

2021-2022

ANNUAL REPORT

RELENTLESS COMMITMENT TO EMPOWERING LIVES



**CANADIAN
HEARING
SERVICES**

TABLE OF CONTENTS

Message from our Board Chair	03
Message from our President & CEO	04
Empowering Lives	05
Major Milestone	06
Our Scholarship Program	08
Protecting Mental Health	10
Canada’s Top Sign Language Provider	11
Advancing the Future of Hearing Health	12
Making Hearing Health a Top Priority	14
Ensuring Employment for Deaf and Hard of Hearing Canadians	16
Barrier-free Communication	18
Client Engagement	19
Donor List	20
Financial Statements	22
Financial Data	23
Client Testimonials	24
We Are Here For You	25

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President & Chief Executive Officer and Corporate Secretary to the Board of Directors

A MESSAGE FROM OUR CHAIR, BOARD OF DIRECTORS

MARK WAFER



“RAISING THE BAR” continues to be the most appropriate tag line for Canadian Hearing Services. It represents our unwavering commitment to quality, innovation and best practices in everything we do within our organization, and on behalf of the tens of thousands of clients who trust their care to us.

Canadian Hearing Services, from the Board of Directors to the Administration to the front-line Operations, has remained focused on delivering the highest calibre of crucial programs and services, despite the challenges of navigating through the pandemic. During the past 2 years of COVID-19, our Board has remained resolute in responsibly doing whatever was required to ensure that Canadian Hearing Services could continue to support on-line professional programs, and safeguard both in-person and virtual essential services. The Board was an engaged and collaborative partner to the business, moving quickly to support the thoughtful, executive plans for a new service delivery model as the pandemic was evolving. The Board was consistently an engaged and collaborative partner for so much this past year. And it was rewarding to see all of our best-practice governance planning and actions recognized by Accreditation Canada who presented us with the designation of “Accredited with Exemplary Standing.”

“RAISING THE BAR” continues to be our commitment to leading the way as a national agency of change, growth and empowerment for the Canada-wide Deaf and hard of hearing communities. We accomplish this through strong and competent governance, a bold vision, and a courageous strategic plan.

As the Board, we not only continue to ensure that the mission and values of Canadian Hearing Services are upheld, but we hold ourselves accountable to funders and clients alike. I am extremely proud of our Board’s responsiveness to all of the challenges our organization faced during COVID-19, and also their commitment to their fiduciary role to ensure operational efficiency and effectiveness - all while we continued to experience tremendous growth in demand for services from across the country.

On behalf of the Board, I want to thank and congratulate our President & Chief Executive Officer, Julia N. Dumanian, for her tireless leadership and her ever expanding vision for Canadian Hearing Services. In partnership with Julia and her leadership team, this year we launched a brand new organization committed to research and innovation, took over a national hearing healthcare organization, earned and was awarded an accreditation distinction, redesigned our entire client service delivery model and exceeded a national milestone of 500,000 virtual client visits. It has been an incredible year on behalf of the people and communities we serve.

My heartfelt thanks and respect go out to our entire volunteer Board of Directors. Your stewardship, professionalism and commitment to our mandate, goals and opportunities was a beacon for the future of our organization. It is an honour to Chair such a dynamic, visionary and dedicated volunteer Board.

Together, we are all paving the way for a barrier-free nation for Deaf and hard of hearing Canadians!





A MESSAGE FROM OUR
PRESIDENT & CEO
JULIA N. DUMANIAN

It will take more than a pandemic of global proportions to slow down or distract our incredible team at Canadian Hearing Services. Our entire organization has been able to thrive during this ongoing crisis and not just survive. Professional, agile, dedicated, and impactful are only a few of the adjectives to describe our teams of employees. Whether they were delivering services in hospitals, in clinics or from their homes, our entire workforce remained relentlessly committed to their clients and to each other as we strove to deliver more services to even more people. It takes an incredibly competent and skilled group of professionals to drive the types of results and innovative initiatives we delivered this past year. Records were broken, the expansion was extraordinary, and the impact has been of proportions few organizations ever experience.

From the moment that we were all thrust into the world of COVID-19, Canadian Hearing Services proactively, immediately and responsibly pivoted to a full-service online platform, and we never looked back. In less than 2 years, we achieved a virtual service delivery milestone of more than 500,000 client visits! Additionally remarkable was the fact that we provided programming, products and services to more than 110,000 individuals and corporations across Canada and experienced a growth of 20,000 new clients over the previous year. We offered the highest quality of support for mental health counselling, employment services, ASL/LSQ interpreting, audiology services, ASL education, new immigrant programming, hearing care counselling, speech language pathology, intervening services, in addition to a broad range of general support services. We have never communicated with more, hired more, or advanced technology more than we have over this crisis.

As we strove to deliver on our promise to consistently deliver exceptional client outcomes, the Canadian Hearing Services team “Raised the Bar” and our clients responded by awarding us a 98% overall satisfaction rating for the services they received.

Performance excellence and exceptional client experiences are key strategic pillars for Canadian Hearing Services. The team was committed, even during COVID-19, to developing a sustainable level of care that is crucial to a best-practice organization. Our elevated standards were externally endorsed through the coveted designation of Accreditation with Exemplary Standing, awarded to us by Accreditation Canada. This assurance serves to both validate our strategic direction and operating practices, as well as guarantee both quality and excellence for all the people and businesses we serve.

The establishment this past year of our new organization, Canadian Hearing Services Global Partnerships for Research & Innovation, is our bold commitment to advance hearing health for everyone. When we empower people with evidence and research, we enable a more inclusive, barrier-free society.

