ANNUAL REPORT • 2006–2007

THE CANADIAN HEARING SOCIETY
LA SOCIÉTÉ CANADIENNE DE L'OUÏE

On the Cover:

Meet the "CHS Family"

From left to right:

Joanne DeLuzio Lifetime Member; Donor; Volunteer – Vice Chair CHS Board of Directors, Chair Strategic Planning Team; Hearing Consumer of Sign Language Services, Ontario Interpreting Services, Communication Devices Program, Audiology, and Information; Former Manager

Riyath Makazy Volunteer; Hard of Hearing Consumer of Literacy and Basic Skills, Ontario Interpreting Services, CONNECT and General Support Services, Employment Services, Communication Devices Program, Hearing Aid Program, Audiology, and Information

Marilyn Morton Lifetime Member; Donor; Volunteer and Former Board Member; Deafened Cochlear Implant Wearer and Consumer of Hearing Help Classes, Communication Devices Program, Sign Language Services, and Information

Lion Jack Graydon Funder; Board Chair, Lions Homes for Deaf People (LHDP). LHDP, along with the Lion & Lioness Clubs across Multiple District "A", funded the Communication Devices and Accessibility Centres' expansion into 18 CHS offices.

Lucy Ross Member; Volunteer; Deaf Consumer of Ontario Interpreting Services, Communication Devices Program, Audiology, and Information; Staff Member – Mental Health Counsellor, CONNECT Counselling Program

Kithsiri Sembukutti Volunteer; Deaf Consumer of Employment Services, Ontario Interpreting Services, Communication Devices Program, CONNECT and General Support Services, Audiology, and Information

Bill Erz Lifetime Member; Donor; Hard of Hearing Consumer of Hearing Aid Program, Hearing Care Counselling Program, Communication Devices Program, Speech-Language Pathology, and Information; Former Staff Member

Cathy O'Connor Donor; Volunteer; Hard of Hearing Consumer of Audiology, Hearing Aid Program, Communication Devices Program, Sign Language Services, Ontario Interpreting Services, and Information; Staff Member – Employment Consultant, Employment Services

Bosley Cathy's Hearing Ear Dog

THE CANADIAN HEARING SOCIETY
LA SOCIÉTÉ CANADIENNE DE L'OUÏE

Board of Directors for the year ending March 31, 2007

CHAIR	Robert Alexander		
VICE CHAIRS	Joanne DeLuzio	Annabelle Grundy	
TREASURER	Jonathan Wollaston		
SECRETARY	Kelly Duffin		
DIRECTORS	Linda Campbell	Richard Colosimone	Kari English
	Steven Faughnan	Louise Gagne	Carolyn High
	Jeanette Parsons	Wayne Pickard	Murray Pollard
	Charles Silverman	Sathish Subramanian	Maurice Villeneuve
	Hugh West		

Management Staff as of March 31, 2007

Senior Management

Kelly Duffin	*President and Chief Executive Officer*
Maribeth Meijer	*Chief Operating Officer*
Fred Enzel	*Vice President, Finance and Chief Financial Officer*
Katherine Hum-Antonopoulos	*Vice President, Programs and Services*
Susan Main	*Vice President, Fundraising and Strategic Communications*
Gary Malkowski	*Special Advisor to the President, Public Affairs*
Kelly Murray	*Vice President, Marketing and Business Development*
Donald Prong	*Director, Human Resources*

Regional Directors

Chris Kenopic	*Hamilton*
Cate Taylor	*Kingston*
Marilyn Reid	*London*
Philippe Ramsay	*Ottawa*
Maggie Doherty-Gilbert	*Peterborough*
Tim Maloney	*Simcoe York*
Victoria Baby	*Sudbury, Sault Ste. Marie*
Nancy Frost	*Thunder Bay*
Stephanie Ozorio	*Toronto*
Norah Kennedy	*Waterloo, Peel*
David Kerr	*Windsor*

Annual Report of the Chair

Bob Alexander,
Chair

The past year has been one of consolidation. From my perspective as Board Chair, there has been important progress and change in areas that provide CHS with the stability we need as an organization to move forward with both confidence and creativity into a future replete with challenges and exciting potential.

The two major undertakings at the Board level were:

• The Strategic Plan for 2007–2010, including our new Vision and Mission Statements

In January 2006, the CHS Board of Directors embarked on a journey to discover how far CHS had come, where CHS's consumers, members, donors, and staff felt CHS should be headed, and build a plan to guide CHS to get there.

As important as the actual plan was the process that saw the involvement and input from a wide variety of people. No less than 934 people responded to surveys or attended meetings and focus groups; 11 people served on the strategic planning team; another group of 36 provided feedback to the work of the planning team.

The result is an exciting new strategic plan, updated Mission statement, and for the first time in CHS's history, a Vision statement. I invite you to read our first-ever Vision and new Mission statements on page 2 (they are also available in American Sign Language and Langue des signes québécoise on the CHS website at www.chs.ca) and view the seven areas of focus of the 2007-2010 Strategic Plan on page 7. The plan is both inspiring and fitting and focuses on access and accommodation, social equity, and opportunities for service expansion.

