

Island  
Deaf +  
Hard of  
Hearing  
Centre

We need you  
to hear us



Island  
Deaf +  
Hard of  
Hearing  
Centre

2013 - 2014

Annual General Report



Island  
Deaf +  
Hard of  
Hearing  
Centre

2013 - 2014  
**President's Report**

This has been a year of change and growth for IDHHC. Special thanks to staff, who never wavered in their commitment to clients, and to the Board who rose to every challenge with energy, optimism and dedication.

Staff changes and reductions provided some relief in a tight budget but required everyone to do more with less and adapt to change. We are so lucky to have such high level professionalism in our small workforce.

During Board changes, we lost the excellent services of both Treasurer Kathy Crawley and Board member Juliette Geidt. We thank them for sharing their expertise and passion with us. We were fortunate to have special new people join us for the balance of 2013-2014. Bob Haugen brings a wealth of experience in the non-profit sector, with particular strengths in fundraising, grant and proposal writing. Michael Fisher has taken on the important role of Treasurer; his extensive financial analyst experience in the private, public and non-profit sectors will serve us well as we navigate challenging financial times.

At this years' AGM, and after seven and half years with the Board, we sadly accept the resignation of long-serving Board member, Larry George. Larry has provided invaluable critical perspective at the Board table and he deserves our heartfelt thanks for his commitment to IDHHC.

This year saw both our membership and fund-raising efforts grow. We produced a powerful "case for support" pamphlet to articulate our community outreach. We also completed our Strategic Plan, the foundation of renewed and increasing initiatives to attract funding from disparate sources: government, foundations, service clubs and individuals.

With our team in place and our focus clearly set on improving and expanding our services to the Deaf and hard of hearing communities on Vancouver Island, I am looking back with satisfaction and forward with renewed optimism and energy.

Respectfully,

*Michael Hayes*  
President

what are they saying...?



- + “I was so pleased with all of the support that I have gotten from the Island Deaf and Hard of Hearing, I was almost in tears. I wanted to thank the Island Deaf and Hard of Hearing for such an amazing job and for being able to help me. Otherwise I would still be unable to hear and probably jobless.”
  
- + “Since joining the group I have trained myself to use my hearing aid more ..... and I am finding that I am now getting more benefit from having one.”
  
- + “Probably the greatest challenge for hard-of-hearing seniors, their families and friends is that decades-old patterns of communication and activity are no longer successful or appropriate. That means personal loss for everyone. Everyone involved must change and adapt whether they like it or not and unfortunately, most people have no idea how to do that. Until we attended IDHHC classes, we had no guidance or help with these significant life adjustments.”

*Communication* – to impart, exchange or make known information, feelings or ideas through speech, writing or other means. How we participate and connect with the world around us; verbally, visually, audibly.

Island Deaf + Hard of Hearing Centre is an organization dedicated to helping people:

- ◆ communicate
- ◆ connect or stay connected to the world they live in
- ◆ be an engaged and active contributor in their community
- ◆ reduce barriers and isolation
- ◆ self-advocate for healthy lifestyles and successful independence

For over 30 years IDHHC has been providing communication services and support across Vancouver Island with a goal to empower individuals and educate the broader community. Every day we celebrate small and large successes. And every day we face new challenges and hurdles. It is the successes that keep us motivated to tackle ongoing challenges – to keep us determined and focused, to keep us passionate and positive.

Over the last two years with IDHHC I have watched the team of staff and Board members rise to new heights to contend with dramatic changes and daunting fiscal situations. With outstanding dedication and working together, we have developed a plan and set a course to ensure that IDHHC will continue to thrive. As I thank this amazing group of people for their efforts, I invite you to read about our work over the last year in the following pages. Here you will find: the outline of our Strategic Plan – our guide to the future; program reports that inform of our daily service delivery; committee reports that share our goals and next steps; the financial review that reflects our diligence and accountability; and client comments that remind us all why the work of this agency is important, and how much more we need to achieve.

Thank you for reading.  
Thank you for listening.  
More importantly – thank you for Hearing Us.

Respectfully,

*Denise Robertson*  
Executive Director

Island  
Deaf +  
Hard of  
Hearing  
Centre

2013 - 2014

# Strategic Plan Report

## *Executive Summary*

We are pleased to introduce the Island Deaf + Hard of Hearing Centre's (IDHHC) Strategic Plan, setting strategic direction for priorities to 2019. The plan and its associated management system support effective allocation of IDHHC resources to best serve the needs of our clients. An annual review and update process will ensure that the plan remains current and IDHHC is positioned to address emerging issues.

As important as the written document is, so too is the process of developing the vision and mission statements as well as defining key goals to guide IDHHC activities over the next several years. Many discussions were held and were key to confirming IDHHC's direction for ongoing activities, reaffirming our passionately held belief that the full range of services we offer to Deaf and hard of hearing communities are vital. Key plan content emerged from these consensus-based sessions. We commend and congratulate IDHHC staff and Board members for their dedication to the development of this document. Stakeholder comments on draft versions were also instrumental in shaping plan content – we are grateful to those who provided comments.

