



Island
Deaf +
Hard of
Hearing
Centre

2021 - 2022

ANNUAL GENERAL REPORT

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



PRESIDENT'S REPORT

The past year has been one of change and challenge for IDHHC. We continue to address the many challenges presented by the pandemic, some two years after the first signs of COVID-19. We have been able to slowly restore in-person services in a safe manner for our clients and our staff. Many programs, such as Interpreting and Captioning Services, have been essential for the well-being of our communities.

There has been the largest physical change in the Victoria office for the last 5 years. We have moved into our new location at 3960 Quadra Street, and are enjoying the benefits of having new facilities, along with the inevitable early adjustments that will have to be made. The move required extensive planning and a complete building of offices and clinics in the new location. Now that we have some room to expand, there is the opportunity to increase services to the community at large.

The ongoing impacts of the pandemic have been difficult for our clients, but we are very proud of the way that the IDHHC staff in both Victoria and Nanaimo have taken the many 'extra steps' to assist. We have increased demands for some services, particularly for the interpretative and captioning services that are offered throughout the Province. On-site clinic services have been able to meet the local demands in Victoria and Nanaimo, thanks again to the dedication of staff.

We can look back on a solid year of activities with a sense of pride. We can also look forward to new challenges. We hope to expand our clinic services, given our new facilities and the increasing demands the lower Island. We will continue to work with our community partners to ensure that our clients receive the services they need, when they need them.

We will also continue to build our own financial independence. The Sound of Change offers hope to many clients that their needs can be addressed within their financial means, while others can purchase the resources they need knowing that they are, in turn, benefitting others in the community. This social enterprise makes IDHHC unique within the field of services for the Deaf and hard of hearing.

On behalf of the Board of Directors, I want to recognize and thank our supporters in the community. As we hopefully move past COVID-19, we can see a future that provides greater support to some of the most vulnerable people in the community. Achieving that success will require strong support from many.

Finally, a word of thanks to all our staff. Under the leadership of Denise Robertson, our team has been there each day to support our clients and each other. We thank them for all that they have done, and what they continue to do now and in the future.

Respectfully submitted,

Chris Beresford



EXECUTIVE DIRECTOR'S REPORT

Looking back, it is difficult to describe the last two years – they feel blurry and disjointed. We do know we are not alone in this reflection – many organizations and agencies like us feel the very same way. As we emerge from the second year of the COVID-19 pandemic and the many challenges along the way we hope to emerge on the other side with more certainty and confidence.

In actual fact the 2nd year of the pandemic might have become more challenging than the first. The feeling of being in a “holding pattern” brought uncertainty about how we would move forward in our work to achieve our strategic vision. What began in 2016 and 2019 as a journey of agency growth to strengthen our infrastructure and lay a solid foundation for long term security became challenging to deliver.

Two important factors have come out of the last fiscal year that will be impacting us in the year ahead: The growth of our social enterprise was stalled as restrictions and variants continued. The decrease in donor giving as well as the reduction in funding and granting dollars impacted our ability to balance the budget, as demands for our service provision grew.

We were given notice of termination of our lease in our Victoria office two years earlier than anticipated as the office building was to be replaced with condos. Scrambling in a challenging commercial real estate market we found new space with a long term commitment that will not only increase our annual commitments but required extensive and costly building improvements, putting financial pressure on the next fiscal year.

During these trying times our staff team and volunteer Board of Directors have worked hard and I am proud and honored to work beside them – their leadership and dedication to our vision and mission is inspiring. To the supporters and community members that have supported us – thank you for staying with us and being at the heart of our success. Unable to host a 30th Anniversary Celebration as planned in 2021 we hope all clients and members across the Island community will join us in July 2022 for a summer “Celebrate Together” event.

As we prepare to adapt and pivot again, as we grow our partnerships and enhance our services, the dedication and perseverance of our team will help us deliver our mission: being leaders in education and innovation; fighting isolation and improving access and inclusion; strengthening families and communities.

Respectfully submitted,
Denise Robertson



OUR DONORS + SUPPORTERS

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

INDIVIDUAL DONORS

May Anderson, Bernadette Armstrong, Bettina Ashley, Mahjor Bains, Emma Barriscale, Paul and Frances Beckow, Yvonne Berquist, Linda Bradford, Doug Burn, Tim Calcutt, Deirdre Campbell, Al and Lennie Clarke, Nora Clarke, Patricia Cochran, Simone Conner, Veronica Cooper, Michael Cooper, Sarah Coupe, Pamela Cowling, Peter Danenhowe, Robyn Davies, Florence Davis, Gabriel Deners, Jeremy and Kimberly Dillon, Lorraine Douglas, Wendy Draper, Barbara Dunn, Remedios Ellison, Zohre Eshtiaghi, Michael Fisher, Stacey Frank, Irene Fraser, Duncan Gibson, Mark and Diana Gillis, Cathy Grimstead, Dana Haines, Patricia Hall, Reginald Haskins, Susan Haugen, Michael Hayes, James Hebert, Gerald Henkelmann, Robert Holden, Garry Holland, Ellen Hooper, Jean Hughes, Douglas Hugill, Emily Huston, Bill King, Valda Kitchner, S. Keith Lamb, Suzanne Lang, Jose Lecinana, Jon Lepas, Richard Letourneau, Debra Little, William MacMillan, Barry Manson, Patrick McGaw, Debroah McKinley, Jeff McLellan, Kerry McLorg, Elsie McMurphy, Teresa Mercer, Anne Minnings, Mary E. Mitchell, Nancy Mundy, Pauline Mussett, Amanda Neal, Lothar Netzel, Merle Newberg, Colin Nielsen, Evelyn Oades, Christine O'Brien, T. Herbert O'Driscoll, George and June Preston, Southard Quint, Irvine Reede, Denise Robertson, Jim and Mae Robinson, Sandy and Beth Rogers, James Roll, Dale Rolston, Edith Rosenfeld, Gajanan Sahasrabudhe, Elizabeth Schram, Robin Sebastian, Jaspal Sidhu, William and Judith Slater, L. Wayne Smith, Elizabeth Smith, Donna Sorely, Ida Spada, Jacquelynn Starck, Hillary Suraci, Ronald Tefler, Lee Thompson, Lee Thompson, Shelby Titian, Kim Trace, Anita Troop, Karen Van Rheenen, Dianne Varga, Anna Venditti, Beverley Wallace, Wei Wang, Mary Warner, Rick Weatherhead, Raymond White, Rob Wicks, Christine Worsley

