

# The Path Travelled ... The Road Ahead

Annual Report  
2012 - 2013



ISLAND DEAF AND HARD  
OF HEARING CENTRE

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## OUR MISSION

**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.**



## **PURPOSE**

**Island Deaf and Hard of Hearing Centre (IDHHC) is a non-profit organization that serves the Deaf, Deaf-Blind, oral deaf, late deafened and hard of hearing communities on Vancouver Island.**

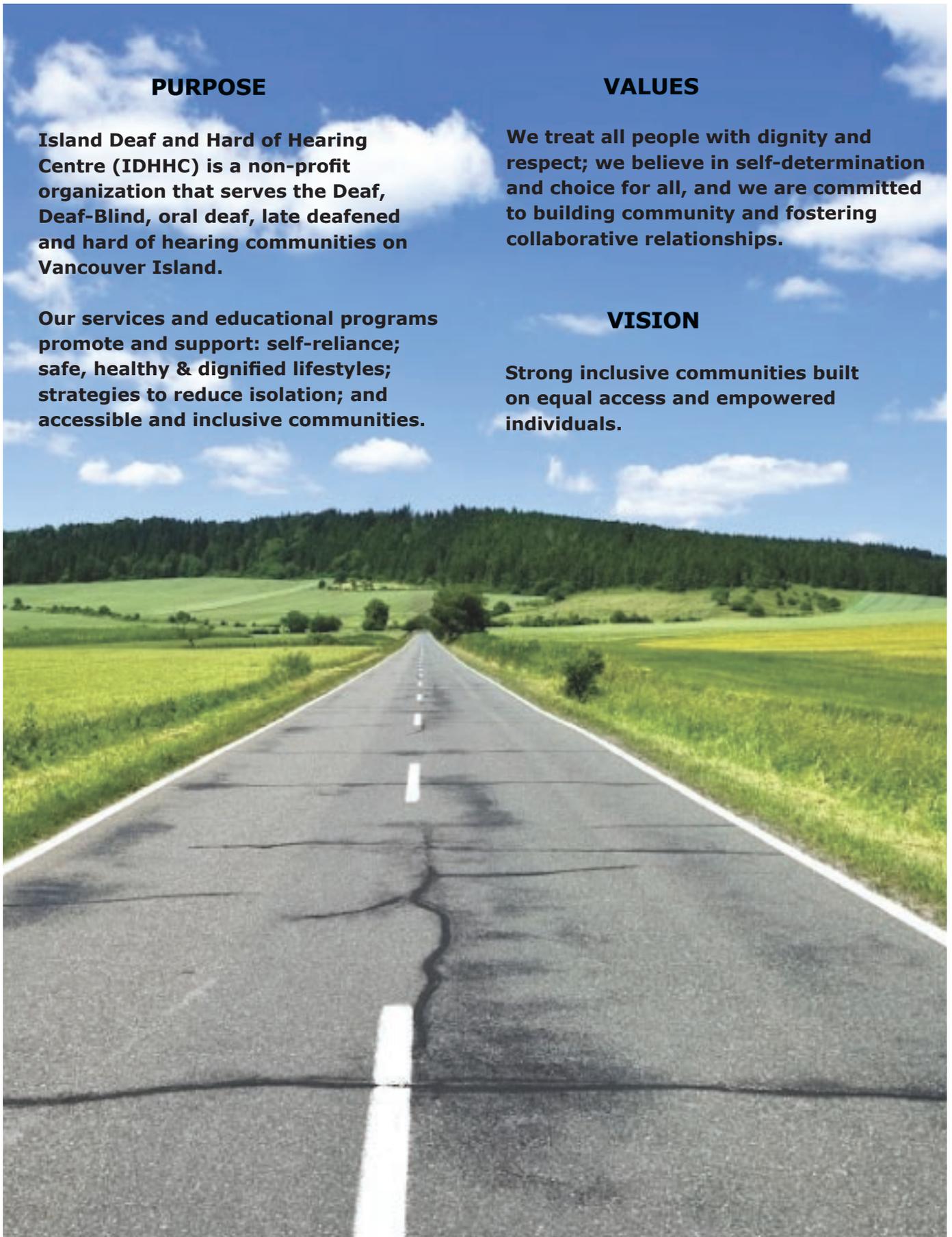
**Our services and educational programs promote and support: self-reliance; safe, healthy & dignified lifestyles; strategies to reduce isolation; and accessible and inclusive communities.**

## **VALUES**

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

## **VISION**

**Strong inclusive communities built on equal access and empowered individuals.**





## Gatherings

Voices over voices,  
Topics cross the table,  
Stories turn to noises,  
And a sharp laughter startles.

Too straining to pry,  
Too tired to try,  
Off goes my adaptation.

...

Silence

Movements  
Expressions  
Looks  
Gestures  
Smiles  
But no audio.

Assumptions.

Watching feels like staring,  
Participating feels like observing  
Gatherings become bitter sweet.

I'm lost.  
No, it's my hearing loss.

No tears  
It's just isolation.

-Angela Miranda

## HISTORY

In 1969, a group of concerned parents met to discuss the educational needs of their deaf children. These families laid the groundwork for the Vancouver Island Society for Hearing Handicapped Children, a pre-school class at G. R. Pearkes Clinic and an elementary class at Marigold School.

In 1971, in order to encompass all ages of the Island's population with a hearing loss, the society became the Deaf and Hard of Hearing Institute of Vancouver Island.

In 1978, a counsellor from the Western Institute for the Deaf (WID) - Vancouver office was hired and the Victoria Regional Office was established. The combined service program of the Vancouver Island Institute and WID became a United Way member agency in 1980. The two societies amalgamated in January 1982 to become the Western Institute for the Deaf Vancouver Island Branch (WID-VIB). In July 1983, the WID-VIB became an incorporated society.

In the fall of 1990, a Nanaimo office was opened, staffed by volunteers, with the first paid staff member hired in June 1991. The organization continued to operate as a branch of WID until August 31, 1991.

