

# Annual Report 2011-2012



CHS | SCO

CANADIAN HEARING SOCIETY  
SOCIÉTÉ CANADIENNE DE L'OUÏE

# THE CANADIAN HEARING SOCIETY

As of March 31, 2012

## BOARD OF DIRECTORS

<b>Chair</b>	Len Mitchell	Linda Campbell	Irwin Lynch
<b>Vice Chair</b>	Colin Cantlie	Lori Clemente	Jeanette Parsons
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<b>Secretary</b>	Chris Kenopic	Jay Leather	Lynn Sveinbjornson

## SENIOR MANAGEMENT TEAM

President and CEO	Chris Kenopic
Chief Operating Officer (COO)	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
Director, Human Resources	Donald Prong

## REGIONAL DIRECTORS

<b>Hamilton</b>	Monte Hardy	<b>Thunder Bay</b>	Nancy Frost
<b>Kingston</b>	Brian McKenzie	<b>Toronto</b>	Stephanie Ozorio
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<b>Peterborough, Durham &amp; York</b>	Maggie Doherty-Gilbert		
<b>Sudbury &amp; Sault Ste. Marie</b>	Silvy Coutu		

## PROGRAM DIRECTORS

<b>CONNECT Counselling</b>	Karen Frayn
<b>General Support Services &amp; Hearing Care Counselling Program</b>	Vacant
<b>Communication Devices Program &amp; Accessibility Consulting Services</b>	Jo-Ann Bentley
<b>Employment Services</b>	Gord Ryall
<b>Hearing Healthcare</b>	Rex Banks
<b>Ontario Interpreting Services (OIS) and CART</b>	Cheryl Wilson
<b>Public Awareness &amp; Information</b>	Kelly MacKenzie

## MISSION

The Canadian Hearing Society 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 all people are respected; have full access to communication; and are able to participate without social, economic, or emotional barriers.

# Report of the Chair

Len Mitchell



## CHS Strategic Plan 2012–2015

### Representing and Serving Consumers

For more than 70 years, CHS has served people who are culturally Deaf, oral deaf, deafened, and hard of hearing.

Since it was founded in 1940, CHS has tried to meet the needs of all the communities it serves. As an advocate, CHS has pressed for accessibility in workplaces, healthcare and education. As a service provider, CHS has been a one-stop-shop for a wide range of services.

Besides being the largest Canadian provider of services that remove barriers to communication, advance hearing health, and promote equity for people who are culturally Deaf, oral deaf, deafened, and hard of hearing, CHS has promoted internal equity. The majority of its governing Board of Directors is Deaf, deafened or hard of hearing, as are 39% of its employees.

Despite widespread reductions in government funding for social services and continuing economic pressures, CHS has been able to maintain or expand most of its services. This has been achieved through a combination of government advocacy and increased management efficiencies.

***"I think that CHS tries to reach out to the WHOLE Community and its allies, trying to provide as many services as possible in the most appropriate and successful way." – input from Consumer survey***

### Managing Through Turbulence

Running a social service agency these days is like whitewater rafting. We're being tossed by waves, dodging rocks and trying not to capsize.

It's easy to feel overwhelmed. But it can also push us past our limitations.

Our Strategic Plan lays out ambitious, measurable objectives that will stretch CHS. Over the next three years, CHS aims to become a stronger, more responsive organization by:

- Building sustainable, diversified funding streams
- Reducing service gaps
- Increasing the public visibility of CHS

And we will use a process that is based on evidence, fairness, transparency and equity.

***“I was laid off from work because of my hearing loss. My counsellor explained how the Ontario Human Rights Commission works and helped me file a complaint.” – Consumer***

## Mandate

CHS was incorporated in 1940 to "impartially serve and support deaf, deafened and hard of hearing people, parents of deaf and hard of hearing children and to educate the hearing public."

