



Annual Report 2018–2019

Founded in 1940, the Canadian Hearing Society (CHS) is a non-profit organization and the leading provider of services, products, and information that remove barriers to communication, advance hearing health, and promote equity for people who are Deaf and hard of hearing.

Our vision, mission and values are at the core of our work and guide our interactions with the communities we serve.

Vision

To be the leading organization serving Deaf and hard of hearing Canadians by advancing a barrier-free society.

Mission

To provide industry-leading services and products that enable Deaf and hard of hearing Canadians to overcome barriers to participation.

Core Values

- Ethical
- Respectful
- Accountable

These people-focused values will define all our interactions with each other and with the Deaf and hard of hearing Canadians we serve.

Board of Directors

| | | | |
|--------------------------|---|--------------------------------|--|
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| Julia N. Dumanian | <i>President, Chief Executive Officer, Corporate Secretary</i> | Simon Vincent | <i>Board Member</i> |
| | | Penny Woolford | <i>Board Member</i> |

Leadership Message

Transformational change is well underway at the Canadian Hearing Society (CHS). Four years ago, we embarked in a new direction to stabilize the financial health and sustainability of the organization, as well as develop and provide best practices in all that we do. Our roadmap, detailed in our 2017-2020 Strategic Plan, focused our efforts and helped our teams reach a number of milestones.

A record number of clients were served over the past year. Our plan is to continue to support more Canadians who are Deaf and hard of hearing by expanding our footprint nationally. We are proud to report that we have now entered new cross-Canada markets in order to deliver our professional services and products, which our communities deserve.

Operational excellence has led to steady growth and stability to many of our revenue portfolios. That includes sizable growth in our product sales and fee for services, as well as a substantial increase in fundraising donations compared to last year.

Most significantly, our renewed focus led us to achieve Primer Accreditation Status with Accreditation Canada. This is a first for any organization like ours in Canada. The process assesses health care and social services organizations against best standards of excellence across Canada and the world. The results help identify areas of expertise and development opportunities. For our clients, that will result in constantly improving high quality services as our organization continues to grow.

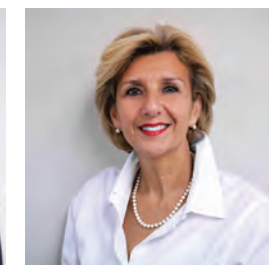
Our teams also have made great strides to deliver our Person and Family-Centred Care model which focuses holistically on each client as a unique individual. Evidence indicates that family involvement in client care is one of the best predictors of client satisfaction.

One of the year's highlights also includes the endorsement from CUPE Local 2073 members. They voted overwhelmingly to ratify a new three-year collective agreement, providing continued labour stability, thereby enabling us to continue delivering essential programs and services to our clients and their families.

This was also a banner year for our National Scholarship Program. The funds raised through our 3rd Annual President's Scholarship Golf Tournament helped award a record number of scholarships to 11 students who are Deaf and hard of hearing. This financial support will allow these young people to advance their post-secondary education and set them on an even greater journey toward a successful future.

We are grateful for the generous support of our diverse communities. Together, we are well on the pathway to fulfilling our vision to be the leading organization serving Deaf and hard of hearing Canadians by advancing a barrier-free society.

Timothy Andradé
Chair

Julia Dumanian
President and CEO

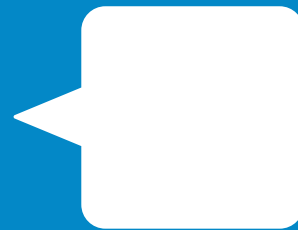


The Impact: 2018–2019

We served 8,116
counselling clients



Received 29,277
interpreting requests



Provided employment
services to 788 people



Helped 237 professionals
find employment



Delivered ASL classes to
2,150 students



Canadian Hearing Society receives Primer Accreditation Status from Accreditation Canada

In July 2018, after exhaustive work from our teams, the Canadian Hearing Society successfully achieved Primer Accreditation Status from Accreditation Canada – a demonstration of our commitment to quality and improvement. Accreditation is an ongoing process which involves assessing health care and social services organizations based on standards of excellence used to identify areas of expertise and opportunities for development. CHS will use the results of Accreditation Canada's assessments to improve the quality and safety of our services as the organization continues to grow.

"Quality, safety, and reliability are extremely important to every member of the CHS team – from our management team to our program specialists and front-line staff," said Julia Dumanian, President and CEO of CHS. "Accreditation touches our entire organization, not simply a select few programs or lines of service. These initial results demonstrate our commitment to quality service and continuous improvement, and this is just the beginning of our accreditation journey."

