



Canadian Hard of Hearing Association British Columbia Chapter



CHHA-BC Annual General Meeting

www.chha-bc.org

Information Package

Thursday, Sept. 24, 2020

7:00 p.m. – 9:00 p.m. PDT

On line by ZOOM





Canadian Hard of Hearing Association British Columbia Chapter

Annual General Meeting (AGM)

CHHA-BC

Thursday, September 24th, 2020

7:00 p.m. – 9:00 p.m.

A. ANNUAL GENERAL MEETING (AGM) AGENDA:

1. Call to order, quorum count and approval of agenda: Dr. Ruth Warick, President
2. Approval of minutes of the 2019 AGM
3. Joint President/Operations Manager report
4. Financial report
5. Branch reports
6. Report of the CHHA-BC Youth Peer Support Program
7. Appointment of auditor (peer review)
8. Appointment of accounting firm
9. New business - Future Plans of CHHA-BC
10. Adjournment

B. TOWN HALL MEETING AGENDA:

1. Opening Remarks: Moderator, Dr. Ruth Warick, President
2. Town Hall Discussion
3. Conclusion



Canadian Hard of Hearing Association British Columbia Chapter

CHHA-BC CHAPTER ANNUAL GENERAL MEETING

Saturday, May 11, 2019
BC Family Hearing Resource Centre
15220 92 Ave Surrey, BC. V3R 2T8

MINUTES

The meeting was called to order at 1:25 pm with Vice-president Jerry Gosling presiding and chairing the meeting in the absence of President Marilyn Dahl due to health reasons. Dr. Ruth Warick confirmed with office staff the presence of a quorum.

1. Approval of Agenda:

Motion #1: Moved that the agenda be approved.
Moved by Bowen Tang, seconded by Tasha Cox. Carried.

2. Approval of minutes from the 2018 Annual General Meeting:

Motion #2: Moved that the minutes of the 2018 Annual General Meeting be approved.
Moved by Ruth Warick, seconded by Charles Laszlo. Carried.

3. President's Report:

Motion #3: Moved that the President's report be approved.
Moved by Charles Laszlo, seconded by Mary-Ann Livesey. Carried.

4. Financial Report:

Treasurer Michael Phelan spoke to his written report thanking Miron Gazda for auditing CHHA-BC's financial records.

Motion #4: Moved that the Treasurer's Report be approved.
Moved by Michael Phelan, seconded by Rosalind Ho. Carried.

Motion #5: Moved that Miron Gazda be appointed to do the peer audit for the financial records for CHHA-BC, 2019-2020.

Moved by Michael Phelan, seconded by Tasha Cox. Carried.

Motion #6: Moved that Kathy Clement, CPA CGA be appointed to compile the CHHA-BC financial records and complete the forms for Revenue Canada, income tax for charities.
Moved by Michael Phelan, seconded by Leslee Scott. Carried.

Motion #7: Moved that the requirement of a CGA audit be waived for February 2020.
Moved by Michael Phelan, seconded by Rosalind Ho. Carried.

5. Resource Centre Report:

Motion #8: Moved that the Resource Centre report be accepted.
Moved by Ruth Warick, seconded by Bowen Tang. Carried.

6. Branches Reports:

Members were requested to read the Branch Reports provided in the AGM package. Branch reports were submitted by the Abbotsford Branch, the Comox Valley Branch, the North Shore Branch and the Vancouver Branch.

Motion #9: Moved that the Branch Reports be accepted.
Moved by Leslee Scott, seconded by Joy Gong. Carried.

7. Report from YAN:

Rosalind Ho gave a verbal report stating that YAN now has a brand new website with more resources and information. She mentioned the leadership retreat, an accessible event with 75 participants which included workshops and speakers. YAN will hold an online AGM on June 22, 2019 as it is an election year.

Motion #10: Moved that the verbal report from YAN be accepted.
Moved by Leslee Scott, seconded by Tasha Cox. Carried.

8. Old Business:

There was no business arising from the minutes of the previous meeting.

9. New Business:

a. Staff Appreciation:

Dr. Ruth Warick announced that the Provincial Resource Centre will be relocating from Chilliwack to WIDHH's new Centre of Excellence in Vancouver. She proceeded to read the staff bios for Stephanie Bryant: Data/Info & Finance Coordinator, Courtney Walliser: Receptionist and Viviana Chiorean: Office Administrator and thanked them for their service while providing them with an appreciation gift.

b. Report of Nominations Committee:

Rosalind Ho gave a verbal report while members were encouraged to read the written report provided in the AGM package. The report listed the following as candidates for the Board for two-year terms:

President

- Dr. Ruth Warick

Directors

- Jerry Gosling
- Mike Phelan
- Gael Hannan
- Jessica Niemela

Bowen Tang asked how many people can be on the board. In response, Dr. Ruth Warick read a portion of the Bylaws which stated that no more than seven individuals could be on the Board.

Motion #11: Moved that the Nominations Committee report be accepted.

Moved by Leslee Scott, seconded by Tasha Cox. Carried.

10. Other:

a. CHHA-BC Youth Peer Support Program Report:

Joy Gong spoke in regard to the Challenge Life retreat which consisted of twenty participants from the ages of 15 – 30 years. They also hosted a webinar with six hard of hearing young adults being interviewed. There has been more outreach to areas such as Prince George and Port Alberni; Jessica Niemela has also planned an outreach activity in Kamloops. The young adults social did well and the CHHA-BC YPSP is grateful to the CHHA North Shore Branch for their support. Jessica Niemela asked whether there will be a Transition Workshop to which Bowen Tang responded that it will be held in person, next Monday, May 13th, 2019.