On September 1, 1991, following lengthy negotiations and with the approval of the Island membership, the Island Deaf and Hard of Hearing Centre Association (IDHHC) was formed and took over the operations of WID-VIB. The new society was registered as an incorporated society and as a charitable organization.

## WHO WE SERVE

Island Deaf and Hard of Hearing Centre (IDHHC) supports people of all ages living with hearing loss. We believe these individuals should have the opportunity to lead independent and fulfilling lives.

IDHHC's client base include:

- Hard of hearing adults and children, including those who must adjust their lives to accommodate a growing or sudden hearing loss
- Late-deafened individuals who have lost their hearing late in life and are not helped by hearing aids
- Individuals who are looking into or have already received a cochlear implant, and need support and training
- Deaf adults and children and all those who use American Sign Language (ASL) as their primary means of communication
- Families of Deaf or hard of hearing people
- Hearing individuals and groups that require information and training regarding hearing loss and deafness.



“I started losing my hearing at age 12. Over my lifetime, my hearing gradually deteriorated and got to the point where I had to leave a successful and rewarding career because I could no longer manage in my workplace. This was a significant life change for me; both my self-esteem and self-confidence suffered. I also started to isolate myself from family and friends as my communication challenges increased.

“A number of years ago I became a member of the support group at IDHHC. I attend weekly meetings, and through the group have learned various skills, strategies, and technologies to help me manage a profound hearing loss.

“In addition to learning concrete skills and strategies to help me I have also gained back my self esteem and developed my self worth as a deaf person. I now do volunteer work for several organizations, I reach out to my old friends ..... and I enjoy increasing my role with the deaf community and making new friends with other deaf people. I have also set a personal goal of becoming an advocate in the community for increasing accessibility for those who are Deaf or hard of hearing in public places”.

Marian Burnett

## PROGRAMS AND SERVICES

IDHHC is the only specialized social service agency on Vancouver Island providing support services specifically to people with a hearing loss. The agency provides a range of programs and services:

- Family and Community Program - provides individual and family support, facilitation of groups, informational advocacy, and consultation with other service providers on issues related to deafness.
- Employment Services - provides a variety of services such as employment readiness, vocational planning, job search support and job accommodation.
- Interpreting Services - provides interpreting and captioning services on a cost recovery basis in many settings including: employment, post secondary, police, medical, meetings and workshops.
- Hearing Loss Resource Program - provides information on strategies for coping with a hearing loss, the use of hearing aids, communication difficulties, speechreading techniques, and the demonstration and sale of Assistive Listening Devices. We do not test or sell hearing aids.
- Resource Development Program - identifies and develops the resources needed to promote and support the agency and its activities.

The Centre's role in delivering accessible, adequate and responsive services has grown significantly over this past fiscal year as program staff have provided services to 156 new clients. Most of these have been through referrals, previous contacts and word of mouth.

We also understand the need to provide social, recreational and cultural activities which help to promote greater self-esteem and lessen the effects of isolation that so many of our clients face. Some of these activities include: Summer Celebration for Families, Deaf Bingo, and late-deafened support group.



Speechreading class

## WHO WE ARE

### Employees Victoria

**Denise Robertson:** Executive Director

**Lundie Russell:** Coordinator of Operations

**Jo-Anne Durham:** Coordinator of Family and Community Program

**Lundie Russell:** Community Outreach Worker-Family and Community Program

**Susanne Harnden:** Community Outreach Worker-Family and Community Program

**Angela Miranda:** Coordinator of Employment Program

**Ruth Wilson:** Employment Counselor

**Breanna O'Donnell:** Coordinator of Interpreting Services

**Janet Holland:** Audiologist-Hearing Loss Resource Program

**Patti O'Connor:** Coordinator of Resource Development

### Employees Nanaimo

**Roxanne Beatty:** Receptionist/Assistant-Hearing Loss Resource Program

**Alex Walker:** Coordinator of Family and Community Program

**Dominique Husereau:** Employment Counselor



### Board of Directors

Thank you to the volunteer directors for your deep commitment to the aims and objectives of the agency and for providing guidance, stability, strategic thinking and leadership this past year.

**Mike Hayes:** President

**Tom Wood:** Vice President

**Kathy Crawley:** Treasurer

**Jill Bates-Smith:** Secretary

**John Jordan:** Past President

Mark Gillis

Larry George

Marian Burnett

Andrea Csima



## BOARD PRESIDENT'S REPORT

2012 opened with the announced retirement of longtime Executive Director, Penne Roberts, and the first six months were consumed with the search for a replacement. The task was formidable as Penne had been a pivotal figure to clients and staff for more than twenty years. Also, like most nonprofit service agencies, we were struggling to keep our financial head above water.

The Search Committee spent many hours reviewing the mandate of the agency and the roles and function of the Executive Director. It became clear that we needed an exceptionally talented and committed person with a wide range of skills and a willingness to work as much for love as for money.

We reviewed approximately 75 applications, shortlisted and interviewed four candidates and were delighted to announce and welcome Denise Robertson as our new E.D.

Denise brought a remarkable record of success and achievement in the areas of nonprofit management and fundraising. She wasted no time getting to work, winning the respect and support of Staff with her hard work and commitment to building a better IDHHC.

With change comes challenge and from challenge comes opportunity. Dealing with employee turnover was part of that challenge as a number of staff moved to other employment, often for more money than IDHHC was able to offer. The opportunity side is that Denise has done a masterful job of augmenting our dedicated crew with talented and enthusiastic new people.

We have seen our offices expand to the second floor at 754 Broughton, to accommodate new staff and expanding programs. We have begun work on a new Strategic Plan which will be the foundation of an invigorated fundraising campaign in the year ahead. Many thanks to our newest Board member, Mark Gillis, for jumping in and leading us through our Strategic Plan development.

