



Canadian Hard of Hearing Association British Columbia Chapter



MENTORING WORKS, MENTORING MATTERS

Facilitated by: Deborah Scott, PhD

and

Report on Youth Peer Support Program

by Bowen Tang

followed by

CHHA-BC Annual General Meeting

Saturday, May 14, 2016





Canadian Hard of Hearing Association British Columbia Chapter

Annual General Meeting

May 14, 2016

Schedule

9:30 am	Registration (coffee and muffins served)
10:00 am - 12:00 pm	Workshop: Mentoring Works; Mentoring Matters. Facilitator: Deborah Scott, PhD
12:00 -1:00 pm	Lunch (provided)
1:00 -1:30 pm	Report on CHHA-BC Youth Peer Support Program By: Bowen Tang
1:30 - 3:00 pm	Annual General Meeting



Canadian Hard of Hearing Association British Columbia Chapter

CHHA BC Chapter 2016 Annual General Meeting

May 14, 2016

BC Family Hearing Resource Centre

15220- 92nd Ave

Surrey, BC V3R 2T8

AGENDA

1. Approval of Agenda
2. Approval of Minutes from the 2015 Annual General Meeting
3. President Report:
4. Financial Report
 - a. Financial Statements
5. Resource Centre Reports
6. Branch Reports
7. Old Business -
8. New Business -
9. Report from YAN
10. WALK2HEAR VANCOUVER 2016
11. Report of Nominations Committee
12. Other -
13. Motion to Adjourn



Canadian Hard of Hearing Association British Columbia Chapter

ANNUAL GENERAL MEETING

Saturday, June 13th, 2015

Alice Mackay Room- Level One; Library Square Conference Centre
350 West Georgia, Vancouver

MINUTES

The meeting was called to order at 2 pm. Chair Kelsie Grazier called for a show of hands, to establish the presence of a quorum. Kelsie introduced herself as a member of the board, appointed to chair the meeting in the absence of President Marilyn Dahl for health reasons, and also because the position of Vice-President is vacant at this time. She called for a motion to approve herself as Chair of the meeting.

MOTION #1 Moved that Kelsie Grazier be approved as Chair of this meeting.
Moved by Charles Laszlo, Seconded by Miron Gazda. Carried.

1. Approval of Agenda:

MOTION #2 Moved that the agenda be approved.
Moved by Miron Gazda, Seconded by Charles Laszlo. Carried.

2. Approval of Minutes from the 2013 Annual General Meeting

MOTION #3 Moved that the minutes be approved as presented.
Moved by Charles Laszlo, seconded by Ruth Warick. Carried.

3. **President Report:** the Chair directed the members to the President's written report provided and asked for a motion to approve the report.

MOTION #4 Moved that the President's report be approved.
Moved by Ruth Warick, seconded by Sharon Davis. Carried.

4. Financial Report:

Treasurer Sharon Davis spoke to her written report, and directed readers to the Financial statement. Income from telemarketing is down, but so are expenses.

PayPal was introduced, which has resulted in greater efficiency and a cost saving in processing donations. The move to smaller office premises resulted in some cost savings also. Adoption of a corporate credit card has meant greater efficiency and less use of paper for processing transactions. Miron Gazda was thanked for his service in examining the books and agreed to do so next year.

MOTION #5: Moved that the treasurer's report be approved.
Moved by Sharon Davis, Seconded by Miron Gazda. Carried.

5. Motion re auditor

MOTION # 6 Moved that the requirement for a CGA audit be waived for February 2016.
Moved by Sharon Davis, Seconded by Miron Gazda. Carried.

6. Resource Centre Reports

Office Administrator Sharon Perry spoke to her written report and referred to growth and activities in the resource centre.

MOTION#7 Moved that the Resource Centre Report be accepted.
Moved by Nora McKellin, seconded by Monica Craver. Carried.

7. Branch Reports

Members were directed to written reports from the Branches.

MOTION #8 Moved that the Branch reports be accepted as written.
Moved by Jerry Gosling, seconded by Ruth Warick. Carried.

8. Old Business -

a. Follow up to 2014 Public Forum on Hearing Aid Costs and Concerns

The Chair reported that, our most positive responses to the submission and recommendations were received from the new seniors' advocate with whom we had a meeting. She has included hearing, vision, and dental as priorities in her term of office. The Ministry of Social Development and Social Innovation encouraged us to pursue seeking additions for hearing access in the BC Building Code, and we have a committee working on that. The Ministry of Health, however, responded that they have no intention of changing PharmaCare to include coverage of hearing-aids. We had no response at all from the BC Association of Speech and Language Pathologists and Audiologists to our request for more transparency in hearing-aid pricing. Nor have our recommendations been incorporated in standards of the BC College of Speech and Hearing Professionals, although their quality assurance person was most positive about the recommendations received. We were pleased that in response to a motion from last year's CHHA-BC AGM, the national level of CHHA approved and adopted our recommendations and modified them slightly to fit the National level. Clearly we still have a lot of work to do to pursue acceptance and use of our recommendations by the professional bodies, which is unfortunate.

b. Membership numbers and state of growth in B.C.

Board member Joe Smith reported that at present CHHA-BC has 280 members, which breaks down to 162 renewals; 85 new members, and 33 life members. We've had a significant increase in new members, but we look forward to a further increase this year.

9. New Business -

a. Election of Vice-President

The Chair reported that Jerry Gosling had been nominated to fill the role of Vice-President.

MOTION #9 Moved that Jerry Gosling be approved as Vice President of the CHHA-BC Chapter. Moved by Nora McKellin, Seconded by Miron Gazda. Carried.

b. Report from CHHA National Halifax Conference and AGM

The Chair reported that 150 people had registered for the CHHA National Conference, including the 17 young adults who attended the Young Adult (YAN) Leadership retreat preceding the conference. Reports from the two CHHA-BC delegates, Marilyn Dahl and Deborah Scott, are available on request via email.

The AGM was chaired by President Myrtle Barrett. Myrtle referred to her written report, which reviewed the renewal process for the organization and stressed improving communication with the membership. The motion for the name change had been removed from the agenda for legal reasons. Further information on this issue will be forthcoming. There will be no CHHA-National conference in 2016, but members are encouraged to attend the World Congress of International Federation For

Hard of Hearing People (IFHOH) which HLAA, the Hearing Loss Association of America, will co-host in 2016. The details for the 2016 CHHA AGM will be announced at some future time. The intention is to have CHHA conferences every two years now instead of every year, although annual general meetings will be held every year.

c. Report from YAN Leadership Retreat, Halifax.

CHHA YAN President Rosalind Ho was invited to address the meeting. She reviewed the structure of YAN - a network of young adults who are both members of CHHA and the YAN, aged from 18 to 35, located across Canada, and connected online. The third annual leadership retreat was held at the CHHA-National conference, and featured 17 young adults the highest registration yet, and included for the first time, five signing Deaf young adults from Halifax. Thanks were expressed by Rosalind to the various CHHA Branches and Chapters which provided subsidies to support the event. The Chair thanked Rosalind for her report.

