



# ANNUAL REPORT

A Year of Growth,  
Change + Opportunity

---

**Our Fiscal Year  
in Review**

**Important  
IDHHC Updates**

**Treasurer's  
Report**

# A Year of Growth, Change + Opportunity

## A MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

Welcome to the 2023-2024 Annual Report – a look back at the past fiscal year, a year of Growth, Change and Opportunity.

The Greek philosopher Heraclitus is credited with the phrase “the only thing constant is change”, and the past year has seen significant change for clients and staff alike. Some changes are good and renew the spirit, while others challenge us to recover and grow.

Thank you for taking the opportunity to get to know us – we do hope the information provided here will give insight into the meaningful work we undertake, the stories that motivate us, the challenges we face, and the opportunities that inspire us to do more. You will read about our programs and services, the people we serve and impact our work can have. See who supports us and read out what that support can achieve.

Providing unique, innovative and client centered services is at the heart of our work, and we continue to build a strong and dedicated staff team who take on challenges as they come to improve the lives of our clients. Please read about their inspirational work in the following pages – we think you will find their achievements engaging.

Our Board of Directors hosts many enthusiastic and dedicated volunteers, bringing skills and experience to the governance of the agency, and we thank them for devoting time and energy this last year, and are hopeful as we seek to expand the future matrix of this group.

*This team has helped to navigate challenging times, working to ensure fiscal responsibility, agency resilience and opportunities for future growth; and we will all continue to deal with the constant change that is part of all our lives.*



**Chris Beresford**  
President, Board of Directors



**Denise Robertson**  
Executive Director

Respectfully submitted:

Island Deaf + Hard of Hearing Centre



02

**CHALLENGES TO TRIUMPH**  
IDHHC HIGHLIGHTS FROM 2023-2024

03

**MEET THE ADMIN TEAM**  
THE GLUE THAT HOLDS US TOGETHER

05

**BOLD GENEROSITY**  
THANK YOU TO ALL OF OUR DONORS

06

**EMPLOYMENT SERVICES**  
AN OPEN DOOR TO OPPORTUNITY

08

**HEARING HEALTH SERVICES**  
TAKING CARE OF OUR COMMUNITY

12

**COMMUNICATION SERVICES**  
EQUIPPING BC FOR ACCESSIBILITY

15

**AMPLIFYING EXCELLENCE**  
WITH ROGER ASSISTIVE TECHNOLOGY

16

**FINANCIAL TRANSPARENCY**  
TREASURER'S REPORT + FINANCIAL STATEMENT  
FOR THE 2023-2024 FISCAL YEAR

## IDHHC ACKNOWLEDGES:

Our offices are situated on the traditional territory of the Coast Salish, Nuuchahnulth, 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.



# From Challenges to Triumphs

## IDHHC HIGHLIGHTS FROM 2023-24

### Sound of Change Initiative Transforms 2000 Lives!

After 8 years our Sound of Change Initiative celebrates 900 individuals and 350 returning clients accessing 2000 free refurbished hearing aids – with a staggering retail value of over \$5.5 million! We are grateful to all the funders and donors that support this project, all those who donate the technology, and the community members that purchase hearing aids from our clinics – all of these opportunities support this program and improve the quality of life for so many in our community.

### A New Chapter After a Challenging Closure

In September 2023, with the elimination of funding from MCFD, we were forced to close our Family and Community Program after 30 years of service, and said goodbye to our longtime staff Alex Walker, Susanne Harnden and Leslee Scott. We continue to pursue avenues within government to help re-establish these much needed services across Vancouver Island.

### IDHHC Leads the Way in Employment Support

IDHHC employment services continue to support clients to find meaningful employment, improve communication skills, and better manage stress

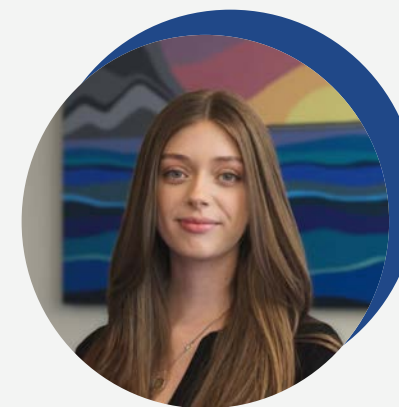
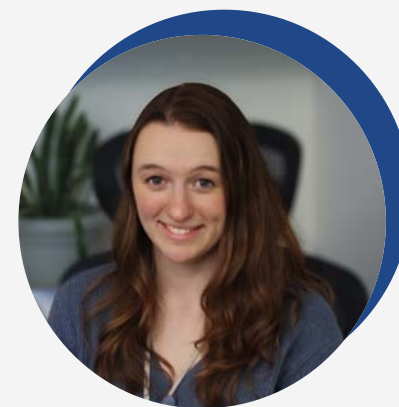
and conflict in the workplace. These services are crucial as unemployment rises and finding the right job can be challenging. Maintaining & enhancing self-worth, earning a livable wage, and contributing to your community are just some of the critical outcomes that meaningful employment can achieve.

