ANNUAL REPORT
2005 – 2006

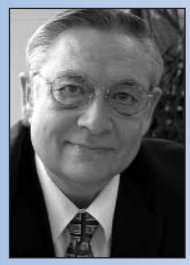
65 Reasons to Celebrate

THE CANADIAN HEARING SOCIETY
LA SOCIÉTÉ CANADIENNE DE L'OUÏE

65 Reasons to Celebrate

The Canadian Hearing Society ◆ 1940 – 2005

The Canadian Hearing Society turned 65 and all year long we celebrated with people whose lives CHS has helped to change. Within this report you will meet five of the *65 Reasons to Celebrate*. One of the reasons for celebrating is reserved for you: what role will you take? Consumer, volunteer, donor, member…?



Hugh West

"Having been hard of hearing since birth and not knowing about it until the age of 14, I was affected both emotionally and socially. Through contact with CHS, I met other individuals who face varying degrees of hearing challenges. The support given by CHS is encouraging. Facing life can sometimes be difficult, but with the knowledge and support that CHS has given me, I live a relatively normal life. Rather than looking at my hearing loss as a hindrance, I view it as a challenge. Learning speechreading through CHS and keeping up to date with the latest technology in hearing equipment has given me the tools to meet the challenge. I would like to thank The Canadian Hearing Society for all they have done for me."

Hugh lives in Barrie, Ontario. He is hard of hearing and uses a number of CHS programs and services including: Audiology, Hearing Aid Program, Communication Devices and CONNECT Counselling Services.

THE CANADIAN HEARING SOCIETY
LA SOCIÉTÉ CANADIENNE DE L'OUÏE

MISSION STATEMENT

The Canadian Hearing Society provides services that enhance the independence of deaf, deafened and hard of hearing people, and that encourage prevention of hearing loss.

Board of Directors for the year ending March 31, 2006

CHAIR	Robert Alexander		
VICE CHAIRS	Joanne DeLuzio	Paul LeDrew	
TREASURER	Jonathan Wollaston		
SECRETARY	Kelly Duffin		
DIRECTORS	Richard Colosimone	Steven Faughnan	Louise Gagne
	Annabelle Grundy	Carolyn High	Anne McKercher
	Jeanette Parsons	Wayne Pickard	Charles Silverman
	Sathish Subramanian	Jennifer (Jackson) Thériault	Maurice Villeneuve

Management Staff as of March 31, 2006

Senior Management

Kelly Duffin	*President and Chief Executive Officer*
Maribeth Meijer	*Chief Operating Officer*
Fred Enzel	*Chief Financial Officer*
Katherine Hum-Antonopoulos	*Vice President, Programs and Services*
Penny Parnes	*Vice President, Hearing Health Care*
Susan Main	*Vice President, Fundraising and Strategic Communications*
Gary Malkowski	*Special Advisor to the President, Public Affairs*
Kelly Murray	*Director, Marketing and Business Development*
Donald Prong	*Senior Manager, Human Resources*

Regional Directors

Chris Kenopic	*Hamilton*
Cate Taylor	*Kingston*
Marilyn Reid	*London*
Monique Doolittle-Romas	*Ottawa*
Norah Kennedy	*Peel*
Maggie Doherty-Gilbert	*Peterborough*
Vacant	*Sault Ste. Marie*
Tim Maloney	*Simcoe York*
Victoria Baby	*Sudbury*
Nancy Frost	*Thunder Bay*
Stephanie Ozorio	*Toronto*
Norah Kennedy	*Waterloo*
David Kerr	*Windsor*

Annual Report of the Chair

Bob Alexander,
Chair

My first year as Chair draws to a close with the 2006 AGM. I derive some satisfaction from the fact that the Board has asked me to remain as Chair for another year. I have found my experience to be both exhilarating and demanding, and ultimately satisfying.

