



Island
Deaf +
Hard of
Hearing
Centre

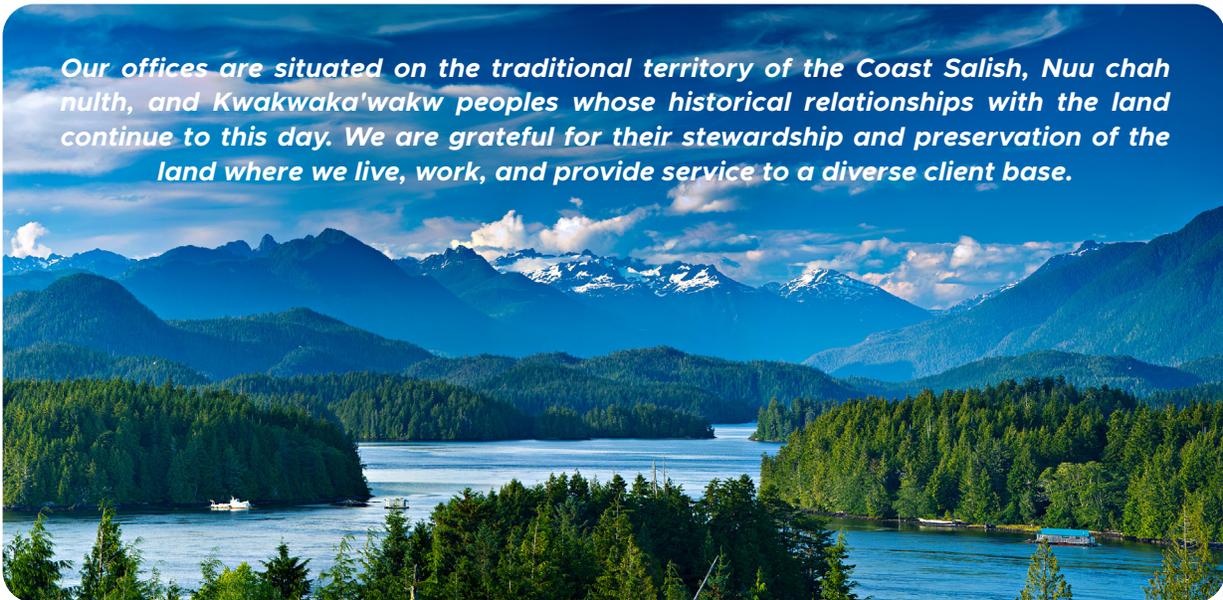
2020 - 2021
ANNUAL GENERAL REPORT

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Our offices are situated on the traditional territory of the Coast Salish, Nuuchahnulth, and Kwakwaka'wakw peoples whose historical relationships with the land continue to this day. We are grateful for their stewardship and preservation of the land where we live, work, and provide service to a diverse client base.



PRESIDENT'S REPORT



On behalf of the Board of Directors, I am pleased to provide highlights of Board activities for the 2020/2021 fiscal year.

We have eleven Directors who come from various backgrounds and bring experience and commitment to the Board. In the spring of 2021, we have added three new Directors: Don Monsour, Simone Conner, and Gajanan Sahasrabudhe.

In April and May 2020, the Board held weekly meetings to prepare for and deal with the COVID-19 pandemic. The Directors did an outstanding job of stepping up, being present and active to develop policies and processes so that IDHHC could operate in a safe manner and continue to serve our clients.

The Board developed an Infection Control Policy to keep staff and clients safe; as well as Telework Policy so staff could work safely from home. During the pandemic, we had to upgrade our online virtual service technology to meet the new era of service delivery and to continue to meet client needs. As part of the technology upgrade we implemented cloud based access for the Board Members to increase the effectiveness and efficiency of how the board shares, collaborates, stores information, and documents.

The Board Recruitment Committee was successful this year raising our profile and reaching out using Volunteer Victoria and the Times Colonist. We will continue to use this resource and explore other possibilities for next year. The Board Matrix, a chart of skills and experiences of each member, was updated in April and will be done annually.

To reduce financial dependency on government funds and donations we initiated a three-year Strategic Plan in 2019 to develop our Social Enterprise in order to strengthen our financial resilience. We continue to work towards this goal and have achieved a degree of success in Victoria. We are now focusing our attention on our Nanaimo office to expand and grow services in the mid-island.

The Board appreciates the commitment of the IDHHC staff who worked through a difficult last year and their dedication to continue serving our clients and meeting their needs. It hasn't been easy as COVID-19 protocols shift and demands change. The Board has worked closely with our Executive Director, Denise Robertson and we are fortunate to have her wisdom and experience to help us through these difficult months.

We look forward to better times ahead and providing our services and support to our clients.

Respectfully submitted,
Southard Quint

EXECUTIVE DIRECTOR'S REPORT



For many, the year 2020 was one we would rather put away and close the door. Like other non-profits and charities in BC, across the country and around the world, we were unsure where we might land when the dust settled. As a service provider used to delivering in-person and “hands-on” supports we scrambled to adjust and pivot to find new ways to keep services going.

In retrospect – and although it did not feel like it at the time – IDHHC managed to successfully navigate the swath of bumpy roads and blind corners cut by the COVID-19 pandemic. In 2013 we acknowledge our foundation was at risk from multiple avenues and we needed to assess and develop strategies to minimize those risks. In 2015 we embarked on a journey of agency growth to strengthen our infrastructure and lay a solid foundation for long term security.