Tremendous applause and appreciation need to be showered upon the entire Canadian Hearing Services Board of Directors and our dynamic, brave, and visionary Chair, Mr. Mark Wafer. I am indebted to you for your partnership, your passion and your steadfast commitment to this organization. You are exemplary leaders in board governance, and our team and communities are the beneficiaries of your stewardship.

These impactful achievements aside, there are no laurels to rest upon. Canadian Hearing Services remains inspired to keep delivering on its vision for growth and innovation, as we fulfill our mission to be the leading organization in Canada that enables Deaf and hard of hearing people overcome barriers to participation.



EMPOWERING DEAF AND HARD OF HEARING CANADIANS

259,473 Virtual Appointments



132,986
Clients served



28,470
Counselling clients



18,305
New clients



6,124
Employment Services
clients served



197
Employment Services
jobs secured



67,400
Audiology clients served
(including in-person)



20,698
Total hearing aids and
communication devices
provided



33,686
Interpreting requests



865
Total ASL
students taught





AMAZING MILESTONE 500,000 VIRTUAL CLIENT VISITS

In March 2022, Canadian Hearing Services accomplished a major milestone in the continued growth of the organization. As a significant contributor to the assurance of accessibility in Canada, Canadian Hearing Services led the way during the pandemic by delivering an unprecedented 500,000 virtual client visits for the Deaf and hard of hearing communities.

“Canadian Hearing Services provides essential services for Deaf and hard of hearing communities, which cannot be obtained elsewhere. When COVID-19 was first declared, it was imperative that we develop a virtual service delivery model to ensure no interruption to the critical services that our clients rely on us to provide. Our team has worked tirelessly over the past two years to create and deliver an innovative approach to virtual service delivery while ensuring quality care and diligence given the unique challenges faced by our clients,” said Julia N. Dumanian, President & Chief Executive Officer, Canadian Hearing Services. “Excellence and professionalism are at the heart of everything we do, from clinical and social services to emergency requests, 24-hours a day. This record service achievement demonstrates how Canadian Hearing Services continues to deliver on its 80-year promise of providing leading-edge hearing healthcare services for our clients and their families.”

By pivoting to virtual platforms, Canadian Hearing Services has been able to dramatically increase the number of clients served, the number of interactions handled per individual, as well as accepting and treating thousands of new health and social service clients in the Deaf and hard of hearing communities. To ensure the highest quality of care is always being delivered, clients are surveyed about their virtual service experience. Customer satisfaction with our services is best in class, with 93% of respondents indicating they have high satisfaction and 97% indicating they would continue to use the virtual services even once physical appointments resumed.

The importance of this milestone was recognized by a number of key individuals and organizations in Ontario and across Canada.

“I want to thank Canadian Hearing Services for helping so many Ontarians stay connected to the vital services they need,” said Ontario Premier, The Honourable Doug Ford. “Deaf and hard of hearing Ontarians rely on these critical healthcare services, now more than ever. Canadian Hearing Services is a valued community partner that continues to step up and provide essential services to vulnerable Ontarians and we are so grateful for everything they do.”



ACCREDITATION WITH EXEMPLARY STANDING ACHIEVED BY CANADIAN HEARING SERVICES!

In November 2021, Canadian Hearing Services received the “**Accredited with Exemplary Standing**” designation from Accreditation Canada, becoming the first national organization serving Deaf and hard of hearing Canadians to achieve this distinction!

This designation, based on global standards set by the Qmentum Accreditation Program, is awarded to organizations that attain the highest level of performance and demonstrate excellence in meeting all requirements. The Canadian Hearing Services team worked hard for many months in preparation for the rigorous assessment and interview process conducted by Accreditation Canada experts.

“To be the successful recipient of the flagship ‘Accredited with Exemplary Standing’ designation demonstrates our entire organization’s commitment to continuous quality improvement and safety,” said Julia N. Dumanian, President & Chief Executive Officer of Canadian Hearing Services.

“This designation reaffirms our focus on the principle of people-centred care and energizes us to continue delivering the highest level of quality service, while striving to set a new gold standard in hearing healthcare for Deaf and hard of hearing Canadians.”



2021 Annual Client Satisfaction Results

Service excellence and continuous improvement are at the forefront of Canadian Hearing Services. We continually survey our clients to ensure that we are meeting their needs, and to help us identify ways we can continue to enhance the client experience.

Canadian Hearing Services continues to receive overwhelmingly positive results from our clients, demonstrating that our clients continue to trust Canadian Hearing Services as the leading provider of services and products for Deaf and hard of hearing Canadians.

This is especially noteworthy for 2021, a year in which we offered a record number of virtual visits, all while maintaining in-person client support (as applicable, while following all provincial COVID-19 restrictions and guidance).

Highlights of our 2021 results

- 85%** indicated that they are satisfied to very satisfied with our services
- 87%** indicated that they would recommend our services to a family member or friend
- 93%** reported that they were treated with dignity and respect
- 93%** reported satisfaction with virtual visits (97% said they would use again)
- 90%** reported that the knowledge and skills of staff are exceptional

RECORD NUMBER OF NATIONAL SCHOLARSHIPS AWARDED TO DEAF AND HARD OF HEARING STUDENTS

For Canadian Hearing Services, a key priority has been to support Deaf and hard of hearing students financially through our National Scholarship Program during a time of tremendous academic upheaval.

We are pleased to announce that Canadian Hearing Services awarded a record 23 scholarships to Deaf and hard of hearing post-secondary students for the academic year commencing September 2021. The Canadian Hearing Services National Scholarship Program empowers Deaf and hard of hearing students to pursue their university and college goals by reducing financial barriers to participation that stem from the costs of post-secondary education, and extra costs associated with hearing accommodation.