We were, once again, the sponsor charity at the Victoria Royals home opener, which produced much needed revenue. The Big Band Bash held onto its reputation as our premier fundraising event. The Sound & Silence Run was a success on the "fun" side, but not as successful as a fundraiser so instead we will be focused on other fundraising projects. Augmenting these traditional efforts, we were pleased to announce, in December, that we have established an IDHHC legacy fund, hosted by the Victoria Foundation. You will be hearing more about this opportunity to leave lasting endowments to IDHHC, in the year ahead.

While many wonderful things are happening at IDHHC, these are still challenging times for the non-profit sector. We need the commitment and support of every one of you to create economic stability that will secure existing programs and allow for growth.

We know that there are challenges ahead, but with our hardworking Board, our talented staff, and strong leadership, we will get the job done.

Respectfully submitted,

Michael Hayes

## EXECUTIVE DIRECTOR'S REPORT

As I begin to write this report, I am still astonished at how quickly one year has passed! It is hard to believe that only twelve months ago I began working at IDHHC – time has flown by and the transition and evolution in the organization has been constant and significant. And as one employee wrote: “as with any change, there is excitement in new opportunity coupled with sadness for the loss of what has been familiar”. We recognize that ‘change is the only constant’ and as we take the time to deal with the loss we experience, we try to balance our scales and look for the opportunities that may lay ahead for us.

Together with the staff and Board team, I am learning so much about what makes this agency ‘tick’; what it is we do that positively impacts the lives of those we serve; what challenges we face that stand in our way of doing more. IDHHC is an amazing organization and has been serving the Deaf and Hard of Hearing in this community of Vancouver Island for more than 30 years – an accomplishment that speaks volumes about the work and the people that deliver it.

Over the last year I have come to see and understand the perseverance that the people at IDHHC bring to their daily vocation. For everyone on this team, it is not just a job, but a belief that we each bring our own special skill and a heart felt commitment to create a community where the Deaf and Hard of Hearing can achieve access, independence, engagement and accomplishment. This unwavering resolve makes this team unique – and as we move forward through the stages of change this resolve and commitment will be the cornerstone of future success.

The work we do is significant; but how will our organization continue to do this work given significant financial challenges that we face? How are we able to grow our services to meet the escalating needs in the Deaf and Hard of Hearing communities? I believe that together, with careful planning and sound strategies we can reach out and tell our stories – stories that will engage and emotionally involve supporters in the positive outcomes of our work.

Everyone wants to be a part of a story of success, and now, more than ever, we need to grow support from the broader community to continue this work. By giving today, you become part of this unique team, changing lives one person at a time, as we strive to reach our shared vision: Strong inclusive communities built on equal access and empowered individuals.

Please join us!  
Respectfully submitted,

Denise Robertson  
Executive Director

## Island Deaf and Hard of Hearing Strategic Plan – 2013 to 2018

In late Fall of 2012 the IDHHC Board committed to develop a strategic plan to reconfirm program priorities and to support planning activities for the coming years. A strategic plan is essentially a set of broadly accepted goals and actions. Typically a plan includes a mission statement, which serves as a “compass” to guide Board and staff activities towards a desired state. It also informs clients and stakeholders of agency priorities and the reasons underlying them. Once in place, the strategic plan is reviewed and updated annually to ensure that core agency programs and services effectively respond to clients needs.

In December, IDHHC staff began the planning process with a “SWOT” assessment – used to identify agency Strengths, Weaknesses, Opportunities and Threats. A joint staff and Board workshop followed in January where the outcomes of the SWOT process provided a framework for a discussion of draft IDHHC vision and mission statements. The vision statement represents the desired future state that IDHHC wishes to obtain for its clients and stakeholders; the mission statement summarizes the agency’s primary purpose thereby informing its plans and investments of administrative and program staff resources.

During the joint staff Board workshop, mission and vision statements from other social service non-profit agencies helped to inform the discussion. By the end of the session staff and the Board had developed draft vision and mission statements that would set the direction for the IDHHC strategic plan.

Over the following weeks, a group of IDHHC staff and Board members met and developed three overarching goals that the agency will work towards to fulfill its mission and achieve its vision:

- Promote Awareness and Education;
- Ensure Effective Programs and Services; and
- Achieve Sustainable Funding.

Draft objectives that describe time-specific activities to support each goal were also developed. Staff reviewed and updated IDHHC value statements as part of the planning process.

By March, with draft vision and mission statements prepared, draft goals and objectives developed and agency values reaffirmed, IDHHC was well on its way to completing a draft strategic plan.

The resulting Island Deaf and Hard of Hearing Strategic Plan represents the outcomes of several months of discussions and planning activities pursued by the dedicated staff and Board members. The Mission and Vision statements from the plan are provided on page 2 & 3 in this annual report. We hope you will have an opportunity to review entire document in the near future.

Respectfully submitted,

Mark Gillis  
Board of Directors

## TRENDS

Home-based sign language classes continue to be one of the most popular services that the mid-island Family and Community Program offers. Despite the increase of cochlear implants for young deaf children, hearing parent families continue to be interested in learning American Sign Language either to support the development of spoken language or with the intention of raising bilingual children. As well, an increasing number of middle-aged couples are choosing to learn basic signs to help minimize communication frustration when one or both of them are struggling with an acquired hearing loss.

In this era of cutbacks and large centralized services, small organizations like IDHHC need to be flexible and creative to continue to meet clients' needs. IDHHC is deepening and clarifying its collaborative relationships with other community service providers to ensure client needs are met.

The Hearing Loss Resource Program continues to see an increase in the number of phone calls requesting funding for hearing aids. Staff provides information and directs them to all potential avenues to ensure every possible source of assistance has been explored.

The Interpreting Program continues to see a yearly increase in the number of interpreter requests—this year mainly Community appointments. The agency believes this is due to 'word-of-mouth' as clients are more open to having interpreters, now that they know this service is available and that funding is available

for interpreters (for most appointments). With the steady increase of interpreter requests, comes the steady need for interpreters.

According to WorkBC the labour market trends show the most common occupations in BC range from Sales, Marketing and Advertising Managers to Customer Service Representatives and Web Designers. And the most common job titles in the Capital Region District are Retail Trades and Managers, Information Systems Analyst and Consultants as well as Sales Representatives.



