



February 2025

Last week we were spring skiing, now we are grateful to be living in a winter wonderland on the traditional territories of the Tla'amin peoples. I hope you are enjoying the snow!

Auditory Outreach has started 2025 with a bang; continually striving to improve our processes and service provision for you and the students.

Our Cochlear Connections Club student groups are going brilliantly! Auditory Outreach is now offering these virtual social connection groups for qualifying teens who have cochlear implants. We're partnering with the BCCH CI team and plan to offer several more virtual groups next school year, so please stay tuned for more information! If you have a teen student with CIs who is in need of social connection, please email Claudia.piccinin@sd47.bc.ca so we have the student on our radar for next year.

Thank you to those who attended our CI webinar on January 15th. If you were unable to attend and would like a copy of the recording, please email lora.baker@sd47.bc.ca.

What's New?

- **Our Cochlear Connections Club virtual groups are happening. We are excited to be providing teens with cochlear implants social connections and educational opportunities.**
- **Auditory Outreach issued accessory kits to over 30 public school districts. If you haven't already, you can still request a kit by emailing: lora.baker@sd47.ba.ca.**
- **See attached handout for information about updated software for Roger transmitters.**
- **We are required to confirm registration status and student info (legal name, DOB, PEN) with schools directly. We appreciate you letting schools know to expect an email from us.**

Troubleshooting Webinar

Auditory Outreach is pleased to offer an equipment troubleshooting webinar on **Wednesday April 9th from 11:45am– 12:30pm.**

[Register Here](#)

Equipment Tips

Did you know the grey button on the back of the Touchscreen releases the lanyard? When the button isn't used to release the lanyard before removing, the prongs often break off inside the housing.

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General Info

- We've added new [resources](#) and [Easysheets](#) to our website, including: [Troubleshooting Guide](#) & [Using Cochlear Technology in the Classroom](#)
- Most students with cochlear implants only have the BCCH CI clinic listed on their Permission to Share (consent) forms, so we can't send equipment to public clinics for these students.
- The Roger On docking station is not intended for charging, please use the supplied charging block and cord.
- Use only supplied charging block and cord when charging and turn off transmitter while charging.
- To complete a "hard reset" on a malfunctioning Roger Touchscreen, simply hold the power and mute buttons simultaneously for 8 seconds.
- Please indicate tube and dome size for Roger Focus tech service requests.
- If using a prepaid envelope for returns– please save big envelopes for for two students and remember to include paperwork.

Contact Us

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