



Island  
Deaf +  
Hard of  
Hearing  
Centre

We need you  
to hear us

Island  
Deaf +  
Hard of  
Hearing  
Centre

2015 - 2016

Annual General Report



## Board of Directors Report

On behalf of the nine-member IDHHC Board of Directors, it is my privilege to present a review of activities during the past fiscal year.

It was a year, unfortunately, not without adverse financial pressures. Like most not-for-profits, securing ongoing stable funding for services is challenging and puts further demands on the Executive Director and staff. We wish to commend them for rising to these challenges and to thank them for their perseverance, diligence and fortitude. Your efforts are sincerely valued and appreciated. Moreover, a board-driven task force was mandated to develop options for Board review and subsequent actions to be delivered by staff, so I likewise thank those members for their contributions.

IDHHC's annual major fundraising event – the Big Band Bash, held in November 2015, provided an evening of socializing, music, and dance. During the evening guests had opportunities to participate in live and silent auctions that support IDHHC services. There are many to thank for the evening's success:

- Three big bands, who gave freely of their time and talents;
- A dedicated team of volunteers who planned, organized and delivered an impressive evening
- The long-standing title sponsor – McNeill Audiology; and
- Our numerous, generous donors and supporters.

This year, several board members reviewed, researched and updated its board member orientation manual, which was last updated in 2011. The new, 2015 manual is available both electronically and in hardcopy.

The board's Communication Committee contributed articles and provided leadership to the compilation of the IDHHC fall and spring newsletters.

A sub-committee of board members composed summaries of the Town Hall sessions with Deaf and hard-of-hearing stakeholders, held in December 2014 and March 2015. The compiled information was released to the stakeholders and general community via hard copy, a new American Sign Language Vlog on our website, as well as other social media: Facebook and Twitter. Additionally, the IDHHC board chair spoke at a general meeting of SVIADHH (South Vancouver Island Association of Deaf and Hard of Hearing). IDHHC listened and is incorporating recommendations, within our mandate and budget, into program business plans and agency operational, strategic plans.

Respectfully submitted on behalf of the Board of Directors

*Richard Letourneau,*

Chair, Board of Directors

## Executive Director's Report

Once again I look back and cannot believe how quickly the last year has gone by, but as I reflect upon the culmination of activity I am aware that again we continue to accomplish a great deal. The start of the 2015 fiscal began with the very late and unexpected news that we would not receive any annual monies from a long time funder – a surprise to us after a long history of support. As 75% of the unfunded monies were to cover wages, we scrambled to find a way to manage a large projected deficit and realized we had no alternative but to begin reducing staffing. The result was 2.6 full-time equivalents were cut, removed from across 4 positions, having a significant impact on our human resources, as we tried to maintain client and community services. The funding reduction also impacted our ability to support our infrastructure, causing more strain on an already taxed system.

To the analogy of 'the phoenix rising from the ashes' we set about to ensure that the agency would not only survive this challenge but would emerge stronger and more resilient. Revisiting the focus of our Strategic Plan, reviewing all of the feedback from the Community Consultations, talking to funders and supporters, we began to develop a plan that would see us change how we viewed ourselves, change the way we do business and change the way we plan for long-term stability.

Historically the agency structure was based on 4 'silo' program areas. This internal structure was not client friendly (as heard in the Community Consultation), did not maximize the best of our staff team, and did not allow for flexibility when funding challenges arose.

### HISTORICAL PROGRAM MODEL

#### HEARING HEALTH PROGRAM

- + communicate skills
- + speechreading and auditory skills
- + support with cochlear implants
- + aural rehab + assistive devices
- + support groups and workshops

#### FAMILY & COMMUNITY PROGRAM

- + home based sign language training
- + role model support for children & youth
- + information & referral to resources
- + Deaf Awareness Training + life skills
- + communication and literacy assistance

#### EMPLOYMENT PROGRAM

- + job search skills, resume writing and interview techniques
- + referrals to job vacancies and training
- + interpreters or captioning for interviews
- + wage subsidies for on-the-job training