Additionally, Statistic Canada show that employment in BC decreased by 16,000 this past January leaving the unemployment rate at 6.3%. These figures and available

job openings make it highly challenging to help our deaf and hard of hearing clients find employment. We continue to see clients who have multiple barriers coupled with a hearing loss which requires further assessment to determine appropriate employment environments.

## EDUCATION

### General Public

**IDHHC provided 32 workshops and presentations. Examples include:**

- Seniors Serving Seniors - Return to Health
- Managing Hearing Loss

**IDHHC provided 922 in-services and information sessions. Examples include:**

- Informing service providers, potential employers, Camosun College, Rotary Club of Victoria, long-term care facilities, Vancouver Island Health Authority (VIHA), Beacon Community Services, community organizations, hearing supporters of Deaf/hard of hearing people about support, access, communication for clients, employment opportunities, Island resources and IDHHC services
- Family and Community Program staff working with an ASL working group of Early Intervention specialists to establish standards for sign language instruction for BC families with deaf and hard of hearing infants
- One-on-one meetings with hearing individuals regarding technical devices and communication strategies
- Agency and program information to potential volunteers
- Hearing loss orientation to new volunteers
- American Sign Language (ASL) instruction given to families with hearing parents of deaf children
- Specialized Population symposium through the Employment Program of British Columbia.

### Our Population

**IDHHC provided 3 workshops to Deaf, late-deafened and hard of hearing people.**

**Examples include:**

- First Aid Course
- Take Charge of Your Money-part 3

**IDHHC provided 850 Group Sessions.**

**Examples include:**

- Bi-weekly Bingo sessions for deaf adults with other presenting disabilities
- Late-deafened Support Group which meets weekly
- Speechreading sessions for hard of hearing individuals
- Role modeling which offers peer support, language and life skills modeling for Deaf and hard of hearing individuals.



Bi-weekly Bingo

## OUR OPERATING ENVIRONMENT

### Nature of Our Business

Island Deaf and Hard of Hearing Centre (IDHHC) is the only non-profit organization that serves the Deaf, Deaf-Blind, oral deaf, late-deafened and hard of hearing communities on Vancouver Island. Our services and educational programs promote and support: self-reliance; safe, healthy and dignified lifestyles; strategies to reduce isolation; and accessible and inclusive communities.

Hearing loss is the fastest growing, and one of the most prevalent, chronic conditions facing Canadians today. Any person regardless of age, gender, ethnic background, geographic location, occupation, educational background or socio-economic status, can experience hearing loss. The social, emotional, educational and rehabilitative needs of these individuals can differ significantly from one another, resulting in the need for diverse services, technological aids and programs. Left untreated, it can lead to:

- Reduced independence
- Reduced enjoyment and poorer quality of life
- Increased anger or frustration
- Exclusion from social activities; either self imposed or imposed by others
- Decreased self esteem
- Increased risk of accidents and danger; missing hearing a siren, an approaching car, the phone or doorbell
- Increased tiredness due to having to concentrate more to understand what is said
- Increased anxiety
- Social phobias
- Feelings of paranoia.

Below is Rebecca Johnson, Chief Financial Officer for the City of Colwood, commenting on her experience having an ASL Interpreter for her City Council meetings. She had previously been struggling during meetings on her own, until she discovered that ASL Interpreting was the solution!



“For the first time I truly understood everything and actually laughed a lot, to the surprise of some Councillor’s who, I think, wondered if I knew how to laugh. Ha! Previously I missed a lot of the banter, the long pauses, the funny comments, etc.

“I just cannot express how different the meeting last night was for me. Even though the captioning is so incredibly helpful, to fill in the blanks that I miss while lip-reading, it is still in English which is always a challenge for me. So, even though I understood so much more with captioning there were so many little things that were not captioned (ie: the little side jokes, bantering).

“While my ASL is atrocious, due to lack of someone to sign with (all of my kids are hearies), I understand it and it was such a relaxing meeting and I felt more a part of the meeting; as though I were in on all of the little inside jokes going on. I do not know the right words but it was just awesome!!!

Thank you!!!”  
Rebecca Johnson

Hearing loss affects more than just the person with the hearing loss, but everyone in conversation with them. Others find it difficult to cope with the individual's hearing needs; they have to repeat themselves, talk loudly, and use more signs and gestures while talking. Family, friends, co-workers, – everyone benefits when hearing loss is properly and effectively treated.

Hearing aids, while very helpful to many, may not be sufficient to address all of the issues that arise when a severe hearing loss is diagnosed. Some individuals and their families require additional support understanding the hearing loss or in learning techniques and strategies to manage the loss. We offer services that people can access after the fitting of their hearing aids that help them manage their communication more effectively.

Hearing loss has many causes including:

- Noise-induced
- Aging (presbycusis)
- Congenital conditions
- Prenatal conditions, such as fetal alcohol syndrome or conflicting parental blood types
- Disease
- Repeated ear infections
- Wax build-up
- Trauma to the head or ears
- Tumors (acoustic neuromas)
- Auto-immune conditions
- Chemical/toxic damage to the ear (ototoxicity)
- Abnormalities of the tiny bones of the ears.

Noise-induced and aging are the two most common reasons for adult onset hearing loss. Loud noise can be very damaging to hearing. Both the level of noise and the length of time you listen to the noise can put you at risk for noise-induced hearing loss. Noise levels are measured in decibels, or dB for short. The higher the decibel level, the louder the noise. Sounds that are louder than 85 dB can cause permanent hearing loss. The hearing system can be injured not only by a loud blast or explosion but also by prolonged exposure to high noise levels. Exposure to explosive noises, such as firearms and fireworks, can cause immediate and permanent hearing loss. Other recreational activities with dangerously high noise levels include snowmobiling, motorcycling or listening to loud music at a concert or on a MP3 player.

We can reduce our risk of noise-induced hearing loss by wearing earplugs or special earmuffs when exposed to dangerous levels of noise. Hearing protection is important any time you're exposed to loud noise.