### IDHHC's Standout Role in Cochlear Implant Services

In a unique partnership with the BC Adult Cochlear Implant Program (based out of St. Paul's Hospital in Vancouver) our audiologists are delivering pre-surgical CI assessments to Island residents. As the only partner delivering this service in BC, IDHHC is having an impact to help reduce the fourteen month provincial waitlist to access this important healthcare need.

### Interpreting Team Masters the Language of Inclusion!

Interpreting services continue to grow and flourish. Last year saw substantial growth in delivering ASL interpreting services, ASL translation services as well as captioning services. To meet these demands, we have grown our contracting team and partnered with highly skilled interpreters, captionists, Deaf interpreters and translators to ensure quality and accessible communication.



## Meet Our Amazing Administration Team

### THE GLUE THAT HOLDS US TOGETHER

Reception serves as the crucial gateway between our organization and the community, embodying our commitment to exceptional service from the very first interaction. Over the past year, we've dedicated significant efforts to fortify our administrative team, recognizing their pivotal role in shaping positive experiences for people in our community. Our three frontline staff members (pictured above from left to right)- Ocean, Sydney, and Kaya, have exemplified this dedication by seizing numerous opportunities to enhance their skills and deepen their expertise, ultimately enriching the support we provide to our clients. Below are the specialized courses and training sessions that our administrative staff attended they have honed their abilities in areas such as:

- American Sign Language Classes
- Anti-Racism Workshop
- Audiology Clinic Support Training
- Assistive Technology Education
- Training For Proficiency In Excel
- Deaf Awareness Training

## OUT IN THE COMMUNITY

Over the course of the year, our staff have spoken at, and participated in, numerous events and presentations across a diverse array of venues, including senior residences, community centers, church groups, chamber mixers, health expos, senior services expos, newcomer events, and educational institutions. Participating in these activities raises awareness of our services among various demographics and organizations all over Vancouver Island. With each event, we connected with anywhere from 20 to 500 people, thereby increasing awareness of our services and expanding our community.





# EMPOWERING INDIVIDUALS, BUILDING INCLUSIVE COMMUNITIES, DELIVERING UNIQUELY INNOVATIVE SERVICES + IMPROVING LIVES.

All of these things we do in partnership with our donors and supporters. We are deeply grateful for their support and contributions and only with their generosity can we have such meaningful impact.

## THANK YOU FOR YOUR SUPPORT.



# Your Generosity MEANS THE WORLD TO SO MANY

## INDIVIDUAL DONORS:

- Lynnette Aldcroft
- Thelma Anderson
- Bettina Ashley
- Stella Babcock
- Mahjor Bains
- Patricia Barlen
- Frances Buchan
- Doug Burn
- Marina Caroulias
- Nora Clarke
- Patricia Cochran
- Simone Conner
- Allan + Marjorie Crowe
- Florence Davis
- Richard Delissa
- Sylvia Draper
- Rita Dumesnil
- Cynthia Dunn
- Kathleen Fielding
- Shelley Garner
- Ian Geddes
- Duncan Gibson
- Mark + Diana Gillis
- Reginald Jim Haskins
- Michael Hayes
- Gerald Henkelmann
- Ellen Hooper
- Jean Hughes
- Lisa Itterman
- David King
- William King
- John Langford
- Nancy Leadingham
- Ada Leppyk

- Graham Lloyd
- Dolores MacDonald
- Elizabeth Martin
- Noreen McCallum
- Marina Miller
- Anne Minnings
- Nikhila Mopury
- Janet Murray
- Pauline Mussett
- Frances Newall
- Merle Newberg
- Robin Pack
- Joanne Palmer
- Gail Patterson
- George + June Preston
- Collin Prostick
- Ron Rickard
- Denise Robertson
- Jim + Mae Robinson
- Patricia Robison
- Edith Rosenfeld
- Victoria Saindon
- Robin Sebastian
- Ted Semmens
- Charles Shave
- Kathleen Shaw
- L. Wayne Smith
- Ronald Telfer
- Shelby Titian
- Anita Troop
- Dianne Varga
- Beverly J Wallace
- Beverley Walmsley
- Mary Warner
- Pamela + Raymond White
- Stu + Emily Whitney

- Christine Worsley
- Helen Zaherie
- Martha Zerb

## LEGACY DONORS:

John + Carole MacDonald  
Legacy Fund, through the  
Victoria Foundation

## COMMUNITY ORGANIZATIONS + FOUNDATIONS:

- BC Parks Foundation
- Church of the Advent  
Ladies Guild
- Community Gaming  
Grants
- Evening Optimist Club of  
Victoria
- Fenton Trust Foundation
- Ministry of Health
- Ministry of Social  
Development & Poverty  
Reduction
- Provincial Employees  
Community Services Fund
- United Way Southern  
Vancouver Island
- Victoria Foundation
- Victoria Lions Club

