




Island  
Deaf +  
Hard of  
Hearing  
Centre

2022 - 2023  
ANNUAL GENERAL REPORT

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*Our offices are situated on the traditional territory of the Coast Salish, Nuu chah nulth, and Kwakwaka'wakw peoples whose historical relationships with the land continue to this day. We are grateful for their stewardship and preservation of the land where we live, work, and provide service to a diverse client base.*



# PRESIDENT'S REPORT

As we look back on the past year, we can reflect on the significant challenges that we faced as an organization. The lingering impacts of the pandemic continued to forced changes in how we delivered our services and how our clients accessed those services. The demands for interpretation and captioning increased while our 'walk-in' traffic started to recover late in the year.

The new Victoria facility was completed and we are now operating a full capacity. The move placed significant demands on our staff who were already balancing off a number of competing interests. The end result is overwhelmingly positive. IDHHC is now set to address the needs of various communities in the coming years.

As the year progressed it became apparent that our financial situation had not recovered to pre-COVID levels. Cost controls alone were not sufficient to ensure the long term continuity of services and new sources of revenue were going to be required. As the calendar year came to a close our discussions became very focussed. Fortunately, we were able to reach new agreements that have eased the financial crisis and offered IDHHC a sustainable path forward. Some of our future plans will be announced in the coming months. As the world transitions from pandemic to post-pandemic we need to adapt to the changing nature of office work and the larger issue of staff recruitment. It is often said that the only thing constant is change, and perhaps never more than now.

As in past years, our staff have again proven their dedication to our clients day in and day out. We have been most fortunate to benefit from the talents and sheer perseverance that are demonstrated every day. The Board of Directors extend our sincere thanks and appreciation for all that has been done, often under trying circumstances.

While the coming year will present its own challenges, we are well placed to meet those. Our strategic plan will be updated to reflect the new environment that we are working in. We will carefully review our services to ensure that they best meet the needs of the communities that we service. We will continue to seek the resources that we require to invest in solutions that best meet the needs of today and tomorrow.

One of the best investments that can be made is directly to IDHHC. I encourage all of us to consider how we can invest our resources, whether in time or financial, in an organization that improves the lives of many each and every day.

Respectfully submitted,  
*Chris Beresford*

# EXECUTIVE DIRECTOR'S REPORT

Another busy fiscal year is complete and our reflections are mixed with successes and challenges. In the following pages you can read from our staff and Board teams the reports that summarize some of those stories.

Moving into the new Victoria office last spring was certainly busy, but we are feeling almost settled, enjoying the space and developing some of the many opportunities we imagined here. Most areas of service delivery are expanding while others remain steady and the reports enclosed will provide some context, figures and graphics to share the information.

One critical factor for IDHHC, and for most non-profits across the country, is the data and information emerging from the sector about the health and stability of the philanthropic landscape in a post pandemic environment. Analyzing that information, overlaying the dramatic increases in the cost of living and the cost to deliver outcomes in the social services sector, reveals interesting and also potentially concerning trends.

## IMAGINE CANADA (JULY 25, 2022)

Funding for non-profits reducing as expenses increase:

- + nonprofits are still likely to feel an impact as **individuals donate less** and major funders tighten their belts in response to low returns in the market
- + economic woes are driving up demand for nonprofit programs and services at the same time as the **cost to provide those services are more expensive**

## IMAGINE CANADA (APRIL 27, 2023)

Statistics Canada released preliminary estimates:

- + \$11.8 billion in donations in 2021 / that is up from \$10.9 in 2020
- + but the **actual donor base continues to shrink**
- + only 17.7% tax filers claimed donations - the **lowest % ever recorded**
- + since 2013 the % of donations going to charities with **annual revenues of \$25 million or more has jumped from 32% to 42%**
- + over the same period, the percentage of donations going to charities with **annual revenues under \$2 million has dropped from 36% to 28%**

This information concerns us as we find ourselves competing for smaller portions of funding from fewer sources. As we move to reimagine and update our strategic plan we remain committed to growing our social enterprise, strengthen our infrastructure, and develop sustainable funding to not just maintain but expand services to Deaf and hard of hearing individuals and families, and the broader community on Vancouver Island, Gulf Islands, and across the province.

Respectfully submitted,

**Denise Robertson**



# OUR DONORS + SUPPORTERS

We would like to take this opportunity to express our gratitude to the many donors, supporters, funders and partners that work with us to maintain services across Vancouver Island and the Gulf Islands. We cannot do this work alone and together we continue to enrich the lives of those we serve.



## INDIVIDUAL DONORS

Ada Leppky, Anna Venditti, Anne Minnings, Anonymous, Barbara Dunn, Beverley J. Wallace, Chris & Charlene Beresford, Christine Worsley, Clayton Gehrke, Cynthia Dunn, Dan Brown, Dave King, David Hartman, Delia Hill, Denise Robertson, Doug Burn, Duncan Gibson, Edith Rosenfeld, Elizabeth Barker, Ellen Hooper, Emma Barriscale, Eugene Grooms, Evelyn Oades, Florence Davis, Forrest Jim Barter, Frances Newall, Garry & Sharon Holland, Gary Berkin, Gerald Henkelmann, Hannah Sauermann, Helen Zaherie, Ian Geddes, Ida Spada, Irene Fraser, Irvine Reede, James Hebert, Janet Murray, Jean Hughes, Jim & Mae Robinson, Joanne Palmer, John Francis, John Langford, John Plummer, Joyce Thompson, Katherine Beecroft, Kathleen Shaw, Katie Manghillis, L.Wayne Smith, Lise Carlsen, Lothar Netzel, Mahjor Bains, Marina Caroulias, Mark & Diana Gillis, Mark Dunn, Meredith Lemon, Merle Newberg, Michael Hayes, Nola McIntyre, Nora Clarke, Norene Hawkins, Patricia Cochran, Patricia Hannan, Patricia Robison, Paul Jeske, Pauline Mussett, Penny Stanley, Reginald “Jim” Haskins, Rob Wicks, Robin Sebastian, Ron Rickard, Rosa Venditti, Ruth Clarke, Sharon Ashley, Shelby Titian, Sigrid Lindstrom, Simone Conner, Southard Quint, Stu & Emily Whitney, Susan Belford, Susan Haugen, Sylvia Draper, Thyrsa Blaze, Toni Graeme, Valda Kitching, Victor & Pearl Frost, William (Bill) MacMillan, Yvonne Gordon