Presbycusis is the loss of hearing that gradually occurs in most individuals as they grow older. About 30-35 percent of adults between the ages of 65 and 75 and 40-50 percent of people 75 and older have a hearing loss. A disability that often goes unnoticed, hearing loss associated with aging could be such a gradual process that it can be difficult to notice the symptoms. Some basic warning signs include:

- Need the TV or radio turned up louder than others prefer
- Feel that other people do not speak clearly anymore or mumble
- Often need people to repeat themselves
- Miss the phone or doorbell and others can hear it
- Sounds like birds, insects or car indicators are no longer audible or seem very distant
- Have more difficulty than others when listening in noisy or group situations
- Avoiding group conversations or social situations; find social situations tiring and stressful
- Increased levels of stress and tiredness associated with straining to hear others
- Have trouble hearing children or women
- At times get annoyed or angry with people because they don't speak properly
- Friends or family enquiring as to whether you may have a problem with your hearing.



Deafness is used to refer to two distinct groups of people. Those who consider themselves “deaf” (written with a lower-case “d”) have a profound hearing loss but identify primarily with the hearing culture. Those who consider themselves “Deaf” (written with an upper-case “D”) consider themselves to be a member of the Deaf Community, which generally perceives hearing loss to be a cultural and communication distinction rather than a disability.

According to Canadian Association of the Deaf roughly 3.1 million Canadians have some degree of hearing loss. Of those 3.1 million people, one-tenth or roughly 310,000 are culturally and linguistically Deaf. Deaf culture describes the social beliefs, behaviors, art, literary traditions, history, values, and shared institutions of communities that are affected by deafness and which use sign language as the main means of communication.

## EXTERNAL FACTOR

### Fiscal Pressures

As with many smaller social service not-for-profits, long-term sustainable core funding remains the biggest challenge facing IDHHC. While a percentage of direct program and service delivery is supported through grants from funders like United Way of Greater Victoria, Community Gaming and the Province of BC, a greater portion of the core administrative budget relies totally on fundraised dollars. Our core budget is made up of the costs of doing business in our two locations: rent; heat and lights; interpreting answering service and TTYs; supporting aging computers and database upkeep; phone and internet; staff travel and administrative wages; printing and publications. We work diligently to keep these, and all of our expenses, to a minimum, but these costs continue to rise while many funding dollars do not.

IDHHC is now undertaking the strategic direction to make assertive and positioned fundraising the main objective for the Board of Directors and senior administration.

Grant applications to organizations, private and public foundations will continue in earnest as these grants will most often be restricted to support programs and direct client services. Fundraising events will be monitored and evaluated on their return for the invested dollar and will be required to be profitable and deliverable. This year we look to grow our investment in our signature event, Big Band Bash, with a new venue and some new additions that we hope will make the evening not only memorable but lucrative.

The most important area of focus in the fundraising plan will be to engage individuals, organizations and corporations in the agency as major gift donors. We will be reaching out to potential supporters who will fund not just a program or service, but will invest in the organization because they believe and understand the importance of the mission. We will be engaging donors to join us as partners in maintaining our current level of service and working with us to grow and meet expanding demands, ensuring we are mission focused and making a difference in the lives of those we serve. As the only agency of its kind delivering this service on Vancouver Island for over thirty years, we believe it is time to talk openly about our successes – and challenges – share our story and let the community witness the positive impact of our work, and make an investment in its future.



Thanks to Connect Hearing IDHHC, for the 2nd consecutive year, was the chosen charity for the opening game of the Victoria Royals held at the Save-on-Foods Memorial Area on Sept 22, 2012. A total of \$6,400 was raised through the selling of 50/50 tickets and chuck-a-puck. Thanks to all the volunteers and those who supported this event.

## INTERNAL FACTORS

### Business Process

During this last fiscal year both staff and board have been working together to review and evaluate the organization's strategy and structure, services, and future goals. IDHHC understands the need to deliver on strategic direction, stabilize and ensure ongoing revenue streams, maintain effective measure of cost control and attract and retain the best staff possible.

IDHHC is committed to ongoing transparent communications with all of its stakeholders. IDHHC issues regular newsletters and communicates ongoing and annual activities through the Annual Report, website, facebook and other electronic communication tools and through extensive networking with our community partners.

### Human Resources Capacity

IDHHC seeks to foster and sustain a respectful and welcoming environment for all community members, volunteers and staff. IDHHC takes pride in being a desirable workplace staffed with knowledgeable and trained employees who are confident and satisfied in their work. Each staff member brings a variety of skill sets which are aligned with the organization's mission, vision and values. Meeting the unique communication needs of each client is the first step in successfully serving people who have hearing loss.

At the heart of IDHHC are its volunteers. They give their time freely and with no expectation of monetary reward. They provide extra hands that enable IDHHC to do tasks and activities that might not otherwise get done. They bring a passion for the cause and a commitment to the purpose, and are highly motivated by their choice of involvement.

IDHHC's volunteers have an opportunity to be involved in community education on Deaf and hard of hearing issues, office assistance, fundraising, agency activities, mentoring and role models, promotions and on the Board of Directors. This past year, volunteers have donated over 1,467 hours.



"I've been volunteering at IDHHC for six years, mainly with the Deaf social group. The group meets every other Tuesday, and we play bingo! It's been a fantastic experience. I started as a way to get some ASL practice. It's given me that opportunity, but even more valuable is the connection and friendships. I look forward to the time I spend with the group members, and the staff make volunteering easy and pleasant."

Joelle Thurston (standing)



## Challenges in Meeting Client Needs

One of the bigger challenges meeting client's needs in the employment program is that IDHHC is a subcontractor to various employment agencies and therefore job seekers with a hearing loss may attend any other employment service center.

If they do not identify the hearing loss as a barrier to employment their support and understanding of how their hearing loss affects job readiness maybe at risk and/or provide unnecessary delay to appropriate services. Seventy eight percent of the projected jobs openings in the next 8 years are expected to require post secondary education, training or a university degree. IDHHC employment counselors find it essential to stay up-to-date with all available funding and eligibility criteria for their client's education options.

