

# ANNUAL REPORT

2022-2023



CANADIAN<sup>™</sup>  
HEARING  
SERVICES

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## BOARD OF DIRECTORS

**MARK WAFER**

*Chair*

**FRED SPECKEEN**

*Vice Chair*

**MICHELLE SÉGUIN**

*Chair of Finance and Audit Committee*

**JULIA N. DUMANIAN**

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

Board Members

**DR. DONNA BAIN**

**JAMES G. KYTE**

**THE HONOURABLE DAVID C. ONLEY**

*(d. January 2023)*

**ASIYYA PISANI**

**HEATHER TULK**



## A MESSAGE FROM OUR CHAIR, BOARD OF DIRECTORS

**MARK WAFER**

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The Board of Directors of Canadian Hearing Services remains dedicated to best practice governance. A skill-based Board, our volunteer directors provide rigorous and evidence-based oversight throughout the year. Validated by Accreditation Canada (awarded Exemplary Standing), our governance practices enable full accountability and responsibility for all Canadian Hearing Services' activities and secure the strategic direction of the corporation for generations to come. The work of the Board is crucial to the sustainability of Canadian Hearing Services, and our clients, donors, and funders alike have the confidence in knowing that our model of governance continues to successfully steward the organization on your behalf.

The Board's governance function has particular importance in times of uncertainty. None so significant and impactful than the recent pandemic. As people and organizations move past the ambiguity of the global health crisis, our stakeholders know that Canadian Hearing Services' ability to pivot operations while preserving our strategic priorities and our mission and vision, were always well protected. Canadian Hearing Services has once again provided a record number of services to a record number of clients; all with the primary goal of reducing barriers for Deaf and hard of

hearing Canadians. Our work matters, our mission matters, and the greatest reward is the number of lives that have been, and continue to be, positively impacted, and empowered by the professionals at Canadian Hearing Services.

As another year of change and progress comes to a close, I want to thank the incredible Directors on our Board who work tirelessly to ensure that we continue to stay focused on our strategic plan and generating as much impact as possible for those who depend on our programs and services. In particular, I would like to recognize and celebrate the late Hon. David Onley, who served on Canadian Hearing Services' Board of Directors for five years and remained committed to our organization and our vision until he passed. His leadership, wisdom, experience, and compassion have left an indelible mark on Canadian Hearing Services' Board and on the organization. He will be greatly missed.

On behalf of the Board, I would like to thank the steady hand of our President & Chief Executive Officer, Julia Dumanian, for her exceptional leadership, passion, and commitment to the people we serve. And to our clients, funders and donors, the Board extends our deep appreciation for your ongoing support and for the opportunity to serve.



## A MESSAGE FROM OUR PRESIDENT & CEO

**JULIA N. DUMANIAN**

Accessibility is the cornerstone of a barrier-free society. It should never be optional or elective. The culture of our Canadian landscape must embrace access to all elements of life, celebrate abilities, and not make allowances for deterrents to participation in our society. At Canadian Hearing Services, we passionately and deeply believe that Empowering People is the ultimate enabler of an accessible world. Equipping people with the tools they need to navigate through daily life and strengthen their ability to have a future which allows them to fully participate in all aspects of life, without their hearing status imposing limitations. Providing the supports, programs, and services which will drive their independence and ensure full access to education, employment, healthcare, and full engagement in all that our wonderful country has to offer. At Canadian Hearing Services, our “north star” is, exclusively, a barrier-free society.

To our great pleasure, this past year’s performance statistics continue to tell a story of the tremendous impact and significant gains we are making, not only in the lives of the clients we serve, but in the barrier-free society we are striving to develop across the country. More than 260,000 services delivered, nearly 52,000 clients served, 98% of our clients report they are highly satisfied, a record 24 Scholarships provided for Deaf and hard of hearing students seeking post-secondary education. Our ASL classes, remote interpreting services, translation services, accessibility consulting,