Motion #12: Moved that the CHHA-BC Youth Peer Support report be accepted.

Moved by Bowen Tang, seconded by Tasha Cox. Carried.

b. Appreciation for Dr. Marilyn Dahl:

Dr. Charles Laszlo proposed an appreciation for Dr. Marilyn Dahl and her service for six consecutive years in the position of President of CHHA-BC. Everyone was in agreement and Dr. Ruth Warick revealed the engraved appreciation gift for Dr. Marilyn Dahl.

c. Message from the incoming president Dr. Ruth Warick:

Dr. Ruth Warick, incoming President of CHHA-BC, expressed her gratitude to the Board of Directors for their continued work and welcomed newly acclaimed director, Jessica Niemela.

She acknowledged the well-rounded representation in the province with board members from Kelowna, Victoria, Abbotsford, Chilliwack, and Vancouver. As our federal and provincial governments work to develop accessibility legislation, Dr. Ruth Warick emphasized the importance of further communication between the CHHA-BC membership and government representatives to ensure that the needs of hard of hearing individuals are heard and understood.

11. Adjournment:

Motion #13: Moved that the CHHA-BC AGM be adjourned.
Moved by Jerry Gosling, seconded by Charles Laszlo. Carried.
Meeting adjourned at 2:25 pm.



Canadian Hard of Hearing Association British Columbia Chapter

A YEAR OF MAJOR CHANGE

INTRODUCTION

Last year was one of major change for the organization. We moved from our Chilliwack offices to the new Wavefront Centre for Communication Accessibility on December 1, 2019, a major undertaking requiring new arrangements for office operations and banking.

We reorganized and created the position of Operations Manager and Information & Finance Coordinator. Henry Kutarna assumed the role of Operations Manager effective December 1 and later that month Michelle Santiago joined him as Information and Finance Coordinator. We had to say good-bye to former staff in the Chilliwack office: Viviana Chiorean, Courtney Walliser and Stephanie Bryant, who could not make the move to the new location. They were enormously helpful with the transition. They were recognized at our previous annual general meeting on May 11, 2019.

The change also involved the election of a new president after six years of leadership by Dr. Marilyn Dahl, who was also recognized at our AGM last May.

The major change in all of our lives, the coronavirus pandemic, was not so evident in the period concerning this report, March 1, 2019 to February 28, 2020. However, as we prepare for the future, it certainly has a major impact and it is difficult to retrospectively write this report without acknowledging this unprecedented, world-shaking development.

GOVERNANCE

CHHA-BC held its 2019 Annual General Meeting on May 11 and elected five board members. In accordance with the organization's bylaws, aside from the president, the board determined the officers at its first board meeting. The officers and board members are as follows:

President – Ruth Warick
Vice-President – Jerry Gosling
Secretary – Gael Hannan
Treasurer – Michael Phelan
Member-at-large – Jessica Niemela

The board met in person three times during the year, on March 30 (the previous board), May 25 and September 14, 2019; on-line board meetings were held July 15 and December 20 of 2019 and on February 13 of 2020.

We developed an Action Plan to guide us for the next few years. The key areas identified in the plan are shown as follows and the structure of this report relates to the key topics in the Plan.

CHHA-BC ACTION PLAN 2019-2021

Advocacy

Advocate for accessibility legislation that is inclusive of hard of hearing persons
Explore options for affordable hearing instrument devices for BC residents

Communications, Awareness and Education

Raise awareness in the community and keeping members informed
Encourage self-help and advocacy of hard of hearing persons
Educate health professionals about hard of hearing needs in the health care sector

Representation

Represent hard of hearing persons on various committees and boards
Work in cooperation with CHHA National

Membership, Administration and Finance

Grow members
Assist branches with governance matters e.g. develop a bylaws template
Work toward financial stability and sound administrative practices
Manage fundraising programs

ADVOCACY

Accessibility

On November 20, 2019 we hosted a captioned on-line town hall session on the B.C. Government's proposed Accessibility Legislation featuring guest speakers Chris Sutton, Executive Director of CHHA National, and Dufresne Guillaume, Director, Accessibility Secretariat, BC Provincial Government. A brief was prepared and submitted to the Provincial Government prior to their November 29th deadline.

The briefing covered issues related to the built environment, employment, access to service delivery, information and communications, transportation and the proposed accessibility model. A full copy of our submission is on our website.

We participated in the Accessibility Stakeholder Roundtable of the Ministry of Social Development and Poverty Reduction held June 3, 2019. Our thanks to Teresa Hemsing for representing us.

We invited the Minister for the Ministry of Social Development and Poverty Reduction, the Hon. Shane Simpson, to be a guest speaker at our May 2019 annual meeting during which he spoke about the pending legislation and responded to members' enquiries. Another guest speaker at our AGM who spoke about his work with federal accessibility legislation was then CHHA Executive Director Christopher Sutton.



The Hon. Shane Simpson shown on the right; seated next to him is CHHA BC President Ruth Warick

Hearing Instrument Devices

In 2019, we provided a letter of support for the BC Hearing Aid Initiative of Speech and Hearing BC. A committee was formed to explore further options in relation to public policy on hearing aid affordability and support.

