The Canadian Hearing Society

Board of Directors

Co-Chairs: Jo DeLuzio, Len Mitchell
Past Chair: Maurice Villeneuve
Vice-Chair: Hugh West
Treasurer: Jonathan Wollaston
Secretary: Kelly Duffin
Directors: Elaine Campbell, Linda Campbell, Lori Clemente, Ron Eilath, Jay Innes, Salma Kanji, Elliott Knox, Murray Pollard, Paul Smith, Sathish Subramanian, Lynn Sveinbjornson, Norma Jean Taylor

Management Staff

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

Hamilton: Chris Kenopic
London: Marilyn Reid
Ottawa: Philippe Ramsay
Peterborough: Maggie Doherty-Gilbert
Sudbury, Sault Ste. Marie: Silvy Coutu
Thunder Bay: Nancy Frost
Toronto: Stephanie Ozorio
Waterloo, Peel: Victoria Baby
Windsor: David Kerr
York: Tim Maloney

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
Report of the Co-Chairs

It is hard to believe that our first year as co-chairs is at an end. It has been a truly rewarding year for us both. We were initially daunted at the thought of chairing the board of such a multi-faceted and dynamic agency. However, any doubts were eased by the knowledge that we were working with a remarkable group of board members in alliance with Kelly Duffin, CHS President and CEO, and a truly dedicated senior management team. We applaud all of the staff at CHS who work hard every day removing barriers faced by culturally Deaf, oral deaf, deafened, and hard of hearing people.

This year, a number of procedural and administrative changes were implemented at the board level to improve our efficiency and efficacy. Our board materials have had a facelift, so that directors can more easily sort through the large amount of reading that must be done prior to meetings. Our vice-chair, Hugh West, introduced the concept of a consent agenda – approval of routine information provided in advance, such as Minutes – allowing time for more discussion on substantive issues. This has been successfully implemented and has significantly reduced the time the board spends on informational items. In cooperation with CHS’s senior management committee, an operational update session has been added before every board meeting. These informative sessions keep the board apprised of the highlights of the Society’s day-to-day operations. In addition, we have selected a mechanism for board self-evaluation, piloted at the board meeting in June 2009. We hope that this process brings insight into our performance, and assists in the continual improvement of the board.

A landmark accomplishment of the board this year was the completion of the revised by-laws. This marks the culmination of several years’ blood, sweat and tears by members of the Governance Committee and the leadership of previous chairs Bob Alexander and Maurice Villeneuve.

A by-law change approved in 2008 allows members of the Society to vote by proxy, for the first time, at the June 2009 AGM. This exciting change engages members who might otherwise be unable to have their vote count.

The highlight of our year as co-chairs was the CHS Day at Queen’s Park on October 22, 2008. Over the course of the day, 40 representatives of CHS Board and management met with 50 politicians and senior bureaucrats to deliver our non-partisan message: accessibility and inclusion. Over lunch, CHS hosted a “Lunch and Learn” session – the first sit-down event of its kind at Queen’s Park! Our day focused on the government’s commitment to enact a Poverty Reduction Strategy and highlighted the fact that people with disabilities are almost twice as likely to live in poverty as those without disabilities.

CHS continued to build on our relation-
Just trying to parallel that here for you today.

My name is Len Mitchell. I am co-chairperson of the Canadian Hearing Society, Provincial Board.

For today's lunch and learn, I am glad everyone is here. I am sure HPP's, as well as myself, are going to learn.
ship with the provincial government at a hearing awareness reception at Queen’s Park on May 27, 2009.

Our first year as co-chairs was not without its challenges. These are difficult and unpredictable economic times. As a proactive measure, members of the board and CHS’s senior management committee reviewed and revised the expenditures and timing of the implementation of CHS’s Strategic Plan, extending the timeline by a year to better manage expenses and resources. It is important that the agency continues to move towards our Vision, while remaining fiscally responsible.

In reviewing the year, we would like to share some of the lessons we have learned: Being co-chairs means twice the brainpower, double the dreams, and someone to share the stress. We have learned that distance cannot separate trust and respect; laughter means the same thing in English and in American Sign Language; and it doesn’t much matter who gets the credit as long as the work gets done. Most importantly, we have realized what an honour and a privilege it is to serve as co-chairs for CHS.

Len Mitchell, Co-Chair, is the Master of Ceremony at CHS’s Day at Queen’s Park luncheon

Report of the President and CEO

Kelly Duffin, President & CEO

This past year at CHS – indeed across the non-profit sector – has been a year that has tested us all.

We began the fiscal year, in April 2008, during healthy economic times. Buoyed by that stability and armed with our Strategic Plan, we were focused on seeking the resources to pursue our dreams – dreams for our clients and dreams for our agency. Those dreams included expanding service through expanded funding for some of our most under-resourced programs. As the government advanced on addressing poverty in Ontario, for instance, we saw that with expanded General Support Services and Employment Services programs we could play a role in reducing poverty by supporting people in employment. With mental health being a stated priority for Ontario’s Minister of Health and Long-Term Care we saw an opportunity to continue to press for the CONNECT mental health expansion proposal we first submitted in 2006. And with the attention given to seniors and the “Aging at Home” strategy being advanced by the Local Health Integration Networks across the province, we knew our Hearing Care Counselling Program was poised to deliver on that strategy’s objective.

