

INSTRUCTIONS FOR USE

RITE



Thank you

Thank you for choosing our product as a means to better hearing.

To support your efforts, we have put great care and attention into making sure that your new hearing instruments are of the highest quality and that they are easy to use and maintain.

Your new hearing instruments are designed to amplify and transmit sound to your ears and thereby improve your hearing in most situations. The amplification is uniquely adjusted and optimized to your personal hearing capabilities by the fitting performed by your Hearing Care Professional. To meet your needs, various functions may be configured to your hearing instruments. The actual configuration of your instruments may be marked (checked off) by your Hearing Care Professional in relevant sections of this manual. You may also see the last page for a complete overview of all functions configured to your hearing instrument(s). We recommend that you read this manual carefully to achieve the maximum benefit of your new hearing instruments. If you have any questions regarding the use or maintenance of your hearing instruments, please contact your Hearing Care Professional.

Indications for Use

The intended use of your hearing instrument is to amplify and transmit sound to the ear and hereby compensate for impaired hearing.

Your hearing instrument is indicated for: hearing losses within the mild-to-severe range.

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IMPORTANT NOTICE

Please familiarize yourself with the entire contents of this booklet before using your hearing instruments. It contains instructions and important information about the use and handling of your hearing instruments and batteries.

Instrument view

Your ear piece

Open dome:

- 6mm 
- 8mm 
- 10mm 

Plus dome

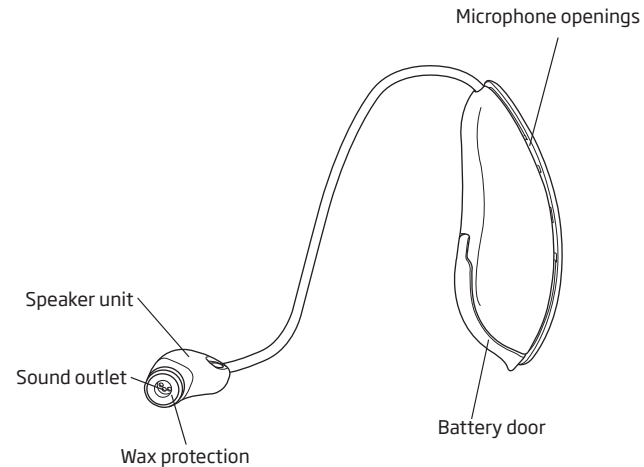


Power dome:

- 6mm 
- 8mm 
- 10mm 
- 12mm 

- Micro mold 

Battery size: 10



Warnings

You should familiarize yourself fully with the following general warnings and the entire contents of this booklet before using your hearing instrument.

Usage of hearing instruments

- Hearing instruments should be used only as directed and adjusted by your Hearing Care Professional. Misuse can result in sudden and permanent hearing loss.
- Never allow others to wear your hearing instrument as incorrect/wrongful usage could cause permanent damage to their hearing.

Choking Hazards

- Hearing instruments, their parts, and batteries are not toys and should be kept out of reach of children and anyone who might swallow these items or otherwise cause injury to themselves.
- Never change the battery or adjust the controls of the hearing instruments in front of infants, small children or people with learning difficulties.
- Discard batteries carefully in a place where infants, small children or people with learning difficulties cannot reach them

- Batteries have occasionally been mistaken for pills. Therefore check your medicine carefully before swallowing any pills.
- Never put your hearing instrument or batteries in your mouth for any reason, as they are slippery and could be swallowed by accident.

Battery use

- Always use batteries recommended by your Hearing Care Professional. Batteries of low quality may leak and cause bodily harm.
- Never attempt to recharge your batteries. They may explode and cause serious injury.
- Never dispose of batteries by burning them. There is a risk that they will explode and cause serious injury.

Dysfunction in hearing instruments

- Hearing instruments may stop functioning, for instance if the batteries have expired or if the tubing is blocked by moisture or earwax. You should be aware of this possibility, in particular when you are in traffic or otherwise dependent on warning sounds.

