

# TRANSFORMATION...

Leading the way forward



## 2019 Annual Report



Canadian Hard of Hearing Association  
Association des malentendants canadiens

# TABLE OF CONTENTS

<b>A MESSAGE FROM THE CHAIRPERSON OF THE BOARD OF DIRECTORS AND THE NATIONAL EXECUTIVE DIRECTOR .....</b>	<b>2</b>
<b>BOARD OF DIRECTORS .....</b>	<b>3</b>
<b>COMMITTEES .....</b>	<b>3</b>
<b>CHHA NATIONAL STAFF .....</b>	<b>3</b>
<b>WELCOME TO OUR NEW HOME .....</b>	<b>4</b>
<b>PROGRAM HIGHLIGHTS .....</b>	<b>5</b>
ADVOCACY .....	5
NATIONAL HEARING HEALTH CARE STRATEGY .....	5
CHHA EXTERNAL COMMITTEE PARTICIPATION: .....	5
2019 CHHA NATIONAL CONFERENCE & TRADE SHOW .....	6
MEMBERSHIP .....	7
PARTNERSHIPS .....	7
GOVERNMENT OF CANADA FUNDING.....	8
NATIONAL NETWORKS.....	9
<b>LOOKING FORWARD 2020-2023 .....</b>	<b>11</b>
NEW STRATEGIC PLAN.....	11
OUR VISION .....	11
OUR MISSION.....	11
OUR VALUES .....	11
<b>THANK YOU TO OUR 2019 DONORS .....</b>	<b>12</b>
<b>FINANCIAL STATEMENTS .....</b>	<b>14</b>
STATEMENT OF OPERATIONS.....	14
STATEMENT OF FINANCIAL POSITION.....	15



# A MESSAGE FROM THE CHAIRPERSON OF THE BOARD OF DIRECTORS AND THE NATIONAL EXECUTIVE DIRECTOR



Marilyn J. Kingdon  
Chair, National Board  
of Directors



Christopher T. Sutton  
National Executive Director

**2019 was a transformational year** for the Canadian Hard of Hearing Association as we paved the way forward.

After 28 years in our Holly Lane office we moved to our new fully accessible home in downtown Ottawa, with this move we upgraded our infrastructure, created a warm and welcoming environment and strategically positioned ourselves as your voice for people impacted by hearing loss being located within blocks of the federal government.

This year also embarked on new 3-year Performance and Accountability Framework funding from the Government of Canada, this funding was the largest operating grant provided by the Government of Canada to CHHA to increase the operating capacity of the organization in the areas of: governance, leadership and operations, partnering and measuring results. This year we worked on developing a full-range of operational policies, enhancing the nominations process to identify a competency based board of directors and in 2020 this funding will enable us to continue our growth and allow us to build on our success and launch our “barrier free hearing social enterprise” that will support our national networks and continued growth from coast to coast to coast.

And after years of advocacy and input from 100’s of organizations 2019 saw the passage of Bill C-81: An Accessible Canada Act that will change and level the playing field for people with disabilities in Canada forever.

Finally, the end of the year saw the development of our 2020-2023 strategic plan, where we saw the development of our new vision and mission and a strategic plan that will guide CHHA forward and build on our success. This will allow us to further connect Canadians impacted by hearing loss through advocacy, education and community engagement.

Throughout this annual report you will read the many transformational highlights that has positioned CHHA now and to lead the way forward. None of this success this past year would have been possible without the hard work and leadership of your board of directors, management and staff, volunteers across the county and you our passionate membership.

Sincerely,

A handwritten signature in black ink that reads "Marilyn".

Marilyn J. Kingdon  
Chair, National  
Board of Directors

A handwritten signature in black ink that reads "Chris Sutton".