## COMMUNITY & ORGANIZATION SUPPORTERS

BC Community Gaming Grants, Evening Optimist, Great Canadian Casino, Nanaimo Foundation, Provincial Employees Community Services Fund, Sidney Lions Club, The Tony and Mignon Fenton Trust, United Way of Greater Victoria, Victoria Foundation, Victoria Lions Club



*We acknowledge the financial support of the Province of British Columbia.*



***Our sincere gratitude for your support and commitment.***

# EMPLOYMENT SERVICES

Employment Services continue to serve clients with broad skills sets and needs over the 2022-2023 year. More new clients were served, and more clients found jobs this year, as compared with last year. Also of note was the shift in demographics. Anecdotally, a broader age range in clientele, with more adults aged 65 and over seeking Employment services than in previous years. This can be attributed to an ageing population on the island, but also to the steep rise in the cost of living experienced this past year. Example: the new living wage in Nanaimo (based on two working parents with two children) as of November 2022 rose to \$20.49/hr, up from \$16.33 in 2021. 2022 was also the first year it cost more to live in Victoria than in Metro Vancouver with Victoria's living wage in November 2022 at \$24.29, up from \$20.46 the previous year<sup>1</sup>.

In response to these trends, the employment team ran workshops and events geared towards people with similar needs and demographics, along with individualized services. Workshops continued to include subjects such as disclosing a disability and tapping into the hidden job market, but grew to include more workshops on stress management, communication skills, and conflict resolution. The employment team partnered with Family and Community Services to host a social night for young working adults, and ran a Paint Night for adults, both allowing for some much-needed social time and peer support. As 2023 begins, the team looks to the coming year to continue to adapt service offerings to meet clients' needs; empower and grow participation in the labour market, and to reach personal goals.

**“Workshops double as therapeutic support groups and meeting places.”**

<sup>1</sup> [https://www.livingwageforfamilies.ca/living\\_wage2021](https://www.livingwageforfamilies.ca/living_wage2021)  
[https://www.livingwageforfamilies.ca/living\\_wage\\_rates\\_2022](https://www.livingwageforfamilies.ca/living_wage_rates_2022)

**“Thanks to the staff at IDHHC I have successfully adapted to my profound hearing loss, I am happy and am thriving. I owe them a debt of gratitude that can never be repaid.”**

## CLIENT SUCCESS STORIES

B. was referred to IDHHC from Nanaimo's multicultural society because of her hearing loss. Her English was basic, her hearing loss significant and her Canadian job experience minimal. B. received hearing aids through our Nanaimo clinic after CM had walked her through the WorkBC ATS process. As she is a hard-working, kind person interested in helping seniors with some cleaning experience, our CM was able to match her with a local seniors' care home where she was hired right away as a full-time housekeeper and at a great wage!

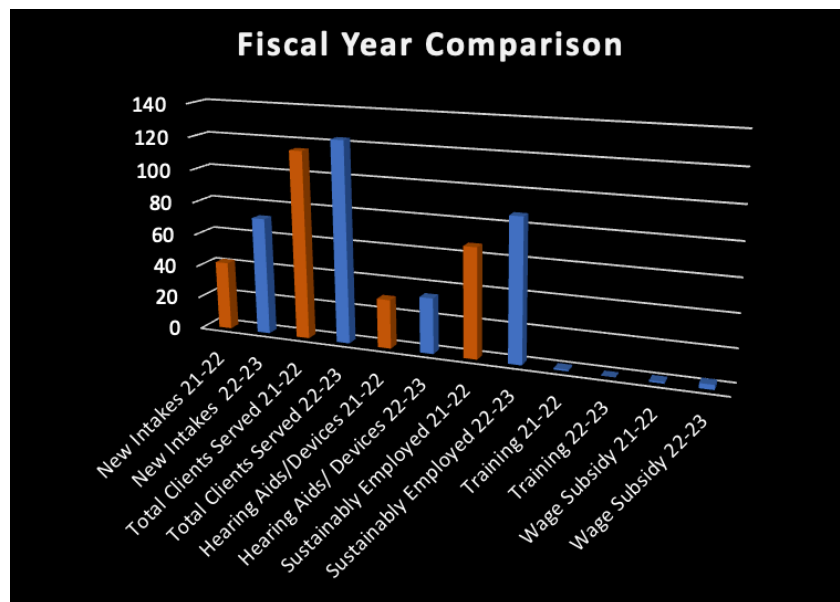
**“I love my work because I love helping the senior residents, they feel like my family. They tell me I work hard, and I always help them and that makes me feel so good. I am so happy that I can help with the mortgage and bills now. We will never be able to fully thank you for all your help. What an awesome group (at IDHHC).”**

L. approached Nanaimo Employment Case Manager (CM) for assistance in finding a suitable position that could support someone with her specific hearing loss challenges. She had just come out of a bad work experience with a local retail company where staff and management were not accommodating, and her confidence was low. After discussions around values, work preferences and skills, CM contacted a local accessible employer who is very open and experienced at accommodating folks with a hearing difference. Hearing loss awareness information was provided to staff and management, and CM met with the client numerous times once she had started to brainstorm through some initial communication issues. This worker has settled into the job very nicely now and this is what she says of her experience:

