



Island
Deaf +
Hard of
Hearing
Centre

We need you
to hear us

Island
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Hard of
Hearing
Centre

2014 - 2015

Annual General Report

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 estimated¹ 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.

¹ 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 With a population of 736,000, an estimated 73,000 Deaf, deafened, and hard of hearing persons live on Vancouver Island.

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2014 - 2015
President's Report

It has been another roller coaster year at IDHHC, with many notable successes and some real challenges. This appears to be the inevitable pattern for small nonprofit agencies faced with fewer government resources and fierce competition for fundraising dollars. We have had success in applying for some small grants but still face serious funding challenges – a sign of the times and a reflection of increasing need in the community and decreasing resources to support that need.

The Executive Director and our Financial Officer, Rob Mortin, under the steady eye of Treasurer, Michael Fisher, have done a remarkable job of controlling expenses and adapting to fluctuating resources. Our financial reporting underlines that we are managing our affairs in a business-like manner which allows us to present a solid profile to potential funding organizations. Throughout the year, the Board and the Executive Director have worked hard to strengthen foundations and pragmatically plan for a successful future. With the completion of our Strategic Plan last year, we embarked on the task of writing clear, attainable Business Plans for each of our programs. These are important to guide the day-to-day work of the agency and to articulate goals. The Strategic Plan/Business Plan package also demonstrates to potential funders that we are an organized, focused and reliable agency.

Staff and Board members made a number of PowerPoint presentations to service clubs in our ongoing efforts to attract new funding and to raise the profile of IDHHC in the community. We conducted two ambitious consultations with the Deaf Community and our hard of hearing populations. The Town Hall meetings and Focus Groups were conducted by Dr Debra Russell, internationally recognized for her pioneering efforts in signed/spoken language interpreting and interpreter education. Debra has addressed national and global audiences at forums, postsecondary events and professional conferences. The Board will now work on an Action Plan that responds to the identified successes and challenges identified in the reports.

We reviewed and revised our By-laws and our Human Resource Policies. A larger policy and procedures review is in the works. We welcomed Mark Dunn to the Board, as a representative of the Deaf Community. His energy and experience will be a real asset to the Board and the agency.

The Big Band Bash was, again, a great success. Many thanks to everyone who works so hard to make this fundraiser exciting and effective. However, our year-end-ask was less successful than hoped and underlines the tremendous need to expand our membership, build a strong donor base and raise the agency's profile on Vancouver Island.

As this is my last year as Chair of the Board, I want to thank the fine team we have built over the past few years. I look forward to continuing to serve IDHHC in the years ahead. I also must thank our Executive Director, Denise Robertson for her tenacious and tireless efforts on behalf of IDHHC. With an engaged Board and a strong admin team, we will meet and surmount our challenges.

Michael Hayes, President
May 2015



Executive Director's Report

As always, the last fiscal year has flown by quickly and a snapshot review shows a great deal of activity. We began this busy year with moves in both the Victoria and Nanaimo offices in April and May. In an effort to manage our budget, the decision to make these office moves resulted in a \$27,000 reduction in annual rent – a significant move to reduce overhead costs while maintaining services. Following up on the development of the Strategic Plan our staff implemented business plans this year for each program area. Working together with the Board of Directors we were able to set a course for actions and activities to reach some of the plans objectives.

Thanks to the generosity of the Canadian Hard of Hearing Association (CHHA) the Victoria office was able to install a loop system in our boardroom last summer. This has made communication much more accessible for clients, staff and Board members during meetings and sessions both in large and small groups. IDHHC also delivered agency information sessions and presentation to six service clubs as well as another six organizations and agencies last year – spreading the word about the programs and services into the broader community.

The fall was busy with preparing for another successful Big Band Bash, as well as engaging organizations and service providers to broaden our partnerships for program and service delivery. We were successful in receiving funds from the Victoria Foundation and the Disability Without Poverty Network to fund a term Job Developer in the employment program. During this time 128 potential employers were contacted, personalized packages were developed and distributed to an additional 26 employers, and 3 employer education sessions were held.

In an effort to better serve our community to ensure relevant and required services, IDHHC chose to engage in a number of community consultations with our clients and stakeholders. In the following pages you will find more information as well as the Executive Summary from the reports compiled as a result of these consultations – information that will used in the year ahead by staff and Board. And in February we were very excited to announce that thanks to the generosity of Tom Harris Cellular, IDHHC is now able to offer appointment requests by “text”, another way we are committed to improving access and client service.

And perhaps last, but certainly not least I would like again to say that I am honored to be working with such an amazing staff and Board of Directors team – all dedicated to the mission and to growing and developing this agency with the vision of strong inclusive communities built on equal access and empowered individuals.

Denise Robertson

Executive Director

May 2015

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.”

Community Consultation

To meet the objectives of the Strategic Plan, and to enhance the development of Business Planning, IDHHC felt there was a need to engage with clients and stakeholders to gather feedback about the current programs and services delivered by the agency. The following outline was approved by the Board of Directors in October 2014.

Goal:

- ◆ To review and confirm program and service needs of existing and potential Deaf clients, their families and communities; hard of hearing clients and the broader community.