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







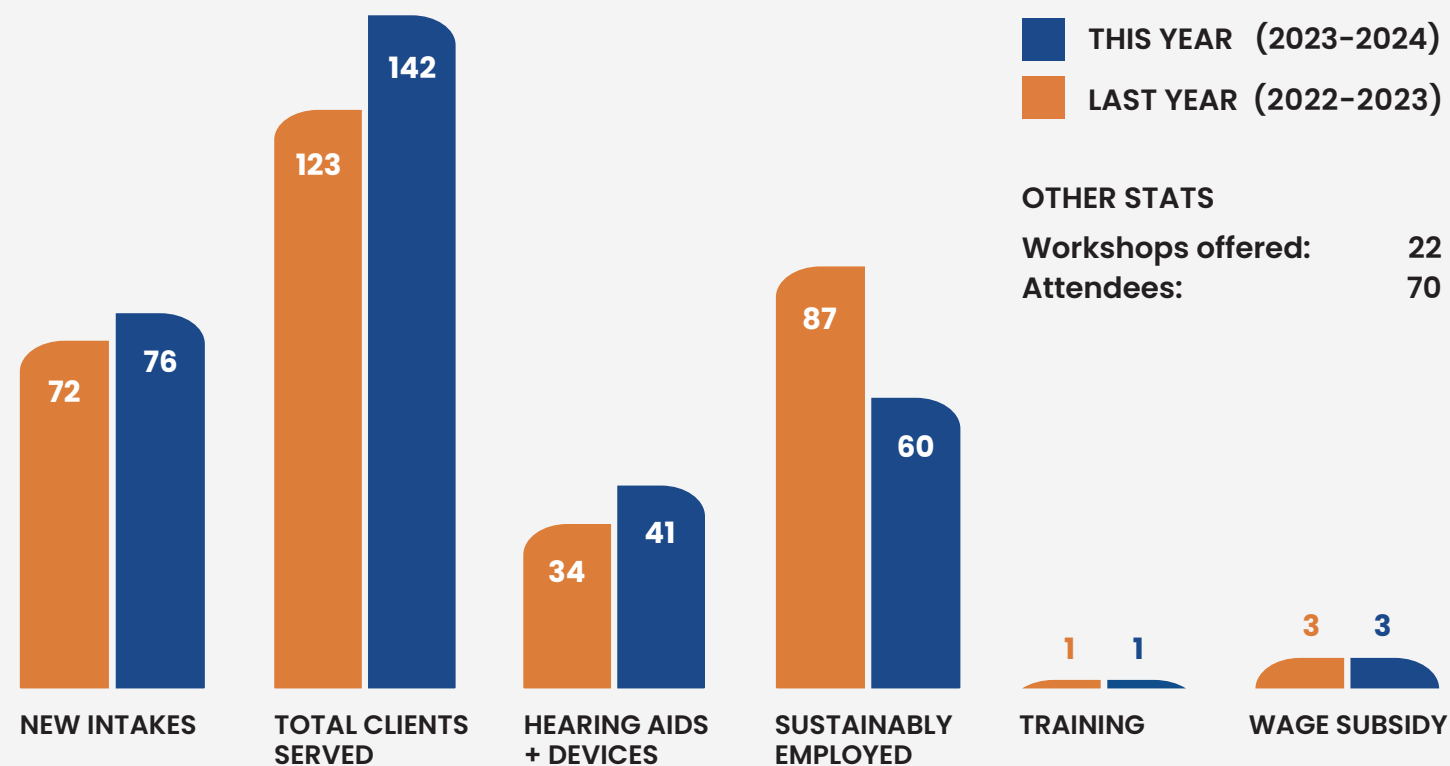
“Partnering with my Nanaimo Case Manager and the IDHHC team was a winning combination for me; I felt seen, heard, and valued. Janet was fantastic to work with; she encouraged me to apply to the role I’m in now, helping me each step of the way with mapping my resume to the required skills, crafting a great cover letter, and when I landed the role, she was as excited for me as I was for myself! ~ With much appreciation, SB

“Although a small company, we have hired 3 part-time staff so far through referrals from the centre. 2 are in support roles and one in administration and all have become integral parts of our team and business. The referrals and support offered by Kim Dillon (and colleagues) at IDHHC have made both the hiring and ongoing support needs easy. We highly recommend that local businesses work with IDHHC in regard to employment needs. ~John Espley, Tuf Turf

# Employment Services

## AN OPEN DOOR TO OPPORTUNITY

The Employment Team had another busy year with increases in clients served and in hearing aid/adaptive devices numbers. Our Sustainably Employed client numbers were down this year. The reduction in these numbers is reflective of the change in labour market conditions. Other employment trends seen over the year have been presented in this report, with the corresponding IDHHC Employment Team responses.



## EMPLOYMENT TRENDS + OUR CLIENTS

Experts say Canadian job seekers could be entering an “employer’s market” this spring, with a slowing economy. This, coupled with an ever-increasing cost of living on the island, saw higher numbers of people accessing employment services, while the number of people who achieved sustainable employment (employment that meets the person’s needs and goals) dropped slightly. It is also why we saw increasing numbers of people aged in their 70’s and 80’s seeking employment services.

“Employers now seem to be very careful about whom they hire and often post ads to develop a pool of candidates for vacancies down the road, as opposed to current openings, which can be frustrating for job seekers. ~ IDHHC C.M.