**“The job is a godsend, and I am getting the old me back. Management is great, always checking in. This is a team that I am proud to be a part of. I love to help and serve, and I just get such a high from it, so I go home feeling that I made someone feel good about themselves. And, I’ve just started as the central trainer for 2 stores! I said before, you are my second fairy godmother who helps me do good in the community.”**

### CLIENT STATISTICS

- 72** New Intakes
- 123** Total Clients Served
- 34** Hearing Aids & Adaptive Devices
- 87** Sustainably Employed
- 1** Training
- 3** Wage Subsidy



# HEARING HEALTH SERVICES



Throughout the 2022/23 fiscal year, the Hearing Health Services (HHS) team has continued to maintain past services and add new services that we provide to the Hard of Hearing community.

Audiologist Carmen Sarich, who had an externship at IDHHC as a UBC graduate student in 2021, joined our Nanaimo team in October of 2022, and Brittani Trapp, who has years of experience as a clinical audiologist, joined our Victoria team of audiologists in February of 2023. We have a new clinic room in Victoria, with expanded diagnostic equipment. While continuing to provide comprehensive diagnostic, hearing aid and rehabilitative services, we have introduced new hearing health services at both locations, including Auditory Processing Disorder testing, Cerumen (ear wax) Management, and Tinnitus Evaluations.



A year in the making, our Hearing Services program has partnered with the St. Paul's Hospital Cochlear Implant Team to provide candidacy testing for potential Cochlear Implant recipients. For adults in BC, Cochlear Implant surgeries and fittings only occur at the Vancouver-based St. Paul's Hospital, but IDHHC's ability to carry out the battery of audiological tests required to assess eligibility improves

accessibility for candidates, avoiding travel and accommodation required to access these services on the mainland. As of March 2023 we have completed 3 candidacy assessments and will work closely with St. Paul's to review and refine our process and procedures.

The Sound of Change program is now in its 7th year, continuing to provide hearing evaluations, refurbished hearing aids, hearing accessories, and aural rehabilitation services to vulnerable and low-income adults and seniors. Over the last fiscal year, we have provided 236 refurbished hearing aids for 135 new Sound of Change clients. In addition, we provided 68 hearing aids to returning Sound of Change clients, meeting our goal of providing ongoing care and replacement technology over the long term for these individuals. In total, the market value of the hearing aids provided through this program over the year totaled \$669,000. We are grateful for the support of individuals and local clinics who have donated used hearing aids, the volunteers who receive, sanitize, categorize and package these items, and to all funders and sponsors of the Sound of Change Program.

Without IDHCC's services & financial support, I would still be cupping both ears to hear and retreating more into isolation. I feel myself coming alive again - both socially & mentally. Sincere gratefulness! *K. U-E.*

I am so grateful to the donors of the Sound of Change program that has provided me with two hearing aids. This program also includes full check-ups, cleaning, and batteries! Stacey programmed my aids perfectly! My life, at age 77, is totally changed! Gone is the isolation. I can now attend meetings of various kinds, in confidence. I can hear!!! Thank you all!! *A.G.M*



“I live with a profound hearing loss that affects my capacity to carry out a conversation satisfactorily. Without hearing aids, I would be struggling to communicate with anyone. This barrier would cause me a lot of stress, anxiety, and would lead me to avoid social contact, isolating myself.”

Our hearing health team is committed to providing services and support that help to remove barriers to employment in our communities. Working with IDHHC’s employment counselors, we continue to provide assessments, management plans, hearing aids, assistive technology and aural rehabilitation to Hard of Hearing people who face challenges finding work or face barriers in their current jobs. In this fiscal year, we were able to assess and provide work-related accessibility recommendations for

42 WorkBC clients and were able to assist in obtaining funding towards 36 hearing aids.

“At work, attending board meetings and team meetings is mandatory. Following up the flow of the meetings and participating actively in them is essential for my professional performance. Without hearing aids, I would not be able to follow up or participate in decisions or instructions, especially when meetings take place in a boardroom where there is echo or a noisy environment. The quality of my work would be greatly affected without hearing aids.”

Webinars have been an excellent way to spread awareness and information to various audiences. IDHHC audiologists Edward, Carmen, and Brittani, have hosted many online hearing related webinars over the last year. Edward Storzer hosted an online seminar in May 2022 on Understanding Hearing Loss. In January 2023, he provided an online workshop for the 4th Year UVIC Nursing class focused on educating nursing students on hearing loss and hearing

I am grateful for the support provided by Edward and IDHHC, in helping me acquire the best hearing aids I could possibly have. I also appreciate the ongoing monitoring and support provided by IDHCC. Thank you! A.M.

amplification, which included an overview of hearing aid features, accessories, and cleaning procedures. He also provided a private session for the staff of a care facility who were interested in learning how to better care for their clients with hearing loss and help them manage and maintain their hearing aids. Carmen and Edward hosted an information session in November 2022 on detailed maintenance of hearing aids. It was attended by IDHHC members and others

who obtained their hearing aids elsewhere. In March 2023, Brittani presented a hearing loss and hearing aids info session for Brella Community Service Society.

IDHHC staff were all on hand for Christmas open house celebrations and connected with community members and clients for fun, treats, and education about our organization. Audiologist Carmen led IDHHC in our winning entry in the Deaf, Hard of Hearing, and Deaf-Blind Well-Being Program Gingerbread House competition!



# FAMILY + COMMUNITY SERVICES



Family and Community Services supported 114 clients across Vancouver Island: 39 children and their families, 13 youth and young adults, 37 adults and 25 seniors.