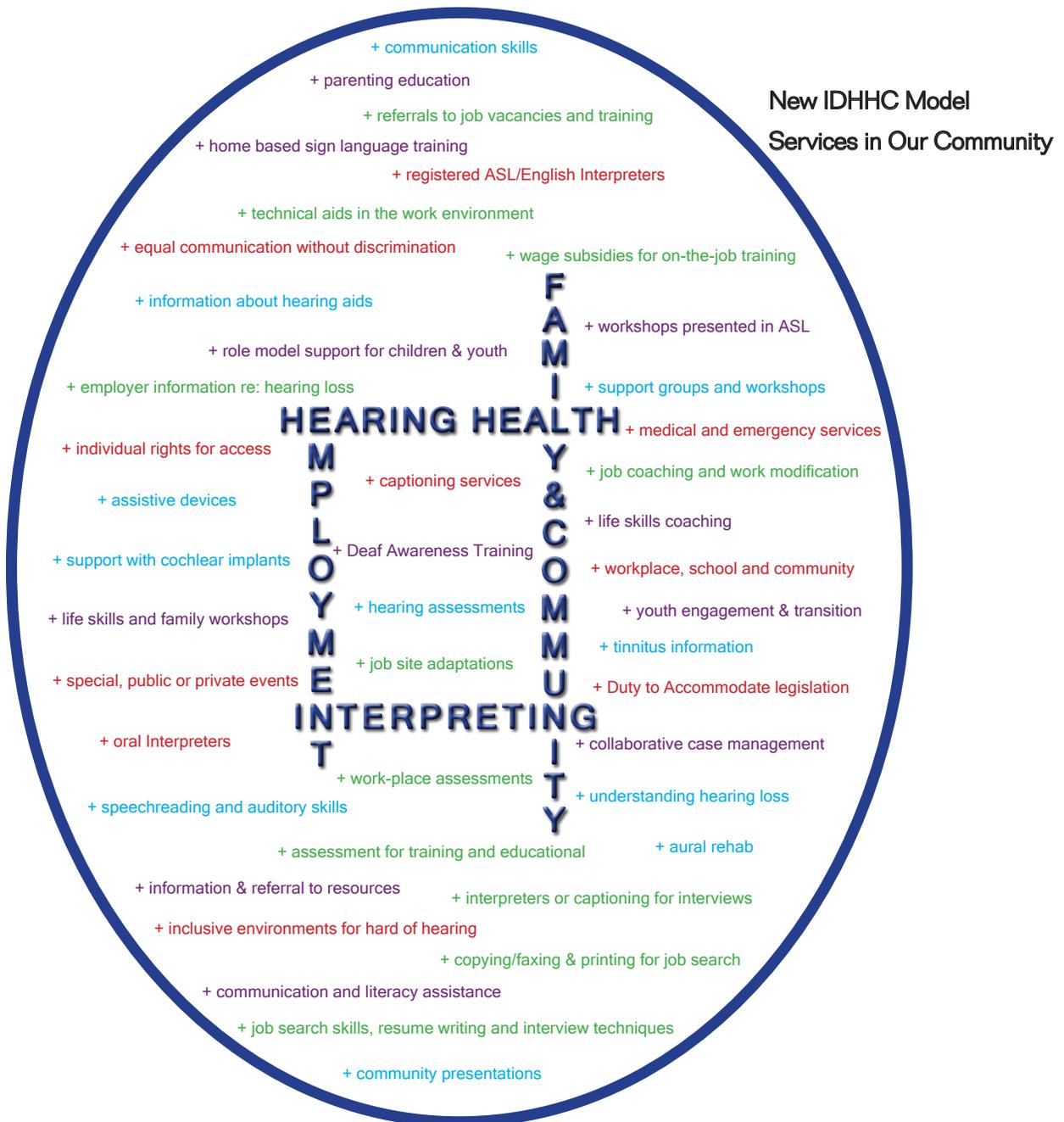
#### INTERPRETING PROGRAM

- + registered ASL/English Interpreters
- + medical and emergency services
- + captioning services
- + special, public or private events
- + workplace, school and community

Moving from a 'program' based agency to a service focused delivery model hope to accomplish a number of goals. The first objective is to respond to the community consultation and the feedback that IDHHC needed to provide easier access to 'cross-program' services. With a new model we move away from program silos to ensure a strong client focus, give our staff the flexibility to work together for service delivery and enhance opportunities for the team to share and develop new skills and resources. This new model will also support the targeting of funding to the broader organizational structure and the delivery of outcomes verses historical funding of a restricted and narrow program-type model.

So we draw 2015-2016 to close with a reasonably small deficit, coming through an exceptionally challenging year relatively unscathed and much more focused. We are a smaller but dedicated team of employees committed to positive outcomes, a tireless Board, and a community of amazing partners. With all of this in play I believe that IDHHC will flourish in the next three years to become resilient and flexible with a focus on long-term viability while striving to provide the highest quality of service to the Deaf, hard of hearing and hearing communities on Vancouver Island. I hope you will be part of this success.

Respectfully submitted,  
Denise Robertson



## 8 AMAZING YEARS OF BIG BAND BASH!

Over the last eight years IDHHC has had the privilege of being the recipient of the extreme generosity of some of the Islands' best Big Bands.