### EMPLOYMENT TRENDS

Increase in government-funded inclusive hiring programs providing job leads on the island

Increase in demand for Soft-Skills (e.g. time management, communication, problem-solving, critical thinking, adaptability, etc.)

Increase in demand for computer skills and AI skills

Increase in Mature workers seeking employment

### IDHHC’S RESPONSE

- Increased partnership with these programs

- Developed Workshop series on Soft-Skills, “Reaching Higher Levels”

- Offered certificate program in basic computer skills, using Vancouver Island Works trainers
- Held Forum with Panel of Employers to speak to the skills they need for now and the future
- Developed Workshop on use of AI in job search.

- Developed Mature Workers Workshop series



# Hearing Health Services

## TAKING CARE OF OUR COMMUNITY

It has been an exciting year for Hearing Health Services, and we are already starting to plan for new events and programs in the coming year that will help ensure that we are going above and beyond in meeting the needs of the hard of hearing Community. Here are some highlights from the past year:

### WELCOME TO THE TEAM

Audiologists Edward Storzer and Carmen Sarich welcome the newest member of their team Audiologist Patrick McCann who joined the Victoria office this spring. (PICTURED ON THE RIGHT)

We would also like to take this opportunity to say a huge thank you to Stacey Frank as she formally retired from practice March 2024. Stacey has been an amazing supporter of IDHHC since our inception 30+ years ago and joined our team part-time as our Sound of Change specialist in 2019. The staff and clients will miss her expertise and we thank her for all her years of dedication, and wish her happy retirement!

### COCHLEAR IMPLANT ASSESSMENTS

Our first full year of partnership with the St. Paul's Hospital Cochlear Implant Team to provide candidacy testing for potential Cochlear Implant recipients on the Island has been successful. Thirty-four individuals were assessed in Victoria, helping to decrease the provincial waitlist.

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.

### BIG NEWS

We are very thankful to the Connect Hearing Canada Sustainability Council, who have pledged to support the Sound of Change program by donating hearing aids they collect at clinics across Canada. To be recognized by a national retailer for this innovative and one-of-a-kind program is inspiring. The donated hearing aids we have received from Connect Hearing have already given us the ability to fit our SOC clients with better hearing aid technology.

“*Margery used to avoid going to activities in her senior home as she could not hear. She wanted to attend Bingo, but she could not hear the caller when they were saying the numbers. Now she goes weekly and enjoys it immensely as she is now able to hear everything that is going on. As we left the appointment today, Margery said to me, without your organization, she would not have been able to afford to have hearing aids. She is so happy to have her hearing back!* ~ ST for MT



## SOUND OF CHANGE PROGRAM

The Sound of Change program is now in its 8th year, continuing to provide services to vulnerable and low-income adults and seniors, including hearing evaluations fitting of refurbished hearing aids and hearing accessories, and aural rehabilitation

## THANK YOU TO:

- + Individuals and local clinics who donate used hearing aids
- + Our volunteers who receive, sanitize, categorize, and package these items
- + All funders and sponsors of the Sound of Change Program

146

NEW IDHHC CLIENTS

264

HEARING AID FITTINGS

148

RETURNING CLIENTS

95

REPLACED HEARING AIDS

34

C.I. IMPLANT EVALUATIONS



## WORKSHOPS + TALKS

The Hearing Health Services team at IDHHC always have a variety of exciting presentations and workshops planned for the public. We have been fortunate to host many presenters who are experts in their fields.

“The support and the resources offered to IDHHC clients is outstanding. I recently attended an excellent seminar, over the lunch hour, offered within the centre or online, all about tinnitus. Thank you, IDHHC! You make my single-sided deafness, my tinnitus, and my hearing aids, much easier to manage. And I love that I am supporting a nonprofit that does such great work for our community!” ~VC

## LET’S TALK SPEECHREADING

The HHS team ran 5 sessions of the “Let’s Talk” speechreading classes this past year. For the first time, speechreading classes were offered in Nanaimo, in Comox, and at Silver Threads Service in Victoria. Each week covered a specific



## IDHHC + WORK BC

Our hearing health team is committed to helping remove barriers to employment in our communities. Working with IDHHC’s employment counselors, we continue to provide services to Deaf and hard of hearing individuals who face challenges finding work, or face barriers in their current job due to their hearing loss. These services include:

- + Professional hearing evaluations with our audiologists
- + Workplace hearing needs assessment
- + Communication management plans
- + Accessing funding for hearing aids and other assistive technology

In this fiscal year, we were able to assess and provide work-related accessibility recommendations for 41 WorkBC clients and were able to assist in obtaining funding towards 72 Work BC hearing aids.

## CONFERENCES

IDHHC was able to support the further education of our audiologists by sending them to the Speech and Hearing BC conference in October 2023 in our effort to provide and maintain the highest standard of care.

## TECH TIPS WITH KELSEY

Starting in fall 2023, our in-house tech guru Kelsey has been available by appointment to help people needing troubleshooting and tips with hearing tech including smartphones, apps, tablets, Bluetooth, and voice-to-text. As wireless and streaming features are now commonplace with new hearing technology, this has been a great help to many people who have taken advantage of her expertise.