We broadened our views and engaged stakeholders and the community to reaffirm our vision and ensure that we were clear in our mission and scope of work. We initiated programs and services to meet community needs; services that became a baseline to help mitigate risk. We recruited Board Directors and staff teams with skills and strengths we would need to grow our organization. In 2019 we developed a Strategic Plan that would focus us with the necessary steps to enhance and expand our capacity and capabilities; and strengthen our financial resilience.

The ability to review our plan, knowing we had risk strategies in place, made emerging on the other side of the pandemic more successful than we imagined. Accessing local community funding and Federal Government grants allowed us to pay wages and carry on delivering services, meeting the growing needs of the community. I thank the generous donors and supporters who continued their amazing giving during this difficult time.

In the early stages of the pandemic the Board of Directors met every week, diligent in their commitment to the agency; developing policies, risk assessments, talking through strategies and options that changed regularly with new information. Each and every staff member showed immense flexibility rotating work from home and in the office to maintain services and meet community need, working within health protocols and keeping everyone safe. I am proud and honored to work beside the staff and volunteers of this agency – their leadership and dedication to our vision and mission is inspiring. To the supporters and community members – thank you for staying with us and being at the heart of our success.

As we close the books on the last fiscal year I am grateful to the community around us that often shone brightly in a time of extreme challenge and uncertainty. As we celebrate our 30th Anniversary we look forward to many more years to deliver our mission: being leaders in education and innovation; fighting isolation and improving access and inclusion; strengthening families and communities.

Respectfully submitted,

Denise Robertson

OUR DONORS & SUPPORTERS



We would like to take this opportunity to express our gratitude to the many donors, supporters, funders and partners that work with us to maintain services across Vancouver Island and the Gulf Islands. We cannot do this work alone and together we continue to enrich the lives of those we serve.

INDIVIDUAL DONORS

Marianne Alto-Bond, Bettina Ashley, William Ashwell, Lorraine Audet, Mahjor Bains, George Balanyi, Carollyne Banner, Emma Barriscale, Jill Bates-Smith, Deb Becelaere, Helmut Beierbeck, Christopher Beresford, Thyrza Blaze, Anne Boldt, P. Borlen, Linda Bradford, Keith Brougham, Doug Burn, Lise Carlsen, Francine Chisholm, Doris Clemens, Sybil Coleman, Ruby Currie, Peter Davenport, Florence Davis, Lorraine Douglas, Rita Dumesnil, Barbara Dunn, William Fahlman, Kristi Falconer, Jim Faulkner, J. Francis, Stacey Frank, Ian Geddes, Duncan Gibson, Mark and Diana Gillis, Ron Gray, Genevieve Haftner, Michael Hayes, Virginia Hayes, Gary Henkelmann, Carol Hoffman, Robert Holden, Ellen Hooper, Jean Hughes, Emily Huston, B. King, Frances Lally, Susanne Lang, Shelley McLeod, Kerry McLorg, M.E. McMurphy, Anne Minnings, Dorothy Morrison, Pauline Mussett, Andy Nelson, Lothar Netzel, Robert and Julie Noble, Evelyn Oades, Daniel Pagan, Suzanne Panteluk, Margaret-Anne Paton, Ruth Pollard, George and June Preston, Alice Rich, Ron Rickard, Denise Robertson, Jim and Mae Robinson, Leslee Scott, Kathleen Shaw, Joe and Lynda Sieber, L. Wayne Smith, Audrey Sowerby, Ida Spada, Edward T. Spencer, Edward Storzer, David Taberner, Ronald Telfer, Graham and Darleen Terlson, L. Tucker, Rudy Van Lierop, Andrea Van Rheenen, Karen Van Rheenen, Anna Venditti, Beverly Wallace, Mary Warner, Raymond White, Stu Whitney, George Wilks, Dorothy Williams, Christine Worsley, and Helen Zaherie

COMMUNITY & ORGANIZATION SUPPORTERS



Benevity Community Impact Fund, Province of BC Community Gaming Grants, Evening Optimists Club, Gordon Head Lions Club, Government of Canada - Canada Emergency Wage Subsidy, Ladysmith Lions Club, Nanaimo Foundation, United Way Lower Mainland, and Urban Solar Corporation

Our sincere gratitude for your support and commitment.

