Additionally, we hope to raise enough money to fund implants for adults who don't have enough priority for Ministry of Health funding. At the moment, there are more than 160 people in that situation. While that's a nice end goal to have, there's a lot of work that needs to be done in order to succeed.

While you are all aware of SCIP and the great work we do, that's not the case for the average New Zealander. Raising the profile of our charity is a big part of my role. That means meeting people within our catchment area to talk about the great work SCIP does and the positive results the vast majority of our recipients experience.

So far I have travelled to Invercargill, Dunedin, Nelson, Wellington and Timaru. We have a large area to cover! While I have met with a lot of potential funders I have also had the opportunity to meet with some of you – our users. Talking to you and hearing your uplifting stories has been a real pleasure and makes it easier for me to convey the importance of our work through funding applications.

When I'm not travelling around the SCIP regions I am applying for grants. So far I have been successful with the following organisations:

Invercargill Licensing Trust Foundation \$2,500.00
Rata Foundation \$10,000.00
Pub Charity \$75,000.00

SCIP has also been very fortunate to have Mutual Credit Finance (MCF) come on board as a Foundation Partner. That means MCF will be supporting SCIP for the next five years by making an annual donation of \$20,000.00 per year.

All in all it's been a very positive start to my role. In 2019 I will focus on obtaining bequests and major gifts for SCIP. Look out for updates on the SCIP website and newsletters.

If you see me around please make sure you make yourself known to me – I love meeting members of our community.

I wish you all a very Merry Christmas and a happy and a healthy New Year.

Belinda van der Monde, SCIP Fundraising Manager.



15 Years – 1000 Ears!

On Wednesday 28th November 2018, the SCIP community (which comprised our Christchurch based recipients, stakeholders, supporters and staff) came together to celebrate SCIP's 15th anniversary. In all 75 people turned up to help us celebrate!

We were fortunate enough to have Christchurch Mayor - The Honourable Lianne Dalziel speak at the event, as well as David Kent (Southern Hearing Charitable Trust Chair), Michelle Holland (Cochlear Implant user) and David Tier (Chair of the Mutual Credit Finance Board).

We were celebrating our many milestones from over the years;

- SCIP was established in 2003 and in that time we have implanted over 1000 ears
- Since 2014 we have developed a Wellington clinic and received funding for bilateral implants for children. Surgery is now available in Wellington as well as Christchurch
- We have completed the Christchurch refurbished clinic to enhance patient experience
- 2018 saw the visiting and telehealth services being developed throughout our regions
- We have re-vamped the SCIP website. It's now user friendly for our patients and easier to navigate
- From 1st December 2018 SCIP have a Foundation Partnership with Mutual Credit Finance (MCF).

David Tier from MCF gave a speech on why MCF had chosen to support SCIP. Highlights from his talk were:

"MCF is a boutique finance company and we try and find areas of lending that are not well funded by existing operators such as banks. It's this 'below-the-radar', needs-driven approach that led us to SCIP. We were looking for an opportunity:

- *In the medical sector;*
- *That had brand synergy and affinity in terms of vision and values;*
- *Where the organisation was looking for a long-term, strategic partnership; and*
- *With an organisation that perhaps had a lower profile that we could assist by leveraging off our extensive business networks and associates.*

I'm pleased to say SCIP has met all our criteria and, as a result, we have committed to providing \$100,000 to the programme over the next 5 years. This direct financial contribution will be complemented by any exposure and support we can generate through our experience, networks and associates".

We were thrilled to have so many people attend this event. It was a great opportunity to meet with our community face to face and celebrate the last 15 years, while also looking toward the next 15. The happy event was captured by camera so we hope you enjoy looking at the photos in the next few pages.

**SCIP – striving to put the
patient at the centre of all we do!**





Clockwise from top left:
David Kent, Board Chair Southern Hearing Charitable Trust (SHCT) and David Tier, Board Chair Mutual Credit Finance (MCF). David Kent and Jessica Lissaman. The Honourable Lianne Dalziel Mayor of Christchurch and Michelle Holland, CI recipient and guest speaker. David Tier. Judy Johnson, Pip Wilding and Sarah Barron. Helen Graham and Helen Lane. Mel Souter and Phil Bird, SCIP surgeons. The Mayor. Lily Chai and Linelle Stacey, artist. Nichola Robertson and Liz Kay. Laura Dixon, Dianne Rafter and Stacey Butler. Leigh Harris, Vicki Thomson and Cindy McEwan. MCF and SHCT Board. Cake.



