

March 25, 2020



To our valued Clients and Families:

Canadian Hearing Services (CHS) has been working around the clock to ensure that, during this public health crisis, our primary services have been available first and foremost to our most vulnerable population. Our exceptional staff and community teams have been working 24 hours a day, 7 days a week, to ensure that all emergency Interpreting and Intervening requests have been supported. We are so proud that our CHS interpreters and Deaf-Blind intervenors have successfully completed 100% of all emergency calls. And our promise is to continue to make sure that we are available for all urgent requests that we receive.



No one expected a pandemic, but it is here, and it may be here a while longer -- our job at CHS is protect as many of our core services and programs as possible. These are the community, clinical and social services on which many of you have come to depend.

So we are innovating...to serve you better!

Effective Friday, March 27th, we are prepared to start re-opening as many of our core services as possible -- all of them through video and video relay services. Over the next week, CHS will announce new virtual services that will be available to as many people in our communities as possible. Even though our physical offices will remain closed until further notice, our virtual programs are opening to best serve you until we are out of the pandemic situation.

Through video services, all of our highly trained and very skilled professional staff teams will be reaching out to all of their clients to schedule appointments, conduct virtual home visits and provide vital counselling services.

Effective Friday, March 27th, we are expanding our Interpreting services, re-starting our Hearing Care Counselling (HCC) program, our CONNECT (mental health) Counselling, General Support Services (GSS), Employment Services, Literacy & Basic Skills and select Audiology support services. In addition, we continue to ensure that our E-Store is fully stocked and have established a dedicated home delivery service.

I invite you to actively watch our website (chs.ca) and our CHS social media channels (Facebook, Twitter, Instagram, LinkedIn) for daily announcements on which services are open. Also, please be prepared to receive an email from our professional staff to start setting up one-on-one appointments with you.

We are not excited about COVID-19, but we are definitely thrilled to have, in a very short period of time, re-tooled the CHS programs and services you need and depend on, to make them fully available to you through a video delivery system. CHS continues to Raise the Bar to serve you as best as possible... even through a pandemic.

Hopefully, it will not be too long before our offices can physically open again. Until then, please stay safe and healthy.



Julia N. Dumanian
President & Chief Executive Officer
Canadian Hearing Services