

Annual Report

2014-2015




CHS | SCO
CANADIAN HEARING SOCIETY
SOCIÉTÉ CANADIENNE DE L'OUÏE

75
1940–2015

Proudly serving Deaf and Hard of Hearing Communities
Fière de servir les communautés des sourds et malentendants

Canadian Hearing Society As of March 31, 2015

SENIOR MANAGEMENT TEAM

Interim President and CEO: Stephanus Greeff

Chief Operating Officer: Katherine Hum-Antonopoulos

Vice-President, Finance and Chief Financial Officer: Stephanus Greeff

Vice-President, Programs and Services: Karen McDonald

Vice-President, Fundraising and Strategic Communications: Susan Main

Special Advisor to the President, Public Affairs: Gary Malkowski

Vice-President, Human Resources: Deborah Pikula

REGIONAL DIRECTORS

Kingston: Brian McKenzie

London: Marilyn Reid

Ottawa: Michel David

Peterborough and York: Maggie Doherty-Gilbert

Sault Ste. Marie and Sudbury: Silvy Coutu

Thunder Bay: Nancy Patterson

Toronto: Stephanie Ozorio

Waterloo, Peel and Hamilton: Victoria Baby

Windsor: David Kerr

PROGRAM DIRECTORS

Communication Devices Program & Accessibility Consulting Services: Jo-Ann Bentley

Counselling Services (CONNECT, General Support Services, Hearing Care Counselling Program):
Rebecca Grundy

Employment Services: Gord Ryall

Hearing Healthcare: Rex Banks

Information Technology: Jim Hardman

Marketing and Communications: Kara-Ann Miel

Ontario Interpreting Services and CART: Cheryl Wilson

Canadian Hearing Society As of March 31, 2015

BOARD OF DIRECTORS

Chair: Timothy Andrade

Vice-Chair: Mary-Lu Brennan

Vice-Chair: David Hass

Treasurer: Janice Taylor

Secretary: Stephanus Greeff

Linda Campbell

Roger Carver

Diane Gregoris

Arista Haas

Gerard Kennedy

Catherine MacKinnon

Ethan Poskanzer

Rohan Smith

Mark Wafer



On the cover: Founder and brand ambassador of snkrbox Jason Burke and family during a recent trip to the Jean-Michel Basquiat exhibit at the Art Gallery of Ontario in Toronto. With the help of CHS Employment Services, Jason received technology to help make workplace meetings accessible. For more on Jason's story, read the Spring-Summer 2015 issue of *Vibes* at chs.ca/vibes.

Photo credit: Georgia Esporlas.

MISSION

CHS is the leading provider of services, products and information that:

- remove barriers to communication
- advance hearing health
- promote equity for people who are culturally Deaf, oral deaf, deafened and hard of hearing

VISION

A society where people are respected, have full access to communication, and are able to participate without social, economic or emotional barriers.

Laying the foundation for the years ahead



Timothy Andrade
Chair, CHS Board of Directors

What an honour for me to work with CHS as Chair over the past year, with such a dedicated, talented and passionate group of directors. We remain committed to ensuring that CHS continues to be successful, thereby enabling it to identify and remove barriers to communication, advance hearing health, and promote equity for those citizens and communities we serve.

CHS is celebrating 75 years in 2015, and as such, it is appropriate to reflect on and celebrate the amazing accomplishments of the past. We cannot, however, rest on our laurels. In order to not merely “survive,” but thrive, we must continue to evolve, adapt and build.

As we move through change and transitions, we experience both challenges and opportunities. Like the leaders of many non-profits, the CHS Board and management face a daunting reality: funding remains flat for the foreseeable future, yet costs to deliver services and programs continue to increase. This, simply put, is not sustainable. Consequently, much time and effort is being invested to create winning conditions for a brighter future.

The working committees of the Board (Executive, Finance, Fundraising, and Governance) have been incredibly busy and focused. Directors have contributed positively and

enthusiastically to remarkable outcomes on so many levels. I wish to congratulate and thank the Chairs and the Directors of these groups.

In addition to regular board business, the search for a new President and CEO has been the focus of the Search Committee this year. We so look forward to completing this complex and thorough search in order to announce our next “captain.” We extend a sincere “thank you” to Stephanus Greeff, Interim CEO, who, with his senior management team, has navigated admirably during this challenging time of transition.

Thank you to the Board, CEO, management, staff, funders, donors, volunteers and members who have all contributed to CHS this past year, and for your upcoming support in the year ahead. The journey continues – and we offer only our very best to build an even better future.

Building a firm future



Stephanus Greeff
Interim President and CEO

CHS is celebrating 75 years serving Deaf and hard of hearing communities in 2015. While the year will include a celebration of and reflection on CHS’s past, the senior management team and Board remain focused on building a firm future for the organization.

At CHS, it is our goal to serve consumers, to meet their needs, to broaden and strengthen society’s understanding of accessibility, and to strive daily to live and breathe our mission and vision: removing barriers.

We are in the same position as many non-profits across Canada, with mounting pressures facing private and public funders who support social service and health agencies, and increased competition for fundraising

dollars. Government funding and fundraising dollars have traditionally been the two main funding sources for non-profits. In today’s environment, we need to make our third revenue source – earned revenue – stronger.

The organization has made a lot of changes to reduce expenses. But the reality is that we can no longer simply reduce expenses; we need to innovate and implement new projects.

This year, we looked at new ways to increase efficiency and revenue generation, including changing the way we deliver services and introducing new services like our tinnitus consultations. We also introduced a business development role. This person is working with Marketing and Communications and a number of our programs to strengthen earned revenue and program sustainability.

To ensure the best outcomes and experiences for consumers, CHS hired a Director, Quality and Accreditation and introduced a “Quality Improvement Framework” to guide us as we pursue our vision for quality

service. The framework includes the formation of a Quality Leadership Team, made up of CHS staff from across the organization who will work to identify and address areas where service quality can improve. We have also implemented an agency-wide accreditation process.

This commitment to quality programs and services is indicative of our commitment to our consumers. In the following pages, you will meet some of our consumers and learn about their stories. They are the reason we strive to be our best. We will continue to work with and advocate for them in the year ahead.

It was my pleasure to serve this year as the interim CEO while the search for a permanent CEO is underway. It is anticipated that a new leader will be appointed in 2015.

I am proud to be part of CHS and proud to be part of a great team serving the community. Thank you to everyone – our donors, our funders, consumers, volunteers, and especially our staff – for all your work and support throughout this past year.

