

Island Deaf + Hard of Hearing Centre

Annual

REPORT

Meaningful Impact
Measured Growth

2024-25 Fiscal
Year in Review

Our Supporters
Our Impact

Treasurer's
Report



Meaningful Impact, Measured Growth

A MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

Welcome to the 2024-2025 Annual Report which is a look back at the past fiscal year - a year of *meaningful impact through measured growth*.

At IDHHC we continue to grow each year, not to just get bigger, but rather to deepen our impact with clear priorities and improved outcomes. To do this we:

- + Support improved communication to enhance connection and engagement.
- + Innovate with NEW responsive programs and services to meet growing demands.
- + Support those that are vulnerable to strengthen and build healthier communities.
- + Strategically plan, assess opportunities, and prepare for challenges.

We are proud of all we have accomplished this last year yet there is so much more we need to do. Our Sound of Change Initiative saw phenomenal success while we struggled to find qualified staff to deliver services. Interpreting, captioning and ASL translation services expanded significantly while services for the Deaf that were cut in 2023 remain a critical gap in ensuring equal access in our community. Finding work that provides a living wage is challenging in these times, as our team assists hundreds of individuals to secure employment.

In the following pages you will see who supports us and read about what that support can achieve. You will read about our program and services; the people we serve, and the impact our work can have. You can read about the inspirational work of our dedicated staff team as they take on challenges every day to improve lives through client centered services.

Thank you for taking the opportunity to get to know us - we do hope the information provided here will give insight into the meaningful work we undertake, the stories that motivate us, the challenges we face, and the opportunities that inspire us to do more.

Respectfully submitted:

Chris Beresford
President, Board of Directors

Denise Robertson
Executive Director

Island Deaf + Hard of Hearing Centre



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IDHHC ACKNOWLEDGES:

Our offices are situated on the traditional territory of the Coast Salish, Nuuchahnulth, 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.

EMPOWERING INDIVIDUALS, BUILDING INCLUSIVE COMMUNITIES, DELIVERING UNIQUELY INNOVATIVE SERVICES + IMPROVING LIVES.

All of these things we do in partnership with our donors and supporters. We are deeply grateful for their support and contributions and only with their generosity can we have such meaningful impact.

Your Generosity MEANS THE WORLD TO SO MANY

INDIVIDUAL DONORS:

John Adams
Aurora Alker
Thelma Anderson
Bettina Ashley
Norma Atkinson
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Mahjor Bains
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Helen Robertson
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Jim and Mae Robinson
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Marnie Rogers
James Roll
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Rushant
Deb Russell
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Victoria Saindon
Meghan Sawyer
C. Michael Scholefield
Robin Sebastian
Ted Semmens
Kathleen Shaw
Henry M Sherwood
Jeannette Sloan
Patricia Sloan
L.Wayne Smith
Ida Spada
Jacquelynn Starck
David Tabner
Joyce Taylor

Joyce Thompson
Shelby Titian
Margery Trimblett
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Mary Turner
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Raymond + Pamela White
Bill White
Diane Williamson
Jacquelyn Wills
Clodagh Wilson
Jennifer Winstone
Terri Woolgar
Christine Worsley
Theresa Wright

LEGACY DONORS:

John + Carole MacDonald
Legacy Fund.

Through Victoria Foundation

Lynnette Leslie Aldcroft
Foundation

Through Nanaimo Foundation



**BRITISH
COLUMBIA**

**Community
Gaming Grants**

Ministry of Health
**Ministry of Social
Development &
Poverty Reduction**

COMMUNITY ORGANIZATIONS + FOUNDATIONS:

Cordova Bay
55+ Association



**VICTORIA
LIONS CLUB**
**LADYSMITH
LIONS CLUB**



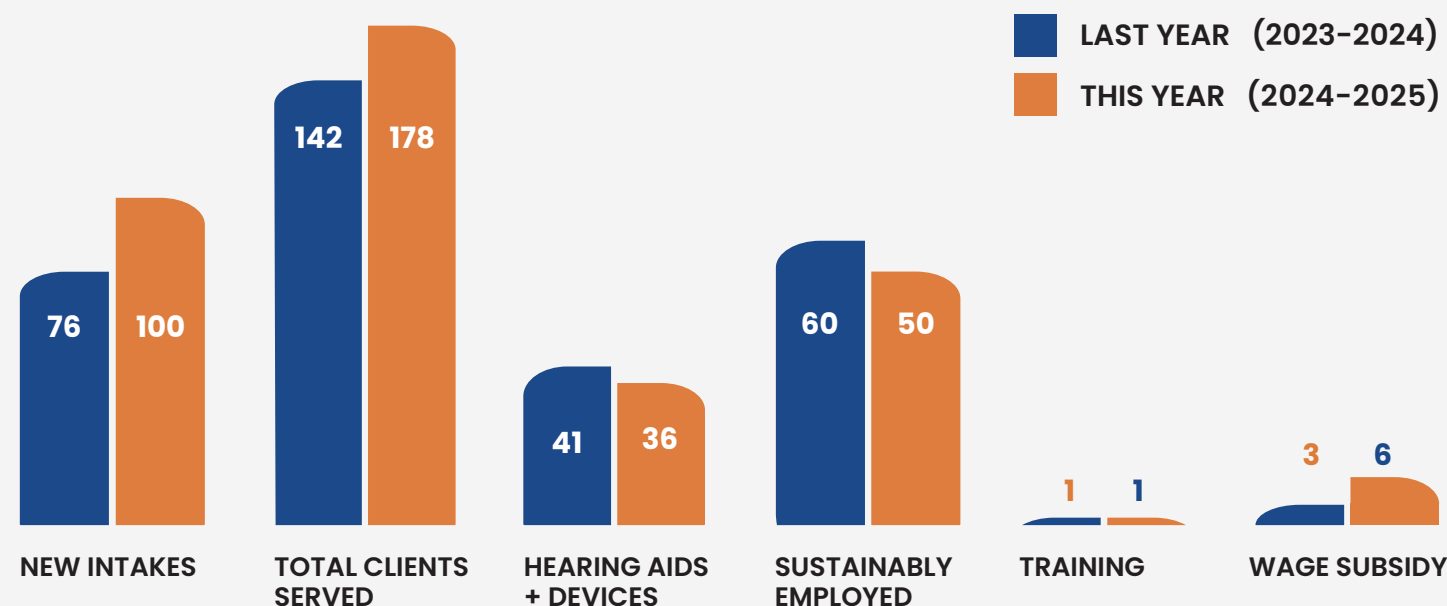
**South Vancouver
Island Assoc of
the Deaf**



Employment Services

SUPPORTING JOB SEEKERS, WORKERS, AND EMPLOYERS ALIKE

IDHHC’s Employment Services department assisted over 100 people across Vancouver Island in finding and sustaining work this year. As a result, dozens of business owners appreciated and benefited from the work of their Deaf and hard of hearing employees. However, 2024 did see the number of clients who achieved sustainable jobs decrease, as many struggled to find wages that are high enough to keep up with the rising cost of living. Many government-funded re-training offerings also ended or changed, thereby creating another barrier that prevented clients finding sustainable work.



STATISTICS

15 Short-Term Occupational Certificates

In response to a challenging Labour Market, our Employment Services Case Managers worked hard to assist both our clients and employers with training and upskilling skill building:

- + Coursework in FoodSafe, First Aid, Basic Security, Construction Safety Officer, and Computer Skills.
- + Connection to free group events on subjects from business planning to pride in one’s identity.
- + In-house group and one-on-one workshops on life skills, job search, and job sustainment as they relate to Deaf, DeafBlind and hard of hearing individuals.
- + Sensitivity and communications skills training sessions at workplaces, increasing inclusion of Deaf and hard of hearing workers.

This year our most popular workshops were on stress management, AI, and finding work as a mature worker. Many thanks to WorkBC Victoria, March of Dimes Canada, Wear2Start Society, and City of Victoria for providing funding or delivery for much of this training, and to the many local businesses who chose to hire inclusively.

SUPPORTING EMPLOYERS

In addition to assisting our clients in skill development we also assisted their employers. Our team provided 10+ training sessions at workplaces where supervisors and coworkers learned inclusion practices, allowing the whole team to thrive.

A huge thank you to the employers and community members who hire and inclusively in this way; you make our communities better for everyone.