## SPEECH + HEARING MONTH OPEN HOUSE

May is speech and hearing month and in May 2023, IDHHC was able to open its doors in Victoria and Nanaimo to the public for an Open House event. We hosted experts in the field along with interactive stations for the public to learn more about hearing health and the services IDHHC provides.

## PHYSICIAN OUTREACH

Often a physician is the first person to recommend a hearing test. The HHS staff team invested considerable time this year to ensure our local physicians know to refer patients to us for the many hearing health services we provide. Our audiologists visited 60 clinics in Victoria and Nanaimo delivering referral pads and information letters to 306 physicians.

topic, some with guest lectures from our IDHHC audiologists. We were also able to run an instructor training course to add 3 new instructors for our classes.

## HoH + C.I. SUPPORT GROUPS

IDHHC’s Hearing Health Services team, along with Leslee Scott, have organized and moderated two Support Groups. The “Hearing Better Together” group, hosted by Leslee, is for hard of hearing individuals who meet in person once a month to share experiences, stories, and strategies in support of each other.

“Early on in my dealing with my hearing loss, the Hearing Better Together support group was mentioned to me. I’m not a great fan of support groups so I was reluctant to attend. But now I am grateful that I changed my mind. From my very first meeting Leslee Scott was very welcoming, not only to me but to the diversity of people that attended. Hearing Better Together now has become an important part of my self-care in coping with my change in hearing. I whole heartedly recommend Hearing Better Together to anyone experiencing a change in their hearing. ~ G

The Cochlear Implant support group has existed in some form since 2012 and is now held online via Zoom video-chat allowing for the participation of community members Island-wide. This group is hosted by IDHHC and moderated by a volunteer and Cochlear Implant user. These meetings occur every 2 months, with occasional guest presentations by people knowledgeable in the cochlear implant field. Participants choose and discuss a variety of topics that form each meeting’s itinerary. Topics included cochlear implant care, voice-to-text apps, bilateral cochlear implantation, hearing assistance dogs, use of accessories, and much more.







“ IDHHC plays a vital role in advocacy and raising awareness so that I can do my part as an interpreter.   
 ~ Sara MacFayden, RSLI, COI

**1175**

Successfully scheduled requests for interpreters for the BC Government this fiscal year.

**2800**

Interpreting and captioning appointments were filled for BC Government and community organizations

**60-80%**

Increase in interpreting hours for BC Government bookings during two of our busiest quarters

# Interpreting, Captioning, and Translation Services

## EQUIPPING BRITISH COLUMBIA FOR ACCESSIBILITY + INCLUSION

### SIGN LANGUAGE INTERPRETING

Over this past year, IDHHC’s Interpreting/Captioning/Translation Department has been dedicated to fostering strong relationships with all levels of BC Municipal and Prov. Government, non-profit organizations, employers and theatre groups.

Our commitment to sharing information and providing education has been instrumental in promoting inclusivity and accessibility at various events, meetings and performances across the province. By building strong relationships with government partners and educating

for change, we are making significant strides towards a more accessible and equitable society.

By continually providing high-quality sign language interpreting services offering both virtual and in person services across the province, we have helped break down communication barriers and promoted equal participation.

We could not do this work without contracting with a pool of highly skilled, professional, and dedicated Registered Sign Language Interpreters.

## WHAT ARE PEOPLE SAYING ABOUT OUR COMMUNICATION SERVICES?

“ My team regularly books ASL interpretation services from Island Deaf and Hard of Hearing Centre (IDHHC) for a variety of meetings and events, including online meetings, live broadcasts and in-person events. Their response times, availability, pricing and overall quality of service is incredible. We’re often requesting ASL interpretation with very little notice and IDHHC routinely go above and beyond to accommodate our requests, which is always appreciated. The ASL interpreters included in their roster are professional, friendly and reliable. Overall, a great experience working with IDHHC for our interpretation needs.   
 ~ Taylore Vatcher, BC Public Service Agency

“ It is an absolute pleasure providing TypeWell transcription services for IDHHC. TypeWell transcribers 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

“ 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!   
 ~ Debra Russell, COI



## CAPTIONING SERVICES

Over the past year there has been a significant increase in captioning requests, as event organizers and meeting planners recognize the importance of ensuring accessible environments for all participants. This surge in demand underscores the critical role that captioning plays in fostering inclusivity and accommodating diverse needs. We have increased our roster of captionists by 43% during 2023/2024.

Captioning services have broad benefits that extend to various segments of the population. Individuals with ADD/ADHD, auditory processing challenges, English language learners, and those who prefer visual information all benefit from real-time captioning.

Our captionists utilize software that seamlessly integrates with Zoom, enabling real-time captioning directly within virtual meetings and events. This ensures accessibility without disrupting the flow and preferred platform of meeting and event organizers. We are grateful to the dedicated pool of skilled transcribers that we work with.

## MEETING THE GROWING DEMAND FOR ASL/ENGLISH TRANSLATION SERVICES

In response to the increasing demand for ASL/ENG translation services, IDHHC has expanded our offerings to provide high-quality translations.