Music to his ears

When his hearing began to decline suddenly, Ian found interacting with clients, co-workers and friends was next to impossible. But with CHS’s help, Ian has taken control of his future.

Budding businessman and musician Ian Morrison was living in downtown Toronto at age 21 when it started: His hearing had begun to decline suddenly and unexpectedly. When his cell phone rang, it sounded more like “clicks” and “pops” than a proper ring. To compound matters, his tinnitus – a ringing in his ears he’d had since age 13 – was worse than ever before.

After a trip to the audiologist, he was outfitted with a hearing aid for his left ear. A year later, after further tests, he received a second aid for his right ear. But despite this new technology, Ian was still struggling to hear properly. He was trying to grow his business, but interacting with clients, co-workers and even friends had become almost impossible.

That’s when he turned to CHS. With the help of a CHS employment consultant, Ian received hearing aids from CHS’s hearing healthcare program, assistive listening devices from CHS’s Communication Devices Program and communication strategies from CHS Counselling Services – all used to help Ian maintain his business clients.



He also received counselling to help him come to terms with his hearing loss for the first time.

Morrison is now successfully self-employed, developing websites and managing social media for his company. He has also been able to take French as a second language courses,

and continue to pursue music by playing in a jazz band.

“Throughout this process, the Canadian Hearing Society has been unbelievably supportive, providing every tool imaginable to help me accept and deal with my condition,” he says.

Employment Services at CHS helps culturally Deaf, oral deaf, deafened and hard of hearing individuals like Ian find a job, and works with employees and employers to put the right supports in place to help both succeed.

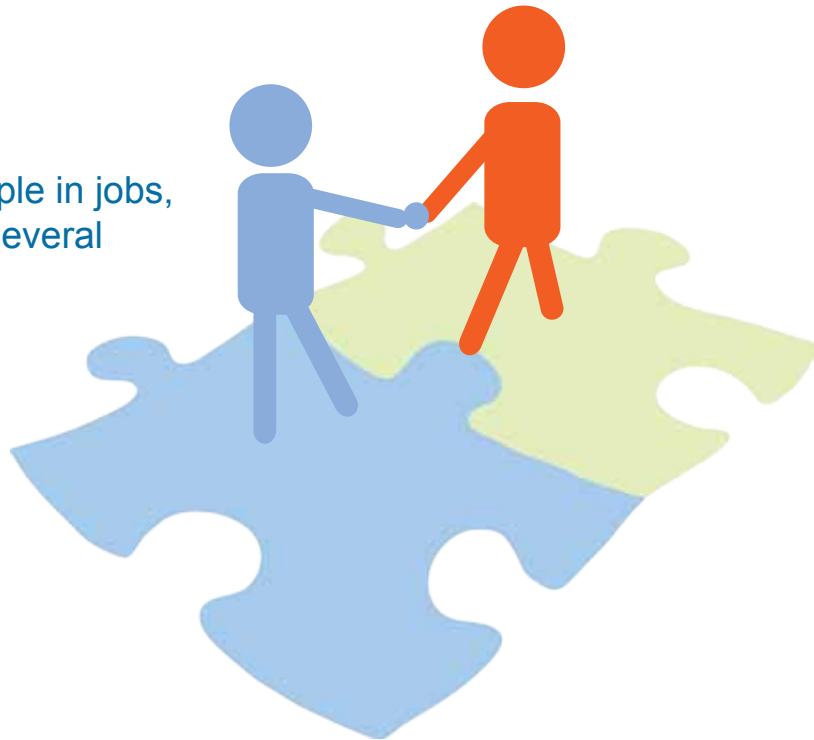


A taste of Deaf culture

In 2014, CHS helped support the creation of dozens of jobs for Deaf consumers – and the creation of a social hub which educates the public on Deaf culture – through its work with SIGNS Restaurant and Bar in Toronto. CHS took an active role in concept development for the new sign language-themed restaurant, which boasts a mostly Deaf staff serving its customers. A CHS employment specialist educated SIGNS management on the variety of communication devices available for staff and customers, assisted with staff recruitment, and helped create American Sign Language (ASL) signs for the menus. SIGNS offers a unique employment opportunity for people who are Deaf and hard of hearing, an historically underrepresented segment of the population with an estimated 37% unemployment rate. SIGNS currently employs more than 35 Deaf and hard of hearing staff.

Good Work!

In the past year, CHS placed **252** people in jobs, which saved the Province of Ontario several million dollars in income supports and generated additional tax revenue.



Making Ontario's recreation facilities accessible

CHS partnership promotes awareness and accessibility to the Ontario Recreation Facilities Association's 5,000 members

A visit to your community's recreation facility should be fun, not frustrating, but for some Deaf and hard of hearing people, gaps in accessibility and communication at recreation centres can make for an exasperating experience.

Take Jennifer: her son Harry is hard of hearing. He can lipread and uses his voice, so people sometimes forget about his hearing loss. When starting swimming lessons at a local recreation facility, the instructor assured Jennifer that Harry would have no trouble

taking part, even without his hearing aids. But once in the water, the instructor didn't take the proper steps to ensure clear communication, such as gesturing or the use of flashcards. Her words were muffled and her intentions unclear. Soon Harry was swimming off on his own, forgotten by both his instructor and his classmates. Shouldn't Harry have the same access at recreation facilities as everyone else?

In an effort to increase awareness and accessibility

at recreation facilities, CHS partnered with the Ontario Recreation Facilities Association (ORFA) as part of the EnAbling Change program with the Government of Ontario. ORFA is the largest organization of its kind in Canada, representing 5,000 members across Ontario who operate and manage recreation facilities in municipalities, educational institutions, government agencies, First Nations communities and in the private recreation sector.



The main objective of the "Creating Accessible Recreation Facilities for People who are Deaf or Hard of Hearing" project was to educate ORFA members about their obligations under the Accessibility for Ontarians with Disabilities Act (AODA) and provide practical advice on how to provide an inclusive, engaging environment by breaking down barriers to communication and ensure equitable safety at recreation centres to people who are Deaf and hard of hearing.

The project, which launched in June 2014, includes a series of videos and webinars, as well as providing access to tools, technology and resources to enhance facilities with assistive listening devices, communication, and visual technology. The videos – used at tradeshow, public events, online initiatives, resources and all media opportunities – highlight ways to create an

accessible recreation facility and deliver key messages. The videos create scenarios to demonstrate inaccessible areas in facilities and then show how to provide appropriate access through simple changes or the introduction of technology.