We consulted with Seniors' Advocate Isobel McKenzie on January 7, 2020 about hearing health care issues affecting seniors in our province especially related to hearing aids. We followed up

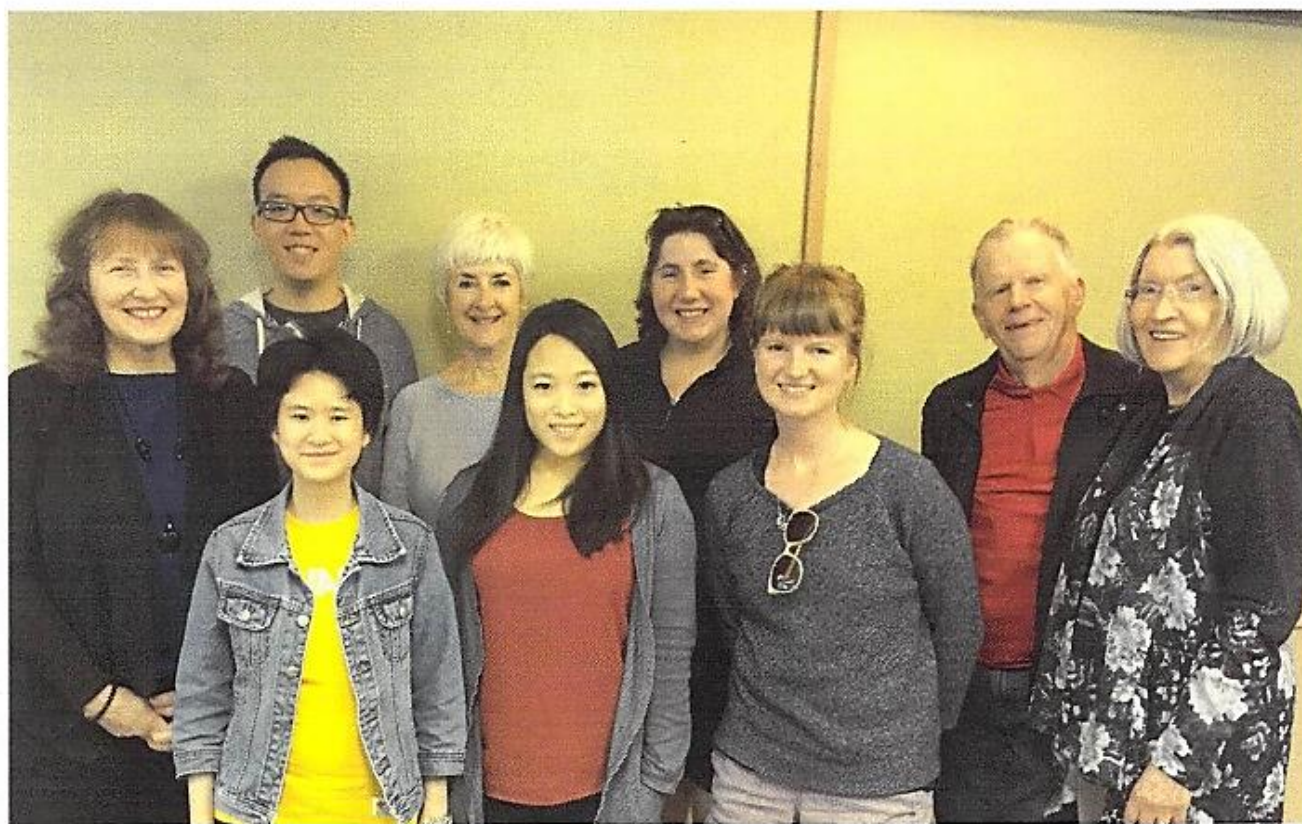
the meeting with a letter to her, summarizing key issues raised during our meeting. These issues included hearing screening for older adults, equivalent to a program currently in place of free vision screening and affordable hearing aids for seniors.

COMMUNICATIONS, AWARENESS AND EDUCATION

On-Line Peer Mentoring Program

We concluded a third year of our On-line Mentoring program. A workshop on the topic was delivered at the CHHA National Conference. At the same conference, the program was awarded the Bette Moulton Award for the Branch or Chapter which contributes the most innovative idea, significant event or outstanding achievement which benefits hard of hearing persons.

We have collaborated with CHHA National to deliver the program nationally with seed money from a New Horizons grant obtained for 2020-21. Originators of the program, Dr. Marilyn Dahl and Dr. Ruth Warick, are lead liaisons with CHHA National on the program.



Participants at a CHHA BC Mentoring Workshop: (Left to right) Ruth Warick, Bowen Tang, Rosalind Ho, Gael Hannan, Joy Gong, Tasha Cox, Jessica Niemala, Jerry Gosling and Marilyn Dahl

World Hearing Day

Don't let hearing loss limit you was the motto for World Hearing Day of March 3, 2020 and much preparation occurred for the event which we celebrated with a presentation by Isobel Mackenzie, Seniors Advocate for the Province of British Columbia followed by a tour of our new facilities and a light supper.



Seniors Advocate Isobel Mackenzie speaking to CHHA-BC members (see below) on World Hearing Day.



Hospital Kits

We provided 82 hospital kits without charge on request. This compares with 35 distributed the previous year. The kits are intended for health professionals about how to communicate effectively with hard of hearing persons. Given the pandemic, we are expanding the kit and developing one geared for consumers as part of our plan for the coming year.

Communications

The Loop newsletter was published electronically every two months and the number of pages per issue was expanded. Important notices were sent regularly to our distribution list. Our print material was revised with our new address and contact information.

Conference Display

We hosted a display table for the 12th Annual Geriatric Services Conference held in Vancouver on April 12, 2019. We developed a roll-up banner to display at the event.

REPRESENTATIONS

Council of Service Providers

On November 1, 2019, Ruth Warick represented the Chapter at a meeting of Council of Services Providers. The Council was established in 2003 and meets twice yearly and brings together all organizations and agencies providing services for deaf, hard of hearing, deafened and Deaf-blind persons in British Columbia. Its purpose is to share information and expertise among members and to engage in advocacy and public education on identified issues.

