

## **S3E5 TRANSCRIPT**

**Nimrat Chani**

Hello, so I would like to ask you, could you like, please introduce yourself and share your background about speech, language, pathology.

**Gurvinder Jit Kaur**

Hi, greetings to all. And Nimrat, it gives me immense pressure that I've seen you conducting a podcast thanks, very much for inviting me. I'm really proud of you. I love you and thank you

So myself. Gurvinder, I've been working in Common Medical College since 1996, and I passed out my graduation in audiology and speech, language, pathology in 1994 from PGIMER Chandigarh. So that's my journey, around 30 years of experience.

**Nimrat Chani**

So what inspired you to become a speech language pathologist, like, when did you realize you wanted to go into that career?

**Gurvinder Jit Kaur**

Frankly speaking, like I initially, when I joined this this course, I was not aware of the the actual the potential of this profession. But when I studied during my graduation, and after that, I when I worked with various projects like the project with intellectual disabilities, I worked in a a hearing, impaired school. There I learned so much things about young children like people with disabilities, learning disabilities and hearing their children.

I somehow I found that there has. Lot has to be done for this field, so they need really, they need a big support. They need a direction parents are not aware of and you know India, it has a very big amount of rural population, so people need a lot of guidance like, so, I really got interested in doing therapy part, so that I should be able to guide so many people with their child. I think this is. This thing has inspired me a lot.

**Nimrat Chani**

Thank you, do you have any moments like your favorite moment you have with children?

**Gurvinder Jit Kaur**

Oh, like in day to day life when I see their little tiny successes, their overwhelming responses from their parents, their sparkle in the eyes. It really gives me heart touching

moments when I see the smile on their face, their, they feel proud, they feel so. This give me such a big satisfaction when I see I could be of a little help to them.

**Nimrat Chani**

That's great. You and I have like a dream of becoming an audiologist. Maybe I could help the kids and your parents someday.

**Gurvinder Jit Kaur**

Yeah.

**Nimrat Chani**

So could you like talk us through? How your day goes working in the India

**Gurvinder Jit Kaur**

There are a lot of challenges, you know. I live in urban city, but in rural population there's lot of lack of awareness. They are deprived of the proper resources. So they need proper guidance. They they need mentorship. I have felt that they are very deprived of.

Nimrat Chani

So from the time you started your career 30 years ago, what are the main differences from then till now. like in the health care

**Gurvinder Jit Kaur**

Yeah, okay. previously, when I joined this career, I felt that the reporting time of the disabilities and getting the treatment was so late. But now it has come down but still it needs a lot of improvement especially at the level of primary health services, has to be improved and the like early childhood schooling, that teacher has to be aware of what is the importance of hearing loss, the importance of early intervention. Parents have to be well motivated. Full family support is needed. It has come down a lot significantly, but still it needs to be let. Many things has to be done more.

**Nimrat Chani**

So do you work with school as well like giving, like some feedback to the teachers about the deafness?

**Gurvinder Jit Kaur**

Yes, in day to day life. Whenever my my kids coming for the therapy, they find difficulty in schooling. Teachers are not able to how to cope up with them. I go to schools. I meet teachers many times. I talk them to them telephonically. I guide parents also. I guide teachers also how to deal with the hearing impaired child.

**Nimrat Chani**

That's interesting. You work in the hospital as well on the side, helping anyone you could help right.

**Gurvinder Jit Kaur**

Yeah

**Nimrat Chani**

So what do you think are the main differences from Canada technology and India technology in this deaf community?

**Gurvinder Jit Kaur**

There is a lot of difference between Canada and India. India is a developing nation. Many things has to be overcome with the passage of time. I think time will come, we are still working for the Good Hope.

**Nimrat Chani**

I say, you know how in my story I came to Canada to get the cochlear implants. Is it like common for the other people?

**Gurvinder Jit Kaur**

Now for the last 5 to 6 years various government schemes, schemes has been launched for according to the that scenario people are now aware of the various schemes the importance of cochlear implant. But if I see back 10 years before, funding was a big challenge for Indian population.

**Nimrat Chani**

Yeah.

