ANNUAL REPORT 2002-2003





Annual Report of the Chair and President



Beverly Biderman, Chair, Board of Directors



Maribeth Meijer, Acting President & CEO

his past year has been characterized by impressive growth at The Canadian Hearing Society (CHS). Our services and programs have grown dramatically. Our internal capacity has skyrocketed with staffing levels reaching 450, the budget peaking at \$25 million, and the number of CHS offices expanding to 29.

Growth, while invigorating, brings its own challenges and can sometimes result in losing sight of the core values at the root of that growth. At CHS, maintaining and building on the legacy of trust established with our consumers, funders, donors, volunteers and staff over the past 63 years is one of those core values that we hold sacred. Without that trust, growth is meaningless.

How is that trust manifested in the accomplishments of the last year? Trust is about building relationships carefully through delivering on promises and treating individuals with dignity and professionalism. It's also about showing leadership where it's needed and making decisions that position CHS for the future. Here is what we've accomplished in the last 12 months.

Programs Grew

One of the most significant areas of program expansion this year has been the rollout of the **Health/Mental Health Interpreting** program funded by the Ontario Ministry of Health & Long-Term Care. In August 2002, CHS opened a call centre that operates from 5 p.m. to 9 a.m. on weekdays and 24 hours on weekends and holidays. Someone in a health

or mental health emergency situation calls the toll-free number and the call centre will dispatch the nearest available interpreter.

In addition to this after-hours service, the program has launched a one-of-a-kind **Interpreter Internship Program** to ensure that the chronic problem of a limited supply of qualified interpreters is being tackled. The first group of interns started in March 2003.

The introduction of the Health/Mental Health Interpreting program in Ontario represents a huge step forward in ensuring the rights of Deaf consumers to equal access to health care services. This program marks the beginning of the breaking down of historic barriers to health care and mental health services for the Deaf community.

This year also brought approval for the implementation of the **Mental Health & Wellness Program** (interim name), funded by the Ontario Ministry of Health & Long-Term Care. This program will be offered through all our regional offices and will consist of three components: direct service, outreach to consumers, and outreach to mainstream and specialized service providers.

CHS has embarked on a recruitment program to hire 26 mental health professionals who will begin providing services in 2003/04. A key contributor to the success of this program will be the Mental Health Implementation Steering Committee of 25 consumers and community professionals from across the province who are volunteering their time and sharing their expertise to partner with us.

THE CANADIAN HEARING SOCIETY

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The Mental Health & Wellness Program recognizes the fact that deaf, deafened and hard of hearing consumers have restricted access to information and services from mainstream service providers. As well, families of deaf, deafened and hard of hearing consumers may have difficulty accessing a range of information and support.

The OHIP delisting of audiology services in the Fall of 2001 left many communities and consumers with reduced access to professional audiologists. To address this need, we took our existing **Audiology Services** model established in Toronto and Ottawa, and extended it to Windsor, Sudbury and Peterborough. Consumers in these communities now benefit from the convenience of "one-stop shopping" at CHS for all their hearing health care needs.

CHS's Thunder Bay office identified that consumer needs in the far north community of Dryden, Ontario were not being met. In October 2002, CHS opened an office in Dryden and our **Hearing Aid Program** became the only hearing aid dispensing service in the area.

The range of projects undertaken in our **Employment Services** program was extensive:

- CHS was a partner in a research project into the employment needs of the Deaf community in Peel and Halton regions
- In Waterloo, CHS joined a cross-disability project teaching people how to set up and run their own business

- Sault Ste. Marie staff and consumers successfully saved their program from being closed by demonstrating the need for specialized employment services for deaf, deafened and hard of hearing consumers
- In partnership with Scotiabank Group and the Ministry of Citizenship, CHS produced a comprehensive employer manual, "Breaking the Sound Barriers" that is available both on-line and in binder format

CHS is working with the Ontario government to assist in the implementation of its provincial **Infant Hearing Program**. Our staff in York Region and Kingston have been particularly active on local planning committees and in the distribution of information to families whose children have been diagnosed with a hearing loss.

The **Public Profile Campaign**, launched in October 2001, has brought CHS much attention and has raised the public's understanding of the capabilities of deaf, deafened and hard of hearing people. With support from CHS Board member and broadcaster Colleen McEdwards, the campaign enjoys continued exposure with more than a million dollars worth of free public service advertising on television and in magazines and newspapers. The campaign recently won international acclaim when it received a Gold Quill award.

Our ongoing efforts to secure new or expanded funding have come to fruition in many programs this year: a number of Trillium-funded special community projects across the province, including a public information campaign in Sarnia addressing rural noise; Ministry of Health & Long-Term Care funding for new **Hearing Care Counselling Programs** and/or **General Social Services** in Peterborough, Ottawa, Hamilton and Windsor.