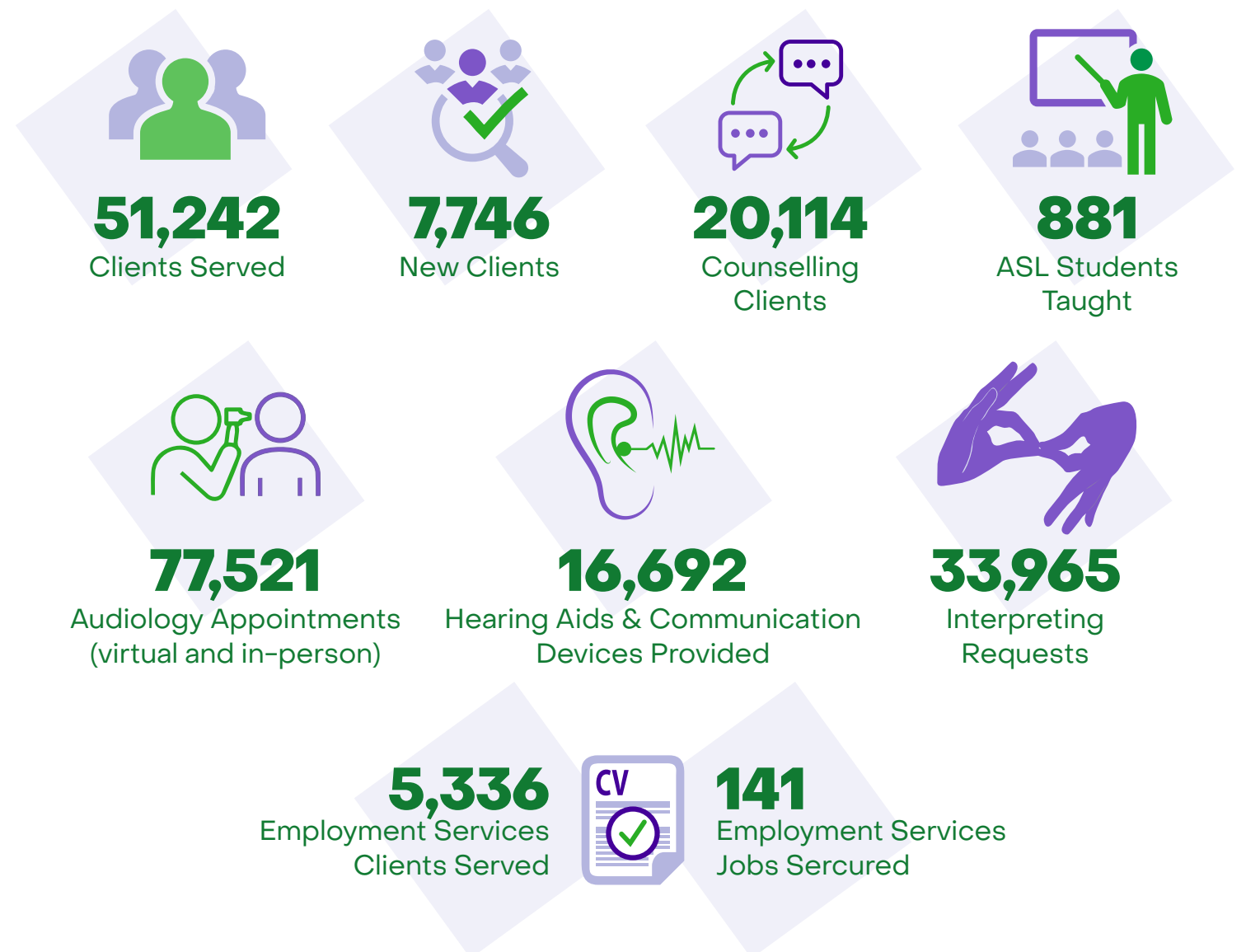
and communication devices are all offered nationally, ensuring that individuals from coast to coast to coast have access to the supports they require. And in carving a pathway to the future, we were incredibly proud to provide \$400,000 in grants to institutions leading research that will break down barriers to participation for Deaf and hard of hearing individuals and their families, making Canadian Hearing Services the largest granting organization in North America in the field of hearing health and Deaf studies.

With our strong presence and commitment to excellence, we are continuously expanding our reach, creating meaningful opportunities for empowerment, and fostering inclusivity. But this is only possible because of our team at Canadian Hearing Services. Our staff are second to none. They are brave, bold, and innovative. Our people put their clients first, constantly *Raising the Bar* in absolutely all areas of our organization. Their commitment to our vision is unquestionable, and they are the flag bearers for our values and promise of empowerment. I remain indebted to the staff team at Canadian Hearing Services and applaud their skills and professionalism. Any and all impact we have is the direct result of the people that make Canadian Hearing Services perform every day, and the beneficiaries are the clients and communities we serve. Thank you to our team, our funders, donors, clients, and so many other stakeholders who put their trust in our mission every single day. We are privileged to serve.

## OUR IMPACT

Our programs and services have had a profound positive impact on the lives of individuals who are Deaf and hard of hearing, empowering them to thrive and fully participate in society by providing crucial resources, communication support, and access to education, employment, and social opportunities. By fostering inclusion and breaking down barriers, we have witnessed remarkable transformations, enabling individuals to embrace their unique identities, achieve their goals, and lead fulfilling lives.

### Total Appointments: 261,560





# WHAT OUR CLIENTS TELL US...

Canadian Hearing Services (CHS) understands the importance of capturing and understanding the voices of our diverse clients and their families. With quality and service excellence at the forefront of everything we do, we are committed to listening to what our clients have to say.

We are pleased to share the results of our 2022 Annual Client Satisfaction Survey. These overwhelmingly positive results clearly demonstrate that our clients continue to trust Canadian Hearing Services as the leading provider of services and products for Deaf and hard of hearing Canadians.



## 99%

of clients reported they were **satisfied** to **very satisfied** with CHS virtual services



## 95%

reported their service was provided in a **confidential** and **private manner**



## 93%

reported they were treated with **dignity** and **respect**



## 93%

reported CHS made them feel **welcome** and **comfortable**



## AMY

*General Support Services Client*

“ I was surprised, but extremely relieved and happy, to learn that Canadian Hearing Services 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. ”

## GREGORY

*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. ”



## PAMELA

*ASL Student*

“ My experience in learning ASL at Canadian Hearing Services could not have been better. My teachers were always encouraging as well as being very skilled at balancing receptive and expressive exercises with each member of the class. The Signing Naturally program progressed at a pace that was challenging and yet manageable. ”



## NANCY

*Employment Services Client*

“ I cannot say enough about the opportunities available to clients with hearing loss through Canadian Hearing Services. The support I received has opened up a whole new world of opportunities for me. ”





# WE DID IT AGAIN!

## CANADIAN HEARING SERVICES AWARDS RECORD NUMBER OF SCHOLARSHIPS TO DEAF AND HARD OF HEARING STUDENTS!

In September 2022, Canadian Hearing Services proudly awarded 24 scholarships to Deaf and hard of hearing students across Canada, surpassing the previous year's record of 23 scholarships.

Canadian Hearing Services' National Scholarship Program is the largest scholarship program in Canada that exclusively supports Deaf and hard of hearing students. The National Scholarship Program was launched in 2017, and thanks to the support of so many generous golfers, donors, and sponsors, to date, we have provided 107 scholarships to 51 Deaf and hard of hearing students across Canada. Twenty of those students have since graduated from their post-secondary programs!