AccessAbility Week May 26 to June 1

Gael Hannan represented the Chapter at the opening event for Accessibility Week in Victoria on May 27. She also followed up with the office coordinating the event to provide information about captioning as this was lacking during the event. As an alternative, speakers passed Gael's MiniMic2 transmitter between them when speaking. They had offered sign language interpreting, which did not meet our access needs in this situation.

CHHA National

Ruth Warick represented the Chapter at the CHHA National Conference and delivered a workshop on the On-line Peer Mentoring Program. She represented the Chapter at a session for branches and chapters during the Conference held May 31 to June 1, 2019 in Montreal.

MEMBERSHIP, ADMINISTRATION AND FINANCE

Membership

Membership in the Chapter is automatic for individuals who sign up with CHHA National and with branches in British Columbia. As of July 30, we have 198 members; last year our count was 137 members as of February 2019.

Fundraising

Our telemarketing program continues and our new Operations Manager is in regular contact with the program's manager. We instituted a new policy of providing income tax receipts for all donors, not requiring them to request one in advance.

We launched a fundraising initiative for the Wavefront Centre for Communication Accessibility, providing an opportunity for our member to combine together to contribute under the CHHA BC umbrella.

We continued to provide oversight for the CHHA-BC Youth Peer Support Program. In cooperation with the program coordinator, we secured their funding from various grant sources. We maintain regular communication with the program coordinator and established a Memorandum of Agreement.

Administration

As mentioned, we moved the office from Chilliwack to Vancouver in December 2019 and hired two new staff persons as part of our reorganization. We discontinued the Resource Library as materials are readily available through public libraries.

The set-up of a new office at the Wavefront Centre in Vancouver was a significant effort because of the transfer of staff responsibility to an entirely new team, the physical move itself, the set-up of general office systems such as telephone, internet, computer, accounting system, business license, change of address notifications, bank authorities/relationships, and innumerable other aspects of changing office and staff at the same time.

We commenced a review of our IT support and began a request for proposals for IT support services. Other activities included a review of all software and hardware associated with CHHA-BC website, social media, publishing, financial analysis and reporting, a simulation capability for future budgetary work, a complete file and storage room review/rationalization, and numerous other tasks associated with moving an office to a new city.



New offices at the Wavefront Centre for Communication Accessibility in Vancouver

Administration Continued

Changing the entire staff while conducting an office move to a new city can be a higher risk activity but full support was given and the transition went well. Thank you to all who were involved with the transition.

In closing, we would also like to express our thanks to the members of the CHHA BC branches and individual members of the Chapter, as well to our board members and staff, for their commitment to hearing accessibility and inclusion for hard of hearing persons.

Respectfully Submitted
on behalf of the CHHA BC Board and Staff

Ruth Warick, President

Henry Kutarna, Operations Manager

August 12, 2020

**THE CANADIAN HARD OF HEARING ASSOCIATION
British Columbia Chapter**

**Financial Statements
(Unaudited – See Notice to Reader)**

February 29, 2020

TABLE OF CONTENTS

Notice to Reader

Statement of Financial Position

Statement 1

Statement of Operations

Statement 2

Statement of Changes in Net Assets

Statement 3

Statement of Cash Flows

Statement 4

NOTICE TO READER

On the basis of information provided by management, we have compiled the statement of financial position of The Canadian Hard of Hearing Association – British Columbia Chapter as at February 29, 2020 and the statement of operations, changes in net assets and cash flows for the year then ended.

We have not performed an audit or a review engagement in respect of these financial statements and, accordingly, we express no assurance thereon.

Readers are cautioned that these statements may not be appropriate for their purposes.

Chartered Professional Accountants

Vancouver, British Columbia
August 27, 2020

THE CANADIAN HARD OF HEARING ASSOCIATION - BRITISH COLUMBIA CHAPTER**STATEMENT OF FINANCIAL POSITION**

(Unaudited - See Notice to Reader)

As at February 29, 2020

	2020	2019
ASSETS		
Current assets		
Cash	\$ 163,960	\$ 152,159
Term deposits	10,378	10,378
Accrued interest	2,309	2,245
GST receivable	755	324
Other receivables	-	263
Prepaid expenses	2,854	2,274
	<u>180,256</u>	<u>167,643</u>
Property and equipment	2,432	3,647
	<u>\$ 182,688</u>	<u>\$ 171,290</u>
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	\$ 1,916	\$ 3,041
Funds held in trust	-	1,969
	<u>1,916</u>	<u>5,010</u>
NET ASSETS		
Restricted for capital acquisitions	-	46,047
Unrestricted	180,772	120,233
	<u>180,772</u>	<u>166,280</u>
	<u>\$ 182,688</u>	<u>\$ 171,290</u>

Approved on behalf of the Board:

THE CANADIAN HARD OF HEARING ASSOCIATION - BRITISH COLUMBIA CHAPTER
STATEMENT OF OPERATIONS

(Unaudited - See Notice to Reader)