Unique in North America, CHS offers a complete roster of essential services through a network of 28 offices. Services include a complete menu of **Accessibility Services** – consulting, communication devices, interpreting, CART, videoconferencing, workplace accessibility, employment consulting, conference accessibility coordination; **Counselling** – outreach and counselling to older adults, general and mental health counselling, addiction and court diversion services, outreach to children, youth and families; **Education** – sign language instruction, literacy training, and information and public awareness; and **Hearing Healthcare** – hearing testing, hearing aid sales, speech-language pathology, aural rehabilitation, hearing help classes, communication and assistive listening devices.

The largest agency of its kind in Canada, CHS employs approximately 450 people who deliver more than 18 programs through a network of 28 offices across Ontario. All services are provided by professionals experienced in meeting the needs of deaf, deafened and hard of hearing people in an accessible, confidential environment. Culturally Deaf, oral deaf, deafened, and hard of hearing Canadians continue to experience discrimination in the workplace and when accessing vital services that most Canadians take for granted such as education, employment, healthcare, and housing. CHS helps in many different ways, offering a range of options to promote full access.

***“When I lost my hearing I felt isolated and I slowly stopped seeing my friends. I didn’t know where to turn. The counsellor at CHS helped me choose communication devices, suggested speechreading classes and helped me put my life back in order.” – Consumer***

## Strategic Goals

In the next three years, by March 2015, CHS will improve funding stability, service availability, and public visibility, setting aspirational 'stretch' targets to stimulate creative approaches.

### *Funding*

CHS will build sustainable, diversified revenue streams by:

- Doubling Hearing Aid Program, Communication Devices Program and Accessibility Consulting revenues
- Doubling fundraising net revenues
- Increasing efficiencies and/or reducing expenditures

In the context of the Ontario government's plans to cut community services, any funding increases will need to build on our successful Hearing Healthcare programs, grow our new Accessibility Consulting offering, and expand our fundraising initiatives.

### *Programs and Services*

CHS will improve the quality and availability of services by:

- Strengthening programming and corporate support services by implementing a Quality Assurance program
- Expanding geographic coverage of services in rural and remote areas of Ontario by 20%
- Developing information and referral resources for persons with cochlear implants
- Expanding CART (Communication Access Realtime Translation) and Print fee-for-service offerings throughout Ontario
- Providing a sustainable model of support to the families of children and youth identified with hearing loss
- Enhancing Employment Services in regional and area offices

The launch of Video Relay Services in the next year or two will enable consumers throughout Ontario, not only in regions served by CHS, to take advantage of phone-based counselling.

### *Marketing*

CHS will increase its public awareness and visibility, establishing CHS as the 'Go To' organization for all culturally Deaf, oral deaf, deafened, and hard of hearing people in Ontario by:

- Developing an organization-wide Awareness Action Plan and Marketing Delivery Model by end of 2012
- Implementing the Awareness Action Plan, achieving defined targets for public awareness, brand recognition, media coverage, advocacy and hearing health issues

***"Overall, CHS has a passion for serving the community."  
– Consumer survey***

## Our Promise

Throughout the next three years, as we respond to the needs of our consumers and the changing requirements of our funders, we commit to our Principles of Service:

### *Accessibility*

Deaf, deafened and hard of hearing people should have equal and equitable access to all aspects of life including employment, education, recreation, housing, healthcare and social services. Similarly, CHS services should be accessible to the multicultural community it serves.

### *Advocacy*

CHS is committed to promoting the rights of deaf, deafened and hard of hearing people.

### *Awareness*

CHS should provide individuals and community organizations with as much knowledge as possible to promote informed decision-making and program development. This includes information about hearing healthcare, Deaf culture and issues relevant to the deaf, deafened and hard of hearing communities.

### *Consumer Involvement*

Deaf, deafened and hard of hearing people should be involved in the planning and decision-making processes for all services relevant to their lives.

### *Employment Equity*

Consistent with its ambition to advocate full access for deaf, deafened and hard of hearing persons and to reflect the racial and ethnic diversity at large, CHS is committed to internal employment equity.

### *Independence*

CHS services support deaf, deafened and hard of hearing people in achieving individual, maximum independence and in facilitating self-help.

### *Quality Service*

CHS is committed to providing its services to an optimum level.