We worked at all levels of government to advance these opportunities and on October 22, held our first ever “Day at Queen’s Park.” That day brought together teams from CHS management and the Board to meet with over 50 officials –
from Ministers and MPPs, to Senior Policy Advisors and Chiefs of Staff – to fully introduce them to The Canadian Hearing Society. Because each team travelled with access, members of government got to see interpreting and captioning in action. In addition to those meetings, statements were made from the floor of the Legislature both welcoming CHS to Queen’s Park and highlighting key issues for our communities. Captioning is always visible on the television screens in the gallery at Queen’s Park, however, on that day there was also interpreting on the floor of the House. Between meetings and Question Period we hosted a lunch that featured powerful presentations by two CHS consumers describing our programs and the impact they make on lives.

It was a wonderful day, and was followed up with subsequent meetings, presentations during the pre-Budget consultations, and in submissions and proposals. And of course our Regional Directors are tireless advocates for our services across the province.

As a result of those efforts we have some successes to celebrate! Our General Support Services and Hearing Care Counselling Program received substantial expansion dollars in Niagara, Brantford, and York. In Haliburton, Kawartha Lakes and North Muskoka we received funding to offer services in those communities for the first time, opening a new office in Bracebridge in collaboration with Deaf Access Simcoe. All of our Employment Services contracts have been extended until at least March 2010.

Services expanded in Ontario Interpreting Services as well. We can now serve Timmins with the after-hours emergency interpreting service via video conferencing. We increased the availability of live on-call interpreters in the Greater Toronto Area by 40%. And we successfully piloted a travelling interpreter position in the north which enhanced services in Sudbury, Timmins and Sault Ste. Marie.

Our hearing aid program also expanded with openings in Hamilton, Mississauga, and Chatham and our Director of Hearing Health Care presented at a number of high-profile medical trade shows. At the same time we closed our Dryden hearing aid dispensing operation when the Northwest Health Unit assumed that role in the community.

But of course by October the economy was in a downslide; the end or bottom of which remains uncertain. As a result, in many cases, the desperately needed funding increases have not materialized. At the same time, largely because of the downturn, we are experiencing increasing demand. With significant layoffs in a number of sectors, for instance, we are attempting to serve more and more people requiring Employment Services. When the economy takes a toll on household finances, more people need General Support Services to navigate community supports, negotiate with landlords, and often seek other accommodation. The anxiety associated with the economic impact is causing more people to seek the counselling offered by CONNECT.

In other words, the very programs that already had the greatest need going into the year, have emerged with more demand and, in many regions, less resources at the end of the year.

This has tested our management and staff, who strive to do more with the same and, sometimes, more with less – and we have done! In the Hearing Care Counselling Program we served 6,122 clients – up from 5,928 in 2008 – although waiting lists have also grown, to 259 people from 50 the year before. In Employment Services we found that one barrier to employment was the requirement for the Workplace Hazardous Materials Information System (WHMIS) certificate – so our Toronto region has hosted three accessible WHMIS training sessions so our clients can receive the certification and become even more employable. Also in Employment Services we knew we needed more outreach to potential employers and again our Toronto region has hosted two employer forums developing successful partnerships with companies including CN Rail, HSBC, Wal-mart, CIBC, and TD Bank.

There have also been tests in other parts of our operations.
Fundraising faced real challenges in the last part of the year as the economy threatened to reduce donations across our sector. But our fundraising department – now eight years old – had a banner year despite the downturn. Donations contributed enormously to our efforts: funding a new intake and assessment tool in Employment Services that will streamline the process and provide better matching of skill sets to opportunities for more successful placements; providing support to General Support Services and Hearing Care Counselling where government increases did not materialize; the establishment of a $50,000 client assistance fund in Belleville and a $10,000 fund in Ottawa for clients who could not otherwise afford to purchase hearing aids or devices; enhancing our outreach to the medical community to promote hearing screening and earlier identification of hearing loss; and improving the accessibility of our website which our statistics tell us is generating much more activity and interest.

Managing our financials was difficult for us this year as well, as it was for everyone. I am so pleased and proud that we were able to end the year in an operating surplus despite all the hurdles we faced in achieving that result. It is a credit to all our budgeting managers who pulled together – often making tough decisions – to ensure our operations remained stable in the storm. Of course our investment portfolio did not fare as well given the tumult in the stock market.

