



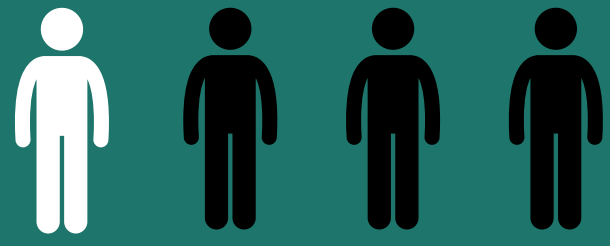
Canadian Hard of Hearing Association  
Association des malentendants canadiens

# 2022 Annual Report



613-526-1584  
info@chha.ca  
www.chha.ca

# Our Community



**1 in 4**

Canadians experience hearing loss.

**19%**

of Canadian adults under the age of 70 experience hearing loss such that it negatively affects their ability to comprehend speech.

**90%**

of people with hearing loss can improve communication with hearing assistive technology, counselling, or environmental changes.

## Our Values

We cherish diversity.

We break down walls and build bridges.

We drive change.

## Our mission

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

## Our vision

To inspire and empower Canadians impacted by hearing loss

## Our Reach

**1,057**

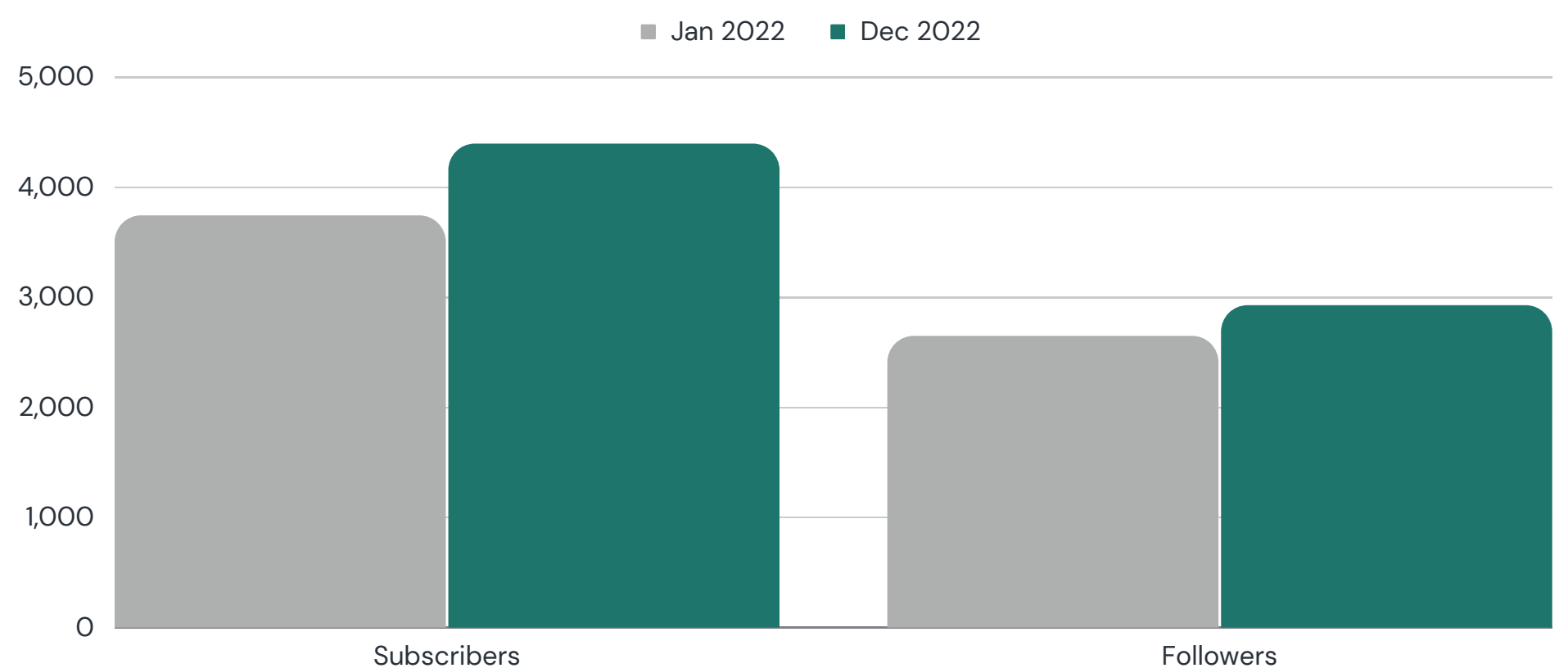
Canadian Hard of Hearing association members.