"Canadian Hearing Services remains committed to ensuring Deaf and hard of hearing students across Canada have the opportunity to pursue their academic dreams. We are extremely proud and appreciative that for a sixth year in a row we have been able to offer this incredible and transformational opportunity to another amazing group of students. Our scholarship winners have demonstrated extraordinary resilience, a strong passion for learning, and are truly deserving of these scholarships," said Julia N. Dumanian, President & Chief Executive Officer of Canadian Hearing Services.

## THANK YOU FROM OUR 2022-2023 SCHOLARSHIP RECIPIENTS



Addison Ali



Alexander Loo



Alexandria Myrie



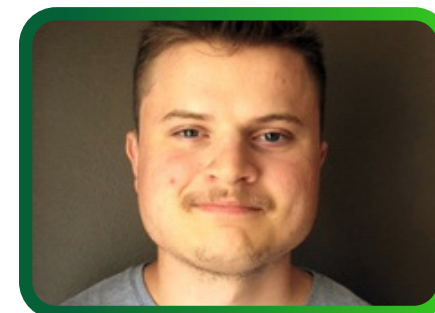
Bailey Burke



Brittany Gillies-Hamilton



Calvin Herr



Drew Evans



Emily Savoie



Erick Sturm



Esme Newling



Giacomo Volpe



Gregory Carrier



# THANK YOU FROM OUR 2022-2023 SCHOLARSHIP RECIPIENTS



Hannah Davidson



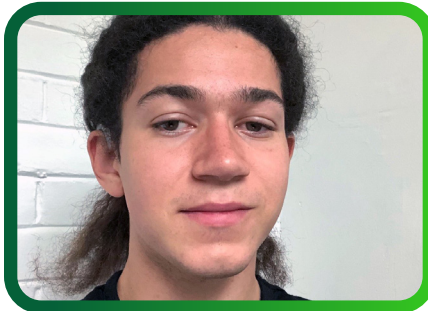
Ishi Madan



Josephine Rybchuk



Katherine Viney



Keeford Cross



Luca Scalzo



Lyvia Steele



Marco Chiamonte



Mikayla Morris



Naomi Robinson



Rosina Keigher



Tammy Gray

# MEET ALESSANDRA IACOVONE ONE OF THE FIRST SCHOLARSHIP GRADUATES!

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ALESSANDRA IACOVONE

These scholarships are truly transformational for all student winners. Each year, National Scholarship recipients send us thank-you videos and share their thoughts on how the scholarship award has impacted their lives.

To date, 20 students who have received the Canadian Hearing Services' National Scholarship have since graduated from their program.

Alessandra, who is hard of hearing, was awarded a CHS National Scholarship for each of her four years at Toronto Metropolitan University.

**Watch Alessandra's video** to learn how this scholarship provided her the opportunity to pursue her academic dreams.

## NATIONAL SCHOLARSHIP PROGRAM SUPPORTERS

Canadian Hearing Services' National Scholarship Program is made possible through the generous support of our event and corporate sponsors, donors, and participants in our annual Day of Golf event.

Canadian Hearing Services gratefully acknowledges the support of The Joseph Lebovic Charitable Foundation and The Dr. Wolf Lebovic Charitable Foundation, Beatrice Enid Patterson Foundation Fund, CBRE, The Canadian Foundation for Physically Disabled Persons, CIBC Foundation, Envisio, Inside Edge Properties, J. P. Bickell Foundation, Longo Family Foundation, Scotiabank, The John C. and Sally Horsfall Eaton Foundation, Walker Wood Foundation, event and corporate sponsors, individual participants, auction participants, and donors.


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# HERE WE GROW AGAIN

Over the past several years, our organization has undertaken an ambitious transformation to effectively serve the Deaf and hard of hearing communities across Canada. As a professional organization, we are strategically positioned for growth strategies, both nationally and internationally, with multiple locations and a dedicated team of more than 300 employees.

We take pride in our comprehensive range of services that cater to the needs of the Deaf and hard of hearing population. Our ASL classes, interpreting and translation services, accessibility consulting, and communication devices are all offered nationally, ensuring that individuals from coast to coast to coast have access to the support they require. With our strong presence and commitment to excellence, we are continuously expanding our reach, creating meaningful opportunities for empowerment, and fostering inclusivity. We are dedicated to making a lasting impact on the lives of people who are Deaf and hard of hearing, and our transformative approach sets us apart as a leader in the field.



# AND AGAIN

Canadian Hearing Services has taken significant strides in enhancing accessibility for Deaf and hard of hearing individuals by forging partnerships with private and government organizations. These collaborations have resulted in a remarkable improvement in the experiences of Deaf and hard of hearing clients and employees. Through these partnerships, Canadian Hearing Services has worked towards the implementation of innovative technologies, such as soundfield systems, real-time captioning, and counter loop systems, to facilitate effective communication in various settings. Additionally, they have collaborated with private businesses to ensure the provision of accessible customer service, inclusive hiring practices, and workplace accommodations for Deaf and hard of hearing employees. By fostering these partnerships, Canadian Hearing Services continues to champion accessibility, creating a more inclusive society for all.



## **PARTNER SPOTLIGHT:** **GREATER TORONTO AIRPORT AUTHORITY (GTAA)**

Canadian Hearing Services is proud to support The Greater Toronto Airport Authority (GTAA) in their efforts to provide accessible services at Toronto Pearson International Airport.

Pearson is the first airport in North America helping travellers with disabilities!