I offer my thanks and my congratulations to the planning team that oversaw this development, especially its leader Joanne DeLuzio (featured in the "CHS Family Portrait" on the cover of this report), and Kelly Duffin, CHS President and CEO, for their (ongoing) work. I also extend my thanks to you, CHS stakeholders, for your invaluable input in providing us the Vision, defining our Mission, and helping direct our efforts going forward.

• The Board Policy Manual

As part of implementing the governance model adopted in 2005-06, the Board policy manual spells out the ways we, as a Board, will act as the governing body of CHS, and how we will relate to the staff charged with the responsibility of administering and managing the work. The manual is still a work-in-progress, but we have completed a large portion of that work. It is expected that the manual will be in place, and the work of reviewing and revising the bylaws undertaken, by the AGM in 2008.

This past year, we also undertook an audit of our fundraising. The results of that study will help us enormously as we seek to ensure financial stability, sustainability, and growth in the face of new challenges in the funding sphere.

In the important area of advocacy, I am delighted to report that our senior staff have done an extraordinary job of getting the issue of hearing loss onto government agendas, at both the provincial and federal levels. This was demonstrated very forcefully to me by at least two events this past year: the access and accommodation forum hosted jointly by CHS and CNIB for staff from several government ministries (both federal and provincial); and the accessible consultation at CHS conducted by the Ontario Citizens' Assembly on Electoral Reform.

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THE CANADIAN HEARING SOCIETY

VISION

A society where all people are respected; have full access to communication; and are able to participate without social, economic, or emotional barriers.

MISSION

The Canadian Hearing Society is the leading provider of services, products, and information that:

- remove barriers to communication
- advance hearing health
- promote equity for people who are culturally Deaf, oral deaf, deafened, and hard of hearing

To view the Vision and Mission in ASL, please visit www.chs.ca

Annual Report of Chair
Continued from page 1

Meanwhile, our staff, at both the regional and provincial levels, are addressing the very complex issues facing our programs and our communities since the establishment of the Local Health Integration Networks by the Ontario Ministry of Health and Long-Term Care.

As well, we continue to build coalitions, networks and alliances with parallel agencies and organizations. The purpose of these relationships is to explore cooperative approaches to the delivery of services to our constituents, and also to work collaboratively on efforts relating to social equity.

We are committed to ensuring openness and transparency in our deliberations, and to accountability to our members and community. In this regard we are continuing to explore the use of technology to expand access to our various meetings, events and gatherings to decrease the barriers not only of hearing loss, but of geography as well. So, for example, we are planning on exploring ways to make our members' meetings accessible across the province, even to the point of investigating the possibility of enabling actual remote attendance via videoconferencing.

I have again had the privilege of visiting several of our regional and area offices as part of my continuing campaign to learn firsthand just how we are fulfilling our commitment to the constituents on whose behalf we operate, and to demonstrate to CHS staff and volunteers the vital importance that the Board attaches to their creative and pragmatic work "on the ground."

The visits included the Sudbury Region – along with Area offices in Timmins and North Bay; Oshawa, for a discussion with two members of the local Community Development Board (CDB) on communications between and among the Provincial Board and CDBs; London, for the launch of a wonderful DVD called *Relationships: The Silent Struggle with Hearing Loss*; and Newmarket for its *"Deaf" for a Day 2006* event. I was also able to attend and participate in *"Deaf" for a Day* events in Ottawa and Toronto.

As our Vision and Mission articulate, we recognize that our role is not just to provide services – although that will always be the core of what we do – but to work to ensure that everyone is able to make informed choices, have full access to the resources and opportunities in their communities, and have those communities in turn reap the benefit of the gifts and contributions of all citizens.

As I end my tenure as Board Chair at this year's AGM, I can say that it has been an incredibly demanding, yet truly rewarding, experience. I cannot, nor do I want to, imagine life for the past two years without it! The sense of privilege that has been mine and the trust that I have been afforded will remain highlights of my life. I pass the "torch" both willingly and confidently. I am not going anywhere, but will remain as immediate Past Chair, and I hope to take on some new challenges as a continuing volunteer.

My thanks to you all for your patience, your faith, and most of all your ongoing support. It has been those qualities that have convinced me of CHS's ability to face and deal effectively with the future and continue to play a major role in advancing our Vision.

Bob Alexander

Annual Report of the President and CEO

Kelly Duffin,
President and CEO

This past year was a very exciting one at CHS, one that gave us the opportunity during the Strategic Planning process not only to look into the future, but to better define our role in it. This, along with our inspiring new Vision and Mission, gives us the chance to reflect on how far we have come and how far we still have to go.

Service Highlights

2006–2007 saw welcome growth in our services and I am delighted to highlight some of particular significance.

