



**THE
CANADIAN
HEARING
SOCIETY**



The Canadian Hearing Society

Board of Directors

Co-Chairs	Jo DeLuzio, Len Mitchell		
Vice-Chairs	Lori Clemente, Elliott Knox, Jeanette Parsons		
Treasurer	Jonathan Wollaston		
Secretary	Denis Morrice		
Directors	Ron Eilath	Murray Pollard	Sathish Subramanian
	Jay Innes	Irene Rothe	Lynn Sveinbjornson
	Salma Kanji	Laurie Scott	Norma Jean Taylor
	Jay Leather	Paul Smith	

Management Staff

Senior Management

Denis Morrice	Interim Chief Executive Officer
Maribeth Meijer	Chief Operating Officer
Fred Enzel	Vice President, Finance and Chief Financial Officer
Katherine Hum-Antonopoulos	Vice President, Programs and Services
Susan Main	Vice President, Fundraising and Strategic Communications
Gary Malkowski	Special Advisor to the President, Public Affairs
Kelly Murray	Vice President, Marketing and Business Development
Donald Prong	Director, Human Resources

Regional Management

Hamilton	Chris Kenopic	Thunder Bay	Nancy Frost
Kingston	Brian McKenzie	Toronto	Stephanie Ozorio
London	Marilyn Reid	Waterloo, Peel	Victoria Baby
Ottawa	Philippe Ramsay	Windsor	David Kerr
Peterborough	Maggie Doherty-Gilbert	York	Tim Maloney
Sudbury, Sault Ste. Marie	Silvy Coutu		

Program Management

Rex Banks	Hearing Health Care
Jo-Ann Bentley	Communication Devices Program
Karen Frayn	CONNECT
Susanne Gillespie	General Support Services & Hearing Care Counselling Program
Kelly MacKenzie	Information & Public Awareness
Gordon Ryall	Employment Services
Cheryl Wilson	Ontario Interpreting Services

Report of the Co-Chairs



Jo DeLuzio, Co-Chair



Len Mitchell, Co-Chair

2010 marks the 70th anniversary of the founding of The Canadian Hearing Society – an impressive milestone. We, as co-chairs, are extremely proud of the record of service CHS has provided to the community since 1940. We want to share some of the highlights from the past year.

- Board and management participated in the second annual CHS Day at Queen's Park in October. We met with many MPPs and senior officials in the Ontario government to reinforce the importance and specialized nature of CHS's employment and mental health programs.
- The Board developed and implemented a self-evaluation tool to ensure that we strive to be the best and most effective group of volunteers that we can be. Funders are beginning to ask how Boards evaluate their performance and this is one tool that we have established and are using regularly.
- As co-chairs we attended a one-week course on leadership in bilingual education for children who are deaf and hard of hearing. The course was held at Gallaudet University in Washington, DC, North America's only liberal arts university for deaf students.
- On the governance front, the Board continued to update and fine-tune the Board Policies Manual to ensure consistency with the new bylaw approved at the 2009 Annual General Meeting.
- We are gearing up to write a new Strategic Plan as the current four-year Strategic Plan is near completion.

Undoubtedly, the most significant undertaking of the Board this year has been the search for a new President and CEO following the resignation and subsequent departure of Kelly Duffin at the end of December. We recognize Kelly's tremendous contribution to CHS and thank her for the strong leadership she provided over the last five and a half years.

At the same time, change brings with it opportunities for growth.

One of the first things the Board did was to recruit an interim CEO, Denis Morrice, in recognition of the considerable workload that senior management was already carrying. It was not fair or realistic to expect them to assume the CEO role for an unknown length of time.

We were thrilled when Denis agreed to return to CHS after serving as our Executive Director from 1975 to 1992. He is well acquainted with our consumers, funders, partners and programs. His extensive experience in the non-profit sector has given everyone comfort and stability during this transition phase. The Board thanks Denis for his unwavering commitment to CHS.