There are many accreditation benchmarks against which CHS is measured, including industry standards and Required Organizational Practices. CHS was assessed against these measures by a team of Accreditation Canada surveyors who met with and interviewed staff and clients at CHS offices across the province.

Accreditation Canada has been helping organizations improve their quality and safety for more than 55 years. CHS voluntarily participates in the accreditation process to demonstrate its commitment to continued improvement and excellence in client care and we will continue to work with Accreditation Canada on our quality improvement journey.

Accreditation is an ongoing process, which means there is always room for improvement. Having achieved Primer Status from Accreditation Canada, the Canadian Hearing Society will now move on to the next level of accreditation: Qmentum.



Our Year in Review



3rd Annual President's Scholarship Golf Tournament



Hon. Raymond Cho, Minister for Seniors and Accessibility, visits CHS



Take Our Kids to Work Day

Accreditation Celebration

14th Annual Audiology Retreat

Record Year for the 3rd Annual President's Scholarship Golf Tournament

Golfers from across Ontario joined us on September 12, 2018 to swing into action and raise money in support of the Canadian Hearing Society's (CHS) National Scholarship Program.

The sold-out annual event, held at Lebovic Golf Club, proved to be a tremendous success. A record \$230,000 was raised to help Deaf and hard of hearing students overcome barriers to post-secondary education and pursue their academic dreams.

Thanks to your support, we are one step closer to achieving our ambitious goal of \$1.5 million to ensure the National Scholarship Program remains sustainable.

CHS's President and CEO, Julia Dumanian, announced this year's 11 National Scholarship recipients, the largest number to date. The scholarship offers a life-changing opportunity not only for Deaf and hard of hearing students, but for each of us who will benefit from their contributions to society.

A heartfelt thank you to everyone who participated and made this year's golf tournament our most successful event to date.

The tournament was made possible thanks to the generous support of our staff, golfers, donors and community partners, including:

Presenting Partner Lebovic Golf Club; **Gold Partners** Bellman & Symfon, Enginess, Lock Search Group; **Silver Partners** CRM Dynamics, JRP Insurance, Mathews Dinsdale & Clark LLP, Widex; **Bronze Partners** Blumberg Segal LLP, Oticon, Phonak Canada, POI; **Brass Partners** Arlington Partners, Baycor Construction, J Sutton Communications, Miller Thomson LLP, Pink Elephant Marketing, Simeon Canada, Unitron; and **Copper Partners** 3D Network Technology, 20/20 Captioning and StenoCART, Clear Sight & Sound, Hicks Morley LLP, Imaged Advertising Creations, Munjal White Consulting Corp., Torchia Communications, Radcliffe Design Associates, Roll Ready, and Wow Digital.

Record Number of Scholarships awarded through National Scholarship Program

The Canadian Hearing Society's National Scholarship Program reached a new milestone this past year. We awarded a record number of scholarships – 11 in total – to students across Canada who are Deaf or hard of hearing. The program helps make post-secondary education more accessible for students and helps to set them up for success. Funded through the Annual President's Scholarship Golf Tournament, and our donors, we were able to offer students guaranteed full-time scholarships of \$3,000 a year for up to four years. That is a 33 per cent increase compared to last year.

"We are proud to support these incredibly bright and motivated students as they pursue their dreams and help create a society that's free of barriers for those that follow in their footsteps. We are committed to supporting these students and have set an ambitious goal to raise \$1.5 million over the next few years to ensure CHS's scholarship program remains sustainable in the future," said Julia Dumanian, President and CEO of the Canadian Hearing Society.

Scholarship Winner Alessandra Iacovone

"I realize how lucky I am to have such selfless people advocating on my behalf. I am blessed with a world of possibilities... I realize how important CHS's work is and how impactful such scholarships can be."

Alessandra Iacovone was born with Stickler syndrome. While she struggled with profound hearing loss, and was blind for five years, her determination to succeed was unparalleled. At school, Alessandra received support from special education teachers for the Deaf and blind, and learned different ways to make sense of the world.

"All things are possible because in adversity we find courage. Every struggle is worth it if it helps us realize our dreams," wrote Alessandra.

Now in university, Alessandra has learned that students who are Deaf and hard of hearing face unique barriers to education. The CHS scholarship she received is helping her to create a brighter future for herself and become a positive role model for others who face similar challenges.



Scholarship Winner Enrique Quintanilla-Riviere

"I would like to thank you very much for giving me the privilege of receiving the scholarship, and it will definitely help me with my future educational endeavours."