I look forward to the coming year for many of the reasons that have made this past one so gratifying. First and foremost have been the quality, commitment and passion of the members of the Board. In particular, willingness of the members to participate actively, and especially to take on tasks and to complete them both competently and reliably, has made my job so much easier. This is a great Board to chair.

One of the highlights of the year was the series of Accessible All-Candidates meetings that were hosted in five cities across Ontario during the federal election campaign. Not only did this provide members of our community access to the candidates and to the political process (many for the first time ever!), but it also created both a precedent and an expectation that this is a step which needs to be incorporated into elections at all levels. It was a great movement forward in ensuring a full and open democratic process. And I would venture to predict that there is no going back.

This success was the result of a lot of very intense and hard work by a large number of people at all levels in CHS – volunteers, staff and Board members. It raised the profile of the Society, and of the people we work with, among the politicians, the government bureaucrats, the media, and the public at large. More importantly it showed the world that people with hearing loss who face communication barriers are very much concerned with the same issues in our communities as everyone else; and it demonstrated that there are creative and very effective ways to ensure inclusiveness. It was a wonderful example of our commitment to working, in the words of our mission, "to enhance the independence of deaf, deafened and hard of hearing people."

We have had a busy year. In terms of our work as a Board, we have been very engaged in two primary activities this year: determining and articulating a model of governance and beginning the development of our agency's strategic plan.

Understanding the importance, the primacy in fact, of our accountability to you, our members, we began this past year to establish a formal governance system.

At our first two Board meetings, in September and November, we worked with an experienced consultant to review the many types of governance models that exist and talked as a group – with Board and senior management – about the advantages and disadvantages of each model from CHS's point of view. As a result of that work, we have adopted in principle a modified policy model of governance, which we believe makes an appropriate distinction between our Board duties and responsibilities of oversight, and the roles we delegate to management, through the President and CEO. A subcommittee of the Board is currently working to implement the model we have adopted and expect in the coming year to see by-law and policy changes drafted to bring the model to life at CHS. No doubt you will hear more about this at next year's AGM, where we expect to put the resulting by-law revisions before the membership for approval.

The second primary activity for us as a Board – strategic planning – is also off to a very promising start under the leadership of Jo DeLuzio, a Vice Chair of the Board and the Chair of our Planning Committee. Since late winter we have been collecting input into the issues of most significance to us as an agency and to our clients. Most of our regional offices have hosted community forums. All our members received a survey in the mail and the same survey was posted to our website and distributed via other agencies' websites to our broader communities. We also had meetings with all our staff members to gather feedback, and have struck a planning team composed of Board members, management, staff, volunteers, and clients. A new mission and vision are taking shape. In the upcoming Board year we'll be building on that foundation to finalize a new three-year strategic plan for the organization that will help us identify priorities and continually improve the work we do.

There are some other outcomes that I want to highlight as well.

- First, it is encouraging that we ended the fiscal year with a surplus.
- Second, the work in providing leadership in the broader disabilities issues sector in advocating with various government agencies at all levels and presenting the needs of the community, the responsibilities of government in meeting those needs, and demonstrating the willingness to

Continued on page 2 →

ACCESS A FIRST IN 35 YEARS OF VOTING

I had the privilege of attending the very first Accessible to people with disabilities All-Candidates meeting, held in Ottawa on January 9, 2006, and one of five such meetings that took place in Ontario prior to the federal election. I am deaf-blind. For the first time, I felt a part of the voting process in a way I have never experienced in my 35 years as a voter.

At election time most of the information others read and hear is not accessible to me. During the Ottawa meeting there were no barriers to my participation because a special team of professional intervenors signed to me in British two-handed manual sign language every word that was said. I formed opinions based on personalities, an enormous change from the isolated and limited reality I have experienced prior to this meeting. I asked one question, and had a personal response directed to me, which I clearly understood through touch of a professional's hand. People with disabilities should never have to wish they could participate in an all-candidates meeting. These meetings should be open to everyone – no one should be excluded or forgotten due to lack of resources.