Our **Technology Initiatives Department** (TID) continues to expand the use of technology both internally to facilitate service delivery, as well as externally to benefit deaf, deafened and hard of hearing people. The creation of **Northwind Communications** as a division of CHS, formally establishes our fee-for-service activities in the technology sector. TID's innovative work has been recognized by Showcase Ontario who awarded CHS with a Certificate of Merit for our pioneering role in building the capacity of the voluntary sector through the creative use of technology.

Our **Fundraising** efforts continue to flourish. The planning and development of the new Good Vibrations Campaign, launched in May 2003, establishes the beautiful soaring butterfly as our signature fundraising symbol.

New Leadership Established

At the Annual General Meeting in June 2002, the Board welcomed a new Chair who outlined plans for enhancing Board training, improving consumer relations and encouraging research and the dissemination of knowledge about hearing loss and Deaf culture.

The Board's single most important job this year was the search for a new President and

CEO following the resignation of David Allen in August 2002. Under the capable leadership of Board member Lillian Esarik, the Search Committee undertook the daunting task of finding a new leader for CHS. We are delighted with the results: on April 14, 2003, Kelly Duffin joined CHS as our new CEO and President.

The entire Board expresses its sincere gratitude and appreciation to Maribeth Meijer, who so ably fulfilled the role of Acting CEO and President while maintaining her regular duties as Vice-President Western District and Counselling Services. Ms. Meijer's dedication, hard work and positive attitude were paramount in keeping CHS on track during this period of change.

Focus on Community Collaboration

The formation of a new Interagency Information Exchange Group holds the promise of a new era in consumer relations. This group consists of the Chairs of three key consumer groups – the Ontario Chapter of the Canadian Hard of Hearing Association (CHHA), Ontario Association of the Deaf (OAD), VOICE for Hearing Impaired Children – as well as the CHS Chair.

In addition, the Community Relations Committee of the Board undertook to build stronger relations with stakeholder groups, by inviting presentations from the Association of Hearing Instrument Practitioners, CHHA Ontario and OAD. Employment Services will benefit from the support of a newly formed Employment Services Ad Hoc Working Committee. Members of the Committee include staff and the Board chairs from CHHA Ontario, OAD and CHS.

Links have been forged with the Canadian Institutes of Health Research and plans are underway to apply for funding for research projects with this agency. A CHS Research Committee is being formed to oversee CHS-sponsored research and to encourage and support new research initiatives in the field.

In Closing...

CHS continues to benefit from our enviable legacy and pioneering spirit by building on past successes and by remaining fully accountable to our members, funders and consumers. With new leadership, closer ties to our allied consumer groups, and the strength and breadth of our services and programs, CHS is more than ready to meet the challenges and opportunities that will come our way next year.

To earn the trust that fuels our remarkable growth, we invite you to get involved: use our services, become a donor, volunteer, share your ideas, write to us, let us know what we can do better.

For those of you already part of the incredible CHS team, especially our wonderfully dedicated, resourceful and hard-working staff, we thank you for your continued support and trust.

Maribeth Meijer, Acting CEO and President (August 2002 – April 2003)

Beverly Biderman, Chair of the Board

Programs and Services

Specialized programs are offered in a fully accessible and supportive environment by professionals experienced in meeting the unique needs of deaf, deafened and hard of hearing people.

Core Programs

CHS is committed to developing and providing the following five core programs in each of its 13 regional offices (see page 11 for locations):

Employment Services provides career support, counselling and job search training; works with employers to ensure workplace accessibility for deaf, deafened and hard of hearing employees.

General Social Services provides individual and family members with personal counselling, special assistance counselling, case management and daily living activities.

Hearing Care Counselling assists seniors in carrying out daily activities independently and with reduced communication difficulties.

Marketing Communications distributes unbiased information about hearing loss and its prevention through publications, including CHS's magazine *Vibes* and the CHS Web site; provides referral information about other agencies across Canada; manages public relations.

Ontario Interpreter Services increases accessibility by providing professional sign language interpreters in a variety of settings: medical, legal, employment, business, social services, education and government-related.

Optional Programs

Optional programs vary from region to region and are tailored to meet local needs. They include:

Audiology assesses hearing; prescribes and fits hearing aids; recommends programs to assist individuals and their families in communicating effectively and living with hearing loss; provides specialized services for people with Tinnitus and Ménières.

Educational Support Services provides postsecondary institutions with notetakers, sign language interpreters and assistive devices to make the classroom and educational materials accessible to part-time students who are deaf, deafened and hard of hearing.

Hearing Aid Program fits and dispenses hearing aids to people of all ages.