“This year marks the fifth year of our National Scholarship Program, and we are extremely proud that we have been able to award this record number of scholarships, offering more students the opportunity to pursue their academic dreams. Each scholarship winner has demonstrated incredible resilience and drive to achieve their academic goals in order to build a successful career,” said Julia N. Dumanian, President & Chief Executive Officer of Canadian Hearing Services. “As always, we are truly grateful to our generous supporters, partners and donors for helping to build a brighter future for Deaf and hard of hearing students across Canada.”

The successful recipients are chosen by an independent committee composed of Deaf, hard of hearing and hearing business leaders and academics.

To be considered, applicants must meet various criteria such as community service hours earned, letters of reference and an essay detailing how the scholarship will help transform their future. Students who are eligible will be guaranteed full-time scholarships of \$3,000 a year for up to four years.

“The dedication and talent exhibited by each of our 23 scholarship winners is truly inspirational,” said Committee Chair, Diane Gregoris. “We are proud of each and every one of them, and are excited to cheer them on throughout their academic journey and beyond.”

National Scholarship Program Supporters

Canadian Hearing Services gratefully acknowledges our scholarship supporters: The Joseph Lebovic Charitable Foundation, The Dr. Wolf Lebovic Charitable Foundation, the Canadian Foundation for Physically Disabled Persons, the Longo’s Family Charitable Foundation, The John C. and Sally Horsfall Eaton Foundation, and the Walker Wood Foundation.



5th Annual President's Scholarship Golf Tournament - Event Sponsor

The Joseph Lebovic Charitable Foundation

The Dr. Wolf Lebovic Charitable Foundation

Titanium Partner
\$25,000

Diamond Partner
\$20,000

Enginess

Level5 Strategy

THANK YOU FROM THE RECIPIENTS OF OUR NATIONAL SCHOLARSHIP PROGRAM

Each year, student winners share their thoughts on the impact of the National Scholarship Program from Canadian Hearing Services. This year's 23 scholarship recipients have filmed 'thank you' videos, outlining the impact the scholarship has had – and will continue to have – on their lives.

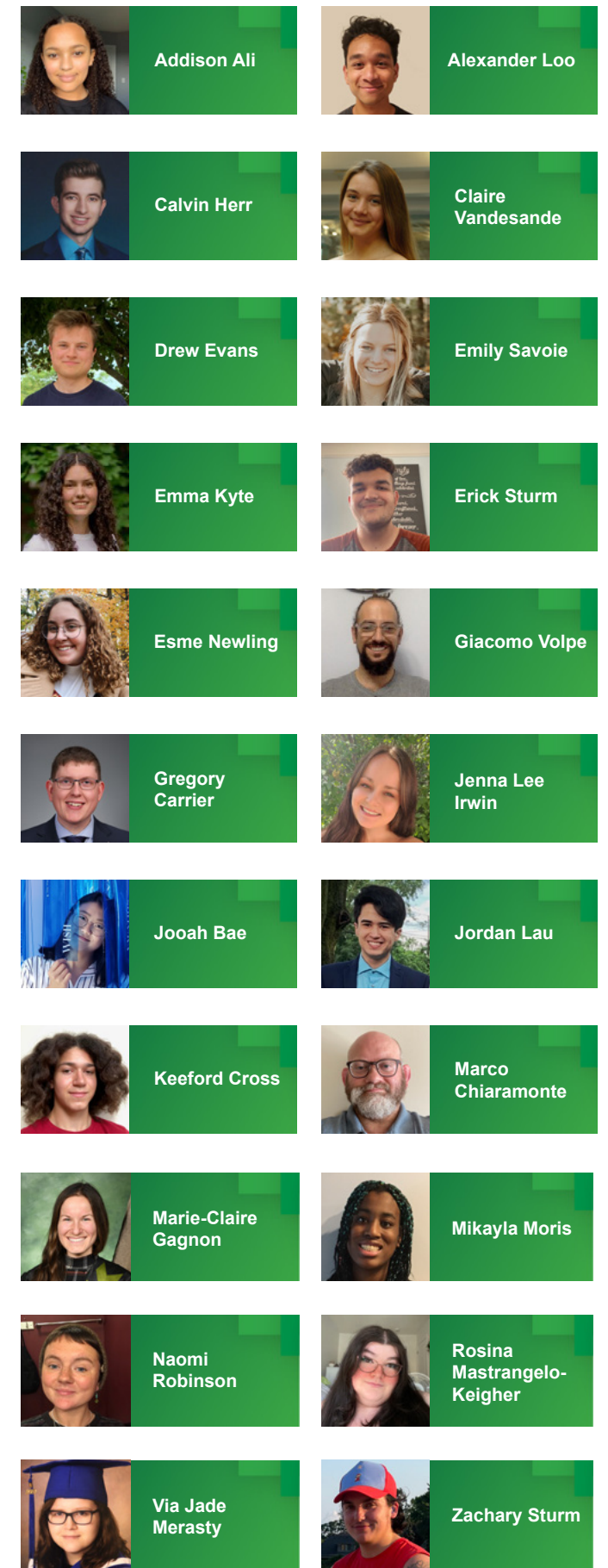
[Click to view videos from each of our 2021 scholarship recipients](#)



We are pleased to announce that the 6th Annual President's Scholarship Day of Golf will be held on Wednesday, September 21, 2022 at the spectacular Lebovic Golf Club, an 18-hole championship golf course on 150 acres of rolling hills on the Oak Ridges Moraine in Aurora.