My thanks and true appreciation goes out to the candidates who attended the meetings and to CHS, Disabled Persons Community Resources (DPCR) and Canadian National Institute for the Blind (CNIB) for extending the resources necessary.

Penny Leclair,
Ottawa

Annual Report of Chair

Continued from page 1

cooperate in developing effective programming, has resulted in raising our profile and our becoming a real leader in the field.

Both of these are the result of the skills, creativity and energy of our staff, to whom I wish to pay tribute for their excellent work and dedication.

I have had the pleasure of visiting nine of our regional and area offices: Peterborough, Ottawa, Kingston, Toronto, Sault Ste. Marie, Thunder Bay, Kenora, Dryden and Fort Frances. This has given me the opportunity to find out about the services and the unique issues in each, to hear about the successes and listen to the concerns of the staff and the Community Development Board members, and to express on behalf of the Provincial Board its support and congratulations to people in the regions. I am planning to visit as many of the other offices as I can over the next year. This is proving to be both an educational and humbling experience. Most significantly, it has underlined the importance of our work, the excellence of our staff and volunteers, and the privilege I feel of being a part of such an incredible community of people.

One of the most positive aspects of my role as Chair has been the ability to get to know and to work in close cooperation with our President and CEO, Kelly Duffin. Through our regular monthly meetings, our work together on both the routine and special affairs of the Society, and through my informal contact with staff throughout the organization, I have gained a real appreciation for her special abilities and attributes, her willingness to do what is necessary, and her talent in bringing out the best in her staff (along with her unselfish crediting of results to those staff).

Finally, I want to thank you all for your support and affirmation: for keeping before us the ongoing need to improve and grow; for your trust in allowing the Board to have the responsibility for making CHS what you want and need; but most of all for your contributions to making The Canadian Hearing Society the caring, responsive and effective community and agency that it is.

Bob Alexander

65 Reasons to Celebrate

The Canadian Hearing Society ◆ 1940 – 2005

Claudette LaGrange

"CHS has helped me obtain information on many topics such as finances, gardening and health through the Deaf Information Group (DIG). With help from Employment Services I have found work and receive ongoing support. General Support Services has assisted me and my husband to get assistive devices, as well as advocate for us with different agencies in the community. I have also used the interpreting services to ensure effective communication. And finally, I enjoy volunteering to help CHS when I am available."

Claudette is Deaf. She lives in Porcupine, Ontario – a community served by CHS Timmins.

Annual Report of the President and CEO

Kelly Duffin,
President and CEO

The year just past gives us an opportunity for unprecedented reflection. In it, we saw a sort of "refounding" of CHS, with the renewed engagement of members and an active and dedicated new Board of Directors. That refounding was all the more meaningful as it came at the time we were celebrating the 65th anniversary of our founding.

Our very significant birthday was marked with numerous events and gave us many opportunities to reflect on the changes seen by CHS and our clients in the six and a half decades since we first opened our doors. Those changes have come in every area of life – in technology, in rights and legislation, in government, and in our clients themselves. Who would have imagined a Blackberry in 1940? Who would have predicted the Supreme Court's Eldridge decision that effectively mandated accessible communication in medical environments? And who knew at the time that the babies born in the year of our founding would be the seniors we now serve in so many of our programs?

Our founders – founding members of the National Society of the Deaf and Hard of Hearing – had big dreams and formed our agency to make those dreams a reality. We continue to take steps to advance those dreams.

PROGRAM HIGHLIGHTS

- In Ontario Interpreting Services (OIS) we saw tremendously increased demand for service, but also a 24% increase in our ability to fulfill assignments.

  This suggests we have had some success in increasing the incredibly insufficient supply of qualified interpreters, in part because 15 interpreters have graduated from our one-of-a-kind Interpreter Internship Program and are now registered with OIS.

