



#### THE CANADIAN HEARING SOCIETY

As of March 31, 2013

#### **BOARD OF DIRECTORS**

Chair Paul Smith
Past Chair Len Mitchell
Vice Chair Colin Cantlie
Vice Chair Salma Kanji
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Secretary Chris Kenopic

Timothy Andrade Linda Campbell Lori Clemente Mary Cook Diane Gregoris Gerard Kennedy Elliott Knox Jay Leather Irwin Lynch Catherine MacKinnon Ethan Poskanzer Charity Reedy Hines Michelle Saunders

#### SENIOR MANAGEMENT TEAM

President and CEO Chief Operating Officer (COO)

Vice President, Finance and Chief Financial Officer

Vice President, Programs and Services

Vice President, Fundraising and Strategic Communications

Special Advisor to the President, Public Affairs

Vice President, Human Resources

Chris Kenopic

Katherine Hum-Antonopoulos

Stephanus Greeff Karen McDonald Susan Main Gary Malkowski Deborah Pikula

#### REGIONAL DIRECTORS

Hamilton Kingston London Ottawa Peterborough, Durham and York Monte Hardy Brian McKenzie Marilyn Reid Michel David

Maggie Doherty-Gilbert Sudbury and Sault Ste. Marie Thunder Bay Toronto Waterloo and Peel

Windsor

Silvy Coutu Nancy Frost Stephanie Ozorio Victoria Baby David Kerr

#### PROGRAM DIRECTORS

Counselling Services: CONNECT; General Support Services;

**Hearing Care Counselling Program** 

**Communication Devices Program & Accessibility Consulting** 

Services

**Employment Services Hearing Healthcare** 

Ontario Interpreting Services (OIS) and CART

**Public Awareness & Information** 

Rebecca Grundy

Jo-Ann Bentley Gord Ryall Rex Banks Cheryl Wilson Vacant

#### **MISSION**

CHS 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

#### **VISION**

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

## Report from the Chair Paul Smith

I am proud to serve as CHS's Chair with a committed board and CHS staff. It has been a wonderful first year for me especially with the progress we are making on the Strategic Plan.

This past year, CHS's management team and staff have made significant strides in moving the Strategic Plan forward and have put in place a number of important foundational elements to ensure the three overall Strategic Plan goals are met.

On the building of sustainable, diversified revenue streams, CHS is undertaking an in-depth analysis of its revenuegenerating programs – the hearing aid program, communications devices program, accessibility services, and fundraising – to determine areas for growth and developing detailed plans to achieve that growth. In addition, efficiencies have been realized in several operational areas that not only represent cost savings, but also improved customer service, including:

- a renegotiated centralized contract with Bell Canada delivers considerable cost savings over a three-year period
- increased technical capacity in our video conferencing has resulted in more efficient all-staff meetings. These meetings can now be accommodated in two sessions held over one day as compared to 12 sessions over five
- a restructuring of CHS's three counselling programs General Support Services, Hearing Care Counselling, CONNECT mental health and addictions – has created not only a more efficient service delivery model, but more importantly, an integrated professional model of practice and clinical supervision

In the area of programs and services, CHS has begun the process of implementing a Quality Framework program to strengthen its programs and services. We have enlisted outside professionals to guide us through the process of measuring our current situation, developing and

implementing a framework to measure and continually improve the quality of our programs, and making recommendations on an approach to accreditation. (Accreditation is an external review process that evaluates an organization's operations against best practices and standards accepted by similar organizations.) The goal of this undertaking is to adopt best practices that will improve client outcomes and satisfaction.

Our third strategic goal to increase public awareness of CHS really took off this year. Following an exhaustive review of the Marketing & Communications function, its roles and responsibilities, processes and policies, CHS is embarking on a bold plan to engineer the department for success. For the first time in its history the Board endorsed a policy statement that clearly acknowledges and supports the role that Marketing & Communications plays in CHS's efforts to build strong community awareness and engagement.

In other areas of Board activity, the Governance Committee has begun the task of reviewing CHS's bylaws and making the necessary changes to meet the requirements of the new Canada Not-for-Profit Corporations Act. The deadline for completing these amendments is October 2014.

During the course of the year, the Board approved two CHS position papers: one on the provision of Video Relay Services (VRS) across Canada and the other on the challenges affecting the Deaf and interpreter communities. It is CHS's strongly held position that the Canadian Radio-Television and Telecommunications Commission (CRTC) must ensure that video relay services are readily available and that VRS must be a mandated service that enables Deaf and hard of hearing Canadians to communicate in a manner that is functionally equivalent to other telephone customers. VRS is a telephone relay service that uses professional sign language interpreters to bridge the communication gap between a hearing caller and a caller who communicates in a signed language.