In late 2022, the GTAA purchased 50 counter loop systems that will allow hard of hearing individuals with telecoil-enabled hearing aids and/or cochlear implants to receive direct amplification at various counter checkpoints within Pearson Airport, ensuring an accessible listening experience for airport patrons.

**We applaud the GTAA for their continued commitment to accessibility!**

**Canadian Hearing Services is proud to be partners in accessibility with the following organizations:**





# BREAKING DOWN BARRIERS AND EMPOWERING LIVES

Our promise at Canadian Hearing Services is to empower lives. We do this by providing trusted and personalized counselling services that help break down barriers and allow our clients to rise above their own unique challenges and lead rich, full lives.

The need for counselling services and mental health support continues to grow. In 2022, Canadian Hearing Services worked diligently to break down barriers and protect the mental health of Deaf and hard of hearing Canadians by providing a wide range of counselling services to 20,114 Deaf and hard of hearing clients and their families. Counselling services provided include General Support Services, Hearing Care Counselling for Ages 55+, Settlement Services for Newcomers, and Connect Mental Health Counselling.

Our hearing health is an important component of our overall physical and mental health. Experiencing issues with our hearing health can sometimes impact our mental health, especially when left untreated, or when individuals don't have the right supports in place.

Giles Villebrun is just one of the many counselling clients we have supported through challenging times.

Giles is very familiar with the impacts of hearing health on both his physical and mental well-being. Giles' tinnitus and hyperacusis became overwhelming and debilitating over the past year. "My tinnitus was greatly impacting several areas of my life and increasing my level of anxiety. I was desperate to get help, but was at a loss of where to get the right help, until my wife discovered Canadian Hearing Services," explains Giles.



Photo: Giles Villebrun with his wife, Lisa.

Giles contacted Canadian Hearing Services and was introduced to Connect Mental Health Counsellor, Katherine Bridge. Katherine provided Giles with information and resources to help him understand tinnitus and counselled him on strategies to help him manage his anxiety. Katherine was just one member of Giles' care team which included his wife, family doctor, pharmacist, CBT Program, and Geriatric Assessment Program. "Giles was committed to finding ways to manage his situation. He built a team around himself, read up on information about his condition, kept a journal, and tried different strategies to manage his tinnitus and anxiety," says Katherine.

Giles looked forward to his weekly meetings with Katherine. Katherine provided the support, motivation, and hope he needed to manage his stress and anxiety, and better cope with the impacts of his tinnitus.

Today, Giles has better control over the impacts of his tinnitus and has found ways to manage his anxiety.

"Today, I feel that my situation has stabilized, and I feel more in control. Through my journey with Canadian Hearing Services, a door to self-discovery was opened. Through the process of learning to manage the impacts of tinnitus and my anxiety, I grew as an individual and continue to build on what I have learned. Canadian Hearing Services played an important role in supporting me through this challenging time, and I am grateful to have Katherine and Canadian Hearing Services as part of my team," says Giles.

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# SUPPORTING PEOPLE WITH VISION AND HEARING LOSS IN ALL ASPECTS OF DAILY LIFE

The need to engage with the world around us, free of barriers, is vital to both our physical and mental well-being. Now, more than ever, people with combined vision and hearing loss need support to ensure their world is accessible.

Canadian Hearing Services' Deafblind Intervenor Program supports people with combined hearing and vision loss by helping them successfully engage with the people around them and their environment. In 2022-2023, Canadian Hearing Services provided support to dozens of individuals with combined vision and hearing loss.

Our clients tell us that Deafblind Services are invaluable!

## CRAIG HEIN

Deafblind Services Client



"I have been receiving Deafblind Services for over 30 years. My Deafblind Intervenor from Canadian Hearing Services have helped me with so much since then. They have assisted me with life skills, getting my first apartment, making sure I have access to my medical appointments, and other daily activities. Most importantly, they are there to facilitate communication for my place of employment so I can continue working and participate fully."



## GERRY AND LOUISA GIROUX

Deafblind Services Clients

Louisa Giroux and her husband, Gerry Giroux have both been receiving Deafblind Intervenor Services from Canadian Hearing Services since 2014. With combined hearing and vision loss, Louisa and Gerry were finding it more difficult to function at home and in the community. Deafblind Intervenor Services has greatly enriched their lives. This is what Louisa and Gerry shared with us:

"The Intervention Services has enriched our lives because it has helped us regain some freedom. Life is more bearable for both my wife and I as we depend on our Intervenor for support. We feel heard."

- Gerry

"Being part of the Deafblind Intervenor Program has helped me be more independent and active out in the community. There's a freedom that comes with Intervention Services on an individual basis and as a couple. It's a huge peace of mind for me knowing my spouse is out in the community or at an appointment with his Intervenor. I worry less knowing he is safe."

- Louisa



## PROVIDING THE HIGHEST QUALITY IN-PERSON HEARING HEALTHCARE



Canadian Hearing Services demonstrated remarkable resilience and adaptability during yet another challenging year amidst the pandemic. Despite the obstacles, our Hearing Healthcare program persevered, ensuring that clients received the highest quality of in-person services. Our dedicated team implemented stringent infection prevention and control procedures, utilizing appropriate personal protective equipment (PPE) to prioritize the safety and well-being of our clients and staff.

Additionally, our new office locations were strategically established to enhance accessibility and provide even better service to our clients. Canadian Hearing Services remains committed to educating the public on hearing healthcare, utilizing various platforms such as informative webinars, insightful blogs, and acting as a trusted source in the media.

By sharing our expertise and raising awareness, we empower individuals to take control of their hearing health and foster a more inclusive society. As we move forward, Canadian Hearing Services continues to evolve, innovate, and meet the needs of our clients, ensuring their well-being and improving their quality of life.