Christopher T. Sutton  
National  
Executive Director

## BOARD OF DIRECTORS

	2018–2019	2019–2020
Chair	Myrtle Barrett	Marilyn J. Kingdon
Vice Chair	Marilyn J. Kingdon	Shelia Serup
Secretary	Sheila Serup	Daniel Tessier-Young
Treasurer	Jon Wollaston	
Directors at Large	Rheal Leger Lee Ramsdell	Jo Deluzio Norman McLeod
YAN Representative	Rosalind Ho	Leanna Rowe
National Executive Director	Christopher T. Sutton	Christopher T. Sutton

## COMMITTEES

<b>Governance</b>	Jo Deluzio Colin Cantlie	Carole Willans Christopher T. Sutton*
<b>Nominations</b>	Colin Cantlie Carole Willans	Curtis Les Christopher T. Sutton*
<b>Finance</b>	Daniel Tessier Young Marilyn Kingdon Christopher T. Sutton*	

\*ex-official

## CHHA NATIONAL STAFF

<b>National Executive Director</b>	Christopher T. Sutton
<b>Manager, Communications, Events &amp; Fundraising</b>	Janice McNamara
<b>Manager, National Networks, Membership &amp; Administration</b>	Karla Wilson
<b>Bookkeeper</b>	Beth Edwards
<b>National Volunteer</b>	Mary Sherren

# WELCOME TO OUR NEW HOME



After 28 years on Holly Lane, the national office moved to a brand new fully accessible location right in the heart of downtown Ottawa. Just steps from Parliament Hill and other government departments strategically positions CHHA as the nation's voice for people impacted by hearing loss.

This move enabled us to invest and upgrade our aging infrastructure that will enable staff to work more effectively and the ability to work remotely while implementing a fully digital footprint.

When you're visiting Ottawa, please let us know and stop by the office or a coffee/tea and chat with one of our friendly staff.

# PROGRAM HIGHLIGHTS

## ADVOCACY

### **Bill C-81: An Accessible Canada Act**

2019 was a year that was full of many milestones in the area of Advocacy. Most notably, Bill C081: An Act to Ensure a Barrier Free Canada, was introduced into the House and passed in May 2019. This was a result of years of hard work, consultations and your lobbying with government.

## NATIONAL HEARING HEALTH CARE STRATEGY

In April 2019, together with industry and professional organizations CHHA launched the Hearing Health Care Alliance of Canada, a group working to build a national hearing health care strategy, to bring the much-needed attention about the issues related to hearing health on the national level.



## CHHA EXTERNAL COMMITTEE PARTICIPATION:

- National Research Council of Canada – Building Code Review
- Canadian Wireless Telecommunications Association - Accessibility Advisory Committee
- Canadian Broadcast Standards Association – NER Advisory Council
- Pan-Canada Disability Leadership Team
- Rick Hanson Foundation – Technical Standards Advisory Committee
- CSA Technical Standards Committee for Disability Issues
- Play by Play Captioning Advisory Committee
- Government of Canada – Parliamentary Review Branch
- National Captioning Institute Advisory Committee

In 2019, CHHA met with 77 Members of Parliament, 12 Senators, and over 190 political staffers. In addition, Christopher T. Sutton, National Executive

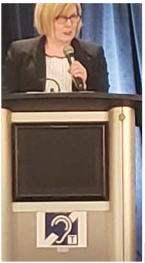
Director provided expert testimony on disability issues to 3 parliamentary committees.



## 2019 CHHA NATIONAL CONFERENCE & TRADE SHOW

### Montreal Conference

In May 2019 we held the very successful CHHA Educational Conference and Trade Show in Montreal, Quebec. Montreal welcomed over 200 people to learn about hearing loss in a fully hearing accessible environment. We had two very special guests at our Opening Session, Mitch Joel, founder of Six Pixels Group, named one of the top 100 online marketers in the world and author and the Honourable Carla Qualtrough, the Minister Responsible for Accessibility. What was very special about this day and the air was celebratory as Bill C-81: An Accessible Canada Act was passed by parliament earlier in the day and the Minister was with us to make this historical announcement. It was a very exciting evening.



## MEMBERSHIP

A new self-service memberships platform, Membee, was launched in November 2019. This new program allows members to update their information right online. This program distributes automatic membership notifications, allows members to pay their membership online and, in the near future, it will have a Members Only section for information only available to our membership.

## PARTNERSHIPS

- **Canadian Academy of Audiology**

We were asked to present at the CAA Conference. CHHA will also be able to meet with the various players in the hearing health industry to ensure we create new partnerships and work together with our current partners to advance hearing health for all Canadians living with hearing loss.