Photos by Cassandra Kovacs.





Clockwise from top left:

Michelle Holland and Natasha Gallardo. Scott Bampton St George's Hospital CFO, Mel Souter and Carol Ferguson St George's Hospital Manager. Jill Mustard, Joanne Lake and Pip Wilding. The Mayor and Neil Heslop General Manager Southern Cochlear Implant Programme. Sue Anderson, Joanne Lake and Gillian Nicolle. Cleo Schurink and Phil Bird. Penny Monteath and Donna Sperandio. Paul Clarke (MCF), Belinda van der Monde, Nikki Cleine and Gerald Ryan (MCF). Ray Arthur and Bob Maxwell. Nikki Cleine, Jill Mustard and Belinda van der Monde. David Tier and David Kent.

Photos by Cassandra Kovacs.





Cochlear implant recipient Michelle Holland speaking at the event.

"I am honoured to be asked to represent the cochlear implant recipient's at this wonderful occasion. I can only explain what it means to have the gift of my hearing from my own experience, but I hope some of the things I mention today resonate with you all.

My story is of someone who lost their hearing from 26-40 years old. Gradually at first, and then I became completely deaf for about six years. I have had my cochlear for 5 years and to say it has changed my world for the better is an understatement.

Losing my hearing in my 20's meant I was basically stuck in the 90's – only recognising old music and nothing new. I found communicating with new friends to be a chore, not a pleasure and so I basically became a hermit.

Losing my hearing meant I didn't spend time with my young nieces because I couldn't hear their high-pitched voices. I lost my sense of humour because punchlines and puns were lost on me. I was always jumping to wrong conclusions; I mostly had to guess situations - as I couldn't really hear what was going on. Deaf people are detectives, working with body language and context in conversations.

I was single at the time of being deaf and that meant I had to choose my men wisely; not date guys who had accents, quiet voices or moustaches. Movember is a pain in the a** for people who have to speech-read!

Getting onto the SCIP assessment list and meeting the team here was a game-changer. At SCIP I was with people who understood my condition, better than I understood it myself. With SCIP you are never a number. You gain a support crew who really have your back.

The surgery was a dream, thanks to Phil Bird and his team. The rehabilitation with the wonderful Penny, Nikki and Shirley improved my hearing over the next few years. My hearing will never be perfect, but it is oceans better than the silent world I used to live in.

One day - about 18 months after getting my cochlear, I realised I felt strange. The strange feeling was calmness, being relaxed with the world. I had an 'a-ha' moment... all my life that I had been living as hearing impaired or deaf I was actually in survival mode. Every moment was a strenuous physical activity; trying to communicate with others and understand the environment. With the cochlear I was no longer living in survival mode 24/7. Absolute bliss!

Since getting my implant I have met my wonderful life-partner, Craig, become a bonus-parent to four children, regained my career, met wonderful new friends AND been able to have enough energy to start giving back to others and the community

To that end, I was reviewing my life insurance policy just the other day and realised that if I increased my cover by \$50K it would cost me as little as \$20.00 extra a month. When I die I will now have spare funds to bequest some money to SCIP to give one new person the chance at a hearing life – just like the one I have been blessed with. Something to think about - paying it forward.

Finally, I want to say a huge, heartfelt thanks to the team and trustees of SCIP, the surgeons, sponsors and suppliers, who give us back our hearing. Deafness is not life-threatening, but it is definitely life-stealing. I am in awe that every day I can wake up as a deaf person and put on my cochlear and 'be cured'! Please keep talking to anyone and everyone about SCIP, because others deserve to know this service exists so they too will be able to live the life we are so blessed to live".



Social Skills Holiday Group – Southern Cochlear Implant Programme

It was great to all meet up again in the October school holidays for a Social Skills get together. Nine children attended from 9.00 - 1.00 at the Upper Riccarton Library in Christchurch. We focused on a range of goals leading on from our previous Social Skills sessions.

We acted out 'social conflicts' that they might encounter at school and brainstormed ideas to help to resolve social problems. This involved lots of discussions about feelings and how each person involved in the conflict would feel with each suggested resolution.



We played games and activities focusing on how to start and continue conversations with friends and important aspects of friendships.

- What makes a good friend?
- How to be an effective listener?
- Reading social cues.

We practised giving support to peers in team building activities.

We talked about sarcasm, what it means, what it sounds like and how you might respond to a sarcastic comment. This was fun to role play!