With stretched resources and a primary commitment to service, it was a challenge to do the type of public education and advocacy that we are also called to do. Despite that challenge CHS-ers all across the province – indeed all across the country – appeared countless times to make presentations (such as the Canadian Hard of Hearing Association and the International Federation of Hard of Hearing People’s 8th International Congress in Vancouver); speak at hearings (such as the CRTC hearing on accessible technologies in Ottawa); deliver submissions (in pre-budget consultations); attend medical conventions; and consult on accessibility (such as the Accessibility for Ontarians with Disabilities Act, Standards Development Committees, municipal and hospital access committees, and with emergency services). There were victories, like the right for Deaf blood donors to have an interpreter present, initiated by a consumer in the Peterborough region. There are ongoing struggles, such as the struggle to ensure that accessible, visual fire alarms are mandatory and funded.

But we have weathered these tests with our resolve strengthened – to continue to deliver the best service we can and to hold on to and continue to move towards our dreams. In the year ahead, that will mean ongoing efforts to expand our resources; a focus on working as efficiently as possible to maximize the resources we have; and extending, by one year, the implementation timeframe for our Strategic Plan to best manage the associated expenditures during these challenging times.

As a wise person once said to me, the easiest jobs are usually not worth doing. That was never more true than in the year just passed. Nothing would have been possible without the expertise and dedication of everyone who contributes to CHS. Our heartfelt thanks goes to our tireless Board of Directors for their wisdom, guidance and leadership; to all our volunteers for their time and spirit in advancing our mission; to our management and staff who, particularly in the face of the current financial constraints, continue their unwavering commitment to consumer service; to our funders, including our Government funders, the Ontario Trillium Foundation, and to United Ways and Lions Homes for Deaf People; to our donors for their valued support and generosity; to our consumers for both accepting our services and always teaching us how to improve; and to our members and communities, who represent the moral ownership of the agency and inform all we do. Your company is never more valued than in challenging times.
Programs and Services

Education

Providing you with the resources to learn and grow

“Truly, I do not know what would have become of me had I not participated in CHS Toronto’s Deaf Workforce Literacy program. Back home, deaf people have very limited opportunities.”

CHS Literacy Program consumer

Information & Public Awareness

CHS is the leading provider of information about deafness and hearing loss available through the CHS website, publications, and public and media relations. Information includes: resources for parents; facts on tinnitus, Ménière’s Disease, adjusting to hearing aids, noise and noise-induced hearing loss; access and accommodation requirements/resources; CHS’s magazine, Vibes; local resources across Canada; CHS Position Papers on important issues; and formal submissions.

Sign Language Classes

Learn more about this rich, expressive language and the proud heritage of the Deaf community. Our American Sign Language (ASL) classes are taught by qualified Deaf instructors. From beginner to advanced, courses are offered throughout the year. Special contracts can be arranged as well.

Literacy

Our literacy programs teach ASL and Deaf culture; English and math; personal daily living skills and employment preparation. Classes are taught in ASL.

Program offered in Peel, Sault Ste. Marie, Sudbury, Toronto, and Thunder Bay only.
Accessibility

Connecting you to people, services, and information

“One could live without communication devices, but not as well. It’s wonderful to be able to communicate.”

Communication Devices Program consumer

Ontario Interpreting Services (OIS)
Ontario Interpreting Services provides quality OIS-registered interpreters in a variety of life settings including: medical, mental health, social services, employment, educational, legal, government services, personal business, and after-hour emergencies. Interpreters provide communication in both American Sign Language (ASL) and spoken English. Services in Langue des signes québécoise (LSQ)/ French are available in some areas.

Educational Support Services
CHS provides sign language interpreters, computerized notetakers, and/or assistive listening devices to give students with an equal opportunity for academic success in part-time post-secondary education.

Deaf-Blind Services
A dual sensory loss makes communication especially difficult. Intervenors provide clear and accurate auditory, visual, and environmental information to allow full participation in all aspects of daily and community living. Intervention is available for a variety of settings, including medical, legal, educational, social services and personal business.

Service is available in Sudbury and Timmins only.

Communication Devices Program
CHS carries the most complete range of communication devices that assist and augment communication, safety and independence, including visual smoke detectors, baby monitors, and alarm clocks; amplified phones; TTYs (text telephones), and more. Our consultants help consumers decide which products work best for them.

Accessibility Consulting Services
Being accessible is not just good business; it’s the law. Our experts offer design solutions – on-site audits, Accessibility Education seminars and more – to enhance services and meet the needs of the deaf, deafened and hard of hearing community.
Counselling

A helping hand when you need it

“The participating in CHS Employment Services workshops, and meeting the CHS employment specialist, I realized that I needed to make major changes to my résumé, treat my job search as a full-time job and be well trained for job interviews. I also learned how to make use of resources available to me.

“I thank CHS for providing me with the tools and the supports, as well as interpreting services. These supports ensured my success in finding a job.”

Employment Services consumer

CONNECT Counselling

CONNECT is CHS’s mental health counselling service. Our counsellors provide support, education, advocacy and counselling to deaf, deafened and hard of hearing people and their families concerned about mental health and illness, depression, relationship difficulties, abuse, family breakdown and addictions or substance abuse. Services are offered in a fully accessible and supportive environment, and are free and confidential.