**Gurvinder Jit Kaur**

Now, I think today's funding has come very supportively from the government side. So that is why people are coming forward to take the treatment.

Nimrat Chani:

That's good. So what are the biggest challenges you have faced in your career? And how did you overcome them?

Gurvinder Jit Kaur

Challenges I have seen that mean the things is the lack of awareness. First, I have observed and people from rural area. They don't know where to go, whom to approach, where to get the treatment whom to report. They don't know. Some people misguide them. Sometimes they they feel

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Gurvinder Jit Kaur: they are. Why, they are having this type kind of child they are having in their family. Sometimes this take it as a sin. Also they they have a stigma. Sometimes parents are in the denial mode. Also, they don't want to expose in the society that we are having a child with a special needs so they don't accept it. This is a bigger challenge, especially in the rural population. But in urban people are aware of people are educated in that the challenge is less.

What I feel another challenge is at the education level. Teachers are not well aware of how to deal with the children with hearing impairment. Sometimes I have to tell the teacher how to use the hearing aid, how to use the implant. I have to teach them, have to support them time to time.

**Nimrat Chani**

So what happens at the denial stage?

**Gurvinder Jit Kaur**

I put lot of effort in in counseling the parents. I have. I go for group counseling also those who have improved likes successful cases like you, I give examples. So so they get motivation.

**Nimrat Chani**

So I'll be asking some personal questions between us 2. What do you remember about working with me as a young child?

**Gurvinder Jit Kaur**

You were very cute.

**Nimrat Chani**

Thank you

**Gurvinder Jit Kaur**

And you used to when you used to come for the therapy as you. You were around 2.5 3 years. You are very cute, very bubbly type girl, you used to jump and sit my lap and used to learn things sitting in my lap only.

**Nimrat Chani**

That's cute

**Gurvinder Jit Kaur**

You are very. You were. You were very lovely kid that that time.

**Nimrat Chani**

Thank you, so, how important is early intervention, in speech, therapy?

**Gurvinder Jit Kaur**

It has great great impact. If the child gets treatment in the early stage, it is. It has very important, very, very important. My focus, my! Whenever the child comes to me for diagnosis, my 1st motto is the early intervention. I motivate parents for the early intervention, so that the various milestones should go side by side. So I consider them a lot.

Nimrat Chani: What happens if they come out in the childhood they get an adult stage, and they have, like some hearing problems since, child. But they didn't come to you earlier.

Gurvinder Jit Kaur: I have to tell them the, I have to tell them the limitations. So the therapy, the output, come outcomes will be limited. So I think the efforts of the therapist gets very, very tough, very tough job.

Nimrat Chani

So in your job. Do you like? Do more of mentoring others, or more as speech therapy, and then group counselling or you do like in a both?

Gurvinder Jit Kaur

In my technique. I always motivate mother first. This is my personal experience. If I motivate a mother, the child can do anything. Mother has to be motivated a lot. She's like a power. She can change the whole scene of the child. Whole progress of the child. If the woman is empowered, mother is empowered.

**Nimrat Chani**

That is true. So how do you feel when you see the long term, success and progress of your former patients, especially for me or any other one else.

**Gurvinder Jit Kaur**

I feel so. I'm so proud, I feel like saluting my success cases like you.

**Nimrat Chani**

You should I? You did that. So what trend do you see shaping the future of speech, language, pathologist like, do you see any new thing that could happen in the future in this field.

**Gurvinder Jit Kaur**

This is a field of dedication, endurance, patience, and I think I my message to the new generation to keep these things with them. They can be a successful therapist. This is not an overnight job like it needs a lot of lot of hard work. Speaking is a very tough job. It is not an easy job. So one making other to say how to say what to say is very difficult job.

**Nimrat Chani**

So in your field, are there more male workers, or like female?

**Gurvinder Jit Kaur**

In our field. I've seen females are more in in our field.

**Nimrat Chani**

So what advice would you give to someone who wants to become? And sweet language, pathologist or audiologist?

**Gurvinder Jit Kaur**

This is a very nice feeling that gives you sense of satisfaction, when you see with with your efforts the whole, the family structure has been changed. The whole psyche of the parent psyche of the family has been changed. You feel so satisfied when you see the the overwhelming response of the parents. It gives you a satisfaction. Big satisfaction.