- In areas that are chronically underserved we've pursued creative ways to expand programs.
  - A videoconference interpreting system is now being piloted with interpreters located in Kitchener able to serve Deaf clients in hospitals as far away as Sudbury and North Bay, where there is a severe shortage of interpreters registered with OIS.
  - Hearing Care Counselling has now opened in Kawartha Lakes where the program was not available before.
  - General Support Services are available for the first time in Chatham.
  - Diverse language communities are being explored with a project in York Region serving the Chinese population.
  - The Timmins office has received permanent funding from the Ministry of Health and Long-Term Care, due in large part to the support of MPP Gilles Bisson.
- In addition to making services available to more people, we worked last year to improve the services we offer.
  - We now offer extended hours in some locations for our Communication Devices and Hearing Aid Programs.
  - In our Employment Services we are focusing more on job development as the most effective activity to get our clients hired.

Client service has remained in the forefront of our efforts.

ENHANCED PROFILE

Part of our service objectives benefits from an enhanced public profile and the past year saw CHS very engaged in a number of important activities to ensure deaf, deafened and hard of hearing people are considered in all aspects of the social and political arenas:

- As our Chair, Bob Alexander, mentioned in his Report, the Accessible All-Candidates meetings CHS spearheaded during the federal election provided access to the democratic process for people with hearing loss and educated the politicians who participated about the needs of our constituents.
- In Ottawa, CHS was successful in having the national anthem performed in American Sign Language at each home game of the Ottawa Senators.
- CHS provided advice to the federal government by sitting on a Reference Committee to a group advising Service Canada and to the provincial government in submissions and presentations made to the Standing Committee on Finance and Economic Affairs and to the Standing Committee on Social Policy.

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Programs and Services

Access & Support

- Educational Support Services
- Ontario Interpreting Services (OIS)
- OIS After-Hours Emergency Interpreting Services

Assistive Devices

- Communication Devices Program (formerly Technical Devices Program)
- Hearing Aid Program

Counselling

- CONNECT Counselling Services
- Employment Services
- General Support Services
- Hearing Care Counselling Program

Education

- Advocacy
- Information and Public Relations
- Literacy & Basic Skills
- Sign Language Services

Health Care

- Audiology
- Hearing Help Classes
- Speech-Language Pathology
- Tinnitus & Hyperacusis Centre

Annual Report of the President and CEO
Continued from page 3

- Toronto hosted its first ever *"Deaf" for a Day* event, where celebrities undertook an everyday task without being able to hear or speak. Tyler Stewart of the rock band Barenaked Ladies was one of our star participants.
- CHS was also very involved in two pieces of legislation that will have implications for us all for years to come:
  - The Local Health Integration Networks (LHINs) are part of the Ontario Ministry of Health and Long-Term Care's transformation agenda and we have worked to ensure that the health system becomes more effective for people with disabilities, especially those with hearing loss.
  - The Accessibility for Ontarians with Disabilities Act (AODA) holds the potential of making Ontario the most accessible province. CHS has been actively engaged in supporting this commendable goal both provincially and in all our regions.

These are just some of the ways that we worked last year to ensure the CHS name and the needs of our clients were represented.

LOOKING AHEAD

Management will continue to work with the Board on the governance model development and strategic planning that Bob has mentioned. Under Bob's capable leadership this Board has proven to be exceptionally hard-working and successful, and their efforts have contributed enormously to the agency's growth and development in all areas.

It is especially heartening to see CHS return to a stable financial position. As Bob indicated, our operating results show a surplus, similar to the one we achieved in fiscal 2003/2004 (with the inclusion this year of a refund of past Employee Health Tax premiums of $276,600). While we still have cumulative losses from past years' operations, the positive operating results demonstrate that CHS is efficient and cost-effective, prudent in its use of funder and donor dollars, and a stable, sustainable organization.

OUR THANKS

These successes are a credit to many people: To our tireless Board for its wisdom, guidance, leadership – and countless hours of work! To all our volunteers for their time and spirit. To our staff for its hard work and dedication to client service. To our funders, including the Ministry of Health and Long-Term Care, Service Canada, the Ministry of Community and Social Services and to United Ways across Ontario. To our donors for their support and generosity. To our clients for both accepting our services and always teaching us how to improve. And to our members for their commitment to our mission.