Objectives:

- ◆ Obtaining insight into the Vancouver Island hard of hearing and the Deaf community's awareness of IDHHC programs and services;
- ◆ Learning why some members of the Community may not access IDHHC services;
- ◆ Obtaining insight into alternative services accessed by hard of hearing or Deaf clients and their families who are not aware of or do not access IDHHC programs;
- ◆ Determining if elements of existing programs require revision to better meet the needs of clients, their families and communities;
- ◆ Identifying potential new programs and services to better respond to the needs of clients, their families and communities;
- ◆ Reviewing options for improving on-going communications between the Vancouver Island Deaf Community and IDHHC; and
- ◆ Ascertain potential outreach to improve communication, access and information between hard of hearing persons and the agency.

Key Deliverable:

- ◆ A report summarizing comments and recommendations emerging from the sessions.

The Board of Directors hired Dr. Debra Russell of DLR Consulting to facilitate seven focus groups / community consultations (no staff or Board members attended any of the sessions). In December four Deaf Town Hall consultations were held – 2 in Victoria and 2 in Nanaimo, and in March 2015 three additional Community Consultations were held for hard of hearing clients as well as for stakeholders and community. Two reports were produced as a result of the 2 staged consultations, and the Executive Summary to each of these reports is included on the following pages.

The Board and staff are currently combining these 2 reports into one document that will serve to help direct potential changes to programs and services to better meet the varying needs of the community. We thank Dr. Russell for her insight and exceptional work; and all of the participants attending the consultations or responding to surveys – your time in providing this feedback and for working with us to become a better service provider is genuinely appreciated.

Deaf Town Hall Executive Summary

ACKNOWLEDGEMENTS

This review of Island Deaf and Hard of Hearing Centre (IDHHS) programs and services of existing and potential deaf clients, their families and communities was conducted in December 2014. The evaluation was conducted to gather community based input from consumers who are Deaf and Hard of Hearing, service providers, families, and communities, in order to provide information to guide IDHHC in planning for service delivery to Deaf and Hard of Hearing people. I wish to thank Denise Robertson, Richard Letourneau and Mark Gilles for the excellent guidance and support offered at all stages of the project.

I would also like to thank the many community participants from Victoria and Nanaimo for their active participation in this process. It is their perspectives that will help the leadership team and the Board of Directors of IDHHC to continue to enhance their efforts to provide effective services that meet the needs of Deaf and Hard of Hearing citizens living on Vancouver Island.

I wish the IDHHC every success in addressing the needs identified in this study. Thank you for giving me the opportunity to work on this project with community members who access the services.



Debra Russell, Ph.D.

EXECUTIVE SUMMARY

This report contains the findings and recommendations of an evaluation of the Island Deaf and Hard of Hearing Centre (IDHHC) programs and services for Deaf and hard of hearing consumers. DLR Consulting conducted the review for IDHHC. The research was conducted between December 2014 and January 2015.

The scope of the project was to review the range of services currently offered by IDHHC with existing and potential Deaf clients, their families and communities. The goal was to obtain insight into the Vancouver Island Deaf community's awareness of IDHHC programs and services, as well as to learn why some members of the Deaf community do not access IDHHC services. In addition, the review was an opportunity to determine if there are other services that exist that are providing effective services to the Deaf community members, and whether there are IDHHC service improvements that could be done in order to better service the community. Finally the review also explored options for improving on-going communication between the Vancouver Island Deaf community and IDHHC. By determining the program and service effectiveness, and program and service delivery gaps, recommendations can be identified for moving forward.

This consultation and review process stemmed in part from the desire of IDHHC to review their programs and services and to engage in a strategic planning process that is based on current evidence. Denise Robertson, Executive Director of IDHHC initiated the evaluation to gather current data via four town hall meetings held with Deaf community members in Victoria and Nanaimo. An independent consultant was retained and Debra Russell completed the work.

The review included the following:

1. TOWN HALL SESSIONS

What are the current services and programs that are offered by IDHHC? What are the current models of service delivery in other agencies that support Deaf and Hard of Hearing consumers? What are the strengths of the current services? What are the gaps within the services? What improvements could be made to make the services relevant to the Deaf community?

A total of 33 stakeholders participated in the focus groups that allowed for input from Deaf and hard of hearing consumers. In addition, 4 follow-up interviews were held with stakeholders who wished to offer further in-depth feedback for this evaluation.

2. OUTCOMES AND RECOMMENDATIONS FROM THE TOWN HALL MEETINGS

Participants identified that the agency has had an effective relationship with the Deaf community in the past and they feel hopeful that the relationship can be rebuilt.

The opportunities for improvement that emerged from the review included:

- ◆ There is a strong desire from stakeholders that the services improve.
- ◆ There is a need to enhance the relationships with the stakeholder groups that are served through the programs through effective communication.
- ◆ There is a need for increased advocacy and public relations work in order to raise the profile of programs and to lobby for communication access for Deaf, hard of hearing and Deaf Blind consumers.
- ◆ There is a need for collaboration and partnerships to be formed with other organizations in order to increase the services provided to the consumers.

Based on the data gathered in this needs assessment process, recommendations were made. The types of improvement opportunities noted in this review are dependent on the next stages of strategic planning and resources available to IDHHC.



Community Consultation Executive Summary

ACKNOWLEDGEMENTS

This review of Island Deaf and Hard of Hearing Centre (IDHHC) programs and services of existing and potential clients with hearing loss, and their families, was conducted in March 2014. The evaluation was conducted to gather community input from consumers who are Hard of Hearing, audiology professionals, families, and communities, in order to provide information to guide IDHHC in planning for service delivery to Hard of Hearing people. I wish to thank Janet Holland for her assistance in creating the questions to be asked during this review, and Denise Robertson and Richard Letourneau for their support of the evaluation process.