Our search for a new CEO is well underway at the time of writing this report. It is our hope that a new CEO will be in place by early summer 2010. The process that we have engaged in has been rigorous, consultative, transparent and unbiased – always with the best interests of CHS

at heart. This process has taken time and patience, and we thank everyone – consumers, funders, donors, staff, members, volunteers – for continuing to provide top notch service and ensure the financial stability and health of a \$35-million not-for-profit organization during this transition time.

The CHS 2010 Annual General Meeting marks the end of our second and final year as Co-Chairs. Though our roles are changing in the coming year (Len becomes Chair of the Board and Jo becomes Past Chair of the Board), we are delighted to continue working together, learning from each other and respecting the different perspectives we bring to bear on Board work.

CHS is committed to removing barriers for all people who are culturally Deaf, oral deaf, deafened and hard of hearing. To achieve this will require courage of conviction and perseverance. While there have been many improvements, as Denis illustrates in this Report, there is still a long way to go. We believe by working in solidarity, the members, staff, managers and Board can achieve our vision of a truly inclusive society where all people are respected and have full access to communication and are able to participate without barriers.

On behalf of the CHS Board of Directors, we invite everyone to celebrate CHS's 70th year of continuous service to the community. Happy Anniversary CHS!

The Canadian Hearing Society

Vision

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

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

Report of the Interim CEO



Denis Morrice, Interim CEO

I have the distinct pleasure of not only being a part of CHS for part of the fiscal year ending March 31, 2010, but also of coming back to CHS and seeing how this organization has exploded in terms of growth. Culturally Deaf, oral deaf, deafened, and hard of hearing people have historically faced barriers to participation, services, information and communication that hearing people quite simply take for granted. Since 1940, CHS has undertaken to remedy that.

In my tenure from 1975 to 1992 as CHS's Executive Director, CHS fought to get vital programs and services off the ground. Services such as:

- **CHS Ontario Interpreting Services (OIS)** to provide American Sign Lan-

THE CANADIAN HEARING SOCIETY

guage (ASL) – spoken English interpreting in medical, employment, educational, legal, government, social service, and business settings.

Now, OIS not only continues to increase accessibility by providing quality interpreting services, it has expanded to include After-Hours Emergency interpreting services; la langue des signes québécoise (LSQ) – spoken French interpreting services, a renowned one-of-its-kind-in-Canada Interpreter Internship Program; the development of a screening tool for Deaf interpreters, who, in a variety of settings work alongside signed language – spoken language interpreters; and video remote interpreting (VRI) trials with Ontario Provincial Police detachments in northern Ontario where there is a chronic shortage of interpreters. Where there are no interpreters in the area, interpreters are accessed through camera and video to provide access to individuals remotely.

- **CHS Hearing Aid Program** to custom fit hearing aids to people of all ages and combine the care of an Ear, Nose, Throat specialist, professional audiologists and hearing aid technicians.

CHS's Hearing Health Care Services now include Audiology (hearing testing), hearing aid evaluation and sales, maintenance and repairs, battery and accessory sales, custom-made swim plugs and noise protection, communication therapy, referrals, tinnitus consultations, communication devices recommendations and sales.

CHS Audiology Program Open House events across the province over the past year introduced CHS to hundreds of new consumers and through the CHS Doctor Referral Program engaged physicians who would otherwise not be aware of CHS, our services, and a trusted resource to refer patients to.

- **CHS CONNECT mental health counselling service** to provide support, education, advocacy and counselling. Establishing mental health services was a huge undertaking.

CONNECT has expanded from being available only in Toronto to operating in all CHS offices.

- **Bell Canada's Relay Service** to facilitate phone calls between TTY (teletypewriter) users and those without TTYs. Bell Canada became a significant supporter in establishing a world model. This was before internet protocols, email, and the World Wide Web.

With the Web came the perfect platform for video and video is the perfect format for information in signed languages. With the generous support of the Ontario Trillium Foundation and Human Resources and Skills Development Canada, CHS continues to develop and post information to the CHS website in four languages: English, French, American Sign Language and la langue des signes québécoise.

