



## Individual Customer Testimonial

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### Barbara Reid on the Comfort Contego

#### **| The Challenge...**

To provide an effective hearing solution for a customer with hearing impairment

#### **| The Solution...**

The brilliant and versatile portable FM system- Comfort Contego

#### **| The Benefits...**

A state of the art, discreet and effective personal amplification system that can amplify sound from TV, telephone, speech and more...



After speaking to Gordon Morris on the phone my hopes rose that at last I had found someone who knew what I was talking about and could help me find equipment that would allow me to continue as a therapist and enjoy the world more fully. The Contego does that and much more. For the first time in 60 years, I can hear people talking in another room, listen to the radio anywhere in my house (or garden), hear the classical music I love without blasting my friends out of their seats and hear TV better. The sound quality is excellent.

A friend of mine, a very lively and alert 93 year old, has hearing even worse than mine (I have a hearing loss between 85 and 95 decibels) and I took my loan equipment for her to try. She was absolutely speechless. She has lost so much of her hearing and could no longer understand the speech on her TV and listening to her radio required high volume and total attention, which can be exhausting at 93. Also talking to more than one person was impossible for her. We both think this equipment is miraculous. Not that I have my own equipment, I am going to take the loan equipment to her (this has been approved by your office) and help her get used to it. I know she will order one too.

I am perplexed that so few people seem to know about the Contego: the very knowledgeable man who supplies my hearing aid and who knows much about my loss had no suggestions when I asked him, except to recommend Connevans and they do not supply it. The man I see at the NHS clinic did not suggest it, even the RNID, though it was in the Solutions catalogue, were at a loss when I asked for help. To my present knowledge, the hearing impairment centre in Maidstone does not supply it – they certainly didn't mention it as a possibility when I went to see them with my dilemma.

It makes me mad that people with hearing loss struggle against such overwhelming ignorance, and also lack of funding for research/help. For example, few people know that using the hands free/speaker phone option on both land and mobile phones makes it possible for many profoundly deaf people to use a widely available, ordinary phone easily. This ignorance is not just among the public, so many of whom have difficulty hearing, but also among professionals who should be offering accurate, up-to-date advice.

I have found myself an ambassador for my disability (once I had finally come to terms with it and stopped trying to hide it). I have spoken publicly about hearing impairment and have run many courses while working with elderly people and I have found that generally people don't have a clue about the disability. By explaining to my friends how best they can help me hear them, they

I can't tell you how many people have come up to me after my talks/courses to seek advice about a wife, husband, or elderly relative who 'doesn't have a problem' and won't wear a hearing aid. This causes immense stress and is so isolating, as I'm sure anyone who is afflicted with hearing impairment knows. So now I shall spread the word about the Contego as well.

Gordon Morris Ltd would like to thank Barbara Reid for her testimonial and for her status as ambassador for hearing impairment as a disability. We hope that more people will come to realise the real issues involved with deafness and that the hearing impaired will try equipment like the Contego out for themselves.