At this point the Chair expressed thanks to former Vice-President Rodney George, who had resigned, and recognized his faithful service to CHHA-BC in his capacity.

d. Farewell to Sharon Perry

Sharon Perry, retiring Office Administrator, was thanked for her exemplary service to CHHA-BC and presented with a gift and flowers. She thanked the assembly.

e. Introduction of new Office Administrator

The Chair introduced Viviana Chiorean as new Office Administrator and summarized her prior administrative and public speaking experience. Vivian has now completed three weeks part time orientation with the outgoing Office Administrator.

Viviana expressed her pleasure and thanks at being hired for this position.

10. Other

The Chair invited comments from the floor

Jerry Gosling expressed his appreciation at being elected CHHA-BC Vice-President and described the formative meeting of the new CHHA Abbotsford Branch, of which he is President. He invited those present to attend their next meeting in Abbotsford on September 16th.

Ruth Warick presented three announcements:

- a. WALK2HEAR VANCOUVER will hold its 5th walkathon on Sunday September 27th at Jericho Beach Park.
- b. The dates of the joint IFHOH/HLAA conference will be June 22-25th, 2016, in Washington, D.C. and everyone is invited.
- c. She warned that there is a scam email circulating, which purports to be from the IFHOH General Secretary seeking money for a few penniless people wandering the world and needing support. This email should be ignored and immediately deleted.

Rosalind Ho advised that the YAN will hold a virtual walk to raise funds for the YAN retreat or to send youth to the IFHOH/HLAA congress 2016. Local YAN will also walk with CHHAVAN but raise their own funds.

Charles Laszlo expressed thanks to Kelsie for her competent role in volunteering to chair the meeting; and thanks to the Captioner Accurate Realtime's Catherine Siegler for her excellent services.

11. Adjournment

MOTION # 10 Motion to adjourn.

Moved by Miron Gazda, seconded by Charles Laszlo. Carried.

Meeting adjourned at 2:51 pm



Canadian Hard of Hearing Association British Columbia Chapter

President's Report – 2015-16

I have been reviewing what we set out to do during our three-year term on the board, what we have been able to accomplish, and what we might still achieve during the four remaining months of our tenure.

Following input from our world Cafe that first year (2013), our Board priorities were set as Advocacy, Education and Outreach. The next year we held a successful Public Hearing Aid Forum on Costs and Concerns and much of our advocacy work after that was focused on following up on the recommendations we had made. This remains ongoing, and is a slow process. Further, things are changing so much in regards to technology in the hearing aid field, that there is speculation that advances in technology and competition from other manufacturers outside the hearing aid field will serve to drive prices down.

The scene has changed in the Education area, in regards to Speechreading training. We have concluded that the existing model for training new teachers and expecting them to set up and run their own classes no longer is a fruitful method for generating new branches and members. Thus our focus has now turned to developing an online mentoring program. At present, we have researched and found several suitable web-based sites to host such a program and need to move along with this in the coming months. We are still in discussion with Worksafe BC to seek their cooperation in having them advise their audiology clients of the service. This would certainly help with our Outreach as well!

We continue to be very pleased with the workforce in the Resource Centre. Viviana has been preparing a new application for funding from the Gaming Association, and has discovered that some of our important old documents of registration are missing. She is now gathering those documents. And I would expect that our new scan machine will be used to scan them into the records.

Missing documents has also been a problem for the Abbotsford Branch, who have lost all of their articles of incorporation as well as had their inactive bank account moved to the Bank of Canada inactive accounts. A letter has now gone to the Bank of Canada from CHHA-BC to attest to the fact that, though inactive, Abbotsford Branch had retained its charter. We hope that will help. Vancouver Branch held its AGM in November and kept its existing slate of officers, except for the addition of a new Secretary. North Shore Branch continues as ever, as does the Hear Branch, and Comox. Nothing new to report from them.

The Peer Support Program is now hiring some contract staff to design and set up their web site. They are online as a link from the CHHA-BC site, and have a blog as well. We can be proud that we have this project running under the CHHA-BC name. They are also planning their spring events, one in Feb, one in April, which is a BC Buddies day for children aged 10-18. It is taking a

fair amount of staff time to deal with their needs, including insurance and so on, and we will be reimbursed for staff time spent on this work, from their grant monies.

2016 will be an election year, and the positions of President, Secretary and Treasurer will be up for nominations, so it will be important that we all cooperate in recruiting suitable individuals to fill those positions.

Marilyn Dahl



Canadian Hard of Hearing Association British Columbia Chapter

Treasurer's Report 2015-16

The "Draft" Financial Statement is attached.

Due to the AGM being at an earlier date this year (during tax time), the accountants are unable to provide us with the Review of Financial Statements. The Financial Statements will be ready in one month's time, so if anyone would like a copy, please let the Resource Centre know (email: sbryant@chha-bc.org) and a copy will be emailed out. For the purpose of this AGM, I have prepared the Treasurer's Financial Statement for discussion.

The telemarketing revenue exceeded our budget. We contributed this to the implementation of PayPal and adding more information of the Christmas Experience event to our website and Facebook, which brought the Year-to-Date under budget. Overall, we had a tight budget, which resulted in a positive outcome.

Sharon Davis
CHHA-BC Treasurer

To the members of CHHA-BC Chapter:

I have examined the bank statements and expenses for the Year ending February 29, 2016.

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

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

Respectfully submitted,

Miron Gazda
Audit Committee

Vancouver, April 11, 2016

Canadian Hard of Hearing Association
British Columbia Chapter

Financial Statements
(Unaudited — See Notice to Reader)
February 28, 2016

Kathy Clement Inc.

Certified Professional Accountant
7491 Vedder Road, Unit 203, Chilliwack, BC V2R 6E7

Bus: 604-705-0735 Fax: 604-705-0737
Email: kathy@kathyclement.ca

Notice to Reader

On the basis of information provided by the executive committee, I have compiled the statement of financial position of Canadian Hard of Hearing Association – British Columbia Chapter as at February 28, 2016 statements of operations, fund balances and cash flows for the year then ended.