Although staff can support our most marginalized clients through clarifying information, assisting them to advocate for their needs, and through creative problem solving, we cannot resolve the underlying societal biases that continue to punish our most vulnerable citizens who already are living in poverty and often with mental health issues. The ever-increasing cost of living is particularly impactful for people living on fixed incomes such as PWD or OAS/CPP. More of these clients report using food banks, living in shared sub-standard housing, and experiencing deteriorating physical and mental health.

Our governments' and corporations' increased use of centralized, computerized phone-based service severely limits the ability of individuals with hearing loss to access information and services, and to function self-sufficiently.

In the mid and north island regions there continues to be a demand for on-going Aural Rehabilitation services such as support for adjustment to hearing loss, hearing aids, and speech reading. At this time, due to funding restraints, the agency is unable to meet this growing need.



Challenges in the Interpreting Program continue to fall on the lack of interpreters on Vancouver Island; particularly north of Victoria. Many clients in remote areas of Northern Vancouver Island risk not having interpreters

for their appointments; due to interpreter availability and also travel conditions. Most interpreters living on Vancouver Island carry full or part time jobs outside of their work with IDHHC; this sometimes results in clients not having an interpreter due to the lack of availability. Another continuing challenge this program is facing, is the advocating and education to service providers of their duties to accommodate Deaf and hard of hearing individuals who use their services. This includes paying for interpreters and captionists. Many service providers are unaware of their responsibility to accommodate as per the Canadian Human Rights Act. The word is slowly getting out there!

## 2nd Annual Wade Anderson Memorial Classic Hockey Game

On April 25, 2013 the 2<sup>nd</sup> annual Wade Anderson Memorial Classic hockey game took place at the Pearkes Arena. This annual hockey game pits the employees of the Collections and Audit divisions of Canada Revenue Agency (CRA) against each other. Beginning in 2012, this annual battle was re-named in honour of Wade Anderson and all donations were directed to the Island Deaf and Hard of Hearing Centre. This event encompassed some of Wade's greatest passions - hockey, having fun, helping people, and supporting persons who are hard of hearing or deaf.

Wade was an active executive board member with the Island Deaf and Hard of Hearing Centre for over ten years and was very committed to the deaf and hard of hearing community. He was also committed to the game of hockey, a sport he loved. Wade played hockey year-round with his friends and colleagues. He had an incredible shot and ensured that everyone had fun during the game. By renaming our annual game in Wade's memory and including the Island Deaf and Hard of Hearing Society as a beneficiary of our fund-raising, we feel that it is a fitting representation of his passions and memory.



This year's teams encompassed skill levels from highly competitive players to those who took to the ice for the first time. The game was both exciting and challenging. Every player had an opportunity to touch the puck, take a shot and work hard. A good time was had by all. The game ended with Audit edging out Collections by a score of 8-5. But this game was not about winning - it was about enjoying the game and helping others. We all shared in raising the Cup in Wade's Honour. And we look forward to another spirited game next year.

We would also like to recognize the Island Hockey 101 league for providing and covering the cost of the referee for this year's game. We collected donations from the players and fans in attendance to support this worthy cause in the amount of \$ 357.



## FINANCIAL REPORT

The 2012/2013 fiscal year, as in previous years, provided both challenges and opportunities.

Securing adequate funding to deliver our programs has become particularly challenging this year. A very helpful supplementary services contract with the provincial government ended early in the fiscal year. Also changes in how government is funding employment programs, to a fee for service model, has made it difficult to fund this program as we work on how best to expand services to cover more of Vancouver Island.

To boost our funding opportunities, we have established a partnership with the Victoria Foundation. Although it will take time and focused effort to secure private funding, this is a positive first step in that direction. Our new executive director, along with our expanded board of directors will make fund raising the top priority in the coming year.

Our change in leadership is also reflected in our expenditures this year. There has been a major focus on making our organization as efficient as possible, while maintaining and expanding the skills and tools we need to deliver our programs. Although salaries and wages have gone down this year, this is a temporary situation. We have reorganized and expanded our space requirements to better accommodate our clients' needs, resulting in higher rentals costs. We have also engaged professionals to help us develop better accounting information to manage revenues and expenditures and attract funders.

Our bottom line is an excess of expenditures over revenues of \$64,065 this year. We recognize the seriousness of this situation. As mentioned above, fundraising will be our top priority for the coming year.

Respectfully submitted,

Kathy Crawley, CA, CMC  
Treasurer

*ISLAND DEAF & HARD OF HEARING CENTRE*  
*FINANCIAL STATEMENTS*  
*MARCH 31, 2013*  
*(Unaudited)*

# OSBORN WATTS & CO.

*Chartered accountants*

*Partners*

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## ***REVIEW ENGAGEMENT REPORT***

To the Members of Island Deaf & Hard of Hearing Centre

We have reviewed the statement of financial position of Island Deaf & Hard of Hearing Centre as at March 31, 2013 and the statements of revenues and expenditures, changes in net assets and cash flows for the year then ended. Our review was made in accordance with Canadian generally accepted standards for review engagements and, accordingly, consisted primarily of inquiry, analytical procedures and discussion related to information supplied to us by the society.

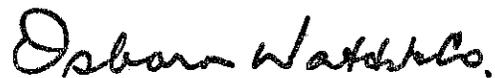
A review does not constitute an audit and, consequently, we do not express an audit opinion on these financial statements.

Based on our review, nothing has come to our attention that causes us to believe that these financial statements are not, in all material respects, in accordance with Canadian accounting standards for not-for-profit organizations.

The financial statements for the year ended March 31, 2012 were reviewed by another accounting firm and are presented for comparative purposes only.