I would also like to thank the many participants from Victoria for their active participation in this process. Participants were able to join one of three focus groups, or respond to an on-line survey. It is their perspectives that will help the leadership team and the Board of Directors of IDHHC to continue to enhance their efforts to provide effective services that meet the needs of Hard of Hearing citizens living on Vancouver Island.

I wish the IDHHC every success in addressing the needs identified in this study. Thank you for giving me the opportunity to work on this project with community members who access the services.



Debra Russell, Ph.D.

EXECUTIVE SUMMARY

This report contains the findings and recommendations of a review of the Island Deaf and Hard of Hearing Centre (IDHHC) programs and services for Hard of Hearing consumers. DLR Consulting conducted the review for IDHHC. The research was conducted in March 2015.

The scope of the project was to review the range of services currently offered by IDHHC with existing clients, their families and communities. The goal was to obtain insight into the Vancouver Island Hard of Hearing community's awareness of IDHHC programs and services, and the strengths and needs within the service model. In addition, the review was an opportunity to determine if there are other services that exist that are providing effective services to the community members, and whether there are IDHHC service improvements that could be done in order to better service the community. By determining the program and service effectiveness, and program and service delivery gaps, recommendations can be identified for moving forward.

This consultation and review process stemmed in part from the desire of IDHHC to review their programs and services and to engage in a strategic planning process that is based on current evidence. In December 2014, a similar review took place allowing the Deaf community to provide their feedback based on their experiences with the agency, and this review allowed for a very similar process to occur with the Hard of Hearing community. Denise Robertson, Executive Director of IDHHC initiated both of the evaluations. An independent consultant was retained and Debra Russell completed the work.

The review included the following:

1. FOCUS GROUP SESSIONS

What are the current services and programs that are offered by IDHHC?

What are the current models of service delivery in other agencies that support Deaf and Hard of Hearing consumers? What are the strengths of the current services? What are the gaps within the services? What improvements could be made to make the services relevant to the Hard of Hearing community?

A total of 26 stakeholders participated in the focus groups that allowed for input from hard of hearing consumers, family members and professionals working with the Hard of Hearing. In addition, 15 participants completed the on-line survey, bringing the total number of participants to 41.

2. OUTCOMES AND RECOMMENDATIONS FROM THE FOCUS GROUPS MEETINGS

Participants identified that the agency has a very positive and effective relationship with the Hard of Hearing community, and with audiologists. The services provided by the Hearing Loss Resource Program were viewed as exceptional. Very few participants had accessed other services, other than family counselling and employment related support.

The opportunities for improvement that emerged from the review included:

- ◆ There is an opportunity to market the other services available to hard of hearing people across the agency in order to raise awareness.
- ◆ There is a need for increased advocacy and public relations work in order to raise the profile of programs and to lobby for communication access for hard of hearing consumers.
- ◆ There are opportunities for collaboration and partnerships to be formed with other organizations in order to increase the services provided to the consumers, for example, with various senior centres and care facilities on the Island.

Based on the data gathered in this needs assessment process, recommendations were made. The types of improvement opportunities noted in this review are dependent on the next stages of strategic planning and resources available to IDHHC.



Interpreting & Captioning Program

Highlights include:

- ◆ Very successful in booking Captioning for new events around Victoria (feedback below)
- ◆ Contracted with two new captionists
- ◆ Texting is now available for interpreting and captioning requests!

Challenges include:

- ◆ Lack of interpreters north of Victoria, specifically Medical Interpreters
- ◆ Availability of Medical Interpreters for emergency, after-hour appointments

Progress in:

- ◆ We have successfully created a relationship with the Vancouver Island Human Rights Commission, as well as a Human Rights Lawyer from the Law Centre, with the goal of learning more about the Human Rights legislation as well as partnering together in the coming year to offer a workshop(s) to the general population based on Human Rights for people with disabilities

Goals:

- ◆ Accredit more interpreters in Medical Interpreting, specifically north of Victoria
- ◆ Offer coming workshops in both Victoria and Nanaimo:
 - Human Rights for People with Disabilities; The Duty to Accommodate
 - ASL Interpreting: How it works and What is Involved

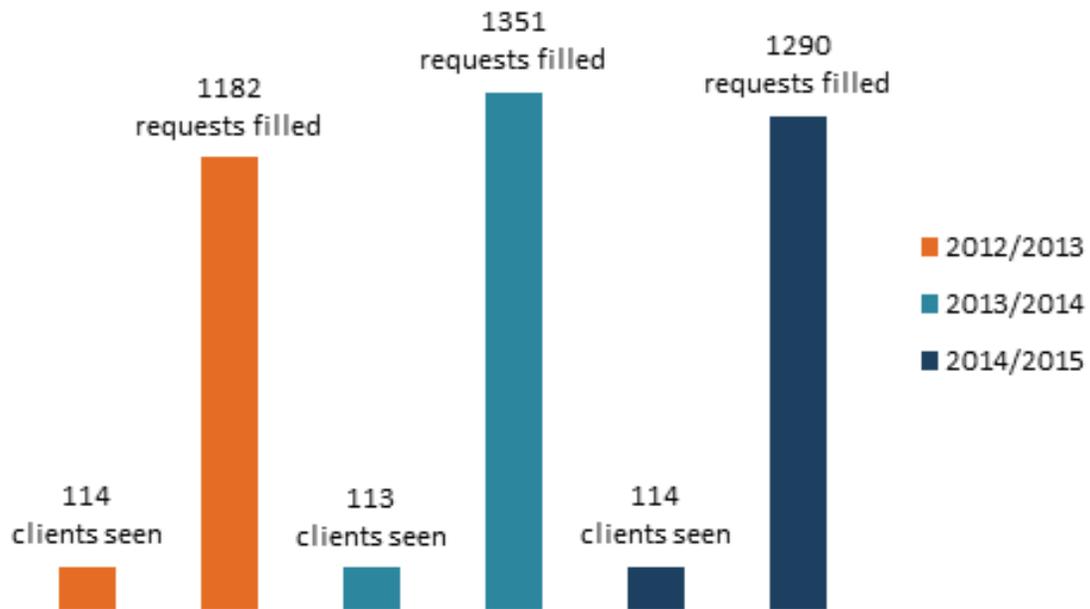
Summary From April 1, 2014 to March 31, 2015:

- + 1367 appointments requested
- + 1290 appointments booked with Interpreters/Captionists*
- + 736 CIS appointments (community)
- + 554 MIS appointments (medical)
- + 113 clients

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



94.3 % success in fulfilling service requests



+ “The positive feedback we received from using the captionists was overwhelming. Especially during the times where people in the audience would ask a question, the captionists were very valuable. As well, after each session, people were asking if they could get a copy of my PowerPoint, but of course, it is mostly pictures on the screen and it is the words behind those pictures that were the meat of the presentation. The transcripts we got after the event allowed us to share the sessions with those who weren’t able to come. Having the additional aid made sure that everyone could understand and enjoy.”



~ Erin Wright, Au.D audiologist
Broadmead Hearing Clinic, Healthy Hearing Expo

Family & Community Program

The Family & Community Programs in both offices had another busy year. We provided over 2000 services to Deaf, hard of hearing, deafened, and Deaf-blind individuals and their families. Adult clients most frequently requested support with communication and literacy and despite advances in technology, the sharing and understanding of important information continues to be a significant barrier for many of the individuals we serve. As in the past, we also provided 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 life activities. Other adults who are coping with progressive or sudden hearing loss work with staff to explore communication strategies, and receive emotional support and information as they adjust to their new reality.

American Sign Language (ASL) instruction for families of all descriptions continues to be a popular service. 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; we also provide this service to families with school-aged children and youth. 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 & Community Programs' staff have begun to explore the need for transition support for Deaf and hard of hearing youth as they leave the school system. We are researching existing services, and reaching out to local students and their families, so as to understand their needs and ensure that these youth have the support and skills they need to self-advocate and access equivalent opportunities to other young people.

The staff are looking to grow our services for Deaf and hard of hearing parents. With that in mind, IDHHC met with the Coordinator of the Triple P Parenting Program and are hoping to receive training in this well-respected parenting skills program so better to equip our clients to meet the challenges of parenthood.

The programs cast 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 we provided 258 such consultation services with organizations ranging from victim and family services, to legal and governmental services, to therapeutic and aboriginal services.

Victoria hosted another successful Summer Celebration at the wonderful Galey Farms in 2014. Sixty-seven Deaf and hard of hearing adults, children and their families enjoyed a BBQ, corn maze, train ride and petting zoo! Our gratitude is extended to the Evening Optimists of Victoria for their financial support, and to Thrifty Foods, St. John's Ambulance, Serious Coffee and Tim Horton's for their donations. Both offices hosted annual Tax Nights in 2015 during which 39 low and fixed income clients had their income tax returns completed by professional accountants with the assistance of professional interpreters – all of whom volunteered their time.

As we look towards the next fiscal year, the Family & Community Programs will continue to develop services for school-aged children and their families, for youth as they transition into adulthood, and for Deaf and hard of hearing parents. We will also seek professional development opportunities to continue to meet the diverse needs of clients. We will actively build relationships in the communities to keep services relevant to emerging needs, and continue to offer educational workshops to both clients and to hearing service providers.

For 2015 – 2016 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.



Hearing Health Services

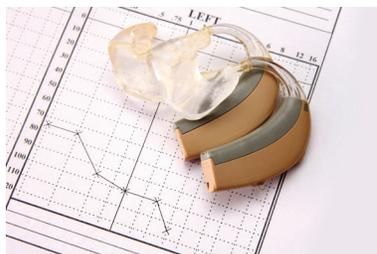
(formerly Hearing Loss Resource Program)

Change is in the air and we hope many of these are positive. The first is that the Hearing Loss Resource Program has a new name - now known as Hearing Health Services. The name change was made to more accurately reflect the work that is carried out in the program, especially in view of the changes that were made as a result of the business plan. An outcome of the plan is that a hearing conservation component was added which covers our life span - from infancy to senior years. The first step is to develop the portion of the program that involves pre-school aged children and their parents.

Some other accomplishments of the 2014-2015 year are:

- + 88 individuals new to the program were admitted and received services (80 Victoria, 8 Nanaimo)
- + 192 individuals received services through the program (172 Victoria, 20 Nanaimo)
- + 1,151 individual contacts were made (1,081 Victoria, 70 Nanaimo) re: information, communication support, aural rehabilitation and information/purchasing technical aids. This includes both one-on-one client contacts as well as the 46 group sessions that were held.
- + 47 individuals (33 Victoria, 14 Nanaimo) obtained technical devices to help them stay connected with family and friends or to live more independently or safely in their environments. A total of 56 devices were sold and 2 were issued on permanent loan.
- + 146 one time only information contacts were conducted
- + 33 presentations reaching 394 individuals were conducted

The challenges this program faces seem to be consistent from year to year. Finding secure, long term funding is a very real challenge and the Nanaimo office faces the challenge of adequately providing services to individuals living in the northern part of the island. The affordability of hearing aids and technical devices is a real and continued challenge for many individuals and many of the phone calls the program receives are from seniors looking for help securing funding.