Since 2008 three bands have donated their time and remarkable talents to produce an event that became a signature fundraiser for us.

**THE SWIFTSURE BIG BAND**  
**THE COMMODORES**  
**ISLAND BIG BAND**

Today we thank all these musicians that continued to honor the legacy of Roy Reynolds, the man who started it all. Through their commitment, IDHHC was able to raise over \$100,000 to enhance services in our community over the last eight years.

We could not have done this work alone, so we thank them,  
our presenting sponsor,



and all of the sponsors, donors, volunteers and supporters who made these events so successful.

We are grateful to everyone that supported this event for so many years.  
You made a huge difference in the lives of individuals and families  
that require the services and supports IDHHC provides.

We are honored by your generosity.  
And we are ever grateful.

*Thank you!*

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

Patrick Allen	Mark Gillis	Jim and Mae Robinson
Mahjor Bains	Pat Guterres	Sandy and Beth Rogers
Susan Bates	Caitlin Hayes	Rogers Chocolates
Jill Bates-Smith	Michael Hayes	Gordon and Esther Sawka
Broadmead Hearing Clinic	Hearing Life Canada	Martin Scherzer
Doug and Marian Burnett	Steven Hill	Leslee Scott
James Clink	Ellen Hooper	Charlotte Senay
Douglas Cooper	Island Beltone	Robert Sloan
Elizabeth Copeland	Carol Kitson	Wayne Smith
Iris Dann	Donald Kreye	Derek and Felicity Smith
George Dann	Richard Letourneau	Audrey Sowerby
Neil and Lorraine Douglas	Susan Mackenzie	Gwendoline Stewart
Evelyn Dowman	James D. Malcolm	SVIAD
E. Stacey Frank & Assoc.	Market on Yates	Doreen Tawse-Smith
Charles Douglas Eamer	Elsie McMurphy	D.K. and Glenn Travers
Shirley Embra	McNeill Audiology	Ellyn Turner
Hans Epp	Nex Gen Hearing	Karen Van Rheenen
Michael Faulkner	Breanna O'Donnell	Jack and Beverley Wallace
Ann Feyrer	Cheryl Pardue	Terrance & Catherine Warren
William Feyrer	Orma Paton	John Weber
Michael Fisher	Phonak	Tom Wood
G.F. "Pat" Dunn Family	George and June Preston	
Elizabeth Gaunt	Jean Pucko	
Larry Gerrath	Denise Robertson	

*Thank You for hearing us!*

## Family & Community Services

As you know, we are stronger, happier and healthier individuals when we feel connected to, and supported by others. Our IDHHC Family and Community outreach workers work with clients to help decrease barriers to meaningful communication and connection. Well-being really is all about our community.

### *Family is Community:*

This year our staff provided over 2300 services to D/deaf, hard of hearing and deafened individuals and their families; offering personal and peer support to enhance communication, deepen family connections, and improve personal well-being.

One of our popular services continues to be home-based American Sign Language (ASL) instruction. This year, Deaf staff and contracted Deaf teachers provided home-based ASL instruction services to 22 Island families. We worked with families with deaf and hard of hearing babies, children and youth, as well as families with hard of hearing,



deafened and Deaf adults. IDHHC works in partnership with the BC Early Hearing Program and BC Family Hearing Resource Centre, as well as community Speech and Language Pathologists to help support the development of language foundations in young children with hearing loss. For school-aged deaf and hard of hearing children, our ASL instruction services typically focus on enhancing or refreshing previously learned skills. Our adult clients are usually interested in learning key ASL

signs to augment their spoken language. When communication improves, so does the feeling of belonging within one's family.

### *Community Connections:*

Upon our clients' requests, our staff provided 400 consultation sessions with community or governmental service providers. The purpose of these consultation sessions was to clarify information, to educate about our consumers' needs and rights, and to improve access and understanding. We partnered with clients to contact a variety of service providers such as legal services, housing organizations, medical and dental clinics, provincial ministry and Service Canada offices.

+ "Our ASL teacher exceeded all of our expectations. Her help has drastically improved our communication ability..." ~ Deafened adult, Nanaimo

## *Community Workshops:*

Our staff also provided a variety of workshops to our client communities and to hearing professionals. This year we provided 'Deaf Awareness Training' to Bayshore Home Health, VIHA's Eagle Park Health Care Facility, Cowichan Intercultural Society, James Bay Volunteers, Woodwynn Brownies, and St John Ambulance Youth. We also met with hard of hearing youth at Royal Bay Senior Secondary School to discuss their needs and our services. We hosted our annual Tax Nights for low and fixed income clients, assisting 32 individuals with their 2015 tax returns. We supported the Well Being Program to host two workshops for the signing Deaf Community: 'Decluttering', and 'Internet Spam and Scams'. Our Victoria staff also hosted a workshop entitled "Do you need a Will?" with Dustin Marnell from Horne-Coupar Law Firm. We held a summer-time Family Gathering at Bowen Park in Nanaimo, and the annual Summer Celebration for families at Centennial Park in Saanichton.