For the year ended February 29, 2020

	2020	2020 Budget	2019
REVENUES			
Fundraising	\$ 262,324	\$ 245,000	\$ 264,030
Endowment fund interest	5,605	5,500	5,389
Donations	1,564	2,000	2,711
Interest income	582	350	554
Grants revenue	-	-	5,000
Miscellaneous	1,370	100	50
BC Gaming revenue	11,200	10,000	13,600
Peer support program revenue	15,880	-	15,129
Online mentoring program	-	9,950	9,950
	298,525	272,900	316,413
EXPENSES			
Administration			
Advertising	95	250	-
Accounting fee	2,048	2,400	2,437
Bank charges	4,457	4,200	4,433
Contract fees	38,649	37,000	32,937
Cleaning contract fees	720	1,000	975
Fees and administration	-	1,000	1,278
Insurance	1,953	2,500	2,546
Moving expenses	2,865	5,000	-
Office supplies and postage	3,811	3,500	2,954
Printing	-	500	-
Rent	13,346	17,500	16,070
Telephone	1,769	2,600	2,395
Utilities	400	-	518
Travel - Board meetings	1,790	2,000	480
Travel - National conference	1,785	3,000	750
	73,688	82,450	67,773
Conferences and AGM	2,345	2,000	4,114
National conference on youth leadership	-	-	1,000
Amortization	1,215	-	1,816
Fundraising costs	185,124	181,000	198,290
Newsletter	841	500	289
Outreach program	1,272	500	49
Hospital Kits	223	500	68
Peer support program	19,778	8,000	7,521
Ear bank	-	-	2,396
EAP expense	-	-	1,361
Online mentoring	1,516	9,950	3,460
	286,002	284,900	288,137

THE CANADIAN HARD OF HEARING ASSOCIATION - BRITISH COLUMBIA CHAPTER
STATEMENT OF CHANGES IN NET ASSETS

(Unaudited - See Notice to Reader)

For the year ended February 29, 2020

	2020			2019
	Unrestricted	Restricted for capital acquisitions	Total	
Balance, beginning of year	\$ 120,233	\$ 46,047	\$ 166,280	\$ 138,004
Excess of revenues over expenses	12,523	-	12,523	28,276
Rollover of funds from windup of Victoria branch	1,969	-	1,969	-
Inter-fund transfers	46,047	(46,047)	-	-
Balance, end of year	\$ 180,772	\$ -	\$ 180,772	\$ 166,280

THE CANADIAN HARD OF HEARING ASSOCIATION - BRITISH COLUMBIA CHAPTER
STATEMENT OF CASH FLOWS
(Unaudited - See Notice to Reader)

For the year ended February 29, 2020

	2020	2019
OPERATING ACTIVITIES		
Excess of revenues over expenses	\$ 12,523	\$ 28,276
Add (deduct): Items not requiring an outlay of cash:		
Amortization	1,215	1,816
Changes in non-cash working capital		
Accrued interest	(64)	(70)
GST receivable	(431)	18
Other receivables	263	(263)
Prepaid expenses	(580)	1,896
Accounts payable and accrued liabilities	(1,125)	(6,209)
	11,801	25,464
INVESTING ACTIVITIES	-	-
	-	-
INCREASE IN CASH AND CASH EQUIVALENTS	11,801	25,464
CASH AND CASH EQUIVALENTS, beginning of year	162,537	137,073
CASH AND CASH EQUIVALENTS, end of year	174,338	162,537
CASH AND CASH EQUIVALENTS, end of year		
Cash	163,960	152,159
Term deposits	10,378	10,378
	\$ 174,338	\$ 162,537



Canadian Hard of Hearing Association
British Columbia Chapter

Financial Statement

2019 - 2020



Canadian Hard of Hearing Association
British Columbia Chapter

Financial Statement 2019-2020

Balance Sheet

Assets

Current Assets \$180,256

Capital Assets 2,432

Total Assets \$182,688

Liability 1,916

Equity 180,772

Total Liability & Equity \$182,688



Canadian Hard of Hearing Association British Columbia Chapter

Income Statement 2019-2020

	Budget	Actual
Revenue	\$272,900	\$298,525
Expense	284,900	286,002
Surplus (Deficit)	\$(12,000)	\$12,523

Treasurer's Report 2019-2020

It is my pleasure to present the Canadian Hard of Hearing Association – British Columbia Chapter Financial Statements as at February 29, 2020.

Under the Statement of Financial Position, Current Assets shows an increase of \$11,398 which basically is an increase in our cash position for a total of \$182,688 in both cash and other assets (equipment).

Under Liabilities there is a decrease in current liabilities and an increase in our net assets.

Turning the page to our Statement of Operations total revenue and expenditures, in summary we had a year ending surplus of \$12,523 from a budgeted estimate of a \$12,000 deficit. As in previous years, fund raising makes up the majority of our revenues for the year.

Administrative expenses were \$73,688 versus a budget projection of \$82,450. Contract fees were slightly higher than budget and rent was considerably lower. Other expenditures include fund raising costs and the Peer Support Programme which were offset by specific revenue line items. In total, expenditures were slightly less than the prior year.

The amount shown as Changes in Net Assets balances exactly to the Total of Net Assets shown in the Statement of Financial Position.

The final page shows the Statement of Cash Flows.

With this I move receipt of the CHHA-BC Chapter Financial Statements as at February 29, 2020.

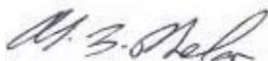
I would also like to move the following motions:

That Miron Gazda be appointed to the audit committee to do a peer audit of the financial records for CHHA-BC Chapter 2020 – 2021.

That the requirement for an audit by a Chartered Professional Accountant be waived for the CHHA-BC Chapter year end February 2020 – 2021.

That Micheal Waldkirch & Company Inc. be appointed to review the CHHA-BC Chapter financial records and to complete the forms for Revenue Canada, Income Tax for Charities.

Finally, I want to thank our new staff for the outstanding work performed since moving our office from Chilliwack to Vancouver. Both Henry and Michelle are extremely professional and it has been a pleasure working with them over these past months.



Michael B. Phelan
Treasurer

To the members of CHHA-BC Chapter:

On May 14, 2020, I have examined the bank statements and all expenses for the Year ending February 29, 2020.

I found everything to be properly documented, and in good order.

I would like thank the CHHA-BC Chapter staff for their courteous cooperation with the audit.