COMMUNITY & ORGANIZATION SUPPORTERS



Evening Optimist Club, Gordon Head Lions Club Gaming Account, Ladysmith Lions Club, Nanaimo Lions Club, Provincial Employees Community Service Funds, The Benevity Community Impact Fund, The Tony and Mignon Fenton Trust

Our sincere gratitude for your support and commitment.

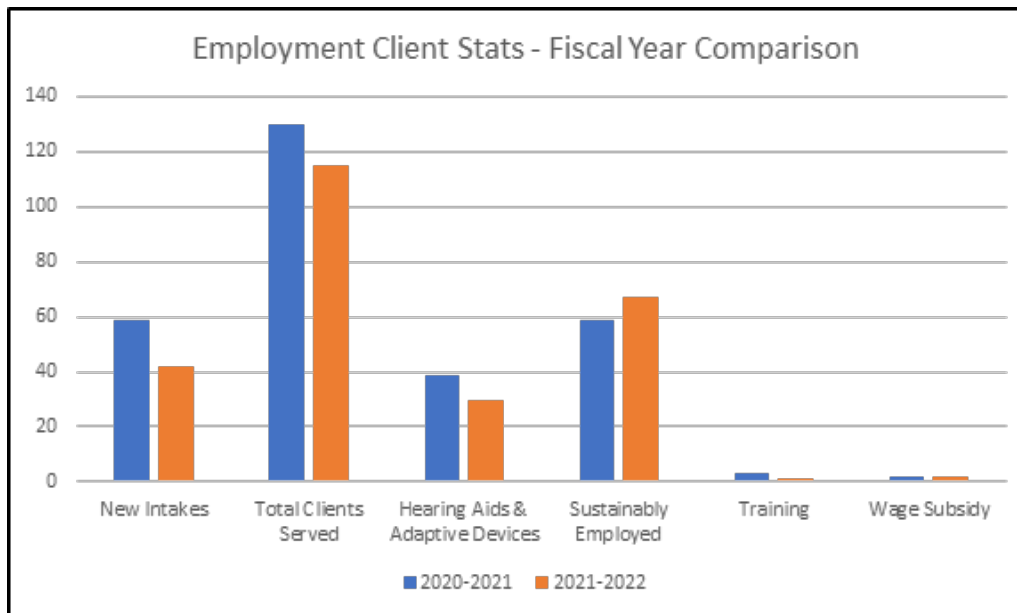


EMPLOYMENT SERVICES

Employment Services continues to be evolving to serve clients in the changing landscape of the pandemic world. Over the last year the employment team has assisted clients in navigating workplace COVID-19 restrictions, business reopening protocols and developing communication strategies. Between April 1, 2021 to March 31, 2022 we have seen a smaller number of new clients seeking job search and sustainment support. The decrease can be correlated to increased rates of employment in Victoria and Nanaimo as businesses reopen. We saw an upswing in requests for services in March as it was announced that anyone on income assistance is employment obligated again.

CLIENT STATISTICS

- 42** New Intakes
- 115** Total Clients Served
- 30** Hearing Aids & Adaptive Devices
- 67** Sustainably Employed
- 1** Training
- 2** Wage Subsidy



EMPLOYMENT TRENDS & IDHHC CLIENTS

- + By March 2022 British Columbia had seen seven consecutive months of job gains
- + B.C. has the highest job vacancy rate among all provinces. Despite job availability job seekers struggle to find employment that pays a 'living wage' as inflation rises
- + A continued rise in clients over the age of 65 seeking support to return to work/ remain employed citing rising cost of living



- + A lack of Soft Skills is cited as a major underlying reason for high job vacancies according to the Conference Board of Canada. IDHHC Employment Team has responded by offering a variety of Workshops geared toward finding and promoting soft skills as well as a host of other job search related topics

CLIENT SUCCESS STORIES

When the COVID-19 pandemic hit Victoria in spring of 2020, T was laid off from his job at a fast-food restaurant. Once off work, he realized that the job didn't meet his need for a quiet workspace. T also knew he needed new hearing aids if he was going to be able to work anywhere long term. So, he reached out to the Employment Case Manager at IDHHC to access Employment Services through WorkBC. His Case Manager referred T to WorkBC Assistive Technology Services for funding for brand new hearing aids, which were fit through the IDHHC audiology department. Through the Work BC Employment Services offered at IDHHC T participated in an assessment to help him determine what jobs would suit him best. He took job search workshops with content tailored to his experience as a hard of hearing person. He accessed help to explore various careers and be introduced to employers through the job development opportunities. He took part in an accessible online job fair with a large retailer, using a Captionist who typed out what each speaker was saying during the presentation and subsequent interview. "I'm really grateful," T explains, "Because (my Employment Case Manager at IDHHC) was the one who gave me the idea to work here (stocking shelves at night)." T had his Case Manager attend his first two shifts with him, to help him explain his communication needs to his new co-workers, and make sure a safety plan was implemented. Almost a year later, he is feeling settled and happy: "This is my favourite job I've ever had," says T, "It is quiet; I can work at a steady pace and not have to try to hear customers. And I've made friends at work." Indeed, his employer is happy they've found such a hard-working employee in T, and through the Job Sustainment Services T is receiving, he has set himself up for a great future with the company.