In response to the critical shortage of qualified sign language interpreters as well as the lack of standards related to the quality of interpreting, CHS's position paper advocates for the urgent need for collaborative and targeted action to develop a coordinated response to address these issues.

Finally, the Board has undertaken a self-evaluation process and has developed a skills matrix that captures the skills and special talents around the Board table as well as identifies any gaps in skill sets. This skills matrix will help us to ensure that the Board brings the broadest possible expertise and perspective to the many challenges that can arise when governing a multiservice, multi-site, \$38-million charity in today's ever changing and complex world.

That said, I must commend and thank so many people for making my job as Chair such a pleasure. To my fellow board members, the management team and staff at CHS, dedicated volunteers, generous donors and funders, thank you for the tremendous dedication, hard work, passion and enthusiasm you bring to CHS. Though we all play different roles, the one overarching goal that binds together this wonderful team is our collective desire to serve CHS's clients and consumers to the very best of our abilities. It's an honour to work side by side with each of you.

Thank you.



## Report from the President and CEO Chris Kenopic



## The Power of Partnership

"Partnership" is defined as collaborative relationship based on mutual cooperation and responsibility for the achievement of a specific goal.

For The Canadian Hearing Society (CHS), partnerships are essential in achieving our goal of a barrierfree society. Over the past year we have expanded and strengthened our external partnerships with consumers, funders, allied health professionals, other service providers, and government.

Internally, our staff are also partners. As a multiservice, multi-site organization, CHS has the distinct advantage of having staff from different professions, in different locations, with different perspectives who use different languages to communicate.

This past year, CHS and our clients have benefitted from partnerships -- large and small, new and longstanding. A sampling of those partnerships paints the clear picture of how, by pooling our resources, talents, and experience, we multiply our efforts and maximize our results - bringing us ever closer to realizing our vision of a society where all people are respected; have full access to communication; and are able to participate without social, economic, or emotional barriers.

Chris Kenopic President & CEO

## **CHS Partners: CONSUMERS**

## Captioning in the House

In 2012, CHS joined forces with consumer organizations, the Canadian Hard of Hearing Association and the Canadian Association of the Deaf, to ensure that deaf and hard of hearing Canadians have access to all proceedings in the House of Commons through real-time captioning. Past practice had been that only Question Period and the Finance Minister's budget speech were captioned. Since the beginning of 2013, French and English captioning services have been extended gavelto-gavel. Work is continuing to extend these services to include televised committee meetings.

## Practice makes perfect

Learning spoken English is hard enough for new Canadians, but when you're hard of hearing, the challenge is even greater. Typical English as a Second Language (ESL) classes are large and noisy, which makes it hard to hear and learn new sounds and words. Compounding this are the guick conversation exchanges between the students and the teacher which limit a hard of hearing ESL learner's opportunity to practice conversational English.

To address this, CHS Toronto established a program that pairs a 2nd or 3rd year university undergraduate student volunteer studying linguistics with a hard of hearing ESL learner. They meet weekly in one-on-one sessions to engage in social conversation. An added benefit to these sessions is that they often provide new Canadians with valuable information about Canadian culture and social customs. The additional resource of CHS's speechlanguage pathologist is also available to these teams.

Since the program began in mid-February, 2011, 19 ESL learners have teamed up with 19 volunteers and spent a total of 220 hours honing their conversational skills.



Isabella was diagnosed at seven months with moderate to severe hearing loss.

I honestly don't know where we'd be today without our weekly visits to CHS. When it comes to Isabella's language development and helping her keep pace with her hearing peers, the people at CHS are just as dedicated as I am.



### Teens talk

Meeting other teens who are deaf and hard of hearing is so important in breaking through the isolation that so many of them experience. In Windsor teens came together in the evening after school at a CHS-hosted conference to share their experiences, learn from one another, and make new friends. This inaugural conference was held in October 2012 and will happen twice a year - May and October -- in different locations across the city.

In London every October for the past 24 years, 35 to 40 deaf and hard of hearing teens gather at CHS's annual "Hear Together" conference to exchange ideas and extend their network of friends living with hearing loss.



## Strength in numbers

The increasing number of people with cochlear implants has given rise to the creation of support groups that provide for the exchange of important information and mutual support. This year CHS formed support groups for cochlear implant users in Peterborough, Thunder Bay and Kingston.



## Parents "Sign" up

In response to community demand, CHS Hamilton launched an "ASL for Parents" program to help parents develop their sign language communication skills to keep pace with their Deaf and hard of hearing children. Families receive sign language instruction that is delivered in their own home by an experienced family sign language instructor and tailored specifically to their family needs. This service addresses several situations that often occur:

- School-aged children do not develop the ageequivalent spoken language in spite of comprehensive early intervention in an oral/auditory approach to language development. Sign language augments the child's language acquisition.
- School-aged children may struggle with communication and parents find that having the additional visual language approach enhances communication within the family
- Hearing parents of deaf children who use sign language begin to fall behind when their children enter school and struggle to keep up as they have no or limited resources to learn sign language.