We draw attention to Note 2 to the financial statements which describes that Island Deaf & Hard of Hearing Centre adopted Canadian accounting standards for not-for-profit organizations on April 1, 2012 with a transition date of April 1, 2011. These standards were applied retrospectively by management to the comparative information in these financial statements, including the statement of financial position as at March 31, 2012 and April 1, 2011 and the statements of revenues and expenditures, changes in net assets and cash flows for the year ended March 31, 2012 and related disclosures. We were not engaged to report on the restated comparative information, and as such, it is neither audited nor reviewed.

Victoria, British Columbia  
June 7, 2013



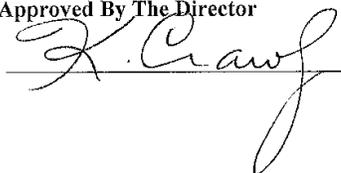
CHARTERED ACCOUNTANTS

**ISLAND DEAF & HARD OF HEARING CENTRE**  
**STATEMENT OF FINANCIAL POSITION**  
**MARCH 31, 2013**  
*(Unaudited)*

	<i>March 31</i> <b>2013</b>	<i>March 31</i> <b>2012</b>	<i>April 1</i> <b>2011</b>
<b>ASSETS</b>			
<b>CURRENT</b>			
Cash and short term deposits	\$ 243,526	\$ 303,540	\$ 313,819
Restricted cash	18,373	15,933	19,814
Accounts receivable	33,527	59,835	52,513
Harmonized sales tax recoverable	15,746	14,538	12,730
Prepaid expenses	6,890	7,504	8,784
	318,062	401,350	407,660
<b>CAPITAL ASSETS (Note 4)</b>	1,562	1,953	2,442
	\$ 319,624	\$ 403,303	\$ 410,102
<b>LIABILITIES</b>			
<b>CURRENT</b>			
Accounts payable	\$ 30,137	\$ 49,578	\$ 67,508
Employee deductions payable	16,710	14,461	9,627
Advances for services	18,373	15,933	19,814
Deferred revenue	52,000	57,593	80,066
	117,220	137,565	177,015
<b>DEFERRED CONTRIBUTIONS (Note 5)</b>	12,186	11,455	12,075
	129,406	149,020	189,090
<b>NET ASSETS</b>			
<b>INVESTED IN CAPITAL ASSETS</b>	1,562	1,953	2,441
<b>UNRESTRICTED NET ASSETS</b>	188,656	252,330	218,571
	190,218	254,283	221,012
	\$ 319,624	\$ 403,303	\$ 410,102

**LEASE COMMITMENTS (Note 6)**

Approved By The Director

 Director

**ISLAND DEAF & HARD OF HEARING CENTRE**  
**STATEMENT OF REVENUES AND EXPENDITURES**  
**YEAR ENDED MARCH 31, 2013**  
*(Unaudited)*

	2013	2012
<b>RECEIPTS</b>		
Interpreter services	\$ 195,056	\$ 203,702
Ministry of Children and Family Development	184,536	184,536
Employment Program of British Columbia	179,227	69,408
United Way	113,000	68,835
Western Institute for the Deaf and Hard of Hearing	71,208	71,208
BC Community Gaming Grant	54,155	46,595
Miscellaneous programs	45,507	49,129
Employment Program for Persons with Disabilities	16,333	237,609
Donations and memberships	16,021	16,763
Interest	3,345	11,550
	<b>878,388</b>	<b>959,335</b>
<b>EXPENDITURES</b>		
Salaries and wages	511,155	572,103
Sub-contracts	175,248	171,808
Rental	91,036	82,518
Gaming expenses ( <i>Note 7</i> )	49,601	-
Office	18,372	13,694
Fundraising	17,321	15,689
Telephone	14,872	13,322
Professional fees	12,590	5,380
Repairs and maintenance	11,922	6,728
Technical aids	11,517	13,385
Staff transportation	10,491	15,771
Utilities	5,029	5,043
Staff development	4,365	1,249
Insurance	3,219	3,752
Advertising and promotion	2,996	2,870
Interest and bank charges	1,809	1,853
Equipment rentals	519	411
Amortization	391	488
	<b>942,453</b>	<b>926,064</b>
<b>EXCESS (DEFICIENCY) OF RECEIPTS OVER EXPENDITURES</b>	<b>\$ (64,065)</b>	<b>\$ 33,271</b>

**ISLAND DEAF & HARD OF HEARING CENTRE**  
**STATEMENT OF CHANGES IN NET ASSETS**  
**YEAR ENDED MARCH 31, 2013**  
*(Unaudited)*

	Invested in capital assets	Unrestricted net assets	2013	2012
<b>NET ASSETS - BEGINNING OF YEAR (Note 8)</b>	\$ 1,953	\$ 252,330	\$ 254,283	\$ 221,012
Excess (deficiency) of receipts over expenditures	-	(64,065)	(64,065)	33,271
Amortization	(391)	391	-	-
<b>NET ASSETS - END OF YEAR</b>	<b>\$ 1,562</b>	<b>\$ 188,656</b>	<b>\$ 190,218</b>	<b>\$ 254,283</b>

**ISLAND DEAF & HARD OF HEARING CENTRE**  
**STATEMENT OF CASH FLOWS**  
**YEAR ENDED MARCH 31, 2013**  
*(Unaudited)*

	2013	2012
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Cash receipts from the Province of British Columbia	\$ 428,658	\$ 515,675
Cash receipts from interpreter services	217,405	200,448
Cash receipts from the United Way	113,000	68,835
Cash receipts from miscellaneous programs	117,446	119,717
Cash receipts from donations and memberships	16,021	16,763
Interest received	7,304	7,479
Cash paid to suppliers and employees	(956,200)	(941,269)
Harmonized sales tax	(1,208)	(1,808)
<b>DECREASE IN CASH FLOW</b>	<b>(57,574)</b>	<b>(14,160)</b>
Cash - beginning of year	319,473	333,633
<b>CASH - END OF YEAR</b>	<b>\$ 261,899</b>	<b>\$ 319,473</b>
<b>CASH CONSISTS OF:</b>		
Cash and short term deposits	\$ 243,526	\$ 303,540
Restricted cash	18,373	15,933
	<b>\$ 261,899</b>	<b>\$ 319,473</b>

**ISLAND DEAF & HARD OF HEARING CENTRE**

**NOTES TO FINANCIAL STATEMENTS**

**MARCH 31, 2013**

*(Unaudited)*

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**1. DESCRIPTION OF SOCIETY**

Island Deaf & Hard of Hearing Centre is a not-for-profit society incorporated under the Society Act of British Columbia and is a registered charity under the Income Tax Act. The organization provides services to the deaf, hard-of-hearing and late-deafened.