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

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

May 10, 2016

Chilliwack, BC

Kathy Clement Inc.
Chartered Professional Accountant

Canadian Hard of Hearing Association - British Columbia
STATEMENT OF CASH FLOWS
(Unaudited - See Notice to Reader)
For the Year Ended February 28, 2016

	<u>2016</u>	<u>2015</u>
Operations		
Excess (Shortfall) of revenue over expenditure	\$ 10,950	\$ (29,075)
Items not requiring an outlay of funds:		
Amortization (non-cash)	1,239	1,272
Changes in non-cash working capital:		
Accounts receivable	837	1,885
Accrued interest	(63)	(41)
GST refundable	618	97
Prepaid expenses	(173)	62
Accounts payable and accrued liabilities	2,956	(2,209)
Funds held in trust	-	(6,593)
Deferred Income received	(306)	
	<u>16,058</u>	<u>(34,602)</u>
Investing		
Purchase of property, plant and equipment	<u>-</u>	<u>(1,829)</u>
Net change in cash position	16,058	(36,431)
Cash, beginning of year	<u>83,070</u>	<u>119,501</u>
Cash, end of year	\$ <u><u>99,128</u></u>	\$ <u><u>83,070</u></u>
Represented by:		
Cash - Unrestricted	\$ 99,128	\$ 82,764
Cash - Restricted	<u>-</u>	<u>306</u>
	<u>\$ 99,128</u>	<u>\$ 83,070</u>

Canadian Hard of Hearing Association - British Columbia
STATEMENT OF FINANCIAL POSITION
(Unaudited - See Notice to Reader)
As at February 28, 2016

	<u>2016</u>	<u>2015</u>
Current Assets		
Cash	\$ 99,128	\$ 83,070
Accounts receivable	2,002	2,839
Accrued interest	1,167	1,104
HST refundable	706	1,325
Prepaid expenses	4,002	3,829
	<u>107,005</u>	<u>92,167</u>
Property, Plant and Equipment	<u>2,720</u>	<u>3,959</u>
	<u>\$ 109,725</u>	<u>\$ 96,126</u>
Current Liabilities		
Accounts payable and accrued liabilities	\$ 8,326	\$ 5,371
Funds held in trust	5,796	5,796
Deferred revenue	-	306
	<u>14,122</u>	<u>11,473</u>
Fund balances		
Capital fund	46,047	46,047
General fund - unrestricted	49,556	38,606
	<u>95,603</u>	<u>84,653</u>
	<u>\$ 109,725</u>	<u>\$ 96,126</u>

Canadian Hard of Hearing Association - British Columbia
STATEMENT OF OPERATIONS
(Unaudited - See Notice to Reader)
For the Year Ended February 28, 2016

	<u>2016</u>	<u>2016 Budget</u>	<u>2015</u>
Revenue			
Fundraising	\$ 259,519	\$ 230,000	\$ 233,277
Endowment fund interest	4,604	4,300	4,374
Donations	2,280	2,000	2,656
Interest income	506	700	790
Managing Hearing Loss	500	-	3,551
Miscellaneous	277	-	324
BC Gaming Revenue	9,350		
Walkathon	-	-	-
Peer Support Program Revenue	8,000		
Hearing Forum	-	-	-
	<u>285,036</u>	<u>237,000</u>	<u>244,972</u>
Expenses			
Administration			
Advertising	-	500	-
Accounting fee	1,786	2,500	1,130
Bank charges	3,592	3,000	2,855
Contract fees	29,835	25,000	35,837
Cleaning contract fees	881	500	951
Fees and administration	1,001	500	1,654
Insurance	2,979	2,400	1,402
Office supplies and postage	4,605	2,500	6,291
Printing	177	500	356
Rent	15,108	14,700	25,210
Telephone	2,251	2,000	2,460
Utilities	359	-	41
Travel - Board meetings	522	1,200	1,197
Travel - National conference	3,960	3,500	2,437
	<u>67,056</u>	<u>58,800</u>	<u>81,821</u>
Conference/AGM	4,083	3,000	1,895
National Conf/Youth Leadership	2,500	2,500	-
Amortization of capital assets	1,239	-	1,272
Fundraising	198,203	172,500	174,897
Hearing Loss Management Program	-	50	442
Newsletter - The Loop	-	-	3,175
Outreach program	-	500	1,467
Walkathon	-	-	-
Hospital kits	86	-	1,235
Hearing Forum	-	-	-
Peer Support Program	919		
Ear Bank/MHLSRP	-	-	7,843
	<u>274,086</u>	<u>237,350</u>	<u>274,047</u>
Excess (Shortfall) of Revenue over Expenditure	<u>\$ 10,950</u>	<u>\$ (350)</u>	<u>\$ (29,075)</u>

Canadian Hard of Hearing Association - British Columbia
STATEMENT OF FUND BALANCES
(Unaudited - See Notice to Reader)
For the Year Ended February 28, 2016

	<u>CAPITAL FUND</u>	<u>GENERAL FUND</u>	<u>2016</u>	<u>2015</u>
FUND BALANCE, beginning of year	\$ 46,047	\$ 38,606	\$ 84,653	\$ 113,728
Excess (Shortfall) of Revenue Over Expenditure	<u>-</u>	<u>10,950</u>	<u>10,950</u>	<u>(29,075)</u>
FUND BALANCE, end of year	<u>\$ 46,047</u>	<u>\$ 49,556</u>	<u>\$ 95,603</u>	<u>\$ 84,653</u>



Canadian Hard of Hearing Association British Columbia Chapter

CHHA-BC Resource Centre and Outreach Report

March 1, 2015 to February 29, 2016

Since our last report in June 2015, both staff and volunteers at the BC Resource Centre have managed to continue our goal in effectively providing support and assistance to Hard of Hearing people within our Community and Province of B.C.

Resource Centre Library: Four books were loaned out to our members.

Hospital Kits: We have distributed 168 Hospital Kits this past year. 34 additional Kits were made bringing our total for the end of this fiscal year to 53. Kits were sent to Abbotsford, Chilliwack, Kelowna, Smithers, Surrey, Vancouver and Victoria.

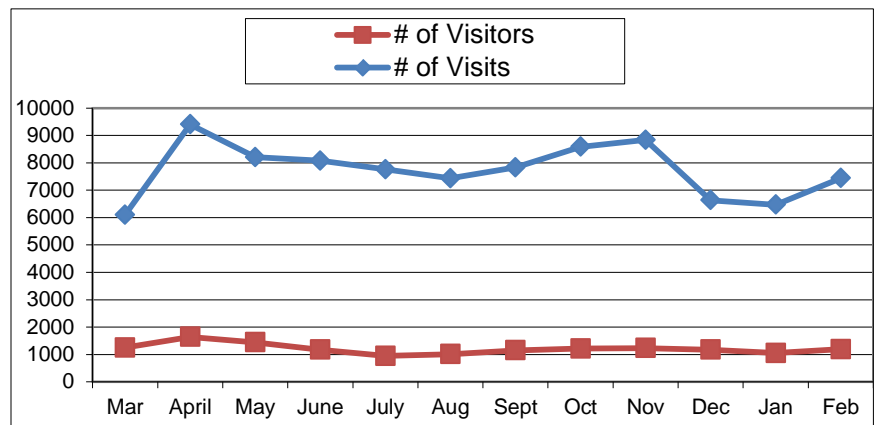
CHHA-BC E-Loop: Four issues of the new electronic E-Loop Newsletter have been emailed to our members.