"ASL for Parents" helps keep families close, improves communication, and supports children in their development.

## Shared experiences

A group of seniors in Kingston realized that their personal experiences could help others living with hearing loss. Under the guidance of a CHS hearing care counsellor and with support from the federal New Horizons for Seniors Program, they produced a DVD of themselves talking about life beyond hearing loss. The DVD comes with a complementary 50-page discussion booklet designed to generate helpful discussion about the challenges people encounter and strategies they have used to overcome them.

## **CHS Partners: FUNDERS**

## Serving more seniors

CHS's Hearing Care Counselling Program in the Chatham-Kent region received a welcome donation from the local Sertoma service club, permitting CHS to serve more hard of hearing seniors in their own homes. This outreach program provides seniors and their families with information, advice and support for maintaining an independent, safe lifestyle.

## Meeting Deafblind needs

In Sudbury, the addition of two Deafblind intervenors (intervenors provide the visual and auditory information that Deafblind individuals need to interact with other people and their environment) means more Deafblind people can be served. This commitment of annual funding from the Ontario government will add to CHS's ability to reach out to individuals in more remote northern Ontario communities.

### It's the law

With financial support from the Law Foundation of Ontario, CHS worked with three legal clinics to pilot two service delivery models for facilitating clear communication with culturally Deaf clients who communicate using sign language: the traditional model of using an on-site sign language interpreter and the other, using video remote interpreting (VRI) which brings an off-site sign language interpreter into the client meeting, through video conferencing. In addition, CHS provided a series of workshops and training to more than 32 legal community clinics across Ontario, teaching them how to provide accessible, barrier-free services to culturally Deaf clients who communicate using sign language.



## Accessibility innovations

With funding from the Ontario Trillium Foundation, CHS completed an 18-month project, piloting innovative software developed by a leading technology firm that can caption digital media quickly and inexpensively. The inclusion of a human editor in the process ensures accuracy and context that is all too frequently missing from traditional automated captioning products. CHS is taking this service to the market where we anticipate a high demand given the obligations organizations are under with the Accessibility for Ontarians with Disabilities Act (AODA).

CHS has established a flourishing American Sign Language (ASL) and la langue des signes québécoise (LSQ) translation service that offers professional, video translations of any English or French written materials.

Digital media captioning



## **CHS Partners: ALLIED HEALTH PROFESSIONALS**

## Training future professionals

CHS shared its expertise in the field of audiology with aspiring audiologists from universities across Canada providing hands-on internships with the experienced team of CHS professional audiologists.



## Working towards a Provincial Hearing Healthcare Strategy

CHS continues to advocate for the adoption of a province-wide hearing healthcare strategy to promote the conservation of hearing and make a difference in the lives of those who experience hearing loss. As the lead in this initiative, CHS collaborates with six other organizations dedicated to promoting hearing health.

Together, we have identified a number of specific goals:

- Integration of hearing loss into existing strategic health programs
- Improvement of hearing healthcare programs in long-term care facilities
- Increased public awareness especially among professionals caring for older adults to refer patients for routine hearing tests
- Prevention of noise-induced hearing loss in youth through public education and regular hearing tests



## "Exercise" - your right

CHS Sault Ste Marie has actively supported and promoted a local fitness program, Deaf Fit, that is delivered in American Sign Language. These classes were set up in partnership with the local community college and are offered twice a week for free to the Deaf and hard of hearing community. The classes are one hour, with the first 15 minutes devoted to nutritional and health education. The remaining 45 minutes are spent in a variety of exercise activities such as Zumba, weight lifting, cardio, swimming, and yoga.

## Celebrating diversity

Services to the Chinese community in the Newmarket area increased dramatically this past year when CHS teamed up with Carefirst Family Health Team to deliver culturally and linguistically appropriate hearing health care service to Chinese seniors. The CHS counsellor is Chinese and speaks both Mandarin and Cantonese so that services are delivered in a culturally sensitive way.

In Canada, there are two official sign languages: American Sign Language (ASL) and la langue des signes québécoise (LSQ). To better serve the francophone community, CHS Kingston produced a video in French and LSQ to explain the services CHS offers locally and across Ontario.

## **CHS Partners:** SERVICE **PROVIDERS**

## **Beyond Ontario**

Through the power of partnership, CHS's Communication Devices program now brings its complete range of technical assistive devices directly to people in Saskatoon, Regina and Winnipeg. Teaming up with Deaf Centre Manitoba and Saskatchewan Deaf and Hard of Hearing Services, CHS has extended its outreach to Canadians.