C came to IDHHC Nanaimo for job search assistance at the end of 2021. She was newer to the area from Ontario but had heard good things about our agency through Deaf friends. C had not worked since she was in her 20's and she is now over 60 years old. Working with her IDHHC Employment Case Manager, much was accomplished in assessing her skills and interests, building resumes, working on interview skills and exploring different work options. IDHHC Hearing Clinic set her up with new hearing aids and a Home Alert system. With a referral and introduction to an opportunity with Harbour City Donuts, and some interview practice, C had a successful interview with the owner and was hired on the spot. The part-time nature of the work, hours, and wage work well for her. She is thrilled with her new employer's openness to accommodate both her hearing loss needs and physical challenges, as well as the work itself. "I have been surprising myself and my employer with what I have been able to do in this job! My boss is thrilled that he's able to take some time off to be with his wife and kids. It honestly doesn't feel like it's a job yet ... it feels like family" says C of her work. She adds: "Having been out of work for 40+ years I truly appreciated the kindness and help in finding employment that really suits my needs. I'm also grateful for having a Home Alert system that gives me a greater feeling of safety and sanity in my home".

HEARING HEALTH SERVICES

Throughout the 2021/2022 fiscal year, the Hearing Health Services (HHS) team has been working diligently to provide services for our community.

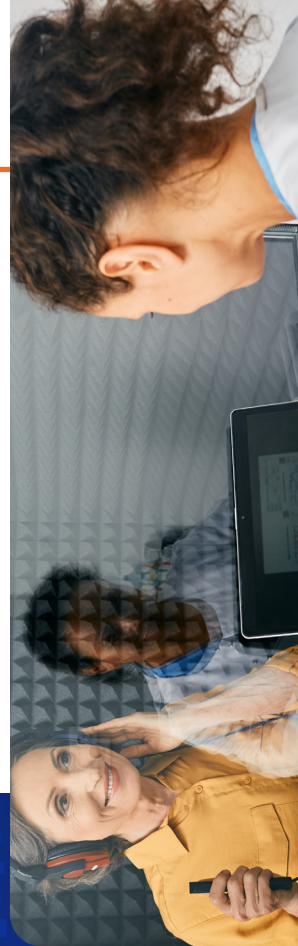
Our Sound of Change initiative has remained strong going into its 6th year. The Sound of Change initiative provides refurbished hearing aids to vulnerable and low-income adults and seniors. In addition to hearing aids, we also provide these individuals with full audiology services and aural rehabilitation. As the initiative has become more established, we are seeing more new and long-term clients within the program. In the 2021/2022 fiscal year, we had 84 new Sound of Change clients that were fit with 162 hearing aids. We also saw 66 returning clients with 121 hearing aids that required replacement. As of the end of the fiscal year, the Sound of Change initiative has helped a total of 618 individuals receive 1,355 hearing aids at no cost, a market value of approximately \$3.4 million. It is with gratitude to the many individuals and organizations that have donated hearing aids that we are able to keep the Sound of Change initiative going strong.

I don't attend any events but simply want to say how thankful I am to you. 54 years ago I had a trauma and went stone deaf in my one ear. Over the years I adjusted to this but at times at a golf event it was embarrassing and difficult. I had a test where it was recommended that I buy a cross-over for \$6,000.00. As a pensioner from South Africa my funds are very limited, and I could never afford that kind of expense. Then I found Stephanie and staff in Nanaimo, and they changed my life! Thanks to them I now have a cross-over and have perfect hearing. I am so very grateful to you that I now have perfect hearing.

C.H. of Gabriola Island, BC
Sound of Change Client

The HHS team has continued to support our employment program and IDHHC's employment counselors to ensure that barriers to employment for our community are removed. We assist our community in providing full audiology assessments, individual management plans, prescribing and fitting hearing aids, and aural rehabilitation. In this fiscal year, we were able to help 27 clients obtain funding for 54 hearing aids.

I've been a singer and musician all my life. It's the heart of me. If you are a musician, you understand. Sadly, for the past 20 years, as I was building a successful music business, I was also gradually losing my hearing. I always said I would never stop singing, drumming and playing crystal singing bowls, until I had to. Hearing aids enabled me to keep going for 20 years and build an international music business. But last year I quit because I couldn't hear well enough anymore. I was so depressed! I decided to go to IDHHC to see if they could help. Miraculously, I learned that my hearing was holding steady. It was my hearing aids that needed replacement. With my new High Power Oticons in hand, Edward skillfully made a highly refined music



program that allows to me to hear my singing voice and the overtones of the crystal bowls together. Now I'm creating new music. And I'm blissfully listening again to the birds sing and to the wind chimes in my garden. He is the first audiologist I've had in 20 years who really understands how to program hearing aids for musicians. I am SO grateful to Edward and the IDHHC team for giving me back my life and my music. I'm back in business!

**N.W. of Victoria, BC
HHS Client**

For Speech and Hearing Month in May 2021 we hosted two educational workshops. One was geared towards the general public and focused on understanding hearing loss with 25 people that registered. Topics included understanding the audiogram, types of hearing loss, health and hearing, and social and emotional impacts of hearing loss. In the same month, we also hosted a virtual in-service for caregivers working with Deaf and hard of hearing individuals in our community with 23 registrants from different organizations and care facilities. Feedback for both workshops was very positive. Caregivers that attended the in-service noted that they felt more confident in being able to better help their patients with hearing loss and basic hearing aid troubleshooting.