## WE BELIEVE IN THE POWER OF RELATIONSHIPS

Relationships are the cornerstone of Family and Community Services: what makes our small agency effective are the relationships staff build with clients and in the communities we serve. Family and Community Services staff engaged in 4851 ‘networking’ sessions with service providers on behalf of clients to gather information and facilitate communication: this is a testimony to our belief that robust networks of support strengthen an individual.

“You have been so supportive of both me and the families that I work with and I want you to know how much I appreciate you!” *MID-ISLAND TEACHER OF THE DEAF AND HARD OF HEARING*

## WE BELIEVE IN SUPPORTING FAMILIES

Communication is a family affair. We provided family centered ASL instruction to 31 families with Deaf and hard of hearing members. We offered online courses for parents, ASL Grammar and ASL Coffee and Chat, to build peer-community and to refine their signing skills.

“You really are an angel and I don’t know how we can ever repay all the ‘above and beyond’ that you do.” *BROTHER OF A MID-ISLAND DEAF SENIOR WITH COMPLEX NEEDS*

“You have been so amazing, so amazing. I can’t even begin to thank you.” *VICTORIA-BASED PARENT WHO RECEIVED ASL INSTRUCTION SERVICES*

## WE BELIEVE IN BUILDING AN INDIVIDUAL’S CAPACITY TO UNDERSTAND AND COPE WITH THEIR HEARING LOSS

We provided the ‘Let’s Talk’ speech reading program to 15 south-island adults. Let’s Talk teaches skills to help hard of hearing individuals adapt to hearing changes, and to use all the sensory and contextual cues in the environment to assist with ‘hearing’ more effectively.

“I felt so lost and now I feel empowered to keep going.” *DEAFENED MID-ISLAND ADULT*

## SPEECH READING PROGRAM PARTICIPANTS’ EXPERIENCES

“...the sessions giving information on what is available and possible today are enlightening and have such a positive presentation giving me an upbeat attitude that I lacked.”

“For me, it gave hope, something I could grab hold of, meet others that had the same problems, and relief that I was not alone. I could learn!”

“I have learned that many people have the same hearing problems and that I should be more forthcoming...”

**WE BELIEVE IN THE VALUE OF  
PEER NETWORKS TO DECREASE ISOLATION**

In Victoria, we provided the 'Hearing Better Together' hard of hearing support group, supported CHHA's Young Adult Network to host a meet and greet at IDHHC, and hosted an online Cochlear Implant user support group.

"It is amazing to be with others who are sharing their experiences and how they deal with it. The group gives us a more positive outlook." *SUPPORT GROUP PARTICIPANT*

"I could listen to other people's problems that were so similar to mine. The format is open and casual; that opens the door for those who are shy and reticent to speak. Just listening to others releases the nerves." *SUPPORT GROUP PARTICIPANT*

**WE BELIEVE IN PROVIDING ACCESS AND  
ACCOMMODATION SO THAT DEAF AND  
HARD OF HEARING PEOPLE CAN BUILD  
THEIR SKILLS AND KNOWLEDGE**

We partnered with the City of Victoria and the Comox Valley Regional District to offer Red Cross Babysitting course for Deaf and hard of hearing teens. We invited Island Health staff to provide online workshops for seniors about subsidized care and Community Health Services.

"[My daughter] really enjoyed it! Thank you so much for telling us about this opportunity. She is very excited to have tools now to babysit." *PARENT OF A HARD OF HEARING TEEN*

**AND WE BELIEVE IN FUN**

In Victoria we hosted Bingo and Mexican Train games for the Deaf Community, Paint Nights, Movie Nights and craft events for parents and kids.

# INTERPRETING + CAPTIONING SERVICES

During the period from April 1, 2022, to March 31, 2023, the Sign Language Interpreting and Captioning Services department coordinated 1,212 bookings that equaled 3,370 hours' worth of interpreting and captioning services both virtual and in person.

The team coordinated services for all corners of our Province for one-on-one services to events with thousands of participants, for short meetings and events to multi-day conferences. We served a diverse range of providers, including corporations, government agencies, educational institutions, employers, non-profit organizations and grassroots community groups.

Our team helped providers understand that inclusivity goes beyond just providing accommodation when requested. It involves creating an environment where everyone feels welcome and included from the start. By incorporating accessibility features into the event planning and advertising stages, providers demonstrate their commitment to fostering an inclusive atmosphere for all participants.

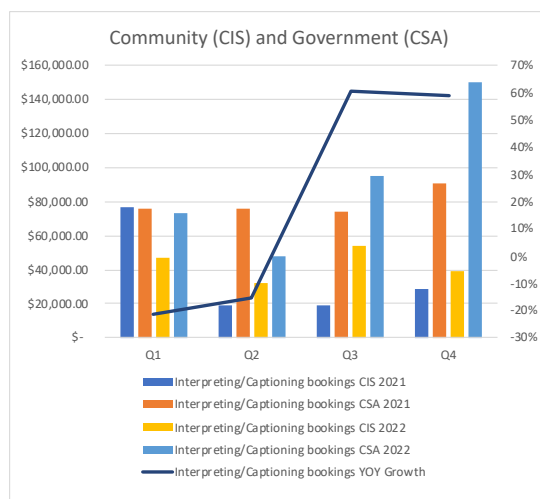
With the Accessibility BC Act in place, more branches of Government offices and businesses are aware of their responsibilities to create an inclusive environment, we have experienced an increase in requests for interpreting and captioning services.

We have also seen a significant increase in requests to translate documents and videos into ASL and embed captions on videos.

Having a dedicated pool of highly skilled registered sign language interpreters is crucial as interpreters play a vital role in bridging the communication gap between Deaf, DeafBlind, and hard of hearing individuals and the hearing world who do not share a common language.