Respectfully submitted,


Miron Gazda
Audit Committee

Vancouver, May 18, 2020

CHHA - Abbotsford Branch



CHHA-Abbotsford has quarterly meetings with about 15 persons attending. I arrange to have a speaker who can relate to hearing loss which the attendees appreciate.

I also advise the group of happenings at CHHA-BC and also nationally.

I teach speechreading courses in Abbotsford and have one class going at the present time.

Due to the Covid19 virus, I am teaching my class in my Condo which is working very well. This is the first time to have classes here and I am pleased it has worked well.

I am looking forward to have arrangements back to pre Covid19 and the return to normal arrangements.

On behalf of the members of CHHA-Abbotsford, I will take this opportunity to wish everyone a safe and pleasant summer.

The closing balance of CHHA-Abbotsford June 01, 2020 is \$266.12

Jerry Gosling, President,
CHHA-Abbotsford
June 15, 2020



Canadian Hard of Hearing Association Comox Valley Branch

Annual Report: March 01, 2019 to February 29, 2020

Our year commenced with our daytime Spring Speech Reading class with 10 participants completing Level 1 where they not only acquired some speech reading skills but improved their confidence in advocating for themselves and using improved coping skills. A further fall Level 1 class was attended by another 11 participants and evaluation sheets were carefully reviewed for any possible changes and improvements to future offerings.

Monthly meetings for our 29 paid and 13 attendees were held in a room equipped with the loop system along with microphone support. These were followed with lunch at a local restaurant. Over the summer casual gatherings were enjoyed in the Filberg Park and teahouse with family and friends being encouraged to join.

Guest speakers presented at meetings to inform members of available resources, new technology and coping techniques. These included local audiologists covering a "hands on" using aids to hearing through electronic tools, an advocate group "Comox Valley Elders Take Action", information about various listening devices to navigate a hearing loss world and where to borrow and test them, and the journey toward fitting and functioning with a cochlear implant. Music was a focus at another meeting while at another members fondly shared memories of a deceased driving force from our group, Mary McLennan.

Grants had allowed us to train a local speech reading instructor but to benefit from future possible monies to improve needed equipment it became necessary for us to be registered with BC Societies. Consequently with our revised constitution and bylaws being approved and after our AGM our application to BC Societies was granted.

Our local brochure to promote awareness and provide information was upgraded and a slogan created FACTS - Face the person, Avoid background noise, Clarity of speech, Takes turns speaking and Say it differently - to assist communication with those hard of hearing.

Our Facebook page: <https://www.facebook.com/groups/397416760699912> continues to be managed by a member and our bookmarks continue being distributed locally especially where those with hard of hearing are most likely to attend.

A website was created for our local branch www.hearinglosscomoxvalley.ca

We try to find ways of not only meeting the needs of our small group but of advocating within the community on behalf of Comox Valley hard of hearing folk.

Respectfully submitted by Nina Goodman (President)

cvhardofhearing@gmail.com

CHHA – North Shore Branch Branch Report 2019-2020

Our AGM for 2019 was held on September 23rd, at the Summerhill in North Vancouver.

The following Board Members were elected:

Alan Dion, President
Ruth Lapointe, Secretary
Hugh Hetherington, Treasurer
Susan Gelinas, Member-at-large
Deborah Maloon, Member-at-large
Doug Muir, Member-at-large

Subsequently, Ron Chapman of North Vancouver was appointed to the Board at our October 2019 Board Meeting. Ron is a retired engineer and was a frequent attendee at our Sound Advice meetings in West Vancouver. He has also taken the speechreading course from Lisa Dillon Edgett of Vancouver Community College.

Our Branch currently has 43 members. Meetings were held at the Summerhill Retirement Residence, 135 West 15th Street, North Vancouver on the 3rd Monday in April, June, and September of 2019.

This past years' activities included:

The CHHA North Shore Branch is maintaining our annual \$1000 scholarship with CHHA National called the Carrell Hearn Memorial Scholarship. We also contributed funding to the Peer Support Group Program.

We continue to partner with Vancouver Community College and a local Audiology Clinic to bring their acclaimed speechreading course to the North Shore. Lisa Dillon Edgett, Ph.D., Aud(C) is conducting the courses with special permission from the College to hold this outreach event. The upcoming courses will be held as virtual meetings online until it is possible to hold in-person meetings again.

Our Sound Advice workshop at the West Vancouver Seniors' Activity Centre continued to be very popular in the community with an average of 15 to 20 people attending each month. It is held on the first Friday of the month, except July and August, from 10 AM till 11:30 AM. If the first Friday is a statutory holiday, it is moved to the second Friday. We are now also conducting our Sound Advice workshop at the Silver Harbour Seniors' Centre in North Vancouver on the last Monday of each month from 10 AM till 11:30 AM, except July and August.

Our Sound Advice meeting continued at West Vancouver Seniors' Activity Centre and Silver Harbour Seniors' Centre until the beginning of March 2020 at which time they were suspended when both of these Centres closed due to the Covid-19 pandemic. All

other meetings were also suspended until September 2020 at which time we will be starting up again with either in-person meetings or online verbal meetings.

Three regular meetings were held in 2019 with guest speakers and programs, as follows:

April 16, 2019, Our guest speaker was Dary Houghton, Regional Sales Manager, Phonak Canada speaking on the topic “Phonak Marvel—Phonak’s New Product Line in the Hearing Aid Market”.

June 17, 2019, Glen Grigg, Ph.D., R.C.C. a practicing psychotherapist and professor of psychology at City University of Seattle Vancouver Campus gave a presentation on the topic “Hearing Loss is Not the Problem, Coping With Hearing Loss is the Problem”.