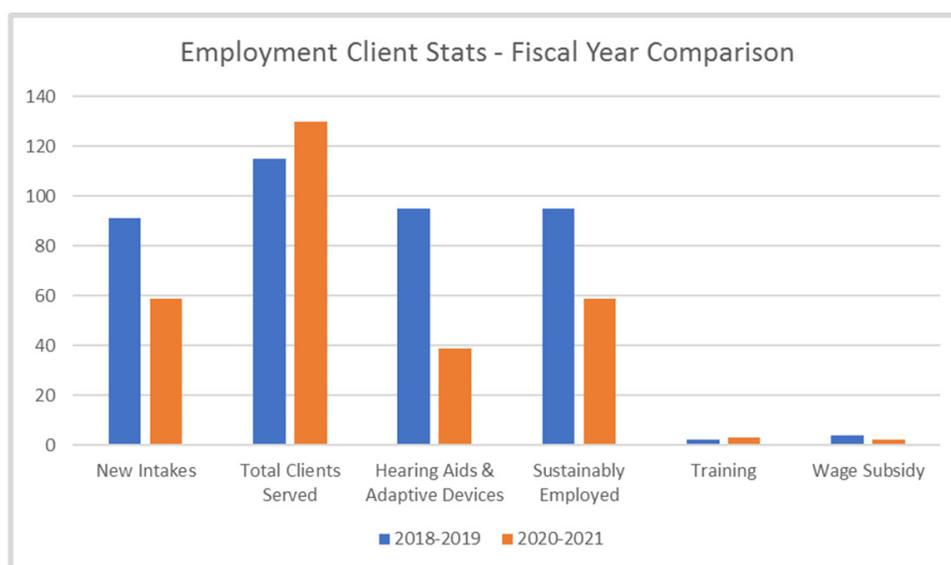
EMPLOYMENT SERVICES



Much has changed within Employment Services since the new WorkBC contract commenced April 2019, the addition of our new Nanaimo Hearing Clinic and the start of the COVID pandemic in early 2020. The employment team has had a busy year assisting returning clients and continuing to support clients over the longer-term during these challenging times. Between April 1, 2020 to March 31, 2021 we have seen a smaller number of new clients seeking job search and sustainment support and requesting hearing aids or communication and alerting systems. This decrease has been correlated to the current pandemic situation.

CLIENT STATISTICS

- 59 New Intakes
- 130 Total Clients Served
- 39 Hearing Aids & Adaptive Devices
- 59 Sustainably Employed
- 3 Training
- 2 Wage Subsidy



EMPLOYMENT TRENDS & IDHHC CLIENTS

- + Reduction in Job Seeker numbers as CERB/EI benefits still continue resulting in some job seekers continuing to stay home
- + Increase in front-line worker positions, all areas of health care, cleaning, delivery/courier driving, warehouse work and more recently increases in retail positions. This has provided more opportunities for our clients seeking employment in these areas.
- + Deaf and Hard of Hearing clients are experiencing greater communication challenges at work because of masks and social distancing requirements. IDHHC Employment Services has responded by providing one to one workshops with tips on communication strategies during COVID. We have also implemented

virtual workshops to keep clients engaged with topics such as: Interview Skills, Linked-In Levels 1 & II, information Interviews and even a fun Paint Nite.

- + New Statistics Canada numbers show British Columbia's economy is nearly as strong as it was before the COVID-19 pandemic shut down with Increases in employment driven by tech, professional and scientific services. This trend has not been reflected in our client stats as these are not areas currently sought by our clients.
- + Stats Canada numbers show the employment increase in February and March of 2021 was virtually all in part-time work and largely in retail trade and educational services. Gains came from several pandemic-exposed sectors, especially retail and wholesale trade, while momentum also continued elsewhere. At the same time, areas of the economy most vulnerable to the pandemic, like accommodation and food services, may continue to struggle.

CLIENT SUCCESS STORIES

"A" was a returning Client who had begun training towards a Business Administration Diploma through IDHHC's Employment Services. Employment Services staff assisted them to update and tailor their resume and LinkedIn profile. Through support provided by Family and Community Services and Volunteer Services here at IDHHC, "A" was able to access provincial and regional resources and connect to a volunteer to work on their speech clarity. "A" also used Captioning support to partake in WorkBC Employment Services, which they identified as a goal towards employment in business administration. "A" also became a volunteer, giving back to IDHHC while gaining experience and purpose during the isolating times of Covid-19 post-lockdown. In early 2021 the Employment Services staff introduced "A" to an employer and helped them negotiate a job that used their skills and strengths. Three months into their job, "A" received a promotion and a raise. "A" continues to be employed full time in this position moving into the 2021/2022 fiscal year and will continue to receive career development support for the next few months to ensure long term success.

A nurse working in a busy medical unit at the hospital approached IDHHC as she was finding it increasingly difficult to hear at her workplace. Due to the pandemic, she and her coworkers wore masks during meetings, while working with patients, and when receiving orders from doctors. The nurse was constantly straining to hear important medical details and explained that it was fatiguing to strain to understand each conversation. IDHHC supported the client through workshops including Hearing Loss in the Workplace. We also supported her in applying for funding for hearing aids through Work BC. She was outfitted with new hearing aids and has been putting her new knowledge from the workshops into practice. She is now thriving in her workplace and reports "I am just listening and listening today, and it's so wonderful! I had no idea how much I was missing. I can't describe the joy."

HEARING HEALTH SERVICES



The Hearing Health Services team has been consistently providing essential services throughout the COVID-19 pandemic with strict protocols in place to protect the health of clients and staff. The pandemic has been a challenging time for everyone, but those with hearing loss are struggling more than ever due to the challenges created by masks and plexiglass barriers. Due to these difficulties, more people are seeking support to overcome hearing loss challenges than ever before.

Our audiology clinics in both Victoria and Nanaimo offer a full range of services and state of the art technology to serve our communities. Our Nanaimo clinic with one full-time audiologist services individuals from all over Vancouver Island north of the Malahat. Our Victoria office with one full time and one part time audiologist, continues to provide comprehensive hearing health services for individuals south of the Malahat and on the Gulf Islands.

Throughout the 2020-2021 season, we have focused on our core services, which include Sound of Change, aural rehabilitation, tech aids, support for clients accessing employment and family services, and community education and workshops.

"The antecedent to hearing is listening. At Island Deaf and Hard of Hearing Centre, my hearing needs were listened to and heard. My experience was validated at every turn by kind, caring, knowledgeable, and supportive audiology specialists and staff."