In 2022-2023, Canadian Hearing Services saw:

**13%** more hearing healthcare clients than the year before **78,800** appointments both virtually and in-person

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## CREATING SUCCESSFUL EMPLOYMENT OPPORTUNITIES FOR DEAF AND HARD OF HEARING CANADIANS

Hearing health can impact many areas of our lives, including employment goals. Having the right supports in place to help break down communication barriers can empower individuals to overcome those barriers and set them on the right path towards a career they enjoy.

Canadian Hearing Services' Employment Services program focuses on supports for people who are Deaf and hard of hearing and their unique employment challenges. Our Employment Counsellors have expertise in 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.

In 2022-2023, the impacts of the pandemic continued to create employment challenges. During this time, our Employment Counsellors provided employment supports to 5,335 clients, helping 141 individuals secure jobs. Our Employment Consultants also support clients by ensuring they have the tools, skills, and supports they need to increase their employability necessary to reach their employment goals.

We are very proud of all our Employment Services clients, many of whom have an incredible drive to rise above their own unique challenges.

Juan De Costa is just one example of how personality, and determination along with the right employment support, can lead to successful employment opportunities.

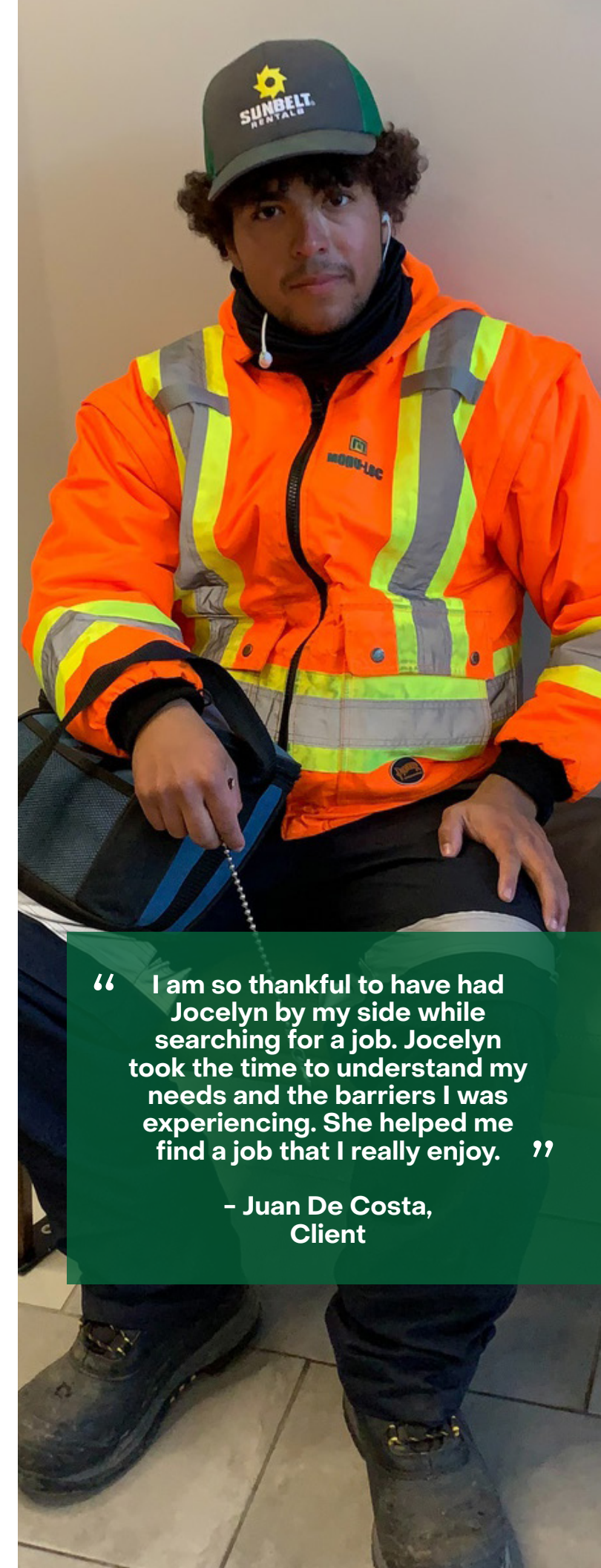
Juan first reached out to Canadian Hearing Services just before he was about to graduate from high school. Juan has been deaf in one ear since early childhood. Throughout most of his academic journey, Juan experienced communication barriers and low self-esteem. With Juan approaching graduation, he was concerned about his future and did not feel confident about entering the workforce. This led Juan and his mother to reach out to Canadian Hearing Services for assistance.

Juan was connected with CHS Employment Consultant, Jocelyn Brown. Jocelyn introduced Juan to various types of assistive technology and communication tools, such as CART and live transcription options on his devices. Jocelyn also helped Juan create a resumé, prepare for interviews, and search for potential employers.

"Having hearing loss myself, I was able to share my personal experiences with hearing loss and employment, and provide the motivation Juan needed to believe that finding the right job was possible," explains Jocelyn. "Juan has many skills and talents he can offer an employer. He just needed to believe in himself and have the right tools and supports in place so he could succeed."

In August 2022, Juan started his first job at Modu-Luc Fence Rentals. Juan is excelling in his first job and is receiving high praise as a natural leader on many of the projects he takes on.

"Before Canadian Hearing Services, I didn't believe that I could find employment – now I believe in myself and that the possibilities for my future are endless," says Juan.