## *Community Partnerships:*

Our IDHHC staff continue to work closely with other specialized organizations and professionals who support our Deaf and hard of hearing communities. Some of these organizations are the Deaf Well Being Program, the BC Early Hearing Program and Guide By Your Side, the BC Family Hearing Resource Centre, the Family Network for Deaf Children, the Provincial Services for the Deaf and Hard of Hearing, the Provincial Outreach Program for the Deaf and Hard of Hearing and community-based Teachers of the Deaf and Hard of Hearing. We also value our connections with the Mid-Island Deaf Association, the South Vancouver Island Association of the Deaf and Hard of Hearing, and the Canadian Hard of Hearing Association.



## *Community Building:*

As well as our work with and on behalf of our client population, our staff is actively building bridges with the broader community. As examples, we worked with Vancouver Island University and Camosun College to provide information to students and staff about hearing loss and resources, to accommodate practicum students, and to collaborate with Disability Services staff. Our staff also met with the Positive Parenting Program (or Triple P) Coordinator to learn about their model of effective parenting skills. We have reached out to a variety of seniors' organizations such as Silver Threads, Paradise Seniors, and the Elder Friendly Network, and to organizations that support our First Nations communities such as Cowichan Tribes, Laichwiltach Family Life Society, M'Akola Housing, Kackamin Family Development Centre, Port Alberni Friendship Centre, and Victoria Native Friendship Centre. And we provide information on a regular basis about community ASL classes, funding for hearing aids and other resources that can be accessed from the community.

+ "Thank you so much...I feel encouraged and excited to carry on.

This collaboration feels very positive..."

~ VIU Disability Services Staff, Nanaimo

IDHHC is only as strong and viable as our communities of consumers and supporters. We welcome YOU as part of our community; together we can decrease barriers and build meaningful connection.

Hearing Health Services underwent a significant change this year with the retirement of the staff Audiologist after 17+ years; and as a result of funding cuts, the part-time position of Technology Assistant was eliminated. Our new Audiologist, Dr. Donald MacAskill was employed on a part-time temporary contract beginning in July. Donald has over 26 year of Audiology experience and lead Audiology Services in Scotland and Ireland prior to moving to Canada in 2014.

Many of the successful components of the service continued with presentation to seniors groups and volunteer groups, as well as ensuring a presence at health expositions, and the resumption of the speech reading and support group for those deafened adults with severe and profound hearing loss.

Utilizing Dr. MacAskill's background and experience and reviewing input from the 2015 community forums and focus groups, we began to shift our emphasis to provide more individualized hearing related information and assessments. The result is we are now providing such services as: hearing assessments for employment services clients; information for hearing aid funding programs; unbiased help in deciding whether hearing aids would be suitable options; assessment to determine if hearing aids are working optimally. This realignment resulted in more cohesive and comprehensive services and information to clients.



The assistive listening devices and loaner program continue to be a popular area of service as well. Although many of our devices available for loan are older models, following a consultation with the audiologist clients are able to understand what may be beneficial prior to buying a device. We also provided emergency Pocketalker devices to some clients in hospitals who did not have hearing aids to facilitate important communications.

In keeping with IDHHC Mission and Vision we also began to analyse how we can assist the vulnerable adult population in our community. With this in mind Donald began to provide hearing assessment services at Our Place in Victoria. This activity has proven to be very successful to identify individuals with hearing loss and to guide them into eligible programs that may provide funds for hearing aids.

In previous annual reports we have commented on the difficulty many seniors have in accessing hearing aid provision at a time when their incomes are fixed and limited.

We know that hearing loss can result in greater isolation, depression and an increase in mental difficulties. We are acutely aware that there is a growing number of low income, at-risk, vulnerable and isolated seniors and adults in our community that have no means to access hearing loss remediation.

Armed with this information, listening to the feedback and demands of the community, and with our Mission clearly in mind, Hearing Health Services will be looking to initiate a program to help address this significant need in our community.

We invite you to join us in this social innovation program, that we believe can change the system dynamics, and ultimately lead to the change that will ensure accessibility for vulnerable populations.



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2015 - 2016

## Employment Services

The IDHHC Employment Services team continues to offer support and services to Deaf or hard of hearing individuals who are looking for employment or requiring guidance with career decisions and employability skills. Additionally, the Team offers support to individuals whose jobs may be at risk due to their hearing loss with funding through one of their valuable Community Partnerships. Working in collaboration with other services within the agency provides the individual with a holistic approach needed for success in all areas.