In Victoria, our Hearing Health Services team continued visiting the downtown Our Place Society every four months to provide hearing screenings. Working with their community engagement program, we continue to identify hearing loss, and initiate hearing health care for vulnerable community members including low income, disadvantaged and unhoused individuals. Several of these individuals have received hearing aids and aural rehabilitation services at our Victoria clinic.

In May of 2021, the team initiated a volunteer driven support group for cochlear implant users on the island. We had a great response with more than 40 individuals that are part of the group. The meetings are typically held once every two months on Zoom and are led by a volunteer facilitator. Topics are typically chosen by members and a focused topic is discussed at each meeting. Topics so far have ranged from discussing the experiences of having bilateral cochlear implantation to having a guest speaker from Cochlear Canada to discussing cochlear implant accessories. The response from participants has been very positive and many have expressed their gratitude at being able to talk with others about their experiences.

In October 2021, IDHHC, audiologist Edward Storzer provided an online workshop for the 4th Year UVIC Nursing class. The focus of this presentation and Q&A session was education on hearing loss and hearing amplification, including an overview of hearing aid features, accessories, and cleaning procedures.

The HHS team did not have enough participants to run our aural rehabilitation program in the fall. We have decided to rebrand the program to move away from a medicalized approach of rehabilitation and instead encompass the core principles of the program. Rather than calling it Aural Rehabilitation, we have changed the name to "Hear Now! A workshop of tactics and strategies to conquer hearing challenges".

In addition to Sound of Change and private clients, we continue to provide services to those who are covered under the Ministry of Social Development and Poverty Reduction (MSDPR), First Nation Health Authority (FNHA), and Veterans Affairs Canada (VAC) in order to help more individuals in our communities. In the coming year, we plan to continue to expand and develop our existing programs. We also hope to create new initiatives to better support our community.

FAMILY + COMMUNITY SERVICES

This year our Family & Community Services team supported 124 Deaf and hard of hearing clients and their families. About one-third of these clients were children and youth.

Our most popular service for children and their families is our family-centred sign language classes. This year we provided 21 Island families with foundational American Sign Language (ASL) training to support early language development and meaningful communication within the home. For children under 5 years of age, our team works with BC Family Hearing Resource Centre who are early intervention specialists.

We love classes with Jolene and look forward to them every week. We sign with [our son] every day. I definitely am noticing that I understand most of what Jolene signs to us during class, without having to ask her to repeat herself. I think the rest of my family are feeling the same way. We are certainly making progress and are eager to continue.

Parent of Campbell River, BC

Our team also strives to anticipate and respond to parents' needs for information and support. With the COVID-19 pivot to online services, this year we continued to offer classes and workshops online. Our most popular group classes this year were ASL Coffee + Chat, and our ASL Grammar series. We also offered a workshop entitled "Understanding the Experience of a Cochlear Implant User" with our staff Audiologist Stephanie Renaas. These online groups and workshops allow parents from across the Island to meet their peers and build community.

Thanks again for the workshop! Stephanie – I really appreciated how you outlined what it's like to wear CIs and I certainly was grateful to hear your story. Thank you both for your willingness to help our families navigate these things well!

Parent, workshop participant

I definitely will join the classes in the Spring. It has been so useful for me and Jolene is a wonderful teacher and a delight to know.

Parent, ASL group participant

As a service imbedded within IDHHC we are able to work with individuals through-out the life span. So we can support parents as children transition from early intervention services into their school years, and when youth transition out of school and into adult life. IDHHC's various service streams can build a support network around each person and family to help them navigate important life transitions. This year our team provided 700 support sessions to families.

Our Family & Community Services team supported 85 Deaf and hard of hearing adults this



year. About one third of these adults are now seniors. Our services encompass communication support, literacy assistance, and liaison with government and community resources. This year our team provided over 2400 support sessions to our adult clients. Many of these individuals needed intensive support during times of crises (in health, in housing, in relationships) and ongoing check-ins through-out the year.

Thank you so much. Right from my heart. I really appreciate your help in this matter.

Adult client of Victoria, BC

Many thousand thanks. I'm speechless. Thanks for great support.

Adult client of Nanaimo, BC

Our ability to support the diverse needs of our clients is dependent on a huge variety of service providers who share information, and often partner with us to provide improved support and access for our clients. These community resources range from Aboriginal services to accountants, housing societies and care homes to employers and medical clinics. And in turn, service providers reach out to us with questions about access and accommodation. This year our team engaged in over 3700 networking sessions with community service providers.

Thanks so much for all these great suggestions. I will forward them on to my client and hopefully they can find something that works for them... I will let you know.

Island Health of Victoria, BC

Thank you so much for your prompt and thorough response. I will be pleased to forward this information along to the client!

Island Health social worker of Nanaimo, BC

We also have the pleasure of working with other Deaf specialist organizations who augment IDHHC's services. These organizations include BC Family Hearing Resource Centre, the Deaf Well-Being Program, Provincial Deaf and Hard of Hearing Services, and all the Island-based Teachers of the Deaf and Hard of Hearing. Each play an important role at various ages and stages of a Deaf or hard of hearing person's life.

As we conclude this year of service, and look towards the coming year, we are grateful for the flexibility and patience that all our clients demonstrated during the COVID-19 protocols. We are looking forward to continuing to accommodate your comfort and safety and are looking forward to sharing our new Victoria office with you for more in-person events and activities! Please keep an eye on our agency's website, our newsletter, and our Facebook page for all the latest information.