We are extremely proud of the hard work of staff and Board in sitting together to discuss the environment in which IDHHC operates, and to identify both challenges and opportunities facing the organization. We hope that you find this Strategic Plan both informative and inspiring, and we welcome your comments and invite you to contact us through the options outlined on the final page of the document.

*Michael Hayes*, President

*Denise Robertson*, Executive Director

Island Deaf + Hard of Hearing Centre  
May 2014



## Who We Are

The Island Deaf + 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 for over 30 years. It is the only agency dedicated to supporting Deaf and hard of hearing communities on Vancouver Island.

Community inclusion and attachment is critical for physical and mental health. At IDHHC our goal is to support and empower Deaf and hard of hearing individuals and their families to acquire the skills and aids necessary to be strong and active participants in the world around them. Through unique programs and services we help our clients improve communication with their families, co-workers, communities and society. No one else does this work on Vancouver Island.

With a small budget and 12 dedicated staff persons located between our Victoria and Nanaimo offices, we provide services over a wide geographic area – an estimated<sup>1</sup> 73,000 Deaf, deafened, and hard of hearing persons residing in the 32,000 square kilometer region. Reaching from Victoria to Port Hardy, the region includes small and isolated communities.

## Our 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.



## Our Mission

The Island Deaf + 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.

## Our Vision

Strong inclusive communities built on equal access and empowered individuals.

<sup>1</sup> No fully credible census of Deaf, deafened, and hard of hearing people has been conducted in Canada. The Canadian Association of the Deaf uses a "one in ten" formula for estimating statistics. Canadian Association of the Deaf from: [http://www.cad.ca/statistics\\_on\\_deaf\\_canadians.php](http://www.cad.ca/statistics_on_deaf_canadians.php) With a population of 736,000, an estimated 73,000 Deaf, deafened, and hard of hearing persons live on Vancouver Island.

## *Programs And Services*

The agency provides a range of programs and services designed to support the various needs and goals of the Deaf and hard of hearing communities on Vancouver Island.

The Family and Community Program delivers a range of services including home-based sign language training, 'role model' support for isolated Deaf or hard of hearing children or youth, information to support Deaf culture and families with both deaf and hearing members, family living, parenting supports, as well as mechanisms and strategies for inclusive communication. We assist families to understand and cope with hearing loss, to build effective support networks, to manage during times of transition, and to develop the skills to become their own best advocate. We provide life skills development, community bridging and peer support, as well as Deaf Awareness Training workshops. Through collaboration with local service providers and specialized provincial organizations, the program also provides referral services to connect clients with government programs and community resources.

The IDHHC Employment Program is part of the Employment Program of BC (EPBC) providing specialized services such as increased access to needed disability supports, career planning and assessment, employment placement and follow-up as well as job related skills training. Our team of employment counselors and job developers are trained in customized employment to help provide a better understanding of the disability as it relates to employment, as well as to increase an individuals' connection to their community.



Interpreters and captionists are available on a fee for service basis through our Interpreting Services Program. Sign language interpreters are registered professionals who facilitate clear and fluid communication between people who use spoken English and those who must rely on visual modes of communication. The use of a qualified interpreter ensures equal communication access without discrimination. Interpreting and captioning services are used in a wide range of settings including employment, post-secondary, police, medical, meetings and workshops.

The Hearing Loss Resource Program provides information to assist clients in understanding hearing loss and coping strategies for managing communication difficulties including speech reading techniques and auditory skills. The program also provides information to clients regarding the use of hearing aids, information and support regarding cochlear implants, and demonstration and sale of assistive listening devices.



## *Strengths, Weaknesses, Opportunities And Threats - SWOT Analysis*

As part of the planning process, a “SWOT Analysis” was pursued to identify strengths, weaknesses, opportunities and threats facing the organization. This assessment informed staff and Board member discussions of key priorities for the coming years. Examples of outcomes from the SWOT exercise that helped to inform development of plan Goals follow:

### **STRENGTHS**

- ◆ IDHHC’s dedicated and experienced staff include Deaf and hard of hearing employees.
- ◆ Client services provided by IDHHC are free.
- ◆ IDHHC is the only service provider of its kind on Vancouver Island.

### **WEAKNESSES**

- ◆ The Vancouver Island service region covers a very large geographic area creating challenges for client reach-out in smaller and northern Island communities.
- ◆ IDHHC is not known in all areas of Vancouver Island. As a result, some clients in need of services are not aware of programs and how to access them.
- ◆ Limited availability of detailed data on Deaf and hard of hearing populations has precluded development of robust client profiles and analytics on client needs. Detailed Vancouver Island client population estimates are critical to improving program planning and delivery.