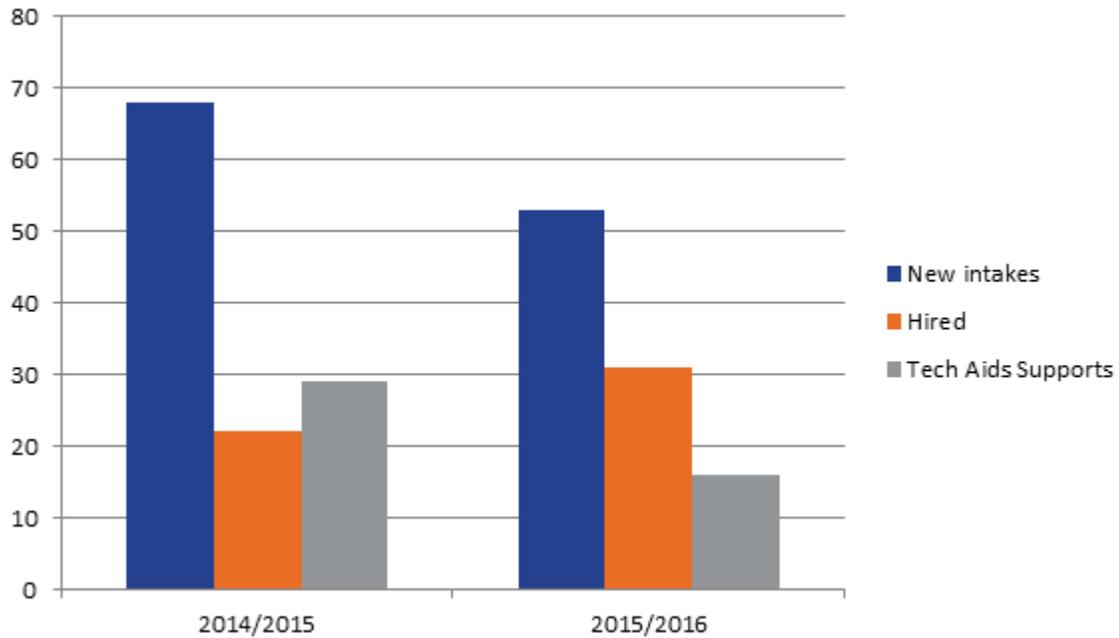


### *Successes*

- ◆ Various financial supports were issued to job seekers through the Employment Program of BC. These supports include Interpreting services, tech aids, training, transportation, interview wear and essential work clothing
- ◆ The employment team continues to learn ASL

### *Outcomes*

- + 53 new client intakes
- + 31 achieved successful Employment
- + 5 individuals entered training including Camosun College, First Aid, Food Safe, Customer Service Training, Building Service Worker and Computer Training
- + 4 individuals received hearing aids and/or adaptive devices to sustain employment
- + 12 individuals received hearing aids and/or adaptive devices to secure employment
- + 2 successful Wage Subsidies
- + 250 Employers and Community Service Agencies contacted
- + 42 Outreach events attended (resource and job fairs, employer forums, job development networking, and presentations)



Terry interviewing Jillian about ASL/Interpreting

### Terry's Story

IDHHC has helped me reach my goals. They gave me the support in a time in my life when I was struggling to find my way. They helped me illuminate a path that I thought was blocked from me. I first went to the IDHHC for help in filling out paperwork, so I could apply to a stuttering clinic, back in 2012. I got a lot more than help filling out paper work though; the people I worked with had the kindness and compassion to reach beyond their initial role with me. I felt safe; there weren't too many places I felt like that.

Thanks to a wonderful coincidence case worker sent me to University 101. It was a scary idea, the university was a big place, with lots of people. I almost didn't go, but I remembered the staff's excitement. I went to University 101 and have never looked back. I've been volunteering there for over three years now and have two places where I feel at home. I'm a student at UVic, and most importantly, I have learned what my goals are now.

By seeing what a caring group of people can do, I want to devote myself to working against the inequalities that lead people to need the services of places like the IDHHC. When you look at the work that I have seen, you know that there are places that try to make equality a reality and IDHHC is one of them.

## Interpreting & Captioning Program

### *Highlights include:*

- ◆ This year was all about development. Many of our freelance interpreters and captionists engaged in professional development in one way or another. Several of our freelance interpreters joined mentorship programs as either mentors or mentees with the goal of further developing as professionals. We also had three of our interpreters start the ASL Conference Interpreting Accreditation Process for Translation Bureau, an area of interpreting where we need more qualified interpreters.
- ◆ IDHHC began working on increasing accessibility for our captioning and interpreting clients by having a text number specifically to book interpreters and captionist, and we now have an iPad that we hope to soon use for taking requests in ASL.