Removing communication barriers empowers Deaf, DeafBlind, and hard of hearing individuals, resulting in active participation in all aspects of life and society.

IDHHC continues to only work with freelance interpreters vs staff interpreters to be able to provide choice to Deaf individuals who may have preferences of which interpreter they want to work with.



**“The Rick Hansen Foundation is pleased with the ASL and captioning services coordinated by Island Deaf and Hard of Hearing Center. The staff is lovely to communicate with and go above and beyond to ensure our events are fully accessible to people who are Deaf and/or Hard of Hearing. We look forward to continuing working with the IDHHC across many projects.” RICK HANSEN FOUNDATION**

We continue to add to our roster of registered sign language interpreters to help us meet the high demand of requests that come to us.

**“Working with IDHHC is pure professional joy! The staff ensure that I have full information in order to make a decision about my suitability, they secure the preparation work necessary, and create teams of interpreters when an assignment requires it. Their booking system is efficient, their rates are competitive, and they pay contractors promptly. But most of all I appreciate the heart that their staff show - heart for the community, including all stakeholders and interpreters, and that value shapes their lens and decisions, and it has such a positive impact on quality service provision. I feel valued and respected as an interpreter working on their roster and that keeps me on their roster!”** *DR. DEBRA RUSSELL COI, REGISTERED SIGN LANGUAGE INTERPRETER*

**“As a longtime freelance interpreter, I am delighted to do contract work for IDHHC with the expert coordination provided by Kristi. With her own rich experience as an interpreter, Kristi understands the pieces that are needed for interpretation services to be appropriately rendered in situation-specific ways. She is timely and responsive, and I trust her excellent communication with people and groups who request services; they vary greatly as to their knowledge of how to provide authentic access for Deaf & hard of hearing users of ASL. The staff at IDHHC play a vital role in advocacy and raising awareness so that I can do my part as an interpreter.”** *SARA MACFAYDEN COI, REGISTERED SIGN LANGUAGE INTERPRETER*

**“It is an absolute pleasure providing TypeWell transcription services for IDHHC. TypeWell transcribers often provide freelance services for many different agencies throughout North America, but I always prioritize work from IDHHC because of their careful and conscientious approach to both clients and practitioners. I always feel supported and cared for when working with IDHHC! I also really value the care taken by IDHHC to ensure adequate prep is provided, as well as ensuring that important details like Indigenous spellings and land acknowledgements are prioritized from the client.”** *ALISON BOSLEY, TYPEWELL TRANSCRIBER*

Over the past year we have also increased our roster of TypeWell transcribers to satisfy the increase in captioning requests we receive.

#### **CAPTIONING SERVICES**

- + for individuals who communicate in English as their primary mode of communication
- + individuals that have a diagnosed hearing loss and may or may not have hearing aids
- + individuals who are experiencing hearing loss who do not yet have a diagnosis or wear hearing aids
- + English second language users who may be struggling to understand spoken English
- + individuals with ADD/ADHD
- + individuals who process information better visually than auditory
- + individuals with auditory processing barriers

In December 2022, Allison Sands, our part time Services Booking Coordinator, left IDHHC to return to interpreting full time in the Lower Mainland. We were successful in hiring a new Booking Coordinator, Anthony Walsh, who started mid-March. Anthony has quickly familiarized himself with the department's processes and has demonstrated exceptional organizational skills, attention to detail, and the ability to effectively manage bookings to support our quick response time to providers, clients and interpreters.

# OUR BOARD MEMBERS AT WORK

## **BUSINESS + OPERATIONS COMMITTEE**

Over 2022-23, the committee was primarily focused on completing planning work identified from previous year. Business Continuity Plan and Business Closure Plans were completed. The Business Continuity Plan is a living document to be kept up to date in future. Direction was set for succession planning in light of funding cuts and retirements. Work has started on updating our human resource policy as well as strategic plans. In addition to the planning activities, the committee is exploring options for partnerships and service options with Vancouver Island indigenous communities.

### **Gajanan Sahasrabudhe**

*CHAIR, BUSINESS AND OPERATIONS COMMITTEE*

## **MARKETING + COMMUNICATIONS COMMITTEE**

The Committee's work began quite optimistically as we tackled the priorities of raising community awareness and developing effective marketing strategies. Focus on Google and Facebook ads, redeveloping a more integrated website and design in conjunction with ongoing efforts to increase our local media presence. There was, and continues to be, a focus on increasing effective marketing in the Nanaimo and North Island areas.

IDHHC has grown so much over the past year, in terms of effective service areas, employee strengths and new initiatives. We have a great product and it must be effectively promoted. Our goal to become self sufficient through successful social enterprise requires that we create a sustainable Marketing and Communications strategies of various levels. There is a great deal of work ahead for this Committee to built on our ongoing successes.

### **Michael Hayes**

*CHAIR, MARKETING AND COMMUNICATIONS COMMITTEE*

## **BOARD GOVERNANCE + RECRUITMENT COMMITTEE**

2022-2023 was a quiet year for the Committee with no governance concerns or issues to be addressed. The committee did remain active with director recruitment including member changes: we said fair well to Suzanne Lang as she resigned from the Board in November, and a warm welcome to Wes Boyd who was appointed that month. Director Simone Conner requested and was granted a leave of absence from the Board in November, with a subsequent resignation in April, due to family commitments. In April we welcomed Michelle Urquhart to the Board as our newest Director. Both Wes and Michelle will stand for nomination at this years' AGM on June 28th.