Employment Services

CHS employment consultants can meet with you and provide personalized employment counselling. Our consultants also work with employers to ensure workplace accessibility for deaf, deafened and hard of hearing employees.

General Support Services (GSS)

GSS provides personal counselling and guidance for deaf, deafened and hard of hearing people looking for support and advocacy, facing challenges with government services, immigration issues, or needing help overcoming an obstacle. Our counsellors can also make referrals to other community services.

Hearing Care Counselling

Assisting seniors to stay connected, our counsellors provide home visits, education, and demonstrations and recommendations of communication devices. We help people stay safely and independently at home, improve communication with family and friends and stay involved in favourite activities.
Hearing Health Care

Helping you make sound decisions

“AHS has opened our eyes and ears to language in a way I never expected and helped us to better communicate with our son, whether through words or sounds or play.

“Our weekly speech-language therapy sessions provide Emerson with the focused support he needs and deserves but also provide me with the resources and confidence to support his needs throughout our everyday living.

“We would be lost without CHS, and are thankful for the services and supports CHS provides.”

Speech-Language Pathology client

Audiology

Our experienced audiologists provide hearing tests, hearing aid evaluations, hearing aid check-ups or fine-tuning. We see people of all ages, from infants to seniors. The audiologist can also make referrals to other CHS services to assist clients and their families in communicating effectively and living with hearing loss.

Hearing Aid Program

The CHS Hearing Aid Program provides a variety of services including the custom fitting of hearing aids and assessments to ensure they are working properly. Our dispensers will also demonstrate how to use and maintain hearing aids correctly and can help if repairs are needed. We also fit and make custom-made swim plugs and noise protection.

Speech-Language Pathology

It’s all about communication. Children and adults experiencing speech and language difficulties benefit from the assessment and therapy services offered by our speech-language pathologists. Goals are developed to create programs tailored to our consumers.

Program available in Toronto only.

Hearing Help Classes

Hearing Help Classes teach how to overcome the challenges that come with hearing loss. Consumers learn about hearing loss, hearing aids, speechreading and coping strategies as well as meet other people with hearing loss and share common experiences.
The 2009 fiscal year was one of consolidation for CHS. While some programs experienced expansion to a limited degree, our larger mainstay programs operated on budgets consistent with the prior year. Overall, our funding for programs and services rose by a modest 2.6% over 2008 while the costs of those operations increased by 4.5%. However, our year in fundraising was very successful with fundraising revenues increasing by 60% over 2008 on the strength of substantial planned giving donations which went a long way to ensure we were able to maintain our service delivery as planned. Sales of goods and services increased over 2008 by 3.1% in spite of the closure of one hearing aid program in Dryden and the downturn in the global economy that essentially dominated the second half of the fiscal year. With many pressures on our organization and the concerns about the effect of the global economy on our agency, managers were cautious in spending and held closely to their plans. The end result is a small surplus in our operating fund of $107,503.

As we know, equity markets were even softer than they had been in 2008 with very significant declines in market valuations around the world. For CHS and our invested designated funds, the market declines in 2009 resulted in a designated funds deficit of ($542,247) for a combined deficit of ($434,744).

Included in the operating deficit is an amount that resulted from the closure of our Dryden office during the year. When the effect of the deficit from this closure is removed, our operating surplus increases to $129,299 and our combined deficit is reduced to ($412,948).

Overall, revenues grew from last year by 3.1%. Revenue from Ontario’s Ministry of Community and Social Services increased year over year by 5%, as a result of increased grants to:
1. expand the delivery of sign language interpreting services; and
2. increase support to our interpreter internship program in order to expand the program and increase the pool of qualified interpreters in the province.

Additional funds were granted this year for continued growth in several other programs including CONNECT mental health services, and increases in base funding for General Support Services, Hearing Care Counselling and Audiology in some regions – all programs funded by Ministry of Health and Long-Term Care. Hearing Care Counselling includes newly funded initiatives for Aging at Home in three regions that contributed to the Ministry of Health and Long-Term Care increase of 8.7%.

Funding from the Ministry of Training, Colleges and Universities (MTCU) declined once again over the prior year as Employment Ontario funding was reduced but no programs were cancelled.

United Way funding was unchanged from 2008 overall.

Federal grants increased slightly over the prior year but with the transfer to the province in 2008 of the employment services funding, this source no longer makes up a significant part of our program funding.

Overall, operating expenses increased by 4.5%. Salary and benefit costs increased in part due to the program expansion that occurred in several regions. Occupancy costs rose once again as we incurred moving and renovation costs along with rent increases for several locations. Services costs declined as the agency constrained consulting spending and several other initiatives related to new or expanded program development. Professional development and travel costs grew significantly over the prior year as the budget was under spent in 2008.

Promotion and gaming expenses saw increases as we committed funds to promotion in fundraising and hearing aid marketing.

