

COLLABORATING TO EMPOWER LIVES & INCREASE ACCESSIBILITY IN THE COMMUNITY

In addition to serving Deaf and hard of hearing clients, Canadian Hearing Services continues to focus on increasing accessibility and inclusion in the community by helping national, provincial and community-based organizations increase accessibility for their Deaf and hard of hearing clients and employees.

Some key organizations that we have collaborated with to increase accessibility include:



Via Rail Canada

Installed Counter Loop Systems at the Toronto, Ottawa and Montreal stations and provided American Sign Language translation for the VIA Rail Canada website, ensuring accessible service for hard of hearing travelers and Deaf individuals visiting their website.



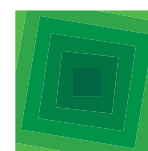
The Greater Toronto Airports Authority (GTAA)

Worked with GTAA to equip Toronto Pearson Airport with Counter Loop Systems, ensuring an accessible listening experience for hard of hearing travelers.



CBC Kids

Provided American Sign Language interpretation services for two CBC Kids shows, Dino Ranch and Silly Paws, ensuring programming was accessible for Deaf children.



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RAISING THE BAR

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IMPACT REPORT 2022

ASL

IMPACT ON OUR CLIENTS AND OUR COMMUNITY

Canadian Hearing Services is an industry-leading provider of services, products and education that empower Deaf and hard of hearing individuals to overcome barriers to participation.

We are the most comprehensive resource for Deaf and hard of hearing individuals in Canada and the largest and only Accredited organization of its kind in North America.

Our promise is to **EMPOWER LIVES**. We deliver trusted and personalized services, allowing our clients to rise above their unique challenges so they can lead rich and full lives.



Please scan the QR code to send your gift or use the donation coupon included with the reply envelope. **Thank you.**



TOTAL DONATIONS FOR 2022: **\$1,057,900**

Donations Goal for 2023: \$1,300,000

A heartfelt **THANK YOU** to our donors for making a difference in the lives of so many people! Thanks to the support from our donors, Canadian Hearing Services has helped thousands of Deaf and hard of hearing Canadians overcome barriers to participation.

HOW YOUR DONATIONS HELP EMPOWER LIVES:

2022 Report on Impact: January 1, 2022 to December 31, 2022



51,093
clients served.



20,276
interpreting
service
requests
completed.



24 Scholarships awarded to Deaf and hard of hearing students for the **2022-23 academic year.**

80 Deafblind clients served.



173 jobs secured through Employment Services.

CHS Global Partnerships for **Research & Innovation** awards 4 research grants totalling **\$400,000** to institutions leading research to advance the future of hearing health and Deaf studies.



WHAT OUR CLIENTS TELL US...

99% of our clients indicated that they are satisfied to very satisfied with our virtual services, and **98%** indicated that they would recommend our services to a family member or friend.



AMY

General Support Services Client

I was surprised, but extremely relieved and happy, to learn that CHS had Deaf staff who could communicate with me in ASL. For the first time I felt like the communication barriers were removed and I could finally ask for the support I needed.

ASIYAH

Settlement Services Client

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



GREGORY CARRIER

2022-2023 National Scholarship Recipient

I want to thank Canadian Hearing Services for this scholarship because it truly supports the Deaf, hard of hearing, and Deafblind population. I think this award shows that Deaf, hard of hearing and Deafblind people can become successful leaders and role models.

ROBYN

Employment Services Client

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.