Every year, Canadian Hearing Services hosts the President's Scholarship Day of Golf, a charity event that raises funds to support our National Scholarship Program. The National Scholarship Program helps to break down financial barriers for Deaf and hard of hearing students looking to pursue their post-secondary education, and to provide a new generation with the opportunity to be employed and empowered.

Secure your spot today for this signature sell-out event!
[Register today](#)



PROTECTING THE MENTAL HEALTH

OF DEAF AND HARD OF HEARING CANADIANS

Hearing loss and the ability to communicate effectively can have a significant impact on our overall health, including our mental health. When communication barriers are present, people find it more difficult to interact with others and may avoid social situations as a result, often leading to social isolation, loneliness and even depression.

Canadian Hearing Services believes that hearing loss doesn't have to have a negative impact on your mental health or prevent you from living your best life. In 2021, we continued to work diligently to provide a wide range of counselling services necessary to protect the mental health of Deaf and hard of hearing people. As a result, Canadian Hearing Services provided counselling services to 28,470 Deaf and hard of hearing clients and their families.

Denise Borremans is just one of the many counselling clients we helped this past year. Denise is very familiar with the communication challenges that hearing loss can create. She has been hard of hearing most of her life. As a mother, sister, daughter and personal support worker, Denise had many people who counted on her. She took pride in her ability to help people and was always determined to find solutions to communicate effectively. Denise adapted to her hearing loss by wearing hearing aids, reading lips, and letting people know when she needed help with communication.

When COVID-19 started, people across the globe were faced with a new reality that greatly impacted our daily lives, including how we interact with each other. For Denise, the COVID-19 regulations regarding masking and social distancing turned her life upside down. "All the tools that I had relied on for years to communicate were no longer useful. With masks, peoples' voices were harder to hear, I could not read lips, communication was breaking down, and I felt this new reality was damaging my confidence and relationships," explained Denise.

As a result, she became passive, isolated, depressed, and anxious. Going to work was no longer a positive experience for her – anxiety and miscommunications robbed Denise of the pride she previously had at work. Eventually it was too much for her and she decided she needed to leave work temporarily.

While away from work, and feeling disconnected, Denise decided she needed help and reached out to Canadian Hearing Services. Denise enrolled in our Sound Advice on Hearing Health program – a 5-week series of virtual workshops that help improve communication by teaching participants about self advocacy, understanding hearing loss, communication strategies and technology solutions. Through this program, and with the help of her Canadian Hearing Services' Hearing Care Counsellor, Denise learned new skills, used new technology, and began to improve her communication while also regaining her confidence.

During this time of self growth and discovery, Denise also received successful cochlear implant surgery that further improved her ability to communicate effectively. She is now actively re-engaging with friends and family and preparing to return to work in 2022. "The compassion and knowledge about hearing loss shown by my Canadian Hearing Services' Counsellor allowed me to finally open up after 20 years and share my experiences and frustrations. I have regained my passion for life and am actively taking on new challenges," says Denise.

To learn more about our counselling services, visit our website at chs.ca/counselling or call 1-866-518-0000 to book an appointment.



CANADA'S #1

SIGN LANGUAGE INTERPRETING AND TRANSLATION PROVIDER

At Canadian Hearing Services, we continue to focus on increasing accessibility and inclusion in Canada by actively building on our 40+ years of experience in delivering interpretation and translation services. We help national, provincial and community-based organizations increase accessibility for Deaf and hard of hearing individuals, and continue to raise awareness of the need for interpretation as the partner of choice for some of Canada's highest profile organizations.

Key client engagements offering Canadian Hearing Services interpretation services in the last year:

- The Canadian Broadcasting Corporation provided accessible broadcasts for Deaf Canadians through the provision of sign language interpreting services at several major national events including the Federal Election Night coverage in September 2021, the Remembrance Day Ceremony in Ottawa in November 2021, and the Beijing Winter Olympics and Paralympic Games in February 2022
- The Canadian Institute of Health Research provided communication access realtime translation (live, word-for-word transcription of speech to text) for external advisory meetings and consultation activities, improving communication access for Deaf and hard of hearing members
- Employment and Social Development Canada provided in-person or virtual sign language interpreting services for Deaf people who used their Service Centres
- VIA Rail Canada provided sign language translation services to improve Deaf accessibility on the VIA Rail Canada website
- The Canadian Transportation Authority (CTA) improved Deaf accessibility for Deaf Canadian travellers visiting the CTA website

Canadian Hearing Services is adept at supporting a wide variety of organizations, from large corporations to small and mid-size businesses, and community-based providers, all levels of government as well as healthcare and educational facilities.

We thank and applaud all organizations that we have partnered with for their efforts to ensure that Deaf and hard of hearing people across Canada can experience barrier-free communication.





CHS GOES GLOBAL!

ADVANCING THE FUTURE OF HEARING HEALTH

In February 2022, Canadian Hearing Services proudly announced the launch of **Canadian Hearing Services (CHS) Global Partnerships for Research & Innovation**, a new non-profit organization whose sole purpose is advancing research and gaining knowledge that will directly improve the quality of life for Deaf and hard of hearing individuals around the world through its funding programs.

Hearing health is a challenge affecting people around the globe, of all ethnicities and gender, now exacerbated by the world's aging population. According to the World Health Organization's 2021 World Report on Hearing, by 2050 approximately 2.5 billion people globally will be living with some degree of hearing loss, of whom at least 700 million will require rehabilitation services.