September 23, 2019, Our guest speaker was Gael Hannan, Author of the book “The Way I Hear It—A Life With Hearing Loss” giving her presentation on “I’m Hearing as Hard as I Can”..

Other activities involved working with a number of churches on the North Shore assisting with the installation or repairing of induction loop systems and visiting hearing aid clients for a local audiologist in helping with the connecting of TV streaming devices for their hearing aids.

Our telephone service is also available to answer hearing aid and hearing loss questions. The phone number is 604-926-5222. We were able to speak to a number of callers regarding their hearing loss issues in the meantime.

We have also developed and put online a new Website during the year.

Our website is located at: <https://chha-nsb.com>

Our email is: chha_nsb@telus.net

CHHA Vancouver Branch Annual Report (Dec 2018 – Nov 2019)

CHHA Vancouver is a self-help, consumer group which provides advocacy, support and educational activities for successful living with a hearing loss. During the past year we continued our active engagement in hearing loss issues at national and local levels as well as offered a range of educational and awareness activities for our membership.



Walk2Hear

We held our ninth annual Walk2Hear campaign on September 22, 2019 at Jericho Beach Park. Approximately 50 walkers participated in the community engagement and fundraising event. A light drizzle did not deter participants – this was the first time we actually have had rain. This was the third year we have used the CanadaHelps platform for the Walk2Hear fundraising, which helped us to save significantly on web costs and enabled us to retain most of the close to \$3,000 raised. Accurate Realtime Inc. sponsored captioning services and two travel tickets were donated by the Air Canada Foundation. Lisa Dillion Edgett was the winner of this grand prize. Ruth Warick, Rosalind Ho and Marilyn Dahl were top individual fundraisers and top teams were from the Wavefront Centre for Communication Accessibility and the UBC School of Audiology and Speech Sciences. Our thanks to Mark Johnston for the Walk2Hear photo above and taking other photos shown on the following pages. Also our thanks to route marshalls who steered us in the rain: Rod McLeod, Michelle Rondeau, Melody Sawad, Yassman Shahbakhski and Clovis Bernard

Earlier in the year the Wavefront Centre for Communication Accessibility honored Walk2Hear organizers with a Award of Merit at their annual meeting.



Walk2Hear organizers Miron Gazda, Teresa Hemsing, Ruth Warick, Rosalind Ho, Naghmeh Samenirad, Marco Chiaramonte. Below is winner Lisa Dillon Edgett and walkers in the rain!



Educational Programs

Our public event was rescheduled from February 23 to March 3 due to a snowstorm.



Canadian Hard of Hearing Association
Association des malentendants canadiens

VANCOUVER BRANCH

Aging Well with Hearing Loss

Research suggests connections between hearing loss and age-related physical and psychological health issues, including dementia, social isolation and loneliness. Finding explanations for these connections could help individuals, clinicians and policy makers to find solutions to promote healthy aging for people who are hard of hearing. One hypothesis is that hearing loss increases a person's risk of social isolation which in turn



increases risk of cognitive decline. Data from the Canadian Longitudinal Study of Aging shows a connection between hearing and cognition, a connection between social engagement and cognition, but only weak support for the hypothesis that social engagement explains connections

between hearing and cognition. Early data from the Canadian Consortium on Neurodegeneration in Aging for older adults seen at memory clinics shows differences in cognition depending on hearing. The discussion will explore what this research may mean to CHHA members, goals for future research, and possible implications for healthy aging.

Kathy Pichora-Fuller is a Full Professor of Psychology at the University of Toronto. Previously, she taught Audiology at the University of British Columbia. She combines clinical experience in rehabilitative audiology with experimental psychology and has earned an international reputation for her interdisciplinary approach linking research on auditory and cognitive processing during communication in everyday life. She is the audiology expert for the Canadian Longitudinal Study of Aging and a member of the sensory-cognitive-communication team of the Canadian Consortium on Neuro-degeneration in Aging.



Sunday, March 3, 2019 11:30 am – 1:00 pm
Western Institute for the Deaf and Hard of Hearing
2125 West 7th Avenue Vancouver, BC V6K1X9

Governance

CHHA Annual Meeting and Conference – Montreal, May 31 to June 2, 2019

CHHA Vancouver was represented by President Ruth Warick and Rosalind Ho, Vice-President, at the 2019 CHHA National AGM and Conference. CHHA Vancouver and CHHA BC were recognized for their On-Line Mentoring Program with the Bette Moulton Award (Ruth and Rosalind are shown with Gael Hannan and Jessica Niemela, CHHA BC Board members and mentors.)



CHHA Vancouver supported three youth to attend the CHHA National Conference in May 2019. Rod McLeod, Jessica Niemela and Clovis Bernard are shown in the photo on the right with Ruth Warick (2nd from left, back row) and Rosalind Ho (first on the left in the first row). Clovis is on the far right in the first row.



Membership was at 21 persons, up from 13 the previous year. The following members were elected to the CHHA Vancouver Board of Directors at our Branch AGM on November 18, 2019:

Rosalind Ho, President
Marco Chiaramonte, Vice-President
Naghme Samenirad, Secretary
Miron Gazda, Treasurer
Mary-Ann Livesey, Member-at-large
Ruth Warick, Immediate Past-President

Thanks goes to my colleagues on the Board and Walk2Hear Committee for their commitment and awesome work. A special thanks to Accurate Realtime Inc. for continued excellent captioning for us.