The Society’s working capital declined from last year due to an increase in accounts payable and a decrease in grants receivable from funders at year end.

The designated funds of the Society currently total $3.7 million and are made up of bequests and donations, some specified for a particular use by the donor. The

THE CANADIAN HEARING SOCIETY
largest of these is our Strategic Initiatives Fund which now comprises $1 million of the total. These funds completed the year with a deficit of ($542,247) consisting of:
• a decline in the value of the investments in which they are held of $544,454.
• donor-designated bequests and donations of $2,207 (a small part of our total fundraising revenues of $1,880,348)

At year end, funds were due to the designated fund from the operating fund in the amount of $63,843.

During the year, we were able to contribute an additional $396,874 to some of our designated funds, slightly more than the $379,104 that was withdrawn and used in our operations.

As a last word, the Society exceeded its financial target for the year of a break-even operating result and remains committed to delivering effective consumer services in a fiscally responsible fashion.

Fred Enzel,
Vice President, Finance & CFO

CHS Ontario Interpreting Services
The Canadian Hearing Society  
**Balance Sheet**  
As at March 31, 2009

<table>
<thead>
<tr>
<th></th>
<th>Operating fund</th>
<th>Designated funds</th>
<th>Total</th>
<th>Total</th>
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<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
<td>2009</td>
<td>2008</td>
</tr>
<tr>
<td><strong>Current assets</strong></td>
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<tr>
<td>Cash</td>
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<td>Grants receivable</td>
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<td>Accounts receivable</td>
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<td>Inventory</td>
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<td>Other assets</td>
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<td><strong>Property, plant and equipment</strong></td>
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<td>-</td>
<td>3,807,008</td>
<td>3,831,547</td>
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<tr>
<td></td>
<td>7,003,355</td>
<td>3,724,378</td>
<td>10,727,733</td>
<td>10,197,656</td>
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<tr>
<td><strong>Liabilities</strong></td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td><strong>Current liabilities</strong></td>
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<tr>
<td>Bank indebtedness</td>
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<td>Accounts payable and accrued liabilities</td>
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<td>Amount repayable to funders</td>
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<td>Current portion of loan payable</td>
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<td><strong>Fund Balances</strong></td>
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<td><strong>Operating fund</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Property, plant and equipment</td>
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<td>-</td>
<td>3,807,008</td>
<td>3,831,548</td>
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<tr>
<td>General</td>
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<td>(819,777)</td>
<td>(936,258)</td>
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<td>3,724,378</td>
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<tr>
<td><strong>Designated funds</strong></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>-</td>
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<td>3,724,378</td>
<td>10,727,733</td>
<td>10,197,656</td>
</tr>
</tbody>
</table>
The Canadian Hearing Society  

**Statement of Operations**  
For the year ended March 31, 2009

<table>
<thead>
<tr>
<th></th>
<th>Operating fund $</th>
<th>Designated funds $</th>
<th>Total $</th>
<th>Total $</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grants</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Province of Ontario</td>
<td>19,650,904</td>
<td>-</td>
<td>19,650,904</td>
<td>19,197,236</td>
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<tr>
<td>Federal and other</td>
<td>322,971</td>
<td>-</td>
<td>322,971</td>
<td>279,519</td>
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<tr>
<td>Sales of goods and services</td>
<td>9,519,034</td>
<td>-</td>
<td>9,519,034</td>
<td>9,235,731</td>
</tr>
<tr>
<td>Regional United Way contributions</td>
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<td>-</td>
<td>1,903,900</td>
<td>1,904,214</td>
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<tr>
<td>Fundraising and gaming activities</td>
<td>1,878,141</td>
<td>2,207</td>
<td>1,880,348</td>
<td>1,175,034</td>
</tr>
<tr>
<td>Income/(Loss) on investments</td>
<td>6,002</td>
<td>(544,454)</td>
<td>(538,452)</td>
<td>(33,623)</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td>33,280,952</td>
<td>(542,247)</td>
<td>32,738,705</td>
<td>31,758,111</td>
</tr>
<tr>
<td><strong>Expenses</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salaries and benefits</td>
<td>21,427,653</td>
<td>-</td>
<td>21,427,653</td>
<td>20,418,465</td>
</tr>
<tr>
<td>Cost of sales</td>
<td>4,271,584</td>
<td>-</td>
<td>4,271,584</td>
<td>4,135,264</td>
</tr>
<tr>
<td>Office and program costs</td>
<td>2,052,856</td>
<td>-</td>
<td>2,052,856</td>
<td>2,006,531</td>
</tr>
<tr>
<td>Occupancy</td>
<td>2,062,437</td>
<td>-</td>
<td>2,062,437</td>
<td>1,942,471</td>
</tr>
<tr>
<td>Services costs</td>
<td>1,332,940</td>
<td>-</td>
<td>1,332,940</td>
<td>1,613,447</td>
</tr>
<tr>
<td>Professional development and travel</td>
<td>1,345,397</td>
<td>-</td>
<td>1,345,397</td>
<td>1,164,863</td>
</tr>
<tr>
<td>Promotion and gaming</td>
<td>391,328</td>
<td>-</td>
<td>391,328</td>
<td>359,723</td>
</tr>
<tr>
<td>Amortization of property, plant and equipment</td>
<td>24,539</td>
<td>-</td>
<td>24,539</td>
<td>55,338</td>
</tr>
<tr>
<td>Bad debts</td>
<td>5,363</td>
<td>-</td>
<td>5,363</td>
<td>9,754</td>
</tr>
<tr>
<td>Client assistance and other</td>
<td>237,556</td>
<td>-</td>
<td>237,556</td>
<td>76,735</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>33,151,653</td>
<td>-</td>
<td>33,151,653</td>
<td>31,782,591</td>
</tr>
<tr>
<td><strong>Excess/(Deficit) of revenue over expenses before discontinued operations</strong></td>
<td>129,299</td>
<td>(542,247)</td>
<td>(412,948)</td>
<td>(24,480)</td>
</tr>
<tr>
<td><strong>Discontinued operations</strong></td>
<td>(21,796)</td>
<td>-</td>
<td>(21,796)</td>
<td>(84,594)</td>
</tr>
<tr>
<td><strong>Excess/(Deficit) of revenue over expenses for the year</strong></td>
<td>107,503</td>
<td>(542,247)</td>
<td>(434,744)</td>
<td>(109,074)</td>
</tr>
</tbody>
</table>
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 reconnaissait les donateurs de niveau de 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.