### **OPPORTUNITIES**

- ◆ While IDHHC currently works collaboratively with other agencies, opportunities exist to expand the scope of strategic alliances to further support program delivery and communication efficiencies. These include broadening reach-out activities in partnership with local and Provincial agencies, hearing loss professionals and school districts to support communication of IDHHC services across all areas of Vancouver Island.
- ◆ IDHHC believes there are opportunities to strategically broaden its donor-base and increase funding through targeted individual, corporate and service club engagement.
- ◆ Improved estimates of Deaf and hard of hearing persons on Vancouver Island may be secured through collaborative work with health professionals, Government agencies, post-secondary institutions and similar agencies in other jurisdictions.

### **THREATS**

- ◆ The non-profit sector is highly competitive requiring small regionally based agencies such as IDHHC to approach prospective donors against national agencies with significant advertising budgets and high profile brands.
- ◆ Year-to-year funding uncertainty creates challenges for maintaining and expanding programming to address clients’ needs, retain highly qualified staff and support investments in new technology and equipment.
- ◆ While many members of the public know someone who is Deaf or has experienced hearing loss, there is limited awareness of challenges faced by clients and associated demands for programs and services.

The SWOT analysis process identified three broad outcomes, or goals, that define priority activities to support achievement of IDHHC’s Vision.

The following is a summary of **Goals** that define the major activity areas that are integral to fulfilling IDHHC's mission and achieving its vision.

## *Goal #1* – ENSURE EFFECTIVE PROGRAMS AND SERVICES DELIVERY

*This goal focuses on the provision of programs and services that provide measurable client outcomes. Programs and services will be reviewed in collaboration with clients and program delivery partners to identify areas for expansion or improvement. Development of improved estimates of client profiles for all regions of Vancouver Island also supports realization of this goal.*

## *Goal #2* – PROMOTE AWARENESS OF IDHHC PROGRAMS AND SERVICES

*Activities under this goal help to ensure that clients in need of services in all areas on Vancouver Island are aware and have access to IDHHC's programs and services. This will include expanding strategic partnerships with additional Vancouver Island social service delivery agencies, Island Health agency offices, School Districts, local Governments, Audiologists and others to support distribution of information on IDHHC programs and services.*

## *Goal #3* – ACHIEVE SUSTAINABLE FUNDING

*This goal recognizes that with increased awareness of IDHHC's programs and services, agency revenues must grow to keep pace with client service requirements. This is a challenge in view of growing competition between non-profit agencies for funding. Activities under way include updating our targeted fundraising plan to include a broader donor base including identification of corporate sponsors.*

Objectives to advance the delivery of each goal will be defined for implementation by IDHHC staff through work plans detailing deliverables, accountabilities and timelines. Some activities may be implemented quickly with associated results being realized over the course of many months.

Monitoring of outcomes will ensure IDHHC activities support progress towards achievement of our vision. We will continue to dialogue with our clients, stakeholders and partners, seeking input and advice, as we conduct annual strategic plan reviews and updates.

We welcome your comments on the strategic plan - please contact Denise Robertson, Executive Director, at 250-592-8144 to share your input. If you would like to learn more about IDHHC and its programs, or if you are interested in exploring opportunities to work with us as a volunteer please contact the Island Deaf + Hard of Hearing Centre.

what are they saying...?



+ “Before attending the ..... classes, I was often disappointed and upset because my expectations were too high. In the class, I learned more reasonable and realistic expectations and gained needed perspective.”

+ “I am very thankful and very grateful to have had this opportunity to have access to the excellent services offered. Hearing aids, speechreading, one-on-one information sessions, and the technical devices that will be of assistance to me will make a huge difference in my life! Also, the instructor is very dedicated and caring for people who are hard of hearing. She had such patience which puts everyone at ease.”

## *Highlights include:*

- ◆ Three new Community Interpreters
- ◆ MIS screen facilitated at IDHHC; to get more interpreters accredited in Medical interpreting
- ◆ PCAS screen facilitated at IDHHC; to get more interpreters accredited in Post Secondary interpreting
- ◆ WTK (Written test of Knowledge) facilitated at IDHHC; first step for interpreters wishing to receive their Certificate of Interpretation (COI – national recognition)

## *Challenges include:*

- ◆ Lack of interpreters north of Victoria
- ◆ Interpreter availability in general; most interpreters carry full or part time jobs outside of their work with IDHHC which sometimes results in clients not having an interpreter due to the lack of availability
- ◆ Lack of captionists on the island; IDHHC would like to advocate for the use of captionists during more community events; however we need to be able to accommodate more requests by having available captionists

## *Progress in:*

◆ IDHHC is seeing success regarding advocating and educating service providers of their duties to accommodate Deaf and hard of hearing individuals who use their services – which include paying for interpreters and captionists for Deaf and hard of hearing clients in order to communicate clearly. Many service providers are unaware of their Duty to Accommodate as per the Canadian Human Rights Act. The word is gradually getting out there, as we are making slow but steady progress! Our success rate this fiscal year for advocating the need for funding for interpreters with service providers was 83%! There is more work to be done!