Enrique is currently a nursing student who is considering a specialization in trauma or cardiovascular medicine. Last year, Enrique used his scholarship dollars to help pay for his tuition and books. It also allowed him to purchase an amplified stethoscope to listen to his patients' heartbeats and an FM system to help him hear in class. Enrique uses a cochlear implant to help with his hearing.



Scholarship Winner Corinna Den Dekker

"Thank you for giving me the assistance to continue on my path of future success!"

Growing up, Corinna attended a school for the Deaf where she received the support that helped her to succeed. It was when she reached post-secondary school that she began to experience barriers to participation. Corinna says she encountered challenges in her vocal class, where students were expected to use tone and pitch - difficult for someone who is Deaf. She also discovered that closed captioning was not provided in many of her school's common areas. These challenges to everyday life made Corinna realize she wanted to dedicate her life to creating a more accessible society.

Today, Corinna is completing a double major in Disability and Women's Studies. She says she is interested in specific issues facing people with disabilities, including Deaf and hard of hearing individuals, and how accessibility can be improved for all Canadians.

The CHS scholarship will allow Corinna to attend workshops, conferences and training sessions that she previously would not have been able to participate in due to financial reasons. Today, Corinna is in her third-year of university. She previously attended Fanshawe College where she was the first Deaf student to enroll in the theatre program at her school.



Published: Tinnitus in Canada

In March 2019, the Canadian Hearing Society's Audiologists Rex Banks, Dany Pineault and Maha Atrach co-authored "Tinnitus in Canada" with Statistics Canada.

Tinnitus is often described as a ringing, buzzing or pulsating sound in the ear. Many people who suffer from tinnitus also experience hearing loss, tension in their head, neck and jaw, tiredness, irritability, poor concentration, anxiety and depression.

Through their research, our audiologists found that tinnitus is a common condition among Canadian adults. An estimated 37 per cent (9.2 million) of adults experienced tinnitus in the past year and 7 per cent reported their condition was bothersome and affected their sleep, mood and concentration. They also found that younger adults aged 19 to 29 years were more likely than individuals in the older age groups to have experienced tinnitus this past year.

Their findings provide a Canadian benchmark about tinnitus, which will be a valuable resource for anyone studying or dealing with clients with tinnitus. Rex, Dany and Maha, along with many other clinicians at CHS, are trained in Tinnitus Retraining Therapy (TRT), a service offered by CHS's Audiology Program.

Dany Pineault, Maha Atrach and Rex Banks



John Lutz: No Longer Missing Out

"I missed a lot." John Lutz, 80, says he knows a lot about what it feels like to miss out. He was born with hearing loss in both ears. It was severe enough his parents took him to get checked out only to be misdiagnosed and have his tonsils removed instead to clear his "passage way" when he was just six years old.

John says when he was growing up in the 1940s and 50s not many people talked about hearing loss or the effects of it. While his family was patient and supportive, not everyone was. School was especially difficult, John always felt underestimated. So, he worked hard to prove to himself and others he was just as capable as everyone else. "I took the fight route rather than the flight route," John says.

It wasn't until university when John realized just how much he had missed because of his hearing challenges. That eye-opening moment happened during a lecture. When John went to compare his notes with a friend, it was as if they had been in completely different classes. The notes were significantly different and yet another reminder to John just how much he was missing because of his hearing loss.

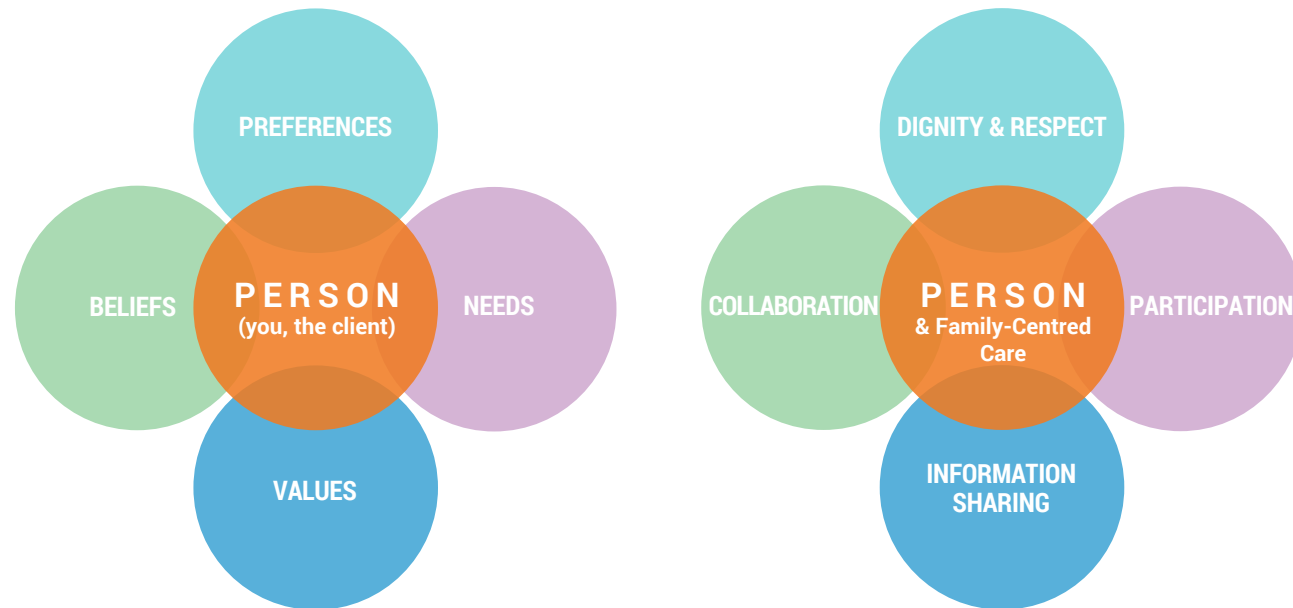
Despite the challenges, John managed to graduate from university and later complete a master's degree in social work.