A STARTLING REALITY

Island Deaf and Hard of Hearing has seen many service applicants in their 70s and early 80s this past year. Statistics Canada reports a steady increase in Canadians aged 70+ remaining in the labor force over the last two decades. While some work for activity and social connection, more do so out of financial necessity.

Older Canadians face ageism, limited retraining, physical constraints, and inflexible workplaces. Experienced seniors often struggle to find roles matching their skills and energy, and are frequently directed to physically demanding, low-paying jobs that can worsen their health and financial security. The good news is that employers can access this skilled, under-utilized pool of candidates by accommodating seniors with work arrangements like reduced hours, modified duties, and remote work. Supporting mature workers’ in healthy and productive employment benefits both the workers and the employers that are seeking experienced candidates—a win-win.

This reality strengthens our commitment to providing mature Deaf, Deafblind, and hard of hearing individuals across Vancouver Island and the Gulf Islands with the resources and guidance needed to move forward confidently.

“Working with Island Deaf and Hard of Hearing Centre has helped me hire consistently good, pre-qualified people for my small commercial cleaning business.”

Tyler Baldwin
Category 1 Cleaning

Interpreting + Captioning

DEPARTMENT GROWTH

This year marked significant growth for the Interpreting, Captioning, and ASL Translation Department. We expanded our roster of Registered Sign Language Interpreters and TypeWell captionists, strengthening our capacity to meet the increasing demand for services across British Columbia.

We continue to see steady growth in captioning requests, particularly for public meetings as well as an increase in requests from post-secondary institutions for us to coordinate captioning services for courses in which Deaf and/or Hard of Hearing students are enrolled. Our expanded roster allows us to respond efficiently and effectively to these in-demand services.

As services grew so did the need for more staff to keep up with the demands. In February of this year Kristi and Zahra welcomed Alina Biehn to the department team. Alina brings strong organization, communication and leadership skills from her background as an Executive Assistant; Director of Artistic Sign Language & ASL; and Mental Health Support / Arts Administrator. Alina is settled in and making great contributions to the team.

SERVICE DELIVERY

We continue to provide interpreting services for all levels of the Provincial Government and its affiliates, offering both in-person and virtual services across the Province of BC. We coordi-

nated ASL interpreting services for the Spring Sitting of the Legislature in 2024 as well as the current Spring Sitting for 2025. You will find the interpreters we have arranged for the Legislature on Routine Business and Question Period from Monday to Thursday.

APPOINTMENTS BOOKED THIS YEAR:

APR 173	MAY 167	JUN 173	JUL 94
AUG 92	SEP 188	OCT 259	NOV 246
DEC 82	JAN 132	FEB 170	MAR 166

6664 HOURS OF INTERPRETING AND/OR CAPTIONING SERVICES ARRANGED BY IDHHC.

This year, we also successfully supported many multi-day conferences in Victoria, Vancouver and in various other cities and towns around BC, ensuring these major events were accessible to all attendees.

IDHHC regularly receives messages of gratitude from the offices we work with, praising the quality of the interpreters

and captionists we book for them as well as our collaborative, professional communication, and prompt responses to their requests.

INCLUSIVE EVENTS + COMMUNITY INITIATIVES

As more agencies, businesses and non-profits work toward creating inclusive events that align with the goals and requirements of the BC Accessibility Act, we are often contacted for support, information, and education on how this can be done.

The information we provide helps organizations create inclusive environments where Deaf, DeafBlind and Hard of Hearing individuals can communicate freely.

Our ASL translation and captioning services have also grown substantially. Over the past year, we have completed 24 projects focused on making pre-recorded videos and documents accessible in ASL.

Beyond direct service provision, we continue to offer consultation services to government departments and organizations looking to enhance their accessibility.

The IDHHC team delivered several presentations throughout the year, promoting understanding of inclusion, accessibility standards, and communication best practices.

SPECIAL PROJECT SPOTLIGHT: BC PARKS COLLABORATION

One of the year's highlights was our collaboration with BC Parks on a project aimed at increasing ASL accessibility in outdoor spaces. This exciting initiative has resulted in co-presenting with BC Parks at a national virtual conference as well as arranging ASL on virtual Park tours around the province and interviews on local radio and TV stations.

