

Vision

Strong inclusive communities built on equal access and empowered individuals.

Mission

The Island Deaf and Hard of Hearing Centre, the only non-profit agency of its kind on Vancouver Island, provides leadership, innovative solutions and services through engaging and educating communities, strengthening families, and fighting isolation.

Values

We treat all people with dignity and respect; we believe in self-determination and choice; we are committed to building and fostering collaborative relationships

STRATEGIC PLAN

2020-2022



Strategic Goals

Strategic Priorities

Service Pillars

Remain Focused on our 4 Pillars

- Employment
- Hearing Health
- Family and Community
- Accessibility (Interpreting, Captioning)

- Enable participation by increasing accessibility
- Enrich communication to provide accurate, relevant and timely information
- Build community to reduce isolation
- Expand outreach and awareness education to employers and community to promote cultural awareness and support respectful inclusion

Growth

Enhance and Expand Organizational Capacity and Capabilities

- Develop staff to ensure that the team remains strong and adaptable and organizational risks are minimized
- Expand Strategic Partnerships to broaden our impact and raise our profile
- Enhance resources into approaches, supporting tools, technology and device to ensure expertise and sector leadership
- Expand physical presence to serve more individuals

Self-Reliance

Strengthen Financial Resilience

- Build social enterprise to increase financial independence
- Develop a comprehensive fund raising plan to diversify financial resources
- Identify new government and private funding opportunities and sources

Building Blocks that Help us Achieve our Goals

Our Team

Our Client-Centered
Approach

Our Experience

Our Flexibility and
Adaptability

Our Leadership and
Governance

Our Story

For over 30 years, the Island Deaf and Hard of Hearing Centre (IDHHC), a non-profit organization, has been serving Deaf, Deaf-Blind, oral deaf, late deafened and hard of hearing individuals, families and communities on Vancouver Island and the Gulf Islands

We Exist To ...

- **Address Barriers to Inclusion by**
 - Providing access to assistive technology and devices to low income seniors and families
 - Supporting employment programs for culturally Deaf individuals as well as those with hearing loss
 - Educating employers and the public with information to support inclusion, accommodation and accessibility for Deaf or hard of hearing individuals
- **Reduce Isolation by**
 - Reaching out to the growing number of young and older people with hearing loss
- **Leverage Opportunities within the Environment by**
 - Promoting the Accessible Canada Act: This Act was passed in the House of Commons on May 29, 2019. It will help create a barrier-free Canada including ensuring the availability of sign languages – American, French and Indigenous.
 - Developing the IDHHC Social Enterprise: To reduce financial dependency on government funding, IDHHC will operate non-profit hearing clinics in Victoria and Nanaimo. We will provide hearing tests, sales of new hearing aids with the latest digital technology, and other hearing services. Income earned from these services will be reinvested in supporting IDHHC's community programs.

Our Future: working collaboratively with stakeholders towards our Vision until it is achieved, and empowered individuals live in strong inclusive communities.