Rosalind Ho, President, CHHA Vancouver Branch
Report respectfully submitted on June 15, 2020



Canadian Hard of Hearing Association BC Youth Peer Support Program

Sixth Annual Report – June 2019 to May 2020

Mission: To create a platform where DHH youth can be empowered to foster active leadership, provide peer support, advocate, and promote hearing awareness in their communities

Family Weekend Camp – September 27th to 29th, 2019

The biannual Family Weekend Camp took place at Camp Jubilee, located in the Indian Arm near Deep Cover, British Columbia. The camp is free of cost for all hard of hearing participants.

Due to the popular demand in 2017, we increased the capacity to 60 people, which were filled up quickly. There were 20 hard of hearing children, 12 siblings, 26 parents and 2 Program Leaders.



Overall 17 families participated in the camp, with two coming all the way from Vancouver Island. We were able to make the camp accessible to 3 families who are not able to afford the cost by providing subsidies.

BC Buddies

We hosted 4 get-togethers including an inaugural event in the Okanagan region! There were a total of 43 participants attending the events.

- Oct 2019 – Corn Maze & Pumpkin Patch in Chilliwack
- Nov 2019 – Bake Off in Kamloops
- Feb 2020 – 4Cats Studio Collage Party in Surrey
- Apr 2020 – Science Exploration in Vernon
(cancelled due to COVID19)



Workshops

Empowering Girls of Tomorrow (Nov 2019)

We launched a new educational session, aimed to teach girls and young women on self-protection and mental wellness. An introduction to basic job rights for people with disabilities was given as well. It was very inspirational to see participants actively engaging with each other and sharing their wisdom on defending against abusive relationships, practicing mindfulness, and pursuing their career passions!



Nicole Leung and Diane Cervantes were the main speakers. Other guest speakers include:

- Felicia D'Amato, Deaf Well Being Program
- Elissa Robb, Wavefront Centre for Communication Accessibility
- Deepi Leihl, All Access Pass Host, CiTR Radio UBC

UBC Mix n' Mingle Night (Nov 2019)

Continuing the partnership with UBC Centre for Accessibility, We had a Q&A session where UBC DHH students had a chance to meet some members of CHHA Young Adults Network, shared experiences navigating communication challenges, using technology, tips on employment

and value of being part of the HOH community.

Outreach Activities

- Aug 2019 – BC & Alberta Tour: in partnership with CHHA YAN, embarked on a road trip and met with local HOH youth in Kamloops, Trail, Nelson, BC and Calgary, AB
- Sep 6th to 8th, 2019 – Family Adventure Camp @ Prince George: at the invitation of Northern BC Children and Families Hearing Society (NBC-CFHS), led a panel of HOH young adults to share their experiences with families in Northern BC region
- Apr 4th, 2020– Technology Workshop @ Prince George, in partnership with NBC-CFHS (**cancelled due to COVID19**)
- May 13th, 2020 – Outreach Event @ Vancouver Island (**cancelled due to COVID19**)

We also had several opportunities to represent the Peer Support Program and promote accessibility awareness on public platforms:

- Jul 10th, 2019– All Access Pass, CiTR Radio @UBC Vancouver
- Feb 4th, 2020 – BC Camping Conference Presentation, *Fostering Inclusion Through Communication Accessibility* @ Chilliwack
- May 1st, 2020 – VOICE Conference Presentation @ Toronto (**cancelled due to COVID19**)

Geroezemoes - <https://www.chha-bc.org/youthpsp/geroezemoes/>

With the blessing of the game creator, we were able to print and distribute this valuable educational game which focuses on building communication and advocacy skills. Each game costs \$20.00 to cover printing and shipping costs. A total of 50 copies were made, picking up interest from 5 public school districts.

Online Resources – <https://www.chha-bc.org/youthpsp/resources/>

- We published 5 Young Adult Spotlights and 17 blogs. This year we had guest contributors, Jennifer Brown (CHHA-NL) and Karina Cotran from Hearing Differently.
- We also provided consultation to a resource [*Navigating Medical School with Hearing Loss*](#), which was created by Allison Lui.
- In response to COVID-19, we developed a simplified resource [*Making Online Learning Accessible for DHH Students*](#).

Social Media

We currently have 240 likes and 270 followers on our Facebook page. On average we have 100+ page visits on our website.

Volunteers

We are thrilled to see a spike in the number of volunteers acquired in the past year. There are now a total of 8 volunteers in addition to the core PSP team. Two trainings took place, one in Jul 2019 and one in Jan 2020, which we focused on brainstorming activity ideas, planning events, handling communication and conflict resolution. A training manual was developed for this purpose.

Staffing

- Directors: Bowen Tang & Joy Gong
- BC Buddies Coordinator, Lower Mainland: Renee Fong
- BC Buddies Coordinator, Okanagan Region: Jessica Niemela
- Workshop Coordinator: Nicole Leung
- Young Adult Social Coordinator: Tasha Cox & Riana Mulligan
- Marketing and Social Media Coordinator: Jessica Girard
- Administrative Assistant/Technical Writer: Monique Les
- Webmaster: Andrew Tjia

SUMMARY OF SERVICES

Activity	# of DHH population served (2019/20)	# of DHH population served (2018/19)
BC Buddies	43	42
Family Weekend Camp	58	18 (Challenge Life Youth Retreat)
Workshops	26	47
Outreach Events	45	74
Referrals & Requests	14	14
TOTAL	186	195

Note: Due to program disruption caused by COVID19, we were not able to exceed the target from the previous year.

Acknowledgements

We would like to acknowledge the donors whose contribution have made all the activities possible:

- BC Gaming Grant
- Caldor Foundation
- CHHA Foundation
- CHHA North Shore Branch

Respectfully submitted,

Bowen Tang
Founder & Director
CHHA-BC Youth Peer Support Program
chhabcypsp@gmail.com
May 31st, 2020