## Goals:

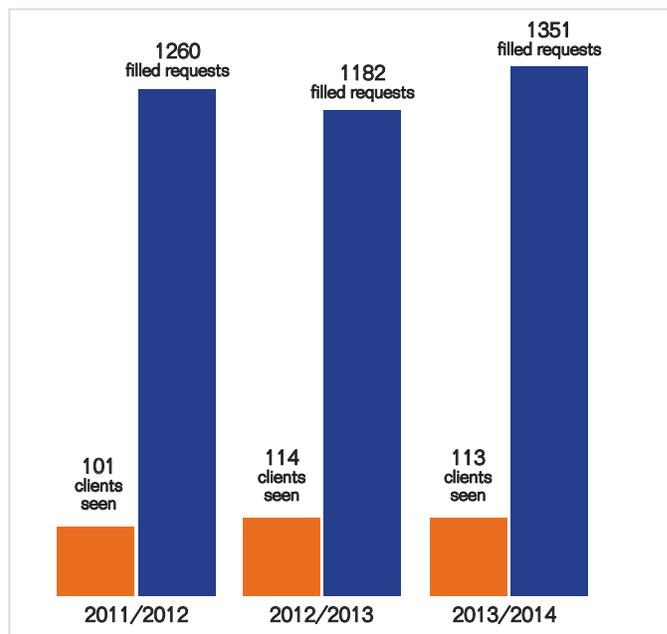
- ◆ Contract with new interpreters north of Victoria
- ◆ Contract with new captionists in both Victoria and north of Victoria
- ◆ Accredite more interpreters in Medical interpreting

## Summary *From April 1, 2013 to March 31, 2014:*

- + 1412 appointments requested
- + 1351 appointments booked with Interpreters/Captionists\*
- + 897 CIS appointments (community)
- + 454 MIS appointments (medical)
- + 113 clients

*(\*61 appointments could not obtain an interpreter due to interpreter availability)*

**+ 96 % success in fulfilling service requests**



## Family & Community Programs

The Family and Community Programs in both offices have had a busy year. Over 2000 services were provided to 140 clients; the majority from adult clients' focus on communication and literacy support. Despite advances in technology, sharing and understanding important information continues to be a significant barrier for many clients. As in years past, we provide life skill development support to signing Deaf adults in the south and mid-island; the majority are long-term clients who request on-going support with daily activities. However, this year there was an increasing number of service requests from clients who have become recently deafened. These individuals are seeking communication strategies, emotional support and information as they adjust to their new reality.

There is a growing demand for American Sign Language (ASL) instruction for families of all descriptions. IDHHC partners with the BC Early Hearing Program and the BC Family Hearing Resource Centre to provide ASL instructions to families with deaf or hard of hearing newborns and children up to five years of age.



As deafened adults explore communication options, an increasing number are choosing to learn basic ASL vocabulary as a way of augmenting spoken language and speech-reading.

The Family and Community program casts a wide net as we consult and educate all types of service providers about the needs and rights of Deaf and hard of hearing consumers. This year 289 such consultation services were provided with organizations ranging from victim and family services, to legal and Governmental services, to therapeutic and aboriginal services.

Pie chart insert



The Victoria team hosted another hugely successful Summer Celebration at a wonderful new venue - Galey Farms. Fifty-seven Deaf and hard of hearing adults, children and their families attended and our gratitude is extended to the generosity of the Evening Optimists of Victoria for their continued financial support of this event. Both offices hosted annual Tax Nights during which 42 low and fixed income clients had their income tax returns completed by professional accountants with the assistance of Registered ASL Interpreters – all of whom volunteered their time. Staff would like to extend gratitude to Norgaard Neal Camden Accountants, John Hough CGA, and our community interpreters for their generosity.

Stable funding continues to elude us as we strive to meet the diverse needs of Vancouver Island residents. Given that the program provides services to clients all across the Island, funding for travel expenses is always a challenge. The unique work, being the only service providers on Vancouver Island, and keeping the team connected with other professionals is challenging, while keeping up to date with professional development is fiscally limited.

As community and Government services are cut, individuals more often need to obtain or provide information via centralized, computerized phone-based services or via the internet. Neither option works well for individuals with hearing loss or for individuals with English-literacy and/or computer-literacy issues. This is where IDHHC can assist. However even attempts to assist can be thwarted by privacy legislation, by requests for Release of Information forms signed for Message Relay Centre operators, and by Government workers who no longer provide last names, have specific case loads or have direct phone lines.

For 2014 – 2015 there is a plan to continue to develop services to school aged children, youth and their families as well as to offer an increased number of educational workshops to both our clients and to hearing service providers. Other priorities include training for staff to better meet the diverse emerging needs of clients and to seek a qualified family outreach worker to complete the Victoria team.