Active Implants

- Oticon shows caution and advises following recommended guidelines of manufacturers of implantable defibrillators and pacemakers regarding use of mobile phones.
- If you wear an active implant, then keep the hearing instruments more than 15 cm away from the implant e.g. do not carry them in a breast pocket. If you have an active brain implant, please contact the manufacturer of your implantable device for information about the risk of disturbance.
- The MultiTool has a built-in magnet. If you have an implantable device, such as pacemakers or defibrillators, the MultiTool should not be carried in a breast pocket or near the chest.

Explosives

- The power source in your hearing instrument has insufficient energy to cause fire in normal conditions of use. The hearing instrument has not been tested for compliance

with international standards concerning explosive atmospheres. It is recommended not to use your hearing instruments in areas where there is a danger of explosions.

X-ray, CT, MR, PET scanning and electrotherapy

- Remove your hearing instrument for example during X-ray, CT / MR / PET scanning, electrotherapy or surgery as your hearing instruments may be damaged when exposed to strong fields.

Possible side effects

- Hearing instruments or ear molds may cause an accelerated accumulation of ear wax.
- The otherwise non-allergenic materials used in hearing instruments may in rare cases cause a skin irritation or any other unusual condition.

Please, seek consultation with a physician if these conditions occur.

Interference

- Your hearing instrument has been thoroughly tested for interference, according to the most stringent international standards. However, interference with your hearing instrument and other devices may occur, for example for some cell phone telephones, citizens band devices and shop alarm systems. If this occur increase the distance between the hearing instrument and the device.

Warning to hearing instrument dispensers

A hearing instrument dispenser should advise a prospective hearing instrument user to consult immediately with a licensed physician (preferably an ear specialist) before dispensing a hearing instrument. If the hearing instrument dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- (i) Visible congenital or traumatic deformity of the ear.
- (ii) History of active drainage from the ear within the previous 90 days.
- (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days.
- (iv) Acute or chronic dizziness.
- (v) Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- (vi) Audiometric air-bone gap equal to or greater than 15 decibels at 500 Hertz (Hz), 1,000 Hz, and 2,000 Hz.
- (vii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- (viii) Pain or discomfort in the ear.

Special care should be exercised in selecting and fitting a hearing instrument whose maximum sound pressure capability exceeds 132 dB SPL as there may be risk of impairing the remaining hearing of the hearing instrument user.

Important notice for prospective hearing instrument users

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing instrument. Licensed physicians who specialize in diseases of the ear are often referred to as Otolaryngologists, Otologists or Otorhinolaryngologists. The purpose of medical evaluation is to ensure that all medically treatable conditions that may affect hearing are identified and treated before the hearing instrument is purchased. Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing instrument. The physician will refer you to an audiologist or a hearing instrument dispenser, as appropriate, for a hearing instrument evaluation.

The audiologist or hearing instrument dispenser will conduct a hearing instrument evaluation to assess your ability to hear with and without a hearing instrument. The hearing instrument evaluation will enable the audiologist or dispenser to select and fit a hearing instrument to your individual needs. If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial, rental or purchase-option program. Many hearing instrument dispensers now offer programs that permit you to wear a hearing instrument for a period of time for a nominal fee, after which you may decide if you want to purchase the hearing instrument. Federal Law limits the sale of hearing instruments to those individuals who have obtained a medical evaluation from a licensed physician.

Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged. A hearing instrument will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. A hearing instrument is only part of hearing rehabilitation and may need to be supplemented by auditory training and lip reading.

Children with hearing loss

- In addition to seeing a physician for medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation, since hearing loss may cause problems in language development and educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss. If the user is an infant, small child, or person of mental incapacity, it is recommended that the hearing instrument be modified with a tamper-resistant battery compartment.

Activating the hearing instrument for the first time

A hearing instrument is a miniature electronic device that runs on special batteries. To activate the hearing instrument, you must insert a fresh battery in the battery compartment.

The hearing instrument will start up when the battery door is closed. It will take a few seconds until sound is produced. A jingle is played while the start up process is running. Put on the hearing instruments upon closing the battery door. If the hearing instrument is held in the hand while activated, it may produce a whistling sound. This will stop when properly fitted on the ear.