LOOKING AHEAD

We are encouraged by the growing commitment to accessibility across all sectors and look forward to further expanding our services and partnerships. Together, we are working to ensure that accessibility is embedded into every aspect of public life, making British Columbia a more inclusive place for all.

PICTURED RIGHT:
Alina Biehn



Please reach out for any sign language interpreting, captioning or ASL translation requests. You can contact us at: interpreting@idhbc.ca

Assistive Technology

TECH AID LOANING PROGRAM

IDHHC is pleased to share information about our Tech Aid Loaner program. This program gives individuals an opportunity to try and test different types of assistive technology, from phones to alarm clocks! Using our "lending library" will allow someone to try assistive tech and determine if it is the right equipment for them before they purchase.

ALARMS + ALERTING SYSTEMS

13%

Alarm clocks and alerting systems are frequently requested, and crucial for every day life. Due to limited stock, it is challenging to meet all requests.

AMPLIFIED PHONES

32%

Thanks to the donors of used amplified phones, we have many options that we are able to loan out to ensure benefit prior to purchase. For those who cannot afford to buy their own, we are thrilled to be able to donate used models to those in need.

AMPLIFIED PHONES

38%

The Williams Sound Pocketalker is the most commonly loaned device here at IDHHC, as it is used for many different situations. Some of the most common reasons are sending hearing aids in for repair, extended hospital stays, or a hard of hearing family member visiting from out of town.