INTERPRETING + CAPTIONING SERVICES

IDHHC's Interpreting and Captioning Services have continued to grow and last year had two of the busiest months on record. While the pandemic restrictions have lifted and there is an increase in requests for in-person services, the majority of requests continue to be virtual.

Between April 2021 and March 2022 we provided interpreting services for 183 broadcasts with Premier Horgan, Dr. Henry, and Minister Dix and a variety of other Ministers for COVID-19 announcements, WildFires, Floods, Employment, Transportation, and Child Care to name a few. BC continues to be a leading example across the country in delivering ASL interpreting services for Government Announcements.

During this same period, we arranged 1,583 requests for interpreting and captioning services totaling 3,911 hours of service provision. We continue to add Registered Sign Language Interpreters from within BC and from other provinces to our roster, including those that identify as BIPOC. The demand for service is sometimes greater than the number of interpreters available. Many interpreters may also work for Video Relay Service companies where they commit to a schedule 6 to 8 weeks in advance. As a booking agency it can then become difficult for us to arrange freelance interpreting services when we may often only have 1-2 weeks advance notice of a request.

With the BC Accessibility Act being passed in the summer of 2021, Government agencies are recognizing the need to ensure that their meetings, workshops, events, activities and even documents are inclusive and available in other formats such as in ASL and via captioning. We are delighted to be able to provide these services and contract with skilled Deaf and hearing professionals for these projects.

We continue to be a vendor on the Corporate Supply Agreement (CSA) arranging services for all Provincial Government Ministries and Crown Corporations. Interpreting requests for CSA bookings account for approximately 60-70% of our monthly bookings. Our staff continue to be available to guide BC Government personnel on the arrangements needed for inclusive events.

IDHHC is delighted to announce that as of December 2021 we have a new Services Booking Coordinator. Allison Sands is a well-respected Interpreter in Vancouver and works remotely booking interpreting and captioning services and has been a fantastic addition to our team. While the demand for services grows so does the need for our team of booking coordinators.

Our team continues to stay engaged and involved with the community and host meetings and opportunities to connect with our hearing and Deaf interpreters, our captionists and translation teams. IDHHC joins other agencies to enhance partnership and explore synergies to grow the sector; we continue to seek prospects to secure funding and contracts that will enhance the work and opportunities of freelance interpreters and captionists in this province.



OUR BOARD MEMBERS AT WORK

COMMUNICATIONS & MARKETING COMMITTEE

Emerging from pandemic, we focused on developing and implementing new marketing strategies. Working with our marketing consultant over last year, used several avenues to market our services e.g. Facebook and other social media, local newspapers, TV and radio channels, Victoria Foundations Vital Signs, Inspire 55+ magazine etc. Strengthened relations with various stakeholders like Nanaimo Lions club, Victoria Foundation, London Drugs through various programs. Also, reached out to broader community through various community outreach events like 55+ Lifestyle Event.

Work is in progress to modernize our web site to allow better marketing of our services using Search Engine Optimization. We are also looking into options to highlight availability of our interpreting and Captioning Services to all areas of the province outside Vancouver Island.

BUSINESS AND OPERATIONS COMMITTEE

While challenges associated with COVID-19 continued throughout the year, IDHHC continued to provide services through a hybrid model involving virtual and wherever possible in person services and support. Procedures were put in place to ensure that IDHHC staff and our community remained safe from COVID-19 during interactions and service delivery.

The primary focus of the Business and Operations Committee during the year was on securing and preparing the new office space for IDHHC's Victoria office due to lease cancellation to enable the property owners' planned redevelopment. IDHHC moved into its new space housed at 301 - 3960 Quadra Street towards the end of the fiscal year within seven short months made possible by the extraordinary negotiation, planning and project management of our Executive Director. As part of the move, IDHHC's cloud-based technology, data back-up and telephone system were enhanced to help ensure secure and reliable data management.

Good progress was also made on the Business Continuity Plan and a review of the programs and staffing requirements was initiated to establish the context for the Staff Succession Plan. Work will continue on finalizing the Business Continuity Plan, developing the Succession Plan, and updating the Human Resources policies during the coming year.



TREASURER'S REPORT



IDHHC closed our fiscal year ended March 31, 2022 with a deficit of approximately \$19,000.

The Statement of Financial Position or Balance Sheet shows us currently in a healthy financial position. However, our total assets, liabilities, and fund balances (including operating and restricted funds) show a nine percent decrease over the previous fiscal year. This is mainly the result of reduced revenues. Expenses related to the relocation of the Victoria office are also a factor.

Our social enterprise: the selling of tech aids and hearing aids through Assistive Technology Services (provincial government program) and public sales and the Corporate Supply Arrangement with the Province for interpreting services remained strong.

The reduction in government assistance available through the COVID-19 pandemic had a significant impact on our revenues. The decision of our Victoria landlord to close its building on McKenzie Avenue will have an ongoing impact on our financial position, representing both a cost and an opportunity.

During the 2021/22 fiscal year, our Operating fund encompassed revenues of \$1.593 million and expenses of \$1.601 million for a net loss of approximately \$7,000 down from a substantial surplus the previous year.

- + As a result of the COVID-19 pandemic, the Centre received federal government assistance in the form of the Canada Emergency Wage Subsidy (CEWS) and the Temporary Wage Subsidy (TWS) in the amount of \$83,478, down approximately \$188,000 over the previous year.
- + The Centre also received government assistance in the form of the Canada Emergency Rent Subsidy (CERS) in the amount of \$16,293 down almost \$5,000 over the previous year.
- + As a result of the decision of our Victoria landlord, we were required to move our operations from McKenzie Avenue to our new location on Quadra Street. Leasehold improvements relating to our office space on Mackenzie Avenue were written off. Costs were offset by significant reduction in our rent over the course of the year.