“ I am so thankful to have had Jocelyn by my side while searching for a job. Jocelyn took the time to understand my needs and the barriers I was experiencing. She helped me find a job that I really enjoy. ”

– Juan De Costa,  
Client



# THANK YOU FOR YOUR SUPPORT!

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

## Individuals

### \$100,000

Anonymous

### \$1,000 - \$9,999

Timothy D. Andradé  
Dr. Donna Bain  
Tyronne Balthazaar  
Peter Beattie  
Dino Drigo  
Julia Dumanian  
Dawne Gordon  
Wayne D. Gray  
Adrienne Hood  
E. Grace Hyam  
Joyce McMurray  
Wayne Shaw & Marilyn Pilkington  
Robert Sherrin  
Nan Shuttleworth  
Richard Tarrant  
Kathryn & William Troubridge

### \$500 - \$999

Krista Abramovic  
Mikhael Bornstein  
Paul M. Casey  
Barbara Choo  
Mr. & Mrs. M. G. Corbett  
Aldo Defend  
Susan Dell  
Conor Follett  
Glenn Fortin  
Geoffrey Francis  
Gillian Gillison  
John R. Goode  
Robert Goodings  
Rob Hines  
Jeannine Letcher  
Robert Lussier  
Susan Mathews  
Douglas McCowan  
Brian McKenzie  
Stephan & Millie Mirsky  
Dr. Narges Nassirinejad  
David Pauli  
Marion Josephine Rawleigh  
Betty Rogers  
Owen & Leslie Saffrey

Janet Shetler  
Riccardo Teoli  
Joyce Warren  
Mary Watson  
Gary Weddel  
Audrey A. Willson  
Man Ning Wong  
Carole Lee Workman

### \$250 - \$499

Colin & Pauline Alston  
Lyn Atkins  
Anne Baxter  
Margaret Beallor  
Michael Bell  
Alva Bourne  
Stephen Bowman  
Dr. Christine Brown  
Julie Burdon  
Paula Cader  
Barbara Casson  
Huong Chau  
Melvin Cohen  
Sheila Confesor  
Robert Dogterom  
Kenton Dulling

Larry W.J. Duncan  
Dr. Cinda R. Dyer  
Soony H. Fong  
Brenda Gallant  
Susan Golets  
Nancy and Geoff Gould  
Dr. Danelle Hames  
Ernest Harris  
Sue & Mark Havitz  
Arlene Hensel  
Marian J. Holmes  
Rachel James  
Jim Kenward  
Wayne & Debbie King  
Stephen F. Kraft  
Bill Logush  
John Lynch  
David & Maureen MacKay  
Richard Margison  
Simone Marion  
Earl Miller  
Thelma Orzeck  
John Pallotta  
Roch Paquin  
George Paterson  
Achilles Pelitis  
Ramon Raoux  
Douglas Reid  
Jeffrey Rose  
Shanna Rosen  
Lawrence Smith  
Steven & Rodeen Stein  
Amanda Venafo  
Hubert S. Vogt  
Nicholas Walker  
Hongjin Zhu

## Corporations, Foundations and Service Clubs

### \$100,000+

CIBC Foundation  
John M. & Bernice Parrott Foundation

### \$10,000 - \$49,999

Walker Wood Foundation

### \$1,000 - \$9,999

Alex & Wendy Campbell Flow Through Fund  
Benevity Community Impact Fund  
Canadian Foundation For Physically Disabled Persons  
Chevalier de Colomb Ste-Marguerite D'Youville  
K-W Sertoma Club Bingo Account  
Longo Family Foundation  
Scarborough Centre For Healthy Communities  
Scotiabank  
St. Maximilian Kolbe Catholic High School  
The John C. and Sally Horsfall Eaton Foundation  
United Way of Stormont, Dundas & Glengarry

### \$500 - \$999

Inside Edge Properities  
Ontario Public Services Employees Local 348  
St. Maximilian Kolbe Catholic High School  
Toyota Motor Manufacturing Canada Inc.





## \$250 - \$499

Charities Aid Foundation of Canada  
 CN Employees' and Pensioners' Community Fund  
 Elcan Ridge Foundation  
 Global Contract Inc.  
 Global Furniture Group  
 Lion's Club of Sydenham & District  
 Starbucks Barrie  
 United Way of Halton & Hamilton  
 United Way of Thunder Bay

## Estates

The Estate of Adele Belz  
 The Estate of Helen C. Benninger  
 The Estate of Rose E. Bernardi  
 The Estate of Kenneth N. Clayton  
 The Estate of Marcel Decock  
 The Estate of Apolonia (Pola) Hickman  
 The Estate of Carolyn J. House  
 The Estate of Faye Kaplan  
 The Estate of Nora McDonald  
 The Estate of Gerald G. Sage  
 The Estate of Gabriella Schmidt  
 The Estate of Marinus Sterr  
 The Estate of Joan Williams

## Day of Golf Sponsors

### Event Sponsor:

The Joseph Lebovic Charitable Foundation and  
 The Dr. Wolf Lebovic Charitable Foundation

### Special Donation:

CBRE Limited

### Titanium Partner:

Enginess

### Gold Partner:

Level5 Strategy Group

### Silver Partner:

JRP Employee Benefit Solutions,  
 Leith Wheeler Investment Counsel Ltd., and  
 Mathews, Dinsdale and Clark LLP

### Bronze Partner:

Hall Telecommunications Supply Ltd.,  
 Panasonic, Williams Sound, Oticon Canada,  
 Sonova Canada Inc., and POI Business Interiors

### Brass Partner:

Diatec Canada, and Vianet Internet Solutions

### Copper Partner:

Canlight Management Inc., Munjal White  
 Consulting Corporation, and Mamba Holdings Inc.

# THANK YOU!

We extend our **DEEPEST GRATITUDE** to our organization's funders for their unwavering support and belief in our mission.