Communication Devices and Accessibility Centres

To equip communities with the knowledge and devices to improve accessibility and remove barriers faced by culturally Deaf, oral deaf, deafened, and hard of hearing people, we are pleased to be opening a total of 18 new Communication Devices & Accessibility Centres in offices across the province. Thanks to a generous grant from the Lions Homes for Deaf People and the Lion and Lioness Clubs of Multiple District "A", eight centres were opened in fiscal 2007 and ten will open in fiscal 2008. These centres allow individuals, businesses, and organizations to see, test, and purchase communication devices: TTYs (text telephones), visual alerting systems, amplified phones, and FM systems. In all the regions where we have opened a centre, devices' sales have increased significantly, going a long way to making communities more accessible.

Ontario Interpreting Services (OIS)

The shortage of qualified interpreters in Ontario is chronic and OIS strives to expand the pool of qualified interpreters to meet the growing need.

This past year, the number of OIS interpreters in most regions increased, with additional supports in the sorely-underserved north, and additional interpreters in Ottawa, Toronto, Peel, and Windsor.

In addition, we are grateful to the Ministry of Community and Social Services (MCSS) for enhanced funding for Langue des signes québécoise (LSQ)/French interpreting services in regions with strong francophone communities, such as Ottawa and Sudbury.

To help address the shortage of qualified interpreters, CHS's unique Interpreter Internship Program, now in its sixth year, works to improve the skills and as a result, increase the number of interpreters working in Ontario. The Internship Program has turned out 20 OIS interpreters and is recognized around the world as a model program: Interpreter Internship Program leaders have presented the initiative at national and international conferences and in an international publication.

Since 2005 the OIS After-Hours Emergency Interpreting Service has been providing interpreting in Emergency Rooms in Sudbury and North Bay via videoconference from southern Ontario. Our goal is to expand that service to other northern hospitals where "live" interpreters are scarce.

CONNECT

Our CONNECT mental health counselling program is now, after four years, fully staffed and operational in all 28 CHS offices. Over 50% of the program staff are culturally Deaf, oral deaf, deafened, or hard of hearing. There are still waiting lists in many cities, so we hope to expand in the coming years.

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Marilyn Morton

Marilyn Morton was deafened by meningitis at the age of 31. CHS helped her adapt to her new life as a deafened person. She enrolled in CHS Hearing Help classes and Sign Language classes. She purchased assistive devices such as a TTY and visual signalling systems to alert her to doorbells and babies crying. She also became an early and active member of a CHS-based support group, Canadian Deafened Persons Association, where she met many new and wonderful friends. Later Marilyn served on the CHS Board of Directors.

Marilyn received her first cochlear implant at Sunnybrook Hospital in 1989 and a second one in 2006. She has served as Chair and Vice-Chair of the Ontario Cochlear Implant Club from its inception to the present.

Marilyn has been a teacher of deaf and hard of hearing children with the Toronto District School Board for the past 15 years. With her cochlear implants and support from CHS, Marilyn was able to meet the challenges of being late deafened and to live a fulfilling life.

Annual Report of the President and CEO
Continued from page 3

Hearing Health Care

In 2006, in recognition of the importance of coordinating and expanding CHS's hearing health care services, we established the new position of Director of Hearing Health Care to oversee our growing Audiology and Hearing Aid programs.

Hearing Care Counselling Program (HCCP)

Examining the prevalence of hearing loss (opposite page) it is not surprising that our Hearing Care Counselling Program (HCCP) is increasingly in demand. Last year alone HCCP served more than 6,000 people. This outreach to seniors with hearing loss supports their aging at home independently and safely, with reduced communication barriers.

In Our Communities

All 28 CHS offices maintain strong local ties to ensure we are responsive to our communities. Several exciting initiatives have been undertaken and partnerships forged. Some of these accomplishments include:

As Bob mentioned, our London office launched *Relationships: The Silent Struggle with Hearing Loss*, a DVD produced by our Hearing Care Counsellor and a group she facilitates, Support And Advocacy Hear (SAAH). Funded by the New Horizons for Seniors Program, the project is a DVD and workbook celebrating the group's strength and growth coping with hearing loss and brings to life the stories of the nine members of SAAH. While it profiles this dynamic group of Londoners, the life lessons they share can benefit anyone with hearing loss. (Available on-line through the e-store at www.chs.ca.)

In Waterloo, thanks to a donation from Jean Camm, we were able to establish the Barbara Douglas Children's Centre. This has become an important resource in the Waterloo community.

In Simcoe York, CHS partnered with IBM, Lions Clubs, DUCA Financial Services, The Huronia Communities Foundation, the Community Foundation of Orillia and the Whitchurch-Stouffville Fire Fighters Association IAFF 4152 to fund and install visual smoke detectors. While provincial law now requires residences to have smoke alarms, the regular auditory alarms are of no use to many of our clients. With this project, accessible visual smoke detectors have been installed in the homes of 33 adults and 28 children, assuring their safety.

In the same region we are working to co-locate with Deaf Access Simcoe, so our mutual clients can seek the services they need under one roof.