This growth has been driven by our commitment to excellence and our partnerships with a network of highly skilled and diverse Deaf individuals who represent a range of communities and cultures. Their cultural and linguistic expertise, their perspective and lived experience enrich the translation services we can offer our clients.

The professionalism and dedication exhibited by our team of Deaf translators has earned us the trust and loyalty of many repeat clients.

Their commitment to delivering accurate and culturally sensitive translations has consistently exceeded our clients' expectations, resulting in positive feedback and continued patronage.

# Amplifying IDHHC's Excellence with Tech!

## röger ASSISTIVE TECHNOLOGY

We have effectively assisted numerous individuals in selecting the best assistive technology to suit their circumstances and meet their individual needs. Over the past year, we facilitated over 30 tech aid purchases and 70 loans from our tech aid loaning library which allows the client to borrow pieces of technology to determine benefit prior to purchasing. Thanks to some generous equipment donations, we were also able to gift some tech aids to a few of our Sound of Change clients for free.

In addition, we have been working with educational facilities to teach staff about the numerous advantages of the Roger Soundfield system for both students and staff. Several classrooms and recreational facilities have made the decision to purchase these Soundfield Systems as they recognize that enhanced clarity of speech-sounds and reduced background noise while amplifying, provides a much clearer sound to listeners, and reduces voice strain to the presenter.





# 2023-24 Treasurer's Financial Report

The Statement of Financial Position or Balance Sheet shows our total assets, liabilities, and fund balances. Overall, we are currently in a healthy financial position. However, we have a 23 percent decrease over the previous fiscal year as we have used over \$450,000 of multi-year grant funding provided by the Ministries of Health and Social Development & Poverty Reduction.

The provincial grants are shown as deferred contributions and over \$700,000 remains to be brought into revenue over the next two years. Our current and long term liabilities include the full amount of the \$103,000 loan from Jawl Properties Ltd. Subsequent to the end of the fiscal year, that loan was repaid in full in May 2024. Our Operating Fund includes transactions related to the general operations of the centre and delivery of our programs.

During the 2023/24 fiscal year, our Operating fund encompassed revenues of \$2.576 million and expenses of \$2.499 million for a net profit of approximately \$78,000, up from a substantial loss the previous year. The net profit is attributable to our social enterprise activities, which not only offset our Sound of Change program but also a \$77,000 deficit in our Family and Community program. The Family and Community program deficit arose due to the cancelation of our long running contract by the Ministry of Children & Family Development, leaving us to wind up activities and pay severance costs related to the positions that were eliminated with the loss of funding.

During fiscal year 2024, the board passed motions to move \$175,000 to our internally restricted funds, replacing the amount previously drawn from the restricted funds for investment in our social enterprise and making it available for future use. Changes in our cash flows during the 2023/24 fiscal year relate primarily to funding received from the province. Increases last fiscal year were due to the receipt of the funding and decreases this year were due to its use.

In conclusion, our social enterprise, the selling of tech aids and hearing aids through public sales and Assistive Technology Services (a provincial government program) and the Corporate Supply Arrangement with the Province for interpreting services, remain strong.

The reduction in funding from the Ministry of Children and Family Development for our Family & Community Services has resulted in elimination of the program.

The Board and the Executive Director are committed to continuing 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 particularly our Executive Director, who have done an outstanding job throughout another challenging year.



**Anne Minnings**  
Treasurer, Board of Directors

**Island Deaf and Hard of Hearing Centre**  
**Financial Statements**  
**Year Ended March 31, 2024**









**Island Deaf and Hard of Hearing Centre**  
**Statement of Revenues and Expenditures and Changes in Net Assets**  
**Year Ended March 31, 2024**

	Unrestricted		Invested in capital assets		Total 2024	Unrestricted		Invested in capital assets		Total 2023
	\$	\$	\$	\$		\$	\$	\$	\$	
<b>Revenue</b>										
Assistive technology & refurbishing	659,379	-	-	-	659,379	548,299	-	-	548,299	
Interpreter and fees for service	966,719	-	-	-	966,719	585,416	-	-	585,416	
Ministry of Children and Family Development	129,057	-	-	-	129,057	223,824	-	-	223,824	
WorkBC Employment Services Program	103,172	-	-	-	103,172	118,359	-	-	118,359	
Donations, grants and memberships	138,704	-	-	-	138,704	132,984	-	-	132,984	
Amortization of deferred contributions (Note 6)	-	14,725	-	-	14,725	-	17,930	-	17,930	
BC Gaming grants	100,000	-	-	-	100,000	84,922	-	-	84,922	
Provincial Funding	460,111	-	-	-	460,111	16,810	-	-	16,810	
Interest	4,572	-	-	-	4,572	3,171	-	-	3,171	
	<u>2,561,714</u>	<u>14,725</u>	<u>-</u>	<u>-</u>	<u>2,576,439</u>	<u>1,713,785</u>	<u>17,930</u>	<u>-</u>	<u>1,731,715</u>	
<b>Operating expenses</b>										
Advertising and promotion	85,239	-	-	-	85,239	33,732	-	-	33,732	
Amortization	-	40,807	-	-	40,807	-	39,091	-	39,091	
Assistive technology & refurbishing	281,603	-	-	-	281,603	253,866	-	-	253,866	
Equipment rentals	-	-	-	-	-	282	-	-	282	
Insurance	7,059	-	-	-	7,059	7,043	-	-	7,043	
Interest and bank charges	11,621	-	-	-	11,621	8,615	-	-	8,615	
Occupancy costs	220,366	-	-	-	220,366	180,981	-	-	180,981	
Office	67,817	-	-	-	67,817	66,464	-	-	66,464	
Fundraising Expense	2,500	-	-	-	2,500	-	-	-	-	
Professional fees	6,675	-	-	-	6,675	6,798	-	-	6,798	
Repairs, maintenance and moving	4,076	-	-	-	4,076	3,165	-	-	3,165	
Salaries and wages	1,027,855	-	-	-	1,027,855	886,791	-	-	886,791	
Staff development	16,912	-	-	-	16,912	8,857	-	-	8,857	
Staff transportation	11,573	-	-	-	11,573	12,094	-	-	12,094	
Sub-contractors	706,008	-	-	-	706,008	461,186	-	-	461,186	
Telephone	8,849	-	-	-	8,849	11,086	-	-	11,086	
	<u>2,458,153</u>	<u>40,807</u>	<u>-</u>	<u>-</u>	<u>2,498,960</u>	<u>1,940,960</u>	<u>39,091</u>	<u>-</u>	<u>1,980,051</u>	