"The Ontario Recreation Facilities Association (ORFA) was extremely pleased to work in partnership with CHS on a project to help create accessible and inclusive environments in recreation facilities. The leadership role played by CHS and project staff created not only greater

awareness about Deaf and hard of hearing people, but provided practical solutions for owners and operating staff of recreation facilities," said John Milton, Chief Administrative Officer at ORFA.

Recreation facilities serve as the hub of most local communities and are often under the jurisdiction of the municipal government. CHS's participation in the education of ORFA's members has the potential to create a cascading effect, spreading the message of accessibility to other sectors within each community.

CHS pushing for soundfield systems to benefit all students



Jeremy dreads being called on in class – but not because he doesn't know the answers. Jeremy has hearing loss and sometimes has difficulty following the lesson. But thanks to partnerships like the one between CHS and various school boards, Jeremy will be able to participate fully in class. For many years, CHS Sudbury and CHS Toronto have been working with school boards to ensure students with hearing loss or auditory processing disorders are provided with the necessary FM or soundfield equipment to access information in the classroom. Today, CHS's reach has expanded to 13 school boards and counting. CHS provides a full service to each school board, from installation to instruction on how to use the equipment, and ongoing support.

School ties

CHS Toronto provides classroom assistance to more than 100 students via nearly 250 soundfield systems.

CHS's circle of care

Hiroko came to CHS looking for better hearing aids – but came away with a better life

A few years after moving to Canada from Japan, Hiroko Morrison was watching TV with friends when they all started laughing. She thought she had been following along with the program, but she didn't know what was so funny. Because of her hearing loss, situations like this were becoming more and more frequent. She was tired of missing the joke.

That's when her family doctor referred her to CHS. As a first step, Hiroko was given a hearing test to determine the nature of her hearing loss

through CHS's hearing health-care program. From there, she was given better-fitting hearing aids and strategies for coping with her hearing loss, while a speech-language pathologist helped her improve her communication skills.

But CHS's help for Hiroko didn't stop there. She received emotional support and guidance from a CHS counsellor. A CHS employment consultant helped her land a job. She purchased assistive listening devices through CHS's Communication Devices Program.



She even participates in a self-help group for practicing English conversation.

Hiroko discovered CHS's circle of care, benefitting from a wide range of services and programs – all working together to help her lead her best life.

With CHS's help, Hiroko now has a nursing job, hearing aids, and a whole lot more confidence. "Today, I hear better, so I have more confidence for socializing, working and having fun in my private life. Thank you, CHS."

Hiroko Morrison (centre in blue top) surrounded by the numerous staff and support workers who made up her circle of care at CHS.



Success of tinnitus program

In 2013, CHS launched tinnitus consultations at its Hearing Clinics Plus offices. In 2014-2015, interest in tinnitus consultations at CHS saw a dramatic increase. The number of consultations provided doubled from the previous year, creating thousands of dollars in new revenue. Tinnitus, a ringing, buzzing or pulsating sound in the ear, affects about 10-15% of the population. As part of tinnitus retraining therapy, CHS audiologists work with consumers to discover what could be causing the condition, ways to address it, and referrals to medical personnel or for other specialized testing.



Doubling up

In the past year, tinnitus consultations provided by CHS offices **doubled** from the previous year.

Adjusting to a new life in Canada

“It’s challenging to go about daily life when you struggle to understand everyone around you. If CHS was not here to provide support, I don’t know where I’d go for help.”

Sami was a teenager when he moved with his father and siblings from Sri Lanka to Canada in search of a better life. Sri Lanka can be a dangerous country to live in, and the quality of education was poor – especially in schools for the Deaf. When Sami arrived in Canada, he enrolled in a school for the Deaf, but with little knowledge of American Sign

Language (ASL), it was challenging at first. He was amazed to discover there were Deaf teachers, and that classes were taught in sign language. (In Sri Lanka, most of Sami’s teachers were hearing and many did not sign). It was not long before he became comfortable with ASL, making new friends and playing sports.

After graduating high school, Sami found himself on his own for the first time. He knew he needed more help to adjust to Canadian life, overcome communication barriers and become independent. That’s when he was referred to CHS. As a multi-service organization, CHS was able to provide service to Sami in many ways:



- Counsellors helped Sami acquire government identification and other documentation to access services.
- Employment Services helped him find his first job and train him.
- Support counsellors assisted Sami with managing his money, budgeting appropriately and setting up accounts with the bank.
- CHS helped him through the immigration process and helped him communicate with his lawyer and government departments.
- CHS has arranged regular interpreting services and equipment so he can keep in touch with his family in Sri Lanka via Skype.
- Most recently, Sami has enrolled in a basic English

literacy program offered by CHS. The teacher uses ASL to teach him English. Sami hopes to learn English well enough to enrol at Loyalist College. Sami is now able navigate the community and connect with the services he needs. With CHS’s help, Sami will achieve his goal of becoming fully independent and raising his own family in a safe and accessible environment.



Sign language classes present new life opportunities

Vicki Brown was working with children who have special needs, including three who use some sign language to communicate. She learned a few basic signs, but she wanted to learn the language so she could better serve her clients. So she came to CHS to learn American Sign Language (ASL). She loved the class’s small group setting, effective curriculum, and opportunities to grow as a student. After continuing to progress to higher and higher levels of proficiency, another opportunity presented itself: a job as a hostess at sign language-themed SIGNS restaurant. Her decision to learn ASL at CHS has started her on a new path in life, with new friends and exciting opportunities. “I’m still learning about Deaf culture and the language, and I’m looking forward to continuing this journey at CHS,” she says.

Commitment to language



To better serve consumers in their first language, the American Sign Language Proficiency Program saw 142 seats filled by CHS staff in ASL classrooms agency-wide.

Coping with hearing loss

After Leonard woke from a nap to find he was deaf in one ear and had severe tinnitus in the other, he was feeling sad, helpless and depressed – until his wife brought him to CHS

After laying down for a nap one afternoon, Leonard woke up to discover he had lost his hearing in one ear and had severe ringing in the other. Soon after the initial discovery, an Ear, Nose and Throat doctor prescribed medication with the hope that Leonard’s hearing might return. But it didn’t return and the ringing, known as tinnitus, remained very loud and disturbing.

Leonard was feeling sad, helpless and frustrated. His life as he knew it had come to a halt. That’s when his wife called CHS. With the guidance of a CHS counsellor, Leonard and his wife learned about the anatomy of the ear and reviewed his hearing test results, which gave them a better understanding of hearing

loss. Leonard also learned about his tinnitus, and was given concrete steps to help cope with the stress, including ways his wife could offer support and tips to sleep better at night. Though Leonard had felt skeptical that talking about his problems would help, after meeting with his CHS counsellor, he says his



confidence and self-esteem are improving and he feels comforted knowing that he has a plan in place – and someone to turn to.