It was not until his 40s that John underwent a "life altering experience." By that time, he had already connected with the Canadian Hearing Society. It's there where he met with an audiologist who provided him with a thorough consultation, and eventually hearing aids, that allowed him to hear better than he ever had before. "The volume and the distance were better. Boy oh boy, it was state-of-the-art at the time. I could finally hear."

John says he has learned to accept his hearing loss and he has also gained more confidence. To him, the "Canadian Hearing Society stands out because the staff really walk the talk, providing comprehensive services, counselling and so on. It's the only organization in Ontario which offers equal services to Deaf and hard of hearing."



Person and Family-Centred Care and Interprofessional Collaboration at CHS



All care at the Canadian Hearing Society (CHS) is Person and Family-Centred. Our clients needs, values, beliefs and preferences are important. Person and Family-Centred care at CHS includes:

- Communication that is genuine, trusting and respectful
- A relationship that promotes our clients participation
- Understanding our clients concerns and how it impacts them
- Learning our clients preferences for support and care
- Engaging with family members (when appropriate and with permission)

CHS services will be strengthened by collaboration between all the professionals who support our clients. CHS believes that interprofessional collaboration is a key component for successful outcomes.

Interprofessional collaboration at CHS may include:

- Service from more than one department
- Sharing appropriate information among our clients care teams when necessary
- Consulting with other professionals on our clients care teams
- Coordinating service and treatment with other professionals on care teams

Thank you to our generous donors for their ongoing support!