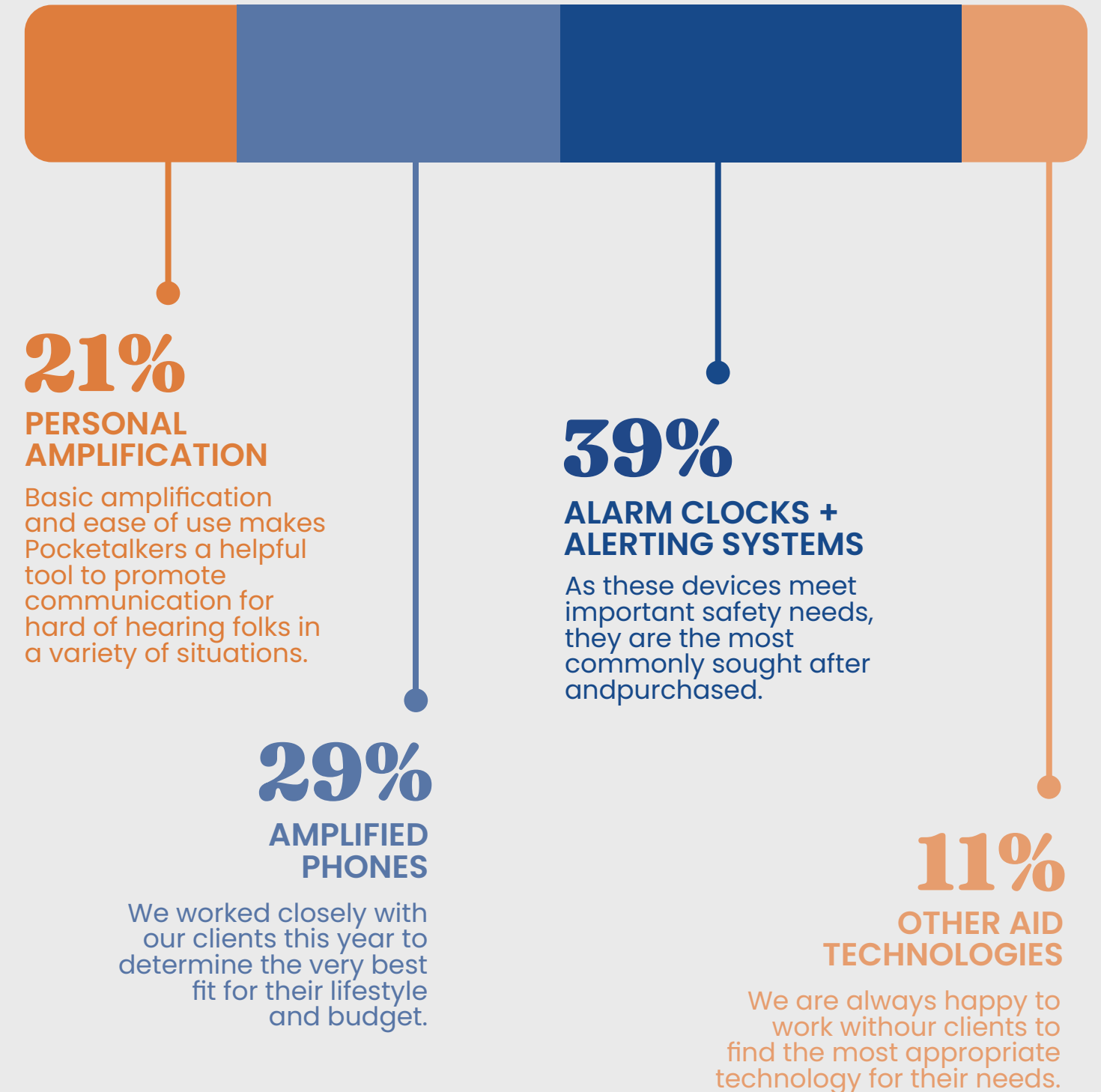
OTHER TECHNOLOGIES

17%

We have a wide range of tech donated to us every year that we make available for loan to our clients.

TECH AID SALES

And once individuals have decided on the assistive technology that best meet their needs IDHHC team is here to assist with the purchase and set up if assistance is needed. Below you can see some of the most common type of technology requested. So when you are looking for assistive technology for you or someone else remember to connect with our tech team for assistance.



Hearing Health Services | AUDIOLOGY

IDHHC’s Hearing Health Services Team has undergone some changes in personnel over the last year. Audiologists Edward Storzer and Patrick McCann continued their work at the Victoria office, while in August 2024, Nanaimo audiologist Carmen Sarich left IDHHC to attend medical school. IDHHC faced the challenge of finding a full-time audiologist in Nanaimo – a process that took months. From August to March, Patrick and Edward both travelled to Nanaimo to ensure that client services were maintained. This required administrative and other support staff in Nanaimo to step in and provide services and troubleshoot technical issues when an audiologist was not on hand in Nanaimo.

WELCOME TO THE TEAM: DR. NEAL BOAFO

Our team was thrilled when Dr. of Audiology Neal Boafo was hired in February 2025, and trained with Patrick and Edward in both the Victoria and Nanaimo offices. Neal is experienced in audiology both in clinical and academic settings, and his knowledge base has already proven to be invaluable to enhancing our team’s audiological services.

Neal was born in Ghana, West Africa. He did his Masters degree in Audiology at McGill University in Montreal and his doctorate (Au.D) at Salus University in Pennsylvania. Among the places he worked are Porcupine Health Unit in Timmins, Cedar Audiology in Sudbury, West Park Rehabilitation Centre in Toronto and South Common Hearing Centre (a Private Practice) in Mississauga, all in Ontario.

Neal also spent some time developing Audiology services in Ghana. He played a major role in developing an MSc Audiology program at the University of Ghana where he taught and between 2020 and 2022, he was the Head of the Audiology and Speech Department at the University.

Beyond Audiology, he has a passion for developing services for the Deaf, a passion that led to the formation of Emmanuel Deaf Network (EDeN) a non-governmental organization (NGO) in Ghana. Apart from advocating for services for the Deaf, EDeN operates a non-denominational church in Ghana exclusively for the Deaf where all services are provided in sign language.

COCHLEAR IMPLANT ASSESSMENTS

From April to August, IDHHC continued our collaboration with St. Paul’s Hospital, providing up to four cochlear implant assessments a month. This program has been successful in reducing the need for Vancouver and Gulf Island cochlear implant candidates to travel to the mainland for these assessments.

In July, Patrick, Carmen and Edward had an opportunity to attend the 2025 International Conference on Cochlear Implants in Vancouver, where they attended talks and forums with leading cochlear implant professionals from all over the world.

Unfortunately, to prioritize maintaining a high level of service for our clients in Victoria and Nanaimo, we temporarily stopped providing cochlear implant assessment from September 2024 to March 2025. Patrick and Edward’s clinic time was in high demand, balancing time in Victoria and coverage in Nanaimo following Carmen’s departure. We are excited to have these assessments running again starting April 2025.