It is awesome to think about all those people – Board members and other volunteers, staff, funders, donors, clients, and members – who have passed through our doors in our 65-year history. There are literally thousands, actually hundreds of thousands and possibly millions of you, and each has made a unique contribution to CHS and to our clients. That is indeed something to celebrate – but there is always much more to do. Here's to another 65 years of working towards the dreams of our founders.

Kelly Duffin

Financial Review

For the year ended March 31, 2006

CHS completed the year with an operating fund surplus (excess of revenues over expenditures) of $339,237 returning CHS to a surplus position at year end. The Designated Funds generated a surplus of $330,700 for an overall surplus of $669,937. This surplus is attributed to several key factors. The first and most important is the continued responsible control of our operating costs by CHS management and staff. Secondly, our revenue programs, specifically the hearing aid program, showed marked growth in the year. Finally, some of our program funders agreed with us on the importance of an accountability infrastructure in an organization such as ours and have provided funding to increase coverage of these costs.

Overall, revenues grew from last year by 7%. Grants from the Ontario government increased to fund continued growth in several existing programs including Mental Health Services (CONNECT), Ontario Interpreting Services, and increases in base funding for General Support Services, Hearing Care Counselling and Audiology – all programs funded by the Ministry of Health and Long-Term Care. Funding from the Ministry of Community and Social Services and the Ministry of Training, Colleges and Universities, actually declined slightly from the year before. Local and regional funding including United Way increased over last year. Funding received in the year from the Trillium Foundation declined significantly as prior multi-year grants matured. Federal grants declined significantly as several Human Resources and Skills Development Canada (HRSDC)-funded Employment Services contracts were cancelled or curtailed. Revenues from fee-for-service programs increased by 10% in comparison to the prior year while product sales rose by 20% year over year.

Revenues in our fundraising programs, both centrally and in our regional offices remained fairly constant compared to last year.

Operating expenses overall increased by 3% with a mix of increases and decreases in various categories. Salary and benefit costs increased with the program expansion that occurred in many areas coupled with the increases that came in the third year of our latest collective agreement. Declines occurred in promotion and gaming expenses as we tried to hold costs steady and in service costs which last year included substantial one-time governance costs. Other expenditure categories either increased slightly or declined in some cases as discretionary costs were controlled where possible.

The Society's working capital position improved substantially from last year due to increased accounts receivable from product sales, an increased cash balance at year end and lower amounts repayable to funders.

The **Designated Funds** of the Society currently total $3.9 million and are made up of bequests and donations, some specified for a particular use by the donor. The largest of these is the Trillium Foundation Stabilization Fund which now comprises $1.46 million of the total. At year end, funds were due to the Designated Fund from the Operating Fund in the amount of $567,739.

These Funds completed the year with a surplus of $330,700 comprising bequests and donations of $47,444 and an increase in the value of the investments in which they are held of $283,256 representing a return of 13% for the year.

Financial Review

For the year ended March 31, 2006

The Canadian Hearing Society
Balance Sheet as of March 31, 2006

Assets	Operating Fund $	Designated Funds $	2006 Total $	2005 Total $
Current Assets				
Cash	494,989	-	494,989	13,671
Grants receivable	386,694	-	386,694	365,764
Accounts receivable	1,671,502	-	1,671,502	1,293,768
Inventory	451,317	-	451,317	511,365
Other assets	68,539	-	68,539	57,114
	3,073,041	-	3,073,041	2,241,682
Investments	-	3,299,897	3,299,897	3,522,601
Interfund loan	(567,739)	567,739	-	-
Property, plant & equipment	4,168,526	-	4,168,526	4,189,985
	6,673,828	3,867,636	10,541,464	9,954,268
Liabilities				
Current Liabilities				
Accounts Payable and accrued liabilities	2,548,371	-	2,548,371	1,993,562
Amount repayable to funders	678,263	-	678,263	1,342,153
Current portion of loan payable	9,502	-	9,502	9,222
Deferred revenue	197,081	-	197,081	161,519
	3,433,217	-	3,433,217	3,506,456
Loan Payable	11,810	-	11,810	21,312
	3,445,027	-	3,445,027	3,527,768
Fund Balances				
Operating Fund				
Property, plant and equipment	4,168,526	-	4,168,526	4,189,985
General	(939,725)	-	(939,725)	(1,399,782)
Designated funds	-	3,867,636	3,867,636	3,636,297
	3,228,801	3,867,636	7,096,437	6,426,500
	6,673,828	3,867,636	10,541,464	9,954,268

