



Advanced Bionics Services™  
and Support

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**bea**™  
Bionic Ear Association

*Hear and Be Heard™*

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### What is the BEA?

- AB is committed to improving the lives of candidates and recipients everyday
- AB created the *Bionic Ear Association (BEA)*, a valuable support network whose mission is to be there for the candidates and recipients every step of the way



*"I love hearing the stories of how we've made a difference in someone's life, from the precious little ones to the seasoned silver threads. It touches me to know that I've had a part in helping someone on their hearing journey."*  
—Linda Luallen, BEA Representative

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## Bionic Ear Association (BEA) Service Programs

- BEA Support Center
- Connect to Mentor™
- Hearing Journey™ Online Community
- The Listening Room™ - Free rehab and related support for recipients and professionals
- E-Learning Library - Free online education programs

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## BEA Support Center

On-call support by experienced clinicians

- Assist cochlear implant (CI) candidates, recipients, family members, and ancillary CI professionals such as educators or therapists with their questions
- BEA Support Center hours of operation are 5AM-5PM PST Monday through Friday
- Candidates and recipients can reach the BEA Support Center by calling 866-844-HEAR (4327) or sending an email to [hear@advancedbionics.com](mailto:hear@advancedbionics.com)

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## "Meet a Recipient" Program

- The "Meet a Recipient" program offers one-on-one guidance and support to CI candidates or recipients seeking information as they navigate the cochlear implant process from someone who has walked the journey before them...BEA Mentor



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### What is a mentor?

- Mentors are AB recipients or the parent or a family member of an AB recipient who form the heart and soul of the BEA community
- Mentors share their knowledge and experience to support other cochlear implant candidates at the beginning of their hearing journeys or fellow recipients already on the journey

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### How does someone connect to a mentor?

- Online at [www.BionicEar.com](http://www.BionicEar.com)
- Email the BEA at [hear@advancedbionics.com](mailto:hear@advancedbionics.com)
- Contact AB customer service and ask for the BEA

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### How does someone become a Mentor?

- If an individual who is an AB recipient, parent, or loved one of an AB recipient interested in mentorship, he/she can email [hear@AdvancedBionics.com](mailto:hear@AdvancedBionics.com)



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## Online Community

HearingJourney.com is an online community sponsored by AB that:

- Connects candidates, recipients, and professionals directly to AB and to each other
- Provides respectable, credible, and accurate information on cochlear implants, AB products, and services

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## The Listening Room www.BionicEar.com

Resources and materials are **FREE**

- 3 sections: Teen and Adult, Kids, & Infant and Toddler
- All materials are easy to download and print
  - Written instructions
  - Online video clips
- Listening activities for the Teen and Adult section can be completed 3 ways:
  1. CLIX: Interactively online self-guided or with a listening coach
  2. Thumbprints: Downloaded to a video iPod or MP3 player
  3. Paper Trails: Printed for use with a listening coach

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### Mural of the Month

#### "Snow Fun"

There are lots of things to do outside this winter. Print this mural and place the characters as you make up stories about winter fun!



Note: This activity should be printed on heavy card stock and the video player can be printed on plain paper.

All materials/activities are easy to download and print with written instructions & online video clips

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# The Listening Room for Kids in Spanish



## Artículo del Mes

Es importante tener muchas expectativas. ¿Cuáles son nuestras expectativas para escuchar? Vamos a pensar en el año pasado como un año de oportunidades para escuchar. La tema de este artículo es "Edad Auditiva".



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## Tools for Schools™

- A resource for parents, therapists, and educators who support children with cochlear implants
- This resource provides tools to help a child be successful in the classroom
  - Product Information
  - Educational management
  - Online Education Courses
  - Workshops
  - On-call and online support
    - 1-800-678-2575
    - [ToolsForSchools@advancedbionics.com](mailto:ToolsForSchools@advancedbionics.com)



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## Tools for Schools

**In the spotlight:**  
**Interactive Troubleshooting Guides for Harmony™ and Platinum Sound™ Processors**



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- Therapy tool designed to weave music and language seamlessly into a child's habilitation program
- All of the songs were designed to promote speech & language development in children with cochlear implants
- The CD contains
  - 18 Songs
  - Music/lyric Sheets
  - Instructions on use of materials in therapy

www.bionicear.com

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[www.bionicear.com](http://www.bionicear.com)

- Great resource for candidates, recipients, and professionals
- eLearning Library
  - Over **Fifty** courses
    - Rehabilitation
    - Cochlear Implant Management
    - Cochlear Implant Technology
  - Free and available at any time

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### Customer Care



- 48 hour replacement policy
- Care specialist available 5 AM – 5 PM PST M-F
  - (877) 829-0026 - Customer Service
  - (877) 779-0229 - Reimbursement Services
  - Weekend emergency pager service - (800) 678-2575 (leave a message and pager will be alerted)
- Online chat available 5 AM – 5 PM PST M-F




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- Encourage cochlear implant candidates and recipients to connect to the BEA online, via phone, or via email!
  - [www.BionicEar.com](http://www.BionicEar.com)
  - [hear@AdvancedBionics.com](mailto:hear@AdvancedBionics.com)
  - 1-866-844-HEAR



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*AB is committed to providing programs and services that provide support & success with cochlear implants for both patients and cochlear implant centers*



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