Changing batteries

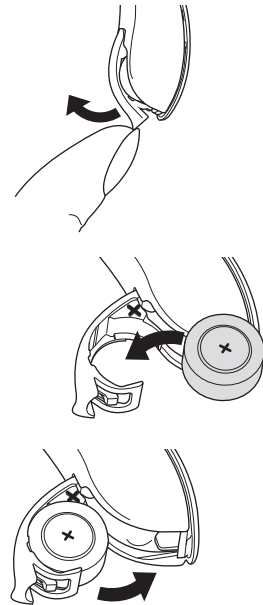
The correct battery size appears in the “Instrument View” in the first section of this document.

A worn out battery should be removed immediately and disposed of according to local regulations.

You will hear 2 beeps when it is time to change the battery. This pre-warning will be repeated in moderate intervals until the battery runs out. The battery may run out shortly after a pre-warning or within the next couple of hours depending on battery capabilities and individual hearing losses.

If the battery runs out, the instrument turns off. When that happens, 4 beeps are played to indicate that the instrument is no longer operating.

Replace the battery.



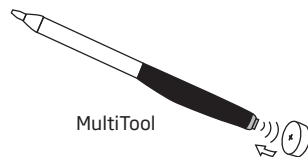
To replace the battery, follow these instructions:

- Open the battery door completely by pushing the raised edge on the bottom of the instrument. Remove old battery.
- Remove the sticky label from the + side of the new battery.
- Insert the new battery so that its + marking faces the + sign printed on the battery door. Close the battery door.

Any moisture on the battery surface should be wiped off before use.

When you change the battery, it will take a few seconds before the battery works to full capacity.

To assist the handling of the batteries, the magnet placed at the end of the tool can be used.



Turning your instruments ON and OFF

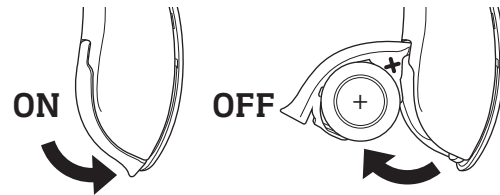
Turn **ON** your hearing instrument by closing the battery door completely with the battery in place. When the battery door is closed the instrument will start up by playing a jingle. This indicates that the battery is working and the instrument is operating.

Turn **OFF** your hearing instrument by opening the battery door. Make sure that the battery door is fully opened to turn off the instrument completely.

To preserve the battery, make sure your hearing instrument is switched off when you are not wearing it.

IMPORTANT NOTICE

Open the battery door fully to allow air to circulate whenever you are not using your hearing instrument, especially at night or for longer periods of time!

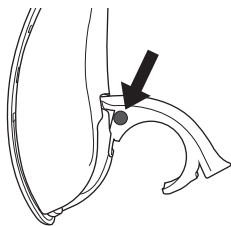


Left/Right ear marking

Hearing instruments are fitted to the uniqueness of each ear, which means if you have two instruments then your left hearing instrument is programmed differently from your right. That is why it is important to distinguish between the left hearing instrument and the right.

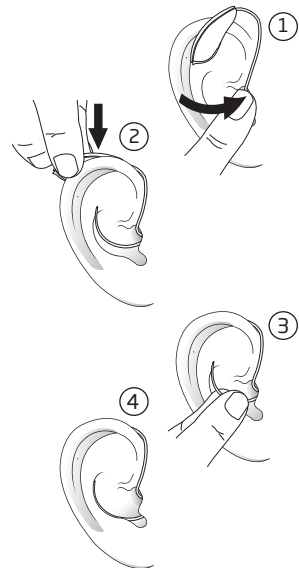
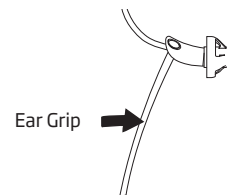
In order to easily identify whether it is the left ear or right ear instrument, the Hearing Care Professional may apply color markings inside the battery door.

A blue dot marks the LEFT instrument.
A red dot marks the RIGHT instrument.