### *Challenges include:*

- ◆ Lack of Medical Interpreters, specifically North of Vancouver Island
- ◆ Availability of Medical Interpreters for emergency, after-hour appointments

### *Addressing the challenges:*

- ◆ If we are unable to schedule appointments with our North Island MIS interpreter, we do our very best to see if an interpreter from the south Island is available.
- ◆ In addition to working towards having an interpreter on-call for emergencies, we have put together an emergency call-out list for when there is either no on-call interpreter or there are multiple emergencies on the same night.

### *Goals:*

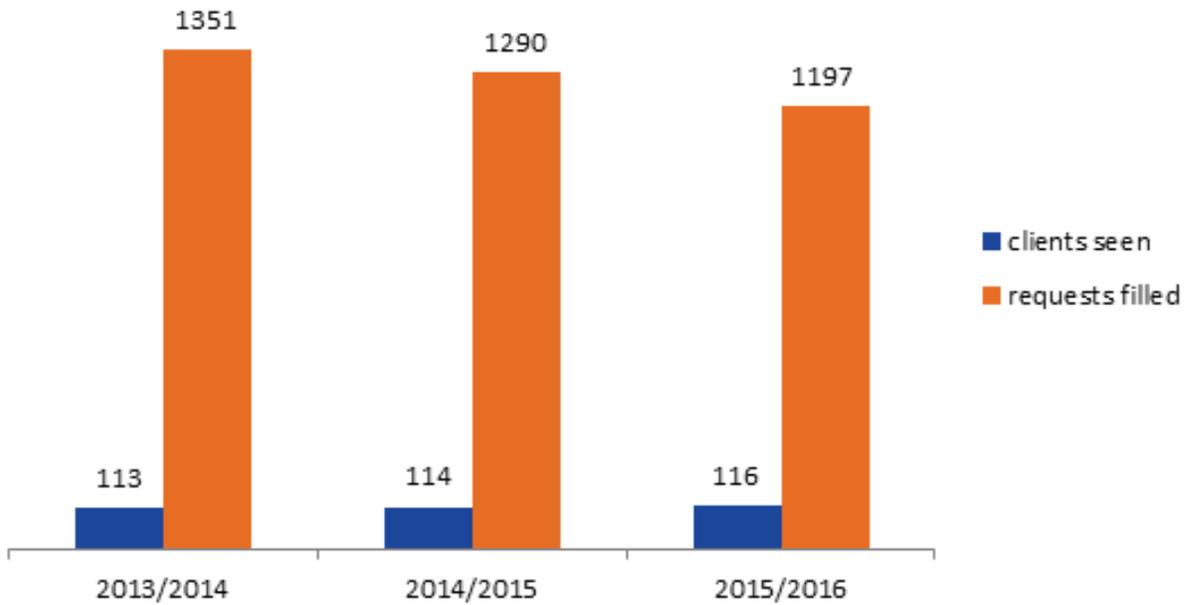
- ◆ Accredit more interpreters in Medical Interpreting, specifically north of Victoria, by introducing a new MIS screening process, with more mentorship opportunities.
- ◆ Continue to do advocacy work in both Victoria and Nanaimo regarding:
  - Human Rights for People with Disabilities; the Duty to Accommodate
  - ASL Interpreting: How it works and What is Involved

### *Summary* From April 1, 2015 to March 31, 2016:

- + 1257 appointments requested
- + 1197 appointments booked with Interpreters/Captionists\*
- + 617 CIS appointments (community)
- + 580 MIS appointments (medical)
- + Between 116 clients (\*60 appointments could not obtain an interpreter due to interpreter availability)



95 % success in fulfilling service requests



+ “I am fortunate to work with a community of interpreters at IDHHC who continually strive to provide the very best interpretations for the Deaf, hard of hearing and Deafblind community here on the Island. Every day I am inspired by their commitment to access, professional development and professionalism. Interpreters are engaged in everything from mentoring newer interpreters, taking additional screenings, volunteering for WAVLI committees, to organizing and hosting interpreter meetings. Their commitment and passion for interpreting is evident and I am grateful to work alongside them.”



~ Nicole Pedneault, Registered Sign Language Interpreter

## *Treasurers Report*

For the fiscal year just ended, Island Deaf and Hard of Hearing Society earned revenue of \$834,428 and incurred expenses of \$845,541 for a net loss of \$11,113. Comparatives for the prior year were revenues of \$950,235 and expenses of \$947,563 for a surplus of \$2,672. The loss in 2015-2016 was expected given the loss of \$84,755 in United Way grants (amount received in 2014-2015) and other program grants also declined by \$33,000.