Financial Review

For the year ended March 31, 2006

These financial statements have been reproduced from the financial statements audited by PricewaterhouseCoopers LLP for the fiscal year ended March 31, 2006.

A complete set of financial statements is available upon request from
The Canadian Hearing Society at:
Phone: (416) 928-2504
TTY: (416) 928-2550
Fax: (416) 928-2525
Website: www.chs.ca

The Canadian Hearing Society
Statement of Operations for the Year Ended March 31, 2006

			2006	2005
Revenue	Operating Fund $	Designated Funds $	Total $	Total $
Grants				
Province of Ontario	13,775,377	-	13,775,377	12,969,151
Federal and other	1,760,332	-	1,760,332	2,194,450
Sales of goods and services	9,768,127	-	9,768,127	7,975,599
United Way contributions	1,905,123	-	1,905,123	1,857,907
Fundraising and gaming activities	1,609,855	47,444	1,657,299	1,840,946
Income on investments	10,795	283,256	294,051	138,279
	28,829,609	330,700	29,160,309	26,976,332
Expenses				
Salaries and benefits	18,126,372	-	18,126,372	17,106,585
Cost of sales	4,411,803	-	4,411,803	3,642,853
Office and program costs	1,958,427	-	1,958,427	2,013,042
Occupancy	1,472,773	-	1,472,773	1,542,798
Services costs	935,993	-	935,993	1,055,843
Professional development and travel	942,823	-	942,823	864,232
Promotion and gaming	558,075	-	558,075	637,764
Amortization of property, plant and equipment	50,634	-	50,634	54,931
Bad debts (recovery)	(4,380)	-	(4,380)	44,962
Client assistance and other	37,852		37,852	3,498
	28,490,372	-	28,490,372	26,966,508
Excess of revenue over expenses before one-time governance costs	339,237	330,700	669,937	9,824
One-time governance costs	-	-	-	566,319
Excess (deficiency) of revenue over expenses for the year	339,237	330,700	669,937	(556,495)

List of Donors
Liste des donateurs

Many organizations and individuals have responded to our call to action and provided generous support of our mission. The Canadian Hearing Society gratefully acknowledges the following donors.

Beaucoup d'organismes et de particuliers ont répondu à notre appel à l'action et ont généreusement soutenu notre mission. La Société canadienne de l'ouïe tient à remercier les donateurs suivants.

Not all our donors appear in this Annual Report. We do, however, want to thank each and every donor for generously supporting The Canadian Hearing Society.

Nous ne pouvons publier le nom de tous nos donateurs dans ce rapport annuel. Toutefois nous remercions chacun d'entre eux pour son soutien généreux à la Société canadienne de l'ouïe.