Putting on your instrument

1. Place the speaker, with the ear piece attached, into your ear.
2. Place the instrument behind your ear.
3. Make sure that the ear piece is placed so that the speaker wire follows the contour of the skin.
4. If the instrument has an ear grip, place it in the ear as indicated in drawing 3 and 4 so it follows the contour of the ear.







Programs (Optional - via Streamer)

Your hearing instrument can have up to 4 different programs. The number and type of programs available in your hearing instrument is programmed by your Hearing Care Professional.

If you wish to be able to switch programs yourself, you will need a ConnectLine Streamer. Please see your Streamer's Instruction For Use on how to operate it together with your hearing instrument.

When switching between the different programs, your hearing instrument will beep. The number of beeps will indicate which program you are using.

	One beep, when you switch to program 1
	Two beeps, when you switch to program 2
	Three beeps, when you switch to program 3
	Four beeps, when you switch to program 4

The programs available for your hearing instrument are listed in the Hearing Program Description on the last page of this document.

Volume control (Optional - via Streamer)



You can adjust the volume control by using the Oticon ConnectLine Streamer. The Streamer allows you to adjust the volume in specific listening situations to the level you feel comfortable with.

If you wish to be able to adjust the volume control yourself, you will need a ConnectLine Streamer. Please see your Streamer's Instruction For Use on how to operate it together with your hearing instrument.

A beep is heard in the hearing instrument when increasing and decreasing the volume.

When the hearing instrument is turned on, it starts up at a preferred volume level. When adjusting the volume control to the preferred level, this is indicated by a beep.

Caring for your hearing instrument

Your ear canal produces ear wax (cerumen) which may clog up the sound outlet or the ventilation opening of your ear mold. To prevent wax accumulation from causing a change in performance, the guidelines in this section should be followed.

When handling a hearing instrument, keep it over a soft surface to avoid damage if you drop it.

Before retiring at night:

- Make sure that there is no ear wax in any of the earpiece openings since it may reduce the hearing instrument's efficiency.
- To preserve the battery, make sure your hearing instrument is switched off when you are not wearing it.
- Turn off your hearing instrument by opening the battery door.

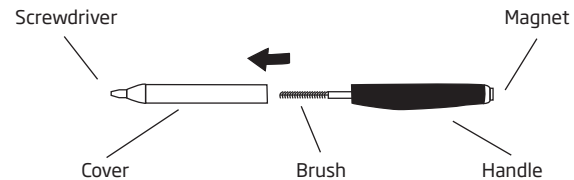
IMPORTANT NOTICE

Open the battery door fully to allow air to circulate whenever you are not using your hearing instrument, especially at night or for longer periods of time!

Cleaning the instruments

A range of dedicated cleaning tools are prepared for the special purpose of cleaning your instruments. The MultiTool should be used to ensure the best care and performance of your hearing instruments.

MultiTool



Replace the brush when necessary. Just pull it out of the tool and insert a new fresh brush. Press the new one firmly into the handle.

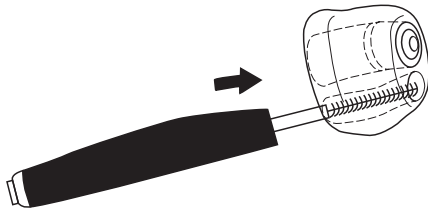
Brushes can be purchased from your Hearing Care Professional.

Use the cloth to wipe clean the surface of the instruments.

Daily maintenance with mold

The Mold should be cleaned regularly:

- Clean the ventilation opening by pressing the brush through the hole while twisting it slightly.



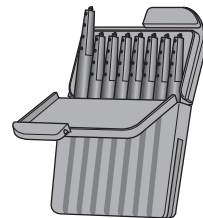
The hearing instrument itself with Mold must **never** be washed or immersed in water or other liquids!

Replace the WaxStop protection system

The WaxStop filter should be changed:

- When you can see that the filter placed in the Mold is clogged.
- When the hearing instrument does not sound normal.

Use the WaxStop protection systems obtained by your Hearing Care Professional! Detailed instructions on replacing the WaxStop protection system are also found on its packaging.