### **Don Monsour**

*CHAIR, GOVERNANCE AND RECRUITMENT COMMITTEE*



# TREASURER'S REPORT

The Statement of Financial Position or Balance Sheet shows us currently in a healthy financial position. Our total assets, liabilities, and fund balances (including operating and restricted funds) show a 133 percent increase over the previous fiscal year. This is mainly the result of grants received from the provincial government to offset future year expenditures in support of our hearing health service and our partnership with BC Adult Cochlear Implant Program; to complete the installation of equipment and furniture in our Victoria location; hire and train hearing health staff; and cover increased rent until client numbers expand and annual donations and grants resume to previous levels. These amounts are shown as deferred contributions and will be brought into revenue over the next several years.

Our social enterprise: the selling of assistive devices and hearing aids through public sales and Assistive Technology Services (provincial government program) and the Corporate Supply Arrangement with the Province for interpreting services all remain strong.

During the 2022/23 fiscal year, our Operating fund encompassed revenues of \$1.732 million and expenses of \$1.98 million for a net loss of almost \$250,000, down from the small loss recorded the previous year.

- + Our subcontract operating fees for Work BC Employment Services and BC Gaming Grant dropped significantly over the fiscal year and COVID-related Government Assistance was concluded.
- + Rent, office costs, and salaries and wages increased substantially.

During fiscal year 2023, the board passed motions to move \$232,229 comprising all our internally restricted funds, into revenue to offset the loss and support our core programs.

The Board and the Executive Director continue the work to diversify our funding sources and build the financial resilience we need to ensure our core programs continue to operate and expand.

I want to recognize our staff and in particular our Executive Director, who have done an outstanding job throughout another challenging year.

Respectfully submitted,

*Anne Minnings*  
BA, CPA, CMA

# FINANCIAL REPORTS

**Island Deaf and Hard of Hearing Centre  
Financial Statements  
Year Ended March 31, 2023**





## Independent Practitioner's Review Engagement Report

### To the Members of Island Deaf and Hard of Hearing Centre

We have reviewed the accompanying financial statements of Island Deaf and Hard of Hearing Centre (the Centre) that comprise the statement of financial position as at March 31, 2023, and the statements of revenues and expenditures and changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

### Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations (ASNPO), and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

### Practitioner's Responsibility

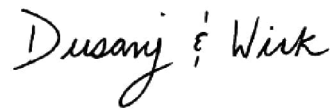
Our responsibility is to express a conclusion on the accompanying financial statements based on our review. We conducted our review in accordance with Canadian generally accepted standards for review engagements, which require us to comply with relevant ethical requirements.

A review of financial statements in accordance with Canadian generally accepted standards for review engagements is a limited assurance engagement. The practitioner performs procedures, primarily consisting of making inquiries of management and others within the entity, as appropriate, and applying analytical procedures, and evaluates the evidence obtained.

The procedures performed in a review are substantially less in extent than, and vary in nature from, those performed in an audit conducted in accordance with Canadian generally accepted auditing standards. Accordingly, we do not express an audit opinion on these financial statements.

### Conclusion

Based on our review, nothing has come to our attention that causes us to believe that the financial statements do not present fairly, in all material respects, the financial position of Island Deaf and Hard of Hearing Centre as at March 31, 2023, and the results of its operations and its cash flows for the year then ended in accordance with ASNPO.



Victoria, British Columbia  
June 8, 2023

Chartered Professional Accountants



**Island Deaf and Hard of Hearing Centre**  
**Statement of Financial Position**  
**March 31, 2023**

	2023 \$	2022 \$
<b>Assets</b>		
Current		
Cash	156,442	161,165
Restricted cash (Note 3)	1,172,000	328,651
Accounts receivable	121,055	59,979
Government remittances receivable	4,420	4,693
Inventory	1,132	2,345
Prepaid expenses	24,161	64,383
	1,479,210	621,216
Capital assets (Note 4)	330,984	155,335
	1,810,194	776,551
<b>Liabilities and Net assets</b>		
Current		
Accounts payable and accrued liabilities	152,014	80,567
Government remittances payable	27,598	20,520
Deferred contributions (Note 5)	1,172,000	88,497
Current portion of long term debt (Note 7)	60,000	-
	1,411,612	189,584
Deferred contributions invested in capital assets (Note 6)	67,260	50,349
Long term debt (Note 7)	103,040	60,000
	1,581,912	299,933
Invested in capital assets	160,684	104,986
Internally restricted	-	232,229
Unrestricted	67,598	139,403
	228,282	476,618
	1,810,194	776,551
Lease commitments (Note 8)		

**Island Deaf and Hard of Hearing Centre**  
**Statement of Revenues and Expenditures and Changes in Net Assets**  
**Year Ended March 31, 2023**