### *Respect*

CHS is committed to respecting the variety of perspectives and cultural outlooks of our consumers.

### *Service Options*

CHS encourages the availability of service options so that deaf, deafened and hard of hearing individuals and their families can select the program best suited to their needs.

# Report from the President and CEO

Chris Kenopic



Our fiscal year April 1, 2011 – March 31, 2012 was a year packed full. From engaging our communities about their priorities for CHS that informed our Strategic Plan for the next three years, to making hearing aids more accessible and affordable, we have responded to issues facing people who are culturally Deaf, oral deaf, deafened, and hard of hearing.

## Joining our Quest!



We started the year off with CHS Quest, CHS's annual May fundraising smartphone scavenger hunt and race. With Andrew Younghusband, TV host of Canada's Worst Driver and Canada's Worst Handyman, as our honorary chair, we raised more than \$130,000 and have big plans for next year's CHS Quest.

## Celebrating Accessibility – CHS AGM 2011

At our Annual General Meeting in June we launched the new CHS logo, CHS TV, and our full menu of Accessibility Services, which assist culturally Deaf, oral deaf, deafened and hard of hearing people enjoy barrier-free participation, communication, and access to information; live safely in their homes and public facilities; remove the barrier of distance, bringing people closer with video remote interpreting (VRI) and remote CART services; and access information about our communication devices online in four languages.

OIS Emergency Interpreting services are now 24/7/365 and accept all emergencies including police, corrections and court requests, in addition to medical and mental health emergencies.

We have partnered with TD bank to provide video remote interpreting (VRI) services in three TD branches in Ontario. We are also working in the legal and justice sector to support the delivery of interpreting services via VRI to remote northern communities and for those communities that do not have local interpreters.



“I was so proud to be this year's honorary chair of an event like no other. It was a chance to meet new people and most important, it's a fun way to raise funds in support of The Canadian Hearing Society's quest to remove communication barriers.”

**Andrew Younghusband,**  
Honorary Chair,  
CHS Quest



CHS video remote interpreting (VRI).

## Removing barriers – 911 Emergency Response Services

Currently riddled with barriers to deaf and hard of hearing callers, 911 is working on solutions to its current system and on the next generation 911 (NG-911) to improve accessibility. CHS is a stakeholder in the discussions and trials. Several CHS offices have assisted regional 911 with a registration process whereby deaf and hard of hearing community members can register with police services and in the event of a 911 call, emergency response units will be alerted that the resident is deaf or has a hearing loss. We continue to work towards the goal of barrier-free 911 emergency services for our consumers.

## Saving Lives – Visual Fire Alarms

CHS continues to be tireless in its fight to have changes made to legislation with regards to visual fire alarms – accessible fire alarms that save lives. In addition to numerous letters to government, full support from fire departments across Ontario, and a press conference held at Queen’s Park, we delivered several thousand postcards in support of CHS’s position signed by concerned people to the premier’s office.



## Providing affordable hearing aid solutions

To assist consumers in managing the cost of hearing aids, CHS has signed on with Medicaid in our Audiology and Hearing Aid Clinics. Medicaid offers fast approval, affordable monthly payments and fair terms for unsecured loans that can be used to purchase hearing aids.

For consumers for whom the cost of hearing aids is just too expensive to pursue under any circumstance, CHS has partnered with Phonak and Siemens to establish a Hearing Aid Donation program. We are very appreciative to Phonak and Siemens for making hearing aids accessible to our clients, regardless of their ability to pay.

Many of our locations fundraise for their Client Assistance Fund that also helps support the cost of hearing aids.

## Saving more – CHS Sound Rewards

CHS launched its Sound Rewards program, which offers discounts and savings on hearing aids, batteries, repairs and communication devices to both consumers and organizations. Thousands of people have signed up to benefit from these savings. To complement Sound Rewards, we initiated Sound Friends, a one-of-a-kind friend referral program, and Sound Tips, an electronic hearing healthcare newsletter.