Provincially we are collaborating with other hearing health care service providers to design and advance a more consumer-friendly hearing health care system targeted at seniors with hearing loss.

We also seek to reflect our communities in our workforce: 54% of our new hires since 2003 have been culturally Deaf, oral deaf, deafened, or hard of hearing.

Getting the Word Out

In conjunction with our community engagement activities, CHS has worked hard to represent our issues to the public and at all levels of government.

In May, Hearing Awareness Month, we hosted *"Deaf" for a Day* events across the province. Local celebrities and "VIPs", with their hearing artificially blocked, are asked to negotiate a series of tasks without depending on their hearing. We are grateful to Jim Creeggan and Tyler Stewart of

the rock band Barenaked Ladies who not only served as *"Deaf" for a Day 2006* Honorary Provincial Co-Chairs of this powerful awareness campaign, but also participated in the Toronto event.

The media is an important ally to help us spread the word and we are increasingly acknowledged by media as the leading source of information about hearing loss, communication barriers, access and accommodation, noise, and issues involving our consumers.

We were fortunate to have national and local television news, radio, magazine and newspaper coverage of a number of important issues this last year. Just a few of the highlights include:

- a feature interview with Jim Creeggan and his mother, Naida, on the national CBC radio program, "Sounds Like Canada" with host Shelagh Rogers. Mother and son discussed Naida's hearing loss as well as the invaluable help and support they received from CHS. They also touched on Jim's role as Honorary Provincial Co-Chair of *"Deaf" for a Day 2006;*
- a story featuring the expertise and advice of our Director of Hearing Health Care about aging and hearing loss appeared in the daily papers across the country including the *Toronto Star, Edmonton Sun, London Free Press*, and many more;
- our Special Advisor to the President, Public Affairs and our Manager of OIS Interpreter Internship Program were sought out as commentators on the Federal Court decision concerning government provision of sign language interpreters. They appeared on "Global National News", "Canada AM" in the *Globe and Mail*, and the *Ottawa Citizen*.

CHS also advises government in a range of capacities:

- presentations and submissions to several ministries and standing committees – Finance and Economic Affairs, Justice, Ontario Human Rights
- participation in the Ministry of Health and Long-Term Care's ten-year strategic planning exercise
- involvement with new Local Health Integration Networks (LHINs)
- representation on the Accessibility for Ontarians with Disabilities Act (AODA) standards development committees
- representation on the Service Canada Advisory Committee for People with Disabilities
- and, as Bob reported, an access and accommodation forum at our provincial office for key representatives from Social Development Canada, Treasury Board, the Office of Official Languages, the Canadian Human Rights Commission, Elections Ontario, the Ontario Human Rights Commission, and the Ministry of Municipal Affairs and Housing.

In all these activities we strive to make decision-makers aware of CHS, of the barriers faced by our consumers throughout the system, and of ways to overcome those barriers.

The Future – and Implementing the Strategic Plan

All of that work will continue in the year ahead, and new initiatives will be added as we begin to implement the Strategic Plan. Look for a more interactive website, a completely revised Board policy manual, and even a review of our agency's name.

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Prevalence of Hearing Loss

Almost 25% of adult Canadians report having some hearing loss (CHS Awareness Survey 2002), although closer to 10% of people actually identify themselves as culturally Deaf, oral deaf, deafened, or hard of hearing.

The average age in Canada is 39 years; by 2030 it will be 45 years. In 2030, Canadians 65 years and older will represent 25% of the total population, nearly double their current 13% (Statistics Canada).

Hearing loss is the third most prevalent chronic condition in older adults and the most widespread disability (Fook 2000; Yueh 2003). Its prevalence rises with age. Reports indicate that more than 80% of patients over 85 have a hearing loss (Yueh 2003). Further, 46% of people aged 45-87 have hearing loss (Dalton 2003).

Couple these statistics with the fact that aging is the #1 cause of hearing loss, and the conclusion is clear that the prevalence of hearing loss is poised to climb dramatically.

Cathy O'Connor

Cathy O'Connor is connected to The Canadian Hearing Society in many ways – as a consumer, donor, and staff member. Cathy's career at CHS began in 1989 and over the past 18 years she has gained a wide variety of experience working in several CHS departments. For the past six years she has been an Employment Consultant in Toronto Region connecting deaf, deafened, and hard of hearing people to meaningful employment. As a consumer of CHS, Cathy uses our Audiology, Hearing Aid and Communication Devices programs.

Cathy is hard of hearing and after a second serious flood at home decided that a Hearing Ear Dog would be a real help when it comes to safety and security. Bosley and Cathy have been a team since February 2007 and he alerts her to all kinds of sounds like the phone, the door-bell, alarms, and any unusual noises. Bosley goes everywhere with Cathy. "People sometimes need to be reminded that he's a working dog and that they shouldn't touch or play with him while he's working," says Cathy, "but overall we're a great team."