Among the measures suggested to address this challenge, the World Health Organization has noted that "relevant and impact-oriented research that supports the implementation of integrated, people-centred ear and hearing care services across the life course" will be required.

In alignment with the international need for more research and evidence, CHS Global Partnerships for Research & Innovation is committed to its mission of acting as a catalyst for generating the expertise and resources that create a positive and sustainable impact in the advancement of hearing health.

"The commitment of CHS Global Partnerships for Research & Innovation is to build an organization that connects breakthrough research to the innovators who can turn knowledge into tangible products and services," said Timothy Andradé, Board Chair for CHS Global Partnerships for Research & Innovation. "This will be accomplished by networking with, and facilitating partnerships between, researchers, academic institutions, governments, NGOs and incubators across the globe that will bring together the resources, expertise, commitment, and passion to create impactful change and advance the quality of life for people around the world."



"CHS Global Partnerships for Research & Innovation is well-positioned to be an internationally recognized and forward-thinking leader in the proactive development of networks of research and researchers committed to, and aligned with, the advancement of hearing health and its social determinants," said Julia N. Dumanian, President & Chief Executive Officer of Canadian Hearing Services. "With more than eight decades of experience supporting the needs of the Deaf and hard of hearing communities in Canada, Canadian Hearing Services is well positioned to play an instrumental role in bringing together hearing healthcare forces and innovators, not only from across Canada, but from around the world."

In its first phase, CHS Global Partnerships for Research & Innovation will focus on advancing research in the following four priority areas:

- **Hearing Health** – prevention, identification, assessment, treatment and (re)habilitation of auditory and balance difficulties
- **Hearing Science** – research activities in the fields of acoustics, neuroscience, and psychology concerning perception of sound
- **Deaf Studies** – research activities in the fields of sociology, language, and inclusivity of Deaf individuals

- **Quality of Life** – research related to the impacts of being Deaf or hard of hearing as it pertains to an individual's ability to participate and enjoy life activities

CHS Global Partnerships for Research & Innovation invited initial submissions for two-year research grants in April 2022 and will announce the successful recipients in December 2022.

For more information on CHS Global Partnerships for Research & Innovation, please visit www.chsglobalpartnerships.com.





MAKING HEARING HEALTH A TOP PRIORITY

Services to help with hearing loss and improve communication

Canadian Hearing Services' Audiology Program has modern, state-of-the-art facilities located in clinics throughout Ontario. Services are provided by an experienced team of communication health professionals, including audiologists, hearing instrument specialists and speech-language pathologists.

Audiology services include:

- Hearing tests
- Hearing aid evaluations, sales and comprehensive hearing aid follow-up services
- Hearing aid batteries, maintenance products and Bluetooth accessories
- Tinnitus consultations and solutions
- Ear wax (cerumen) management
- Home visits (*where available)
- Earmolds, swim molds and noise protection
- Workshops and classes
- Aural rehabilitation sessions
- Speech-Language Pathology

[Learn more about Audiology Services at CHS](#)

CHS reports: Hearing health of Canadian adults

In October 2021, a team of audiologists from Canadian Hearing Services released a joint report with Statistics Canada on hearing loss in Canadian adults. The report, titled "Hypertension associated with hearing health problems among Canadian adults aged 19 to 79 years," offered a variety of eye-opening statistics:

- Overall, **60%** of Canadians aged 19 to 79 have a hearing health problem – either hearing loss, tinnitus, or both conditions.
- Many Canadians aged 40 to 79 years are unaware that they have hearing loss. **63%** of men with audiometrically measured hearing loss did not realize they had hearing loss; the same was true of **46%** of women.
- Hearing loss and tinnitus are common among Canadian adults, especially men. Overall, **38%** of adults aged 20 to 79 years had hearing loss, while **37%** had tinnitus.

[Read the full report](#)



CLIENT STORY: JOHN

"Hello, I am hard of hearing. If you directly look at me and speak slowly, I will have a better chance of communicating with you."

That is a statement I now make but I would not have prior to taking the Sound Advice on Hearing Health workshop at Canadian Hearing Services - run by very skilled, personable, and professional counsellors.

I have worn hearing aids for close to 20 years and like so many others, it was vanity that made me avoid using them for at least 10 years or more. Over the years my hearing has deteriorated. I am now considered to have "profound hearing loss." Because of this, I do not always hear all the words in a conversation and rely on lipreading to gain the gist of a conversation.

In noisy surroundings such as restaurants, or settings with a loud TV or other background noise, or even family gatherings, I experience challenges with hearing. Before attending the Sound Advice on Hearing Health workshop, my normal approach was to sit quietly in the background. Sometimes I would try to get involved in the conversation, but that often led to embarrassment or significant misunderstanding of what was said, which led me to further retreat into the background.

This all changed when I decided to finally connect with Canadian Hearing Services.

During the workshop, we learned additional skills to help us manage our hearing health, but most importantly, we learned how important it is to let others know that we need unique communication treatment. It turns out, having others looking at me, speaking slower one at a time makes the conversation so much easier for everyone! Plus, being honest and admitting I have hearing loss saves a lot of embarrassment. I tried this new approach with my sons, daughter-in-law and grandchildren and it was very successful.

My wife and I both gained so much by attending the Sound Advice on Hearing Health workshops. I would highly recommend these workshops to individuals who are hard of hearing and their families. So little time spent for such tremendous gain!



Expanding for you

Over the past year, Canadian Hearing Services opened four new [audiology clinics](#) in key markets to better serve Ontarians with hearing loss. The clinics in Waterloo, Kingston, York, and London join seven other Canadian Hearing Services audiology clinics across Ontario with plans to expand our hearing aid program's reach even further.