## Employment Programs

The IDHHC Employment Program continues to offer support and services to clients with a hearing loss looking for employment or wanting guidance with career decisions. They additionally offer support to individuals whose jobs may be at risk due to their hearing loss. Employment Counselling is offered on an individual basis, with an action plan developed to suit the specific needs of each client. The team often works in collaboration with other programs within the agency to provide the client with the holistic approach needed for success.

### *Successes*

◆ IDHHC was successful in applying for receiving additional funding support for a Job Developer position for 2014. This position will focus on community outreach to potential employers to assist them in understanding and promoting the opportunities to hire Deaf or hard of hearing employees. The generous support of the Disability Without Poverty Network and Victoria Foundation Community Grants will help to open doors with potential employers this year and in the years ahead.

◆ IDHHC employment counselors organized a First Aid course at the Centre for 6 clients that required certification for employment needs. The results were more than a Certificate – success was also defined in the cooperation between Deaf and hard of hearing individuals working together towards the same goal. The EPBC team hopes to offer more opportunities for small group workshops this coming year.

◆ Two clients entered into Post-Secondary Education programs at a local Community College. The IDHHC employment counselors offered outreach services by visiting the Disability Resource Center at the College, and at the client's request, presented a short talk to fellow students on how to best communicate with their Deaf classmate. The result was better understanding and appreciation of differences. The teacher of the program was quoted saying "the student's presence has enriched all our experiences"!

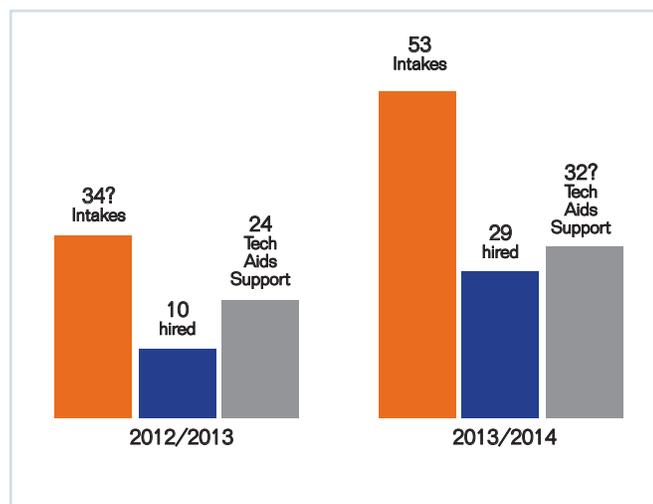


◆ Additionally, two more clients entered into private Colleges to obtain Diplomas in their field of interest. With the tireless focus, time and dedication of their employment counselor to ensure clients had all of the tools for success, both were able to graduate with Honours!

◆ \$ 100,614.00 of financial support in assisted technical aids, from hearing aids to vibrating alarm clocks for employment related needs, were issued during the last fiscal year. The employment team has seen a higher demand in supporting clients whose jobs were at risk due to hearing loss; 59.6% of assisted technology devices funded this past fiscal year were employment crisis' that were resolved.

## Outcomes

- + 53 New Intakes
- + 1373 One-on-one Client Services
- + 14 Individuals will access career cruising
- + 315 Employers contacted
- + 29 Individuals secured employment
- + 15 Individuals entered Training (formal and informal)
- + 18 Employment crisis resolved
- + 14 Possibilities for employment improved with assistive technologies
- + 1 Newsletter article written
- + 1 STOC Workshop hosted by IDHHC
- + 40 Outreach events attended (resource and job search fairs/employer forums/presentations)



## Moving Forward

In 2014 – 2015 the objective is to see a greater number of clients secure employment by creating long term partnerships with employers. This is a high priority for the EPBC team and the Job Developers' role will be a crucial component to open doors for clients that have multiple barriers to employment. In cases where job development is not sufficient, the program will offer multi-barrier clients an in-house Discovery Assessments and the development of an Employment Profile. This will identify the personal strengths of the individual and assist in identifying the ideal conditions for meaningful employment.

As the EPBC program moves into its 3rd phase of development, and given that the program is a fee for service model, we know that the success and survival of the



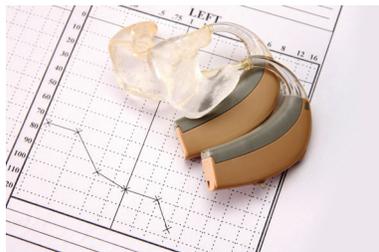
program will rely on the number of clients entering into the program. The next priority will be client recruitment to reach out to individuals that would benefit from specialized services. Client rack cards have been created and are being personally distributed to various locations in the Greater Victoria area and the mid-Island. Additionally, the agency will strive to partner with employment service providers in the mid and north Island regions in response to the Deaf and hard of hearing communities in those areas, ensuring access to IDHHC employment services.