At CHS, we offer a wide range of free counselling services to support culturally Deaf, oral deaf, deafened and hard of hearing individuals and their families find healthy solutions to life’s challenges.

The solution may be as simple as helping fill out an application for a health card or as complex as finding ways to end an abusive relationship.

CHS’s Counselling Services staff members are social workers and general counsellors, and have expertise in dealing with issues specific to our consumers.

Our services are confidential and provided in an accessible environment using American Sign Language (ASL), la langue des signes québécoise (LSQ), note-taking, real-time captioning and amplification devices as required. These services, dependent on region, are funded by the Local Health Integration Network and the United Way, as well as by revenue generated from our hearing aid sales.



Beating the holiday blues

The holiday season is intended to be a time of joy and peace, but for many it can be stressful. The pressure of attending seasonal gatherings, financial worries, or even braving the mall for holiday shopping can all contribute to stress. CHS recognized that these stressful situations can be unique for people who are Deaf or hard of hearing and responded by creating a video blog offering tips on coping with stress during the holiday season. The video was presented in American Sign Language (ASL) with closed captions in English and served as another way in which CHS Counselling Services worked to ensure good mental health for consumers.

Thousands served

Last year, CHS Counselling Services served 7,400 clients.



2014–2015 Highlights



Sightline to Safety

Sightline to Safety, a fire safety program for Deaf and hard of hearing residents launched in 2013 by Fire and Emergency Services in Brockville, Peterborough and Severn, has continued to grow in Ontario with CHS's help. Last year, CHS provided training and information on the program and outreach to Deaf and hard of hearing communities in Belleville, Leeds and Grenville. CHS staff provided training to firefighters, dispatchers and volunteers to increase their understanding of the communication needs of people who are Deaf and hard of hearing. Outreach to encourage other fire departments to join the program is ongoing.



Barrier-Free Education Project

Launched in 2008, the Barrier-Free Education Project was developed by CHS and funded by the Ministry of Education to assist school boards in creating a more inclusive barrier-free learning environment for Deaf and hard of hearing students. The final phase of the project, to be completed by summer 2015, will see the creation of professional development webinars, a classroom accessibility guide and a mental health guide, with the goal of increasing access to education and support for Deaf and hard of hearing students.



Text 911

Text 911, a service which gives people who are Deaf and hard of hearing the ability to text 911 in the event of an emergency, continued its expansion across the country last year. The service is now available in many areas in Ontario, Alberta, British Columbia, Manitoba and Nova Scotia. CHS has been working diligently with the Canadian Radio-television and Telecommunications Commission (CRTC) for the last few years to make Text 911 a reality.



How Do You Communicate?

As part of Speech and Hearing Awareness Month in May 2014, CHS launched "How Do You Communicate," a social media campaign designed to spark conversation about the communication bridges between people who are Deaf, hard of hearing and hearing. The campaign prompted numerous responses across various social media platforms from people sharing how they communicate in their daily lives.



Accessibility for theatres

CHS Hamilton worked with Theatre Aquarius to educate audiences attending the performance of Tribes – a play about a young Deaf man growing up in a hearing family – about accessible theatre experiences. CHS provided a booth with communication devices, brochures and materials to educate patrons on hearing loss, communication devices and other CHS services for the play's two-and-a-half week run in May at the Hamilton-based theatre.



Hard of Hearing for a Day

More than 23 residents of Chatham-Kent experienced the sensation of hearing loss by participating in CHS "Hard of Hearing for a Day" event. Residents from the area wore custom-made earplugs to simulate hearing loss. The one-day event, held during Speech and Hearing Awareness Month, brought awareness about the communication challenges that people with hearing loss may experience. Participants included the mayor of Chatham-Kent, council members, school board members, teachers, students, radio hosts and other community members.

2014–2015 Highlights



Mayoral Debate on Disabilities

On Sept. 22, 2014, more than 150 individuals living with disabilities, their friends and families, and members of the community had the opportunity to learn how Toronto’s leading mayoral candidates would ensure a more accessible and inclusive city for all residents. In partnership with several community agencies, CHS assisted in making the event accessible with the provision of American Sign Language interpretation, real-time captioning, Deaf Interpretation, augmentative communication facilitation and attendant services.



Improving access to education

A CHS position paper issued in December 2014 highlights the undue financial hardship and discrimination many Deaf and hard of hearing students face in their post-secondary studies. The paper recommends collaborative and targeted action with key stakeholders to develop a coordinated response to address the serious barriers facing Deaf and hard of hearing students in order to ensure equitable and meaningful access to education. CHS’s position on education for its consumers was mentioned in the *London Free Press* and the *Toronto Star*.



Improving specialized services

In January 2015, CHS issued a position paper outlining the challenges, gaps and barriers faced by people who are Deaf or hard of hearing in need of specialized services such as mental health, counselling, employment and literacy services. The paper notes the growing trend to eliminate specialized services, while offering recommended actions to improve existing service. Letters to the editor outlining the issues facing specialized services were published in the media, including the *Toronto Star*.



Community award

On Jan. 27, 2015, CHS London was honoured by the City of London for its valuable contributions to the Deaf and hard of hearing community. CHS was selected as part of the Featured Community Organization program for its work in providing specialized services and supports for residents of London who are Deaf or hard of hearing. The program, in place since 2002, recognizes the important contributions to the community of non-profit organizations and their volunteer members.



CHS 75th anniversary

On March 11, 2015, CHS kicked off its 75th anniversary of serving Deaf and hard of hearing communities with a community celebration, simulcast from 17 offices across Ontario, from Windsor to Thunder Bay to Ottawa. The event featured virtual and in-person presentations, displays, demonstrations and tours. Members of the Deaf and hard of hearing communities, former staff, board members, community partners and donors attended their local CHS office for the province-wide celebration.

Financial Review

For the year ended
March 31st, 2015

Stephanus Greeff, CGA

Vice-President, Finance and
Chief Financial Officer



Overall, CHS ended the year in an improved financial position. CHS worked hard to deliver key programs and services to Deaf and hard of hearing people through the diligent efforts of our staff and supporters

Revenues

Despite flat base funding from the government and the United Way, CHS operating revenues increased by \$1,122,142 over the prior year, with a related decrease in expenditures of \$1,350,369, resulting in an operating fund surplus compared to last year.