Clients served

Last year, Canadian Hearing Services served **67,400** audiology clients both in-person and virtually

SECURING EMPLOYMENT FOR DEAF AND HARD OF HEARING CANADIANS

The impact of COVID-19 over the past year has continued to create employment challenges. And now more than ever, it has created a need for employment support to help people get back on track and succeed in their employment goals.

To ensure Deaf and hard of hearing individuals were well supported during this challenging year, Canadian Hearing Services continued to provide employment support virtually to 6,124 clients, helping secure 197 jobs.

Employment Services at Canadian Hearing Services helps Deaf and hard of hearing individuals, aged 16 and over, to find a job and to succeed by working with both employees and employers to put the right supports in place. Our Employment Consultants understand the unique needs of Deaf and hard of hearing individuals and have expertise working with a wide range of hearing loss in the workplace, including fluency in ASL, technology applications, workplace communication, and safety strategies for Deaf and hard of hearing employees.

Take as an example Canadian Hearing Service's client, Farah, who realized her true passion and found a new career in social services with the help of Canadian Hearing Services' Employment Services program.

For years, Farah had worked in a bank as an IT professional. She acquired a wide range of experience from developing software to analyzing technical business needs. As the years went on, she noticed her hearing declining, and with this, her frustration growing due to the hearing accessibility challenges she was now facing. Farah decided to pursue a cochlear implant and took time off from the workforce to recover from the surgery and adapt to her new implant.

After a few years, once Farah was ready to return to work, she found that her job skills had become dated. She reached out to Employment Services at Canadian Hearing Services for assistance and guidance so she could get back into the workforce.



Farah worked with Canadian Hearing Services' Employment Consultant, Mara, who directed her towards courses to increase her knowledge. Through working with Mara, Farah realized that she was being drawn to a new passion altogether, social services and working with individuals with developmental disabilities.

With this passion in mind, Mara helped refine Farah's resume to reflect both her skills in IT and community services and assisted with Farah's job search. Through this guidance, Farah was able to secure a position with March of Dimes Canada (MODC) as a Program Administrative Team Lead, managing Program Assistants for MODC across the country.

"I believe communication, listening and support empower our clients, and I was very pleased to walk this employment path with Farah. She is a dynamic person who is very motivated and perseveres."

- Mara, CHS Employment Consultant

If you are Deaf or hard of hearing and need help finding employment, career counselling or support in helping you succeed at your current job, contact Canadian Hearing Services Employment Services at 1-866-518-0000, or by email at employmentservices@chs.ca.



HELPING NEWCOMERS OVERCOME BARRIERS

Settling into a new country is often associated with new opportunity and hope for the future, but it can also be a difficult and stressful time. Many newcomers may face language barriers and can experience challenges adapting to a new social environment and culture. Deaf or hard of hearing newcomers encounter their own unique challenges and can benefit greatly from settlement and language instruction programs tailored to addressing their specific needs and goals.

Asiyah, a Canadian Hearing Services' client, is just one of many new immigrants that have benefited from our Settlement Program for Newcomers to Canada.

In 2019, Asiyah moved to London, Ontario from Guyana with very limited English skills. However, she came from a family that strongly valued education. As a result, she began to search for a learning program that would support Deaf adults. She came across Canadian Hearing Services' Settlement Program for Newcomers to Canada – a program that assists Deaf or hard of hearing newcomers to overcome barriers specific to the newcomer experience.

Asiyah was connected with a Canadian Hearing Services Settlement Services Counsellor, Jennifer, who introduced her to the Language Instruction for Newcomers to Canada (LINC) program. Asiyah immediately fell in love with the program, enrolled in classes and has been a student ever since.

LINC supports Deaf newcomers through programming that provides opportunities to improve official language skills (ASL and written English) as well as life skills.

"When she enrolled in the LINC program in London, Asiyah was interested in meeting other Deaf and hard of hearing newcomers and learning about their different educational backgrounds. Asiyah became a role model for them, especially for Deaf females who moved from countries with little to no educational opportunities for women," says Canadian Hearing Services Settlement Services Counsellor, Jennifer.



At the time, Asiyah's husband had his driver's licence and was working night shifts, making coordinating their schedules for shopping needs difficult.

Asiyah wanted to be more independent and decided to take driving lessons. The first time she took the G1 test, she made mistakes, but she continued trying. Through the help of LINC and rigorous studying, Asiyah's literacy, English skills and ASL significantly improved. In November of 2021, Asiyah took her G1 test again and succeeded at obtaining her G1 licence!

Equally as important for Asiyah, through the support of the Settlement Program for Newcomers and LINC, she was connected with other Deaf newcomers and was able to develop skills and friendships that helped her successfully transition into life in Canada.

For more information, to register in our Settlement Program for Newcomers, or to join our LINC classes, contact us at literacytraining@chs.ca or [visit our website](#).



"I thank CHS, and the staff, Jennifer, Abigail, and Charles, for my achievement on that day. I will never forget about being the first woman from LINC who passed a driving exam in London."

- Asiyah, LINC client



As a result, James and the hospital staff spent four days struggling to communicate, writing back and forth with a notebook.

“I wished that I were able to ask questions about my heart (in ASL). I had questions for the cardiologist, but I couldn’t get the information I needed,” James said.

James is grateful to have survived. He says the experience highlighted the importance of having sign language interpreters available to Deaf Canadians living in remote communities. Since then, James has discovered VRI. Today, James uses VRI to coordinate with hearing business partners, funders, and clients as he works to start up a new painting business.

“I would definitely recommend VRI.” James says.