Replacement instructions:

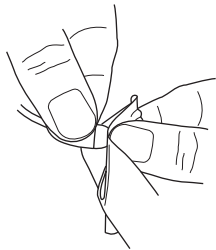
1. Remove the tool from the shell. The tool has two ends, one with a new filter and one with the removal tool.
2. Insert the removal tool into the sound outlet of the Mold.
3. Pull the used WaxStop filter out slowly keeping the tool straight.
4. Turn the tool 180°.
5. Push the new filter into the sound outlet and gently remove the tool.
6. Discard the used tool. Do not reuse.

Daily maintenance with domes

Clean the speaker unit on a regular basis. Use the cloth and rub off any earwax.

The dome should not be cleaned. When you require a fresh, clean dome, remove the existing one and put on a fresh one.

We recommend the dome be replaced on a regular basis.

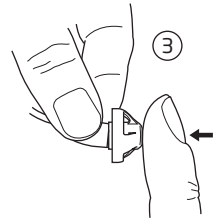
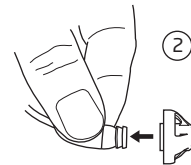
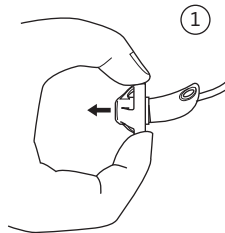


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Changing the dome

The dome is easy to replace. Replace it whenever needed.

1. Use your finger tips and hold the bottom of the dome. Then pull it off.
2. Place the new dome on the speaker.
3. Ensure that it is fastened securely.



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Under the dome you will notice a white wax filter attached to the end of the speaker. This is a wax filter that will keep debris from damaging the speaker. If this filter becomes clogged, contact your Hearing Care Professional for service and replacement of the filter.

IMPORTANT NOTICE

The dome is made of a soft material. If the dome comes off in the ear canal, it will not cause any harm. If you can - carefully take it out. If necessary, let another person help you. Do not push the dome into the ear canal. Do not push the speaker unit into the ear again before the dome is removed from the ear. If you have any doubts about how to proceed if the dome comes off, contact your Hearing Care Professional.

IMPORTANT NOTICE

The hearing instrument itself must **never** be washed or immersed in water or other liquids!

Avoiding heat, humidity and chemicals

Your hearing instrument must never be exposed to extreme heat e.g. left inside a parked car in the sun. They must never be exposed to a lot of moisture e.g. steam baths, showers or heavy rain. Nor must they be dried in microwave ovens or other ovens.

Wipe the batteries carefully if moisture is present as it may affect their performance. Using an anti-humidity kit can help to avoid these problems and may even extend the life of your hearing instrument. Consult your Hearing Care Professional for further advice.

The chemicals in cosmetics, hairspray, perfume, after shave lotion, suntan lotion and insect repellent can damage your hearing instrument. You should always remove your hearing instrument before applying such products and allow time for the product to dry before reinserting your hearing instrument.

If you use lotion, be sure to wipe your hands dry before putting on your hearing instrument.

CARING FOR YOUR HEARING INSTRUMENT IMPORTANT NOTICE

- Only use parts designed for your hearing instruments.
- The dome must be properly attached to the speaker before inserting it in your ear. Failure to follow the instructions could result in injury.
- The speaker should never be used without a dome attached.
- Do not use hearing instruments in ears with excessive ear wax accumulation or infection.
- Proper preventive care and maintenance will go a long way toward ensuring reliability and safe performance.
- Do not share your hearing aids or any of the parts with other people.
- Ensure your hands are clean when handling the hearing instrument and its parts.

Seven easy steps to better hearing

Over the first days and weeks of using your hearing instruments, you will experience sounds that will be new to you, especially if you have not worn hearing instruments previously. Now is the time to experiment with listening to these new or long-forgotten sounds.

1. In the quiet of your home

Try to accustom yourself to all the new sounds. Listen to the many background sounds and try to identify each sound. Bear in mind that some sounds will seem different from what you are used to. You may have to learn to identify them again. Note that in time you will get accustomed to the sounds in your environment - if not please contact your Hearing Care Professional.