Revenues from fee-for-service programs and product sales increased by 2.6% as we continue to enjoy success from a number of initiatives undertaken by programs in partnership with Business Development and Marketing and Communications designed to build a firm future.

Fundraising had a successful year, receiving \$1.7 million in

bequests, of which \$1.2 million has been designated for future use.

Last year's one-time funding for various infrastructure projects was not repeated in 2015, contributing to the decrease in government funding. Grants from United Ways are down slightly as some struggled to meet their fundraising goals.

Expenses

In 2014, some programs were restructured, which resulted in lower salaries and benefits in the current fiscal, realizing a savings of \$632,063.

Service costs are down due to renegotiated professional corporate fees (legal, accounting, insurance) and the

completion of several project consulting contracts.

Office, program, and promotion costs are up slightly as we continue to enhance our services, increase CHS's profile, and invest in some minor upgrades to our technology.

Occupancy costs are down from last fiscal, when we undertook extensive parking garage repairs.

Professional development, travel and client assistance costs have remained the same or fluctuated slightly as the agency maintained service delivery levels.

Surplus

CHS ended the year with an operating surplus of \$1,063,139 due to a combination of increased product sales, reduced spending and the generosity of our donors. This surplus has been utilized to transfer \$730,000 to the designated funds for future use with the remaining surplus directed to reducing the accumulated deficit from previous years.

Designated funds

The designated funds (including the endowments) ended the year with a surplus as a result of the bequests received and positive investment returns. Designated

funds expenditures were used to increase public awareness, launch our quality initiative and undertake building envelope repairs at head office. Currently, the designated funds total \$5.4 million. The investments generated 7.2% of investment income for the year.

Working capital

We have improved our cash situation by eliminating the bank overdraft and ending the year with a positive cash balance. Management continues to work hard to improve our working capital, resulting in a current ratio of 0.89 compared to 0.77 last year.

In summary

We have improved our financial situation and will continue to make changes to ensure the sustainability of our programs and services for many years to come. We have demonstrated fiscal responsibility in a transitional year and we will continue to be challenged to do more with less in the future.

CHS gratefully acknowledges the support we receive from donors and the funding we receive from the United Way and the municipal, provincial and federal governments.

Canadian Hearing Society
Statement of Financial Position
As at March 31, 2015

	2015				2014
	Operating fund \$	Designated funds \$	Endowment funds \$	Total \$	Total \$
Assets					
Current assets					
Cash	901,984	-	-	901,984	-
Grants receivable	215,660	-	-	215,660	291,082
Accounts receivable	1,550,910	-	-	1,550,910	1,625,033
Inventory	503,929	-	-	503,929	518,663
Other assets	266,081	-	-	266,081	96,332
Interfund receivable	-	570,367	-	570,367	626,586
Restricted investments	-	-	-	-	963,053
	3,438,564	570,367	-	4,008,931	4,120,749
Investments	-	4,301,831	497,404	4,799,235	3,910,773
Property, plant and equipment	4,045,564	-	-	4,045,564	4,144,272
	7,484,128	4,872,198	497,404	12,853,730	12,175,794
Liabilities					
Current liabilities					
Bank indebtedness	-	-	-	-	1,369,172
Accounts payable and accrued liabilities	1,771,648	-	-	1,771,648	1,235,362
Amount repayable to funders	266,844	-	-	266,844	201,479
Deferred revenue	1,269,059	-	-	1,269,059	1,286,444
Interfund payable	570,367	-	-	570,367	626,586
	3,877,918	-	-	3,877,918	4,719,043
Sick leave benefit liability	1,274,000	-	-	1,274,000	1,210,040
	5,151,918	-	-	5,151,918	5,929,083
Fund Balances					
Operating fund					
Property, plant and equipment	4,045,564	-	-	4,045,564	4,144,272
General	(1,713,354)	-	-	(1,713,354)	(2,144,801)
Designated funds	-	4,872,198	497,404	5,369,602	4,247,240
	2,332,210	4,872,198	497,404	7,701,812	6,246,711
	7,484,128	4,872,198	497,404	12,853,730	12,175,794

Canadian Hearing Society
Statement of Operations
For the year ended March 31, 2015

	2015				2014
	Operating fund \$	Designated funds \$	Endowment fund \$	Total \$	Total \$
Revenue					
Grants					
Province of Ontario	20,613,418	-	-	20,613,418	21,152,819
Federal and other	516,138	-	-	516,138	525,445
Sales of goods and services	9,546,224	-	-	9,546,224	9,299,947
Regional United Way contributions	1,600,277	-	-	1,600,277	1,640,666
Fundraising and gaming activities	2,482,804	334,973	304,432	3,122,209	1,705,305
Gain on sale of equipment	39,760	-	-	39,760	-
Interest and dividends	5,125	115,244	5,502	125,871	117,573
	34,803,746	450,217	309,934	35,563,897	34,441,755
Expenses					
Salaries and benefits	23,277,013	220,157	-	23,497,170	24,129,233
Cost of sales	3,562,232	-	-	3,562,232	3,455,678
Office and program costs	2,203,109	9,500	-	2,212,609	2,049,752
Occupancy	1,951,130	173,215	-	2,124,345	3,017,653
Service costs	808,919	33,840	-	842,759	1,182,712
Professional development and travel	1,147,151	20,995	-	1,168,146	1,131,199
Promotion and gaming	553,531	59,398	-	612,929	433,627
Amortization of property, plant and equipment	98,708	-	-	98,708	82,006
Bad debts	65,093	-	-	65,093	13,396
Client assistance and other	73,721	47,549	-	121,270	160,374
	33,740,607	564,654	-	34,305,261	35,655,630
Excess (deficiency) of revenue over expenses from operations	1,063,139	(114,437)	309,934	1,258,636	(1,213,875)
Fair value change in investments	-	186,655	9,810	196,465	332,655
Excess (deficiency) of revenue over expenses for the year	1,063,139	72,218	319,744	1,455,101	(881,220)

thank you / merci

Many individuals and organizations have responded to our call to action this year, providing valuable, much-needed support. Though this Annual Report recognizes donors at the \$250+ giving level, we thank each and every CHS donor for helping us achieve our mission.

While every effort is made to ensure that the list of donors is complete and accurate, we apologize for any errors or omissions.

Des particuliers et des organisations ont répondu en grand nombre à notre appel à l'action cette année, nous offrant un soutien précieux et fort nécessaire. Bien que ce rapport annuel reconnaisse les donateurs de niveau 250 \$ et plus, nous remercions sans exception tous les donateurs de la SCO de nous avoir aidé à réaliser notre mission.