- *CHS Waterloo hosted Hear the Music. Presenter and world renowned expert Marshall Chasin engaged and educated music students and others on music-induced hearing loss and hearing preservation.*
- *Sault Ste. Marie received funding from the Ontario Trillium Foundation to deliver a Hearing Care Conservation Project. The hearing conservation message was delivered to elementary school children in the Algoma District and offered to both French and English Catholic and Public schools.*
- *The Sarnia office received funding from the Ontario Trillium Foundation to host a one-day Tinnitus conference with renowned guest speakers Margaret Cheesman and Nicole Lanthier.*
- *Part-time students attending post secondary education received 38% more interpreting services and 24% more in notetaking services compared to the previous year.*
- *In the Ottawa region, OIS continues to build LSQ capacity, hiring an LSQ OIS Assignment Coordinator and an LSQ/ French interpreter, with plans to expand.*
- *In Durham region, CHS has strengthened its partnership with Lakeridge Health on patient accessibility and awareness. Now all patients have the opportunity to have a teletypewriter (TTY), in their rooms, as well as amplification systems, as part of patient care for patients with hearing*

- **CHS Access 2000** initiative to improve accessibility and remove barriers faced by culturally Deaf, oral deaf, deafened and hard of hearing people.

Now, thanks to CHS's own Gary Malkowski, and David Lepofsky, the father of the Ontarians with Disabilities Act (ODA), Ontario has the Accessibility for Ontarians with Disabilities Act (AODA) and CHS has served on its standards development committees.

It is so exciting to come back and witness how these programs continue to serve CHS consumers and how they have expanded. Access, stakeholder engagement, and public awareness continue to drive service delivery and expansion.

Access

- Accessible education is the right of all students. CHS is engaged with the Ontario Ministry of Education in the CHS Barrier-Free Education Initiative – a two-year project that provides Accessibility Reviews of schools and Anti-Audism/ Anti-Ableism Awareness Training workshops to school faculties and administrators.
- Deaf Job Seekers and Literacy students can access important information in American Sign Language (ASL) and la langue des signes québécoise (LSQ). Thanks to the Ontario Ministry of Training, Colleges and Universities, résumé development education is being made

available on DVD and through a CHS online resource in English, French, ASL and LSQ.

- As organizations now place a priority on Emergency Preparedness, so too does CHS – to address access to services and information during an emergency. CHS continues to work closely with municipalities on Emergency Preparedness as it pertains to vulnerable populations, increasing awareness of the importance of including Deaf, deafened and hard of hearing people and best communication strategies in an emergency.
- CHS has partnered with Canadian Blood Services to develop donor information in American Sign Language, increasing accessibility for Deaf community members to learn more about how to give, and expanding the pool of life-saving donors.

Public Awareness

- In October, CHS hosted its second annual Day at Queen's Park. Our key message: the vital importance of funding Employment Services, CONNECT counselling program expansion, and visual fire alarms.
- Fire alarms and smoke detectors are not useful if you don't have access to them. CHS continues to carry the agenda forward in many communities and to government about accessible, visual, emergency notification systems. We

have taken the opportunity to meet with Provincial Fire Marshall, local fire departments, community partners and consumers to increase awareness.

Stakeholder Engagement

- CHS Marketing Communications has sought consumer and other stakeholder input into the development of its Communications Strategy. Representatives from across the province, English, French, ASL, and LSQ users, culturally Deaf, deafened, oral deaf, hard of hearing and hearing people participated. Results are expected in the first quarter of the coming fiscal.
- The same is true for our Accessibility Consulting services. CHS has reached out in individual interviews to those who could benefit from an Accessibility Consulting service to develop the services to date. Now we are filling in the gaps in that knowledge with some more specific research with decision-makers in organizations across Ontario. Results are expected in the new fiscal.
- CHS is one of the largest employers of culturally Deaf, oral deaf, deafened and hard of hearing people. We engage consumers at every level from volunteers to senior management. Of a workforce of 432 employees, 33% are consumers, 41% of our management staff are consumers. Of the CHS volunteer Provincial Board of Directors, 59% are consumers.

In the short period of time I have been back at CHS, it is a thrill to see the service expansion and commitment to consumers. In all my travels I have not seen a stronger management team and committed staff. It has been an honour to work with them once again.