If using the hearing instrument makes you tired, take them off for a little while and have a rest. Gradually, you will begin to be able to listen for longer periods of time. Soon, you will be able to wear your hearing instruments comfortably all day long.

2. Conversation with another person

Sit with someone else in a quiet room. Face each other so you can read facial expressions easily. You may notice new speech sounds, which can seem a little different in the beginning. However, after the brain has adapted to the new speech sounds, you should hear speech clearer.

3. Listen to radio or TV

When listening to the TV or the radio, start out by listening to news commentators since they usually speak clearly, then try other TV programs.

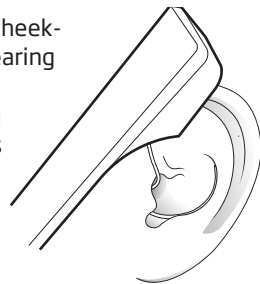
If you find it difficult to listen to TV or radio, ask your Hearing Care Professional for more information regarding the Oticon ConnectLine system and other available accessories.

4. In group conversations

Group situations are usually accompanied by a greater degree of background noise, and are, therefore, naturally more difficult to cope with. In such situations, therefore, focus your attention on the person you want to hear. If you miss a word, ask the speaker to repeat.

5. Using the telephone

When using the telephone tilt the receiver edge lightly on your cheekbone and position the phone slightly over the ear close to the hearing instrument's microphone. The sound then flows directly into the hearing instrument's microphone opening. This way, the hearing instruments will not whistle, and you ensure the best conditions to understand the conversation. When you have the receiver in this position, remember to speak directly into the mouthpiece on the telephone in order to ensure good understanding on the other "end of the line".



If you find it difficult to use the telephone, ask your Hearing Care Professional for more information regarding the Oticon ConnectLine system and other available accessories.

6. Wireless and mobile phones

Your hearing instrument is designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However, not all mobile phones are hearing instrument compatible. The varying degree of disturbance can be due to the nature of your particular mobile phone.

If you find it difficult to obtain a good result while using your mobile telephone, ask your Hearing Care Professional for more information regarding the Oticon ConnectLine system and other available accessories.

7. Use your hearing instruments all day long

The best way to ensure better hearing is to practice listening until you can wear your hearing instruments comfortably all day. In most cases, you will not get the full benefit of the hearing instruments if you use them infrequently.

Your hearing instruments will not restore normal hearing. Nor will they prevent or improve a hearing impairment resulting from a physiological condition. What they will give you, however, is help towards making better use of the hearing ability that you have. If you have two hearing instruments always wear both.

Common problems and their solutions			
Symptom	Possible causes	Solutions	
No sound	Worn-out battery	Change battery	pg. 17 & 18
	Clogged sound outlet	Clean mold	pg. 28
		Consider replacing WaxStop protection or dome	pg. 29 & 31
Intermittent or reduced sound	Clogged sound outlet	Clean mold	pg. 28
	Moisture	Wipe battery and instrument with dry cloth	pg. 33
	Worn-out battery	Change battery	pg. 17 & 18
Squealing noise	Hearing instrument inserted improperly	Reinsert hearing instrument	pg. 21
	Ear wax accumulated in ear canal	Have ear canal examined by your doctor	

If none of the above solutions solves the problem, ask your Hearing Care Professional for assistance.

Wireless accessories

ConnectLine

As an enhancement to your wireless hearing instrument(s) a range of devices can be connected. The ConnectLine products can connect your hearing instrument(s) to a number of medias and sound sources. This will allow you to receive audio signals from TV, phones, music players, PC or an external microphone wirelessly through your hearing instrument(s).

For detailed information on the ConnectLine system ask your Hearing Care Professional or visit www.oticonusa.com

International Warranty

Your hearing instruments are covered by a limited warranty issued by the manufacturer for a period of 12 months from the date of delivery. This limited warranty covers manufacturing and material defects in the hearing instrument itself, but not accessories such as batteries, tubing, earwax filters etc.