Malgré le soin que nous apportons à l'établissement d'une liste de donateurs complète et exacte, nous vous prions d'excuser d'éventuelles erreurs et omissions.

Butterfly Societies / Sociétés « Butterfly »

CHS's major donors join a "flock" of butterflies in recognition of their generous gifts to people who are culturally Deaf, oral deaf, deafened and hard of hearing. Butterflies symbolize the miracle of transformation and parallel the experience of many Deaf and hard of hearing individuals who, with the support of CHS programs and services, emerge ready to spread their wings. Also, most butterflies are deaf.

Les principaux donateurs de la SCO se voient attribuer un papillon en reconnaissance de leur généreux soutien aux personnes culturellement Sourdes, sourdes oralistes, devenues sourdes et malentendantes. Ces papillons symbolisent le miracle de la transformation et représentent bien l'expérience de nombreuses personnes sourdes et malentendantes, à qui le soutien des programmes et services de la SCO permet de déployer leurs ailes. Ce symbole a également été choisi parce que la plupart des papillons sont sourds.

We thank these individuals for making a commitment in their Will of a future gift to CHS.

Nous remercions ces personnes de s'être engagés à faire, par testament, un don à la SCO.

Swallowtail Butterfly Bequest Society

Dr. Joanne DeLuzio
Rhonda Hawkings
Bruce Hawkings
Katherine Hesson-Bolton
Wharton Hood
Wayne & Debbie King
Shirley McHugh
Marian McLeod
Marilyn Moore
Maurice Villeneuve
Paul Wyszowski
Anonymous (2)



Green Longwing Butterfly Society \$10,000+

Carol Williams, in memory of Gladys Keillor
Anonymous (2)



Red Admiral Butterfly Society \$5,000–\$9,999

Amelia Wiley



Red-Spotted Purple Butterfly Society 2,500–\$4,999

Dr. Marshall Chasin
David Hass & Mary Federau
Diane & David Gregoris
Susan Main
David Pauli
John Rhind
Ken Rotenberg



Monarch Butterfly Society \$1,000–\$2,499

Adriatic Insurance Brokers Ltd.
Victoria Baby
Rex Banks
Ralph M. Barford
Helen Joan Beattie
Christopher Beckett
Mary-Lu L. Brennan
Capri Electric
Frances Cowan
L. Frances Dawson
Maggie Doherty-Gilbert
Catherine Elliot Shaw, in honour of Winona Elliot
Henry & Wendy Ens
Gay Evans
Stephanus Greeff
Douglas E. Hazelton
Timen Ho
Adrienne Hood
Katherine Hum-Antonopoulos

Monarch Butterfly Society \$1,000–\$2,499

E. Grace Hyam
Michael & Catherine Kavanagh
Elliott & Elizabeth Knox
Thong Ling
Gary Malkowski
Karen McDonald
Brian McKenzie
Carl McMillan
Orville Miller
Deb Pikula
Ethan Poskanzer
Wendy Quick
Marilyn Reid
John Scott
Robert Sherrin
Brahm Spilfogel
Kathryn Troubridge
Dr. Phillip Wade
Mark Wafer



Spring Azure Butterfly Society \$500–\$999

Timothy Andrade
Virginia Ashberry
Darrin Ballard
JoAnn Bentley
Susan & David Bethune
Emilien J. Bolduc
Norm Busby
Roger Carver
Maurice & Enid Corbett
W. E. Couling
Silvy Coutu
John Craig
David Currie
Aldo Defend
Alain Duffieux
Douglas & Mary Dymont
Gerald Fahy
Sharon Fineberg
Mary H. Garvie
Gillian Gillison
Juanita Gledhill
Barbara Goldring
Rebecca Grundy
Arista Haas
Helen Haas

Spring Azure Butterfly Society \$500–\$999

James Hardman
Patricia Harris
Home Trust Company
Dikran Islemeci
Serge Jusyp
Audrey Kenny
Chris Kenopic
David Kerr
Wayne & Debbie King
John Lalley
Joyce Lange
Jay Leather
Mary Lumgair
MacFeeters Family Fund, Toronto Foundation
Sandra & Gary Mackay
Stuart & Patricia MacKay Family Fund, Toronto Foundation
Catherine MacKinnon
John Martinez
Susan Mathews
Marjorie McGoeys
Allan McKay
Joyce McMurray
Julie Middleton
Kara-Ann Miel
Stephanie Ozorio
Dr. Elizabeth R. Perera
Dixie I. Peters
Betty Rogers
Gordon Ryall
Joan A. Saviskas
Joanne Seto
Douglas Shaw
Nan Shuttleworth
Rohan Smith
Sheila Stahl
Lynn Sveinbjornson
Robert Tener
Susan Torrance
Helen Vidian
Maurice Villeneuve
Joyce & C. E. Warren
Gary Weddel
E. Joan Williams
Audrey A. Willson
Geoff & Eileen Wilson
Mark Zaretsky
Jane Zeidler
Anonymous (1)

thank you / merci

** indicates Friend of the Society monthly donor/indique un ami de la Société que effectue des dons mensuels

Individual donors/Donateurs individuels

\$250–\$499

Peter Armour
Leighan Basadur
Anne Baxter
Thomas Bell **
Wilhelmina Bentley
Swami Bhajananda
Julie Burdon **
Peter Cameron
Dr. Linda Campbell **
Derek Caron
John S. Carruthers
Paul Casey
Marek Cichecki
Jonathan Clifford
John Clohosey
William & Gloria Coats **
Luisa Condolo
Edith Daly
Ailsa Davies **
Zella Dawkins-Anton
John Deakos
Bonnie Dietz
Dr. Joseph Dooley **
Betty Dymond
Jean Fisher
Glenn Fortin
Geoffrey Francis
George & Lynne Frank
Juanita Gledhill
Diana Goldsborough
John R. Goode
Robert A. Goodings
Lee Greenberg
Lorne Groves
David Hall
Danelle Hames
Moe Hanley
Earl Hawkes
Katherine Hesson-Bolton **
Jane G. Hill
Barry Holmes
Joan Hood
David Inman **
Rachel James **
Charles Jamieson **
Jet Reports
Chris Kapches
Shashi Kazim