Annual Report of the President and CEO
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Our Thanks

To have achieved this much while balancing the books is almost miraculous. The voluntary sector in Canada is continually stretched by chronic underfunding and our ability to continue to provide increasing levels of service and growth in new areas is a rare achievement. Such an achievement does not happen without the incredible dedication of thousands of people.

I extend my heartfelt thanks to our tireless Board of Directors for their wisdom, guidance, leadership and plain hard work; to all our volunteers for their time and spirit; to our staff for its unwavering dedication to consumer service; to our funders, including the Ministry of Community and Social Services, the Ministry of Health and Long-Term Care, the Ministry of Training, Colleges and Universities, the Ontario Trillium Foundation and to United Ways and Lion and Lioness Clubs across Ontario; to our donors for their support and generosity; to our clients for both accepting our services and always teaching us how to improve; and to our members for their commitment to our mission.

And this year I must add a special word of thanks to our outgoing Chair, Bob Alexander. Bob has been our Chair for the past two years and in that time has led the revisions to our Board governance and policies. He has overseen the development of our three-year Strategic Plan and some significant evolutions in our Board and our agency. Bob has been an exemplary leader throughout that time and has truly been an inspiration to us all. He has been a valued advisor and beacon to me but has also touched the lives of our staff and volunteers across the province as, for the first time in memory, our Chair personally visited virtually all of our regional offices. It has been a pleasure and an honour to work alongside him and I am delighted that he will stay with us as Past Chair.

Kelly Duffin

CHS Strategic Plan 2007–2010

Our Key Success Measures

- Increased knowledge of and respect for CHS
- Increased access for our client/consumer groups
- A plan in place to address family and children's services
- Increased percentage of consumers in staff and management
- A major elective advocacy project in place

Our Core Strategies 2007-2010

1) Governance

Governance and management systems that support decision-making

- Policies and bylaws developed and implemented to ensure that the governance model at CHS is put into practice
- Fully implemented management structure, supported by policies and procedures consistent with the strategic direction

Key Activities

2007/08 – Identify the impact of the Strategic Plan on the management structure
2008/09 – Develop and implement bylaws, policies, and procedures
2009/10 – Complete implementation/review

2) Self-Funding

A financial environment that supports and sustains the implementation of the Strategic Plan

- More self-reliant advancement of initiatives that we identify as priorities

Key Activities

2007/08 to 2009/10 – Grow and monitor revenues in our revenue-generating programs,including fundraising

3) Working Environment

A working environment that proactively supports the recruitment and advancement of people who are culturally Deaf, oral deaf, deafened, and hard of hearing

- Clearly identified recruiting strategies for people who are culturally Deaf, oral deaf, deafened, and hard of hearing to increase representation of those employed at CHS
- Accessible training and professional education for staff and management

Key Activities

2007/08 – Revise HR policies and practices to support recruitment of consumers
– Develop a training and development plan to support advancement of consumers, including finding a funding source
2008/09 – Train on the use of the new policies and practices, with feedback to refine
– Implement the training and development plan
2009/10 – Continue implementation and evaluate

4) Public Profile

Increased public profile of CHS

- Unaided public awareness of 14% and aided awareness of greater than 65%
- Government and media seeking out CHS

Key Activities

2007/08 – Revisit the name of the agency through community engagement and analysis
2008/09 – Prepare and implement a transition plan if the name changes
2009/10 – Update image for CHS

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Riyath Makazy

On a cold March day in 2001, Riyath Makazy, a refugee from Palestine's war-torn West Bank, walked down Spadina Road in search of The Canadian Hearing Society. The son of a Deaf father and a hearing mother, Riyath is hard of hearing and his family primarily communicated through Arabic Sign Language and spoken Arabic. He knew no English or American Sign Language (ASL).

When he had arrived in Canada two months earlier, he spent time desperately seeking out a school for Deaf students wanting to learn ASL, but was left feeling frustrated and isolated. When he discovered CHS that all changed.

"Impact-ASL, CHS Toronto's literacy program, taught me American Sign Language, English and other skills I needed to get on with my life."

When Riyath graduated from CHS he went on to find a job with an employer he still works for today. Riyath regularly uses the other services and programs available at CHS including general and employment counselling, interpreting services, audiology and the hearing aid program.

Riyath also gives back to CHS by volunteering.

"CHS was the first place that helped me when I came to Canada," says Riyath, "and it has been there for me ever since."

