

# KEY WORDS



**Hearing aid:** A hearing aid is an electronic device that helps people hear sounds and speech more easily. Each hearing aid is set up specifically for the person who wears it, based on their level of hearing.

**Cochlear implants:** Small electronic devices that help some deaf or severely hard-of-hearing people to hear.

**Bone conducting headphones:** send sound through the bones of your skull, leaving your ears open so you can hear what is happening around you.

**Recruitment:** Recruitment is a type of hearing problem that affects how people with hearing loss hear loud and quiet sounds. In recruitment, quiet sounds may be too soft to hear, but slightly louder sounds suddenly feel very loud, even if they aren't for other people.

**Hearing loss:** Hearing loss describes how much someone's hearing is reduced. It can be mild, moderate, severe, or profound, depending on how hard it is to hear sounds.

**Tinnitus:** Tinnitus is when someone hears a sound even though there is no actual sound around them. It can be ringing, buzzing, hissing, whistling, or other noises. Tinnitus can be constant or come and go, and the loudness can change each time.

**Misophonia:** A condition where certain everyday sounds (like chewing or tapping) cause very strong feelings of annoyance, anger, or distress.

**Hyperacusis:** A condition where everyday sounds seem much louder or more painful than they do for most people.

**Synaesthesia:** Synaesthesia is when two or more senses get mixed up. For example, some people might see colours when they hear sounds or read words. Others might experience tastes, smells, shapes, or touches when they see, hear, or read things. These sensations happen automatically and cannot be switched off.

**Oral deaf:** People who are oral deaf were born deaf or became deaf before learning to speak. They learn to communicate by listening and speaking, rather than using sign language.

**Sensorineural deafness:** This is hearing loss caused by problems in the inner ear, often because the cochlea isn't working properly. Sensorineural deafness is permanent.

**Conductive deafness:** This happens when sounds can't pass properly through the outer or middle ear to the inner ear. It can be caused by earwax, fluid in the ear, or glue ear (common in young children). Conductive deafness is usually temporary, but sometimes it can be permanent.

# AURAL DIVERSITY WORDSEARCH

H E A R I N G A I D L J W C E K V D  
C L A A U R A L D I V E R S I T Y R  
O R A L D E A F H T U M E W Y Y J O  
T O N A L V A N T I N N I T U S R N  
M I S O P H O N I A C O C M R E U I  
Q O K P A B I R E P E T I T I V E N  
H B M E C H O E Y B K S O U N D K G  
C H E A R I N G L O S S L K I G A W  
N O I S E H Y P E R A C U S I S T G  
Z E R E C R U I T M E N T V W M G Q  
C O C H L E A R I M P L A N T S U Z  
W Z S Y N A E S T H E S I A F H J B

The following words are hidden in the wordsearch:

AURAL DIVERSITY  
COCHLEAR IMPLANTS  
DRONING  
ECHOEY  
HEARING AID  
HEARING LOSS  
HYPERACUSIS  
MISOPHONIA  
NOISE  
ORAL DEAF  
RECRUITMENT  
REPETITIVE  
SOUND  
SYNAESTHESIA  
TINNITUS  
TONAL





**Felipe M.**  
25 years old

#### About him



Sensitive to Noise



Speaks quietly



Misophonia

#### Lifestyle

Felipe has tinnitus, which means he can hear a high-pitched ringing all the time. It might have started from going to very loud clubs and raves when he was younger. Being in loud places for more than half an hour can make the ringing worse, especially at bedtime.

He still enjoys going out with friends and likes places where it's quieter, like the outside area of a bar. Felipe knows which noises trigger him, so he avoids restaurants where the noise is too much and prefers getting food delivered instead. When he does go out, he likes cafés or restaurants with background music because it masks annoying sounds like clinking cutlery. He also avoids public toilets because of loud hand dryers, and wears noise-cancelling headphones on trains and at the gym to block out loud or irritating noises.

#### About Felipe

Felipe is very sensitive to noise, and loud sounds can be uncomfortable or even painful for him. He also has misophonia, which means certain everyday sounds, like chewing or breathing, can make him feel upset or uncomfortable.