- **College of Audiologists and Speech Language Pathologists of Ontario**

CHHA was recognized for our national advocacy efforts and was presented with the Certificate of Appreciation. A presentation was made at their conference reflecting the requirements of persons with hearing loss.

- **Elections Canada**

This year CHHA was involved with educating its membership and other stakeholders about accessible elections and opportunities for our membership to become involved with the election at a local level.

- **Hear Entendre Quebec**

Hear Entendre Quebec was our partner in hosting the 2019 CHHA Educational Conference and Trade Show. After years of collaboration on advocacy work, projects and other initiatives we partnered together and joined forces to host our national conference in beautiful Montreal, Quebec and to celebrate their 40<sup>th</sup> Anniversary and name change from Communication for Hearing Impaired Persons to Hear Entendre Quebec.

- **Hearing Healthcare Alliance of Canada**

Working with professionals, industry and others we launched the Hearing Health Alliance of Canada. This alliance is working on ensuring a barrier free Canada for all persons impacted by hearing loss.

- **NER Advisory Council**

CHHA attended the first Named-Entity Recognition (NER) Advisory Council meeting as the consumer representative. The NER Advisory Council was established by the CRTC this past summer when it adopted NER as the new standard to evaluate the quality and accuracy rate for live television programming.

- **Rick Hansen Foundation**

Rick Hanson 1<sup>st</sup> Annual Accessibility Professional Conference was held in Toronto, On, where CHHA presented on hearing accessibility and the needs of people living with hearing loss in the built environment.

## **GOVERNMENT OF CANADA FUNDING**

In 2019, CHHA received a 3-year \$625,000 Performance and Accountability Framework funding from the Government of Canada, the largest ever received by CHHA. The objective of this funding is to increase the operating capacity of the organization in the following areas: governance, leadership and operations, partnering and measuring result. This will enable CHHA to be a viable organization that is able to fully support the work of its networks from coast to coast to coast and to develop strong partnerships across Canada so that we can be a strong and sustainable national organization for generations to come.



- **Speech-Language and Audiology Canada**

CHHA attended the SAC Audiology Event in Montreal, where we presented on Bill C-81: An Accessible Canada Act and the work we need to do with professionals to ensure a barrier free Canada.

- **Voice for Deaf and Hard of Hearing Children**

Recognizing the gap and need for support for teens and young adults, CHHA and Voice joined forces to support and promote our respected organizations and are partnering together on various projects and advocacy initiatives. Our National Executive Director presented to their membership, professionals and parents on advocacy and Bill C-81 at their conference in May 2019.

## NATIONAL NETWORKS

In 2019 our National Executive Director was able to meet with many of our National networks from coast to coast to coast. These meetings led to town hall meetings with our networks, meetings with local government officials, and most importantly meeting with and thanking so many of our passionate volunteers who are the heart and soul of CHHA. Some highlights from our National Networks in 2019 include:

- CHHA Newfoundland & Labrador launched its online speech reading program.
- CHHA Calgary worked with the Canadian Football League to ensure that the 107th Grey Cup Festival was fully accessible for people living with hearing loss by offering captions at the game in the stadium.
- CHHA Comox Valley's newly elected board has been actively revitalizing their branch by creating a new website and registering with BC Societies.
- CHHA Edmonton is piloting a Barrier-Free Hearing project where they installed a hearing loop at the Glenrose Hospital.

- CHHA Gander celebrated its 20 Year Anniversary!
- CHHA Hamilton created the Joan Miller Award of Merit to honour Joan for all her passion and dedication to CHHA.
- CHHA North Shore continues to offer Sound Advice sessions throughout the community where people can meet to discuss topics and issues dealing with hearing loss. Its experiment of offering two sessions per month has been a success, and it is hoped that CHHA North Shore will continue to grow (and its membership numbers will grow also).
- CHHA Sudbury had another successful Dream Home Draw. Through this fundraiser, CHHA Sudbury can continue to offer services including assistance, oral rehabilitation services, an outreach program, and various workshops.
- CHHA Vancouver and CHHA BC have launched an Online Hearing Loss Mentoring Program. This program is an Online Program for persons with hearing loss in BC to make available peer support and mentoring to hard of hearing and deafened people in BC.
- CHHA Yellowknife Sound Sense program encourages young people and parents to be aware of the damage noises can create and to protect against future hearing loss.
- The Young Adult Network has been very busy preparing for the first international Summercamp scheduled to take place in August 2021.