65th Birthday Provincial Sponsors
Commanditaires provinciaux 65e anniversaire

Arbor Memorial Services
GN ReSound Canada
RBC Financial Group
Scotiabank Group
Sennheiser Canada Inc.
Unitron Hearing

Event Sponsors
Commanditaires d'événements

Alan E Neff Hearing Aids
Audiology Services
Beltone Canada
Bernafon Canada
Cambridge Audiology Services
Canadian Mini Storage
Clarity
Cochlear Canada Inc.
Construction Equipment Co. (Sault) Inc.
Corus Entertainment
GN Hearing Care Canada Ltd
GN ReSound Canada
Great Lakes Power
H. K. Arnold Hearing Aids
Hall Telecommunications Supply Ltd.
HAP Restaurant
King's Stereo & Television
Lonestar Texas Grill
My Travel Thunder Bay Travel
Nellie's Sweets
Ottawa Citizen
Ottawa Renegades
Park Avenue Hair Salon
Phonak Canada
Provincial Hearing Consultants
Rockwell Automation Canada Inc.
Siemens Hearing Instruments
Starkey Canada
Supplilynx Canada Inc.
Tambro Construction Ltd.
TD Bank Financial Group
Thunder Bay Audiology Limited
Total Hearing Centre
Tri-Care Hearing Health Incorporated
Unitron Hearing
Upper Canada Fuels (2001) Ltd.
Widex Canada Ltd.

Corporations/Employee Trusts
Sociétés et fiducies d'employés

401 Dixie Nissan
A & M Heat Treating Ltd.
Alterna Savings
Barton Radiologists
Bayview Mall
BMO Fountain of Hope, Employees' Foundation
The Boiler Inspection and Insurance Company of Canada
Colmac Holdings Ltd.
Eastwood Square Kitchener Inc.
ErgoCentric Seating System
Global Public Affairs Inc.
The Great Atlantic & Pacific Company of Canada Ltd
Hamilton Utilities Corporation, Employees' Charitable Donation Fund
Hydro One Employee's and Pensioner's Charity Fund
IBM Employees' Charitable Fund
Kimberly-Clarke Inc.
Manulife Financial
Marysburgh Mummers
Neeson & Associates
Neville Nevilleland Investments Inc.
Nissan Canada Foundation
Norfolk General Hospital
Ontario Credit Union Charitable Foundation
POI Business Interiors
RBC Foundation
Renmark – Financial Communication Financières
Roll Form Group
Scotiabank Group
Sears Employees Charitable Fund
Sonoco
United Grain Growers
Anonymous (1) / Anonyme (1)

Service Clubs
Clubs philanthropiques

Edith Cavell Chapter No. #2
Air Force Association of Canada – 428 Peterborough Wing
Alpha Delta Kappa, Ontario Nu
Eastminster Keenagers Club
Elks & Royal Purple Lodge, Waterloo & Halton Regions
Sarnia Elks Lodge #503
Fraternal Order of Eagles
Kitchener Minor Girls Softball Association
Knights of Columbus, Brantford
Knights of Columbus – Council 2806
Bath & District Lioness Club
Belmont Lioness Club
Lakefield Lioness Club
Wyoming Lioness Bingo
Lions Club – District A3
Ajax Lions Club
Amherstview Lions Club
Ancaster Lions Club
Lions Club of Apsley & District
Lions Club of Barrie
Lions Club of Belleville
Blenheim Centennial Lions Club
Bonfield & District Lions Club
Lions Club of Bramalea
Brockville Lions Club
Burlington Central Lions Club
Lions Club of Courtice
Denbigh-Griffith Lions Club
Deseronto Lions Club
Fowlers Corners and District Lions Club
Gloucester North Lions Club
Lions Club of Hudson
Lambeth Lions Club
Little Current Lions Club
Massey & District Lions Club
Napanee Lions Club
Newmarket Lions Club
North York Fairview Lions
Oro District Lions Club
Palmerston Lions Club
Lions Club of Peterborough District A3
South River Lions Club
Stephenson District Lions Club
Sydenham & District Lions Club
Warsaw & District Lions Club
Wasaga Beach Lions Club Inc.
Lions Clubs – District A-4, International Association
North Bay Bell Volunteers
Optimist Club of Sarnia Inc.
Quota Club of Hamilton
Quota International of Peterborough
Quota International, District Eighteen
Kenora Rotary Club – Community Service
Royal Canadian Legion – Branch 447
Royal Canadian Legion – Branch 514
Royal Canadian Legion – Branch 172 Lottery Trust Account
Royal Canadian Legion Branch 62
Royal Canadian Legion Branch 560
Royal Canadian Legion Branch 635
Royal Canadian Legion Branch 92
Royal Canadian Legion Branch 582
Order of the Royal Purple Lodge 14
Order of the Royal Purple Lodge 155
Sertoma Club of Guelph
Kitchener-Waterloo Sertoma Club
Twin City Sertoma Club
The Trinity Mr. & Mrs. Club
Trinity United Church Women
W.O.R.S.H.I.P.