Hearing Help Classes offer a supportive group environment for hard of hearing individuals by providing a step-by-step approach to coping with hearing loss and improving communication skills; provide information about the physical and technical aspects of hearing loss.

Literacy and Basic Skills Program provides training in literacy and basic skills for deaf, deafened and hard of hearing adults with limited English, American Sign Language, French and Langue des signes québécoise.

Mental Health Counselling Services provides counselling, psychotherapy and other mental health services to deaf, deafened and hard of hearing adults and their families.

Sign Language Services offers classes in American Sign Language.

Speech-Language Pathology develops and improves speech, language literacy (English and American Sign Language), and family communication. Services are available to deaf, deafened and hard of hearing pre-school children, adults and their families.

Technical Devices Program sells a full range of assistive devices, including TTYs, alerting/ signalling devices, FM systems, amplified phones and amplifiers.

Technology Initiatives Department researches emerging technologies and develops applications that will enhance CHS's core and optional programming.

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Financial Review

For the year ended March 31, 2003

HS completed the year with an operating If fund deficit (excess of expenditures over revenues) of \$899,218 compared to last year's deficit of \$1,505,519. Added to this is a small deficit in our Designated Funds of \$80,746 (compared to a surplus in designated funds last year of \$635,383) for an overall deficit of \$979,964. The operating deficit for the year stems from the use of designated reserve funds on a public awareness campaign (which amounted to approximately \$470,000 in the year), capital purchases of a new building in London, audiology equipment and payment of other operating expenses. The funds were transferred from the Trillium Foundation Stabilization Fund and other designated funds as approved by the Board.

Overall, revenues continued to grow this year in all categories. Grants from the Ontario government increased to fund general expansion in many existing funded programs including the Ontario Interpreting Services and Mental Health Services programs funded by the Ministry of Health and Long-Term Care. Federal grants increased with more funding provided by HRDC for Employment Services; other federal agencies provided support to the Technology Initiatives department based in Sudbury. United Ways across the province increased their allocations to CHS for new or expanded programs. Our fundraising programs, both centrally and in our regional offices, showed an increase in revenues for the year. Unfortunately, in a year of very unstable equity markets, our invested pooled funds declined in value. Operating expenses increased in most categories as the agency continued to expand in program delivery.

The Society's working capital position was improved at year-end because of an increased cash balance. During the course of the year, considerably less reliance on the bank loan was required. However, early in the new year, excess funds advanced from the Ministry of Health and Long-Term Care in 2003 will need to be repaid necessitating a return to short-term borrowing at that time. At year-end, funds were actually due to the Designated Fund from the Operating Fund in the amount of \$460,694.

The Designated Funds of the Society currently total \$3.16 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 \$1.53 million of the total, the income from which is used to fund Board-approved programs.

CHS's Designated Funds completed the year with a deficit of \$80,746 consisting of three elements: donations and bequests that were designated for a specific use totalling \$294,427; the sale of our office building in London which resulted in a gain of \$45,281; a decline in the value of the investments in which they are held of \$420,454 representing a negative return of 12.1% for the year.

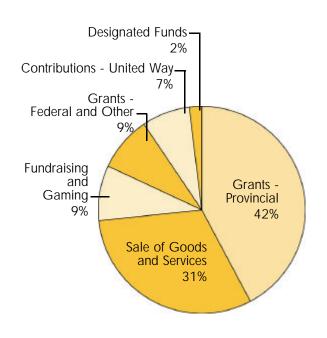
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Financial Review

For the year ended March 31, 2003

Source of Funds



The Canadian Hearing Society Balance Sheet as of March 31, 2003

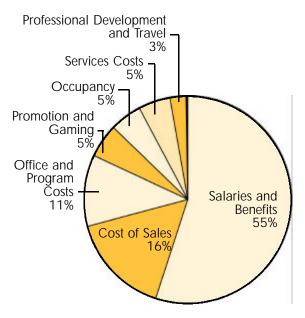
			2003	2002
	Operating	Designated		
ASSETS	Fund \$	Funds \$	Total \$	Total \$
Current Assets Cash		a		·
Grants receivable	433,715 480,995	_	433,715 480,995	147,425 301,523
Accounts receivable	1,034,172	_	1,034,172	922,083
Inventory	402,797	-	402,797	412,530
Other assets	48,008	_	48,008	19,023
	2,399,687	_	2,399,687	1,802,584
Investments	-	2,700,428	2,700,428	4,234,882
Interfund Loan	(460,694)	460,694	-	-
Capital Assets	4,007,726		4,007,726	3,697,061
	5,946,719	3,161,122	9,107,841	9,734,527
LIABILITIES				
Current Liabilities				
Bank indebtedness	_	_	-	843,638
Accounts payable and accrued liabilities		-	1,979,419	1,279,611
Amount repayable to funders Current portion of loan payable	670,368 4,705	_	670,368 4,705	232,085 4,705
Deferred revenues	302,898		302,898	239,368
	2,957,390	_	2,957,390	2,599,407
Loan Payable	2,744	_	2,744	7,449
	2,960,134	_	2,960,134	2,606,856
FUND BALANCES				
Operating Fund				
Capital assets	4,007,726	_	4,007,726	3,697,061
General	(1,021,141)	_	(1,021,141)	(773,470)
Designated Funds	-	3,161,122	3,161,122	4,204,080
	2,986,585	3,161,122	6,147,707	7,127,671
	5,946,719	3,161,122	9,107,841	9,734,527

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A complete set of audited financial statements is available upon request.