**4,392**

subscribers.

**2,924**

online followers.



# A Message From Our Board Chair



Dear members and supporters,

I'm honoured to share our 2022 Annual Report, which serves as a portfolio of the remarkable achievements and milestones that have defined our organization's journey throughout the past year.

Throughout 2022, we at Canadian Hard of Hearing Association (CHHA) have worked diligently towards our mission of connecting Canadians impacted by hearing loss when it was more important than ever before.

With reflection comes gratitude for all those that helped us towards this mission.

First, thank you to our professional partners. Through collaboration with community partners, industry professionals and stakeholders, we raised awareness about the unique challenges faced by our community and advocated for accessible communication, education, and employment opportunities for those with hearing loss.

I want to extend my sincere gratitude to CHHA National staff and volunteers. Our staff and volunteers led a number of programs and webinars dedicated to reconnecting our community over the past year. These initiatives aimed to break down barriers and foster a more inclusive society where the voices of individuals with hearing loss are heard and respected. I'm proud to work alongside our CHHA National team.

Thank you to our CHHA Networks for their work advancing our vision across the country. Our networks have become the centre of many communities, allowing Hard of Hearing Canadians to feel a sense of belonging, no matter where they're located.

Our donors and funders have a palpable impact on our work. We could not achieve what we have without their generosity and commitment to a better future for Canadians with hearing loss. Thank you for your unwavering support during 2022.

Finally, thank you to our Board of Directors. It's been a privilege to serve our members alongside them throughout 2022. In the last year, we attracted three new Board members, passed several Board and organization policies, and increased our outreach to donors through various efforts including supporting our Donor Thank-A-Thon.

As I reflect on the accomplishments of 2022, I'm excited about the future and the opportunities that lie ahead. With your continued support, I'm confident that we can continue to bring about positive change and a more inclusive and accessible society for all.

Thank you.

Sincerely,

Gilles LeVasseur  
CHHA National Board Chair



# A Message From Our National Executive Director



Dear Canadian Hard of Hearing Association (CHHA) supporters,

As we all reflect on 2022, it is important to recognize the year as one of great transition as we moved into a time of recovery. Although the pandemic's impact was widespread and difficult for all, we know that the previous three years affected our members and consumers disproportionately as COVID-19 increased barriers to accessible communication, services, and programs.

Because of this, 2022 was a year that required us to extend ourselves beyond our typical capacities. We felt it imperative to reach out to many who had been isolated and to re-engage those who had lost touch with their community. It was a time when we needed to focus on renewing relationships with many of our partners and stakeholder groups (who themselves were recovering) and to re-establish connection to re-ignite our collaboration efforts.

The past year was also one of rebuilding. We had to rethink how we served our members and how to deliver programs to continue to be of value to those who needed our support. It also challenged us to become more innovative; to create new partnerships and to pursue opportunities that previously may not have been on our agendas. 2022 required us to operate differently, more than we have ever had to before.

Amongst all of this transitional work, 2022 has shed light on CHHA's resiliency in the face of challenge. This has been incredibly inspiring and rewarding to see. We've had the opportunity to elevate our work and to not waver in our support to our community. We've demonstrated our leadership to support individuals with hearing loss and their journey to living well.

We've stayed committed to various national initiatives including the Share Your Smile and Get In the Hearing Loop campaigns that were designed to reduce barriers to communication in public spaces, the Accessibility Canada Act project that was dedicated to improving accessible communication resources for the Ministry of Transportation, and the launch of our Accessible Navigation to Employment Project that will provide skills training for job seekers and build bridges with employers to hire people with hearing loss.

For CHHA, 2022 was a great demonstration not only of who we are, but more importantly, who we can be.

As we look to 2023 and beyond, at the National Office and across Canada within our CHHA Networks, we will continue to set the course for our exciting future. A future that will demonstrate CHHA's continued leadership in many new emerging sector initiatives that include:

- Building a strong hearing health care sector through our work with the Hearing Health Alliance of Canada.
- Breaking down employment barriers through our Accessible Navigation to Employment Program by increasing access to training of Deaf and Hard of Hearing individuals in collaboration with Mohawk College and working with employers across Canada to become more accessible.
- Focusing on youth leadership with our Young Adults Network and strengthening our mentorship programs that build our leadership capacity for future generations.

In the next year, we will also be focused on generating more education programs and technology resources to enable our members and consumers to successfully self-advocate and live more independently. As well, we will be strengthening our CHHA Network community by building our resources and capacity through expanding partnerships and collaborating across sectors. Our goal is that these ambitions will open up connections to a greater number of members and consumers to nurture new opportunities that will strengthen CHHA's leadership role and continue to position us as the largest national consumer advocacy organization in the sector.

