



Vision

A barrier-free society for Deaf and hard of hearing Canadians.

Mission

To be the leading organization delivering professional services and products that empower Deaf and hard of hearing Canadians to overcome barriers to participation.

Our Mantra: Raising the Bar

Our mantra, Raising the Bar, is designed to challenge our organization to continue to deliver the best services and products and to never settle.

About Us

For over 80 years, Canadian Hearing Services (CHS) has played a significant role in. Since 1940, Canadian Hearing Services has been an industry-leading provider of professional services, products and education that empower people who are Deaf and hard of hearing to overcome barriers to participation. Canadian Hearing Services is the largest and only Accredited organization of its kind in North America.

We have several CHS locations across Ontario and offer many of our services virtually across Canada. In addition to serving Deaf and hard of hearing clients, we also work diligently to champion accessibility in the workplace, providing accessibility, employment and education services to various businesses across Canada and across many sectors.

HISTORY OF ACHIEVEMENTS

1940 – National Society of the Deaf and the Hard of Hearing is founded

Founded by Dr. Harry E. Amoss, Helen McMurrich, Daisy Moss, Lewis Wood, and Dr. Lorne Pierce as “an organization which would further the cause of deaf and hard of hearing people.”

1945 – Employment Services Launches

Herb Montgomery travelled by car, small plane, and bus in search of jobs for Canadians who were Deaf and hard of hearing. Employment Services has expanded to 11 offices across Ontario.

1956 – Name change

The National Society of the Deaf and the Hard of Hearing changed its name to “The Canadian Hearing Society” based on the recommendation of a Board member first suggested in September 1946. The rationale for the Board member’s suggestion was that brevity of the new name would be better suited to promoting the organization, and that its broadness would indicate that the organization would serve ALL who are concerned about hearing...“its conservation, its amplification, and its loss”.

1967 – First audiologist hired

Canadian Hearing Society's first clinical audiologist, Errol Davis, M.A., was hired. The Canadian Hearing Society provided the only independent hearing aid selection service in Toronto and set the standard for audiology clinics in teaching hospitals throughout Ontario. Over the years, clinics have expanded to include nine locations across Ontario.

1976 – Text Telephone / Teletype Terminal / TeleTYpewriter (TTY) national directory

The Canadian Hearing Society published the first TTY national directory, and also pioneered the first TTY network across Ontario.

1984 – Educational Support Program launched

The Canadian Hearing Society started a program, Educational Support Services, to provide access to interpreting, captioning and note-taking for part-time students in post-secondary institutions.

1986 – Bell Relay launched

After 10 years of lobbying, petitioning and hard work by The Canadian Hearing Society, the Canadian Association of the Deaf (CAD), CHHA, and others, the CRTC ordered Bell Canada to set up a 24/7 relay service in Ontario and Quebec. For the first time, people who were Deaf and hard of hearing were not dependent on others to make calls for them.

1993 – ASL and LSQ are recognized as official languages of instruction

American Sign Language (ASL) and la langue des signes québécoise (LSQ) were officially recognized as the languages of instruction in the classroom after advocacy efforts by The Canadian Hearing Society, MPP Richard Johnson, the Deaf Children's Society, OAD, VOICE for Hearing Impaired Children, and CHHA Ontario.

2002 – Emergency Interpreting Services launched

The Canadian Hearing Society established an after-hours health and mental health-related emergency interpreting service. In 2011, Emergency Interpreting Services expanded to run 24/7/365 for emergencies occurring in: hospital emergency rooms; after-hours medical clinics; crisis centres; shelters; police services; court settings; and child welfare cases.

2017 – New Strategic Plan

In June 2017, the Board of Directors of The Canadian Hearing Society approved a strategic plan for 2017 – 2020. The ultimate goal of the 2017 – 2020 Strategic Plan is to achieve a new level of national leadership through the delivery of a focused, more impactful range of services and products based on their community importance, financial sustainability and the organization's ability to deliver them professionally and consistently.

2018 – Primer Accreditation Status

The Canadian Hearing Society successfully achieved Primer Accreditation Status with Accreditation Canada. The accreditation process assesses health care and social services organizations against best standards of excellence across Canada and the world. The Canadian Hearing Society is the first organization in Canada focused on the care of Deaf or hard of hearing persons to have ever been granted accreditation.