At the end of fiscal year 2021, the board passed motions to move \$186,500 to our internally restricted funds, replacing the amount previously drawn from the restricted funds for investment in our social enterprise and making it available for future use. In fiscal year 2021/22, \$96,500 of those funds were used to support our core programs.

The board and the executive director continue the work to diversify our funding sources and build the financial resilience we need to ensure our core programs continue to operate and expand.

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

Anne Minnings
BA CPA,CMA

FINANCIAL REPORTS



Independent Practitioner's Review Engagement Report

To the Members of Island Deaf and Hard of Hearing Centre

We have reviewed the accompanying financial statements of Island Deaf and Hard of Hearing Centre (the Centre) that comprise the statement of financial position as at March 31, 2022, and the statements of revenues and expenditures and changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations (ASNPO), and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Practitioner's Responsibility

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

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

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

Conclusion

Based on our review, nothing has come to our attention that causes us to believe that the financial statements do not present fairly, in all material respects, the financial position of Island Deaf and Hard of Hearing Centre as at March 31, 2022, and the results of its operations and its cash flows for the year then ended in accordance with ASNPO.

Other Matter

The financial statements of Island Deaf and Hard of Hearing Centre for the year ended March 31, 2021 were reviewed by another practitioner who expressed an unmodified conclusion on those financial statements on June 4, 2021.

A handwritten signature in black ink that reads "Dusanj & Wirk". The signature is written in a cursive, flowing style.

Victoria, British Columbia
June 7, 2022

Chartered Professional Accountants

Jas Dusanj, CPA, CA + Kris Wirk, CPA, CA + Paul van Koll CPA, CA
Dusanj + Wirk Chartered Professional Accountants Inc.
202-4430 Chatterton Way, Victoria, BC V8X 5J2 TEL 250-220-7311 FAX 250-479-2124 www.dusanjwirk.com



Island Deaf and Hard of Hearing Centre
Statement of Financial Position
March 31, 2022

	2022	2021
	\$	\$
Assets		
Current		
Cash	161,165	208,721
Restricted cash (Note 3)	328,651	463,729
Accounts receivable	59,979	71,697
Government remittances receivable	4,693	3,019
Inventory	2,345	-
Prepaid expenses	64,383	14,942
	<u>621,216</u>	<u>762,108</u>
Capital assets (Note 4)	155,335	95,833
	<u>776,551</u>	<u>857,941</u>
Liabilities and Net assets		
Current		
Accounts payable and accrued liabilities	80,567	80,445
Government remittances payable	20,520	19,564
Deferred contributions (Note 5)	88,497	135,000
	<u>189,584</u>	<u>235,009</u>
Deferred contributions invested in capital (Note 6)	50,349	67,038
Long term debt (Note 7)	60,000	60,000
	<u>299,933</u>	<u>362,047</u>
Invested in capital assets	104,986	28,795
Internally restricted	232,229	328,729
Unrestricted	139,403	138,370
	<u>476,618</u>	<u>495,894</u>
	<u>776,551</u>	<u>857,941</u>

Lease commitments (Note 8)

Subsequent event (Note 13)

Approved by the Directors

_____ Director

_____ Director

The accompanying notes are an integral part of these financial statements

Island Deaf and Hard of Hearing Centre
Statement of Revenues and Expenditures and Changes in Net Assets
Year Ended March 31, 2022

	Unrestricted	Invested in capital assets	Internally restricted	Total 2022	Unrestricted	Invested in capital assets	Internally restricted	Total 2021
	\$	\$	\$	\$	\$	\$	\$	\$
Revenue								
Interpreter and fees for service	492,528	-	-	492,528	267,338	-	-	267,338
Assistive technology & refurbishing	368,353	-	-	368,353	332,971	-	-	332,971
Ministry of Children and Family Development	222,449	-	-	222,449	215,399	-	-	215,399
WorkBC Employment Services Program	173,734	-	-	173,734	185,123	-	-	185,123
BC Gaming grants	135,078	-	-	135,078	15,000	-	-	15,000
Donations, grants and memberships	100,886	-	-	100,886	174,781	-	-	174,781
Government assistance (Note 9)	99,771	-	-	99,771	292,626	-	-	292,626
Amortization of deferred contributions (Note 6)	-	16,689	-	16,689	-	19,494	-	19,494
Interest	847	-	-	847	632	-	-	632
	1,593,646	16,689	-	1,610,335	1,483,870	19,494	-	1,503,364
Operating expenses								
Advertising and promotion	37,109	-	-	37,109	2,177	-	-	2,177
Amortization	-	28,546	-	28,546	-	25,962	-	25,962
Assistive technology & refurbishing	166,435	-	-	166,435	156,336	-	-	156,336
Equipment rentals	626	-	-	626	571	-	-	571
Insurance	6,935	-	-	6,935	5,221	-	-	5,221
Interest and bank charges	6,863	-	-	6,863	5,661	-	-	5,661
Occupancy costs	103,171	-	-	103,171	115,747	-	-	115,747
Office	41,163	-	-	41,163	35,230	-	-	35,230
Professional fees	6,000	-	-	6,000	9,222	-	-	9,222
Repairs, maintenance and moving	14,986	-	-	14,986	367	-	-	367
Salaries and wages	775,222	-	-	775,222	695,480	-	-	695,480
Staff development	6,203	-	-	6,203	9,733	-	-	9,733
Staff transportation	6,689	-	-	6,689	4,202	-	-	4,202
Sub-contractors	418,599	-	-	418,599	240,078	-	-	240,078
Telephone	11,064	-	-	11,064	10,828	-	-	10,828
	1,601,065	28,546	-	1,629,611	1,290,853	25,962	-	1,316,815
Excess (deficiency) of revenue over expenses	(7,419)	(11,857)	-	(19,276)	193,017	(6,468)	-	186,549
Net assets - beginning of year	138,370	28,795	328,729	495,894	147,426	19,690	142,229	309,345
	130,951	16,938	328,729	476,618	340,443	13,222	142,229	495,894
Fund transfers	96,500	-	(96,500)	-	(186,500)	-	186,500	-
Purchase of capital assets	(88,048)	88,048	-	-	(15,573)	15,573	-	-
Net assets - end of year	139,403	104,986	232,229	476,618	138,370	28,795	328,729	495,894