Foundations
Fondations

John Andrews Foundation
The Leonard & Felicie Blatt Foundation
The Harold Crabtree Foundation
Eugene & Eva Kohn Family Foundation
Goel Family Charitable Foundation
Hamilton Health Sciences Foundation
The Ontario Trillium Foundation
The Sisters of St. Joseph of Sault Ste. Marie
Sertoma Foundation of Canada
The Tenenbaum Charitable Foundation
Thunder Bay Community Foundation

65 Reasons to Celebrate

The Canadian Hearing Society ◆ 1940 – 2005

Theranjanie Persaud

Theranjanie moved to Canada a few years ago from Guyana. When she enrolled in the CHS Literacy & Basic Skills program she was a shy young woman who depended on her family to communicate for her. Since then, she has been learning American Sign Language, English, math, and pre-employment and computer skills. She organizes birthday parties for staff and students, volunteers with the yearbook committee, and volunteers at various CHS events. Today, Theranjanie is an independent woman who shows promising leadership skills and strong organizational ability. When she's ready, she'd love to work in the service industry. Theranjanie is a woman who has experienced significant personal growth. She takes advantage of CHS's Impact-ASL, Interpreting Services, General Support and CONNECT Counselling Services, Audiology and Hearing Aid Program. When she's ready for work, she knows Employment Services will be available to her.

Theranjanie is Deaf and lives in Toronto, Ontario.

Ayrton Lucyk

Ayrton is nine years old and is a CHS volunteer. "I enjoy raising money for CHS. It helps me feel proud that I can help other deaf people. It makes me feel happy and different inside, because I have not reached out to help people before now."

Ayrton is deafened and lives in Orono, Ontario.

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We thank these individuals for making a commitment in their Will of a future gift to CHS.

Nous remercions ces personnes qui se sont engagées par testament à faire un legs futur à la SCO.

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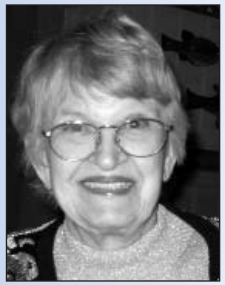
65 Reasons to Celebrate
The Canadian Hearing Society ◆ 1940 – 2005

Enid Hassett



"CHS gave me hope, and then gave me help. When I first went completely deaf due to a viral infection at the age of 80, I really gave up hope. Life was hard enough at my age, but to be completely cut off from the rest of the world as well was almost too much to bear. I just thought it was all over. My son got on the phone and found CHS in Mississauga and Shirlee Smith, CHS Hearing Care Counsellor. She came over and we began to talk (I talked; she wrote on a pad of paper). She began to explain sign language, how my family could talk more visibly, and different forms of communication like erasable writing boards. Overall, she gave us the feeling we could deal with this loss. We went from floundering despair to struggling hope. The biggest single thing that CHS did was direct us to Sunnybrook hospital and the cochlear implant program. Although they first said they couldn't help me because I was too old, we persisted and I applied and eventually received the implant. I've been "hearing" ever since! When I was completely stranded by some totally unexpected loss from the world I had always known, it was Shirlee at CHS who came into my life and literally and figuratively held my hand as I stumbled around, and while holding my hand also pointed me in the direction of help. I don't think I would be here today if I hadn't received the kind of help I did from CHS. Seriously, I was lost, and then I was found."

Enid is deafened and lives in Oakville, Ontario.

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