#### At Work

Felipe works as an engineer. Most of the time, his hearing doesn't affect his job because his office has quiet areas where people can work alone. When he needs to focus, he listens to music through earphones to cover up the ringing in his ears, called tinnitus. Sometimes he speaks quietly because he worries his co-workers might have trouble hearing him.



**Tracey O.**  
41 years old

#### About her



Oral deaf



Lip reading



Speech-to-text



Cochlear implants

#### Lifestyle

Tracey prefers familiar places and can feel unsure in new or busy spaces. It helps when places have clear signs, quiet areas, and captions on videos.

She enjoys going to the theatre but needs to sit close to the stage so she can lip read. If accessible seats are too far away, she sometimes has to buy more expensive tickets. She appreciates being given a copy of the script so she can read along.

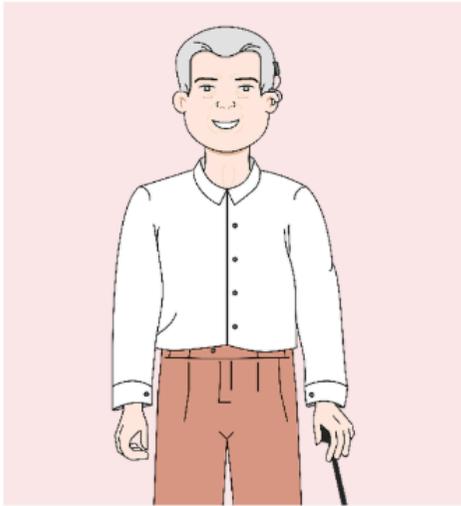
#### About Tracey

Tracey describes herself as oral deaf. She has been hard of hearing since birth and now uses cochlear implants to help her hear. She also uses lip reading and speech-to-text apps that turn spoken words into written text.

#### At Work

Tracey works in marketing and enjoys being creative and working with others. However, her open-plan office can be very noisy, which makes it hard for her to hear conversations. Listening carefully all day can also make her feel tired.

At lunchtime, she likes to relax in a small, quiet public garden near her office where she can enjoy some peace and the sounds of nature.



**John H.**  
82 years old

#### About him



Hearing loss



Hyperacusis Recruitment



Bone-conducting headphones

#### Lifestyle

John is determined not to let hearing problems stop him from doing things he enjoys. He connects his hearing aids to his phone to make phone calls easier. Going to the bank can be stressful because of the noise and glass screens, so he makes appointments to sit down and see the person clearly, which also helps him lip-read.

John likes chatting with people, but loud places can be tiring because it's hard for him to understand speech. That's why he avoids noisy coffee shops and restaurants, and prefers quieter places like parks or his local community hall, where he goes to his book club.

#### About John

John is retired and has age-related hearing loss, which makes it harder for him to hear certain sounds, especially high-pitched ones. He also has hyperacusis, which means some sounds seem louder to him than to other people. This can be frustrating because he used to hear very well. He wears hearing aids to help him hear better.

Music doesn't sound the same as it used to because he misses some of the higher notes, but bone-conducting headphones help a little.



**Jessica B.**  
64 years old

#### About her



Sensitive to Noise



Blind

#### Lifestyle

Jessica relies on her hearing more than most people to find her way around. For example, in a large shopping centre, she can tell where she is by listening to echoes from hard floors and high ceilings or the different sounds from shops and nearby places like a primary school.

However, public announcements in airports and train stations can be confusing because there's too much sound at once. She prefers to use headphones connected to her smartphone to get the information she needs. Loud alarms or adverts can make it harder for her to understand where she is.

#### About Jessica

Jessica is blind and uses a white cane to get around by herself. She started losing her sight in her teenage years and has been fully blind since her early twenties.

#### At Work

Jessica is a freelance writer. She likes having background music while she works because it helps her feel calm and understand her surroundings. She often works in her favourite coffee shops, where she knows the layout well, spending afternoons writing her next novel.

# MY DESIGN



If you were designing a cafe, what changes would you make to support people with different hearing needs? If you want, choose one of the example people to design your space for. Draw or bullet point your ideas!