In April of 2021, the Sound of Change initiative celebrated its fifth anniversary! To date, over 500 individuals have received over 1000 free refurbished hearing aids. An equivalent to approximately \$2.5 million if these devices were purchased new.

The initiative was first established in April of 2016 to provide FREE refurbished hearing aids and FREE hearing health services for vulnerable and low-income adults and seniors who would not otherwise have access to comprehensive hearing health support and technology.

"I am so grateful for the hearing aid that I received through the Sound of Change program at IDHHC. As a senior of limited income, it astounds me that I have a device that allows me to now sit by the water and hear the waves lapping on the shoreline. I can hear the wind in the trees rustling the leaves. Music to my ears! And I can actually listen now to people without straining and so really hear what they are saying. All this richness of sound is an immeasurable blessing in my life. You do such good work! Thank you!"

**F.C. of Nanaimo, BC
Sound of Change Client**

We would like to take the opportunity to thank our generous donors and dedicated staff and volunteers who work hard to help as many people as possible. As hearing technology has a limited life span, and it is our mandate to provide ongoing support for life, we are now seeing several longer-term Sound of Change members receiving new fittings of hearing aids and accessories to replace the original technology they received through this program.

Aural rehabilitation is a vital to ensure individuals with hearing loss are successful in overcoming barriers by learning how to cope with their hearing loss. Our audiologists developed a comprehensive five-week program that encompassed: Improving communication skills for greater engagement and participation; learning to effectively self-advocate in various situations; and learning how to cope with the social and emotional aspects of hearing loss. A virtual pilot program occurred in the Fall of 2020 with positive feedback. Then the Aural Rehabilitation Program ran for the first time in February/March 2021 over Zoom with seven participants. Feedback was tremendously positive. Participants reported that the program gave them foundational tools that they could use on an everyday basis to better manage their hearing loss. One Sound of Change client reported the education he received throughout the program has helped him cope with his hearing loss and in adapting to his hearing aids (that he had received a few weeks before the program started). He felt much more confident with his hearing loss and is now actively spreading the word about IDHHC due to the benefit he received from the organization.

“Many thanks for the virtual Aural Rehabilitation program. Being able to meet with this group was a great opportunity. I enjoyed the anecdotes and experiential sharing among the participants and appreciated the tips from Ed and Stephanie. It was good having the notes from each session emailed to us afterwards by Stephanie. I appreciated the pointers on self-advocacy. These seem to be so very important in dealing with hearing loss. Last, but not least, I live in a building where we are not allowed visitors and the course helped to alleviate some of the sense of isolation. I’m glad I took part in this course.”

M.T. of Victoria, BC
HHS Client and Aural Rehabilitation participant

We are continuing to work diligently with our employment team to provide services for those seeking support to overcome employment-related barriers. From March 2020 to April 2021, the Hearing Health Services team has supported 35 clients in receiving funding for 68 hearing aids to assist them with overcoming challenges in their workplaces related to their hearing levels.

With social distancing and isolation that has resulted from the COVID-19 pandemic, we turned our focus to offering virtual workshops to keep our communities engaged and informed. We have hosted numerous workshops with various guest speakers: How Not to Feel Alone in a Crowd; Musicians with Hearing Loss; Cochlear Implant Q&A; Balance & Dizziness; Assistive Listening Devices; Understanding Hearing Loss, and more. Participation in these workshops has been high and feedback from participants has been positive.

Our Victoria Hearing Health Services team also continued to provide hearing screening services at Our Place Society. We worked with their community engagement program, adhering to COVID safe protocols to continue to ensure that identification and treatment of hearing loss is available for vulnerable community

members, including poor, disadvantaged, and homeless individuals. We provided screenings at Our Place in September 2020 and January 2021 with our scheduled May 2020 visit cancelled due to COVID lockdown. We have provided amplification and aural rehabilitation services at IDHHC to several individuals whose hearing loss was identified through this outreach screening program, and will continue to visit every four months.

Hearing Health Services expanded service to those covered under the Ministry of Social Development and Poverty Reduction (MSDPR), First Nation Health Authority (FNHA), Veterans Affairs Canada (VAC), as well as for private hearing aid sales to help more individuals in our communities.

While the COVID-19 regulations have created challenging communication environments for most, they have also led to an increase in social isolation for many. Lockdowns and stay at home orders for our elderly and vulnerable population meant very limited opportunity for contact and communication with others. People shared their frustration and grief at not being able to hear their loved ones over the telephone or no longer being able to have conversations with their neighbours while maintaining the recommended physical distance.

Hearing Health Services worked hard at finding the right technology to meet the specific needs and to address the concerns of every individual that reached out to us. Our lending library allowed many people to borrow technology, such as amplified telephones and Pocket Talkers, for short term hospital stays or as an opportunity to trial a device before purchasing. Hearing Health Services also held a couple of garage sales this year thus providing individuals the opportunity to purchase assistive technology and communication devices by donation.

FAMILY & COMMUNITY SERVICES



FINDING COMMUNITY IN TIMES OF ISOLATION

It is well-documented that Deaf, DeafBlind, and hard of hearing individuals often feel isolated from the larger community – and even within their own families. Due to COVID-19 protocols, almost everyone's sense of isolation has increased, causing poignant ripples in the communities of clients we serve.