The accompanying notes are an integral part of these financial statements

Island Deaf and Hard of Hearing Centre
Statement of Cash Flows
Year Ended March 31, 2022

	2022 \$	2021 \$
Operating activities		
Excess (deficiency) of revenue over operating expenses	(19,276)	186,549
Items not affecting cash:		
Amortization of capital assets	28,546	25,962
Amortization of deferred contributions	(16,690)	(19,494)
	<u>(7,420)</u>	<u>193,017</u>
Changes in non-cash working capital:		
Accounts receivable	11,718	40,203
Government remittances receivable	(1,674)	5,131
Inventory	(2,345)	-
Prepaid expenses	(49,441)	(1,283)
Accounts payable and accrued liabilities	122	16,273
Government remittances payable	956	5,092
Deferred contributions	(46,503)	55,445
	<u>(87,167)</u>	<u>120,861</u>
Cash flow from (used by) operating activities	<u>(94,587)</u>	<u>313,878</u>
Investing activity		
Purchase of capital assets	(88,048)	(31,981)
Financing activities		
Deferred contributions invested in capital assets	-	16,408
Proceeds from long term financing	-	60,000
Cash flow from financing activities	<u>-</u>	<u>76,408</u>
Increase (decrease) in cash flow	(182,635)	358,305
Cash - beginning of year	<u>672,450</u>	<u>314,145</u>
Cash - end of year	<u>489,815</u>	<u>672,450</u>
Cash consists of:		
Cash	161,165	208,721
Restricted cash	328,651	463,729
	<u>489,816</u>	<u>672,450</u>

The accompanying notes are an integral part of these financial statements

Island Deaf and Hard of Hearing Centre
Notes to Financial Statements
Year Ended March 31, 2022

1. Purpose of the Centre

Island Deaf and Hard of Hearing Centre (the "Centre") is a not-for-profit organization of British Columbia. As a registered charity the Centre is exempt from the payment of income tax under Subsection 149(1) of the Income Tax Act.

The Centre operates to provide services to the deaf, hard-of-hearing and late-deafened.

2. Significant accounting policies

Basis of presentation

The financial statements were prepared in accordance with Canadian accounting standards for not-for-profit organizations (ASNPO). The Centre's significant accounting policies are as follows:

Inventory

Inventory is valued at the lower of cost and net realizable value with the cost being determined on a first-in, first-out basis.

Capital assets

Capital assets are stated at cost or deemed cost less accumulated amortization and are amortized over their estimated useful lives at the following rates and methods:

Computer equipment	3 years	straight-line method
Furniture and fixtures	20%	declining balance method
Leasehold improvements	term of the lease	straight-line method

Fund accounting

The Centre follows the deferral method of accounting for contributions.

Revenues and expenses related to program delivery and administrative activities are reported in the unrestricted fund.

The invested in capital assets fund reports the assets, liabilities, revenues, and expenses related to the Centre's capital assets.

The internally restricted fund reports the Centre's internally restricted assets that are restricted for future purposes that meet the vision and mission of the Centre and are to be approved by the Board of Directors.

Revenue recognition

Restricted contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured. Endowment contributions are recognized as direct increases in net assets.

Restricted investment income is recognized as revenue in the year in which the related expenses are incurred. Unrestricted investment income is recognized as revenue when earned.

Measurement uncertainty

The preparation of financial statements in conformity with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that affect the reported amount of assets and liabilities, disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the period. Such estimates are periodically reviewed and any adjustments necessary are reported in earnings in the period that they become known. Actual results could differ from these estimates.

(continues)

Island Deaf and Hard of Hearing Centre
Notes to Financial Statements
Year Ended March 31, 2022

2. Significant accounting policies (continued)

Government assistance

Government assistance for acquiring fixed assets and related to expenses is recorded as deferred government assistance and is amortized on the same basis and according to the same rates as the related fixed assets or to income as eligible expenditures are incurred. Government assistance for current expenses is recorded as revenue in the current period.

Financial instruments

Financial instruments are recorded at fair value when acquired or issued. In subsequent periods, financial assets with actively traded markets are reported at fair value, with any unrealized gains and losses reported in income. All other financial instruments are reported at amortized cost, and tested for impairment at each reporting date. Transaction costs incurred on the acquisition of financial instruments measured subsequently at fair value are expensed as incurred. All other financial instruments are adjusted by transaction costs incurred on acquisition.

Contributed services

The operations of the Centre depend on both the contribution of time by volunteers and donated materials from various sources. The fair value of donated materials and services cannot be reasonably determined and are therefore not reflected in these financial statements.

3. Restricted cash

	2022	2021
	\$	\$
Deferred contributions	84,922	135,000
Internally restricted	243,729	328,729
	328,651	463,729

4. Capital assets

	2022		2021	
	Cost	Accumulated	Cost	Accumulated
	\$	amortization	\$	amortization
	\$	\$	\$	\$
Computer equipment	19,376	13,906	19,376	8,437
Furniture and fixtures	203,831	136,682	199,577	120,427
Leasehold improvements	83,794	1,078	13,255	7,511
	307,001	151,666	232,208	136,375
Net book value	155,335		95,833	

Leasehold improvements includes \$79,484 (2020: \$nil) of costs that have been capitalized but are not being amortized as they were not complete at March 31, 2022.