These provincial partnerships complement the online e-store which features more than 70 different communication devices including visual fire alarms, bed shakers, text telephones, amplification systems, etc. Product information is provided in four languages: English, ASL, French, LSQ.



## Emergency preparedness

The importance of visual fire alarms and visual emergency notification systems, such as carbon monoxide detectors, continues to be at the top of CHS's advocacy priorities. All across the province, CHS has solicited the support of local firefighters and hosted workshops and training sessions in how to communicate with people with hearing loss especially during an emergency. Visual emergency systems use strong flashing strobe lights as well as loud audio sirens to alert people of imminent danger

In June 2012, Thunder Bay declared a state of emergency after heavy rains caused extensive damage to homes, roads, hydro and sewage treatment plants. For the local Deaf and hard of hearing community, this disaster was even more devastating as they were cut off from emergency information throughout the ordeal. Following this experience, CHS Thunder Bay's accessibility committee has been working with the Red Cross and the municipal accessibility advisory committee to set up protocols and procedures to ensure all citizens have access to vital information in the event of a crisis.

In partnership with the police, CHS Belleville and CHS Brockville established a voluntary process for consumers to register with their local police so that in the event of a 911 text message, the police are aware that the caller is deaf or hard of hearing and respond accordingly. This is an important step in ensuring that all community members are safe in their own homes.



Smoke and carbon monoxide detector available at CHS



## Supporting educational goals

CHS provides culturally Deaf, oral deaf, deafened, and hard of hearing students with the access they need sign language interpreters, computerized notetakers, and/or assistive listening devices – to attend part-time post-secondary education. In 2012-13, this program provided 86 part-time students with an equal opportunity to succeed in their academic pursuits.

Now in its 5th year, the Barrier-Free Education Initiative continues to work with school boards across Ontario to create a more inclusive barrier-free learning environment for Deaf and hard of hearing students. The goal of the initiative is to improve the academic success of these students.

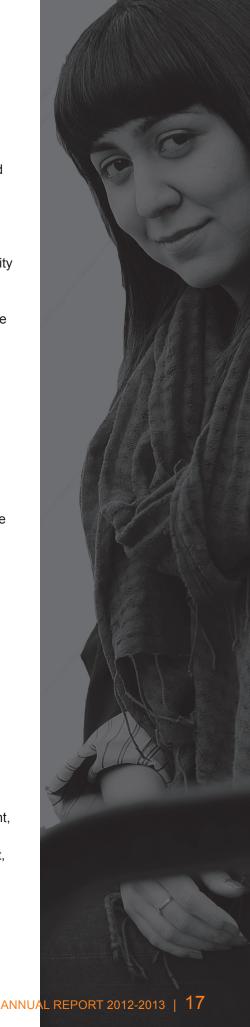
## Jobs, jobs, jobs

As one of CHS's very first programs in 1940, employment services has always been the number one concern for people who are deaf, deafened and hard of hearing. Last year, CHS successfully assisted 225 people to find work.

Beyond the obvious financial and social benefits, it is important to note some of the broader implications for society when people are gainfully employed.

These 225 people represent taxes paid to the government of \$1.2 million and social assistance savings to the government of \$5.3 million. Other personal and societal benefits include reduced mental health costs, increased self-esteem, and increased spending power.

In addition to those job seekers who found employment, CHS also provided 415 clients with retention services services that include short-term employment support, workplace intervention supports, and referrals to other community services.





## **CHS Partners:** GOVERNMENT

## **Updating the Ontario Building** Code

CHS has an important seat at the table of the provincial Ministry of Municipal Affairs and Housing's advisory committee that is in the process of updating the Ontario Building Code's barrier-free requirements.

## LINC-ing up with newcomers

LINC - Language Instruction for Newcomers to Canada - provides language training to new Canadians. CHS Peel is celebrating its 20th anniversary of providing LINC to its Deaf and hard of hearing community. At the other end of the spectrum, CHS London is celebrating receiving funding to launch its inaugural LINC program beginning April 1, 2013.



## **CHS Partners:** STAFF

## Going the extra mile

CHS Kenora's audiologist flew into the Sandy Lake First Nation in northern Ontario and tested the hearing of 28 children and one adult.

## Consolidating CHS counselling services

CHS has three counselling services:

- Hearing Care Counselling providing support to seniors living with hearing loss in their own homes
- General Support Services providing support to clients across a range of life situations (immigration, housing, government services)
- CONNECT providing mental health and addictions counselling

In April 2012, we brought the three programs together under one Program Director and three program managers, each responsible for a specific geographic area. We also introduced a professional practice model of clinical supervision for our counselling staff that ensures leading edge care and quality services are provided to consumers.