These financial statements have been reproduced from the financial statements audited by PricewaterhouseCoopers for the fiscal year ended March 31, 2003. Complete financial statements are available upon request from The Canadian Hearing Society at: Phone (416) 928-2504, TTY (416) 928-2550 or Fax (416) 928-2525, or Web site at www.chs.ca

Use of Funds



The Canadian Hearing Society Statement of Operations for the Year Ended March 31, 2003

2002

		2003 2002		
REVENUE	Operating Fund \$	Designated Funds \$	Total \$	Total \$
Grants Province of Ontario Federal and other Sales of goods and services United Way contributions Fundraising and gaming activities Income (loss) on investments Gain on sale of building	10,751,011 2,165,767 7,836,753 1,865,075 1,799,597 18,918	- - - 294,427 (420,454) 45,281	10,751,011 2,165,767 7,836,753 1,865,075 2,094,024 (401,536) 45,281	9,392,487 1,561,209 7,159,330 1,810,953 1,527,873 352,648
	24,437,121	(80,746)	24,356,375	21,804,500
Salaries and benefits Cost of sales Office and program costs Promotion, fundraising and gaming activities Services costs Occupancy Professional development and travel Amortization Other expenses Bad debts recoveries	13,921,143 4,056,562 2,798,222 1,349,731 1,216,414 1,262,295 691,892 49,640 (4,755) (4,805) 25,336,339	- - - - - -	13,921,143 4,056,562 2,798,222 1,349,731 1,216,414 1,262,295 691,892 49,640 (4,755) (4,805) 25,336,339	12,513,886 3,429,641 2,163,697 1,459,874 1,281,781 1,048,407 701,546 74,007 65,698 (63,901) 22,674,636
Excess (deficiency) of revenue over expenses for the year	(899,218)	(80,746)	(979,964)	(870,136)
Fund balances, beginning of year	2,923,591	4,204,080	7,127,671	7,997,807
Interfund transfer	962,212	(962,212)	-	_
Fund balances, end of year	2,986,585	3,161,122	6,147,707	7,127,671

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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.



Most butterflies are deaf.

No two butterflies are exactly the same.

Butterflies smell with their antennae.

Butterflies taste with a long-coiled tongue.

When butterflies get together to drink (moisture) and eat (rotting fruit), it's called a Puddle Party.

People who study butterflies and moths are called lepidopterists.

Service Clubs Clubs philanthropiques

Amaranth Lions Club

Association of Black Law Enforcers

Barrhaven Lions Bingo

Belmont Lioness Club

B'NAI Brith Branch 1011

Bobcaygeon & District Lions Club Inc.

Club Richelieu Hamilton

Erin District Lions Club

Freelton Lions Club

Guelph Lions Club

Hamilton East Lions Club

Hamilton Police Association

Independent Order of Foresters, Court Futura

Jewish Women International of Canada

Joint Service Committee of Shelburne: Kinsmen, Kinettes,

Lions & Rotary

Kiwanis Club of Cameron Heights Inc.

Kiwanis Club of Casa Loma Charitable Foundation

Kiwanis Club of Rideau, Ottawa

Kiwanis Club of Westfort Inc.

Knights of Columbus Council 7251

Knights of Columbus, Brantford

Knox Presbyterian Church, Guelph

KW Region Elks Lodge 578

Kitchener-Waterloo Sertoma Club

Ladies Guild, Mississauga

Lakefield & District Lioness Club

Lions Club of Peterborough District A3

Lions Club of Sault Ste Marie

Lions Club of Thunder Bay

Lions Resource Centre for the Deaf and Hard of Hearing

London Shrine Club

Mississauga Central Lions Club

North Bay Elks Lodge #25

Omemee And District Lioness Club

Optimist Club of Brant - Lyn

Optimist Club of Sarnia Inc.

Orangeville Lions Club

Order of Royal Purple, Thunder Bay

Peterborough Lions Club

Quota Club of Hamilton

Quota Club, Helene MacKenzie And Past Governors of

District 18 Trust Fund

Quota Club of Ottawa

Randolph Churchill Chapter I.O.D.E.