CHS Strategic Planning 2007 – 2010
Continued from page 7

5) Advocacy

Proactive advancement of equity for people who are culturally Deaf, oral deaf, deafened, and hard of hearing

- proactive decisions about advocacy, as well as continued response to appropriate issues as they arise

Key Activities
2007/08-2009/10 – Continue to evaluate emerging issues and advocate where appropriate
– Pursue a provincial hearing health care strategy

6) Access and Accommodation

Reduced barriers to communication

- Definitive role with respect to print access
- Interpreting expansion that is both consumer- and funder-driven

Key Activities
2007/08 – Research, review, and consult to define CHS's role in print interpreting
2008/09 – Develop a plan and position paper on print interpreting
– Undertake a trial accessibility consulting program
– Actively pursue every federal and provincial opportunity to expand interpreting
2009/10 – Implement print interpreting plan
– Further implement the accessibility consulting program including funding models

7) Range of Services

An optimum range of services across all consumer groups and all ages

- Defined optimum range of services
- Consistent, appropriate information about cochlear implants and movement to close the perceived gap in services to people with cochlear implants
- Rationale and plan regarding provision of direct services and other roles for CHS at the national level

Key Activities
2007/08 – Complete a review of the current programs and services relative to the new Vision and Mission
2008/09 – Review cochlear implant and informed choices resources at CHS
2009/10 – Research, review, and consult to make a recommendation about the optimal range of services
– Assess and develop a rationale, plan, and funding mechanisms for provision of direct services outside of Ontario

Financial Review

For the year ended March 31, 2007

CHS completed the year with a small Operating Fund deficit (excess of expenditures over revenues) of $122,026, less than 1% of our total budget of $30.8 million. The Designated Funds, in turn, generated a surplus of $281,015 for a total surplus of $158,989.

Overall, revenues grew from last year by 6.2%. Revenue from Ontario's Ministry of Community and Social Services (MCSS) was substantially higher than last year as a result of:

- increased grants to cover historical chronic funding deficits in Ontario Interpreting Services
- the transfer of the provincial funding contract for Ontario Interpreting Services to MCSS from the Ministry of Health and Long-Term Care (MOHLTC)

Additional funds were granted this year for continued growth in several other programs including Mental Health Services (CONNECT), and increases in base funding for General Support Services, Hearing Care Counselling and Audiology – all programs funded by MOHLTC.

Funding from the Ministry of Training, Colleges and Universities (MTCU) declined over the prior year as one regional literacy program was discontinued.

United Way funding declined slightly from last year as several United Way regions experienced difficulty reaching their fundraising targets.

Federal grants increased as a result of the Employment Services contracts funded by Human Resources and Social Development Canada being reconfirmed following a year of uncertainty in 2006. The responsibility for funding these Employment Services contracts was transferred to MTCU shortly before the end of this fiscal year under the terms of the Federal-Provincial Labour Market Agreement.

Revenues from fee-for-service programs and product sales rose very slightly year over year. Revenues in our fundraising programs, both centrally and in our regional offices, declined by 6% compared to last year.

Operating expenses increased overall by 8.1% with increases in most categories. Salary and benefit costs increased with the program expansion that occurred in many areas coupled with the increases that came in the last year of our latest collective agreement. Occupancy costs rose as we incurred moving and renovation costs along with rent increases for several locations. Services costs rose as the agency engaged in a governance review, strategic planning, and several other initiatives related to new or expanded program development. Professional development and travel costs grew with increased staff and continued growth in our counselling programs.

Declines occurred in promotion and gaming expenses as we successfully reduced spending in light of a soft fundraising environment.

The Society's working capital position declined from last year due to improved accounts receivable aging, reduced inventory on hand, and a reduced cash balance at year end. These declines were partially offset by reduced accounts payable and funder repayment liabilities.

The Designated Funds of the Society currently total $3.9 million and are made up of bequests and donations, some specified for a particular use by the donor. The largest of these is our Strategic Initiatives Fund (formerly known as the Trillium Foundation Stabilization Fund) which now comprises $1.26 million of the total. These Funds completed the year with a surplus of $281,015 consisting of donor-designated bequests and donations of $8,954 – a small part of our total fundraising revenues of $1,557,053 – and an increase in the value of the investments in which they are held of $272,061, representing a return of 7.0% for the year.

At year end, funds were due from the Designated Fund to the Operating Fund in the amount of $57,860.

In all, our surplus demonstrates our continuing ability to live within our financial means.

Financial Review

For the year ended March 31, 2007

The Canadian Hearing Society
Balance Sheet
As at March 31, 2007

	Operating Fund $	Designated Funds $	2007 Total $	2006 Total $
ASSETS				
Current Assets				
Cash	11,865	-	11,865	494,989
Grants receivable	449,336	-	449,336	386,694
Accounts receivable	1,545,202	-	1,545,202	1,671,502
Inventory	363,481	-	363,481	451,317
Other assets	86,076	-	86,076	68,539
	2,455,960	-	2,455,960	3,073,041
Investments	-	3,936,959	3,936,959	3,299,897
Interfund loan	57,860	(57,860)	-	-
Other assets	9,584	-	9,584	-
Property, plant & equipment	4,126,818	-	4,126,818	4,168,526
	6,650,222	3,879,099	10,529,321	10,541,464
LIABILITIES				
Current Liabilities				
Bank indebtedness	45,443	-	45,443	-
Accounts payable and accrued liabilities	2,444,573	-	2,444,573	2,548,371
Amount repayable to funders	451,391	-	451,391	678,263
Current portion of loan payable	17,969	-	17,969	9,502
Deferred revenue	302,280	-	302,280	197,081
	3,261,656	-	3,261,656	3,433,217
Loan Payable	12,239	-	12,239	11,810
	3,273,895	-	3,273,895	3,445,027
FUND BALANCES				
Operating Fund				
Property, plant and equipment	4,126,818	-	4,126,818	4,168,526
General	(750,491)	-	(750,491)	(939,725)
Designated funds	-	3,879,099	3,879,099	3,867,636
	3,376,327	3,879,099	7,255,426	7,096,437
	6,650,222	3,879,099	10,529,321	10,541,464