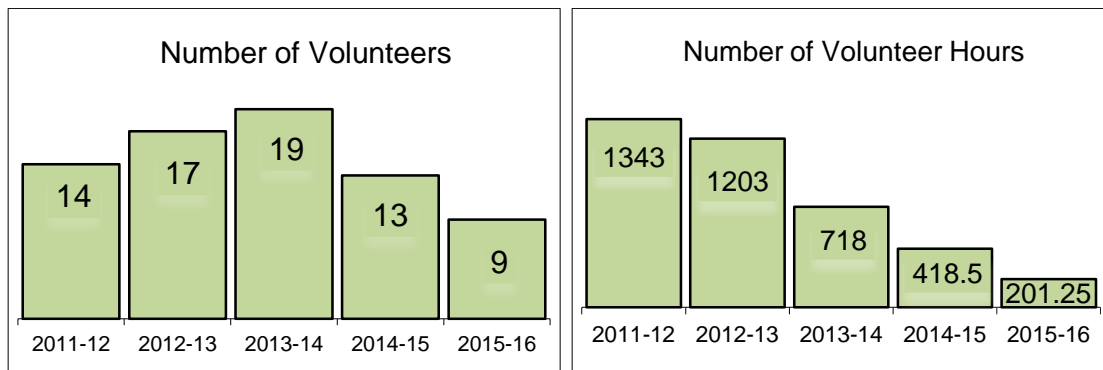
Website – Not only is our presence through the website, we are also on Facebook and Twitter. Courtney is looking after that with help from Stephanie. Our Facebook link is: <https://goo.gl/VmBQRU>

We had 198 “Likes” on Facebook as of February. This is a 35% increase from last year. We made approximately 139 posts this past year, averaging 2-3 posts per week. Our posts were shared and liked 76 times. Our Twitter link is <https://twitter.com/CHHABC>. We had 167 followers as of February. This is a 40% increase from last year. We posted approximately 139 “tweets” this past year, averaging 2-3 tweets per week. Our tweets were liked and “re-tweeted” 39 times. Our social media posts have focused on CHHA events as well as other hearing-related events, hearing loss awareness, studies, prevention, assistive technology, and hearing blogs.

CHHA-BC website had 14474 visitors (approximately 1207 visitors per month) and 92756 hits (approximately 7730 hits per month) for the 2015-16 season. If any small branches desire their presence to be on the internet, they will need a place to host their website and their own domain name, feel free to email Stephanie at sbryant@chha-bc.org.

Volunteers – Work Experience students from the Secondary Schools in Chilliwack have provided their assistance in the Resource Centre with various tasks such as making Hospital Kits, compiling articles for the E-Loop Newsletter and assisting with other office duties as required. We are grateful for their support.





Outreach Opportunities:

- ❖ Sharon Perry attended the Maple Ridge Lions Club Vision and Hearing Resource and Open House with diverse materials in March, 2015.
- ❖ Maggie Dodd & Sharon Perry attended the second meeting of the newly formed CHHA Abbotsford Branch in April, 2015.
- ❖ Sharon Perry presented the \$500 CHHA Chilliwack Bursary to a hard of hearing graduate at the Grad Ceremony in Chilliwack, in June, 2015.
- ❖ The Provincial Deaf & Hard of Hearing Services (PDHHS) held an Immersion Week for Professionals in August, 2015. Viviana attended the event representing CHHA with diverse materials and took part in the ASL workshop which included active storytelling.
- ❖ Assisted with and attended the Hearing Health & Wellness Conference & AGM in June, 2015. The two speakers were: Dr. Lorienne M Jenstad, PhD, AUD (C), RHIP, Associate Professor, Audiology, UBC and Diane O'Connor, Registrar, CEO, CSHPBC.
- ❖ The Walk2Hear Vancouver took place in September, 2015 at Jericho Beach Park. The focus was on Improving Public Accessibility and Viviana attended on behalf of the BC Chapter.
- ❖ Maggie Dodd, Sharon Davis & Viviana Chiorean were invited to the UFV Care Aide Program to deliver a Communication workshop in January, 2016. This covered topics such as communication basics, speechreading, information on guide dogs and assistive technology demonstrations.
- ❖ Joe Smith, Sharon Davis & Viviana Chiorean met with Chilliwack MLA John Martin to bring to his attention the efforts of CHHA-BC and receive the gaming grant recognition. This further resulted in a mention on The Constituency Report on Shaw TV, in which John Martin brings awareness to the "invisible disability" of hearing loss and the importance of not for profit organizations such as CHHA-BC.
- ❖ Hosted various Thursday morning drop in sessions titled "Coffee & Conversation", where Sharon Davis & Joe Smith were available to offer support, resources and discuss assistive technology.
- ❖ Donated a Hospital Package to the Chilliwack YMCA for their fundraiser. This included a scarf & toque, Hospital Kit and other resources & materials.
- ❖ Brought brochures and other materials to the Chilliwack Senior's Resource Society.
- ❖ Viviana attended three webinars: Peer to Peer fundraising, Creating a Communications Plan that Works and Generating Greater Impact.

Equipment Loan: Our two pocket talkers were loaned out to members this past year.

Funding Requests: We had nine financial requests come into our office. All of the requests come from individuals who are on a pension or low-income budget that do not qualify under any other programs in British Columbia.