Urgent action was taken to reduce costs in 2015-2016 and unfortunately this impacted services provided. Staff costs are the single largest category of operating costs – accounting for almost 56% of all costs. The reduction in staff cost in 2015-2016 was almost \$70,000 but was crucial part of shrinking IDHHC to fit the reduced income.

The loss of \$11,113 in 2015-2016 continues to eat into the financial resources of IDHHC. Cash reserves on hand are needed to finance ongoing operations and the Board has worked closely with IDHHC management to ensure that they are adequate. Cash for Operations at March 31, 2016 was \$257,304 – an overall decline of some \$15,000 as compared to the prior year. While adequate for continued operations, continued vigilance and efforts to increase revenues are the only long term solution to allow IDHHC to provide the services expected of it.

Respectfully submitted

*Michael Fisher* BSc. (Hons) ECON, MNRM  
Treasurer





***ISLAND DEAF & HARD OF HEARING CENTRE***  
***FINANCIAL STATEMENTS***  
***MARCH 31, 2016***  
***(Unaudited)***

**OSBORN WATTS & CO.**  
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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, 2016 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 1, 2016



Chartered Professional Accountants

**ISLAND DEAF & HARD OF HEARING CENTRE**  
**STATEMENT OF FINANCIAL POSITION**  
**MARCH 31, 2016**  
*(Unaudited)*

	2016	2015
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash and short term deposits	\$ 163,494	\$ 161,250
Restricted cash <i>(Note 3)</i>	94,560	112,409
Accounts receivable	54,877	78,833
Goods and services tax recoverable	5,756	6,584
Prepaid expenses	10,642	8,990
	329,329	368,066
<b>CAPITAL ASSETS <i>(Note 4)</i></b>	4,361	3,473
	\$ 333,690	\$ 371,539
<b>LIABILITIES</b>		
<b>CURRENT</b>		
Accounts payable	\$ 55,008	\$ 63,043
Employee deductions payable	8,633	9,485
Deferred contributions <i>(Note 5)</i>	83,340	101,457
Advances for services	11,220	10,952
	158,201	184,937
<b>NET ASSETS</b>		
<b>INVESTED IN CAPITAL ASSETS</b>	4,361	3,473
<b>UNRESTRICTED NET ASSETS</b>	171,128	183,129
	175,489	186,602
	\$ 333,690	\$ 371,539

**LEASE COMMITMENTS *(Note 6)***

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, 2016**  
*(Unaudited)*

	2016	2015
<b>REVENUE</b>		
Employment Program of British Columbia	\$ 243,493	\$ 236,660
Interpreter services	188,376	197,469
Ministry of Children and Family Development	186,012	184,536
Western Institute for the Deaf and Hard of Hearing	71,208	71,208
BC Community Gaming Grant	52,000	52,000
Fundraising	39,900	34,145
Donations and memberships	22,637	20,803
Victoria Foundation	18,005	18,869
Miscellaneous grants and programs	12,600	11,231
Interest	197	252
United Way	-	84,755
Disability Without Poverty Network	-	38,308
	834,428	950,236
<b>EXPENDITURES</b>		
Salaries and wages	505,378	565,824
Sub-contracts	178,639	194,785
Rental	75,405	79,100
Office	25,534	26,604
Telephone	11,292	13,270
Staff transportation	11,102	11,090
Fundraising	9,075	12,274
Professional fees	8,535	7,694
Technical aids	4,626	10,008
Utilities	4,359	5,666
Insurance	3,206	3,479
Staff development	2,818	4,182
Advertising and promotion	1,514	1,792
Amortization	1,420	745
Interest and bank charges	1,344	1,436
Repairs and maintenance	792	9,114
Equipment rentals	502	501
	845,541	947,564
<b>EXCESS (DEFICIENCY) OF REVENUE OVER EXPENDITURES</b>	<b>\$ (11,113)</b>	<b>\$ 2,672</b>

See notes to financial statements

**ISLAND DEAF & HARD OF HEARING CENTRE**  
**STATEMENT OF CHANGES IN NET ASSETS**  
**YEAR ENDED MARCH 31, 2016**  
*(Unaudited)*

	Invested in capital assets	Unrestricted net assets	2016	2015
<b>NET ASSETS - BEGINNING OF YEAR</b>	\$ 3,473	\$ 183,129	\$ 186,602	\$ 183,930
Deficiency of revenue over expenditures	-	(11,113)	(11,113)	2,672
Purchase of capital assets	2,308	(2,308)	-	-
Amortization	(1,420)	1,420	-	-
<b>NET ASSETS - END OF YEAR</b>	\$ 4,361	\$ 171,128	\$ 175,489	\$ 186,602