The foundation of CHS is drilled down a long way. We have not given up on the issues vital to our consumers. We continue to receive support from each party of Government because CHS does what is right and there is no arguing with that.

Despite the recession and tough financial times, CHS staff, management and Board came together, committed to service delivery, and ended the year with a small surplus, without any services being sacrificed. From my vantage point, I can confidently say, donate to CHS if you want your money spent well.

Lastly, I wish to let you know that I have had the opportunity to sit on several boards and there is not one better than the CHS Board of Directors. The common sense, focus, dedication, and thoughtfulness of this group of professionals demonstrate a true commitment to this organization. It has been an honour to serve with them.

loss. A TTY Pay phone is now situated in the lobby. Lakeridge Health and CHS are investigating increased access for Deaf patients through videoconferencing through Tele-health.

- *CHS provides a Career Investment Program to increase access to specialized education for culturally Deaf, oral deaf, deafened and hard of hearing CHS staff to get the credentials to better serve consumers.*
- *CHS works with Aging at Home initiatives in several languages reaching Portuguese, Spanish, and Chinese communities delivering linguistically and culturally appropriate hearing care counselling services.*
- *CHS's Unfair Hearing Test, An Interactive Listening Experience offers you an opportunity to hear what someone with a hearing loss hears. Revised and remastered, this popular awareness tool is now on CD. Discover the communication barriers faced by people with hearing loss and learn strategies to use when communicating with deaf, deafened, and hard of hearing people.*
- *Deaf for a Day awareness events in Newmarket and in Ottawa continued to draw VIPs and CHS consumers together for a memorable day of reflection, personal growth, education and fun in May.*
- *CHS can serve more with its new satellite audiology clinic at Providence Health Care in Scarborough.*

- *The Sertoma Foundation of Canada and Stork donations allow CHS Waterloo to increase levels of service in its Hearing Care Counselling Program and to purchase hearing aids and devices for clients.*
- *CHS Timmins services now reach the James Bay Coast for General Support Services counselling.*
- *Permanent funding is now in place for City of Kawartha Lakes, increasing access to our services for consumers.*
- *Audiology services opened in Kenora complimented by the CHS Hearing Aid Program, Hearing Care Counselling and Communication Devices Programs*
- *North West Local Health Integration Network funded the purchase of a sound booth in CHS Thunder Bay.*
- *The Parrott Foundation generously provided additional funds to the CHS Belleville office to assist more individuals financially with communication devices.*
- *Through a Brockville and area Community Foundation grant, the office was able to upgrade its well-used Communication Devices Program loaner program.*



Programs and Services

Education

Providing you with the resources to learn and grow

“Truly, I do not know what would have become of me had I not participated in CHS Toronto’s Deaf Workforce Literacy program. Back home, deaf people have very limited opportunities.”

CHS Literacy Program
consumer

Information & Public Awareness

CHS is the leading provider of information about deafness and hearing loss available through the CHS website, publications, and public and media relations. Information includes: resources for parents; facts on tinnitus, Ménière’s Disease, adjusting to hearing aids, noise and noise-induced hearing loss; access and accommodation requirements/ resources; CHS’s magazine, *Vibes*; local resources across Canada; CHS Position Papers on important issues; and formal submissions.

Sign Language Classes

Learn more about this rich, expressive language and the proud heritage of the Deaf community. Our American Sign Language (ASL) classes are taught by qualified Deaf instructors. From beginner to advanced, courses are offered throughout the year. Special contracts can be arranged as well.

Literacy

Our literacy programs teach ASL and Deaf culture; English and math; personal daily living skills and employment preparation. Classes are taught in ASL.

Program offered in Peel, Sault Ste. Marie, Sudbury, Toronto, and Thunder Bay only.



Accessibility

Connecting you to people, services, and information

“One could live without communication devices, but not as well. It’s wonderful to be able to communicate.”

Communication Devices Program
consumer

Ontario Interpreting Services (OIS)

Ontario Interpreting Services provides quality OIS-registered interpreters in a variety of life settings including: medical, mental health, social services, employment, educational, legal, government services, personal business, and after-hour emergencies. Interpreters provide communication in both American Sign Language (ASL) and spoken English. Services in langue des signes québécoise (LSQ)/ French are available in some areas.