## Hearing Loss Resource Programs

The 2013 – 2014 has been another productive year for the Hearing Loss Resource Program. One of the highlights of the year is that Kim Dillon joined the program as Hearing Loss Resource Assistant in August of 2013 and has brought an abundance of enthusiasm and initiative with her. Another highlight is that the Canadian Association of Speech Language Pathologists and Audiologists (since renamed Speech-Language and Audiology Canada) held their annual conference in Victoria in April 2013 and our Audiologist was in attendance. Being able to take part in conferences and workshops can lessen what potentially can be professional isolation experienced by those working in specialized and unique program areas.

Some accomplishments of the 2013 -2014 year are:

- ◆ 90 individuals new to the program were admitted and received services
- ◆ 194 different individuals received services through the program
- ◆ 1,017 client contacts were made re: information, communication support, and aural rehabilitation training and information/purchasing technical aids. This includes both one-on-one client contacts as well client contacts in the 62 group sessions that were held.
- ◆ 103 clients obtained technical devices to help them stay connected with family and friends or function more independently or safely in their environments (94 devices sold; 9 on permanent loan)
- ◆ 197 one time only information contacts (phone calls, emails, or in person) were conducted
- ◆ 12 presentations to the community reaching 336 individuals
- ◆ 2 hearing health fairs/expos reaching 125 individuals



One of the major challenges of the program continues to be secure and long term commitment for funding. Additionally, we face the challenge that many individuals in the community are not aware of our services and, as a consequence, do not access our services even though they could benefit from them. The affordability of hearing aids and technical devices is a real and continued challenge for individuals and many of the phone calls this program receives are from seniors looking for funding for hearing aids. Another significant challenge, specifically for the Nanaimo office, is that they are unable to service clients in the northern part of the island due to funding restrictions.

A major success over the past year is that the issue of accessibility for those with hearing loss has been raised significantly in the Greater Victoria region over the past year. This all started with an article that was published in IDHHC's newsletter last spring on Loop Systems. The partner of someone with a significant hearing loss took up the cause and started to advocate in the community for the addition of assistive listening systems in buildings, businesses and offices that don't have them, and to encourage those that do to ensure that they are working properly and that people know they are available. A list of systems available has been compiled and can be found on the IDHHC website.



what are they saying...?



+ “One day I came down with what I thought was a cold but a few days later after being rush to the hospital and being in a coma for four days learned that I had Meningitis. I woke up and I was totally deaf and could hardly see. During my recovery I had a visitor from the IDHHC’s audiologist. When I got out of the hospital they had set up my phones and doorbell and with signs to let everyone know that I am hard of hearing. This is an amazing organization. I am trying to rebuild my life and the staff has been there every step of the way. I have one-on-one coaching with Janet to help with communication and I attend weekly support group meeting with others who find themselves in similar situations. I truly don’t know what I would have done without their support, understanding and expertise in hearing loss. Thank you to everyone who is involved with IDHHC. You bring back hope to those who are living with a hearing loss and want to live a happy and fulfilling life.”

+ “Our family began taking ASL lessons when we learned that our eldest son was hard of hearing. Knowing ASL helps us tremendously to communicate with him, especially when we are in noisy environments or when he is unable to wear his hearing aids. We appreciate the hard work and genuine interest that our instructors demonstrate in our learning of ASL. Receiving the in-home lessons makes ASL relevant to our everyday activities. Our family has greatly benefitted from learning ASL and it has enriched our lives in profound ways. Thank you, IDHHC!”



OSBORN WATTS & CO  
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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, 2013 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 prospectively 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

*Osborn Watts & Co.*

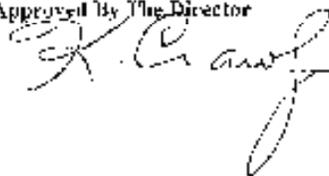
CHARTERED ACCOUNTANTS

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

	March 31 2013	March 31 2012	April 1 2011
<b>ASSETS</b>			
<b>CURRENT</b>			
Cash and short term deposits	\$ 293,326	\$ 303,540	\$ 313,819
Restricted cash	18,373	15,933	19,814
Accounts receivable	33,827	39,833	52,513
Harmonized sales tax recoverable	15,746	14,538	12,730
Prepaid expenses	6,890	7,504	8,781
	<u>318,062</u>	<u>401,350</u>	<u>407,660</u>
<b>CAPITAL ASSETS (Note 4)</b>	<u>1,562</u>	<u>1,953</u>	<u>2,443</u>
	<b>\$ 319,624</b>	<b>\$ 403,303</b>	<b>\$ 410,103</b>
<b>LIABILITIES</b>			
<b>CURRENT</b>			
Accounts payable	\$ 30,157	\$ 49,578	\$ 67,508
Employer deductions payable	18,710	14,461	9,627
Advances for services	18,373	15,933	19,814
Deferred revenue	51,000	57,593	80,066
	<u>117,220</u>	<u>137,565</u>	<u>177,015</u>
<b>DEFERRED CONTRIBUTIONS (Note 5)</b>	<u>12,186</u>	<u>11,455</u>	<u>12,975</u>
	<u>129,406</u>	<u>149,020</u>	<u>190,000</u>
<b>NET ASSETS</b>			
<b>INVESTED IN CAPITAL ASSETS</b>	1,562	1,953	2,441
<b>UNRESTRICTED NET ASSETS</b>	<u>88,656</u>	<u>252,230</u>	<u>218,571</u>
	<u>190,218</u>	<u>254,183</u>	<u>221,012</u>
	<b>\$ 399,842</b>	<b>\$ 403,303</b>	<b>\$ 411,115</b>