Individual donors/Donateurs individuels

\$250–\$499

Jim Kenward
Sherry King **
Paul Knoefel
Saul Koschitzky
Karin Leung
Douglas Lindeblom
Richard Margison **
Debbie Martin **
Natalie McAlonen **
Sinc McEvenue
Julia McIntyre
June McLean
Rikki Meggeson
Marianna Middelberg
Stephan Mirsky
Leonard Mitchell **
Francisca Morneault-Rouleau
Anne M. Myers
Edward & Donia Neczkar
Corinne Nemy
Shelly Norris
Geraldine O'Meara
Ian Ostrowerka
Jeanette M. Parsons **
Stephen Paterson
Adam Peer
Tony Puppi
Cecille Ratney
Douglas Reid **
Lesley Rogers **
Gioconda Rosati
Shanna Rosen
Muhammad Saleem **
Carol Shea
Janet Shetler
Nancy Simpson
Peter H. Skelton
Lillian Sparvier **
Alan Steane
Raj Thakur **
Allison Towse
Algis Vaisnoras
Nicholas Walker
Ellen West **
Gayle & Steve Wilson **
Leib Wolofsky

Bequests (Estates of)/ Legs (Succession de)

The Estate of Sharon Bjorklund
The Estate of Alice Cameron
The Estate of L. H. Coneybeare
The Estate of Stella L. Hamilton
The Estate of Margaret Harris
The Estate of Helen Howison
The Estate of Gertrude Ellen Hunter
The Estate of Inge Kramer
The Estate of Charlotte Lavigne
The Estate of Joseph L. McCormick
The Estate of Donald McDonald
The Estate of Gertrude Moulton
The Estate of Anne S. Sanderson
The Estate of Howard S. Smythe
The Estate of L. G. Wright
The Estate of Dorothy A. Wurker

Gifts made in memory of:/ Dons faits en memoire de:

William Alcamo
Harriet Archer
Gordon Ariss
Alice Askin
Tiberio Barbosa
Craig Barnes
Ray Berard
Daniel Blommaert
John Braithwaite
Frank Brown
Marian Busby
May Carney
Walter Cecchini
Deborah Cescolini
Doug Cronin
Roger Cunningham
Dorothy De La Fosse
Isabel Deadman
Frank Florio
Leonard Fox
Roger French
Joyce Gerow
Christina Giammattolo
Wayne Goodchild
John Gregory
Albert Huot
Marilyn Hutchinson
Jack Katz

Gifts made in memory of:/ Dons faits en memoire de:

Gladys Keillor
Shirley Kuzyk
Avela Lamer
Charlotte Lavigne
Bernard Leather
Celine LeBlanc
Marion Lebreche
Jean MacKenzie
Gianni Manganelli
Ernst Mantei
Andrea Mantha
Ann McKelvey
Rita McKenzie
Carol Meloche
Ruby Miller
Mabel Mitchell
Brenda Muir
Mike Ogden
Olive Ogg
Michael O'Neill
Ruth Parchak
Reginald Paterson
Millie Poland
Ralph Poutanen
Michele Purdy
Zaim Razack
Floyd Rock
Aliette Sauve
Barney Sheffield
Willie Simon
Robert Smith
Agnes Spraml
Douglas James Stockley
Johan Svee
Brian Symington
Enzo Tortolo
Irene Tucker
Florence Turner
Joanne Wagg
James Walker
Jimmy Walker
Patricia Wright
Martin Wunder
Helen Young
Ronald Zimmer
Albert Zrihen

Institutional donors/ Donateurs institutionnels

\$50,000+

John M. & Bernice Parrott Foundation

\$20,000–\$49,999

Lions Homes for Deaf People
TD Bank Group

\$10,000–\$19,999

Lions International A3
RBC Foundation
Sertoma/LaSertoma Foundation of Waterloo Region
The Sertoma Foundation of Canada

\$1,000–\$9,999

The Ralph M. Barford Foundation
Boland Foundation
CN Employees' and Pensioners' Community Fund
The Cadillac Fairview Corporation Limited
Benevolent and Protective Order of Elks 82
Enterprise Rent A Car Canada Foundation
Hydro One Employees' and Pensioners' Charity Trust Fund
Innoweave, an initiative of J.W. McConnell Family Foundation
Kawartha Credit Union
Leith Wheeler Investment Counsel Ltd.
North Bay Lions Club
Lions Club of Sudbury
Manulife Financial
May Court Club of Brockville
J.W. McConnell Family Foundation
Ralph & Maureen Phillips Family Foundation
Order of the Royal Purple Lodge 14

\$500–\$999

Delta Kappa Gamma Society
Great Lakes Power Ltd.
Horizon Employees' Charitable Fund
Lions Clubs International - District A-4
Lions Club of Peterborough
London Hydro - Ecco Fund
Knights of Columbus St. Vicent De Paul 9528

\$500–\$999

Ottawa Childbirth Education Association
Paquette & Paquette Professional Corporation
Riverside Group
Telus Communications

\$250–\$499

Forrest Home United
The Miriam & Harold Green Family Foundation
Iroquois-Matilda Lions Club
Morrisburg & District Lions Club
Lions Club Of Niagara Falls
Northshore Property Management
OPG Employees' & Pensioners' Charity Trust
Nick & Lynn Ross Charitable Foundation
Royal Canadian Legion Branch 560
Kitchener Waterloo Sertoma Club
Motor City Sertoma Club

Event sponsors/ Commanditaires d'événements

\$1,000+

Core Media Inc.
Food Dudes
Siemens
Studio Next
Toronto Professional Fire Fighters' Association
Unitron Hearing
Westjet

\$250–\$999

Campagnolo
Canlight Hall Management
Cochlear Canada Inc.
Complete Hearing Health Ltd.
Fairmont Royal York
Holiday Inn Midtown
IBM
Integrated Packaging
Jet Reports Canada Inc.
Linamar Corporation
Jed MacKay
Odyssey Time Inc.
Scaramouche
Le Centre Sheraton Montreal Hotel
Supreme Basics
Gordon Young

HEAD OFFICE/siège social : 271 Spadina Road, Toronto, Ontario M5R 2V3
Phone/Tél.: 416.928.2500 • Toll-free Phone/Tél. sans frais: 1.877.347.3427
Toll-free TTY/ATS sans frais: 1.877.216.7310 • Fax/Téléc: 416.928.2506
Email/courriel : info@chs.ca • Website/site web: chs.ca

BARRIE
64 Cedar Pointe Drive
Suite/bureau 1412
Barrie, ON L4N 5R7
Phone/Tél.: 705.737.3190
TTY/ATS: 1.877.872.0585
Fax/Téléc: 705.722.0381