Educational Support Services

CHS provides sign language interpreters, computerized notetakers, and/or assistive listening devices to give students an equal opportunity for academic success in part-time post-secondary education.

Deaf-Blind Services

A dual sensory loss makes communication especially difficult. Intervenors provide clear and accurate auditory, visual, and environmental information to allow full participation in all aspects of daily and community living. Intervention is available for a variety of settings, including medical, legal, educational, social services and personal business.

Service is available in Sudbury and Timmins only.

Communication Devices Program

CHS carries the most complete range of communication devices that assist and augment communication, safety and independence, including visual smoke detectors, baby monitors, and alarm clocks; amplified phones; TTYs (text telephones), and more. Our consultants help consumers decide which products work best for them.

Accessibility Consulting Services

Being accessible is not just good business: it’s the law. Our experts offer design solutions – on-site audits, Accessibility Education seminars and more – to enhance services and meet the needs of the deaf, deafened and hard of hearing community.



Counselling

A helping hand when you need it

“While participating in CHS Employment Services workshops, and meeting the CHS employment specialist, I realized that I needed to make major changes to my résumé, treat my job search as a full-time job and be well trained for job interviews. I also learned how to make use of resources available to me.

“I thank CHS for providing me with the tools and the supports, as well as interpreting services. These supports ensured my success in finding a job.”

Employment Services consumer

CONNECT Counselling

CONNECT is CHS's mental health counselling service. Our counsellors provide support, education, advocacy and counselling to deaf, deafened and hard of hearing people and their families concerned about mental health and illness, depression, relationship difficulties, abuse, family breakdown and addictions or substance abuse. Services are offered in a fully accessible and supportive environment, and are free and confidential.

Employment Services

CHS employment consultants can meet with you and provide personalized employment counselling. Our consultants also work with employers to ensure workplace accessibility for deaf, deafened and hard of hearing employees.

General Support Services (GSS)

GSS provides personal counselling and guidance for deaf, deafened and hard of hearing people looking for support and advocacy, when faced with challenges with government services, immigration issues, or needing help overcoming an obstacle. Our counsellors can also make referrals to other community services.

Hearing Care Counselling

Assisting seniors to stay connected, our counsellors provide home visits, education, and demonstrations and recommendations of communication devices. We help people stay safely and independently at home, improve communication with family and friends and stay involved in favourite activities.



Hearing Health Care

Helping you make sound decisions

“CHS has opened our eyes and ears to language in a way I never expected and helped us to better communicate with our son, whether through words or sounds or play.

“Our weekly speech-language therapy sessions provide Emerson with the focused support he needs and deserves but also provide me with the resources and confidence to support his needs throughout our everyday living.

“We would be lost without CHS, and are thankful for the services and supports CHS provides.”

Speech-Language Pathology client

Audiology

Our experienced audiologists provide hearing tests, hearing aid evaluations, hearing aid check-ups or fine-tuning. We see people of all ages, from infants to seniors. The audiologist can also make referrals to other CHS services to assist clients and their families in communicating effectively and living with hearing loss.

Hearing Aid Program

The CHS Hearing Aid Program provides a variety of services including the custom fitting of hearing aids and assessments to ensure they are working properly. Our dispensers will also demonstrate how to use and maintain hearing aids correctly and can help if repairs are needed. We also fit and make custom-made swim plugs and noise protection.

Speech-Language Pathology

It's all about communication. Children and adults experiencing speech and language difficulties benefit from the assessment and therapy services offered by our speech-language pathologists. Goals are developed to create programs tailored to your needs.

Program available in Toronto only.

Hearing Help Classes

Hearing Help Classes teach how to overcome the challenges that come with hearing loss. Consumers learn about hearing loss, hearing aids, speechreading and coping strategies as well as meet other people with hearing loss and share common experiences.

Financial Review — For the year ended March 31st, 2010

For CHS, 2010 was as much as we could have hoped for in any year. In the face of global economic challenges, we experienced a year of solid financial results and successful program delivery.