COVID-19 caused all of us to reconsider how we provide service. Family and Community Services staff had to pivot to online services which required us to acquire new skills, and to support our clients to do the same. However, many of our clients lack technical skills and find the online environment less than ideal for communication whether through sign language or speech. So, despite the abundance of new ways to connect and everyone's best efforts, our staff became busier supporting many clients to cope with a deepened sense of isolation and to bridge access to family and to a variety of community services.

During this fiscal year, we supported 166 clients – from children with new diagnoses through to seniors. In total, we provided almost 3800 service sessions to these clients and a quarter of these services were liaisons with medical, governmental, mental health, housing, and other specialized community service providers. Our active collaboration with other agencies helped to facilitate a greater sense of support and connection for our most vulnerable adult clients.

COVID-19 prevented us during this year from hosting in-person workshops for adults, and our annual events such as Summer Celebration and our seasonal open houses. However, some events we were able to hold virtually. Our Victoria staff hosted weekly online Bingo meetups for Deaf adults where typically about a dozen adults participated. We also hosted online workshops including "Aging with Awareness" with Dr. Linda Franchi, and a Video Relay Services workshop. In our role of as community builders, we also did our best to disseminate information about other webinars being offered by Deaf-friendly organizations through-out BC. Our Annual Tax Nights were modified by allowing safe drop-offs and pick-ups of returns in Victoria and drive-by services in Nanaimo. In total, 32 low-income adults had their Tax Returns completed by our volunteer professional accountants.

As well as services for adults, our staff also work with families with D/deaf and hard of hearing children and youth. Our most popular service continues to be American Sign Language instruction. We continue to work in partnership with Early Intervention specialists from the BC Family Hearing Resource Centre when we provide these services to parents of children under 5. ASL assists with the development of language foundations and may become the primary language for some children while for others it is used to support the acquisition of spoken language. This year we provided ASL classes to 18 families with children from birth to 5 years of age. We also provide ASL classes for 6 families with school-aged children with hearing loss, and ASL classes to 3 families wherein the adult was Deaf or hard of hearing. With all our ASL instruction services, ASL is used to foster communication and connection within the family.

With the idea of expanding our online services to offer group opportunities, this year we also offered mini-courses in ASL Grammar for parents. These courses built on ASL foundations and provided parents with the opportunity to engage with peers. We also offered ASL Coffee and Chat during which our ASL Instructor provided topic-focused conversation opportunities for parents. We also welcomed staff from the Deaf Well Being Program who provided two parenting workshops on “Children’s Growth and Development - How to Navigate with your Child through Opportunities and Learning” and “How Self-Advocacy can increase Confidence in both Parents and Children”. Each of these online group opportunities comfortably accommodated about 6 parents. Since hearing loss is a low incidence event, the capacity to build virtual communities can help parents to find peers beyond the geographical boundaries of their local school district or town.

As well as these workshops and classes, we also whet our virtual feet by offering seasonal ASL story-times and crafts, ASL Bingo for kids, and a Dad’s ASL Chat group. Although these offering had only moderate success, we are continuing to explore opportunities that will help to build community until we can once again meet safely in-person.

“We were matched with a Deaf ASL instructor who comes to our house to provide weekly home-based classes. Our instructor has taught us more ASL in 3 hours than what we had taught ourselves in the past 6 months. We’ve also begun to connect with a network of families. We recently attended an ASL Mix and Chat which was hosted by parents and we not only learned more ASL, but also met other parents of deaf and hard of hearing children with similar stories - and more Deaf adults! These people continued to challenge our view of deafness as a disability; we’ve been enlightened in a way that I’m not quite sure how to describe!”

Ryan & Annie Bouma of Nanaimo, BC
Parents of a Deaf child

In the theme of ‘community’, the Family and Community Services staff also want to recognize the benefit of working with our colleagues at IDHHC. Within the various service streams this agency offers, there have been a wonderful array of workshops offered to all agency clients during this COVID-19 year. We are so grateful to be housed within the IDHHC community with all the benefits it offers to both clients and staff alike.

INTERPRETING & CAPTIONING SERVICES



IDHHC's coordination of Sign Language Interpreting and Captioning services experienced an extremely busy year as the pandemic shifted services to virtual platforms. This resulted in increased remote interpreting as well as remote real time captioning to ensure meetings, events, theatre performances, and conferences were inclusive to Deaf, DeafBlind, and hard of hearing individuals.

Our fill rate in 2020-2021 (requests for interpreters or captionists that have been successfully booked) remains high at 99.82%. During this period, we booked interpreting teams for 445 COVID-19 broadcasts delivered by Premier John Horgan, Dr. Bonnie Henry, and Minister Adrian Dix, as well as various other Ministers. Interpreting live on camera requires specialized skill which significantly reduces the number of interpreters who are interested and/or qualified for this work. While the diversity of interpreters being seen on camera is important, at this time there is a limited pool of IBPOC interpreters in BC.

The switch from traditional in-person services meant our agency, interpreters, and captionists needed to quickly adjust to new working environments. Interpreters needed to purchase computer equipment and webcams, lighting systems, professional backdrops, and set up spaces in their homes to be able to work remotely. They needed to quickly get themselves informed and ready to work on platforms such as Zoom and MS Teams, the two most popular platforms that are being used by all sectors.

Our staff team was also required to quickly become adept at using these platforms and spent many hours educating meeting and event organizers on how to set up platforms to ensure full inclusion and participation for all attendees. We needed to be fluent and show others how to spotlight interpreters alongside presenters even with PowerPoints being shown and ensure settings for captioning were set up so that captions would appear at the bottom of screens for those that relied on text format.