“It was only moments after I got out of my home that it collapsed under the fire. I was burned and injured. My family was out of the home. If my mother-in-law had not alerted us, it would have been a fatal house fire. My two sons are traumatized. We need accessible, visual emergency notification that is currently unaffordable without the financial support of government. It is inequitable that it would cost me around \$1,000 to equip my home properly – visually – in comparison to others that can do so under \$100. ”

**Bernadette Mastromattei,**  
Deaf consumer,  
Scarborough

## Acquiring Language – Access to language for Deaf and Hard of Hearing Children

In addition to developing its *Position Paper on Access to Language and Language Acquisition for children who are Deaf and Hard of Hearing* – posted in English, French, American Sign Language (ASL) and la langue des signes québécoise (LSQ) at [chs.ca](http://chs.ca) – CHS partnered with the Ontario Ministry of Children and Youth Services (MCYS) to provide training to speech-language pathologists (SLPs) working in the Ontario Infant Hearing Program. CHS developed and conducted a workshop to assist the SLPs working with parents and children who are deaf and hard of hearing, to improve their understanding of the bilingual/bicultural aspect of ASL/English language instruction and development in infants and young children through a look at model infant and school programs and services. The ultimate aim is to improve service to this clientele group.

## Getting Traction – CHS’s Hearing Healthcare Initiative

In May 2011, a 16-page Hearing Health Report was distributed to more than a million readers (in *The Toronto Star*) to raise awareness of hearing health. This project was initiated by the CHS Hearing Healthcare Initiative (HHI).

In the fall, HHI’s summary of evidence to support the rationale and priorities of hearing healthcare for acquired hearing loss formed the basis of the CHS’s Ontario provincial election communication. Key links were established with the Chronic Disease Management and Prevention team of the Ministry of Health and Long-Term Care and with the Ministry of Education. The goal is to move towards a government Hearing Healthcare Initiative and to integrate hearing loss into existing strategic health programs.

The HHI was successful in influencing the inclusion of hearing testing as part of the Canadian Longitudinal Study of Aging. 30,000 Canadians aged 45 to 85 will be tested every three years for 21 years in 11 centres across the country. This data, together with a large set of medical, social, economic, health system use and well-being data, will allow us, for the first time, to answer major questions. We can prove how hearing loss impacts costs and outcomes in the healthcare system and quality of life; we can make a case to improve the priority of hearing loss on our medical and government agendas.

## Taking it to the streets – CHS’s first ever ASL Flashmob

Last May, CHS Waterloo coordinated CHS’s first ever ‘ASL flashmob’. Having practised for several weeks an ASL version of the John Mayer song, “Waiting on the World to Change”, a group of 60 volunteers took to the Conestoga Mall. A surprised crowd in the mall’s food court thoroughly enjoyed the sight as the song took flight around them.

CHS Waterloo volunteers included community seniors, adults, and children, people who are Deaf, hard of hearing, deafened, oral deaf, and hearing.

With thanks to C to C Productions, the flashmob was photographed and filmed, posted to YouTube and on CHS TV and shared on CHS’s Facebook. Thanks to the Conestoga Mall and to the enthusiastic volunteers who made the Hearing Awareness Month activity such a fun success.

Catch it now on YouTube by searching “**CHS ASL Flashmob**”.

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Association of Hearing Instrument Practitioners of Ontario

**Toward a Hearing Healthcare Initiative for Ontario**

As the baby boomer generation ages and the number of older adults in Ontario increases, evidence shows that the incidence of hearing loss is growing and becoming more widespread. Hearing loss among youth is also growing – mostly caused by exposure to loud noise such as through headphones at their live music concerts.

Hearing loss can have a major impact on safety, mental health, quality of life, social isolation, romance, family relationships, the ability to communicate with healthcare providers, and can contribute to the onset and progression of dementia and Alzheimer’s disease.

In spite of this, hearing loss continues to be a low priority in Ontario’s healthcare system.

Several years ago, the Canadian Hearing Society began building a coalition to work toward a Hearing Healthcare Initiative for Ontario. The initiative, led by The Canadian Hearing Society (CHS), is in partnership with six other organizations as well as research representatives from Canadian Universities – all dedicated to promoting hearing health in Ontario.