Continuing service programs were able to maintain funding levels consistent with 2009. At the same time we were able to provide more education and consultation in the area of accessibility to the benefit of our consumers through the public school system.

Funding for programs and services rose by 2.2% over 2009 while the costs of those operations increased by 2.9%. Our crucial fundraising and revenue-generating programs covered this shortfall.

Our year in fundraising achieved its target for the year with gains in some areas that offset losses at the hand of the economic climate.

Sales of goods and services increased over 2009 by 19% as we opened several new locations for product sales and increased staffing in existing locations.

We continued through the fiscal year 2009-2010 the same way we ended the last, with caution in our spending and delivering on our plans, resulting in a small surplus in our Operating Fund of \$33,650.

In contrast and very different from last year, equity markets during this fiscal year began a slow but steady recovery as

governments around the world invested in stability. For CHS our invested reserves recovered most of what had been lost in the prior year. Our invested Designated Funds increased in value by \$727,139.

Total revenues grew 6.6% from last year with half of that coming from Ontario, our largest Government funder (an increase of 4.7%) for increased funding for our interpreting program, literacy programs and educational support services; and the other half from product sales (an increase of 19%) of hearing aids and communication devices.

United Way funding declined slightly from 2009 (-4.6%) as regional United Ways experienced tighter fundraising environments.

Federal grants increased substantially from 2009 (18.6%) but unfortunately Canada is not as large a funder of our service programs as it once was.

Fundraising results, very important to CHS and unpredictable in nature, were excellent and on target in 2010.

CHS operating expenses increased by 6.9% year over year. Salary and benefit costs increased with program expansion that occurred in many areas and the increases that came in the final year of our latest collective agreement. Occupancy costs rose slightly (2.3%) as a result of some moving and renovation costs along with a few rent increases. Services costs

and promotion expenses declined as the agency constrained spending where possible in the face of the economic uncertainty of the recession.

The Society's working capital position improved from last year due to an increase in deferred revenues and an increase in accounts receivable, inventory and prepaid assets.

The Designated Funds of the Society currently total \$4.4 million and are made up of bequests and donations, some specified for a particular use by the donor. The largest of these is our Strategic Initiatives Fund which now comprises \$1.0 million of the total. These Funds completed the year with a surplus of \$727,139, consisting of an increase in value and interest and dividends on the investments.

During the year, while we were able to contribute an additional \$258,000 to some of our designated reserve funds, this was somewhat less than the \$310,496 that was withdrawn and used in our operations.

In spite of a global recession that had widespread impact, and the ever-present challenge of doing more in a world of rising costs, the Society substantially exceeded its financial target. We have been able to maintain a healthy financial position while continuing to serve our consumers – without compromising service levels – in an effective and responsible fashion.

As a last word, the Society exceeded its financial target for the year with a break-even operating result and remains committed to delivering effective consumer services in a fiscally responsible fashion.

Fred Enzel CA, Chief Financial Officer



The Canadian Hearing Society
Balance Sheet
 As at March 31, 2010

			2010	2009
	Operating fund	Designated funds	Total	Total
	\$	\$	\$	\$
Assets				
Current assets				
Cash	1,434,649	-	1,434,649	1,484,765
Grants receivable	113,524	-	113,524	104,197
Accounts receivable	1,416,465	-	1,416,465	1,253,023
Inventory	516,607	-	516,607	374,906
Other assets	106,199	-	106,199	43,299
	3,587,444	-	3,587,444	3,260,190
Investments	-	4,287,624	4,287,624	3,660,535
Interfund loan	(111,397)	111,397	-	-
Property, plant and equipment	3,818,964	-	3,818,964	3,807,008
	7,295,011	4,399,021	11,694,032	10,727,733
Liabilities				
Current liabilities				
Accounts payable and accrued liabilities	1,512,472	-	1,512,472	2,141,417
Amount repayable to funders	792,385	-	792,385	544,415
Current portion of loan payable	-	-	-	2,044
Deferred revenue	1,916,778	-	1,916,778	1,328,249
	4,221,635	-	4,221,635	4,016,125
Fund Balances				
Operating fund				
Property, plant and equipment	3,818,963	-	3,818,963	3,807,008
General	(745,587)	-	(745,587)	(819,778)
Designated funds	-	4,399,021	4,399,021	3,724,378
	3,073,376	4,399,021	7,472,397	6,711,608
	7,295,011	4,399,021	11,694,032	10,727,733

