

# Guide to fostering connection

How to thrive and stay connected during social distancing

## Practical advice to boost your wellbeing

Unfortunately, there is no easy way to predict how long social distancing measures will be in place. However, there are simple steps you can take to ensure you get back into the swing of things once social distancing is no longer recommended.



### Create a healthy living environment

- **Optimise acoustics at home:** Check the acoustics in your home and if possible, introduce some soft furnishings into the space. Remember, hard surfaces can create reverberation and distort sound quality.
  - For example, if your home has tiled or timber floors you may find a rug will help reduce some of the reverberation. Or, if you have large windows in the room, adding curtains may help to improve your listening environment.
- **Clear your space:** Spending a majority of your time indoors can make you very aware of the walls surrounding you. Maintaining an organised space can help to clear your mind, especially if you are also working from home.



### Look after yourself and set a daily routine

- **Develop a routine:** Having a routine can help to bring purpose and focus to your day. For example, continue to do the things you would normally do, like making your bed in the morning and starting your day with a cup of coffee.
- **Maintain a healthy lifestyle:** If possible, incorporate regular exercise or stretching routines into your day, and try following a healthy eating plan. Explore the multitude of applications online offering workout routines and exercises.

# Practical ways you can stay connected

Social distancing does not mean social disconnection. Cochlear Family have put together some tips and tricks to help you simplify and maintain your connection to family and friends.



## Educate family and friends on conversational strategies

- Remind family and friends of the phone communication strategies that will make listening easier for you. For example, request that they speak slowly and clearly. If they are taking the call in an environment with a lot of background noise, ask if they can reduce the background noise in their environment, move to a quieter room or reschedule the call to a time where they may be in a quieter setting.



## Stream phone or video calls directly to your sound processor

- To maintain regular connection, set aside time every day to talk to a friend or family member. To make listening during conversations easier and clearer, take full advantage of your sound processor's direct streaming capabilities.
  - Stream phone and video calls directly to your Cochlear™ Nucleus® 7 Sound Processor or Baha®5 Sound Processor from compatible iPhone or Android devices using the Smart App or Cochlear Wireless Phone Clip.



## Adjust programming and switch on ForwardFocus

- If you do not have wireless accessories, you can improve your listening experience during video calls by making simple adjustments to the program settings on your sound processor.
  - Use the Nucleus Smart App to enable ForwardFocus on your Nucleus 7 Sound Processor. This will help to reduce environmental noise behind you, so you can better focus on the video call in front of you.



## Use video and instant messaging platforms

- **Video:** If possible, arrange to have video calls using platforms like Skype, FaceTime or WhatsApp. Not only does it promote a deeper level of connection with friends and family, it can make communication during calls much easier. Video calls will allow you to draw upon visual cues such as the speaker's lip or facial movements, gestures and body language. Also, if you have multiple people on a call, it will make it easier for you to identify who is speaking at any given time.
  - **TIP:** Even when using video, encourage communication partners to face you, speak up or speak more slowly.
- **Messaging Apps:** We recommend exploring the use of instant messenger apps like iMessenger or WhatsApp. On these platforms, you can curate group chats for friends and family and easily share group messages, videos and pictures.



## Connect your sound processor to your computer or tablet

- Direct streaming is not limited to your mobile phone. You can also use your Cochlear True Wireless™ accessories to directly stream audio and media from your computer or tablet to your sound processor.
  - **Mini Mic 2+:** Ensure that your Nucleus 7 Sound Processor or Baha 5 Sound Processor is paired\* correctly. Then insert the 2.5 mm accessory cable that comes with your Mini Mic 2+ into the headphone socket of your computer or tablet and connect the other end to the Mini Mic 2+.
  - **Phone Clip:** Ensure that your Nucleus 7 Sound Processor or Baha 5 Sound Processor is paired\* correctly and that the Bluetooth® functionality on your computer is enabled. On your computer or tablet, search for Bluetooth devices that are available and select "Hearing Aid Phone" from the list of Bluetooth devices.

\* Refer to your user guide for pairing instructions.

# Get innovative with ways to stay connected

There are many ways that you can continue to stay connected with family and friends. While you may have to stay at home, your imagination is free to run wild. Here are just some ideas to get you started:



## Have virtual family dinners

- If you have regular dinners with your family, try arranging a video call and have a virtual dinner with them.



## Set Family/Friends Challenges

- For example try a "cook-off" style competition. Select five (5) ingredients that everyone must use in their dish and set-up a way of voting for the best-looking dish.



## Have a Netflix Party

- Stay connected with family and friends while you watch television. With **Netflix Party** you can watch movies and TV shows with your friends and family online by synchronising video playback and adding group chat to the shows you're watching. So, you don't need to even be in the same room, home or even city to stay connected with your loved ones.

For more information contact your local customer service team.

*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 and refer to the relevant user guide for more information. Not all products are available in all countries. Please contact your local Cochlear representative for product information. Consult your health professional to determine if you are a candidate for Cochlear technology.

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**Cochlear Ltd** (ABN 96 002 618 073) 1 University Avenue, Macquarie University, NW 2109, Australia Tel: +61 2 9428 6555  
**Cochlear NZ Limited** Level 4, Takapuna Towers, 19-21 Como Street, Takapuna, Auckland 0622 New Zealand Tel: +64 9 914 1983  
**株式会社日本コクレア (Nihon Cochlear Co Ltd)** 〒113-0033 東京都文京区本郷2-3-7 お茶の水元町ビル Ochanomizu-Motomachi Bldg, 2-3-7 Hongo, Bunkyo-ku, Tokyo 113-0033 Japan Tel: +81 3 3817 0241  
**Cochlear (HK) Ltd** Room 1404-1406, 14/F, Leighton Centre, 77 Leighton Road, Causeway Bay, Hong Kong Tel: +852 2530 5773  
**Cochlear Medical Device (Beijing) Co Ltd** Unit 2608-2617, Gemdale Tower B, 91 Jianguo Road, Chaoyang District, Beijing, 100022, P.R. China Tel: +86 10 5909 7800  
**Cochlear Limited (Singapore Branch)** 238A Thomson Road, #25-06, Novena Square Office Tower A, Singapore 307684 Tel: +65 6553 3814  
**Cochlear Korea Ltd** 1st floor, Cheongwon Building 33, Teheran-ro 8 gil, Gangnam-gu, Seoul, Korea Tel: +82 2 533 4450  
**Cochlear Medical Device Company India Private Ltd** G Floor, Platina Building, Plot No C-59, G-Block, Bandra Kurla Complex, Bandra (E), Mumbai - 400 051, India Tel: +91 22 6112 1111



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