Immigration, Refugees and Citizenship Canada

Employment and Social Development Canada • Fleming College • FedCap Canada

March of Dimes Canada • Ontario Ministry of Children, Community and Social Services

Ontario Health • Ontario Ministry of Health and Long-Term Care

Ontario Ministry of Labour, Immigration, Training and Skills Development • United Way

Serco Canada, Inc. • Ontario Ministry of Citizenship, Immigration and International Trade



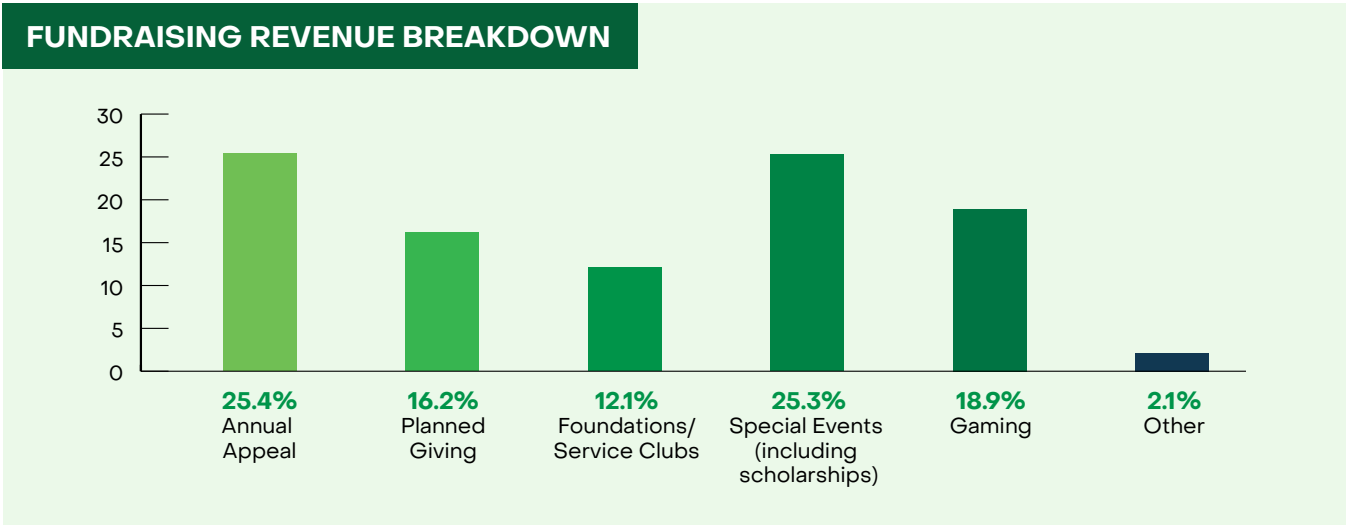
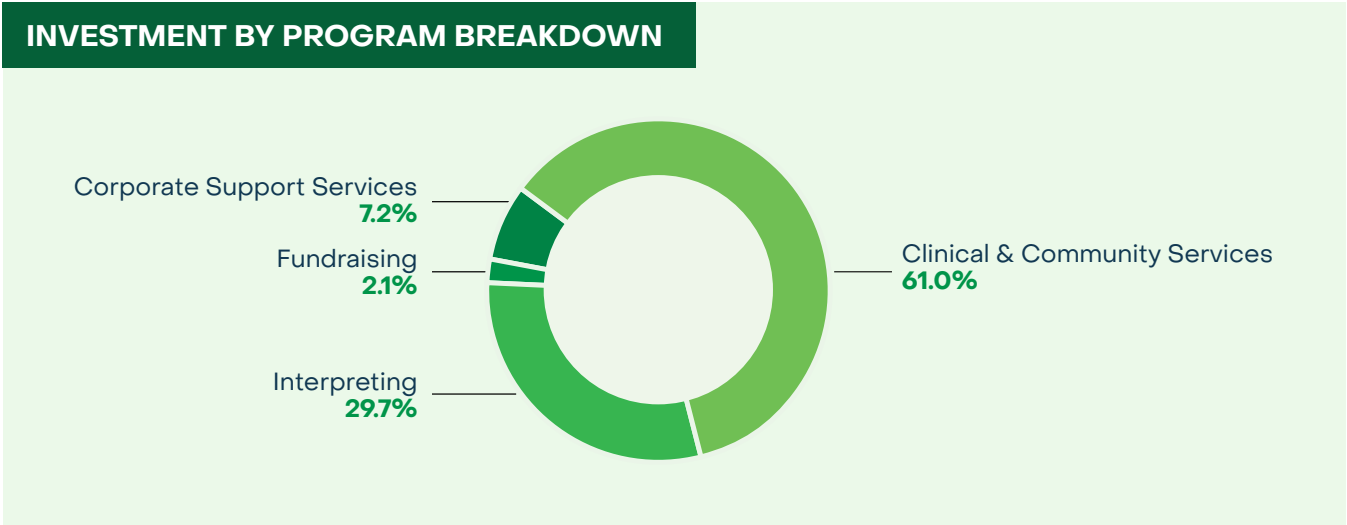
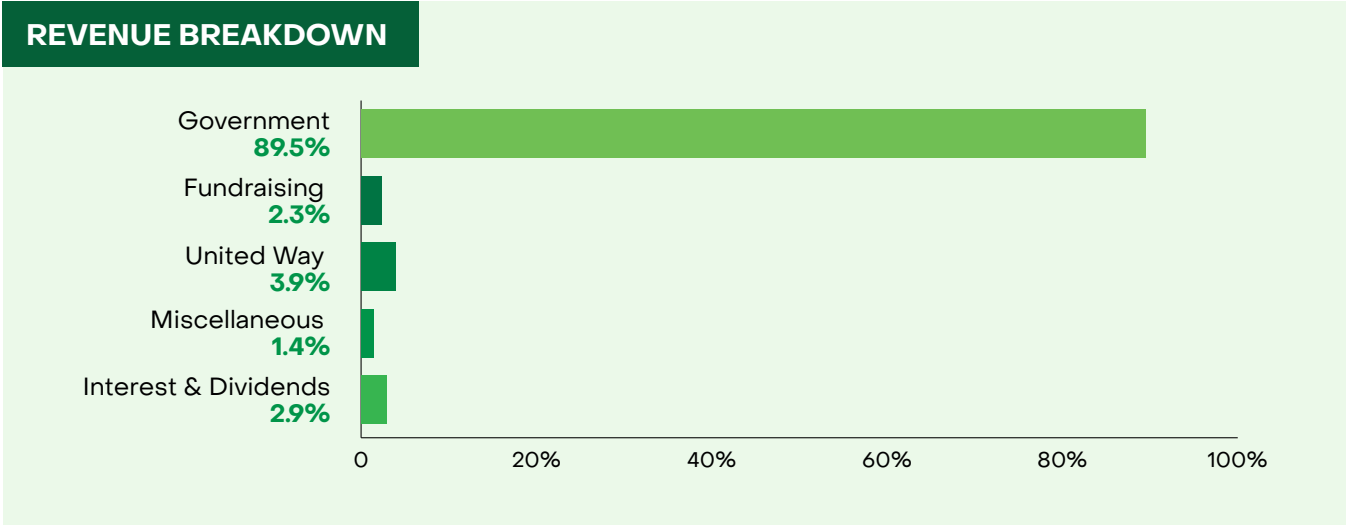
**Your generosity and commitment enable us to make a lasting impact on the lives of those we serve, and we are truly grateful for the trust you have placed in our organization.**