RCAFA 406 (North Bay) SQN

Royal Canadian Legion - Branch 23

Royal Canadian Legion - Branch 582

Royal Canadian Legion Chatham

Royal Canadian Legion Ladies Auxiliary Chatham

Royal City Lions Club

Sarnia Elks Lodge #503

Sertoma Club of Guelph

Sertoma Foundation of Canada

Sertoma/La Sertoma Foundation of Waterloo Region

Soroptimist Club of Guelph

The International Association of Lions Clubs, District A-4

Thunder Bay Metro Lions Club

Tilbury Rotary Club

Trinity United Church

Wyoming Lioness Bingo

Foundations Fondations

F. K. Morrow Foundation

Irving L. Rosen Foundation

Jarmain Family

J.P. Bickell Foundation

John Andrews Foundation

Living Well Foundation

Niagara Community Foundation (St. Catharines)

The Kitchener & Waterloo Community Foundation

The Lewis & Ruth Sherman Foundation

The Malloch Foundation

The Mendelson Family Foundation

The Ontario Trillium Foundation

The Thunder Bay Foundation

Thunder Bay Police Association Charity Foundation

Corporations and Employee Trusts Sociétés et fiducies d'employés

1267479 Ontario Limited

406319 Ontario Ltd.

Aaron Gordon

A & B Maintenance

Adams Canada

Adcom Inc.

Alan E Neff Hearing Aids

Alternate Solutions Corp.

Appraisals North Realty Inc.

Assante Financial

Audiology Services, Waterloo

AVON

Bank of Nova Scotia

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Corporations and Employee Trusts Sociétés et fiducies d'employés

Baskin-Robbins Ice Cream

Bata Retail

Bayridge Medical Centre

Bianco's

Biffs Buff n' Shine Bill Hatfield Trucking Boart Longyear

Bobit Publishing Canada Limited

Boston's Ltd.

Brimestone Holdings Ltd. Bulova Watch Company Ltd. Caley & Wray Barristers & Solicitors

Callander Animal Hospital

Canning Galleries

Casino Niagara Cares (Niagara Falls)

Central Removal Services
CIBC Wood Gundy
City of Thunder Bay
City of Toronto
Cliffwood Productions
Cochlear Corporation

Commerical Mortgage Origination Trust

Communications, Energy and Paperworkers Local 672 Communications, Energy and Paperworkers Local 914

Contract Furniture Source Cott Beverages Inc.

County Wide Tree Services

Courtney Shaver
Daigle & Hancock LLP
Dominion Food Stores
DSM Leasing Ltd

Employees Community Fund of Boeing Toronto Ltd.

Enbridge Pipelines Inc.

Feet First Financial Input

First Canadian Title Company Ltd.

Flow 93.5 FM Flying Jewels Inc. Fresh Start Foods Inc. Gentle Vasectomy Clinic GoodLife Fitness Clubs Global Public Affairs Great Lakes Power Ltd.

Group Health Centre Audiology Department

Harold K. Arnold Hearing Aids H.M.T. Sales Tax Consultants Inc. Hamilton Utilities Corporation Employees' Charitable Fund

Heather Gaunt

Hemmerich Hearing Center Ltd.

HOLOGRAM

Howell, Fleming Barristers, Solicitors & Notaries

Hydro One

IBM Employees' Charitable Fund

Industry Films

International Hearing Aids Ltd. Italian Society of Port Arthur

Janice Clement

JDR Welding & Trailer Repair Ltd.

Jervis B. Webb Company of Canada Limited

Joby's Music School

Joe Badali's Italian Restaurant
Jim's Polishing and Buffing Limited

Kashyap's Pharmacy Kimberly-Clarke Inc. Knock on Wood Kraft Canada Inc. Laking Toyota Inc.

Laurentian Bank of Canada

Leon's Limited

Lester Awnings And Tent Rentals Corp.

Levis Strauss & Co. Community Involvement Fund

Liquor Control Board of Ontario (LCBO) London Life Employee's Share Committee

Lone Star Café

Longford Equipment International Ltd.

Manulife Financial

Memorial Gardens Canada Ltd.

Millard, Rouse & Rosebrugh LLP Chartered Accountants

Millennium Concert Choir Minto Developments Inc. Mississagi Power Trust Monterey Inn Resort Mountain Bingo

MR + R Data Services Inc. Nestle-In Park (1993) Inc.

Nisbett Funeral Home & Chapel Inc.

Nordia

Jake's Neighbourhood Grill Ontario Legal Aid Plan Ontario Power Generation

One Island Lakers

Ontario Lottery and Gaming Corporation

Ottawa Renegades Ottawa Citizen Oticon Canada Paddon & Yorke Inc.