2020 – Rebrand

In January 2020, The Canadian Hearing Society unveiled its new name and logo. The Canadian Hearing Society will now be known as Canadian Hearing Services, better reflecting our role as a multi-faceted service provider to the Deaf and hard of hearing community to ensure accessibility. The rebranding also reaffirms Canadian Hearing Services' commitment to achieving the highest standards in hearing health care and setting a benchmark for the industry.

To reflect this, Canadian Hearing Services new mantra, Raising the Bar, is designed to both challenge the organization to continue to deliver the best services and products and to never settle on past successes.

2021 – Primer Qmentum Status

In July 2021, after much hard work and a continued commitment to quality improvement and safety, Canadian Hearing Services reached the next Accreditation milestone and was awarded Qmentum Accreditation with Commendation status by Accreditation Canada with a 97% rating, becoming the first national organization serving Deaf and hard of hearing Canadians to achieve that accreditation distinction.

To reflect this, Canadian Hearing Services new mantra, Raising the Bar, is designed to both challenge the organization to continue to deliver the best services and products and to never settle on past successes.

SPOKESPERSONS



Raymond D. King
VP, Business Development

Raymond King brings over 20 years of strategic business development experience, obtained in both the financial services) and, over the past decade, directly within the healthcare sector. He demonstrates a proven track record and expertise in the development of new domestic and international business markets, strategic planning and implementation, and relationship management, with significant experience in Asia, Europe, the Middle East and North America. He also possesses a unique blend of business development and related expertise in project management, strategic analysis and planning, international marketing and innovative communication skills.

Raymond King's extensive experience in planning, structuring and executing business/strategic development programs for dynamic, growth-orientated, internationally focused organizations aligns with Canadian Hearing Services' overall investment and growth strategy, as well as with its ambition to position Canadian Hearing Services as the national and global leader in providing services and products that enable Deaf and hard of hearing individuals to overcome barriers to participation.

Raymond King holds an MBA from McGill University, a BComm from the University of Calgary, and a BA from the University of Western Ontario.



Rex Banks, Au.D., Reg. CASLPO

Director, Hearing Healthcare, Quality and Knowledge Enterprise

Rex Banks, Au.D., has been an audiologist for more than 30 years and has worked at Canadian Hearing Services since 2001 where he is the Director of Hearing Healthcare, Quality and Knowledge Enterprise as well as the organization's Infection Control Officer. He oversees CHS' Audiology and Speech-Language Pathology programs, quality and accreditation initiatives, develops knowledge-based products and infection control protocols.

Rex completed his Au.D. (Doctor of Audiology) degree from A.T. Still University of Health Sciences where he was the recipient of the Professional Leadership Award in Audiology and is now an Adjunct Assistant Professor. He received his M.A. in Audiology from the

University of Tennessee and B.A. in Communication Disorders from the University of Mississippi and is also trained in Tinnitus Retraining Therapy (TRT). Rex has held multiple professional and advocacy roles including being a former President of the Canadian Academy of Audiology (CAA), the Ontario Association of Speech Language Pathologists and Audiologists (OSLA) and the Acoustic Neuroma Association of Canada (ANAC).

Rex has presented at local, national and international conferences and is often called upon by the media to comment on a range of hearing healthcare issues that affect Canadians. from the University of Western Ontario.



Michael Dawthorne

Director, Programs and Services Operations

Michael Dawthorne has over 20 years of experience working with the Deaf, Deafblind, and hard of hearing population and has worked at Canadian Hearing Services since 2015 where he is the Director of Programs and Services Operations. He oversees a multitude of programs ranging from Connect Mental Health Counselling to Settlement and Employment Services.

Michael completed a cross-disciplinary BA from Western University, a Labour Studies diploma from Mohawk College, a Community Advocacy certificate from Lambton College, and a Grief and Bereavement certificate from Kings College. He is currently the Chair for the Board of Directors for the Ontario Disability Employment Network (ODEN) as well as Abilities in Motion (AIM). He is also on the Ontario Court Accessibility Committee, the Family Advisory Council for the Child and Parent Resource Institute (CPRI) and is part of the Board of Directors for Children's Mental Health Ontario.

Michael has extensive experience working with organizations advocating for mental health resources and accessibility across Ontario. The knowledge he brings to Canadian Hearing Services' programs supports its goal to breaking down the barriers to participation for Deaf and hard of hearing Canadians.

B-roll

COMING SOON!

Access video footage of our building and services for your news story.

Logos

Logos can only be used with permission from the Marketing and Communications Department of Canadian Hearing Services.

To request permission and gain access to our high-resolution logos, please contact Lisa Flowers at media@chs.ca.