See notes to financial statements

**ISLAND DEAF & HARD OF HEARING CENTRE**  
**STATEMENT OF CASH FLOWS**  
**YEAR ENDED MARCH 31, 2016**  
*(Unaudited)*

	2016	2015
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Cash receipts from the Province of British Columbia	\$ 471,396	\$ 493,305
Cash receipts from interpreter services	212,332	169,895
Cash receipts from the United Way	-	84,755
Cash receipts from miscellaneous programs and other	133,705	131,936
Cash receipts from donations and memberships	22,637	20,803
Interest received	197	252
Cash paid to suppliers and employees	(854,392)	(919,388)
Goods and services tax	828	(101)
	(13,297)	(18,543)
<b>CASH FLOWS FROM INVESTING ACTIVITY</b>		
Purchase of capital assets	(2,308)	(2,968)
<b>DECREASE IN CASH FLOW</b>	(15,605)	(21,511)
Cash - beginning of year	273,659	295,170
<b>CASH - END OF YEAR</b>	\$ 258,054	\$ 273,659
<b>CASH CONSISTS OF:</b>		
Cash and short term deposits	\$ 163,494	\$ 161,250
Restricted cash	94,560	112,409
	\$ 258,054	\$ 273,659

See notes to financial statements

**ISLAND DEAF & HARD OF HEARING CENTRE**  
**NOTES TO FINANCIAL STATEMENTS**  
**YEAR ENDED MARCH 31, 2016**  
*(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. 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**  
**YEAR ENDED MARCH 31, 2016**  
*(Unaudited)*

**3. RESTRICTED CASH**

	2016	2015
Deferred contributions	\$ 83,340	\$ 101,457
Advances for services	11,220	10,952
	<b>\$ 94,560</b>	<b>\$ 112,409</b>

**4. CAPITAL ASSETS**

	Cost	Accumulated amortization	2016 Net book value	2015 Net book value
Furniture and fixtures	\$ 86,038	\$ 83,161	\$ 2,877	\$ 1,000
Data network infrastructure equipment	2,967	1,483	1,484	2,473
	<b>\$ 89,005</b>	<b>\$ 84,644</b>	<b>\$ 4,361</b>	<b>\$ 3,473</b>

**5. DEFERRED CONTRIBUTIONS**

	Opening	Additions	Revenue	2016
BC Community Gaming Grant	\$ 52,000	\$ 62,000	\$ (52,000)	\$ 62,000
Vancity Community Grant	-	15,000	-	15,000
Technical Aids Program	3,851	-	-	3,851
Deaf Sensitivity Fund	2,397	-	-	2,397
Scott Wilson Interpreting Fund	1,430	-	(1,338)	92
Hamber Foundation	5,100	-	(5,100)	-
Sara Spencer Foundation	1,000	-	(1,000)	-
Victoria Foundation	15,570	-	(15,570)	-
Employment Program of BC	20,109	-	(20,109)	-
	<b>\$ 101,457</b>	<b>\$ 77,000</b>	<b>\$ (95,117)</b>	<b>\$ 83,340</b>

**ISLAND DEAF & HARD OF HEARING CENTRE**

**NOTES TO FINANCIAL STATEMENTS**

**YEAR ENDED MARCH 31, 2016**

*(Unaudited)*

**6. LEASE COMMITMENTS**

The society 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:

2017	\$	58,932
2018		44,978
	\$	<u>103,910</u>

The society 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:

2017	\$	12,881
2018		12,881
2019		1,073
	\$	<u>26,835</u>

**7. VICTORIA FOUNDATION FUND**

	2016	2015
Opening balance, market value	\$ 22,348	\$ 18,451
Contributions to fund	2,500	2,500
Net return on investment	(305)	2,129
Subtotal	24,543	23,080
Grants paid	(670)	(589)
Administration fees	(177)	(143)
	<u>\$ 23,696</u>	<u>\$ 22,348</u>

The society established a fund held by the Victoria Foundation. Under the agreement of the fund, the society 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 \$735. This is included in accounts receivable at March 31, 2016.

**8. 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, 2016.

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.

*(continues)*

**ISLAND DEAF & HARD OF HEARING CENTRE**  
**NOTES TO FINANCIAL STATEMENTS**  
**YEAR ENDED MARCH 31, 2016**  
*(Unaudited)*

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**8. FINANCIAL INSTRUMENTS *(continued)***

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.





Island  
Deaf +  
Hard of  
Hearing  
Centre

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