We heard from interpreters and captionists that the demand of a remote working environment is resulting in cognitive fatigue, repetitive strain injuries, and an overall sense of constant overwhelm. Previously a workday was in-person assignments with breaks and travel time in between appointments. With virtual assignments, interpreters and captionists are booked back-to-back with no breaks. These service providers are having to be diligent with their schedules to ensure they are not overloading themselves on any given day.

We continue to grow our services across the province as a vendor on the Government Corporate Supply Agreement (CSA). As we extend our services beyond Vancouver Island, we are engaging interpreters and captionists to become part of our freelance team. We remain committed to the work and careers of freelance interpreters and support the growth of this sector by not hiring staff interpreters to do this work.

Although it was a changing and busy year, our Manager of Communications also worked on two important committees; a provincial advisory group working to recruit new captionists and a second steering committee to work on recruitment, education, and training opportunities for Deaf Interpreters in BC.

BOARD MEMBERS AT WORK



BOARD DEVELOPMENT AND RECRUITMENT COMMITTEE

The IDHHC Board has eleven Directors who come from various backgrounds and bring experience and commitment to the society. In the spring of 2021, we added three new Directors: Don Monsour, Simone Conner and Gajanan Sahasrabudhe. The Board Recruitment Committee was successful this year raising our profile and reaching out using Volunteer Victoria and the Times Colonist. We will continue to use this resource and explore other possibilities for next year. The Board Matrix, a chart of skills and experiences of each member, was updated in April and will be now be completed annually. The committee will embark on developing an Orientation Manual for new Directors.

BUSINESS AND OPERATIONS COMMITTEE

During the past year, the Business and Operations committee focused on the basics of providing services to support our community during a period of increased isolation while ensuring IDHHC staff and our clients remained safe from COVID-19. Policy and standard operating procedures were developed and implemented to support staff in working safely while outside our two offices. Remote working had its challenges and the committee worked collaboratively with the Executive Director to put in place the technology tools needed to enable continued service provision with minimal disruptions. Circumstances associated with COVID-19 and remote working requirements motivated a strategic approach to IDHHC's technology while ensuring privacy and protection of data, support for staff and clients. We remain committed to continuous improvements in all aspects of our work. In the year ahead, the committee will focus on expanding our use of our cloud-based technology for Board management, securing new office space for IDHHC's Victoria office given the planned redevelopment of the building which houses IDHHC today, and development of a Business Continuity Plan and Staff Succession Plan.

COMMUNICATIONS AND MARKETING COMMITTEE

IDHHC has started a partnership with Beattie Tartan, an international integrated communications firm. The early results have been positive with increased public exposure for IDHHC's services. The coming year will see focused efforts in both the south and mid-Island areas to increase awareness in services and strengthen the Nanaimo clinic's operations. Greater opportunities are likely to emerge in the next 12 to 24 months as the focus on COVID-19 slowly recedes. Several opportunities are emerging to recognize the 30th Anniversary of IDHHC.

TREASURER'S REPORT



I am pleased to report that IDHHC's financial results ending March 31, 2021 reflect a small surplus of under \$100. We are in a healthy position with a strong cash flow, no bad debt, and have been able to defer funds to be used in future fiscal years.

The COVID-19 pandemic has had a significant impact on our operations, and we have been fortunate to qualify for various grant programs provided by the Federal Government. I want to recognize the support of our Nanaimo landlord, which was very proactive in accessing federal rental funding on our behalf. Almost \$300,000 of our 2020/21 revenues were from federal COVID-19 grant programs.

In 2019/20, the board authorized the use of \$175,000 from our internally restricted funds to develop our social enterprise: the selling of tech aids and hearing aids through Assistive Technology Services (provincial government program) and public sales. The investment in equipment and finding top notch audiologists to run our programs has been highly successful. Obtaining the Corporate Supply Arrangement with the Province for interpreting services was another factor toward diversifying our funding sources and building the financial resilience we need to ensure our core programs continue to operate and expand.

Revenues for 2020/21 before Board of Directors approved income deferral were almost \$1.5 million. This is almost \$400,000 over revenues from the previous year, prior to accessing our deferred account. Most of the revenue increase is attributable to our social enterprise.

Expenses for 2020/21 were \$1.317 million, up from \$1.289 million in 2019/20. The net difference of approximately \$27,000 is primarily the result of a reduction in Total Office Expense of approximately \$86,000 offset by an increase in Cost of Sales of approximately \$93,000, which is also attributable to our social enterprise.

This remarkable success has allowed us to return the full \$175,000 investment to our internally restricted accounts for future use.

I want to recognize our staff and in particular our executive director, who have done an outstanding job throughout this pandemic year.

Respectfully submitted,

Anne Minnings
BA CPA, CMA

FINANCIAL REPORTS



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INDEPENDENT PRACTITIONERS' REVIEW ENGAGEMENT REPORT

To the Directors of Island Deaf & Hard of Hearing Centre

We have reviewed the accompanying financial statements of Island Deaf & Hard of Hearing Centre that comprise the statement of financial position as at March 31, 2021, and the statements of revenues and expenditures, changes in net assets, and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian Accounting Standards for Not-for-Profit Organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Practitioner's Responsibility

Our responsibility is to express a conclusion on the accompanying financial statements based on our review. We conducted our review in accordance with Canadian generally accepted standards for review engagements, which require us to comply with relevant ethical requirements.