The Canadian Hearing Society
Statement of Operations
 For the year ended March 31, 2010

			2010	2009
	Operating fund	Designated funds	Total	Total
	\$	\$	\$	\$
Revenue				
Grants				
Province of Ontario	20,583,618	-	20,583,618	19,650,904
Federal and other	382,919	-	382,919	322,971
Sales of goods and services	11,324,225	-	11,324,225	9,519,034
Regional United Way contributions	1,815,778	-	1,815,778	1,903,900
Fundraising and gaming activities	1,355,224	50	1,355,274	1,880,348
Interest and dividends	-	99,983	99,983	112,817
Gain (loss) on investments	28	627,106	627,134	(651,269)
	35,461,792	727,139	36,188,931	32,738,705
Expenses				
Salaries and benefits	22,894,770	-	22,894,770	21,427,653
Cost of sales	5,079,639	-	5,079,639	4,271,584
Office and program costs	1,957,424	-	1,957,424	2,052,856
Occupancy	2,108,872	-	2,108,872	2,062,437
Services costs	1,297,919	-	1,297,919	1,332,940
Professional development and travel	1,358,372	-	1,358,372	1,345,397
Promotion and gaming	381,726	-	381,726	391,328
Amortization of property, plant and equipment	23,670	-	23,670	24,539
Bad debts	13,015	-	13,015	5,363
Client assistance and other	312,735	-	312,735	237,556
	35,428,142	-	35,428,142	33,151,653
Excess/(Deficit) of revenue over expenses before discontinued operations	33,650	727,139	760,789	(412,948)
Discontinued operations	-	-	-	(21,796)
Excess (deficiency) of revenue over expenses for the year	33,650	727,139	760,789	(434,744)

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 de 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.

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

Drs. Joanne DeLuzio & Marshall Chasin *
Maria Lefler
John A. Rhind *

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

Kelly Duffin *
Susan Main *
Maribeth Meijer *
Gertrude Moulton

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

Adriatic Insurance Brokers Ltd.
Thomas Allison
Victoria Baby
Rex Banks *
Ralph Barford *
Joan Beattie
Alex & Trish Brown Flow Through Fund,
Kitchener and Waterloo Community
Foundation *
Bodil Bunting
Jean Camm *
Capri Electric Ltd.
Richard & Linda Colosimone *
Frances Cowan
Maggie Doherty-Gilbert
Henry Ens
Fred Enzel *
Gay Evans
Keith & Jane Golem *
Pat Hamilton
Timen Ho
Adrienne Hood
Katherine Hum-Antonopoulos *
Christopher Kenopic
Elliott Knox

Thong Ling *
MacFeeters Family Fund, Toronto
Community Foundation
Gary Malkowski *
Andrew McAskile
Brian McKenzie
MFT
Neeson & Associates - Court Reporting &
Captioning Inc.
Cathy O'Connor *
Office Central Inc.
Murray Pollard *
Dr. John Reid *
Marilyn Reid *
John Scott
Michael P. Shea *
Dr. Phillip Wade *
Hugh West *
Jonathan Wollaston *
L. Gail Wright
1 anonymous

Spring Azure Butterfly Society \$500 - \$999

Darrin Ballard
Dr. Linda Campbell
John Craig
Elizabeth Fricke
Stephanus Greeff *
Home Trust Company
Mark Hurley
E. Grace Hyam
Eugene Janzen
Wayne King *
Mary Lumgair *
Patricia MacKay
Brad McCabe *
Marjorie McGoey
Carl McMillan
Gordon Mephram

Alice M. Moulton
 Stephanie Ozorio
 David Pauli
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 John Ritchie
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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.

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

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.

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



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 laisser, par testament, un don à la SCO.

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** indicates Friend of the Society monthly donors

** indique un ami de la Société que effective des dons mensuels

Dr. Deborah Zeni
4 Anonymus

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