# LOOKING FORWARD 2020-2023

## NEW STRATEGIC PLAN

This plan was developed from the valuable input that you have provided at the various events over the past few years and through the engagement many of you and your networks had with our National Executive Director.

From this input we developed a Strategic Plan Working Group to discuss the process and critical areas of focus. The Working Group reviewed our work to date track record and examined a range of reports and strategy documents. This session was followed by a facilitated engagement process, which enabled the Board and staff to explore the themes and recommendations submitted by the Working Group.

Building on our strengths and national network, these plan sets out the broad strategic direction we will undertake as we advance issues that matter to our community. We aim to maintain the confidence of our members by providing quality advocacy, outreach and service programs built on our shared values.

With this plan, the CHHA Board of Directors and staff set out critical initiatives for the next three years to build capacity and organizational sustainability. The program also includes our new vision, mission and values. The vision reflects our desire to see the hearing loss community achieve the quality of life they desire. Our mission and values indicate why we exist and what is our purpose.

### Our Vision

To inspire and empower Canadians impacted by hearing loss.

### Our Mission

Connecting Canadians impacted by hearing loss through advocacy, education and community engagement.

### Our Values

We cherish diversity.  
We break down walls and build bridges.  
We drive change.

# THANK YOU TO OUR 2019 DONORS

Many individuals and organizations have responded to our call to action this year and provided valuable, much-needed support.

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

## \$1,000 AND OVER

Anonymous	CHHA-Newfoundland and Labrador
CalDor Foundation	CHHA-North Shore
CHHA Foundation	Strategic Charitable Giving Foundation

## \$999–\$500

Peter Gartenburg	Leslee Scott	Ian Hamilton
Milton Vokey	J. Fred Scott	Lynn Wheadon

## \$499–\$100

Lynnette Aldcroft	Gael Hannan	Tammy Petraitis
Backman Vidcom	Donna Hansen	Mary Pinter
J. Merrill Belanger	Donald A. Hitch	Carole Prévost
Sue Bernt	Joan Hodgson	Zelma Rebmann-Huber
Ed Boates	Mike Jackson	Eric Rigby
Canadian Club CVE	Marika Janitsary	Ian Robb
Christine Davis	Marilyn Kingdon	Barry Sabean
Mike Devine	Elko Kleinschmidt	Kim Scott
Therese Dinh	David Malcolm	Orleen Sinclair
Donnybrook Legion	Scott McIntosh	Vijaya Sitaram
Auxiliary	James McMeekin	Maureen Spec
Bernice Dowhaniuk	Michele Mercer	Darlene Strandlund
Linda Ferguson	Hugh Mitchell	Christopher Sutton
Joan Gazeley	Françoise Moreau	Daniel Tessier
Rosemarie Gentles	Sheryl Nafziger	Olive Thorne
Sandra German	Iris Noiseux	United Way
Cindy Gordon	Louise Normand	Graham Wakeham
Alan Guthrie	Jerry Nugent	Karla Wilson
Doreen Gyorkos	Janice Owen	Cedric Yansouni
Don Halpert	Katherine Payne Mercer	Pay Pal Giving Fund
Patricia Hamer	Sharon Perry	