In spite of the challenges there were many individual successes in the program and below are a few of the wonderful comments received from the individuals we serve:

Just got back from my morning walk My goodness!! I am thrilled! I am able to speak to any and all (people and dogs) who will stop and chat. Thanks again for your help. I might add ... that my friends seem relieved as well.

Hearing loss really complicates your life. Learning to cope, learning to speechread is hard work but every day, instead of withdrawing from society, family and friends, I use the skills I have learned to help me lead a more active and enjoyable life.

I can't begin to express my gratitude for this program..... and to all the participants who attended these sessions. I learned so much about hearing loss and speechreading. I was beginning to avoid groups and was, I think, on my way to becoming a recluse.

I am so pleased with the items you helped me get! I burned a piece of toast the other night and everything worked as it was supposed to. That was the first time the smoke detector was called in to perform.



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 employment program held a 4 group workshops for job seekers titled Moving You Ahead. These workshops were designed to offer clients job search skills, the four topics were: **Challenges and changes** based on the emotional roller-coaster one faces when dealing with the ups and downs of job search, **Goal setting** introduced the SMART goal setting worksheet and presented information on short and long term goal setting. Interview Skills offered a refresher on basic things you need to remember pre-interview, during and interview and post interview. **Networking and Connecting** invited a guest speaker for clients to have an opportunity to ask an HR personal any questions regarding hiring process or what an employer looks for in a resume. The EPBC team hopes to offer these workshops to new job seekers the coming year.

◆ Various financial supports were issued to job seekers that were provided by the Employment Program of BC. These came in forms of ASL interpreting for job interviews and training, tech aids such as vibrating alarm clocks or work place modification devices, interview clothes or job start required clothing such as steel toed shoes, bus passes, and hearing aids.

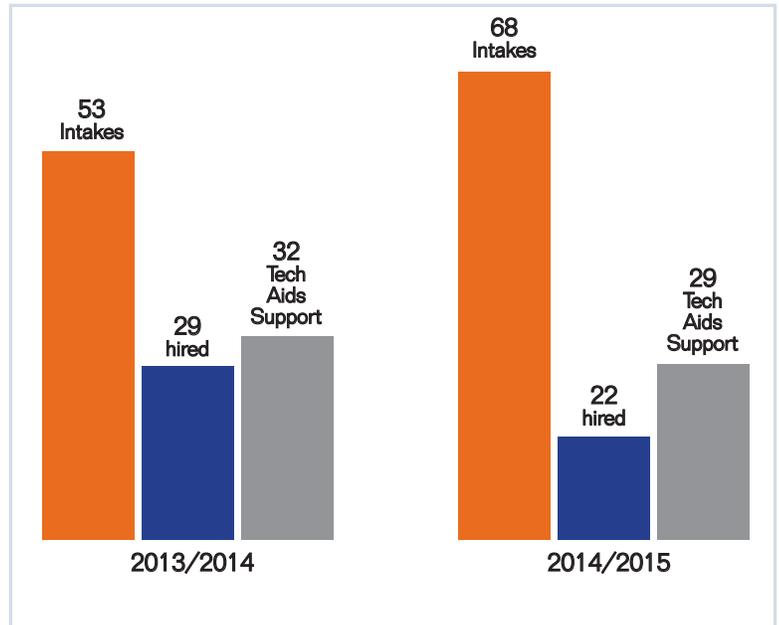
◆ 35% of IDHHC employment program clients were job at risk situation. IDHHC offered communication strategies, how to disclose hearing loss to employer, and when required hearing aid funding applications to EPBC were initiated.

◆ 2 clients were assisted in registering for customer service training with local service providers, another 2 clients obtained computer training, and one client was assisted in registering for the building service worker. These training programs offer better job opportunities and building blocks to an improved resume.



Outcomes

- + 68 New Clients
- + 2558 One-on-one Client Services
- + 326 Employers contacted
- + 22 Individuals employed
- + 5 Individuals entered informal training
- + 18 Employment crisis resolved
- + 14 Possibilities for employment improved with new hearing aids
- + 1 Newsletter article written
- + 4 Job search group workshops hosted by IDHHC
- + 66 Outreach events attended (resource and job fairs, employer forums, job development networking and presentations)



Moving Forward

In 2015-2016 the objective will be to continue employer networking to improve greater access for the Deaf and hard of hearing community. Employment counselors use cold calling, attending job fairs, employer forums and staying connected with employers as an essential tool for job development for IDHHC clients. These networking tools require long term commitments that one day leads to employment opportunities.



what are they saying...?



+ “One day I came down with what I thought was a cold but a few days later after being rushed 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!”

Business and Operations

A key focus of the Business and Operations Committee during 2014 / 2015 has been the development of business plan and implementation of emerging outcomes. The IDHHC business planning process began in July 2014 when staff from Victoria and Nanaimo offices met together to begin the development of business plans for the agency's key business areas. The Business and Operations Board representative had the pleasure of participating in the session. Staff identified many opportunities that will support continuous improvement of IDHHC service delivery and inform the business planning process.