Financial Review

For the year ended March 31, 2007

These financial statements have been reproduced from the financial statements audited by PricewaterhouseCoopers LLP for the fiscal year ended March 31, 2007.

A complete set of financial statements is available upon request from
The Canadian Hearing Society at:
Phone: (416) 928-2500
TTY: (416) 964-0023
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The Canadian Hearing Society
Statement of Operations
For the Year Ended March 31, 2007

	Operating Fund $	Designated Funds $	2007 Total $	2006 Total $
Revenue				
Grants				
Province of Ontario	15,658,865	-	15,658,865	13,775,377
Federal and other	1,791,199	-	1,791,199	1,760,332
Sales of goods and services	9,775,611	-	9,775,611	9,768,127
United Way contributions	1,888,126	-	1,888,126	1,905,123
Fundraising and gaming activities	1,548,099	8,954	1,557,053	1,657,299
Income on investments	18,734	272,061	290,795	294,051
Gain on sale of assets	3,551	-	3,551	-
	30,684,185	281,015	30,965,200	29,160,309
Expenses				
Salaries and benefits	19,486,173	-	19,486,173	18,126,372
Cost of sales	4,548,383	-	4,548,383	4,411,803
Office and program costs	2,010,385	-	2,010,385	1,958,427
Occupancy	1,600,554	-	1,600,554	1,472,773
Services costs	1,282,684	-	1,282,684	935,993
Professional development and travel	1,161,081	-	1,161,081	942,823
Promotion and gaming	497,437	-	497,437	558,075
Client assistance and other	107,759	-	107,759	37,852
Amortization of property, plant and equipment	56,984	-	56,984	50,634
Writeoff of property, plant and equipment	35,815	-	35,815	-
Bad debts (recovery)	18,956	-	18,956	(4,380)
	30,806,211	-	30,806,211	28,490,372
(Deficiency) Excess of revenue over expenses for the year	(122,026)	281,015	158,989	669,937

Programs and Services

Programs are offered in a fully accessible and supportive environment by professionals experienced in meeting the needs of culturally Deaf, oral deaf, deafened, and hard of hearing people.

Access & Support

Educational Support Services
provides post-secondary institutions with services and devices to make the classroom accessible to culturally Deaf, oral deaf, deafened, and hard of hearing part-time students.

Ontario Interpreting Services (OIS)
increases accessibility by providing professional sign language interpreters in a variety of settings: medical, legal, employment, business, social services, education and government-related.

OIS After-Hours Emergency Interpreting Services
provides after-hours sign language interpreting services in health and mental health emergencies. Call toll free from anywhere in Ontario.
TTY: 1-866-831-4657, Phone: 1-866-256-5142

Communications Devices

Communication Devices Program
sells a full range of communication devices, including TTYs (text telephones), alerting/signalling devices, FM systems, amplified phones and amplifiers. Visit our e-store at www.chs.ca.

Hearing Aid Program
dispenses and fits hearing aids to people of all ages.

Counselling

CONNECT Counselling Services
provides wellness information, support, counselling, case management, as well as mental health and addiction services to culturally Deaf, oral deaf, deafened, and hard of hearing consumers and their families. CONNECT also offers extended support, education, advocacy and counselling to families of culturally Deaf, oral deaf, deafened, and hard of hearing children and adolescents.

Employment Services
provides career counselling and job search training; works with employers to ensure work-place accessibility for culturally Deaf, oral deaf, deafened, and hard of hearing employees.

General Support Services
provides personal counselling and guidance.

Hearing Care Counselling Program
assists people 55+ in carrying out daily activities independently and with reduced communication barriers.

Education

Public Awareness and Information Services
distributes unbiased information through the CHS website, public and media relations. Information includes: resources for parents; facts on tinnitus and Ménière's Disease, adjusting to hearing aids, noise and noise-induced hearing loss; access and accommodation; CHS's magazine, *Vibes*; links to resources across Canada.

Literacy & Basic Skills Program
provides training in literacy and basic skills to culturally Deaf, oral deaf, deafened, and hard of hearing adults with limited English or American Sign Language (French or Langue des signes québécoise.)

Sign Language Services
teaches American Sign Language (ASL) and trains Deaf individuals to become sign language instructors.

Health Care

Audiology
assesses hearing and prescribes and fits hearing aids; provides recommendations and programs to assist people and their families in communicating effectively and living with hearing loss.