Parallel

Park Avenue's Hair Salon Parry Sound Glass Limited

Paula Evans

Pav's Dart Supplies & Novelties

Phillips Towing Inc.
Phonak Canada Ltd.
Pizza Factory (1980) Inc.

Pizza Pizza Pop for Charity

Port Carling Golf and Country Club

Powerlines Studios

Precision Forms & Labels Inc.
Precision Hearing Instruments Ltd.

Primerica Financial Services Contributions Program

Purolator Ltd.

Random House of Canada

R & S Distributing

Raymond Industrial Equipment Limited

Rayovac Corp. RBC Financial Group

Remark Financial Communications Inc.

Rent-N-Sell-All Ltd.

Retone Inc. Ricart Inc.

Rogers AT&T Wireless

Rogers Video

Ron Campbell Enterprises

Royal & Sun Alliance Insurance Company of Canada Royal Bank Financial Group Employees' Charity Trust

Royal Bank of Canada, Kitchener

Schilling Financial Scholastic Canada Ltd.

Scicore Inc.

S.C.Johnson & Sons Ltd. Scotiabank Group

Seneca College Recording Arts Program

Sentech Systems Inc.
Shanahan Centre
Shaw Computer Systems
Shooters Billiards

Siemens Hearing Instruments Limited

Softub Canada Sportcraft Sun Life Financial

TD Canada Trust, Sudbury

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List of Donors Liste des donateurs



There are approximately 20,000 species of butterflies and 157,000 species of moths in the world.

Butterflies and moths go through a four-stage life cycle: egg, caterpillar, chrysalis (or cocoon), adult.

The Monarch butterfly has compounds in its body that protect it from being eaten by birds. Animals that eat it vomit, but don't die. The Monarch gets its protection when it is a caterpillar feeding on the milkweed plant.

To fly, most butterflies must warm up to about 27°C.

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.

Corporations and Employee Trusts Sociétés et fiducies d'employés

Technical Adhesives Limited TELUS Communications

Tim Horton's

Toronto Argonauts Dance Team Toronto Argonauts Football Club

Toronto Transit Commission (TTC)

The Hearing Institute

The Garden Path Florist

Thunder Bay Audiology Limited

Thunder Bay Centre of the Deaf

TMP Worldwide

Tree of Life

Union Gas Limited

Unitron Hearing

Verbatim Reporting Service

Vianet

Vincero Capital Management

VON Canada

Wardrop Engineering Inc.

What's New in Video

Widex Canada

YMH Airport Services Ltd. / Tradeport Int'l Yorkdale Lincoln Mercury Limited

Zehrs Markets

Bequests (Estate of) Legs (succession de)

Helen Marjory Burrows Margaret Gemmell Roy Alvin Hope

Helene Murphy House Florence Lovatt MacLean

Dorothy Muriel Matson

Phyllis Sansom

Doris Moorhouse Schooley Donald Williams

Margaret E. Shuter
Jean Heuchan Strain
Grant McGregor Thorburn
Douglas Godfrey Townsend
Gertrude Turner
Lloyd Switzer Tweedle
Hattie Bernice Warner

\$10,000 - \$24,999 10 000 à 24 999 \$

Mr. & Mrs. S. R. Lewar

\$1,000 - \$9,999 1 000 à 9 999 \$

Ms. Beverly Biderman Mr. Derrick J. Cousins

Mr. & Mrs. William Erz Mr. R.C. Howard Mr. & Mrs. Fred Stork Ms. Joanne Wagg Mr. Frederick Webber

\$500 - \$999 500 à 999 \$

Mr. Paul Beeston
Mr. Thomas Benford
Mrs. Barbara A. Bowen
Mr. Peter Chung
Mr. Stephen Hurlburt
Mr. John Luft
Mr. Don Mason
Mrs. Nancy McCluskey
Mrs. Joyce McMurray
Ms. Maribeth Meijer
Mr. Gregory Parnham

Mr. J. A. Rhind Ms. Meghan Shaw Mr. Doug Steen Mrs. Gayle Strano Mr. Ralph Sturrup Mr. Jan Thompson Kelleigh Traynor Ms. Linda Twohey Ms. Anne Warren Ms. D. Lynne Watt

\$250 - \$499 250 à 499 \$

Mrs. Mildred Ascott Mr. St. Clair Balfour Mr. Gord Bannon Mr. Richard Barr Mr. Patrick Broe Ms. Cornelia Brouwer Mrs. Linda Burt Ms. Linda Cecutti Mr. Michael Chambers Mr. Nestor Correa Mr. W. Couling Ms. Helen Duncan Mr. William Durkin Ms. Lillian Esarik Mr. Lorne Groves Mr. Joseph Gruspier Mr. Douglas A. Hamm Mrs. Dorothy Harwood Canon T. F. Honeygold Mr. George Hope Ms. Trudy Jamieson Ms. Gail Jessup Ms. Audrey Kenny