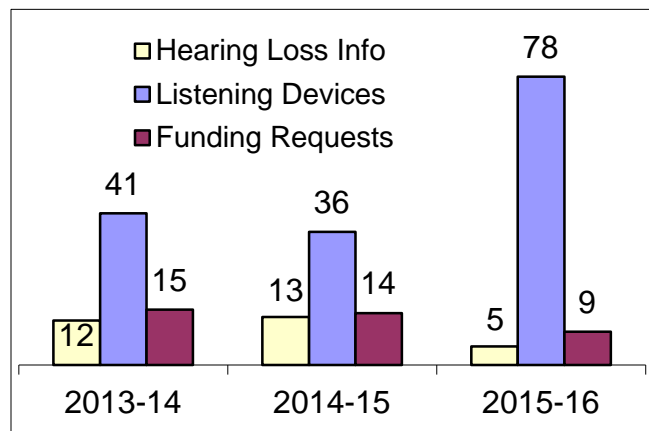
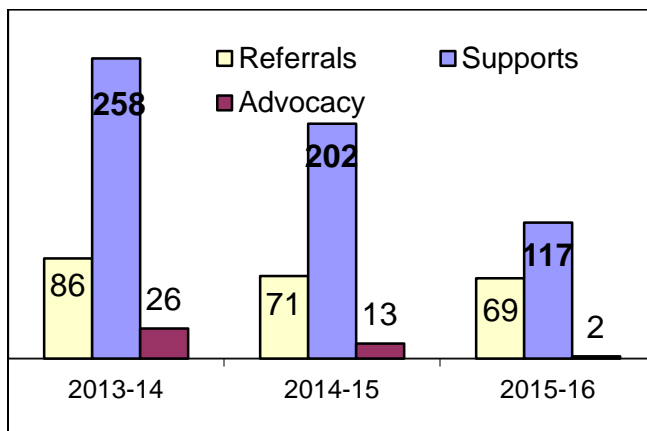
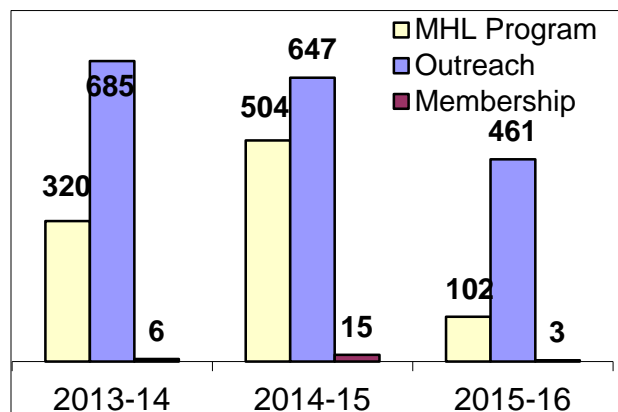
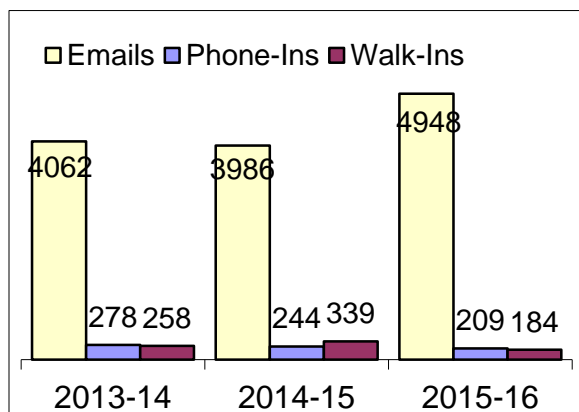
Hearing aids: nine requests for funding

Listening Devices: One request for funding a Pockettalker.

Christmas Campaign (Campaign Revenue and Fundraising Costs in Financial Statements) - The fundraising campaign through S&K Enterprises has done well this year. We are slightly up from last year. The telemarketing campaign has gone smoothly on the most part. This campaign starts in September 1 and ends on December 31. However, there are left-over work that needs to be done and that usually carries through until the end of February. Stephanie thanks Courtney Walliser, Sharon Davis & Viviana Chiorean for their help in processing the credit card transactions and getting the tax receipts out in the mail.

Thursday's Coffee & Conversation Drop in: Joe Smith & Sharon Davis have volunteered to start the Thursday morning drop in sessions where they can offer support, resources and address concerns regarding assistive technology.

Resource Centre Statistics



From our Administrator...

It has been a lovely first year at CHHA-BC as I continue to learn more about the hard of hearing community, its needs, available resources and the impact that CHHA-BC has, both locally and on a provincial level. We are pleased to acknowledge the financial assistance from the Province of British Columbia through a gaming grant which funds the operations of the Provincial Resource Centre and the creation of more Hospital Kits. We will continue with their distribution throughout the province. Furthermore, we continue to bring awareness to the "invisible" disability of hearing loss through our outreach programs and with the Chilliwack MLA John Martin mentioning the work of CHHA-BC on the Constituency Report. We have received important governing

documents to facilitate grant applications in the future. The Resource Centre now has a Loop system installed coupled with a conference microphone and we would like to thank Ted Clegg from ALDS for his support. The implementation of the new E-Loop has also taken place, with four issues emailed to the membership through collaborative efforts from the office staff. The student volunteers have been instrumental in the Resource Centre and we would like to thank the Chilliwack School District #33 and Kathy Wiseman, the Work-Experience Facilitator, for their continued support. We also provide administrative support for the CHHA-BC Youth Peer Support Program and are very pleased with the wonderful work they are doing! The Resource Centre has had a busy year of providing support, resources and referrals through various modes of communication and I would like to thank Courtney Walliser, Stephanie Bryant, Sharon Davis, Marilyn Dahl and the entire board for their continued support and dedication. I would like to also thank the membership for their continued support.

Viviana Chiorean, Office Administrator

From our Data/Info and Finance Coordinator...

This continues to be another transition year for me, as I let go some of the responsibilities to Courtney and the Office Administrator so that I was able to focus on the areas that needed attention. I want to thank Viviana Chiorean and Courtney Walliser for their support this past year. They did a great job helping me out on times that I have been sick, on days off or on vacation. I also want to thank Sharon Davis, Treasurer for CHHA-BC for her guidance, input and support this past year.

From our Receptionist

This past year has flown by! We have been able to provide support and resources to many hard of hearing individuals, and their support networks, across the province. We have increased our online presence through Facebook and Twitter, with the number of followers growing steadily; we gained 51 new "Likes" on Facebook and 48 new "followers" this past year! As well, many people continue to reach out to us through our website. More and more people are learning about our organization and what help we can offer! Common inquiries include information on hearing aids and assistive technology, information on local programs and resources, and requests for hospital kits and outreach/awareness materials. We have supplied a number of individuals and organizations with our hospital kits for the hard of hearing, including hospitals, care homes, and resource centres. 168 hospital kits were issued in total this past year! It continues to be a privilege to work as receptionist at the resource centre; thank you to Stephanie Bryant, Viviana Chiorean, and our dedicated Board members for another wonderful year at CHHA-BC.

Courtney Walliser
CHHA-BC Receptionist



Canadian Hard of Hearing Association British Columbia Chapter

CHHA-ABBOTSFORD

2015 WAS A GREAT YEAR FOR CHHA-ABBOTSFORD COMMENCING WITH AN INITIAL MEETING ON JANUARY 14TH TO EXPLORE THE FEASIBILITY OF STARTING A CHAPTER IN ABBOTSFORD.

WITH AN ATTENDANCE OF 14 PERSONS, A MOTION WAS PUT FORWARD TO FURTHER EXAMINE THIS POSSIBILITY. A MEETING WAS HELD ON APRIL 15TH WITH 22 IN ATTENDANCE AND A FULL EXECUTIVE WAS DULY NOMINATED AND ELECTED.

FURTHER MEETINGS THROUGHOUT THE YEAR WERE HELD ON MAY 28TH, JUNE 14TH, SEPTEMBER 16TH AND DECEMBER 2015.

CHHA -ABBOTSFORD HAD A MEETING ON FEBRUARY 16TH AND A NEW VICE PRESIDENT WAS NOMINATED AND ELECTED. THE NEXT SCHEDULED MEETING WILL TAKE PLACE ON JUNE 22ND AT CHANCES ABBOTSFORD, 30837 PEARDONVILLE ROAD COMMENCING AT 1PM.