<table>
<thead>
<tr>
<th>Donors/Donateurs</th>
<th>$50,000+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporations/Sociétés par actions</td>
<td>Sun Life Financial</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Donors/Donateurs</th>
<th>$25,000 - $49,999</th>
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</thead>
<tbody>
<tr>
<td>Corporations/Sociétés par actions</td>
<td>TD Bank Financial Group</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Clubs/Clubs philanthropiques</th>
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</thead>
<tbody>
<tr>
<td>Lions Homes for Deaf People</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Foundations/Fondations</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Ontario Trillium Foundation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Donors/Donateurs</th>
<th>$10,000 - $24,999</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Anonymous</td>
<td></td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Corporations/Sociétés par actions</th>
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<tbody>
<tr>
<td>CIBC</td>
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<table>
<thead>
<tr>
<th>Service Clubs/Clubs philanthropiques</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sertoma Foundation of Waterloo Region</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Foundations/Fondations</th>
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<tbody>
<tr>
<td>Main Family Fund, Toronto Community Foundation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Donors/Donateurs</th>
<th>$5,000 - $9,999</th>
</tr>
</thead>
<tbody>
<tr>
<td>John A. Rhind *</td>
<td></td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Corporations/Sociétés par actions</th>
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<tbody>
<tr>
<td>Dalron Construction Limited</td>
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</table>

<table>
<thead>
<tr>
<th>Service Clubs/Clubs philanthropiques</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lions Club of Sudbury</td>
</tr>
</tbody>
</table>

| The Sertoma Foundation of Canada |

<table>
<thead>
<tr>
<th>Donors/Donateurs</th>
<th>$2,500 – 4,999</th>
</tr>
</thead>
<tbody>
<tr>
<td>Winona Elliot</td>
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</tr>
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<table>
<thead>
<tr>
<th>Red Spotted Purple Butterfly Society</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drs. Joanne DeLuzio &amp; Marshall Chasin *</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Corporations/Sociétés par actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kelly Duffin *</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Clubs/Clubs philanthropiques</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sertoma Foundation of Waterloo Region</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Foundations/Fondations</th>
</tr>
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<tbody>
<tr>
<td>The Counselling Foundation of Canada</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Donors/Donateurs</th>
<th>$1,000 - $2,499</th>
</tr>
</thead>
<tbody>
<tr>
<td>L. Gail Wright</td>
<td></td>
</tr>
</tbody>
</table>

| Red Fridays Foundation of Canada |

<table>
<thead>
<tr>
<th>Corporations/Sociétés par actions</th>
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<tbody>
<tr>
<td>Bernafon Canada Ltd.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Clubs/Clubs philanthropiques</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lions Club of Sault Ste. Marie</td>
</tr>
</tbody>
</table>

* 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 la Société qui effectue des dons mensuels.
Donors/Donateurs
$1,000 - $2,499
Keith & Laura Jewell, in honour of son, Bradley
Ivy Schultz, in memory of her husband & son

Monarch Butterfly Society
Adriatic Insurance Brokers Ltd.
Thomas Allison
Rex Banks *
Ralph Barford *
Joan Beattie
The Alex & Trish Brown Flow Through Fund, The Kitchener & Waterloo Community Foundation *
Jean Camm *
Capri Electric Ltd.
Richard & Linda Colosimone *
Frances Cowan
Henry Ens
Fred Enzel *
William & Gladys Erz
Gay Evans
Keith & Jane Golem *
Pat Hamilton
Timen Ho
Katherine Hum-Antonopoulos *
In Tech Risk Management Inc.
Christopher Kenopic
Thong Ling
Gary Malkowski *
Andrew McAskile
Kelly Murray *