**Nimrat Chani**

So this is last question about the future of speech, pathology. How can the global speech, language, pathology, community work together to improve practices and outcome worldwide. What is your opinion and what what do you do?

**Gurvinder Jit Kaur**

I think we should come together, we should exchange our thoughts, we come, we should communicate, we communicate with each other our experiences, good experiences challenges. I think we can improve upon a lot with this. This type of platform you have initiated.

**Nimrat Chani**

So how would you initiate those lower income about this area? Deaf speech and speech, language, speech, therapies, and all that? How would you like, show them like, in what way would you show them in the platform, or like posters like? Would you meet them, or like, would you get meetings in several schools?

**Gurvinder Jit Kaur**

Definitely personal touch has has will give you good good results. Going going and meeting face to face is is much better than the virtual meeting.

**Nimrat Chani**

So how did you see a patient during Covid?

**Gurvinder Jit Kaur**

Oh, it was a tough job that time. I miss so many patients. They they lose the contact and the therapy outcomes were limited. I was not able to communicate so many things via Whatsapp, or what video conferencing or virtual meeting they were not able to understand properly. The child were not giving good outcomes. We found lot of limitations giving individual therapy face to face is is totally different.

**Nimrat Chani**

So, looking back on your career, what are you most proud of in the last 30 years? Is it like a moment like you are proud of yourself.

**Gurvinder Jit Kaur**

There are so many movements like when I'm I'm seeing you speaking so fluently. It is giving me a big satisfaction.

**Nimrat Chani**

Thank you. Is there anything else you would like to share by experiences or insights in the field

**Gurvinder Jit Kaur**

I'm I'm thankful to God that He has chosen me to give services in and I still pray to my God give me more strength and give me power to just to enlighten the other family. Other children till my last breath.

**Nimrat Chani**

That's good. That's sweet

**Karen Gordon**

I've been listening a little bit to your conversation, and I think it's amazing to see the 2 of you reunited here after so long. And I really appreciate gravidur hearing your experiences working with families, and I think that's the most important part of development with a cochlear implant is really the the work that comes after the operation. After we put the device we activate the device. And we we make sure all the levels are appropriate, and the child is comfortable. It's really about your work, and people like you, with with the children and the families to see what we can do with this very unusual kind of input.

My question for you. I heard you talking about working over Covid virtually versus being in person and I'm sure like Canada, India is a big country, and it can be very difficult for families to come in person every week or how do you help families to come to the appointments to stay motivated over the time that you need to see them? Because it's months and years that you're seeing them right.

**Gurvinder Jit Kaur**

In my experience of 30 years I have seen a working individually directly to the patient. It has more impact than virtual because you get personal touch. You are, you are more dedicated. You are more observant. I used to receive many videos on Whatsapp. But I used to tell the patient to do this practice or this always misunderstand what I have told. They are doing



something else. Instead of going wrong. It's it's better you come in have therapy directly I think it. I believe in direct therapy.

**Karen Gordon**

eah, I understand that for sure. And what? Give me an example, maybe, of what you're trying to accomplish and where it can, you know, maybe a patient in the past where they just weren't understanding your direction. So you're working on language primarily right? So just the just explain to me a little bit about the goals for the receptive language, and maybe how to to also promote the expressive parts of language.

**Gurvinder Jit Kaur**

Basically, I have seen that India in India people report to hospitals at very late stage. So either the child has gone through already gone through the critical period. Sometimes they always lag behind. They are not very, very few cases. I have seen that they come well in time. That therapy part has to be always lagging in India because their reporting time, early intervention is very rare. In few cases.

**Karen Gordon**

So how? That's very difficult for you. When you have a child of maybe 4 who has no language, where do you start.

**Gurvinder Jit Kaur**

So, depending on the child's age, I have to see the even. I have to see the parents education level also and I, though I am working in a government setup, people coming to us. They belong to poor section. So I have to modify my techniques. I have to modify my counselling techniques. So, according to their level, I have to come down my therapy. I cannot put my rules on them. I have to be very flexible.