[Learn more about Interpreting Services.](#)

DEAFBLIND SERVICES

AND THE NECESSITY OF IN-PERSON CARE

While many aspects of our collective lives slowed down during COVID-19, the need to engage meaningfully with the world without barriers to participation has remained vitally important – perhaps now more than ever before.

And although engaging with our clients virtually has given Canadian Hearing Services the ability to provide accessibility services in all communities from coast to coast to coast, there are some services where offering in-person care is the only practical option.

With our Deafblind Services, face-to-face interaction is critical to support the provision of clear, barrier-free communication. At Canadian Hearing Services, our commitment to our clients – and providing services where and how they need it – remains as strong as ever.

Canadian Hearing Services has been providing Deafblind Services for more than 25 years, supporting individuals with combined hearing and vision loss, helping them maintain their independence in all aspects of life, including medical and legal appointments, employment and educational pursuits, and other personal business.

[Learn more about Deafblind Services](#)



CANADIAN HEARING SERVICES CLIENT ADVISORY COUNCIL

Canadian Hearing Services values the importance of capturing and understanding the experiences and input of our diverse clients and their families. Our Client Advisory Council plays an important role in helping us identify opportunities to enhance our delivery of care and services, and build on our foundation with a view to the future.

The Client Advisory Council is comprised of a diverse group of volunteer clients (past or present) who work collaboratively with Canadian Hearing Services to identify opportunities to improve the client experience.

Council members share personal experiences and provide input on a range of topics including service delivery, program development, and quality improvements.

The Client Advisory Council had another productive year and provided valuable input to the Canadian Hearing Services team on a range of topics including virtual service delivery, client safety, and assessment processes.

A sincere thank-you to our current and outgoing council members for giving us their time to share their expertise.



A testimonial from one of our Council Members:

My first Client Advisory Council meeting was the first time I had ever attended a truly accessible meeting where I had an opportunity to participate fully!! Through the Client Advisory Council, I can connect with other people who have varying degrees of hearing loss, share experiences and work together on the goals the Council brings forward. It has been a privilege to have an opportunity to share ideas, explore other creative ways to connect and help find ways to enhance the client experience. If you want to see a change or make a difference, I really encourage you to be the change you want to see by getting involved with the Client Advisory Council!

[Learn more about Canadian Hearing Services' Client Advisory Council](#)



Leslie Ryan
Client Advisory Council Member

CONNECTING COMMUNITIES WITH VIDEO REMOTE INTERPRETING

At Canadian Hearing Services, we pride ourselves in being a truly national organization. Though our head office is in Ontario, thanks to our many virtual service offerings, we connect daily with Deaf and hard of hearing clients across the country.

Perhaps nowhere is this wide-reaching community connection more evident than via our Video Remote Interpreting (VRI) services. VRI is a convenient, secure, cost-effective, and reliable service that allows Deaf and hearing individuals to communicate virtually through a sign-language interpreter via video. It ensures equitable access for Deaf Canadians across the country.

Take James for example. James lives in Matheson, a remote northern Ontario community about 70 km east of Timmins.

In October 2020, James had a heart attack. He managed to dial 9-1-1 and called out for help even though he could not hear the operator’s voice on the other end. James is Deaf.

When help arrived, James was flown to a heart specialist in Sudbury. When James arrived at the hospital, he learned there was no American Sign Language (ASL)-English interpreter available to help facilitate communication.

THANK YOU FOR YOUR SUPPORT!

We could not have done it without you! Your generosity ensures Canadian Hearing Services can continue to provide the high quality of service, care, products and education that empower Deaf and hard of hearing Canadians throughout the year.

Individuals

\$1,000 - \$9,999

- Timothy D. Andradé
- Dr. Donna Bain
- Peter Beattie
- Christopher Beckett
- Mikhael Bornstein
- Brian Borst
- Julia N. Dumanian
- Dawne Gordon
- Wayne D. Gray
- Diane & David Gregoris
- Adrienne Hood
- Dr. Mary Janigan
- Marjorie E. McGoey
- Carl McMillan
- Joyce McMurray
- Rachel Pieters
- Erma Pitz
- Robert Sherrin
- Dr. Daniel A. Shrubsole
- Richard Tarrant
- Riccardo Teoli
- Kathryn & William Troubridge
- Joyce Warren

\$500 - \$999

- Dr. Rex Banks
- Stephen Bowman
- Scott Byberg
- Mr. & Mrs. M. G. Corbett
- David Currie
- John & Marie Deakos
- Dino Drigo
- Edward Etchells
- Glenn Fortin
- Geoffrey Francis
- John R. Goode
- Ian Gray
- Mark & Sue Havitz
- Earl Iler
- William Klein
- Jeannine Letcher
- Susan Mathews
- Julia McIntyre
- Carol J. McLean
- Stephan & Millie Mirsky
- Linda Molnar
- Charlene Page
- Susan Pike
- Mary Jo Rawleigh
- Betty Rogers
- Owen & Leslie Saffrey
- Janet Shetler
- Charles Simon
- Mary Watson
- Gary Weddel
- Audrey A. Willson
- Carole Lee Workman

\$250 - \$499

- Robert Aguiton
- Christopher Albertyn
- Lyn Atkins
- Anne Baxter
- Margaret Beallor
- Douglas E. Beleznay
- Michael Bell
- Helen Braithwaite
- Dr. Christine Brown
- Julie Burdon
- Paul M. Casey
- Barbara Casson
- Huong Chau
- Jim Clendinning
- Danielle Corturillo
- Francesca Davenport
- Valerie Dennis
- Robert Dogterom
- Terry Doran
- Kenton Dulling
- Robert Goodings
- Patricia Gray
- Dr. Danelle Hames
- William C. Jones
- Sherry King
- James King
- Ming Kwan
- Sandra & Gary Mackay
- David & Maureen MacKay
- Richard Margison
- Janet McCabe
- Douglas McCowan
- Brian McKenzie
- Judy McLarty
- David Nash
- Ross Neville
- Thelma Orzeck
- Dot Di Prisco
- Ramon Raoux