Neeson & Associates - Court Reporting & Captioning Inc.
Office Central Inc.
Murray Pollard *
Dr. John Reid
Marilyn Reid *
Lesley Roach
Michael P. Shea *
Dr. Phillip Wade *
Hugh West *
Jonathan Wollaston *
1 Anonymous

Corporations/Sociétés par actions
CN Employees’ and Pensioners Community Fund
Local 444 Social Justice Fund
Shoppers Drug Mart

Service Clubs/Clubs philanthropiques
Angela Bruce Chapter IODE
Lions Club District A3
North Bay Lions Club
Twin City Sertoma Club
Kitchener - Waterloo Sertoma Club

Foundations/Fondations
The Catherine Donnelly Foundation

Event Sponsors/Commanditaires d’événements
Westjet
Aearo Canada, a 3M Company
Bernafon
Halekulani Hotel
Via Rail Canada

Donors/Donateurs
$500-$999
Carolyn Clement
Wendy Dejeu
Sandra Deslauriers
Tina Gauthier
Jane Glassco
Wendy Jamieson
Shirley King
Allan McKay **
Gordon Mepham
K. Orton
Joanna Wilson
Rob Woods
Michael Wyszkowski

Spring Azure Butterfly Society
Robert Alexander
Tony Ardito
Victoria Baby
Darrin Ballard
Armand Brennan
Dr. Linda Campbell
John S. Carruthers
Adrienne Clarke
Maggie Doherty-Gilbert
Stephanus Greeff *
Home Trust Company
Adrienne Hood
Elliott Knox
Mary Lumgair *
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Patricia MacKay
Kelly MacKenzie
Brad McCabe *
Helen McCready
Marjorie McGoey
Brian McKenzie
Glenn Meyer
George Mitchell
Elizabeth Moulton
Alice M. Moulton
Dr. E.R. Perera
Jean Picard
Wendy Quick
Philippe Ramsay *
Nan Shuttleworth
Ralph Sturrup
Lynn Sveinbjornson
Maurice Villeneuve
Roy Wolfe
2 Anonymous

**Corporations/Sociétés par actions**
BMO Fountain of Hope, Employees Foundation
Dell Direct Giving Campaign
DUCA Financial Services
Goldcorp Canada Ltd.
Great Lakes Power Ltd.
Horizon Employees’ Charitable Fund
IBM Employees’ Charitable Fund
Kimberly-Clark Inc.
OPG Employees’ & Pensioners’ Charity Trust
Riverside Group
Widex Canada Ltd.

**Service Clubs/Clubs philanthropiques**
KW Region Elks Lodge
Sarnia Elks Lodge #503
Knights of Columbus # 1679, Brantford
Alliston Lions Club Inc.

Brockville Lions Club
King City Lions Club
Nobleton Lions Club
Lions Clubs International - District A-4
Ladies Auxiliary Royal Canadian Legion Branch 275

**Event Sponsors/ Commanditaires d’événements**
Delta Chelsea Downtown Toronto
GN Hearing Care Canada Ltd
Investors Group
Pat & Mike’s Property Maintenance
Adam Perrie
Sherwood Music
Sorrell Financial
Starkey Labs-Canada Co.
Young Drivers of Canada

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John G. Allan
W. Ritchie Allison
Fred Andrew
Terrence Aubichon
Paul Beeston
Marc Bissonnette
Kathe Bolvary
Mark Bullock
Nigel Byars
Margaret Chambers
Suk Kyung Chang **
Philip & Lillian Chasin
J. P. T. Clough
Helen Cole
Luisa Condolo
Bishop Eugene Cooney
W. Couling

John Culinier **
H. Duncan **
Louise Evans
Phyllis Fergusson
George Fink
Evelyne Gounetenza
Patricia E. Granger
Kuldip Grewal
Russell Hennings
Patricia Holway
E. Grace Hyam
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Marika Janitsary
Chris Kapches
Audrey Kenny
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Richard Margison
Julia McIntyre
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Walter Nash
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Patrick O’Malley
Geraldine O’Meara
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Stephen Paterson
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David Smith **
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Ruth Spivak
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Robert Stapleford
Clara Steinberg
Margaret Stewart
Martin Tauber
Gilberte Vezina
Helen Videan
Geraldine Waldorf
Ellen West **
Hewlett White
E. Joan Williams
Arthur Worth
Dr. Deborah Zeni
4 Anonymous

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DSM Leasing Ltd
Elexco Ltd.
J. S. Cheng & Partners Inc.
Later Life Learning
London Life Employees’ Charity Trust
Mississagi Power Trust
Procter & Gamble Inc.