## UNDER \$100

Catherine Arnold  
Craig Barlow  
Eileen Bell  
Ivan Berggrun  
Juliana Bergsma  
Bernadette Bischoff  
Jeff Blake  
Jean Paul Booyens  
Paul Boryski  
Virginia Brake  
Noreen Brazil  
Toby Brooks  
Allen Brown  
Dean Bryant  
Richard Cameron  
Bruce Campbell  
Emma Campbell  
Terence Carscadden  
Marshall Chasin  
Catharina Christie  
Pawan Chugh  
Wendy Ciperá  
Leslie Colby  
Alfred Creeggan  
Barbara Danes  
Grace de Vries  
F. Maurice DeCoste  
Joanne DeLuzio  
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Magnus Ericson  
Eunice Estrada  
Patricia Fairhead  
Kari Shirley Ferguson  
Robert Fleming  
Ray Forseth  
Hugh Fraser  
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Laura Glover  
Susan Goodger  
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Wilma Greatrex  
Margaret Grose  
Claire Guest  
Mary Guyatt  
Randy & Karen Haggett  
Ann Hagglund  
Nancy Hammell  
Marguerite Hanlon  
Irja Hansen  
Faye Hart  
Vonda Hayes  
Veronica Healy  
Susan Hills  
Kathleen Holden  
Evelyn Hones  
Julie Ishida  
Jacqueline Iwasienko  
Sandra-Jean Jackson  
James Keeley  
Deborah Keresztes  
Joan Kleinrock  
Gloria Knous  
Norma Jean Kowal  
Geraldine Kusnierczyk  
Lynda Lange  
Edward LeDieu  
Valerie Lewis  
Sharon Lloyd  
Dan Mahoney  
Bonnie Maroun  
Douglas W. Marshall  
Pauline Mathezer  
Frances Jill McGregor-  
    Savoie  
Barbara McLeod  
Norman McLeod  
Aidin Medicin  
Gail Mildren  
Robert Miller  
Mitchell Square Womens  
    Institute  
Ken Murray  
Marlene Neva  
Patricia Norman  
Murielle Paquette  
Marie Parsons  
Cyril Peach  
Jean Peacock  
Graham Peake  
V.S. Primorac  
Anne Proulx-Séguin  
Betty Randall  
Mary Randsalu  
M. Raphael  
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Joseph Royle  
Cathy & Harold Shelswell  
Bena Shuster  
Eugene Starchuk  
William Stewart  
Helene Strecker  
Rob Thompson  
William Tivy  
Catherine Tooton  
Jen van der Meulen  
Karin Van Lieshout  
Bernard Vermersch  
Inge Vindberg  
Terri Walker  
V.A. Woods

# FINANCIAL STATEMENTS

## STATEMENT OF OPERATIONS

For the Year Ended December 31, 2019

	2019	2018
<b>REVENUE</b>		
Project grants and contributions (Schedule A)	\$ 235,785	\$ 347,662
Conference and events (Schedule B)	83,391	53,650
Contribution from CHHA Foundation (Note 9)	50,000	10,000
Memberships	16,390	14,880
Fundraising	14,646	31,808
Bequests and donations	6,881	20,890
Social Enterprise	6,000	-
Other	16,664	27,923
	<b>429,757</b>	<b>506,813</b>
<b>OPERATING EXPENSES</b>		
Projects	220,143	293,774
Members support costs	177,519	223,779
Conference and events	135,644	59,272
	<b>533,306</b>	<b>576,825</b>
<b>DEFICIENCY OF REVENUE OVER EXPENSES</b>	<b>\$ (103,549)</b>	<b>\$ (70,012)</b>

# STATEMENT OF FINANCIAL POSITION

December 31, 2019

	2019	2018
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash	\$ 102,809	\$ 81,514
Cash - Young Adult Network	15,213	13,252
Money market funds, 1.40%	12,067	125,783
Accounts receivable (Note 3)	16,405	50,717
Prepaid expenses	1,427	5,728
Current portion of investments (Note 4)	104,239	101,610
	<b>252,160</b>	<b>378,604</b>
<b>CAPITAL ASSETS (Note 5)</b>	<b>18,189</b>	<b>-</b>
	<b>\$ 270,349</b>	<b>\$ 378,604</b>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Accounts payable and accrued liabilities (Note 6)	\$ 77,118	\$ 93,727
Due to the Young Adult Network	15,213	13,252
Deferred grants and contributions (Note 7)	48,834	38,892
	<b>141,165</b>	<b>145,871</b>
<b>NET ASSETS</b>		
Unrestricted	634	18,183
Internal restrictions (Note 8)		
Special Initiative Fund	16,550	31,550
Charlotte Lavigne Fund	112,000	183,000
	<b>129,184</b>	<b>232,733</b>
	<b>\$ 270,349</b>	<b>\$ 378,604</b>



## Canadian Hard of Hearing Association Association des malentendants canadiens

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