**2. FIRST TIME ADOPTION OF ACCOUNTING STANDARDS FOR NOT-FOR-PROFIT ORGANIZATIONS**

On April 1, 2012, Island Deaf & Hard of Hearing adopted Canadian accounting standards for not-for-profit organizations ("ASNPO"). These are the first financial statements prepared in accordance with ASNPO.

In accordance with the transitional provisions of ASNPO, the organization has adopted the changes retrospectively. The transition date is April 1, 2011 and all comparative information provided has been presented by applying ASNPO. There were no adjustments to net assets as at April 1, 2011 or excess (deficiency) of revenue over expenses as a result of the transition to ASNPO.

**3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

Deferral method of accounting for contributions

The accounting policies of the society are in accordance with Canadian generally accepted accounting principles for non-profit organizations. The society follows the deferral method of accounting for contributions.

Short term deposits

Term deposits are investments in guaranteed investment certificates and are valued at cost plus accrued interest. The carrying amounts approximate fair value because they are highly liquid investments with maturities of three years or less at date of purchase.

Capital assets

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

Furniture and fixtures	20%
------------------------	-----

Additions, net of disposals are amortized at one half of the annual rate.

Revenue recognition

Island Deaf & Hard of Hearing Centre follows the deferral method of accounting for contributions.

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 is recorded on the accrual basis.

*(continues)*

**ISLAND DEAF & HARD OF HEARING CENTRE**  
**NOTES TO FINANCIAL STATEMENTS**  
**MARCH 31, 2013**  
*(Unaudited)*

**3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)**

Contributed services

Volunteers contributed approximately 1,467 hours during the year to assist Island Deaf & Hard of Hearing Centre in carrying out its service delivery activities. Because of the difficulty in determining their fair value, contributed services are not recognized in the financial statements.

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 in which they become known. Actual results could differ from these estimates.

**4. CAPITAL ASSETS**

	Cost	Accumulated amortization	2013 Net book value	2012 Net book value
Furniture and fixtures	\$ 83,730	\$ 82,168	\$ 1,562	\$ 1,953

**5. DEFERRED CONTRIBUTIONS**

	Opening	Additions	Revenue	2013
Scott Wilson Interpreting Fund	\$ 3,542	\$ 2,425	\$ (826)	\$ 5,141
Technical Aids Program	5,061	-	(412)	4,649
Deaf Sensitivity Fund	2,852	-	(456)	2,396
	\$ 11,455	\$ 2,425	\$ (1,694)	\$ 12,186

**ISLAND DEAF & HARD OF HEARING CENTRE**  
**NOTES TO FINANCIAL STATEMENTS**  
**MARCH 31, 2013**  
*(Unaudited)*

**6. LEASE COMMITMENTS**

The organization has a long term lease with respect to its Victoria premises expiring January 1, 2018. The lease contains renewal options for two further terms of five years each. Future minimum lease payments as at year end are as follows:

2014	\$	81,330
2015		81,820
2016		83,289
2017		83,781
2018		63,943
		\$ 394,163

The organization has a long term lease with respect to its Nanaimo premises expiring December 1, 2013 . The lease contains renewal options for one further five year term. Future minimum lease payments as at year end are as follows:

2014	\$	9,987
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**7. GAMING EXPENSES**

Gaming expenses include expenditures that have been incurred with funds received from the BC Community Gaming Grant. The allocation of gaming expenses was not available for the 2012 fiscal period. As such gaming expenses have not been separated on the 2012 income statement.

**8. PRIOR PERIOD ADJUSTMENT**

The following adjustments have been made to the prior period in order to correct an accounting error:

1. An adjustment was made to deferred revenue to recognize revenue of a prior period that was deferred in error.
2. An adjustment was made to accounts receivable to include amounts that related to the prior period.

The effect of these adjustments on the financial statements is as follows:

	2013	2012	2011
<u>Balance sheet</u>			
Increase in accounts receivable	\$ -	\$ 5,133	\$ -
Decrease in deferred revenue	-	(170,119)	(124,513)
<u>Income statement</u>			
Increase in revenue	\$ -	\$ 45,606	\$ 124,513
Decrease in expenses	-	(5,133)	-
<u>Statement of Changes in Net Assets</u>			
Net assets, beginning of year	\$ 203,544	\$ 96,499	\$ -
Increase in revenue	45,606	124,513	-
Decrease in expenses	5,133	-	-
Restated net assets, beginning of year	\$ 254,283	\$ 221,012	\$ -

**ISLAND DEAF & HARD OF HEARING CENTRE**  
**NOTES TO FINANCIAL STATEMENTS**  
**MARCH 31, 2013**  
*(Unaudited)*

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**9. FINANCIAL INSTRUMENTS**

The society is exposed to various risks through its financial instruments and has a comprehensive risk management framework to monitor, evaluate and manage these risks. The following analysis provides information about the society's risk exposure and concentration as of March 31, 2013.

Credit risk

Credit risk arises from the potential that a counter party will fail to perform its obligations. The society is exposed to credit risk from customers. The society 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 society is exposed to this risk mainly in respect of its receipt of funds from its customers and other related sources and accounts payable.

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. In seeking to minimize the risks from interest rate fluctuations, the society manages exposure through its normal operating activities.

**10. COMPARATIVE FIGURES**

The prior year comparative figures were reviewed by another firm of public accountants. Some of the comparative figures have been reclassified to conform to the current year's presentation.



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*Keeping the lines of communication open...*



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