We reviewed Theory of Mind concepts reinforcing that everyone has their own preferences, emotional reactions and thoughts. We then made a friend a sandwich based on what the friend wanted rather than what we wanted. We then encouraged the children to order a pizza lunch working out a way to find out what everyone liked, and deciding as a group what they should order based on their preferences and level of hunger! The pizza lunch was a definite winner!

**KA PAI
EVERYONE!**

Joanne Lake and Megan Chinnery





A Cochlear Implant Journey **by Christine Pearson**

I have just become the first South Island recipient of an Oticon cochlear implant.

In 1965 while pregnant with me my mother had a severe case of rubella. With no vaccination available, I was born profoundly deaf due to the rubella.

On November 5, 2015 I had a terrible vertigo incident and was diagnosed with Meniere's Disease. For 3 years I suffered terrible bouts of vertigo, dizziness, nausea, imbalance and tinnitus. The tinnitus would be so bad I was not able to function properly as I would be tired from the noise 24/7.



I had my first assessment for a Cochlear Implant with SCIP in February 2018 after Bay Audiology specialist Jason King referred me. As a result of my having a better left ear, I was declined as a candidate for a Ministry of Health funded cochlear implant. I was devastated of course and I made a decision to find funding for the implant myself. I tried a 'Give a Little', page first and on 16th July 2018 I put an application through to the Fairfax Foundation for a grant for an Oticon device. Ten days later my application was accepted!

The operation was planned for 29th October. I was pretty calm over those weeks prior to the implant. I must give many thanks to Mel Souter and Nick Abbott for their professionalism throughout this operation.

On 6th and 7th November I had my first switch on appointment, under the guidance of Shirley Marshall, Pip Wilding and Jemini Patel from Oticon. The sounds so far have been quite loud and I hear all sorts of things like leaves in the trees, the hot water cylinder bubbling, a guitar string strumming, and rain on the roof directly above me.

As a result of the implant the tinnitus has reduced significantly during the early stages of sleep. Most importantly I am already finding myself in a better place to socialise and engage with the public in my receptionist job. The results of the ongoing mapping have been encouraging, and with daily exercises under the guidance of Rehabilitationists, Nikki Cleine and Penny Monteath, I will gradually hear and understand more from my right ear.



Loud Shirt Day 2018



Dylan from Christchurch who has bilateral cochlear implants was on What Now to promote Loud Shirt Day. Check out the video at the link below!

<https://www.tvnz.co.nz/shows/what-now/episodes/s2018-e33>

SCIP Queens Drive staff getting their 'superhero' on for LSD 2018!



SCIP Milford Chambers staff celebrating LSD 2018 in style!



The Christchurch based Rehab team hits the road!

Penny and Nikki, accompanied by Fundraising Manager Belinda van der Monde, have recently embarked on a pilot project to visit and provide rehabilitation services to some of our regions. So far they have visited Invercargill, Dunedin, Nelson and Timaru— inviting local adult CI users and their support people along for a cup of tea and to give a presentation with the latest news from SCIP, along with a fundraising update from Belinda.

The following day they have hosted a 'drop in' style rehabilitation clinic where local adult CI users at any stage of their CI journey can come and get some advice or find out more about what they can be doing to maximise their cochlear implants. The regions visited so far have had an awesome response and we hope to visit more of our regions in the New Year.



Above: Nikki with some of the patients at our Dunedin CI User group meeting and presentation.

Have you ever thought about getting a hearing dog?

Hearing dogs are trained to alert you to sounds in your environment—they can help increase your feelings of security and make great companions. Find out more at www.hearingdogs.org.nz





Cochlear Ltd announces a special offer for NZ resident (Cochlear brand) cochlear implant users who are interested in privately funding a cochlear implant in their second ear (sequential bilateral):



Experience the benefits of hearing with both ears

Special dual processor promotional offer:

\$22,500 excluding GST with TWO Nucleus® 7 sound processors

For a limited time recipients paying privately for a Cochlear™ implant system for their second ear can purchase the special dual processor offer; a Cochlear™ implant system with TWO Nucleus® 7 Sound Processors.

To take advantage of this offer;

Contact the SCIP by emailing: reception@scip.co.nz
or discuss directly with your SCIP Audiologist





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Web-Site (www.scip.co.nz)

The web-site has recently been revised. The revision should provide easier navigation and access for patients, professionals, or the general public to be able to find information.