Joining with advocates from across the international and Canadian hearing healthcare sector and within the healthcare system, we are committed to developing a hearing healthcare initiative to be adopted by the Province of Ontario that will promote the conventional of hearing health and make a difference in the lives of those who experience hearing loss.

**CHS | SCO**  
CANADIAN HEARING SOCIETY  
SOCIÉTÉ CANADIENNE D’AUDILOGIE

The Canadian Hearing Society | **1**

## Navigating Life in Canada

CHS Mississauga launched its Settlement Program providing an orientation to culturally Deaf, oral deaf, deafened and hard of hearing newcomers to help them make decisions about their settlement and to understand life in Canada, their rights and responsibilities, and how to access community resources.

## Providing Insight

CHS continues to provide a wealth of awareness training to improve the services that culturally Deaf, oral deaf, deafened and hard of hearing Canadians receive. Whether it is in the classroom or from police and legal services, CHS is committed to removing systemic barriers through public education.



Gary Malkowski (ctr blue shirt) provides training to 911, Toronto and Peel Police Services and training Personnel.

## Reaching out and partnering

CHS Communication Devices Program and Deaf Centre Manitoba Inc. (DCM) have partnered to provide expertise and a full range of communication devices and products to Deaf, Deafblind and hard of hearing Manitobans.

We are excited to strengthen our partnerships outside of Ontario and broaden the reach of our communication devices program, providing deaf and hard of hearing Canadians improved access not only to communication but also heightened their safety and independence. Our partnership with DCM makes this a reality in Manitoba.

## Responding to Gaps

From hosting accessible free tax clinics, anti-bullying and Registered Disability Saving Plan (RDSP) workshops, to equipping a public internet café with computers and providing accessible funeral planning sessions, diabetes workshops and service outreach, CHS regional offices continue to break down barriers to participation, communication, and access to information.

Our offices in North Bay, Sudbury, Timmins, Sault Ste. Marie, Mississauga, Durham, Brantford and Hamilton among others have enhanced their accessibility to consumers: from automatic door openers, expanded spaces, and visual alarms, to meeting accessibility standards for carpeting, paint and amplification systems.

## Steering us going forward – CHS Strategic Plan 2012-2015

Embraced by management and staff, the 2012-2015 Strategic Plan lays out ambitious and measurable goals that will make CHS a stronger, more responsive organization. Read more about the CHS Strategic Plan from Chair of the CHS Board of Directors Len Mitchell (page 3).

## Improving how we meet your needs – celebrating your achievements

The gratitude I have for the CHS Board of Directors, management and staff, volunteers, donors, members, and consumers is matched by the sense of pride I feel in being a part of this organization and its capacity to effect change, improve lives, remove barriers, and address the issues and needs of culturally Deaf, oral deaf, deafened and hard of hearing people.

Thank you for your continued commitment to making CHS a centre of excellence. You let us know when we fall short; you celebrate with us our achievements; we celebrate with you your achievements.



# The Canadian Hearing Society

## Answers & Solutions

(aka CHS Programs and Services)

Founded in 1940 and unique in North America, CHS offers a complete roster of essential services through a network of 28 offices. Services include a complete menu of:

### Accessibility Services

- American Sign Language (ASL)–English, la langue des signes québécoise (LSQ)–French interpreting (on site and video remote interpreting)
- Communication Access Realtime Translation (CART)
- accessibility consulting
- communication devices
- workplace accessibility
- conference accessibility coordination
- video conferencing
- educational support services
- Deafblind services

### Counselling

- employment consulting
- outreach and counselling to older adults
- general and mental health counselling
- addiction and court diversion services
- outreach to children, youth and families

### Education

- ASL instruction
- literacy training
- information and public awareness

### Hearing Healthcare Services

- hearing testing
- hearing aid sales
- speech-language pathology
- aural rehabilitation
- hearing help classes
- communication and assistive listening devices

# Financial Review

For the year ended March 31<sup>st</sup>, 2012

Stephanus Greeff



Fiscal 2012 has proved a turbulent year for businesses, governments, and global economies, affecting service agencies as well. Despite operating in a challenging sector, CHS experienced a stable financial year and successful program delivery.