THE ABBOTSFORD CHARTER WILL BE FINALIZED IN 2016 AS THIS HAS BEEN AN ONGOING ISSUE. ABBOTSFORD DID HAVE A BRANCH SEVERAL YEARS AGO WHICH WAS NEVER OFFICIALLY CLOSED. THIS WILL RESULT IN OBTAINING A RENEWAL AND ALSO ABBOTSFORD HAS FUNDS TALLING APPROXIMATELY \$1200 BEING HELD IN OBEYANCE BY THE PROVINCIAL GOV'T.

I AM LOOKING FORWARD TO AN INCREASE IN ATTENDANCE AT OUR BRANCH MEETINGS.

JERRY GOSLING
PRESIDENT, CHHA-ABBOTSFORD

North Shore Branch

Our AGM for 2015 was held on September 21st, at the Summerhill in North Vancouver. The following Board Members were elected:

Mike Hocevar, President, mikehocevar@gmail.com, 604-988-0510

Bill Friend, Vice President

Ruth Lapointe, Secretary

Hugh Hetherington, Treasurer, hughhet@telus.net, 604-926-8049

Henry Romain, Member-at-large Caroline Wickham, Member-at-large Susan Gelinas, Member-at-large

Our Branch currently has 60 members. Meetings are held at the Summerhill Retirement Residence, 135 West 15th Street, North Vancouver on the 3rd Monday in February, April, June, September and November. Meeting time is 7:00 PM.

This past years' activities included:

- Our Sound Advice workshop at the West Vancouver Seniors' Activity Centre continues to be very popular in the community with upwards of 12 to 15 people attending each month. It is held on the first Friday of each month, except July and August, from 10 AM till noon. If the first Friday is a statutory

holiday, it is moved to the second Friday. Four regular meetings were held in 2015-16 with guest speakers, as follows:

- April 20, 2015, Dan Paccioretti, Western Canada Roger and FM Sales Manager from Phonak Canada spoke on the topic "Venture forth with Phonak" describing the new Venture platform of hearing aids.
- June 15, 2015, Lisa Dillon Edgett, Ph.D., RAUD, instructor for Speechreading and Communication Skills at Vancouver Community College spoke on the topic "Speechreading – How Can I Make it Work for Me"
- September 21, 2015, Glen Grigg, Ph.D., R.C.C., Professor of Psychology at City University of Seattle in Vancouver spoke on the topic "Happiness, Hearing and the Science of Positive Aging"
- February 16, 2015, a special Sound Advice presentation was held facilitated by Flo Spratt and Hugh Hetherington.

Our regular November meeting was cancelled due to renovation work being carried out at the Summerhill.

Hugh Hetherington represented our Branch at the CHHA National conference in Halifax in May.

Our website is located at: www.chha-nsb.com Our email is: chha_nsb@telus.net

HEAR Branch

We have been struggling to maintain our group at Dogwood Sr. Centre and even though we have a phone list of approximately 30 we usually only have 6 to 8 people show up. If we have 10, that is a crowd. We have existed at this location for over 35 years but we are slowly fading away. We try to have speakers at every second meeting but are not able to present topics of interest to generate attendance. We meet monthly of the 3rd Monday at 1:00 pm, except for July and August, and at this point are contemplating whether we can carry on, as our officers are deceased or not able to participate any longer. At this point, it is a very informal structure. We need younger members as the majorities are in their 70, 80 and even 90's. Wish us luck!!!

Anna Bernard

CHHA BC Parents' Branch Report 2015-2016

CHHA BC Parents' Branch currently has a working group of 6-8 parents of hard of hearing children and a wonderful administrative and communications specialist who are dedicated to continuing to provide opportunities for families with hard of hearing children in BC to connect with, support and learn from one another.

Over the past year, we have co-hosted three very well-attended events with the other parent-run organizations, FNDC and BC Hands & Voices as well as FCS - PDHHS (Family & Community Services at Provincial Deaf and Hard of Hearing Services) In October 2015 we held an educational workshop for parents, a Family Fun Picnic in June 2015) and a Winter Skating Event (December 2015).

CHHA BC Parents' Branch independently organized a Summer Picnic at Bear Creek Park in July 2015 which brought together approximately 16 families and several professionals – a total of almost 60 individuals plus a hearing ear dog! In November 2015, our branch brought back the popular 'Games Night' and we were thrilled with the turnout again of over 60 individuals. The room was packed for Christmas Bingo, with older children leading the game and ASL signs being taught as well. Each child went home with a prize. In February 2016 we offered a Movie & PJ Night to families with a screening of the film Inside Out. It was a wonderful cozy evening, complete with popcorn and hot chocolate. We thank BC Family Hearing Resource Society for generously opening up the centre to our use for these evening events.

Alongside FNDC and BC Hands & Voices, CHHA BC Parents' Branch recently co-wrote a letter to the BC Early Hearing Program raising awareness about the need for financial funding to cover the cost of replacement hearing aids for children who use this technology, similar to the newly established program created for cochlear implant users where the cost of replacement processors will be partially covered as funds are available. As well, CHHA BC Parents' Branch has attended all CSP (Council for Service Providers) meetings over the past year and is also represented in other committees.

Currently, our editing committee is working on getting out the next issue of our e-newsletter for families with school-age hard of hearing children, so stay tuned. Past newsletters are available on our website www.chhaparents.com. We also maintain an active Facebook page so please 'Like Us' there.

We look forward to and are working hard to offer another year of fun and meaningful activities for families who have school-age hard of hearing children. Stay tuned!



Canadian Hard of Hearing Association British Columbia Chapter

CHHA – Comox Valley Branch Annual report for CHHA BC Chapter (February 28, 2015 to March 1, 2016)

This past year has proven to be an interesting, successful, one as clearly the CV Branch were able to demonstrate that a small, dedicated group could continue to keep our corner of this organization operant – despite the lack of ‘formal responsibility designations’. Instead, the Main Planning Committee has functioned as a ‘small discussion group - meeting to discuss what needed to be done, and agreeing on who should take action. Each has taken a turn to fulfill responsibilities required.

VENUE CHANGE:

Having had to cancel our Christmas festivities over two consecutive years, due to flooding conditions, plus the ongoing mould problems of the venue, the decision was finally made to move. We now rent a room in the Comox Recreation Center. We were pleased that we were allowed to install our ‘permanent’ Induction loop system, have much of our storage need taken care of, and have the inclusion availability of equipment which previously we have had to rent separately when needed. Rental costs are comparable to those of our formal location.

PRIMARY GROUP GOALS:

Once again the CV Branch membership have selected only one of the ‘Pillars of Activity’ noted by National.

The CV Branch Group members (by way of the 2014 Membership Questionnaire) continued to see this the Branch as primarily a Support group – with major interest in meeting only the ‘fourth pillar - **EDUCATION**. The Branch interest continues to be both in members assisting other group members with their concerns, as well as offering Educational support to those from the broader ‘at large’ community who may be dealing with Hearing Loss issues.