Problems arising from improper handling or care, excessive use, accidents, repairs made by an unauthorized party, exposure to corrosive conditions, physical changes in your ear, damage due to foreign objects entering the device, or incorrect adjustments are NOT covered by the limited warranty and may void it.

The above warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods. Your Hearing Care Professional may have issued a warranty that goes beyond the clauses of this limited warranty. Please consult him/her for further information.

If you need service

Take your hearing instrument to your Hearing Care Professional, who may well be able to sort out minor problems and adjustments on the spot.

Warranty Certificate

Name of Owner: _____

Dispenser: _____

Dispenser Address: _____

Dispenser Phone: _____

Purchase Date: _____

Warranty Period: _____ Month: _____

Model Left: _____ Serial no.: _____

Model Right: _____ Serial no.: _____

Battery Size: 10 _____

Cell Phone

Some hearing aid users have reported a buzzing sound in their hearing aids when they are using cell phones, indicating that the cell phone and hearing aid may not be compatible.

According to the ANSI C63.19 standard (ANSI C63.19-2006 American National Standard Methods of Measurement of Compatibility Between Wireless Communications Devices and Hearing Aids), the compatibility of a particular hearing aid and cell phone can be predicted by adding the rating for the hearing aid immunity to the rating for the cell phone emissions. For example, the sum of a hearing aid rating of 2 (M2) and a telephone rating of 3 (M3) would result in a combined rating of 5. Any combined rating that equals at least 5 would provide "normal use"; a combined rating of 6 or greater would indicate "excellent performance".

The immunity of this hearing instrument is at minimum M2. The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied.

IMPORTANT NOTICE

The performance of individual hearing instruments may vary with individual cell phones. Therefore, please try this hearing instrument with your cell phone or, if you are purchasing a new phone, be sure to try it with your hearing instrument prior to your purchase. For additional guidance, please ask your cell phone provider for the booklet entitled "Hearing Aid Compatibility with Digital Wireless Cell Phones."

Technical information

The hearing instrument contains a radio transmitter using short range magnetic induction technology working at 3.84 MHz. The magnetic field strength of the transmitter is < -42 dB μ A/m @ 10m.

The emission power from the radio system is well below international emission limits for Human Exposure. For comparison, the radiation of the hearing instrument is lower than unintended electromagnetic radiation from for example halogen lamps, computer monitors, dishwashers etc. The hearing instrument complies with international standards concerning Electromagnetic Compatibility.

Due to the limited size available on the instruments all relevant approval markings are found in this document.

The hearing instrument contains a module with:

FCC ID: U28FURIT04

IC: I350B-FURIT04

The device complies with Part 15 of the FCC rules and RSS-210 of Industry Canada.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Hereby, Oticon A/S declare that this hearing instrument is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. Declaration of conformity is available at:

Oticon A/S
Kongebakken 9
DK-2765 Smørum
Denmark
www.oticon.com

CE 0543 0682



Waste from electronic equipment must be handled according to local regulations.



NI 175

Settings overview for your hearing instrument

Hearing instrument				
Left		Volume control indicators	Right	
<input type="checkbox"/> on	<input type="checkbox"/> off	Beeps at min/max volume	<input type="checkbox"/> on	<input type="checkbox"/> off
<input type="checkbox"/> on	<input type="checkbox"/> off	Clicks when changing volume	<input type="checkbox"/> on	<input type="checkbox"/> off
<input type="checkbox"/> on	<input type="checkbox"/> off	Beeps at preferred volume	<input type="checkbox"/> on	<input type="checkbox"/> off
Battery indicators				
<input type="checkbox"/> on	<input type="checkbox"/> off	Low battery warning	<input type="checkbox"/> on	<input type="checkbox"/> off

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You can adjust the volume as well as shifting programs when using ConnectLine Streamer.

Hearing program No.	Hearing program description
1	
2	
3	
4	

115085US/07.10

People First

People First is our promise
to empower people
to communicate freely,
interact naturally and
participate actively



0000115085000001

oticon
PEOPLE FIRST