Counselling programs:

- Hearing Care Counselling served more than 11,500 clients last year.
- **General Support** Services served 2.300 clients during the year.
- CONNECT mental health and addictions counselling served 2,200 clients last year.



### Sound Rewards

Membership in CHS's Sound Rewards program continues to grow rapidly and now sits at 5,500 members enrolled through 41 organizations. Sound Rewards offers discounts and savings on hearing aids, batteries, repairs and communication devices. Sound Rewards is part of a trio of programs CHS offers to support people with hearing loss. Sound Friends is a unique friend referral program and Sound Tips is an electronic hearing healthcare newsletter.

## Celebrating 50 years of service

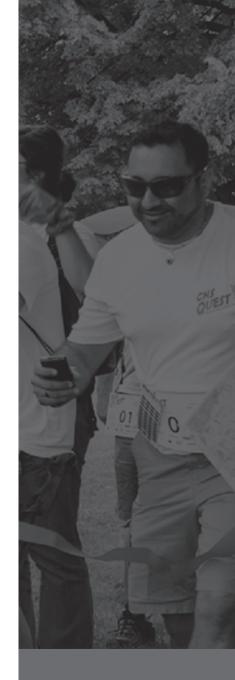
In June 2012, CHS Ottawa celebrated its 50th year of service to the community. It was a happy occasion with staff and volunteers - past and present - sharing photos and stories of the early days and all the changes witnessed since 1962.



### **CHS Quest**

Inspired by the popular TV show, The Amazing Race, CHS Quest is our signature fundraising event. Teams of four solve clues delivered on a smartphone in sign language, voice and text and then scour the city to find QuestStop locations where they have to perform fun, but challenging, activities. In May 2012 CHS Quest ran in four Ontario locations: Toronto, Peterborough, Thunder Bay and Belleville. Luke Adams, participant in seasons 14 and 18 of the real *Amazing Race*, joined the fun as CHS Quest's honorary chair.

Since 2010, CHS Quest has raised more than \$350,000 in support of CHS programs and services, with \$140,000 raised in 2012 alone. More than 300 participants and volunteers have participated in CHS Quest.



## Financial Review For the year ended March 31st, 2013

Stephanus Greeff



CHS completed the year with a small operating deficit (excess of expenditures over revenues) of \$186,956, which represents approximately 0.5% of the overall revenues. Despite operating in a challenging sector, CHS managed to maintain its financial, staffing and service delivery commitments.

Revenues decreased slightly over the prior year by \$27,379, with a related decrease in expenditures of \$73,979, resulting in a smaller operating fund deficit as compared to last year.

An adjustment of \$150,273, based on an actuarial valuation report of the sick leave benefit plan, resulted in an increased liability of \$1,136,015.

Overall, revenues decreased minimally. Revenue from the Ontario government was maintained; federal funding declined as a result of the completion of a two-year special project.

Regional United Way funding decreased 2.3% due to a slow fundraising environment and shifting funding

Revenues from fee-for-service programs and product sales increased only slightly in the face of current economic conditions and increased competition in the marketplace.

Overall fundraising results increased 5.9%.

CHS operating expenses decreased 0.2% from last year, fluctuating in the following categories:

- · salary and benefit costs increased slightly while honouring the collective agreement and mandatory salary freezes
- occupancy costs decreased due to one-time funding to improve CHS facilities not repeated this fiscal
- service costs, professional development, promotion and travel expenses remained the same or fluctuated slightly as the agency maintained service delivery levels

The Society's working capital position is down from last year due to modest increases in deferred revenues and other assets and transfers between operating and designated funds.

Designated funds (including the endowment fund) generated \$317,159 for the year. These funds currently total \$4.9 million and are made up of various bequests and donations, some specified for a particular use by the donor. The two largest of these are the Strategic Initiatives Fund and the Head Office Building Fund.

During the year, we contributed an additional \$138,000 to our designated funds. Withdrawals amounting to \$437,684 were made, slightly lower than previous years, as management balanced the increasing needs of clients with funding constraints and absorbed additional expenditures into operations.

In summary, CHS's financial performance for the year demonstrated fiscal responsibility in a tight economic environment with the ever-present challenge of doing more in a world of rising costs and zero funding increases. At the same time, we remain committed to our consumers and clients by providing effective programs and services.