One member of the Main Planning Committee will be attending, as the CV Branch representative, the Winnipeg National Conference in May. It is possible that with the new ideas being introduced at that time, that our current group goals will be revised in the near future.

MEETING RESPONSIBILITIES ASSUMED by our VOLUNTEER MEMBERS.

Although all Branch members were regularly invited to join the Main Planning Group, or to pass on their ideas if they could not attend the meetings, only four people came forward to accept the responsibilities of an overall planning Executive group. Other members volunteer their time/energies assisting at each meeting.

A typical list of monthly Volunteer activities includes: Provision of any relevant reports (ie from treasurer); Meetings chaired by rotation between Main Planning Group members; Access to the Loop Induction system for those with tcoil switches; Provision of refreshments; and most recently Provision of a 'carefully organized 'library' display – making more readily available brochures /articles and other items (like the 'Self help' Speech Reading materials). In addition, there are volunteers who recognize the need, and attend to such things as 'setting out our Meeting Sign', or taking 'the attendance roll' or 'welcoming newcomers'.

In other words, many members of the CV Branch offer their volunteer services through a wide range of activities, which in turn has led to many more of the general membership feeling responsible for Branch Activities as a whole.

MEMBERSHIP CHARACTERISTICS

Attendance rolls appear to show beginning signs of change in our membership. The year started out 'officially' with 23 paid up members – several of whom became members as this was included in their 'Speech Reading Package costs'. Attendance has varied with an average of 15 at any one meeting. (The largest number attended when the guest speaker talked of her personal experience with a Cochlear Implant) In addition to paying our membership fee, some – but not all - of our members have also elected to become members of National.

As the year progressed, it became evident that several of our previous 'long standing' members no longer attend, or attend irregularly. Some have let us know the reason for their erratic or inconsistent attendance pattern (personal health reasons, or caring for partner, etc). Others just moved on..... Hearing loss continues, but no longer is a major issue for them, nor one relevant to attendance at our group meetings

It appears that the age range of our membership seems to have altered slightly – gradually dipping into a younger age group. (50 /60 or early 70s) as compared to large number of the 'near 80 group' who attended last year.

This year there have been fewer 'visitors' — potential members who attend meetings but do not pay their membership. Newcomers this year have either been Speech Reading graduates – or are attending hoping to be included in the next Speech Reading class. These newcomers are full of ideas they hope to see explored and introduced to CV Branch. Most appear interested in continuing to attend the monthly meetings, becoming actively involved in Branch activities.

SPECIAL PROJECTS :

Once again, offering Speech Reading Classes has been the main 'special project' of our Branch.

The committee organized to attend to the details were faced with a new unexpected challenge when they decided to continue to 'import' one particular instructor. All committee members had agreed that this individual offered the best 'quality' service. With considerable support from the Instructor, her costs were reduced to a minimum – with potential candidates charged accordingly.

Unfortunately the venue which has been used so successfully for the past few class sessions, was no longer available if participants were to be charged. After considerable negotiations with the organization responsible for the venue, the Speech Reading committee were able to assure them that the CVBranch was in fact making no profit. The restriction was removed and the classes are one again open to participants who are asked to pay the minimal fee (which essentially covers travel costs for our Instructor).

It is clearly evident that, had we locally trained 'Instructors', costs would be greatly reduced, if not almost eliminated. There is also the possibility that classes could be offered more frequently – depending on the availability of any new Instructor.

Assisting potential Instructor candidates with the potential training costs involved, we hope might make a difference. The key point of course is that we have yet to find potential candidates for the Instructor's course – people willing to donate not only the 5 consecutive days for the Instructor training, but also with a keen desire to then volunteer their time to offer courses locally. A small subgroup of our membership has recently come forward to focus on these issues.

BUDGET

Finances for this period are consistent with that of previous years. Major Income continues to be Membership Fees; major Expenditure the rental fees with minor additional costs -such as paying travel costs for out-of-town speakers, administrative cost (relevant copying). etc.

We were fortunate that both the Courtenay Recreation Department, and now the Comox Recreation Department, offered us a special 'non profit group' rate for hall rental – our major expense.

The reduced income, resulting from the 'grandfathering in' of the nine September Speech Reading class members, did noticeably affect the available Expenditure opportunities.

MEETING SPEAKER/PROGRAM DETAILS (March 2014- March 2015)

March 2015 – **Lawrence Burns** – former Chief of the Courtenay Fire department gave an interesting informative presentation on Fire Prevention – including special tips for those who are Hard of Hearing (need for special alarms, when driving how to deal with 'sirens', etc)

April 2015 – **Costco Hearing Aid Center** will gave an interesting presentation on their Center and services offered. Many had not realized the financial alternatives available.

May 2015 . This month's presentation was a **speaker from the RCMP** talking on 'Fraud and Your Personal Security'. **Annual Meeting and Election** (results as described above)

June 2015 - **Amy MacLean** from Comox Connect Hearing was our presenter. She spent considerable time assisting those who are reliant on the Induction Loop, to make better use of their T-coils or alternate streaming devices.

July – Aug 2015 - Summer break time – no programs

September 2015 – Although the idea of a **Member/family ‘pot luck barbeque’ social** was considered, when members were contacted, too many were going to be ‘out of town’ or unable to attend. The Main Planning meeting therefore agreed to cancel this session.

October 2015 Program offered by two of our previous year’s **Speech Reading graduates’ sharing Experiences from their ‘Recent Trip to India’**. – with tips anyone with Hearing Loss would find helpful.

Nov 2015 – **Lloyd Kuhn** from the Lions Club offered an excellent presentation on the ‘Support that the Lions’ Club offers to those who are Deaf or Hard of Hearing’.

Dec 2015 – Unfortunately our **Christmas party had to be cancelled** due to weher Jan – 2016 - This our first meeting in the new venue, offered an ‘open forum’ with a member of the Main Planning group (**Susan Ward**) guiding the discussion, assisted by the guest audiologist **Nerissa Davies (of Courtenay’s Connect Hearing)**. Nerissa went out of her way to not only respond to questions, but also offer some excellent day to day tips for those who are Hard of Hearing.

Feb – 2016 - **Val Johnson** , herself a recipient of an implant, spoke to us on her experience in ‘Living with a Cochlear Implant’. Several ‘guests’ joined the regular participants to learn more about what having an implant would involved. An excellent meeting – with many questions.

March – 2016 The plan for this meeting was a **presentation by the Speech Reading Planning Committee** – outlining past, current and planned future activities They also took advantage of the opportunity of advising the general membership of the need for future funding, to assist in making the Speech Reading classes more available.

Plans for the the following three months have also been confirmed: **April** likely will be a **General Member** discussion of what they would like to see happen with this group in the future; **May** will be a presentation by **Daryl Houghton of Phonak Hearing Appliances** – assisted by Amy McLean from Connect Hearing. Daryl will we hope once again share with us the latest in technological devices available to assist those who are Hard of hearing.