A draft Business and Operations Business Plan was developed over the Fall of 2014. Key outcomes for delivery under the plan included recommendations for updating IDHHC's Membership Policy and recommendations resulting from a Human Resource (HR) Policy Review. The plan received IDHHC Board approval in October.

As a starting point for the membership review, IDHHC's existing membership provisions were compared with those offered by similar non-profit agencies to identify options for potential changes. Also IDHHC's Human Resource Policy And Procedure Manual (revised January 1, 2013) was reviewed using the Human Resource Council of Canada's HR Toolkit as a guide.

Early in 2015, the results and recommendations from the HR policy and Membership reviews were presented to the Board and approved. The review resulted in several changes to IDHHC's membership application form as well as updating the agency's HR policy provisions. The Business and Operations Committee would like to thank IDHHC staff for input into business plan preparation. The Committee also expresses its appreciation to Denise Robertson, Executive Director, for her support to the business planning process in addition to her ongoing dedication to the continuous improvement of IDHHC operations.

Other notable activities during the past year included undertaking research of several Canadian Foundations to support the preparation of IDHHC grant applications. The Business and Operations representative also had the pleasure of representing the Board at several presentations made by the Executive Director to service groups including the Rotary and Lions Club to raise awareness of IDHHC programs and services. The Business and Operations Board representative had a wonderful time attending the annual Summer Celebration with clients, their families, friends and IDHHC staff!

Mark Gillis

Board of Directors

Chair, Business & Operations Committee

Communications

During the past year, the majority of this committee's efforts have been in the provision of collaborative support to the Executive Director in all matters relating to effective communications, marketing and public relations. A couple of major projects needing such support were the Town Hall meetings for Deaf community members (December 2014) and the community forums for Hard-of-Hearing persons, families and affiliated professionals (March 2015). Several changes to the IDHHC website were completed this year, including the provision of more ASL information, and a newly formatted home page to highlight current/upcoming events as well as important announcements. Additionally thanks must be offered to staff and others who ensure website resource links current and relevant. Finally, IDHHC must comply with Canadian Anti-Spam Legislation (CASL) and this committee provides advice and supports the work of the Executive Director on CASL implementation.

Richard Letourneau

Vice Chair, Board of Directors
Chair, Communications Committee

Programs and Services

This committee's major concern has been to gather data on our potential and active client groups, and to use this information to better support our present programs and services. The town hall meetings with Deaf community members and the focus groups with the Hard of Hearing community provided an opportunity to hear from these communities. Additionally, the report, summary and recommendations submitted in the resulting document by Dr. Russell have provided a starting point for committee focus. The reports gave a clear message as to what services are working and where improvement is essential for future success. This information will be invaluable in the strategic planning for agency programs and services, given the reduced resources available. We have been provided with a unique opportunity to respond to the communities that we would like to serve and strengthen.



Jill Bates-Smith

Secretary, Board of Directors
Chair, Programs & Services Committee

Treasurers Report

Island Deaf + Hard of Hearing Centre Association is not a profit-making business but does require adequate financial resources to pay staff, rent, telephone and other expenses that makes the various services possible. 2014-15 has been a difficult year with the United Way funding cycle ending in December of 2014 and no bridge funding available for the balance of the year (January to March), resulting in a \$28,000 shortfall. Other



program grants came in at \$57,000 less than projected while the ambitious budget had hoped to raise \$55,000 in charitable donations only \$18,000 was received. All in all, some very serious reductions in anticipated revenues.

All of these challenges forced management to make some hard choices, increase other revenues, and most importantly cut expenses and staffing in services that were no longer affordable. As part of this, office space was reduced and some staff were not replaced. All difficult decisions. By year's end, total revenue received was \$949,000 (\$42,000 less than projected) and expenses were pared to the bone again, resulting in a net surplus for the year just shy of \$2700. This is razor thin and points to the challenges of managing activities up to (or down to) a revenue figure. But it was necessary and IDHHC remains financially stable and well managed.

Compared to previous years, IDHHC is stronger financially but cannot grow without additional revenues to pay the necessary costs of programs. The 2015/16 United Way funding request was declined so the challenge of how to pay for priority activities just became harder. Nevertheless, the financial results point to a well-managed organization with management keeping an eagle eye on every single cost so that maximum value is extracted from every dollar.

Michael Fisher BSc. (Hons) ECON, MNRM
Treasurer

ISLAND DEAF & HARD OF HEARING CENTRE
FINANCIAL STATEMENTS
MARCH 31, 2015
(Unaudited)

OSBORN WATTS & CO.
Chartered accountants

Partners

B.A. ASSER, B.COMM., C.A.*
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**Denotes Incorporated*

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, 2015 and the statements of revenue 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.