Stephanus Greeff, CGA Vice-President Finance and Chief Financial Officer Audited statements for The Canadian Hearing Society are available upon request. Also visit www.chs.ca

# The Canadian Hearing Society Statement of Financial Position

As at March 31, 2013

|                               |             |           |           | March 31,<br>2013 | March 31,<br>2012 | April 1, 2011 |
|-------------------------------|-------------|-----------|-----------|-------------------|-------------------|---------------|
|                               | Operating   |           | Endowment | Total             | Total             | Tota          |
|                               | fund        | funds     | fund      | \$                | (Uppendited)      | (Upaudited    |
|                               | \$          | \$        | \$        |                   | (Unaudited)       | (Unaudited    |
| Assets                        |             |           |           |                   |                   |               |
| Current assets                |             |           |           |                   |                   |               |
| Cash                          | 116,230     | -         | -         | 116,230           | 391,646           | 1,630,141     |
| Grants receivable             | 202,556     | -         | -         | 202,556           | 199,218           | 346,793       |
| Accounts receivable           | 1,693,525   | -         | -         | 1,693,525         | 1,641,512         | 1,346,921     |
| Inventory                     | 499,297     | -         | -         | 499,297           | 451,148           | 509,381       |
| Other assets                  | 294,593     | -         | -         | 294,593           | 149,706           | 123,074       |
| Interfund receivable          | 193,315     | -         | -         | 193,315           | 52,867            | 304,342       |
| Restricted investments        | -           | 900,000   | -         | 900,000           | -                 |               |
|                               | 2,999,516   | 900,000   |           | 3,899,516         | 2,886,097         | 4,260,652     |
| Investments                   | -           | 3,912,504 | 311,944   | 4,224,448         | 4,966,525         | 4,767,312     |
| Property, plant and equipment | 4,176,090   | -         | -         | 4,176,090         | 4,189,359         | 3,830,216     |
|                               | 7,175,606   | 4,812,504 | 311,944   | 12,300,054        | 12,041,981        | 12,858,180    |
| Liabilities                   |             |           |           |                   |                   |               |
| Current liabilities           |             |           |           |                   |                   |               |
| Accounts payable and          |             |           |           |                   |                   |               |
| accrued liabilities           | 1,684,179   | -         | -         | 1,684,179         | 1,643,179         | 1,617,354     |
| Amount repayable to funders   | 479,446     | -         | -         | 479,446           | 462,259           | 683,252       |
| Deferred revenue              | 1,679,168   | -         | -         | 1,679,168         | 1,443,067         | 1,657,871     |
| Interfund payable             |             | 193,315   | -         | 193,315           | 52,867            | 304,342       |
|                               | 3,842,793   | 193,315   | -         | 4,036,108         | 3,601,569         | 4,262,819     |
| Sick leave benefit liability  | 1,136,015   |           |           | 1,136,015         | 1,005,000         | 466,663       |
| Fund Balances                 | 4,978,808   | 193,315   | -         | 5,172,123         | 4,606,569         | 4,729,482     |
|                               |             |           |           |                   |                   |               |
| Operating fund                |             |           |           |                   |                   |               |
| Property, plant and           | 4 176 000   |           |           | 4 176 000         | 4 100 250         | 2 020 246     |
| equipment                     | 4,176,090   | -         | -         | 4,176,090         | 4,189,359         | 3,830,216     |
| General                       | (1,979,292) | -         | -         | (1,979,292)       | (1,667,605)       | (773,172      |
| Designated funds              |             | 4,619,189 | 311,944   | 4,931,133         | 4,913,658         | 5,071,654     |
|                               | 2,196,798   | 4,619,189 | 311,944   | 7,127,931         | 7,435,412         | 8,128,698     |
|                               | 7,175,606   | 4,812,504 | 311.944   | 12,300,054        | 12,041,981        | 12,858,180    |