I want to thank all of you — staff, volunteers, donors, members, and partners — for your contributions to our successful recovery and exciting rebuilding that will continue to take place as we forge ahead.

Sincerely,

Richard Plummer  
CHHA National Executive Director



# Our Funds



CHHA National wishes to express its sincere gratitude to the Canadian Hard of Hearing Association Foundation for its ongoing and unprecedented commitment to our work across the country.

Thank you to the Estate of Helen Allen Stacey for your generous \$50,000 donation to create a scholarship program in the name of Helen Allen Stacey. This scholarship is for students in any of the following programs: Early Childhood Education, Personal Support Worker, Nursing, Medicine, or Journalism. It is estimated that a minimum of ten students with hearing loss will benefit from this generosity over 12 years.

\$99,000  
CHHA Foundation

\$36,000  
Donations

\$23,000  
Events and  
Fundraising

\$677,000  
Project Grants

**Thank  
you.**

Thank you to all of our donors for your support of our work in 2022. Your support has made a remarkable difference in our ability to serve individuals with hearing loss across the country.

# Our Work

At CHHA National, we recognize the importance of community and connection for all. In 2022, we focused on reducing barriers to communication for individuals with hearing loss and creating hearing-friendly spaces for all.

Our involvement included:

- **Accessibility Canada Act Project** - helped to support the Ministry of Transportation to become more accessible by developing educational resources for training staff members.
- **Hearing Health Alliance of Canada** - continued to collaborate with partners to advocate for the implementation of a national hearing health care strategy.
- **Accessible Navigation to Employment (ANTE) Program** - In partnership with Mohawk College, we secured funding to develop the ANTE Program that is designed to reduce barriers to employment for Deaf and Hard of Hearing communities.

We are proud to provide insight and guidance on two national committees:

- Parliamentary Branch Universal Design Committee
- Public Services and Procurement Canada (PSPC) Accessibility Committee



# Our Impact

## Accessible Webinars

Although COVID-19 increased barriers for the Hard of Hearing community, it provided us with a unique ability to reach new individuals and bring educational information directly to members' living rooms.

In 2022, we delivered webinars on topics from 'Choosing an Alerting Device' to 'Making Community Spaces More Accessible with Technology'.

7

Webinars

487

Webinar attendees

## CHHA National Online Mentoring Program

Designed to help individuals acquire skills to manage their hearing loss in everyday life to help them to achieve optimal well-being, personal fulfilment and productivity.

2022 Program Highlights:

- Over 50 requests for mentors from members of the community
- 20 mentoring relationships established
- One special edition Listen magazine published, featuring mentors and mentees, as well as program highlights
- Program resource enhancements completed on website to support mentors and mentees
- Received the New Horizons Grant to support this work

*"I was struggling to come to terms with my identity and how my hearing loss impacted my life. It was a challenging and isolating experience, and I felt like I needed support and guidance to help me better understand myself and my condition. I knew that I needed someone who could relate to my experiences and provide me with the resources and tools I needed to move forward.*

*That's when I learned about CHHA's Mentoring Program, and I knew that it was the perfect opportunity for me to connect with others who shared my experiences and could help me navigate my journey towards self-acceptance and empowerment."*

*-Carrie Hartwick, Mentee*



## Employment Access Framework (EAF) Project

Focused on enhancing employment opportunities and workplace accommodations for members of Ontario's Deaf and Hard of Hearing community.

2022 Program Highlights:

- Over 40 new employer contacts and 20 new community service provider contacts made through the EAF project
- 2 new partnerships introduced and/or strengthened with academia through EAF project
- 67 registrants for EAF Launch
- Over 100 registrants and attendees for EAF Showcase/project close out

*"This project has turned me from a quiet member of our team into an advocate... It's a journey I'm hoping will continue.*

*-Anthony Bohemier, EAF participant*



# Our Impact

## E-Store - Social Enterprise

We respond to our community's needs by offering access to affordable, high-quality, modern hearing solutions and communication products.

**Returning customer rate**  
12.96%

**Most popular product**  
Pocket Talker Pro 2.0

**Products Sold in 2022**  
92



## Get in the Hearing Loop Campaign

A national movement to promote communication access and support a barrier-free Canada, one loop at a time. We hope to change public spaces — and lives! — by sharing information about hearing loops.