The **June** meeting will combine a **presentation by Roxanne Beauty from the Island Deaf and Hard of Hearing Center** – which services our area. Our AGM, plus a possible report on the Winnipeg National meeting will more than fill time available..

Respectfully submitted,

Comox Valley Branch

Planning Committee members –Glenda Gentleman; Mary McLennan; Charles Page; Susan Ward (Treasurer). Peter Winter (when available).



Annual Report 2015 of the CHHA Vancouver Branch

The highlight of the year was the 5th annual Walk-to-Hear campaign, on September 27th, 2015 at Jericho Beach Park. For the fifth year in a row, the approximately 60 walkers participating were blessed by favorable weather.

Improving Public Accessibility was the theme of the event. This theme shone the spotlight on the importance of access in public venues for hard of hearing persons, including the provision of adequate sound and assistive listening systems and captioning, as appropriate. A leaflet was published, circulated at the event. The branch has targeted a specific facility to improve its accessibility, with this work on-going.

Sponsors for the 2015 Walk-to-hear were Oticon Medical, Crystal Hearing Centre and Accurate Realtime Inc. The Air Canada Foundation provided two travel tickets in North America in a draw, with Harminster Atwal as the winner. Altogether close to \$8,000 was raised for the event, with cost-sharing with CHHA National who was responsible for the web platform and other administrative aspects of the walk. CHHA Young Adults also participated in the walk.

The CHHA Branch Board has committed to a 2016 Walk-to-Hear campaign if continued by CHHA National with a date of Sunday, September 25, 2016. CHHA Young Adults will also participate.

Noise Prevention was the theme of a public seminar on March 11th featuring Sasha Brown, Audiologist with the Prevention and Occupational Disease Initiatives of Work Safe BC. Ms. Brown discussed the significant social and financial implications of Occupational Noise Induced Hearing Loss, and the need to reduce and, ideally, prevent its occurrence.

CHHA National Conference: The branch continued its support for Vancouver young people to participate in the annual leadership and educational program of CHHA Young Adults Network; an event was held in conjunction with the CHHA national conference in Halifax May 21-23, 2015.

Representatives from the Branch attended the CHHA BC AGM and conference on June 13 at the Vancouver Public Library, downtown location. As well, representatives attended the CHHA National Conference in Halifax.

Governance

Membership increased from 15 persons in the previous year to 19 persons in 2014-15.

A website and Facebook were maintained.

Members of the CHHA Branch Executive met on a frequent basis. Members are:

Ruth Warick, President

Rosalind Ho, Vice-President

Miron Gazda, Treasurer

Shirley Coomber, Secretary

Tasha Cox, Member-at-large

Elissa Robb, Member-at-large

Note: the aforementioned also served as the Walk-to-Hear organizing committee. Enormous thanks goes to my colleagues for their support and awesome work.

Our thanks to Suzan Zagar for maintained the CHHA Vancouver website for several years and will be leaving the role. A new webmaster is being sought. Our thanks goes to Accurate Realtime Inc. for continued excellent captioning for our public events.



Report respectfully submitted

Ruth Warick, President CHHA Vancouver Branch



Canadian Hard of Hearing Association BC Youth Peer Support Program

Third Annual Report – 2015/2016

History & Mission

The Peer Support Program was found in 2012 by Bowen Tang & Joy Gong, who both have profound hearing losses. The Program's mission is to support deaf and hard of hearing (DHOH) youth in their navigation of academic and social lives in secondary and post-secondary institutions. We aim to create a platform where DHOH youth can be empowered to foster active leadership, provide peer support, advocate and promote hearing awareness in their communities.

Website: <http://www.chha-bc.org/youthpsp>

This past year marks the launch of our program website, with many thanks to Stephanie at CHHA-BC office in setting it up. A webmaster/researcher was hired in February, who has been making strides in transforming the layout of the website and uploading its content with various information:

- Blog series on mental health and hearing loss
- “*Hearing Aids and You*” brochure, emphasizing the importance of amplification
- Quotes of the week
- Repost of stories/videos from external links

We will soon be releasing a pamphlet on Hearing Loss in a Workplace, highlighting the legal rights and process in requesting accommodation.

BC Buddies

We have relaunched our Mix n’ Mingle event, which is now referred as BC Buddies. Two events were held on:

- February 20th at Children’s Hearing & Speech Centre of BC in Vancouver and,
- April 30th at BC Family Hearing Resource Society in Surrey.

A total of 24 students came from different parts of the Lower Mainland: Vancouver, North Vancouver, Pitt Meadows, and Surrey. Check [here](#) and [here](#) for the reflection posts on our website.

Feedback from parents and students included:

1. *“I was just happy to have had the opportunity for [my daughter] to be able to make these connections”*
2. A parent responded that her daughter had found a new friend and they arranged a playdate shortly after the event – *“[She] made a new friend. They exchanged phone numbers and [her friend] actually happens to be at our house today.”*
3. *“The favourite part of the afternoon for me was bringing my granddaughter from not wanting to be there and not wanting me to leave TO “bye Grandma, I met a new friend”. It was a big relief. And the pizza, ice cream and games in and out was great.”*



Canadian Hard of Hearing Association BC Youth Peer Support Program

Post-Secondary Transition Workshop

We continued to work in partnership with the following agencies on the delivery of post-secondary workshops:

- Post-Secondary Communication Access & Services (PCAS),
- Provincial Deaf and Hard of Hearing Services (PDHHS), and
- Western Institute for the Deaf and Hard of Hearing (WIDHH)

A total of 4 workshops were delivered between February and April, reaching close to 100 people, comprised of students, parents, and professionals, including those residing in Kelowna. Click [here](#) to read the reflection post on the Kelowna workshop.

Mentorship Referrals

Requests to us have been made from teachers of the deaf and hard of hearing. Three were processed in the past year:

1. Delta – connected a Grade 12 student with one of our mentors with regards to programs at SFU.
2. Vancouver – 2 separate referrals in meeting with a Grade 6 and Grade 8 student to discuss challenges experienced involving deaf and hard of hearing identity

We also received a request to recruit young adults in volunteering for a sports day at a local public school district, organized for their deaf and hard of hearing students.

Future Plans

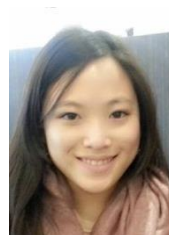
- Establishment of an interactive forum on the website (digital pen pal format)
- Expansion of BC Buddies event to include Kelowna and Victoria
- Continuation of Post-Secondary Transition Workshops in partnership with local agencies
- Recruitment of young adult volunteers to assist with program logistics and mentorship

Lastly, we would like to thank Caldor Foundation whose funds enable us to continue providing the aforementioned services.

Respectfully Submitted,



Bowen Tang, M.E.D.



Joy Gong, B.A, B.Ed.
Co-Founders

Submitted on May 14th, 2016