Revenues decreased over the prior year by \$1,716,074, with a related decrease in expenditures of \$855,965, resulting in a small operating fund deficit of \$303,021 – 0.87% of the total revenues – before a one-time adjustment for sick leave benefit liability of \$489,478. Our Designated Funds reported a modest surplus of \$99,213 for a total deficit of \$203,808.

The one-time adjustment of \$489,478 was based on an actuarial valuation report of the sick leave benefit plan, resulting in an increased total liability of \$1,005,000.

Overall, revenues decreased by 4.7%. Revenue from the Ontario government decreased due to one-time funding that was received in the prior year and not repeated in this fiscal. Additional funds were secured for some programs such as the CHS Peel Settlement program, quadra-lingual translation project and Barrier-Free Education project.

United Way funding decreased 6% due to a tighter fundraising environment and shifting funding priorities.

Revenues from fee-for-service programs and product sales decreased in the face of eligibility rule changes from third party funders, such as the Assistive Devices Program, and lower demand for services and products in the current economic climate.

Fundraising results were maintained through the careful management of discretionary expenses combined with successfully increasing donor dollars to support CHS programs and services.

CHS operating expenses decreased 2.4% from last year, fluctuating in the categories reported. Salary and benefit costs remained consistent. Occupancy costs decreased due to one-time infrastructure stimulus funding to improve CHS facilities not repeated this fiscal. Service costs, professional development, promotion and travel expenses increased slightly as the agency maintained service delivery levels.



The Society's working capital position is down from last year primarily due to the upgrade and purchase of new video conferencing equipment as well as the reduction of current liabilities such as amounts repayable to funders and deferred revenues.

Designated Funds completed the year with a surplus of \$99,213. These funds currently total \$4.9 million and are made up of bequests and donations, some specified for a particular use by the donor. The two largest of these are the Strategic Initiatives Fund and the Head Office Building Fund.

During the year, we contributed an additional \$234,739 to our designated funds. Withdrawals amounting to \$491,948 were made, significantly higher than previous years as management balanced the increasing needs of clients with funding constraints and absorbed additional expenditures into operations.

Despite a worsening economic environment that has had widespread impact, and the ever-present challenge of doing more in a world of rising costs and government-mandated salary freezes, the Society met its financial targets, ending the year with a small operating deficit. We continue to maintain a healthy financial position while delivering a high level of service to our consumers and clients.

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

## The Canadian Hearing Society

### Balance Sheet

As at March 31, 2012

			2012	2011
	Operating fund \$	Designated funds \$	Total \$	Total \$
<b>Assets</b>				
<b>Current assets</b>				
Cash	391,646	-	391,646	1,630,141
Grants receivable	199,218	-	199,218	346,793
Accounts receivable	1,641,512	-	1,641,512	1,346,921
Inventory	451,148	-	451,148	509,381
Other assets	149,706	-	149,706	123,074
	2,833,230	-	2,833,230	3,956,310
<b>Investments</b>	-	4,966,525	4,966,525	4,767,312
<b>Inter-fund loan</b>	52,867	(52,867)	-	-
<b>Property, plant and equipment</b>	4,189,359	-	4,189,359	3,830,216
	7,075,456	4,913,658	11,989,114	12,553,838
<b>Liabilities</b>				
<b>Current liabilities</b>				
Accounts payable and accrued liabilities	1,643,376	-	1,643,376	1,617,354
Amount repayable to funders	462,259	-	462,259	683,252
Deferred revenue	1,443,067	-	1,443,067	1,657,871
	3,548,702	-	3,548,702	3,958,477
Sick leave benefit liability	1,005,000	-	1,005,000	466,663
	4,553,702	-	4,553,702	4,425,140
<b>Fund Balances</b>				
<b>Operating fund</b>				
Property, plant and equipment	4,189,359	-	4,189,359	3,830,216
General	(1,667,605)	-	(1,667,605)	(773,172)
<b>Designated funds</b>	-	4,913,658	4,913,658	5,071,654
	2,521,754	4,913,658	7,435,412	8,128,698
	7,075,456	4,913,658	11,989,114	12,553,838