Mr. Wayne King

Mr. Henry Knowles

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Mr. Robert Zoltok

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THE CANADIAN HEARING SOCIETY LA SOCIÉTÉ CANADIENNE DE L'OUÏE

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Regional and Area Offices

BARRIE

54 Cedar Pointe Dr. Suite 1205, L4N 5R7 (705) 737-3190 Phone/TTY (705) 722-0381 Fax E-mail: office@barrie.chs.ca

BELLEVILLE

Bayveiw Mall 470 Dundas St. E., Unit 51, K8N 1G1 (613) 966-8995 Phone (613) 966-7381 TTY (613) 966-8365 Fax F-mail: office@belleville.chs.ca

BRANTFORD

225 Colborne St., Suite 139, N3T 2H2 (519) 753-3162 Phone/TTY (519) 753-7447 Fax E-mail: office@brantford.chs.ca

BROCKVILLE

54 King St. E., K6V 1B1 (613) 498-3933 Phone/TTY (613) 498-0363 Fax E-mail: office@brockville.chs.ca

CHATHAM

48-5th St., 3rd Floor, Suite 307, N7M 4V8 (519) 354-9347 Phone/TTY (519) 354-2083 Fax E-mail: office@chatham.chs.ca

DRYDEN

52 VanHorne Ave., P8N 2A9 (807) 221-2588 Phone (807) 221-2589 TTY (807) 221-2590 Fax E-mail: office@dryden.chs.ca

DURHAM Region (Oshawa)

Oshawa, L1G 1C7 (905) 404-8490 Phone (905) 404-0468 TTY (905) 404-2012 Fax E-mail: office@durham.chs.ca

44 Richmond St. W., Suite 200A,

KINGSTON (+)

299 Concession St., Suite 203, K7K 2B9 (613) 544-1927 Phone (613) 544-2765 TTY (613) 544-1975 Fax E-mail: office@kingston.chs.ca

ELLIOT LAKE

c/o Huron Lodge, 100 Manitoba Rd., P5A 3T1 (705) 848-5306 Phone/TTY (705) 848-1306 Fax E-mail: office@elliotlake.chs.ca

FORT FRANCES

507 Portage Ave., P9A 2A2 (807) 274-4224 Phone/TTY (807) 274-1330 Fax E-mail: office@fortfrances.chs.ca

GUELPH

2 Quebec St., Suite 200, N1H 2T3 (519) 821-4242 Phone (519) 821-1490 TTY

(519) 821-8846 Fax E-mail: office@guelph.chs.ca

HAMILTON (+)

346 Main Street East, L8N 1J1 (905) 522-0755 Phone (905) 522-1128 TTY (905) 522-1336 Fax E-mail: office@hamilton.chs.ca

CITY OF KAWARTHA LAKES

c/o Victoria County Career Services Inc. 370 Kent St. W., Lindsay, ON K9V 6G8 (705) 328-0180 Phone (705) 328-3649 Fax E-mail: office@kawarthalakes.chs.ca

KENORA

136 Main St. S., P9N 1S9 (807) 468-7230 Phone/TTY (807) 468-8496 Fax E-mail: office@kenora.chs.ca LONDON (+)

181 Wellington St., N6B 2K9 (519) 667-3325 Phone (519) 667-3323 TTY (519) 667-9668 Fax E-mail: office@london.chs.ca

NIAGARA

Normandy Resource Centre, 111 Church St., St. Catharines, ON L2R 3C9 (905) 984-4412 Phone (905) 984-8916 TTY (905) 984-8298 Fax E-mail: office@niagara.chs.ca

NORTH BAY

#432-101 Worthington St. E., P1B 1G5 (705) 474-8090 Phone (705) 494-8487 TTY (705) 474-6075 Fax E-mail: office@northbay.chs.ca

OTTAWA (+)

#502-2197 Riverside Dr., K1H 7X3 (613) 521-0509 Phone (613) 521-0634 TTY (613) 521-2319 HAP (613) 521-0838 Fax E-mail: office@ottawa.chs.ca

PEEL/HALTON/DUFFERIN (+) 2227 South Millway, Suite 300

Mississauga, L5L 3R6

(905) 608-0271 Phone (905) 608-1691 TTY (905) 608-8241 Fax 1-877-679-5661 Toll-free Phone* 1-877-679-5662 Toll-free TTY* E-mail: office@peel.chs.ca

PETERBOROUGH (+)