A review of financial statements in accordance with Canadian generally accepted standards for review engagements is a limited assurance engagement. The practitioner performs procedures, primarily consisting of making inquiries of management and others within the entity, as appropriate, and applying analytical procedures, and evaluates the evidence obtained.

INDEPENDENT PRACTITIONERS' REVIEW ENGAGEMENT REPORT (continued)

The procedures performed in a review are substantially less in extent than, and vary in nature from, those performed in an audit conducted in accordance with Canadian generally accepted auditing standards. Accordingly, we do not express an audit opinion on these financial statements

Conclusion

Based on our review, nothing has come to our attention that causes us to believe that the financial statements do not present fairly, in all material respects, the financial position of Island Deaf & Hard of Hearing Centre as at March 31, 2021, and the results of its operations and its cash flows for the year then ended in accordance with Canadian Accounting Standards for Not-for-Profit Organizations.

Baker Tilly Victoria Ltd.

CHARTERED PROFESSIONAL ACCOUNTANTS

Victoria, BC

June 4, 2021

Baker Tilly Victoria Ltd. is a member of Baker Tilly Canada Cooperative, which is a member of Baker Tilly International Limited. All members are separate and independent legal entities.

ISLAND DEAF & HARD OF HEARING CENTRE
STATEMENT OF FINANCIAL POSITION
MARCH 31, 2021

	2021	2020
ASSETS		
CURRENT		
Cash and short term deposits	\$ 208,721	\$ 92,361
Restricted cash (Note 3)	463,729	221,784
Accounts receivable	71,697	111,900
Goods and services tax recoverable	3,019	8,150
Prepaid expenses	14,942	13,659
	762,108	447,854
CAPITAL ASSETS (Note 4)	95,833	89,814
	\$ 857,941	\$ 537,668
LIABILITIES		
CURRENT		
Accounts payable	\$ 80,445	\$ 64,172
Employee deductions payable	19,564	14,472
Deferred contributions (Note 5)	135,000	79,555
	235,009	158,199
DEFERRED CONTRIBUTIONS INVESTED IN CAPITAL (Note 6)	67,038	70,124
LONG TERM DEBT (Note 7)	60,000	-
	362,047	228,323
NET ASSETS		
INVESTED IN CAPITAL ASSETS	9,300	19,690
INTERNALLY RESTRICTED	328,729	142,229
UNRESTRICTED NET ASSETS	157,865	147,426
	495,894	309,345
	\$ 857,941	\$ 537,668

LEASE COMMITMENTS (Note 8)

Approved By The Director

_____ Director

_____ Director

See notes to financial statements

ISLAND DEAF & HARD OF HEARING CENTRE
STATEMENT OF REVENUE AND EXPENDITURES
YEAR ENDED MARCH 31, 2021

	2021	2020
REVENUE		
Assistive Technology & Refurbishing (Note 9)	\$ 332,971	\$ 119,315
COVID Subsidy income	292,626	11,857
Interpreter and Fees for Service	267,338	257,503
Ministry of Children and Family Development	215,399	205,039
WorkBC Employment Services Program	185,123	187,610
Donations, grants and memberships	174,781	172,432
Amortization of deferred contributions	19,494	8,947
BC Gaming Grants	15,000	80,549
Interest	632	1,807
	1,503,364	1,045,059
EXPENDITURES		
Salaries and wages	712,507	710,653
Sub-contracts	223,051	221,585
Rental	115,747	127,098
Assistive Technology & Refurbishing (Note 9)	156,336	64,456
Office	35,230	38,729
Staff transportation	4,202	13,999
Amortization	25,962	13,017
Telephone	10,828	10,517
Staff development	9,733	7,596
Professional fees	9,222	7,370
Insurance	5,221	4,630
Advertising and promotion	2,177	4,008
Repairs and maintenance	367	2,894
Interest and bank charges	5,661	2,776
Fundraising and events	-	914
Equipment rentals	571	504
	1,316,815	1,230,746
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENDITURES	186,549	(185,687)
Net transfer from (to) internally restricted net assets	(186,500)	175,000
EXCESS (DEFICIENCY) IN UNRESTRICTED NET ASSETS	\$ 49	\$ (10,687)

See notes to financial statements

ISLAND DEAF & HARD OF HEARING CENTRE
STATEMENT OF CHANGES IN NET ASSETS
YEAR ENDED MARCH 31, 2021

	Invested in capital assets	Internally restricted	Unrestricted net assets	2021	2020
NET ASSETS - BEGINNING OF YEAR	\$ 19,690	\$ 142,229	\$ 147,426	\$ 309,345	\$ 495,032
Excess of revenue over expenditures	-	-	186,549	186,549	(185,687)
Transfers	-	186,500	(186,500)	-	-
Purchase of capital assets	15,572	-	(15,572)	-	-
Amortization	(25,962)	-	25,962	-	-
NET ASSETS - END OF YEAR	\$ 9,300	\$ 328,729	\$ 157,865	\$ 495,894	\$ 309,345