**The Canadian Hearing Society**  
**Statement of Operations**  
For the year ended March 31, 2012

	2012		2011	
	Operating fund \$	Designated funds \$	Total \$	Total \$
<b>Revenue</b>				
Grants				
Province of Ontario	20,323,662	-	20,323,662	20,852,576
Federal and other	735,802	-	735,802	455,522
Sales of goods and services	10,682,198	-	10,682,198	11,694,813
Regional United Way contributions	1,682,611	-	1,682,611	1,790,820
Fundraising and gaming activities	1,420,414	-	1,420,414	1,486,526
Interest and dividends	-	110,248	110,248	107,286
(Loss)/Gain on investments	-	(11,035)	(11,035)	272,431
	<b>34,844,687</b>	<b>99,213</b>	<b>34,943,900</b>	<b>36,659,974</b>
<b>Expenses</b>				
Salaries and benefits	23,405,107	-	23,405,107	23,422,582
Cost of sales	4,708,584	-	4,708,584	5,215,413
Office and program costs	1,817,693	-	1,817,693	1,804,787
Occupancy	2,177,916	-	2,177,916	2,530,169
Service costs	1,184,480	-	1,184,480	1,177,590
Professional development and travel	1,192,814	-	1,192,814	1,165,834
Promotion and gaming	554,294	-	554,294	420,469
Amortization of property, plant and equipment	25,261	-	25,261	24,353
Bad debts	24,522	-	24,522	16,694
Client assistance and other	57,037	-	57,037	225,782
	<b>35,147,708</b>	<b>-</b>	<b>35,147,708</b>	<b>36,003,673</b>
<b>Excess (deficiency) of revenue over expenses (expenses over revenue) before undernoted</b>	<b>(303,021)</b>	<b>99,213</b>	<b>(203,808)</b>	<b>656,301</b>
<b>Sick leave benefit</b>	<b>489,478</b>	<b>-</b>	<b>489,478</b>	<b>-</b>
<b>Excess (deficiency) of revenue over expenses (expenses over revenue) for the year</b>	<b>(792,499)</b>	<b>99,213</b>	<b>(693,286)</b>	<b>656,301</b>

## List of Donors / Liste des donateurs

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 to be the leading provider of services, products, and information for people who are culturally Deaf, oral deaf, deafened and hard of hearing.

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 qui est d'être le plus important fournisseur de services, de produits et d'information aux personnes culturellement Sourdes, sourdes oralistes, devenues sourdes et malentendantes.

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

**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.**

\* indicates Founding Members, donors who pledge to make an annual gift in each of five years

\*\* indicates Friend of the Society monthly donor

\* indique les membres fondateurs, les donateurs qui s'engagent à faire un don annuel pendant cinq ans

\*\* indique un ami de la Société qui effectue des dons mensuels



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

Drs. Joanne DeLuzio & Marshall Chasin\*



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

Christopher Kenopic  
Susan Main \*  
Gertrude Moulton  
John A. Rhind  
L. Gail Wright



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

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**Butterfly Societies/  
Sociétés « Butterfly »**



**Red  
Admiral**



**Red  
Spotted  
Purple**



**Monarch**



**Spring  
Azure**

Butterfly Society donors have a transformational impact on the lives of CHS consumers: 50% of their gift supports local services, 50% supports the broader policy work CHS engages in to promote equity for people who are culturally Deaf, oral deaf, deafened and hard of hearing.

Les donateurs des sociétés « Butterfly » ont un impact important sur la vie des consommateurs de la SCO, le papillon étant un symbole de transformation: 50% de leurs dons soutiennent les services locaux, 50% soutiennent le travail plus ample au niveau des politiques par lesquelles la SCO s'est engagée à promouvoir l'équité pour les personnes culturellement Sourdes, sourdes oralistes, devenues sourdes et malentendantes.



**Swallowtail**

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

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

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Revised May 2012