(continues)

The accompanying notes are an integral part of these financial statements.

**Island Deaf and Hard of Hearing Centre**  
**Statement of Revenues and Expenditures and Changes in Net Assets (continued)**  
**Year Ended March 31, 2024**

	Unrestricted		Invested in capital assets		Total 2024	Unrestricted		Invested in capital assets		Total 2023
	\$	\$	\$	\$		\$	\$	\$	\$	
<b>Excess (deficiency) of revenue over expenses from operations</b>	103,561	(26,082)	-	-	77,479	(227,175)	(21,161)	-	(248,336)	
Other Income	20,000	-	-	-	20,000	-	-	-	-	
<b>Excess (deficiency) of revenue over expenses</b>	123,561	(26,082)	-	-	97,479	(227,175)	(21,161)	-	(248,336)	
Net assets - beginning of year	67,598	160,684	-	-	228,282	139,403	104,986	232,229	476,618	
Fund transfers	191,159	134,602	-	-	325,761	(87,772)	83,825	232,229	228,282	
Purchase of capital assets	(175,000)	-	175,000	-	-	232,229	-	(232,229)	-	
Capital assets financed with long term debt (Note 7)	(23,397)	23,397	-	-	-	(214,740)	214,740	-	-	
Contributions invested in capital assets (Note 6)	-	-	-	-	-	103,040	(103,040)	-	-	
	12,732	(12,732)	-	-	-	34,841	(34,841)	-	-	
<b>Net assets - end of year</b>	<u>5,494</u>	<u>145,267</u>	<u>175,000</u>	<u>-</u>	<u>325,761</u>	<u>67,598</u>	<u>160,684</u>	<u>-</u>	<u>228,282</u>	

The accompanying notes are an integral part of these financial statements.



**Island Deaf and Hard of Hearing Centre****Statement of Cash Flows****Year Ended March 31, 2024**

	2024 \$	2023 \$
Cash flows from operating activities		
Excess (deficiency) of revenue over operating expenses	97,479	(248,336)
Items not affecting cash:		
Amortization	40,807	39,091
Amortization of deferred contributions	(14,725)	(17,930)
	<u>123,561</u>	<u>(227,175)</u>
Changes in non-cash working capital:		
Accounts receivable	13,673	(61,076)
Government remittances receivable	498	273
Inventory	(149)	1,213
Prepaid expenses	(543)	40,222
Accounts payable and accrued liabilities	6,144	71,447
Government remittances payable	(4,814)	7,078
Deferred contributions	(448,338)	1,083,503
	<u>(433,529)</u>	<u>1,142,660</u>
Cash flows from operating activities	<u>(309,968)</u>	<u>915,485</u>
Cash flows from investing activities		
Purchase of capital assets	(23,397)	(214,740)
Contributions invested in capital assets	12,732	34,841
Cash flows from investing activities	<u>(10,665)</u>	<u>(179,899)</u>
Cash flows from financing activity		
Proceeds from long term financing	(60,000)	103,040
<b>Increase (decrease) in cash flow</b>	<u>(380,633)</u>	<u>838,626</u>
Cash - beginning of year	<u>1,328,442</u>	<u>489,816</u>
<b>Cash - end of year</b>	<u>947,809</u>	<u>1,328,442</u>
Cash consists of:		
Cash	224,147	156,442
Restricted cash	723,662	1,172,000
	<u>947,809</u>	<u>1,328,442</u>

**Island Deaf and Hard of Hearing Centre****Notes to Financial Statements****Year Ended March 31, 2024****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 has been established to create a reserve for annual operating costs in the event that unforeseen circumstances were to arise and may include reinstatement of services no longer being funded through the Ministry of Children and Family Development.