See notes to financial statements

ISLAND DEAF & HARD OF HEARING CENTRE
STATEMENT OF CASH FLOWS
YEAR ENDED MARCH 31, 2021

	2021	2020
CASH FLOWS FROM OPERATING ACTIVITIES		
Cash receipts from the Province of British Columbia	\$ 475,522	\$ 509,149
Cash receipts from interpreter and fees for service	631,128	374,959
Cash receipts from the United Way	50,000	50,000
Cash receipts from miscellaneous programs and other	111,388	64,267
Cash receipts from donations and memberships	34,631	33,202
Interest received	632	1,807
Cash paid to suppliers and employees	(1,265,641)	(1,187,626)
Cash receipts from government subsidies	292,626	-
	330,286	(154,242)
CASH FLOWS FROM INVESTING ACTIVITY		
Purchase of capital assets	(31,981)	(79,912)
CASH FLOWS FROM FINANCING ACTIVITY		
Proceeds from long term financing	60,000	-
INCREASE (DECREASE) IN CASH FLOW	358,305	(234,154)
Cash - beginning of year	314,145	548,299
CASH - END OF YEAR	\$ 672,450	\$ 314,145
CASH CONSISTS OF:		
Cash and short term deposits	\$ 208,221	\$ 92,361
Restricted cash	464,229	221,784
	\$ 672,450	\$ 314,145

See notes to financial statements

ISLAND DEAF & HARD OF HEARING CENTRE
NOTES TO FINANCIAL STATEMENTS
YEAR ENDED MARCH 31, 2021

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
Leasehold improvements	5 years	straight-line 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.

3. RESTRICTED CASH

	2021	2020
Deferred contributions	\$ 135,000	\$ 79,555
Internally restricted	328,729	142,229
	\$ 463,729	\$ 221,784

4. CAPITAL ASSETS

	Cost	Accumulated amortization	2021 Net book value	2020 Net book value
Leasehold improvements	\$ 13,255	\$ 7,511	\$ 5,744	\$ 8,395
Furniture and fixtures	199,577	120,427	79,150	81,419
Data network infrastructure equipment	19,376	8,437	10,939	-
	\$ 232,208	\$ 136,375	\$ 95,833	\$ 89,814

5. DEFERRED CONTRIBUTIONS

	Opening	Additions	Revenue	2021
BC Community Gaming Grant	\$ 75,000	\$ 75,000	\$ (15,000)	\$ 135,000
Victoria Foundation	-	37,500	(37,500)	-
United Way Emergency Community Support	-	36,806	(36,806)	-
Technical Aids Program	2,617	-	(2,617)	-
Deaf Sensitivity Fund	1,938	-	(1,938)	-
	\$ 79,555	\$ 149,306	\$ (93,861)	\$ 135,000

6. DEFERRED CONTRIBUTIONS INVESTED IN CAPITAL ASSETS

	Opening	Additions	Revenue	2021
Vancity Community Grant	\$ 4,507	\$ -	\$ (901)	\$ 3,606
Lions of BC Hearing Conservation Society	3,813	-	(763)	3,050
Mr. and Mrs. P. A. Woodward's Foundation	38,898	-	(7,780)	31,118
BC Community Gaming Capital Project Grant	22,906	-	(4,581)	18,325
Victoria Foundation Community Recovery Program	-	16,409	(5,470)	10,939
	\$ 70,124	\$ 16,409	\$ (19,495)	\$ 67,038

7. LONG TERM DEBT

Canada Emergency Business Account is an interest free loan of \$60,000 received in the year. \$20,000 of this loan is forgivable if the \$40,000 balance is repaid by December 31, 2022.

8. LEASE COMMITMENTS

The society has long term leases with respect to its Victoria premises expiring June 1, 2023. Future minimum lease payments as at year end are as follows:

2022	\$ 43,620
2023	43,620
2024	7,270

The society has a long term lease with respect to its Nanaimo premises expiring December 31, 2024. Future minimum lease payments as at year end are as follows:

2022	\$ 20,952
2023	20,952
2024	20,952
2025	15,714

The society has a long term lease with respect to equipment expiring May 1, 2024. Future minimum lease payments as at year end are as follows:

2022	\$	1,548
2023		1,548
2024		1,548

9. SOCIAL ENTERPRISE

	2021	2020
Sales of assistive devices	\$ 332,971	\$ 119,315
Costs of assistive devices sold	(156,336)	(64,456)
	\$ 176,635	\$ 54,859

10. VICTORIA FOUNDATION FUND

	2021	2020
Opening balance, market value	\$ 24,113	\$ 26,639
Net return on investment	5,559	(1,390)
Subtotal	29,672	25,249
Grants paid	(1,029)	(1,002)
Administration fees	(135)	(134)
	\$ 28,508	\$ 24,113

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 \$1,093. This is included in accounts receivable at March 31, 2021.

11. REMUNERATION

On November 28, 2016 the new British Columbia Societies Act came into force. Included in the new Act is a requirement to disclose the remuneration paid to all directors, the ten highest paid employees and all contractors who are paid at least \$75,000 annually. During the applicable period one employee's remuneration was at least \$75,000.

12. 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, 2021.

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.

13. COMPARATIVE FIGURES

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

14. SUBSEQUENT EVENTS

In March 2020 the World Health Organization declared coronavirus COVID-19 a global pandemic. This contagious disease outbreak has adversely affected workforces, customers, economies, and financial markets globally, potentially leading to an economic downturn. It has also disrupted the normal operations of many businesses. This outbreak could adversely impact the society's operations. It is not possible for the society to predict the duration or magnitude of the adverse results of the outbreak and its effects on the society's business or results of operations at this time.



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