Hearing Help Classes
provide a step-by-step approach to coping with hearing loss and improving communication skills; provide information about the physical and technical aspects of hearing loss.

Speech-Language Pathology
develops and improves speech, language literacy (English and American Sign Language), and family communication.

Tinnitus & Hyperacusis Centre
offers Tinnitus Retraining Therapy, support groups, information and connection with others.

List of Donors
Liste des donateurs

Many organizations and individuals have responded to our call to action this year and provided generous support of our mission. The Canadian Hearing Society gratefully acknowledges the following donors.

Not all our donors appear in this Annual Report. We do, however, want to thank each and every donor for generously supporting The Canadian Hearing Society.

Beaucoup d'organismes et de particuliers ont répondu à notre appel à l'action cette année et ont généreusement soutenu notre mission. La Société canadienne de l'ouïe tient à remercier les donateurs suivants.

Nous ne pouvons publier le nom de tous nos donateurs dans ce rapport annuel. Toutefois nous remercions chacun d'entre eux pour son soutien généreux à la Société canadienne de l'ouïe.

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List of Donors
Liste des donateurs

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*indicates Founding Members, donors who pledge to make an annual gift in each of five years.
* indique les membres fondateurs, les donateurs qui s'engagent à faire un don annuel pendant cinq ans.

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Lucy Ross

Lucy is now the only Deaf person in her family, but not the first. Her grandmother was hard of hearing and two great-grandmothers were deaf. Originally from the Eastern Townships, Lucy grew up in Quebec, Switzerland, and Ottawa attending both deaf and hearing classes in both French and English programs.

Lucy got involved with CHS at a young age, first for hearing aid molds to fit her tiny ears and then later in high school when she got her first TTY: "I can still remember the day the Bell Relay Service (BRS) was first set up and I could actually make a call without having to ask a hearing person – I ordered a pizza." Technology has come a long way since then. "I can't imagine going back to those days, now that we have pagers and Video Phones – things we used to only imagine having!"

When Lucy went to university she used CHS's interpreting services and Vocational Rehabilitation Services. She graduated from the University of Ottawa with a B.A. in Psychology and then earned her M.A. from Gallaudet University. She's now a Mental Health Counsellor with CHS's CONNECT Counselling Program in Toronto.

Lucy was featured on the cover of the Fall 1994 issue of *Vibrations*, the predecessor to *Vibes*, CHS's magazine. Not much has changed – she's still addicted to travel and is planning a future trip to the Arctic, but not before heading to Spain this summer.

Lion Jack Graydon

In December 2005 the Lions Homes for Deaf People and the Lion and Lioness Clubs of Multiple District "A" awarded CHS a generous grant of $175,000 that enabled us to open Communication Devices & Accessibility Centres in 18 CHS offices across the province.

The International Association of Lions Clubs is the largest service organization in the world with over 1.4 million members in more than 43,300 clubs in 714 Districts covering 182 countries and geographic areas. Lion and Lioness Club members give their time, skills and resources to raise funds for charitable giving both in their communities and internationally.

The first of their kind in Canada, the Centres are rolling out over two years and will supply a walk-up display of communication devices where our expert staff will demonstrate, make recommendations based on individual needs and consumers will have a trial period to assess if the equipment is meeting their needs.

Centres have opened in Brantford, Dryden, Durham (Oshawa), Fort Frances, Niagara, Kenora, Simcoe-York (Newmarket), and Thunder Bay.

The media have been enthusiastic supporters of the Centres. Local television, radio and newspapers have covered the ribbon-cutting ceremonies in each of the eight cities that have opened the new Centres.

Additional Centres will be opened in fiscal 2008 in Barrie, Belleville, Brockville, Chatham, Elliot Lake, Guelph, North Bay, Sarnia, Sault Ste. Marie, and Timmins.

With these additional 18 Centres, all 28 CHS offices will be equipped with Communication Devices & Accessibility Centres by the end of fiscal 2008.

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Bequests (Estate of) Legs (succession de)

The Estate of Margot Anderson
The Estate of Margaret Louise Blackwell
The Estate of Katharine Cartwright
The Estate of Daisy Evelyn Jennings
The Estate of Cecil Martin
The Estate of Audrey Phyllis Merrifield
The Estate of Muriel Uldene Moffitt
The Estate of Myrtle Meretsky Nefsky
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Swallowtail Butterfly Bequest Society Société de legs « papillon porte-queue »

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Katherine Hesson-Bolton
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Anonymous (3)

We thank these individuals for making a commitment in their Will of a future gift to CHS.

Nous remercions ces personnes qui se sont engagées par testament à faire un legs futur à la SCO.

THE CANADIAN HEARING SOCIETY
LA SOCIÉTÉ CANADIENNE DE L'OUÏE

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WATERLOO
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Toll-free numbers may work in local calling areas only.
Les numéros sans frais ne fonctionnent dans certains cas que dans la zone d'appel locale.