**Service Clubs/Clubs philanthropiques**
Acoustic Neuroma Association of Canada
Canadian Federation of University Women
Fairview Mennonite Home Craft Fund
Kinette Club of Preston
Kiwanis Club of Timmins Inc.
Barhavan Lions Bingo
Lions Club of Bramalea
Elmvale & District Lions Club

**Lions Club of Peterborough**
**Peterborough District Deaf Association**
**Rotary Club of Niagara Falls**
**Royal Canadian Legion 560 Ladies Aux. Nevada**
**Royal Canadian Legion Branch 375**

**Event Sponsors/Commanditaires d’événements**
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Boston Pizza - Peterborough
Bulova Watch Company
Core Media
Delta Hotels
Erb & Erb Insurance Brokers Ltd.
The Fairmont Royal York
Holiday Inn - Midtown Toronto
JVC Canada Inc.
Kenwood Electronics Canada Inc.
M&C Hydraulic
McPherson’s Photography
Medical Centre Holdings
Nisbett Funeral Home & Chapel Inc.
Nottawasaga Inn & Resort Of Courts
Ottawa Police Service
Peterborough Handicapped Group Home Society
Pizza Factory (1980) Inc.
RICOH Canada Inc.
Le Centre Sheraton Montreal Hotel
Sheraton Centre Toronto Hotel
Sign Language Interpreting Associates Ottawa Inc.
TBay Tel

**Bequests (Estates of Legs (succession de)**
The Estate of Grace Evelyn Campbell
The Estate of Barbara Cassidy
The Estate of Phyllis Geddes
The Estate of Luella (Gertrude) Hockridge
The Estate of Marilyn Joselyn
The Estate of Roy Kelly
The Estate of Alice Mary Klinck
The Estate of Marion Isabel Laing
The Estate of Roy Carl Lindstrom
The Estate of Sydney Frederick Lucas
The Estate of Dorothy Matson
The Estate of Wilfred Whyte McCutcheon
The Estate of Dr. Archie Medley
The Estate of Muriel Uldene Moffitt
The Estate of William Donald Nash
The Estate of Geziena Cynthia Noordkamp
The Estate of Margaret Leah Pendock
The Estate of Jamesina Maria Shields
The Estate of Fred Stork
The Estate of Dawn Swartz
The Estate of Sophia Vale
The Estate of Ruth E. Vanderlip

**Gifts Made in Loving Memory of:**
Dons en mémoire :
Freda Bates
Stephen Burd
Vincent Clair
Esther Clairmont
Beatrice Clark
William Conley
Phyllis Geddes
Marie Henny
Daile Hickey
Kenneth Jaggs
Howard King
Jean Kocher
Rose Kulimowski
Ethel Lewis
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Eleanor MacKenzie
James MacKenzie
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Larry McLeish
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Christina Moote
Roy Nafziger
Maureen Nillson
Moneca Price
Dennis Rose
Edward Shanks
Helen Stevenson
James Stockham
Hilda Sutherland
Vera Szakowski
James Tait
Leslie Taylor
Joanne Wagg
Margaret & Gary Weagle

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

Swallowtail Butterfly Bequest Society

Dr. Marshall Chasin
Dr. Joanne DeLuzio
Pat Hamilton
Bruce Hawkings
Rhonda Hawkings
Katherine Hesson-Bolton
Wharton Hood

Nous remercions ces personnes de s'être engagées à laisser, par testament, un don à la SCO.
THE CANADIAN HEARING SOCIETY
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(705) 722-0381 Fax

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(519) 753-7447 Fax

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(613) 498-3317 TTY
(613) 498-0363 Fax

CHATHAM-KENT
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(519) 354-9347 Phone/TTY
(519) 354-2083 Fax

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Whitney Town Centre
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Lindsay, ON K9V 5G8
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1-800-213-0514 Toll-free TTY

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Braemor Center Plaza
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Oshawa, ON L1J 8L5
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(905) 404-2012 Fax
1-800-213-3848 Toll-free Phone
1-800-213-0514 Toll-free TTY

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c/o Huron Lodge
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(705) 848-1306 Fax

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(519) 821-8846 Fax

HAMILTON
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(905) 522-0753 Phone; (905) 522-1128 TTY
(905) 522-1336 Fax

Kawartha Lakes
Whitney Town Centre
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Lindsay, ON K9V 6G8
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1-800-213-0514 Toll-free TTY

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(807) 468-8496 Fax
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(613) 544-1975 Fax; (613) 542-2335 VCO

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(519) 667-9668 Fax

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1-877-679-5662 Toll-free TTY

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(807) 623-5639 TTY
(807) 623-4815 Fax
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(705) 741-0708 Fax

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(705) 256-7231 Fax

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(705) 645-0182 Fax
1-877-840-8882 Toll-free Phone

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(807) 623-5639 TTY
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(905) 715-7109 Fax
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1-877-967-5247 Toll-free TTY