\$10,000 +

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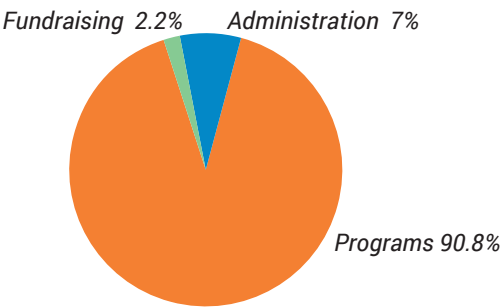
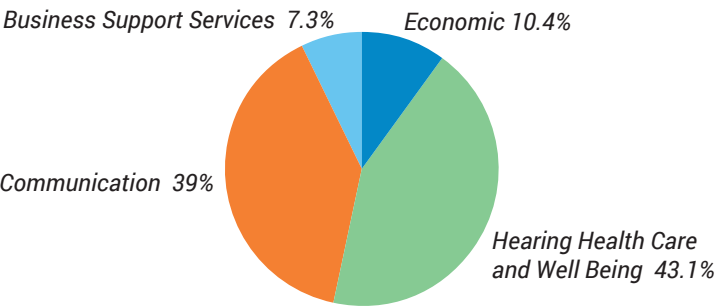
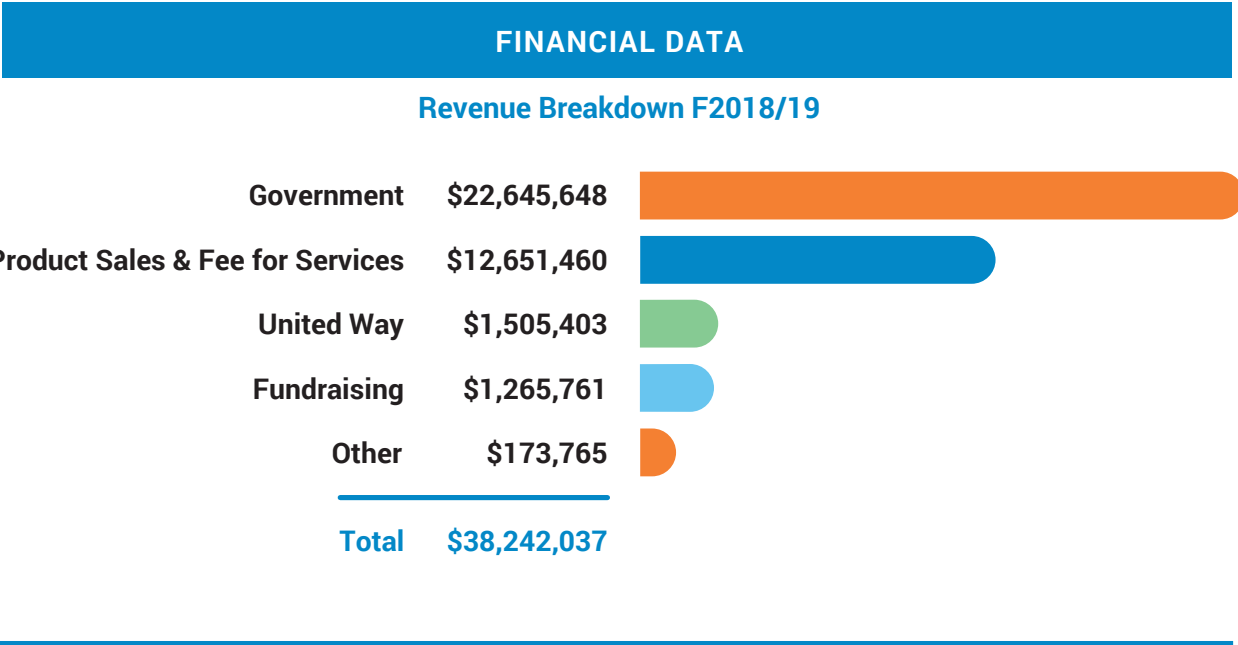
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The Estate of Wharton Hood
The Estate of Ruth Longbottom
The Estate of Kenneth MacKenzie
The Estate of Gertrude Moulton
The Estate of Dorothy Seppala
The Estate of Audrey Wrightman

F2018/19: Growth and Stability

“The transformation which the Canadian Hearing Society has undergone over the past few years has led to economic growth and stability. Revenues have increased, expenses are well managed due to prudent financial management, resulting in a healthier balance sheet. Our focus – to expand nationally – will allow us to continue to invest and improve the programs and services our diverse communities count on.”

Jim Muccilli
Treasurer



F2018/19: Growth and Stability

FINANCIAL STATEMENTS

Highlights of the Statement of Financial Position For the year ending March 31, 2019

| | 2019 | 2018 | 2017 (Restated) |
|--------------------------------|-------------------|-------------------|--------------------|
| Total Current Assets | 4,503,792 | 4,689,554 | 5,932,419 |
| Investments | 7,042,215 | 7,241,815 | 5,912,816 |
| Capital Assets | 7,069,068 | 5,264,004 | 5,542,867 |
| Total Assets | 18,615,075 | 17,195,373 | 17,388,102 |
| Total Current Liabilities | 5,585,024 | 4,999,803 | 5,547,103 |
| Deferred Capital Contributions | 1,480,483 | 878,714 | 1,045,375 |
| Sick Leave Benefit Liability | 0 | 0 | 1,043,100 |
| Total Liabilities | 7,065,507 | 5,878,517 | 7,635,578 |
| Net Assets | 11,549,568 | 11,316,856 | 9,752,524 |

Highlights of the Statement of Operations For the year ending March 31, 2019

| | 2019 | 2018 | 2017 (Restated) |
|--|----------------|------------------|--------------------|
| Total Revenues | 38,242,037 | 37,389,082 | 34,958,486 |
| Total Expenses | 37,945,807 | 35,879,535 | 33,346,900 |
| Excess of Revenues over expenses from operations | 296,230 | 1,509,547 | 1,611,586 |
| Fair value change in investments | (63,518) | 54,785 | 456,914 |
| Excess of Revenues over expenses for the year | 232,712 | 1,564,332 | 2,068,500 |

We gratefully acknowledge the support from the many United Ways and LHINs, and the municipal, provincial and federal governments.





THURSDAY, SEPTEMBER 10, 2020
Lebovic Golf Club, Aurora, Ontario
CHS.ca/golf



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