# The Canadian Hearing Society Statement of Operations

For the year ended March 31, 2013

|                                     |              |            |           | 2013       | 2012                                    |
|-------------------------------------|--------------|------------|-----------|------------|---|
|                                     | Operating    | Designated | Endowment |            |   |
|                                     | fund         | funds      | fund      | Total      | Total                                   |
|                                     | \$           | \$         | \$        | \$         | \$<br>(Unaudited)                       |
| Revenue                             |              |            |           |            | (====================================== |
| Grants                              |              |            |           |            |   |
| Province of Ontario                 | 20,352,489   | -          | -         | 20,352,489 | 20,323,662                              |
| Federal and other                   | 384,410      | -          | -         | 384,410    | 735,802                                 |
| Sales of goods and services         | 10,713,713   | -          | -         | 10,713,713 | 10,682,198                              |
| Regional United Way contributions   | 1,644,082    | -          | -         | 1,644,082  | 1,682,611                               |
| Fundraising and gaming activities   | 1,504,668    | -          | -         | 1,504,668  | 1,420,414                               |
| Interest and dividends              | _            | 87,686     | 5,986     | 93,672     | 110,248                                 |
| Gain (loss) on investments          |              | 209,205    | 14,282    | 223,487    | (11,035                                 |
|                                     | 34,599,362   | 296,891    | 20,268    | 34,916,521 | 34,943,900                              |
| Expenses                            |              |            |           |            |   |
| Salaries and benefits               | 23,981,273   | 141,900    | -         | 24,123,173 | 23,405,107                              |
| Cost of sales 4,537,880             | 4,537,880    | -          | -         | 4,537,880  | 4,708,584                               |
| Office and program costs            | 1,709,393    | 23,692     | -         | 1,733,085  | 1,817,693                               |
| Occupancy                           | 1,815,601    | 92,185     | -         | 1,907,786  | 2,177,916                               |
| Service costs                       | 994,667      | 107,186    | -         | 1,101,853  | 1,184,480                               |
| Professional development and trave  | el 1,031,058 | 33,141     | -         | 1,064,199  | 1,192,814                               |
| Promotion and gaming                | 446,881      | 500        | -         | 447,381    | 554,294                                 |
| Amortization of property, plant and |              |            |           |            |   |
| equipment                           | 77,627       | -          | -         | 77,627     | 25,261                                  |
| Bad debts                           | 15,886       | -          | -         | 15,886     | 24,522                                  |
| Client assistance and other         | 25,779       | 39,080     | -         | 64,859     | 57,037                                  |
|                                     | 34,636,045   | 437,684    | -         | 35,073,729 | 35,147,708                              |
| Excess (deficiency) of revenue      |              |            |           |            |   |
| over expenses before                |              |            |           |            |   |
| undernoted                          | (36,683)     | (140,793)  | 20,268    | (157,208)  | (203,808                                |
| Sick leave benefit                  | 150,273      | -          | -         | 150,273    | 489,478                                 |
| Excess (deficiency) of revenue      |              |            |           |            |   |
| over expenses for the year          | (186,956)    | (140,793)  | 20,268    | (307,481)  | (693,286                                |

## List of Donors / Liste des donateurs

Many individuals and organizations have responded to our call to action this year, providing valuable, much-needed support. Though this Annual Report recognizes donors at the \$250+ giving level, we thank each and every CHS donor for helping us achieve our mission to be the leading provider of services, products, and information for people who are culturally Deaf, oral deaf, deafened and hard of hearing.

Des particuliers et des organisations ont répondu en grand nombre à notre appel à l'action cette année, nous offrant un soutien précieux et fort nécessaire. Bien que ce rapport annuel reconnaisse les donateurs de niveau 250 \$ et plus. nous remercions sans exception tous les donateurs de la SCO de nous avoir aidé à réaliser notre mission qui est d'être le plus important fournisseur de services, de produits et d'information aux personnes culturellement Sourdes, sourdes oralistes, devenues sourdes et malentendantes.

While every effort is made to ensure that the list of donors is complete and accurate, we apologize for any errors or omissions.

Malgré le soin que nous apportons à l'établissement d'une liste de donateurs complète et exacte, nous vous prions d'éxcuser d'éventuelles erreurs et omissions.

- \* indicates Founding Members, donors who pledge to make an annual gift in each of five years
- \*\* indicates Friend of the Society monthly donor
- \* indique les membres fondateurs, les donateurs qui s'engagent à faire un don annuel pendant cinq ans
- indique un ami de al Société qui effectue des dons mensuels



#### Red-Spotted Purple Butterfly Society \$2,500 - \$4,999

Dr. Marshall Chasin Dr. Joanne DeLuzio Christopher Kenopic Elliott & Elizabeth Knox Susan Main \* Tony Macerollo Gertrude Moulton David Pauli John Rhind L. Gail Wright



#### Monarch Butterfly Society \$1,000 - \$2,499

Adriatic Insurance Brokers Ltd. Victoria Baby Rex Banks \* Capri Electric Ltd. Frances Cowan Maggie Doherty-Gilbert Henry Ens William & Gladys Erz Stephanus Greeff \* Diane Gregoris Timen Ho Adrienne Hood Katherine Hum-Antonopoulos \*

E. Grace Hyam Jet Reports Inc. Thong Ling <sup>\*</sup> Gary Malkowski \* Karen McDonald Brian McKenzie Office Central Inc. Wendy Quick Marilyn Reid \* John V. Scott Brahm Spilfogel **Christopher Sutton** Dr. Phillip Wade Anonymous (1)



#### **Spring Azure Butterfly Society** \$500 - \$999

Timothy Andrade Darrin Ballard Paul Beeston Jo-Ann Bentley Sharon Brown Jean Camm Dr. Linda Campbell Mr. & Mrs. M. G Corbett Silvy Coutu John Craig Michel David Donald Dodds Beverley Dooley Douglas & Mary Dyment Sharon Fineberg Rebecca Grundy James Hardman Monte Hardy Patricia Harris Diane Holman Dikran Islemeci Chris Kapches