BELLEVILLE
Bayview Mall
470 Dundas Street East
Unit/bureau 51
Belleville, ON K8N 1G1
Phone/Tél.: 613.966.8995
TTY/ATS: 1.877.872.0586
Fax/Téléc: 613.966.8365

BRANTFORD
225 Colborne Street
Suite/bureau 139
Brantford, ON N3T 2H2
Phone/Tél.: 519.753.3162
TTY/ATS: 1.877.843.0370
Fax/Téléc: 519.753.7447

CHATHAM-KENT
75 Thames Street
Suite/bureau 201
Chatham, ON N7L 1S4
Phone/Tél.: 519.354.9347
TTY/ATS: 1.877.872.0589
Fax/Téléc: 519.354.2083

CORNWALL
(By appointment only)
4 Montreal Road
Suite/bureau 203
Cornwall, ON K6H 1B1
Phone/Tél.: 1.877.866.4445
TTY/ATS: 1.888.697.3650
Fax/Téléc: 1.613.521.0838

DURHAM Region
Braemor Center Plaza
575 Thornton Road North
Unit/bureau 7
Oshawa, ON L1J 8L5
Phone/Tél.: 905.404.8490
Toll-free/sans frais: 1.800.213.3848
TTY/ATS: 1.888.697.3617
Fax/Téléc: 905.404.2012

ELLIOT LAKE
(By appointment only)
c/o St. Joseph's General Hospital
70 Spine Road
Elliot Lake, ON P5A 1X2
Phone/Tél.: 705.848.5306
TTY/ATS: 1.877.634.0179
Fax/Téléc: 705.848.3937

+ HAMILTON
21 Hunter Street East, 2nd Floor
Hamilton, ON L8N 1M2
Phone/Tél.: 905.522.0755
TTY/ATS: 1.877.817.8208
Fax/Téléc: 905.522.1336

KINGSTON
Frontenac Mall
1300 Bath Road, Unit/bureau D4
Kingston, ON K7M 4X4
Phone/Tél.: 613.544.1927
TTY/ATS: 1.877.817.8209
Fax/Téléc: 613.544.1975

LONDON
181 Wellington Street
London, ON N6B 2K9
Phone/Tél.: 519.667.3325
TTY/ATS: 1.888.697.3613
Fax/Téléc: 519.667.9668

+ MISSISSAUGA
2227 South Millway
Suite/bureau 300
Mississauga, ON L5L 3R6
Phone/Tél.: 905.608.0271
Toll-free/sans frais: 1.866.603.7161
TTY/ATS: 1.877.634.0176
Fax/Téléc: 905.608.8241

MUSKOKA
(By appointment only)
175 Manitoba Street
Suite/bureau 103
Bracebridge, ON P1L 1S3
Phone/Tél.: 705.645.8882
Toll-free/sans frais: 1.877.840.8882
TTY/ATS: 1.877.872.0585
Fax/Téléc: 705.645.0182

NORTH BAY
140 King Street West
Unit/bureau 7
North Bay, ON P1B 5Z7
Phone/Tél.: 705.474.8090
TTY/ATS: 1.877.634.0174
Fax/Téléc: 705.474.6075

+ OTTAWA
2197 Riverside Drive
Suite/bureau 600
Ottawa, ON K1H 7X3
Phone/Tél.: 613.521.0509
Toll-free/sans frais: 1.877.866.4445
TTY/ATS: 1.888.697.3650
Fax/Téléc: 613.521.0838

PETERBOROUGH
315 Reid Street
Peterborough, ON K9J 3R2
Phone/Tél.: 705.743.1573
Toll-free/sans frais: 1.800.213.3848
TTY/ATS: 1.888.697.3623
Fax/Téléc: 705.741.0708

+ SARNIA
420 East Street North
Suite/bureau 10
Sarnia, ON N7T 6Y5
Phone/Tél.: 519.337.8307
TTY/ATS: 1.877.634.0178
Fax/Téléc: 519.337.6886

SAULT STE. MARIE
130 Queen Street East
Sault Ste. Marie, ON P6A 1Y5
Phone/Tél.: 705.946.4320
Toll-free/sans frais: 1.855.819.9169
TTY/ATS: 1.877.634.0179
Fax/Téléc: 705.256.7231

+ SCARBOROUGH
Providence Healthcare Outpatient
Clinics
3276 St. Clair Avenue East
Toronto, ON M1L 1W1
Phone/Tél.: 416.928.2558
TTY/ATS: 1.877.215.9530
Fax/Téléc: 416.285.3764

+ SUDBURY
1233 Paris Street
Sudbury, ON P3E 3B6
Phone/Tél.: 705.522.1020
Toll-free/sans frais: 1.800.479.4562
TTY/ATS: 1.877.817.8205
Fax/Téléc: 705.522.1060

THUNDER BAY
Victoriaville Centre
125 Syndicate Avenue South
Suite/bureau 35
Thunder Bay, ON P7E 6H8
Phone/Tél.: 807.623.1646
Toll-free/sans frais: 1.866.646.0514
TTY/ATS: 1.877.634.0183
Fax/Téléc: 807.623.4815

TIMMINS
20 Wilcox Street
Timmins, ON P4N 3K6
Phone/Tél.: 705.268.0771
TTY/ATS: 1.877.872.0580
Fax/Téléc: 705.268.4598

+ TORONTO
271 Spadina Road
Toronto, ON M5R 2V3
Phone/Tél.: 416.928.2504
TTY/ATS: 1.877.215.9530
Audiology/HAP: 416.928.2502
Fax/Téléc: 416.928.2523

WATERLOO
120 Ottawa Street North
Suite/bureau 200
Kitchener, ON N2H 3K5
Phone/Tél.: 519.744.6811
Toll-free/sans frais: 1.800.668.5815
TTY/ATS: 1.888.697.3611
Fax/Téléc: 519.744.2390

+ WINDSOR
300 Giles Blvd. East
Unit A3
Windsor, ON N9A 4C4
Phone/Tél.: 519.253.7241
TTY/ATS: 1.877.216.7302
HAP/Audiology: 519.253.8831
Fax/Téléc: 519.253.6630

YORK Region
713 Davis Drive, Unit/bureau 105
Newmarket, ON L3Y 2R3
Phone/Tél.: 905.715.7511
Toll-free/sans frais: 1.877.715.7511
TTY/ATS: 1.877.817.8213
Fax/Téléc: 905.715.7109

+Hearing Aid Program (HAP)
available/Programme de
prothèses auditives

Toll-free numbers may work in
local calling areas only.

Les numéros sans frais ne ont
disponibles que dans certaines
régions.