**Karen Gordon**

Yeah. Yeah. And and what you're trying to do is to get them to you're you're working on the receptive language probably. What kinds of.

**Gurvinder Jit Kaur**

Yeah.

**Karen Gordon**

What kinds of games do you start with? What? What's your favorite and early therapy technique.

**Gurvinder Jit Kaur**

Because, according to the financial structure of the families, I decide the games according to the families need, because purchasing new games is very difficult for many people, so I take the the family structure. I take the resources from their family background, and I tell them to make the awareness, child, about the how to make the child or auditory listening techniques. They have to develop the skills they have to motivate for the speech and language. Only their mother tongue. I motivate them to speak.

**Karen Gordon**

Yeah, oh, so, okay. And and how many languages do you have in in India that you're trying to encourage them.

**Gurvinder Jit Kaur**

India is full of multiple dialects, multiple language. After every 200 kilometers there is a language deviation. So I taught them Hindi also. I taught them, Punjabi also so, depending on the.

**Karen Gordon**

Wow!

**Gurvinder Jit Kaur**

Their level of learning. I I modify my techniques.

Karen Gordon: Wonderful. That's that's incredible. I think it's helpful for people who don't understand what speech language pathologists do to give them a sense of what this therapy means, because when language comes in it with a baby it it's it's amazing to watch how much a baby can listen to and and form into understanding of words, and then express those words. Language is pretty complicated, but but we do it in early development. So when it doesn't happen to try to teach such a complex system is it's really a fine art the skill set that don't think you really understand it until you're doing it.

Maybe I'll ask Nimrat. Do you remember any of the games that you did when you were with.

**Nimrat Chani**

You know all I remember, like I used to go with my mom a lot, and my mom and her were like kind of friends and the close friends, that's all I remember.

**Karen Gordon**

Yeah, yeah.

**Gurvinder Jit Kaur**

Nimrat, you do you remember we used to do with the flash cards and we used to do colouring techniques, clay modeling.

**Nimrat Chani**

No, I don't remember at all when I was little

**Karen Gordon**

But all of those games and all of that practice and that work. And it I mean, it's fun. These are games, because you, as Garvinter says, to keep the child and happy and and working. It's really a game based techniques. So it's great that you don't remember working hard. But look what you've been able to accomplish, based on all of those games.

**Nimrat Chani**

That is true.

**Karen Gordon**

It's really, it's really a an amazing practice speech language, pathology. It is really a wonderful profession. I think it's important for our listeners to hear about it, and to maybe learn a little bit more. I think you've asked some beautiful questions about Gravinder, about what it's like to do this with children, with hearing loss as well as you know how to how this might be different in India, how we might improve upon the practice as we go forward. But I think what I'm hearing from you both is, it's really about the connection between parents and families and children with with that therapist during such an important part of development. It can be a struggle in terms of you know, just all the different complications of families, and and where children start.

Maybe, Gravinda, do you have a message for people, for for listeners out there who maybe parents whose children are starting in the process of learning to listen with their hearing devices.

**Gurvinder Jit Kaur**

My message is the it is the only it is a service that we can give to the persons who are deprived of, and we can. A therapist can change the life of a person of a family. A good therapist can do a lot for the society.

**Karen Gordon**

Yeah. Yeah. So you know, thank you for all of the work that you've that you've done and I think it's really world over. There's there's definitely nuances between where you work and where we are in Canada and with whoever's listening around the world. But I think the motivation is always the same as just to support families and support children as they grow and learn.

**Gurvinder Jit Kaur**

Yeah.

**Karen Gordon**

There anything else you wanted to say? Nimrat?

**Nimrat Chani**

Well, I mean, after this interview I have, like a whole new perspective of speech, language, pathologist. Before this interview I always thought they would be working the medical office, teaching them how to speak, whereas it goes deeper than that, making connections and mentoring others and giving awareness to the other people who may not have the source that open like a whole new door for me in this field.

**Karen Gordon**

Thank you so much for spending the time. It's really it's really lovely. And I I've really enjoyed seeing the 2 of you reconnect, which is such a special thing after so many years, so thank you so much for this.

**Nimrat Chani**

Thank you. Thanks.