Audrey Kenny David Kerr \* Joyce Lange Mary Lumgair \* Eileen Macerollo Carl McMillan Judy Michel Judy & Ron Nesbitt Ian Ostrowerka Stephanie Ozorio Dr. E.R. Perera Jean Picard Ethan Poskanzer Gordon Ryall Robert Sherrin Ralph Sturrup Lynn Sveinbjornson Susan Torrance Maurice Villeneuve \* Gary Weddel Audrey Willson Winifred Young Anonymous (1)



#### **Swallowtail Bequest Society**

Dr. Joanne DeLuzio Pat S. Hamilton Rhonda Hawkings **Bruce Hawkings** Katherine Hesson-Bolton Wharton F. Hood Wayne & Debbie King Marilyn Moore Shirley McHugh Marian McLeod Maurice Villeneuve Paul Wyszkowski Anonymous (2)

#### **Butterfly Societies/** Sociétés « Butterfly »









Red Admiral

Red Spotted **Purple** 

Monarch

Azure

Butterfly Society donors have a transformational impact on the lives of CHS consumers: 50% of their gift supports local services, 50% supports the broader policy work CHS engages in to promote equity for people who are culturally Deaf, oral deaf, deafened and hard of hearing.

Les donateurs des sociétés « Butterfly » ont un impact important sur la vie des consommateurs de la SCO, le papillon étant un symbole de transformation: 50% de leurs dons soutiennent les services locaux, 50% soutiennent le travail plus ample au niveau des politiques par lesquelles la SCO s'est engagée à promouvoir l'équité pour les personnes culturellement Sourdes, sourdes oralistes, devenues sourdes et malentendantes.



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

Nous remercions ces personnes de s'être engagées à faire, par testament, un don à la SCO.



### Individual Donors/Donateurs Individuels

\$20,000 - \$50,000 Anonymous (1)

\$2,500 - \$9,999Winona Elliot

\$1,000 - \$2,499

Alain Duffieux Florio Family Michael Kavanagh

#### \$500 - \$999

Aldo Defend Banita Delice Vera Ellaschuk John Irwin Joey Jackson Wayne & Debbie King Jay Leather \*\* John Martinez Susan Mathews \*\* Anne H. Morris Kim Pape-Green **Betty Rogers** 

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## Bequests (Estates of)/Legs (Succession de)

The Estate of Russell P. Argue The Estate of Mary Alice Fogel The Estate of Inge Kramer The Estate of H. Douglas Mansfield The Estate of Douglas William Newby The Estate of Mary W. Sandison The Estate of Hjordis I. Stig

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Stella Baer-Landers Engelina Bax Mary Becker Peter Belanger

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Kathleen Thibert Mabel Tiffen Joanne Wagg David Winn James Wojick

### Institutional donors/Donateurs institutionnels

#### \$50,000+

The Canada Post Community Foundation The Law Foundation of Ontario Lions Homes for Deaf People The John M. & Bernice Parrott Foundation The Ontario Trillium Foundation

#### \$20.000 - \$49.999

**RBC** Foundation TD Bank Group

#### \$10,000 - \$19,999

Sertoma Foundation of Canada Sertoma Foundation of Waterloo Region \$1,000 - \$9,999

Bell Canada

CN Employees' and Pensioners' Community Fund Jewish War Veterans of Canada Knights of Columbus # 1679, Brantford La Fondation des Sourds du Québec Leith Wheeler Investment Counsel Ltd. Lions Club of Sudbury OPG Employees' & Pensioners' Charity Trust Ralph & Maureen Phillips Family Foundation



### Institutional donors/Donateurs institutionnels

#### \$500 - \$1,000

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Acklands Grainger

Browns Women's Institute

**Dulay Medicine Professional Corporation** 

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Ontario English Catholic Teachers Association

Royal Canadian Legion 62

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Schneider Family Foundation

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#### \$1000+

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Toronto Professional Fire Fighters' Association

**Unitron Hearing** 

#### **\$250 - \$999**

44 Wide

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Delta Chelsea Downtown Toronto

Fairmont Royal York

Hall Telecommunications Supply Ltd.

#### \$250 - \$999

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Hyatt Regency

Isaiah Tubbs

Odyssey Time Inc.

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Sheraton Centre Toronto Hotel

Starkey Canada

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West Edmonton Mall

## **CHS Quest Sponsors**

#### \$40,000+

WIND Mobile

#### \$1,000 - \$5,000

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Deaf

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Dentistry on Dufferin

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