### 2022 Project Highlights:

- Launched our national Get in the Hearing Loop campaign, engaging over 120 initial stakeholders to inspire them to take action.
- Collaborated with Dr. Juliette Sterkens and Hearing Loss Association of America (HLAA) to launch our resource site.
- Brought 4 national Technology Partners together to join the campaign.

*"Bringing awareness to how the hard of hearing community struggles to hear in public spaces is vital. This technology creates a positive listening experience in any environment"*

*- Stephanie Brown, Managing Partner at Hearing Assistive Technology Group.*

## Scholarship Program

We received 64 applications for our scholarships in 2022.

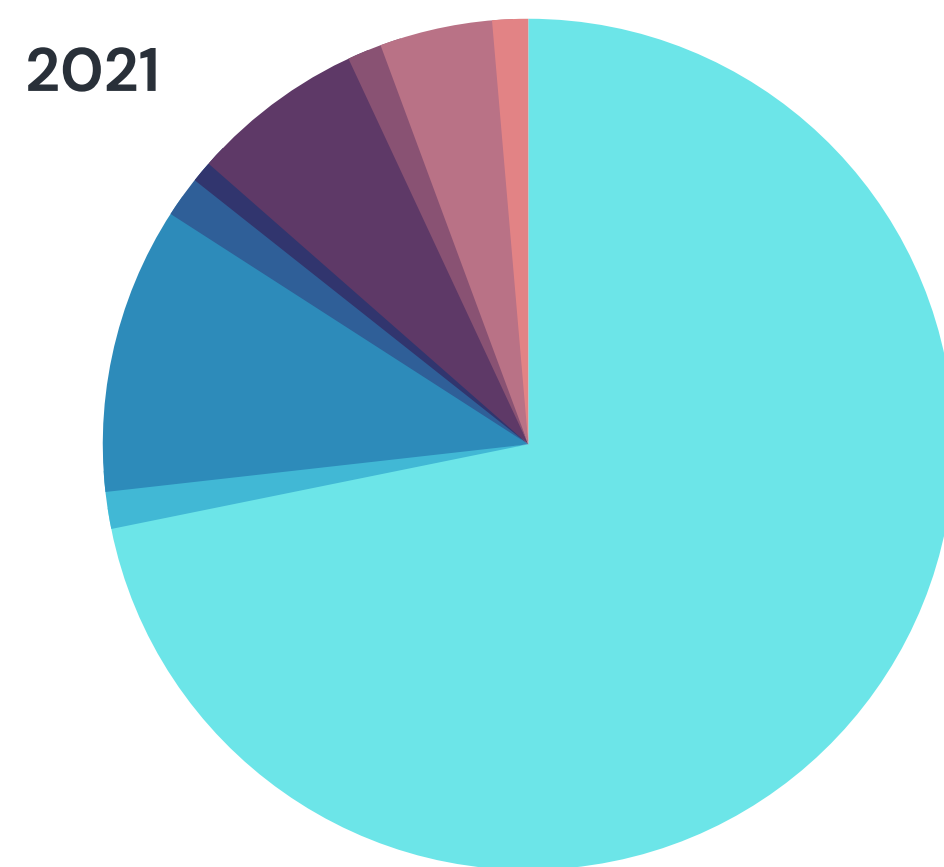
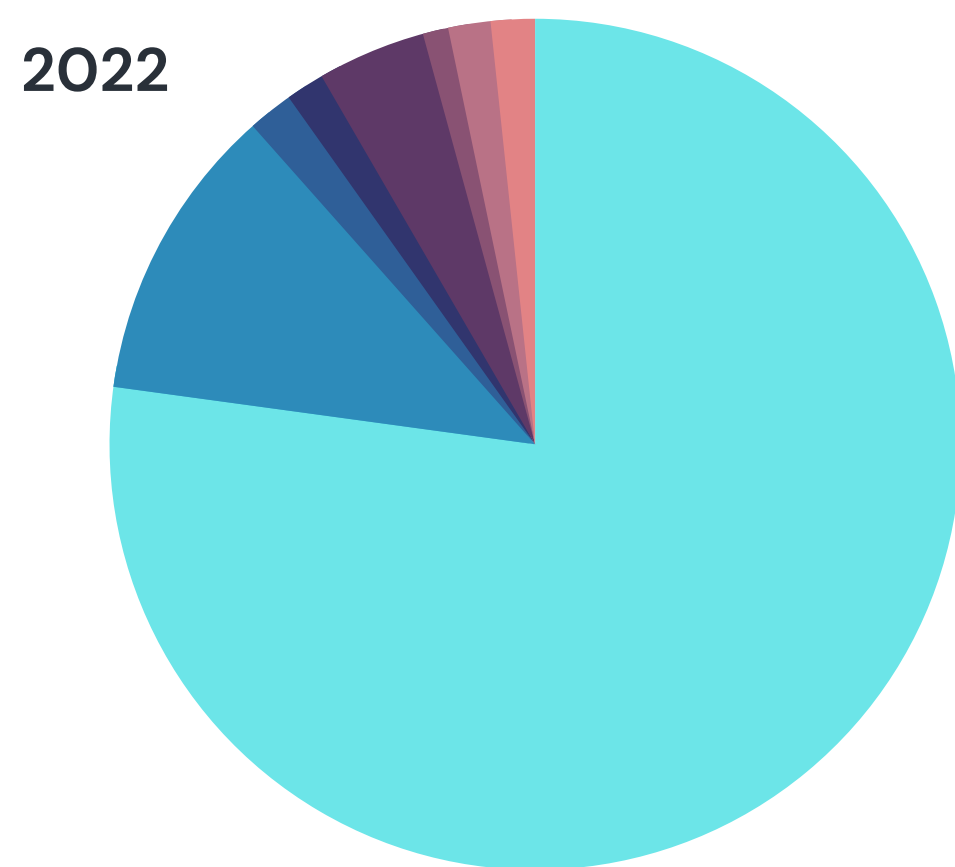
Thank you to all that took the time to apply, as well as our donors that make our scholarship program possible.