Organizations

\$10,000 - \$49,999

- J. P. Bickell Foundation
- Walker Wood Foundation



\$1,000 - \$9,999

- Canadian Foundation For Physically Disabled Persons
- Diatec Canada
- Hall Telecommunications Supply Ltd.
- Imaged Advertising Creations Inc
- Jackman Foundation
- JRP Employee Benefit Solutions
- Leith Wheeler Investment Counsel Ltd.
- Longo's Family Charitable Foundation
- Mathews Dinsdale & Clark LLP
- NGM & Associates
- Oticon Canada
- POI Business Interiors
- Scarborough Centre For Healthy Communities
- Scotiabank
- StrategyCorp
- The Benevity Community Impact Fund
- The John C. and Sally Horsfall Eaton Foundation
- United Way of Stormont, Dundas
- Vianet

\$500 - \$999

- Alex & Wendy Campbell Flow Through Fund
- All Charities Campaign
- Canada Helps
- Canlight Management Inc.
- CN Employees' and Pensioners' Community Fund
- Deloitte LLP
- District A-3 Lions Club
- Envisio Solutions Inc.
- Henry Walser Funeral Home Ltd.
- Kaiser and Partners Inc.
- Lions Club of Verona
- LiUNA
- London Hydro - Ecco Fund
- Mamba Holdings Inc.
- MED-EL Canada Corp.
- My Tribute Gift Foundation
- PayPal Giving Fund Canada
- Royal Canadian Legion Branch 447

- Sound Listening Environments/Hushh-ups
- Starkey Canada
- The Aber Group

Estates

- The Estate of Anne E. Croombs
- The Estate of Carolyn Jean House
- The Estate of Dorothy Elinor Seppala
- The Estate of Dorothy St. Michael
- The Estate of Elizabeth Joan Williams
- The Estate of Gabriella Schmidt
- The Estate of Grant Phillips
- The Estate of Helen Benninger
- The Estate of Kenneth Nicol Clayton
- The Estate of Marcel Decock
- The Estate of Martinus Gilbert Henry Pat Sterr
- The Estate of Warren James Rhodes

FINANCIAL STATEMENTS

F2021/22

Highlights of the Statement of Financial Position	2022	2021
For the year ending March 31, 2022		
Total Current Assets	5,465,718	6,242,960
Note Receivable	2,700,000	
Investments	6,067,801	8,443,107
Capital Assets	6,150,199	6,530,429
Total Assets	20,383,718	21,216,496
Total Current Liabilities	5,358,493	6,426,414
Deferred Capital Contributions	1,040,978	1,066,189
Total Liabilities	6,399,471	7,492,603
Net Assets	13,984,247	13,723,893

Highlights of the Statement of Operations	2022	2021
For the year ending March 31, 2022		
Total Revenues	26,353,685	26,079,963
Total Expenses	26,043,651	24,588,892
Excess of Revenues over expenses from operations	310,034	1,491,071
Fair value change in investments	155,002	817,134
Income from investments accounted for using the equity method	(204,682)	86,802
Excess (deficiency) of Revenues over expenses for the year	260,354	2,395,007

REVENUE BREAKDOWN

F2021/22

Revenue Breakdown	\$	%
Government	23,453,608	89.0%
Fundraising	1,317,383	5.0%
United Way	1,081,311	4.1%
Miscellaneous	371,529	1.4%
Interest and Dividends	129,854	0.5%
	26,353,684	

Expense Breakdown	\$	%
Salaries & Benefits	19,270,181	74.0%
Office & Program Costs	1,737,490	6.7%
Occupancy	1,692,082	6.5%
Service Costs	730,346	2.8%
PD & Travel	406,905	1.6%
Promotion & Gaming	564,307	2.2%
Amortization	1,211,826	4.7%
Bad Debts	4,580	0.0%
Client Assistance & other	425,935	1.6%
	26,043,651	

CLIENT TESTIMONIALS

Since 1940, Canadian Hearing Services has been providing exceptional care and expertise to Deaf and hard of hearing Canadians. The impact of our dedication is evident in the stories we hear from our clients every day. Here we share just a few of those successes from the past year:

"The compassion and knowledge about hearing loss shown by my CHS consultant allowed me to finally open up after 20 years and share my experiences and frustrations. I have regained my passion for life and am actively taking on new challenges."

- Denise



WE ARE HERE FOR YOU!

Canadian Hearing Services is pleased to offer services to Deaf and hard of hearing Canadians and their families.

**Contact us today to learn how we
can support you!**



Canadian Hearing Services
271 Spadina Road
Toronto, ON M5R 2V3



1-866-518-0000



1-877-215-9530



info@chs.ca



CHS.ca

"If not for intervention, my quality of life and business would be non-existent. With CHS Deafblind Services, there are no more limits."

-Andre



"I am so very grateful to hear the sounds many people take for granted – birds singing, people laughing, and the sound of my new grandchild babbling away. The support I received from CHS has not only improved my employment situation – it has allowed me to participate fully in all aspects of my life. Thank you, CHS!"

- Robyn



RAISING THE BAR



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Charitable Registration #106846926RR0001