Victoria, British Columbia
June 3, 2015



CHARTERED ACCOUNTANTS

ISLAND DEAF & HARD OF HEARING CENTRE
STATEMENT OF FINANCIAL POSITION
MARCH 31, 2015
(Unaudited)

	2015	2014
ASSETS		
CURRENT		
Cash and short term deposits	\$ 161,250	\$ 162,479
Restricted cash <i>(Note 3)</i>	112,409	132,691
Accounts receivable	78,833	51,259
Goods and services tax recoverable	6,584	6,483
Prepaid expenses	8,990	16,479
	368,066	369,391
CAPITAL ASSETS <i>(Note 4)</i>	3,473	1,250
	\$ 371,539	\$ 370,641
LIABILITIES		
CURRENT		
Accounts payable	\$ 63,043	\$ 38,491
Employee deductions payable	9,485	9,595
Deferred revenue	-	5,934
Deferred contributions <i>(Note 5)</i>	101,457	117,238
Advances for services	10,952	15,453
	184,937	186,711
NET ASSETS		
INVESTED IN CAPITAL ASSETS	3,473	1,250
UNRESTRICTED NET ASSETS	183,129	182,680
	186,602	183,930
	\$ 371,539	\$ 370,641

LEASE COMMITMENTS *(Note 7)*

Approved By The Director

_____ Director

See notes to financial statements

ISLAND DEAF & HARD OF HEARING CENTRE
STATEMENT OF REVENUE AND EXPENDITURES
YEAR ENDED MARCH 31, 2015
(Unaudited)

	2015	2014
REVENUE		
Employment Program of British Columbia	\$ 236,660	\$ 173,194
Interpreter services	197,469	193,824
Ministry of Children and Family Development	184,536	184,536
United Way	84,755	113,000
Western Institute for the Deaf and Hard of Hearing	71,208	71,208
BC Community Gaming Grant	52,000	52,023
Miscellaneous programs	45,375	43,785
Disability Without Poverty Network	38,308	8,138
Donations and memberships	20,803	32,257
Victoria Foundation	18,869	4,500
Interest	252	745
	950,235	877,210
EXPENDITURES		
Salaries and wages	565,824	511,426
Sub-contracts	194,785	169,617
Rental	79,100	106,328
Office	26,604	15,521
Telephone	13,270	13,588
Fundraising	12,274	16,062
Staff transportation	11,090	11,749
Technical aids	10,008	10,719
Repairs and maintenance	9,114	1,690
Professional fees	7,694	8,713
Utilities	5,666	5,779
Staff development	4,182	2,930
Insurance	3,479	3,527
Advertising and promotion	1,792	3,647
Interest and bank charges	1,435	1,506
Amortization	745	312
Equipment rentals	501	384
	947,563	883,498
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENDITURES	\$ 2,672	\$ (6,288)

See notes to financial statements

ISLAND DEAF & HARD OF HEARING CENTRE
STATEMENT OF CHANGES IN NET ASSETS
YEAR ENDED MARCH 31, 2015
(Unaudited)

	Invested in capital assets	Unrestricted net assets	2015	2014
NET ASSETS - BEGINNING OF YEAR	\$ 1,250	\$ 182,680	\$ 183,930	\$ 190,218
Excess of revenue over expenditures	-	2,672	2,672	(6,288)
Purchase of capital assets	2,968	(2,968)	-	-
Amortization	(745)	745	-	-
NET ASSETS - END OF YEAR	\$ 3,473	\$ 183,129	\$ 186,602	\$ 183,930

See notes to financial statements

ISLAND DEAF & HARD OF HEARING CENTRE
STATEMENT OF CASH FLOWS
YEAR ENDED MARCH 31, 2015
(Unaudited)

	2015	2014
CASH FLOWS FROM OPERATING ACTIVITIES		
Cash receipts from the Province of British Columbia	\$ 493,305	\$ 409,753
Cash receipts from interpreter services	169,895	175,089
Cash receipts from the United Way	84,755	113,000
Cash receipts from miscellaneous programs	131,936	186,617
Cash receipts from donations and memberships	20,803	32,257
Interest received	252	1,748
Cash paid to suppliers and employees	(919,388)	(894,456)
Goods and services tax	(101)	9,263
	(18,543)	33,271
CASH FLOWS FROM INVESTING ACTIVITY		
Purchase of capital assets	(2,968)	-
INCREASE (DECREASE) IN CASH FLOW	(21,511)	33,271
Cash - beginning of year	295,170	261,899
CASH - END OF YEAR	\$ 273,659	\$ 295,170
CASH CONSISTS OF:		
Cash and short term deposits	\$ 161,250	\$ 162,479
Restricted cash	112,409	132,691
	\$ 273,659	\$ 295,170

See notes to financial statements

ISLAND DEAF & HARD OF HEARING CENTRE
NOTES TO FINANCIAL STATEMENTS
MARCH 31, 2015
(Unaudited)

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. 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.

Capital assets

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

Furniture and fixtures	20%	declining balance method
Data network infrastructure equipment	3 years	straight-line method

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

Revenue recognition

Restricted contributions are recognized as revenue in the year in which the related expenditures 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.

Contributed services

Volunteers contributed their time during the year to assist the society 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.