Congratulations to our scholarship recipients.

Frank Algar Memorial Scholarship	Catherine Dumé, ON
Dr. Charles A. Laszlo Scholarship	Christophe Devos, BC
Carrell Hearn Memorial Scholarship	Lauren Wright, AB
Susan Brown Memorial Scholarship	Nolan Philip, BC
Helen Allen Stacey Memorial Scholarship	Sarah Madeyski, AB
Young Adults Network (YAN)	Iman Farooqi, AB
Young Adults Network (YAN)	Emily Rafuse, NS



# 2022 Financial Report



## Revenue

2022

2021

	2022	2021
Project grants and contributions	\$676,581	\$692,302
Canada Emergency Wage Subsidy	-	\$13,507
Contribution from CHHA Foundation	\$99,000	\$105,000
Memberships	\$15,087	\$14,960
Social Enterprise	\$12,836	\$7,791
Bequests and Donations	\$36,109	\$63,526
Fundraising	\$8,494	\$12,551
Conference and events	\$14,092	\$41,293
Other	\$14,668	\$13,121
<b>Total</b>	<b>\$876,867</b>	<b>\$964,051</b>

## Expenses

Projects	\$682,787	\$692,468
Members Support Costs	\$151,968	\$211,842
Conference and Events	-	\$45,056
<b>Total</b>	<b>\$834,755</b>	<b>949,366</b>

## Excess of revenue over expenses

<b>Total</b>	<b>\$42,111</b>	<b>\$14,685</b>
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# Our Partners

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Thank you to our partners for sharing our vision and collaborating with us to enhance the quality of life for all Canadians with hearing loss.

Advanced Listening	Humask
Auris Hearing Loop Systems	IDA Institute
Better Hearing Solutions	Juliëtte Sterkens
Canadian Accessibility Network	Lisnen
Cochlear Canada	Mohawk College
Ear Gear	Procurement Services Canada- Ontario Region
George Brown College	Royal Bank of Canada
Hall Telecommunications	Service Canada
Hearing Assistive Technology Group	Society of Deaf and Hard of Hearing Nova Scotians
Hearing Health Alliance of Canada	Vancouver Community College
Hearing Loss Association of America	VOICE for Children who are Deaf and Hard of Hearing
Heritage Canada	

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# Our Networks

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Thank you to our CHHA Networks for carrying out our mission and commitment to Canadians with hearing loss from coast-to-coast.

CHHA British Columbia  
CHHA Abbotsford  
CHHA Comox Valley  
CHHA North Shore  
CHHA Vancouver  
CHHA Calgary  
CHHA Edmonton  
CHHA Lethbridge  
CHHA Regina  
CHHA Manitoba  
CHHA Hamilton  
CHHA National Capital Region  
CHHA Sudbury  
CHHA Quebec - Outaouais  
CHHA New Brunswick  
CHHA Moncton  
CHHA Newfoundland & Labrador  
CHHA Exploits Valley  
CHHA Gander  
CHHA Happy Valley Goose Bay  
CHHA Labrador West  
CHHA Prince Edward Island  
CHHA Young Adults Network