	Unrestricted	Invested in capital assets	Internally restricted	Total 2023	Unrestricted	Invested in capital assets	Internally restricted	Total 2022
	\$	\$	\$	\$	\$	\$	\$	\$
<b>Revenue</b>								
Assistive technology & refurbishing	548,299	-	-	548,299	368,353	-	-	368,353
Interpreter and fees for service	585,416	-	-	585,416	492,528	-	-	492,528
Ministry of Children and Family Development	223,824	-	-	223,824	222,449	-	-	222,449
WorkBC Employment Services Program	118,359	-	-	118,359	173,734	-	-	173,734
Donations, grants and memberships	132,984	-	-	132,984	100,886	-	-	100,886
Amortization of deferred contributions (Note 6)	-	17,930	-	17,930	-	16,689	-	16,689
BC Gaming grants	84,922	-	-	84,922	135,078	-	-	135,078
Provincial Funding	16,810	-	-	16,810	-	-	-	-
Interest	3,171	-	-	3,171	847	-	-	847
Government assistance	-	-	-	-	99,771	-	-	99,771
	1,713,785	17,930	-	1,731,715	1,593,646	16,689	-	1,610,335
<b>Operating expenses</b>								
Advertising and promotion	33,732	-	-	33,732	37,109	-	-	37,109
Amortization	39,091	39,091	-	78,182	39,091	-	-	39,091
Assistive technology & refurbishing	253,866	-	-	253,866	166,435	28,546	-	194,981
Equipment rentals	282	-	-	282	626	-	-	626
Insurance	7,043	-	-	7,043	6,935	-	-	6,935
Interest and bank charges	8,615	-	-	8,615	6,863	-	-	6,863
Occupancy costs	180,981	-	-	180,981	103,171	-	-	103,171
Office	66,464	-	-	66,464	41,163	-	-	41,163
Professional fees	6,798	-	-	6,798	6,000	-	-	6,000
Repairs, maintenance and moving	3,165	-	-	3,165	14,986	-	-	14,986
Salaries and wages	886,791	-	-	886,791	775,222	-	-	775,222
Staff development	8,857	-	-	8,857	6,203	-	-	6,203
Staff transportation	12,094	-	-	12,094	6,689	-	-	6,689
Sub-contractors	461,186	-	-	461,186	418,599	-	-	418,599
Telephone	11,086	-	-	11,086	11,064	-	-	11,064
	1,940,960	39,091	-	1,980,051	1,601,065	28,546	-	1,629,611
	(227,175)	(21,161)	-	(248,336)	(7,419)	(11,857)	-	(19,276)
<b>Deficiency of revenue over expenses</b>								
Net assets - beginning of year	139,403	104,986	232,229	476,618	138,370	28,795	328,729	495,894
	(87,772)	83,825	232,229	228,282	130,951	16,938	328,729	476,618
Fund transfers	232,229	-	(232,229)	-	96,500	-	(96,500)	-
Purchase of capital assets	(214,740)	214,740	-	-	(88,048)	88,048	-	-
Capital assets financed with long term debt (Note 7)	103,040	(103,040)	-	-	-	-	-	-
Contributions invested in capital assets (Note 6)	34,841	(34,841)	-	-	-	-	-	-
	67,598	160,884	-	228,282	139,403	104,986	232,229	476,618
<b>Net assets - end of year</b>								

**Island Deaf and Hard of Hearing Centre**  
**Statement of Cash Flows**  
**Year Ended March 31, 2023**

	2023 \$	2022 \$
Cash flows from operating activities		
Deficiency of revenue over expenses	(248,336)	(19,276)
Items not affecting cash:		
Amortization	39,091	28,546
Amortization of deferred contributions	(17,930)	(16,689)
	<u>(227,175)</u>	<u>(7,419)</u>
Changes in non-cash working capital:		
Accounts receivable	(61,076)	11,718
Government remittances receivable	273	(1,674)
Inventory	1,213	(2,345)
Prepaid expenses	40,222	(49,441)
Accounts payable and accrued liabilities	71,447	122
Government remittances payable	7,078	956
Deferred contributions	1,083,503	(46,503)
	<u>1,142,660</u>	<u>(87,167)</u>
Cash flows from operating activities	<u>915,485</u>	<u>(94,586)</u>
Cash flows from investing activities		
Purchase of capital assets	(214,740)	(88,048)
Contributions invested in capital assets	34,841	-
Cash flows from investing activities	<u>(179,899)</u>	<u>(88,048)</u>
Cash flows from financing activity		
Proceeds from long term financing	103,040	-
<b>Increase (decrease) in cash flow</b>	<b>838,626</b>	<b>(182,634)</b>
Cash - beginning of year	<u>489,816</u>	<u>672,450</u>
<b>Cash - end of year</b>	<b><u>1,328,442</u></b>	<b><u>489,816</u></b>
Cash consists of:		
Cash	156,442	161,165
Restricted cash	1,172,000	328,651
	<u>1,328,442</u>	<u>489,816</u>

**Island Deaf and Hard of Hearing Centre**  
**Notes to Financial Statements**  
**Year Ended March 31, 2023**

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**1. Purpose of the Centre**

Island Deaf and Hard of Hearing Centre (the "Centre") is a not-for-profit organization of British Columbia. As a registered charity the Centre is exempt from the payment of income tax under Subsection 149(1) of the Income Tax Act.

The Centre operates to provide services to the deaf, hard-of-hearing and late-deafened.

**2. Significant accounting policies**

**Basis of presentation**

The financial statements were prepared in accordance with Canadian accounting standards for not-for-profit organizations (ASNPO).

**Inventory**

Inventory is valued at the lower of cost and net realizable value with the cost being determined on a first-in, first-out basis.

**Capital assets**

Capital assets are stated at cost or deemed cost less accumulated amortization and are amortized over their estimated useful lives on a declining balance basis at the following rates and methods:

Computer equipment	3 years	straight-line method
Furniture and fixtures	20%	declining balance method
Leasehold improvements	term of the lease	straight-line method

**Fund accounting**

The Centre follows the deferral method of accounting for contributions.

Revenues and expenses related to program delivery and administrative activities are reported in the unrestricted fund.

The invested in capital assets fund reports the assets, liabilities, revenues, and expenses related to the Centre's capital assets.

The internally restricted fund reports the Centre's internally restricted assets that are restricted for future purposes that meet the vision and mission of the Centre and are to be approved by the Board of Directors.

**Revenue recognition**

Restricted contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured. Investment income on deferred contributions is recognized as revenue in the year in which the related expenses are incurred. Other investment income is recognized as revenue when earned.

*(continues)*

**Island Deaf and Hard of Hearing Centre**  
**Notes to Financial Statements**  
**Year Ended March 31, 2023**

**2. Significant accounting policies (continued)**

Measurement uncertainty

The preparation of financial statements in conformity with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that affect the reported amount of assets and liabilities, disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the period. Such estimates are periodically reviewed and any adjustments necessary are reported in earnings in the period that they become known. Actual results could differ from these estimates.