# FINANCIAL STATEMENTS F2022-2023

Highlights of the Statement of Financial Position	2023	2022
For the year ending March 31, 2023	\$	\$
Total Current Assets	4,822,873	5,465,718
Note Receivable	2,700,000	2,700,000
Investments	25,805,943	6,067,801
Capital Assets	2,553,858	6,150,199
<b>Total Assets</b>	<b>35,882,674</b>	<b>20,383,718</b>
Total Current Liabilities	5,150,369	5,358,493
Deferred Capital Contributions	812,733	1,040,978
<b>Total Liabilities</b>	<b>5,963,102</b>	<b>6,399,471</b>
<b>Net Assets</b>	<b>29,919,572</b>	<b>13,984,247</b>

Highlights of the Statement of Operations	2023	2022
For the year ending March 31, 2023	\$	\$
Total Revenues	26,225,934	26,353,685
Total Expenses	25,554,009	26,043,651
Excess of Revenues over expenses from operations	671,925	310,034
Fair value change in investments	(198,869)	155,002
Income from investments accounted for using the equity method	-	(204,682)
Gain on disposal of property, plant and equipment	15,462,269	-
Excess (deficiency) of Revenues over expenses	15,935,325	260,354

# FINANCIAL BREAKDOWN F2022-2023





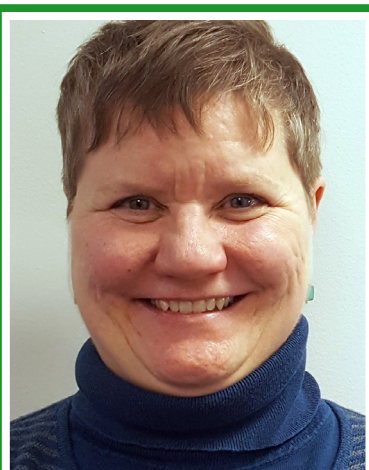
# WHY I LOVE WORKING AT CANADIAN HEARING SERVICES

**Our staff members are an invaluable asset to our organization,** bringing a diverse range of talents, skills, and experiences that enrich our work environment. Their presence fosters a culture of inclusivity, breaking down communication barriers and promoting understanding. By collaborating effectively, we leverage the diverse talents of our team, encourage innovation, and achieve our goals more efficiently. Together, we create a dynamic and inclusive work environment where everyone's contributions are recognized and appreciated.

## ALMUT VOGEL

*Speech-Language Pathologist*

“After 23 years, I continue to find the work rewarding. I feel great satisfaction as I see clients develop their communication confidence and develop skills and strategies for managing difficult communication situations.”



## SANDRA LOBO

*Coordinator, Communication Devices Program*

“I am honoured to work for 24 years alongside passionate and dedicated staff who tirelessly work to break down barriers. The services we offer our clients continuously motivates me and fulfills my need to learn and grow each day.”



## JULIA HUDSON

*Supervisor, Hearing Care Counselling*

“Every day, I feel that I am making choices to help others – coworkers, clients, and the community. I can work with others to problem-solve, create new opportunities, and better the quality of life for others.”



## MICHAL MORGAN

*Connect Counsellor*

“I believe Connect counselling improves the quality of people's lives and supports them in achieving their goals. I am constantly amazed by our clients' resiliency, strength, and growth!”



## WAYNE KING

*Manager, Employment Services*

“Canadian Hearing Services breaks down the communication barrier wall for me and makes me feel respected despite my hearing loss. My passion is to break down that same wall for all our clients.”



## NOOR RATANSI-IAMURRI

*Manager, Hearing Care Counselling & Deafblind Intervening Services*

“Canadian Hearing Services is a great place to grow my career. It's a supportive environment with great leadership that allows you to thrive, to grow, and be challenged.”







CANADIAN<sup>TM</sup>  
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RAISING THE BAR



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