**LIABILITIES (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	\$ 202,702
Ministry of Children and Family Development	186,556	184,556
Employment Program of British Columbia	179,227	69,408
United Way	113,000	68,845
Western Institute for the Deaf and Hard of Hearing	71,208	71,208
BC Community Grant	54,155	46,395
Miscellaneous programs	45,507	49,129
Employment Program for Persons with Disabilities	16,333	237,609
Donations and memberships	16,021	16,765
Interest	3,345	1,552
	<u>878,388</u>	<u>950,335</u>
<b>EXPENDITURES</b>		
Salaries and wages	511,155	572,103
Sub-contracts	175,248	171,808
Rental	91,026	82,518
Gaming expenses (Note 7)	49,501	-
Office	8,372	12,694
Fundraising	17,351	15,689
Telephone	14,872	12,322
Professional fees	12,590	5,380
Repairs and maintenance	11,923	6,728
Technical aids	11,517	13,386
Staff transportation	10,491	15,771
Utilities	9,029	5,043
Staff development	4,365	1,249
Insurance	3,319	1,752
Advertising and promotion	2,996	2,870
Interest and bank charges	1,809	,859
Equipment rentals	519	411
Amortization	391	488
	<u>942,411</u>	<u>926,054</u>
<b>EXCESS (DEFICIENCY) OF RECEIPTS OVER EXPENDITURES</b>	<b>\$ (64,023)</b>	<b>\$ 24,281</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 (More \$)</b>	\$	1,953	\$	252,330	\$	254,283	\$	221,012
Excess (deficiency) of receipts over expenditures		-		(64,065)		(64,065)		31,271
Amortization		(391)		391		-		-
<b>NET ASSETS - END OF YEAR</b>	\$	1,562	\$	188,656	\$	190,218	\$	254,283

**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	\$		128,658	\$	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			117,746		119,777
Cash receipts from donations and memberships			16,071		16,763
Interest received			7,304		3,479
Cash paid to suppliers and employees			(956,260)		(941,269)
Harmonized sales tax			(2,681)		(3,404)
<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	\$	309,540
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**  
*(Continued)*

**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 of 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	\$ 83,790	\$ 82,158	\$ 1,632	\$ 1,937

**5. DEFERRED CONTRIBUTIONS**

	Opening	Additions	Revenue	2013
Scott Wilson Interpreting Fund	\$ 3,842	\$ 2,425	\$ (836)	\$ 5,431
Technical Aids Program	5,061	-	(412)	4,649
Deaf Sensitivity Fund	2,852	-	(456)	2,396
	\$ 11,755	\$ 2,425	\$ (1,694)	\$ 12,486

**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 prepared by applying ASNPO. There were no adjustments to net assets (or 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 not-for-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)*

**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	\$	81,300
2015		81,800
2016		83,069
2017		85,781
2018		65,947
		\$ 397,197

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	\$	6,987
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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 reported on the 2012 income statement.

**8. PRIOR PERIOD ADJUSTMENT**

The following adjustment has 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
<b>Balance sheet</b>			
Increase in accounts receivable	\$ -	\$ 5,153	\$ -
Decrease in deferred revenue	-	(178,119)	(21,513)
<b>Income statement</b>			
Increase in revenue	\$ -	\$ 45,006	\$ 124,513
Decrease in expenses	-	(5,153)	-
<b>Statement of Changes in Net Assets</b>			
Net assets, beginning of year	\$ 205,541	\$ 96,499	\$ -
Increase in revenue	45,506	124,513	-
Decrease in expenses	5,111	-	-
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 on a summary of 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.

### *Business and Operations*

The committee oversees the policy framework that guides organization business operations by reviewing new policies prior to Board approval and implementation. During the 2013-14 year IDHHC office lease arrangements were reviewed for both Victoria and Nanaimo resulting in rationalization of reducing Victoria office space and moving the Nanaimo office to its new location. During 2014-15 the committee will focus on implementing the IDHHC Strategic Plan by finalizing objectives that support the three strategic goals outlined in the draft plan:

1. Ensuring Effective Programs and Services;
2. Promoting Awareness of IDHHC Programs and Services; and
3. Achieving Sustainable Funding.