Island Deaf and Hard of Hearing Centre
Notes to Financial Statements
Year Ended March 31, 2022

5. Deferred contributions

	2021	Additions	Revenue	2022
	\$	\$	\$	\$
BC Community Gaming Grant	135,000	85,000	(135,078)	84,922
April 2022 Speachreading Courses	-	3,575	-	3,575
	<u>135,000</u>	<u>88,575</u>	<u>(135,078)</u>	<u>88,497</u>

6. Deferred contributions invested in capital assets

	2021	Additions	Revenue	2022
	\$	\$	\$	\$
VanCity Community Grant	3,606	-	(721)	2,885
Lions of BC Hearing Conservation Society	3,050	-	(610)	2,440
Mr. and Mrs. P.A. Woodward's Foundation	31,118	-	(6,223)	24,895
BC Community Gaming Capital Project Grant	18,325	-	(3,665)	14,660
Victoria Foundation Community Recovery Program	10,939	-	(5,470)	5,469
	<u>67,038</u>	<u>-</u>	<u>(16,689)</u>	<u>50,349</u>

7. Long term debt

CANADA EMERGENCY BUSINESS ACCOUNT, \$60,000 interest-free loan with no required principal repayments and \$20,000 available loan forgiveness if \$40,000 is repaid on or before December 31, 2023. In the event that the balance remains unpaid subsequent to December 31, 2023, the balance at that time will be converted to a 3-year term loan with a 5% annual interest rate.

8. Lease commitments

The Centre has entered into a lease agreement for its Victoria premises which expires May 31, 2037, with one optional five year extension term. Under this lease agreement the Centre is required to pay a base monthly rent amount in addition to their portion of operating costs. The below minimum annual lease commitments, which do not include the annual operating cost obligations, are as follows:

	\$
2023	81,573
2024	102,181
2025	107,333
2026	112,485
2027	113,344
Thereafter	1,277,267

(continues)

Island Deaf and Hard of Hearing Centre
Notes to Financial Statements
Year Ended March 31, 2022

8. Lease commitments (continued)

The Centre has entered into a lease agreement for its Nanaimo premises which expires December 31, 2024, with one optional five year extension term. Under this lease agreement the Centre is required to pay a base monthly rent amount in addition to their portion of operating costs. The below minimum annual lease commitments, which do not include the annual operating cost obligations, are as follows:

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

9. Government assistance

As a result of the COVID-19 pandemic, the Centre received federal government assistance in the form of the Canada Emergency Wage Subsidy (CEWS) and the Temporary Wage Subsidy (TWS) in the amount of \$83,478 (2020: \$271,640), which has been included in revenue.

The Centre also received government assistance in the form of the Canada Emergency Rent Subsidy (CERS) in the amount of \$16,293 (2020: \$20,986), which has been included in revenue.

10. Remuneration of employees

Under the Societies Act, societies must disclose remuneration paid to directors, employees and contractors whose remuneration was at least \$75,000 for the fiscal year.

During the year, there were three employees who met this criterion. The total remuneration paid to these employees in 2022 was \$268,266. The Board of Directors receive no remuneration for their services other than reimbursement of expenses.

11. Endowment fund

The Centre is entitled to distributions from an endowment fund held at The Victoria Foundation. The endowment is not reflected in the Centre's assets on the Statement of Financial Position. The market value of the endowment at March 31, 2022 is \$29,051 (2021: \$28,508).

	2022	2021
	\$	\$
Market value, beginning of year	28,508	24,113
Net return on investments	1,786	5,559
Grants paid	(1,093)	(1,029)
Administration fees	(150)	(135)
	29,051	28,508

Island Deaf and Hard of Hearing Centre
Notes to Financial Statements
Year Ended March 31, 2022

12. Financial risks and concentration of risks

The Centre is exposed to various risks through its financial instruments and has a comprehensive risk management framework to monitor, evaluate and manage these risks. The following analysis provides information about the Centre's risk exposure and concentration as of March 31, 2022. There have been no significant changes in the Centre's risk exposure from the prior year.

Credit risk

Credit risk arises from the potential that a counter party will fail to perform its obligations. The Centre is exposed to credit risk from customers. The Centre has a significant number of customers which minimizes the concentration of credit risk.

Liquidity risk

Liquidity risk is the risk that an entity will encounter difficulty in meeting obligations associated with financial liabilities. The Centre is exposed to liquidity risk through its lease commitments and loans. These commitments have increased the ongoing obligations of the Centre in order to allow it to have a broader reach and expand its operations. The Centre prepares a budget and closely monitors cash flow requirements to ensure that it has sufficient funds to fulfil its obligations.

Currency risk

Currency risk is the risk to the company's earnings that arise from fluctuations of foreign exchange rates and the degree of volatility of these rates. The Centre does not face significant currency risk exposure.

Interest rate risk

Interest rate risk is the risk that the value of a financial instrument might be adversely affected by a change in the interest rates. The Centre does not face significant interest rate risk exposure.

13. Subsequent event

Subsequent to the Centre's fiscal year end, the Board of Directors approved a loan for \$102,000 offered under the lease agreement for the Victoria premises disclosed in Note 8. This loan is to be used towards tenant improvements and will be repaid over ten years at an interest rate of 6.5% per annum, commencing on the first day of the third year of the lease term.

14. Comparative figures

In the year ended March 31, 2021, an amount of \$19,485 was reclassified within net assets from the unrestricted fund to the invested in capital assets fund. In addition to this, some comparative figures have been reclassified to conform to the current year's presentation.



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