



CANADIAN
HEARING
SERVICES



Proudly Canadian since 1940

Fast Facts

Empowering Lives Through Accessibility, Innovation, and Care

Proudly Canadian since 1940, Canadian Hearing Services is the nation's leader in accessibility, programs, services, education, and products that empower Deaf, Deafblind, and hard of hearing people to overcome barriers to participation. With over 85 years of experience, Canadian Hearing Services delivers leading-edge clinical and social services tailored to meet the diverse needs of the communities we serve.

Canadian Hearing Services is recognized with Accreditation Canada's highest honour, Exemplary Standing, for our commitment to quality, safety, and people-centered care. Through CHS Global Partnerships for Research & Innovation, we are the largest nonprofit in Canada funding research aimed at improving quality of life for Deaf and hard of hearing individuals. We also proudly offer scholarships to students across the country to help remove financial barriers to education.

Mission and Vision

Our mission is to deliver professional services and products that empower Deaf, Deafblind, and hard of hearing Canadians to overcome barriers to participation. Guided by our vision of a barrier-free society, we are dedicated to creating an accessible world where every person can fully participate—regardless of their hearing status.

Who We Serve

We serve tens of thousands of Deaf, Deafblind, and hard of hearing people, some of the most vulnerable, across Canada.

Many of the Deaf, Deafblind, and seniors that we service have higher than average comorbidities, are some of the most medically and socially at-risk citizens, and often live below the poverty line.

Our Impact

- In 2024–2025, we provided services to 56,745 Deaf, Deafblind, and hard of hearing individuals.
 - This included 8,068 new clients – an increase of 3.8% compared to new clients the previous fiscal year.



Provided service to **56,745** Deaf,
Deafblind, and hard of hearing individuals

- We delivered 252,013 appointments across a range of programs including:
 - Hearing Care Counselling and General Support Services
 - Audiology and Speech Language Pathology
 - Mental Health Counselling
 - Employment Services and Literacy
 - Interpreting and Translation Services
 - Deafblind Intervening Services
- 87% of the people we serve reported they were satisfied to very satisfied with our services, with 99% satisfied or very satisfied with our virtual services.



99% reported they were satisfied to very satisfied with our virtual services

How Canadian Hearing Services Helps

- Canadian Hearing Services is Ontario's largest and only Accredited provider of professional hearing healthcare programs and services.
- Canadian Hearing Services is Ontario's largest provider of Mental Health services for the Deaf, Deafblind, and hard of hearing individuals.
- Canadian Hearing Services is Ontario's largest and most specialized provider of American Sign Language Interpreting Services.
- Canadian Hearing Services operates 24/7/365 Emergency Interpreting Services for Ontario's key system stakeholders: Police, Fire, Ambulance, Hospitals, Long-Term Care Facilities, Courts, Jails and Schools.
- More than 400 Ontario Community Service Providers reach out to Canadian Hearing Services annually for specialized support.

Canadian Hearing Services is proud to lead the way in creating a more inclusive and accessible Canada. With a deep commitment to service excellence, innovation, and empowerment, we are making a lasting impact on the lives of Deaf, Deafblind, and hard of hearing people—today, and for generations to come.

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