Financial instruments

Financial instruments are recorded at fair value when acquired or issued. In subsequent periods, financial assets with actively traded markets are reported at fair value, with any unrealized gains and losses reported in income. All other financial instruments are reported at amortized cost, and tested for impairment at each reporting date. Transaction costs incurred on the acquisition of financial instruments measured subsequently at fair value are expensed as incurred. All other financial instruments are adjusted by transaction costs incurred on acquisition.

Contributed services

The operations of the Centre depend on both the contribution of time by volunteers and donated materials from various sources. The fair value of donated materials and services cannot be reasonably determined and are therefore not reflected in these financial statements.

**3. Restricted cash**

	2023 \$	2022 \$
Deferred contributions	1,172,000	84,922
Internally restricted	-	243,729
	<u>1,172,000</u>	<u>328,651</u>

**4. Capital assets**

	2023		2022	
	Cost \$	Accumulated amortization \$	Cost \$	Accumulated amortization \$
Computer equipment	19,376	19,376	19,376	13,906
Furniture and fixtures	265,885	156,328	203,831	136,682
Leasehold improvements	236,480	15,053	83,794	1,078
	<u>521,741</u>	<u>190,757</u>	<u>307,001</u>	<u>151,666</u>
Net book value	<u>330,984</u>		<u>155,335</u>	

**Island Deaf and Hard of Hearing Centre**  
**Notes to Financial Statements**  
**Year Ended March 31, 2023**

**5. Deferred contributions**

	2022	Additions	Revenue	2023
	\$	\$	\$	\$
BC Community Gaming Grant	84,922	100,000	(84,922)	100,000
Class Fees	3,575	1,920	(3,575)	1,920
BC Ministry of Social Development and Poverty Reduction Grant	-	846,370	-	846,370
BC Ministry of Health Grant	-	228,995	(16,810)	212,185
The Tony and Mignon Fenton Trust Grant	-	10,500	-	10,500
2023 Summer Celebration Donations	-	1,025	-	1,025
	<u>88,497</u>	<u>1,188,810</u>	<u>(105,307)</u>	<u>1,172,000</u>

**6. Deferred contributions invested in capital assets**

	2022	Additions	Revenue	2023
	\$	\$	\$	\$
VanCity Community Grant	2,885	-	(577)	2,308
Lions of BC Hearing Conservation Society	2,440	-	(488)	1,952
Mr. and Mrs. P.A. Woodward's Foundation	24,895	33,836	(8,363)	50,368
BC Community Gaming Capital Project Grant	14,660	-	(2,932)	11,728
Victoria Foundation Community Recovery Program	5,469	-	(5,469)	-
BC Ministry of Health Grant	-	1,005	(101)	904
	<u>50,349</u>	<u>34,841</u>	<u>(17,930)</u>	<u>67,260</u>

**Island Deaf and Hard of Hearing Centre**  
**Notes to Financial Statements**  
**Year Ended March 31, 2023**

**7. Long term debt**

	2023 \$	2022 \$
CANADA EMERGENCY BUSINESS ACCOUNT, \$60,000 interest-free loan with no required principal repayments and \$20,000 available loan forgiveness if \$40,000 is repaid on or before December 31, 2023. In the event that the balance remains unpaid subsequent to December 31, 2023, the balance at that time will be converted to a 3-year term loan with a 5% annual interest rate.	60,000	60,000
JAWL PROPERTIES LTD., \$103,040 loan repayable in blended monthly payments of \$1,165.48 including interest at 6.50% per annum, 10 year term with payments beginning June 1, 2024. At the option of the Centre, the loan may be repaid in full at or prior to June 1, 2024 without penalty or interest.	103,040	-
	163,040	60,000
Amounts payable within one year	(60,000)	-
	<u>103,040</u>	<u>60,000</u>

Principal repayment terms are approximately:

	\$
2025	6,298
2026	8,014
2027	8,543
2028	9,108
Thereafter	71,077
	<u>103,040</u>



## Island Deaf and Hard of Hearing Centre

### Notes to Financial Statements

Year Ended March 31, 2023

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#### 8. Lease commitments

The Centre has entered into a lease agreement for its Victoria premises which expires May 31, 2037, with one optional five year extension term. Under this lease agreement the Centre is required to pay a base monthly rent amount in addition to their portion of operating costs. The below minimum annual lease commitments, which do not include the annual operating cost obligations, are as follows:

	\$
2024	102,181
2025	107,333
2026	112,485
2027	113,344
2028	117,637
Thereafter	1,159,629

The Centre has entered into a lease agreement for its Nanaimo premises which expires December 31, 2024, with one optional five year extension term. Under this lease agreement the Centre is required to pay a base monthly rent amount in addition to their portion of operating costs. The below minimum annual lease commitments, which do not include the annual operating cost obligations, are as follows:

	\$
2024	20,952
2025	15,714

#### 9. Government assistance

As a result of the COVID-19 pandemic, the Centre received federal government assistance in the form of the Canada Emergency Wage Subsidy (CEWS) and the Temporary Wage Subsidy (TWS) in the amount of \$nil (2022: \$83,478), which has been included in revenue.

The Centre also received government assistance in the form of the Canada Emergency Rent Subsidy (CERS) in the amount of \$nil (2022: \$16,293), which has been included in revenue.

#### 10. Remuneration of employees

Under the Societies Act, societies must disclose remuneration paid to directors, employees and contractors whose remuneration was at least \$75,000 for the fiscal year.

During the year, there were three employees who met this criterion. The total remuneration paid to these employees in 2023 was \$272,456 (2022: \$268,266). The Board of Directors receive no remuneration for their services other than reimbursement of expenses.



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