ISLAND DEAF & HARD OF HEARING CENTRE
NOTES TO FINANCIAL STATEMENTS
MARCH 31, 2015
(Unaudited)

3. RESTRICTED CASH

	2015	2014
Deferred contributions	\$ 101,457	\$ 117,238
Advances for services	10,952	15,453
	\$ 112,409	\$ 132,691

4. CAPITAL ASSETS

	Cost	Accumulated amortization	2015 Net book value	2014 Net book value
Furniture and fixtures	\$ 83,730	\$ 82,730	\$ 1,000	\$ 1,250
Data network infrastructure equipment	2,967	494	2,473	-
	\$ 86,697	\$ 83,224	\$ 3,473	\$ 1,250

5. DEFERRED CONTRIBUTIONS

	Opening	Additions	Revenue	2014
BC Community Gaming Grant	\$ 52,000	\$ 52,000	\$ (52,000)	\$ 52,000
Disability Without Poverty Network	38,508	-	(38,508)	-
Victoria Foundation	16,499	17,270	(18,199)	15,570
Scott Wilson Interpreting Fund	3,549	-	(2,119)	1,430
Technical Aids Program	4,285	-	(434)	3,851
Deaf Sensitivity Fund	2,397	-	-	2,397
Hamber Foundation	-	5,100	-	5,100
Sara Spencer Foundation	-	1,000	-	1,000
Employment Program of BC	-	20,109	-	20,109
	\$ 117,238	\$ 95,479	\$ (111,260)	\$ 101,457

ISLAND DEAF & HARD OF HEARING CENTRE
NOTES TO FINANCIAL STATEMENTS
MARCH 31, 2015
(Unaudited)

6. VICTORIA FOUNDATION FUND

	2015	2014
Opening balance, market value	\$ 18,451	\$ 16,306
Contributions to fund	2,500	10,180
Net return on investment	2,129	2,688
Subtotal	23,080	29,174
Grants paid	(589)	(10,581)
Administration fees	(143)	(142)
	<u>\$ 22,348</u>	<u>\$ 18,451</u>

The centre established a fund held by the Victoria Foundation. Under the agreement of the fund, the centre is the beneficiary and is entitled to receive grants from the fund. The amount of the grant is at the discretion of The Victoria Foundation and any unpaid amounts carry forward until paid. The current amount available to grant is \$670. This is included in accounts receivable at March 31, 2015.

7. 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:

2016	\$ 58,585
2017	58,932
2018	44,978
	<u>\$ 162,495</u>

The organization has a long term lease with respect to its Nanaimo premises expiring May 1, 2018. Future minimum lease payments as at year end are as follows:

2016	\$ 12,881
2017	12,881
2018	12,881
2019	1,073
	<u>\$ 39,716</u>

8. GAMING EXPENSES

Gaming expenses include expenditures that have been incurred with funds received from the BC Community Gaming Grant. The allocation of gaming expenses are as follows:

	2015	2014
Salaries and wages - Victoria	\$ 37,000	\$ 34,964
Salaries and wages - Nanaimo	15,000	15,000
Captioning	-	2,036
	<u>\$ 52,000</u>	<u>\$ 52,000</u>

ISLAND DEAF & HARD OF HEARING CENTRE
NOTES TO FINANCIAL STATEMENTS
MARCH 31, 2015
(Unaudited)

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, 2015.

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

Some of the comparative figures have been reclassified to conform to the current year's presentation.

Island
Deaf +
Hard of
Hearing
Centre

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

Broadmead Hearing Clinic	Marian Burnett	M.E. McMurphy
CHHA – BC Chapter	James & Joan Clink	Lorna Mildenhall
CHHA- Comox Valley Branch	Douglas Cooper	Bill Murphy-Dyson
Disability Without Poverty Network	Sheridan Cooper	David & Valerie Olsen
E Stacey Frank & Associates	Beverly Corbett	Robin & Elizabeth Pack
Estate of Walter R. Seaborn	Colette Craven	Anthony & Joanne Palmer
Hamber Foundation	Kathy Crawley	C.V. Pardue
Information Management Branch /	George Winston Dann	Derek Peach
Province of BC	Florence Davis	Gail Pearce
Ladies of the Royal Purple of Canada	Gary & Freda Dewar	Alvin Radons
Market On Yates	Jeremy & Kim Dillon	Denise Robertson
McNeill Audiology	Lorraine & Neil Douglas	Jim & Mae Robinson
Parmelee Publications Ltd.	Jo-anne Dundas	Sandy Rogers
Province of BC / Community Gaming	Hans Epp	Dale Rolston
Grants	Kristi Falconer	John Shaw
Provincial Employees Comm Service Fund	Michael Fischer	Gordon & Maria Sloan
Sarah Spencer Foundation	Bryan Frank	Derek & Felicity Smith
Thrifty Foods	Lawrence Gerrath	Audrey Sowerby
Tom Harris Cellular	Diana & Mark Gillis	Gwendoline Stewart
United Way of Greater Victoria	Cairine Green	Linda Tate
Victoria Evening Optimist Club	Pamela Guilbault	Doreen G.Tawse-Smith
Victoria Foundation	Michael Hayes	D. Kenneth Travers
Wade Anderson Memorial Hockey Tournament	Carol Hitchman	Virginia Tupper
Marianne Alto-Bond	Ellen L.Hooper	Karen Van Rheenen
William & Francis Ashwell	Mary & Bill Jackson	Terrance & Catherine Warren
Ed Bain	D.A.Jasper	Ida Waylett
Mahjor Baines	Nils Jensen	John L. Weber
Alexis M.Bates-Smith	Lorna Kobold-Palser	Harvey Whitney
Eliza M.Bates-Smith	Donald Kreye	Barbara Whittington
Jill Bates-Smith	Gabriele Lanoue	Irene M. Wiens
Dr. Bunny B.Berzon	LeeAnne Lepas	Elizabeth Willekes
Donald Boulton	Richard Letourneau	Robert Williams
Mrs. Dorothy Brahan	Barbara Longworth	Ted & Florence Wong
Judd Buchanan	Patricia Lortie	Tom & Ann Wood
Jack Bundon	Heather McDonald	

Thank You for hearing us!



Island
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