315 Reid St., K9J 3R2 (705) 743-1573 Phone (705) 743-1621 TTY (705) 741-0708 Fax E-mail: office@peterborough.chs.ca

SARNIA

704 Mara St., Unit 117 Point Edward, N7V 1X4 (519) 337-8307 Phone (519) 337-5943 TTY (519) 337-6886 Fax E-mail: office@sarnia.chs.ca

SAULT STE. MARIE (+)

130 Oueen St. F., P6A 1Y5 (705) 946-4320 Phone (705) 256-2752 TTY (705) 256-7231 Fax È-mail: office@saultstemarie.chs.ca

SIMCOE YORK Region (+) 16655 Yonge St., Unit 3

Newmarket, I 3X 1V6 (905) 715-7511 Phone (905) 898-6646 TTY (905) 715-7109 Fax 1-877-715-7511 Toll-free Phone 1-877-967-5247 Toll-free TTY E-mail: office@york.chs.ca

SUDBURY (+)

1233 Paris St., P3F 3B6 (705) 522-1020 Phone (705) 522-1090 TTY (705) 522-1060 Fax (705) 522-7222 TID Phone (705) 522-0897 TID Fax

1-800-479-4562 Toll-free Phone/TTY E-mail: office@sudbury.chs.ca

THUNDER BAY (+)

135 Syndicate Ave. N., Suite 300, P7C 3V6 (807) 623-1646 Phone/TTY (807) 623-4815 Fax 1-800-469-5608 Toll-free Phone/TTY* E-mail: office@thunderbay.chs.ca

TIMMINS

303 Fifth Ave., P4N 5L5 (705) 268-0771 Phone/Fax (705) 268-0744 TTY E-mail: office@timmins.chs.ca

TORONTO (CENTRAL) REGION (+)

271 Spadina Road, M5R 2V3 (416) 928-2504 Phone (416) 964-0023 TTY (416) 928-2501 HAP (416) 928-2508 Chinese (416) 928-2523 Fax E-mail: office@toronto.chs.ca

WATERLOO (+)

222 Frederick St. Kitchener N2H 2M8 (519) 744-6811 Phone (519) 744-6901 TTY (519) 744-2390 Fax 1-800-668-5815 Toll-free Phone/TTY* E-mail: office@waterloo.chs.ca

WINDSOR (+)

300 Giles Blvd. E, Unit A3, N9A 4C4 (519) 253-7241 Phone (519) 254-1704 TTY (519) 253-8831 HAP/Audiology (519) 253-6630 Fax F-mail: office@windsor.chs.ca

(+) Regional Office

* may work in local calling areas only.

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THE CANADIAN HEARING SOCIETY LA SOCIÉTÉ CANADIENNE DE L'OUÎE

MISSION STATEMENT

Founded in 1940, The Canadian Hearing Society is a non-profit agency. Our mission is to provide services that enhance the independence of deaf, deafened and hard of hearing people, and that encourage prevention of hearing loss.



This year The Canadian Hearing Society expanded its interpreter services to include after-hour health and mental health emergencies.

Board of Directors as at March 31, 2003

CHAIR	Beverly Biderman			
VICE CHAIRS	Karen Dick	Bryan Searle	Scott Simser	
PAST CHAIR	D. Lynne Watt			
TREASURER	Dennis Freeman			
SECRETARY	Maribeth Meijer			
DIRECTORS	Joanne Cripps	Ron Dans	Lillian Esarik	Christine Helik
	Valerie Hill	Ramesh Jagoo	Trudy Jamieson	Don Lynch
	Jack Lyons	Beth McAdam	Colleen McEdwards	
	Adrianne Schmitt	Susie Schulte	Kristin Snoddon	Lisa Thomas

Management Staff as at March 31, 2003

ACTING PRESIDENT AND CHIEF EXECUTIVE OFFICER

Maribeth Meijer*

SENIOR MANAGERS

Fred Enzel Director, Finance and Support Services

Jane Gilmour Director, Human Resources

Katherine Hum-Antonopoulos Vice President, Eastern District, and Access Support Programs

Susan Main Director, Marketing Communications

Gary Malkowski Director, Consumer and Government Relations

Maribeth Meijer Vice President, Western District, and Counselling Programs

Penny Parnes Vice President, Central District, and Hearing Health Care Programs

Paul Pinkus Director, Fundraising and Business Development

REGIONAL DIRECTORS

Sandy Alyman Hamilton Victoria Baby Sudbury

Laura Boston

Maggie Doherty-Gilbert

Monique Doolittle-Romas

Nancy Frost

Sault Ste. Marie

Peterborough

Ottawa

Thunder Bay

Nancy Frost Thunder Barbard Kerr Windsor

Toni Lemon Peel and Waterloo

Tim Maloney York
Marilyn Reid London
Cate Taylor Kingston

^{*}As of April 14, 2003, Kelly Duffin, President and CEO.

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