Actions include a review of initiatives to increase client awareness and access to IDHHC programs across the service region, assessment of additional tactics to grow agency revenues in response to increased service demands, and analysis of options for restructuring and expanding agency membership.

Respectfully,

*Mark Gillis*

Chair, Business & Operations

### *Communications*

The IDHHC Board is committed to ongoing development and evaluation of the way it operates. During 2013-14, Bylaws were examined, modified and updated and a subsequent recommendation for change was delivered to Members. By setting and adopting guiding principles, policies, meeting protocols as well as developing Board position duties, members understand expectations, outcomes and how processes are evaluated. One of the responsibilities of the Communications Committee is to review, revise and recommend to the Board for approval communications products. This includes print and electronic media for use in promotion, advertising, and fundraising. This may include the review and research into the IDHHC brand or name. It is the Board's responsibility to seek input from Members and to work collaboratively to effect future changes, as needed.

Respectfully,

*Richard Latourneau*

Chair, Communications

## Fund Development

1. Develop professional membership classifications, and effective working partnerships, with Professional Audiologists and Registered Hearing Instrument Practitioners;
2. Continue to expand agency's public profile, with enriched media relationships focused on the highly successful Big Band Bash; and
3. Cultivate more effective appreciation and support from select Service Clubs in southern Vancouver Island.

Respectfully,

*Tom Wood*

Chair, Fund Development

## Programs and Services

IDHHC is committed to ensuring continued delivery of effective programs and services throughout our region. In order to assess the relevancy of our services to the changing demographic of our population, the programs and services committee is tasked with researching technology and education. By providing data on the present demographic, we endeavor to determine the number of people in our region that have hearing loss, what age group and communication preference they fit into, and to provide this information to help in developing program business plans and staff training objectives. We have gathered data from the most recent Stats Canada survey, study on Vancouver Island's aging population, Canadian Hearing Society, St. Paul's and Children's Cochlear Implant Programs and recent figures on comparable populations in other countries. We hope to work closely with IDHHC staff towards the objective of a comprehensive assessment of our current programs and services to ensure they meet client needs across the service region.

Respectfully,

*Jill Bates-Smith*

Chair, Programs & Services



*what are they saying...?*



- + “IDHHC has helped me immensely in my workplace. As a full time youth worker I was have challenges daily hearing my clients. Since receiving my first pair of hearing aids my work has become enjoyable again and I am working in a much more relaxed state. On top of my work place, it has been amazing to hear birds singing for the first time in years as well as raindrops hitting the windows. Thank you so much for your care in my application as well as working so hard and quickly to assist me with my hearing loss.”

Island  
Deaf +  
Hard of  
Hearing  
Centre

*A sincere thank you to our supporters and donors...*

Lorraine Allan	Mark & Diana Gillis	George & June Preston
Marianne Alto-Bond	Trudy Golinsky	Denise Robertson
William Ashwell	Cairine Green	Jim & Mae Robinson
Mahjor Baines	Pamela Guilbault	Alexander (Sandy) Rogers
Susan Bates	Michael Hayes	Barry & Dale Rolston
Jill Bates- Smith	Janet Holland	Robert Skene
Elizabeth Beech	Ellen Hooper	Gordon & Marla Sloan
Bunny Berezon	Dianne Hopkins	Robert & Frances Smith
Joan Bryant	Howie's Car Corral	Son Jenteklubben
David Buchanan	Nils Jensen	Audrey Sowerby
Marian Burnett	Lorna Kobold-Palser	Stacey Frank & Associates INC
Sue-Anne Carter	Margaret Krowec	Staff of Ministry of Environment - Information Management Branch
James & Joan Clink	D.A. Lennox	Gwen Stewart
Douglas Cooper	Richard Letourneau	Arlene Storry
Lorraine Crane	Norman Lewis	SVIADHH
Andrea Csima	Barbara Longworth	G & Doreen Tawse-Smith
Ross Dafoe	Patricia Lortie	D.K. Travers
Florence Davis	M.E. McMurphy	United Way of Greater Victoria
Kimberly Dillon	Philip Merrick	Karen Van Rheenen
Disability Without Poverty Network	Metro Toyota	Victoria Foundation
Neil & Lorraine Douglas	Lorna Dawne Mildenhall	Terrance & Catherine Warren
Charles Douglas Eamer	William Miller	Wayde Anderson Memorial Hockey Tournament
Michael Ellis	Municipal Pension Retirees Association	John Weber
Hans & Vera Epp	David Olsen	Elizabeth C. Willekes
Evening Optimist Club of Victoria	Order of the Royal Purple - Nanaimo	Cynthia Witwicki
William Fahlman	Osborn Watts & Company	Tom Wood
Kristi Falconer	Joan Papert	
Tom & Doreen Ferris	Gail Pearce	
Lawrence Gerrath	Helen Pedneault	

*Thank You for hearing us!*





Island  
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Centre

## Victoria

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