**Revenue recognition**

Restricted contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions and fee for service revenue 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 is recognized as revenue when earned or in accordance with the grant agreements when stipulated in the terms.

*(continues)*

The accompanying notes are an integral part of these financial statements



**Island Deaf and Hard of Hearing Centre**  
**Notes to Financial Statements**  
**Year Ended March 31, 2024**

**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**

	2024 \$	2023 \$
Deferred contributions	723,662	1,172,000

**4. Capital assets**

	2024		2023	
	Cost \$	Accumulated amortization \$	Cost \$	Accumulated amortization \$
Computer equipment	19,376	19,376	19,376	19,376
Furniture and fixtures	289,282	180,579	265,885	156,328
Leasehold improvements	236,480	31,609	236,480	15,053
	545,138	231,564	521,741	190,757
Net book value	313,574		330,984	

**Island Deaf and Hard of Hearing Centre**  
**Notes to Financial Statements**  
**Year Ended March 31, 2024**

**5. Deferred contributions**

	2023 \$	Additions \$	Revenue \$	2024 \$
BC Community Gaming Grant	100,000	100,000	(100,000)	100,000
BC Ministry of Social Development and Poverty Reduction Grant	846,370	31,195	(346,355)	531,210
BC Ministry of Health Grant	212,185	(12,732)	(113,756)	85,697
The Tony and Mignon Fenton Trust Grant	10,500	-	(10,500)	-
Other	2,945	6,755	(2,945)	6,755
	1,172,000	125,218	(573,556)	723,662

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

	2023 \$	Additions \$	Revenue \$	2024 \$
VanCity Community Grant	2,308	-	(462)	1,846
Lions of BC Hearing Conservation Society	1,952	-	(390)	1,562
Mr. and Mrs. P.A. Woodward's Foundation	50,368	-	(10,074)	40,294
BC Community Gaming Capital Project Grant	11,728	-	(2,345)	9,383
BC Ministry of Health Grant	904	12,732	(1,454)	12,182
	67,260	12,732	(14,725)	65,267

**7. Long term debt**

	2024 \$	2023 \$
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 January 18, 2024. The loan was repaid in full during the year and \$20,000 of loan forgiveness was recognized as revenue.	-	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	103,040
	103,040	163,040
Amounts payable within one year	(6,298)	(60,000)
	96,742	103,040

Subsequent to the end of the year the Centre repaid the Jawl Properties Ltd. loan in full.



**Island Deaf and Hard of Hearing Centre**  
**Notes to Financial Statements**  
**Year Ended March 31, 2024**

**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:

	\$
2025	107,333
2026	112,485
2027	113,344
2028	117,637
2029	118,496
Thereafter	1,041,133

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:

	\$
2025	15,714

**9. 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 four employees who met this criterion. The total remuneration paid to these employees in 2024 was \$395,795 (2023: \$272,456). The Board of Directors receive no remuneration for their services other than reimbursement of expenses.

**10. Endowment fund**

The Centre is entitled to distributions from an endowment fund held at The Victoria Foundation. The endowment is not reflected in the Centre's assets on the Statement of Financial Position. The market value of the endowment at March 31, 2024 is \$35,725 (2023: \$33,253).

	2024 \$	2023 \$
Market value, beginning of year	33,253	29,051
Net return on investments	3,995	599
Contributions to fund	5,000	5,000
Grants paid	(6,353)	(1,258)
Administration fees	(170)	(139)
	<u>35,725</u>	<u>33,253</u>

**Island Deaf and Hard of Hearing Centre**  
**Notes to Financial Statements**  
**Year Ended March 31, 2024**

**11. Financial risks and concentration of risks**

The Centre is exposed to various risks through its financial instruments and has a comprehensive risk management framework to monitor, evaluate and manage these risks. There have been no significant changes in the Centre's risk exposure from the prior year.

**Credit risk**

Credit risk arises from the potential that a counter party will fail to perform its obligations. The Centre is exposed to credit risk from customers. The Centre has a significant number of customers which minimizes concentration of credit risk.

**Liquidity risk**

Liquidity risk is the risk that an entity will encounter difficulty in meeting obligations associated with financial liabilities. The Centre does not face significant liquidity risk exposure.

**Currency risk**

Currency risk is the risk to the Centre's earnings that arise from fluctuations of foreign exchange rates and the degree of volatility of these rates. The Centre does not face significant currency risk exposure.

**Interest rate risk**

Interest rate risk is the risk that the value of a financial instrument might be adversely affected by a change in the interest rates. The Centre does not face significant interest rate risk exposure.





## **IDHHC Contact information:**

### **Victoria**

301-3960 Quadra St.

#### **HOURS:**

Monday-Friday  
8:30AM - 4:30PM

**E:** [indhc@indhc.ca](mailto:indhc@indhc.ca)

**P:** 250.592.8144

### **Nanaimo**

102-6588 Applecross Rd.

#### **HOURS:**

Monday-Thursday  
8:30AM - 4:30PM

**E:** [nanaimo@indhc.ca](mailto:nanaimo@indhc.ca)

**P:** 250.753.0999



**[indhc.ca](http://indhc.ca)**