“It wasn’t until I received my hearing aids that I realized how much I was missing out on. My days are now full of activities, hobbies, clubs. I’m off my antidepressants, more physically & socially active. My deepest, sincere gratitude for all you do to help the hearing impaired regain a sense of purpose and contribute in our lives. ~RH



LEFT: Dr, Neal Boafo

RIGHT: Edward, Carmen, Patrick at CI Conference

BIG NEWS! Growth in our services over the last year presented the opportunity to make the decision to open a new clinical room in Victoria and hire a third Victoria audiologist, starting in April of 2025.

SOUND OF CHANGE PROGRAM

Our program provides free hearing health care to low-income members of our community who otherwise would not receive services has continued and is running as strong as ever.

IDHHC provided a total of 316 hearing aids for 167 new Sound of Change clients, and 157 hearing aid replacements for 144 existing Sound of Change clients in this fiscal year. Our audiologists and our volunteer team (Chuck in Victoria and Gwen in Nanaimo) have worked hard at maintaining our ability to refurbish, test and fit hearing aids and other accessories while also providing counselling and aural rehabilitation for better hearing outcomes for our Sound of Change clients.

One challenging aspect to fitting refurbished hearing aids is related to the growing number of rechargeable hearing aids being donated. Lithium-ion batteries in hearing aids have a limited life span, and when we refurbish a rechargeable aid, we cannot predict how long the battery will remain healthy. Since most donations are a bit older and out of warranty, this results in an increased need to replace

hearing aids for our Sound of Change clients, and a higher demand for donations. We are relying as much as ever on promoting the donation of used hearing aids to this program. One appreciated source of donations is from Connect Hearing Canada, who have continued to provide donated aids arriving to their clinics to IDHHC. We often think that a 'change of life' experience happens in our earlier years. That is not always the case as sometimes things can happen later in life that have a lasting and meaningful impact. The Sound of Change program through IDHHC has been a part of such life changing journeys.

One of our clients came in for a hearing test when she was 94 years old. It was determined that hearing aids would provide benefit and once she received them, what a change it made! Prior to this appointment, she had become more isolated in her life due to hearing loss. With hearing aids, she re-joined activities that she enjoyed in the past and she returned to being the outgoing, positive person that she had been her entire life. For the coming years she was, once again, full of life and activity.

The Sound of Change Initiative led to a significantly improved quality of life.

The Sound of Change Initiative broke all past years' numbers in 2024-25 and provided:

167	316	144	157
NEW IDHHC CLIENTS	HEARING AID FITTINGS	RETURNING CLIENTS	REPLACED HEARING AIDS

Bringing the grand total of free hearing aids dispensed to over 2400!

- | | | | |
|-------------------|---------------------|-----------------------|----------------------|
| 1. Ahousaht | 13. Crofton | 25. Mayne Island | 37. Salt Spring Isle |
| 2. Black Creek | 14. Cumberland | 26. Mill Bay | 38. Saturna Island |
| 3. Bowser | 15. Denman Island | 27. Nanaimo | 39. Shawnigan Lake |
| 4. Burnaby | 16. Duncan | 28. Nanoose Bay | 40. Sidney |
| 5. Campbell River | 17. Errington | 29. Parksville | 41. Sointula |
| 6. Cedar Springs | 18. Fanny Bay | 30. North Pender Isle | 42. Sooke |
| 7. Chemainus | 19. Gabriola Island | 31. Penelakut Island | 43. Surrey |
| 8. Cobble Hill | 20. Galiano Island | 32. Port Alberni | 44. Tahsis |
| 9. Comox | 21. Hornby Island | 33. Port Hardy | 45. Tofino |
| 10. Coombs | 22. Ladysmith | 34. Port McNeill | 46. Victoria |
| 11. Courtenay | 23. Lake Cowichan | 35. Quadra Island | 47. Youbou |
| 12. Cowichan Bay | 24. Lasqueti Island | 36. Qualicum Beach | |



NEW HEARING AIDS

IDHHC continues to provide fitting of new hearing aids to clients who come to us as private payers (54 clients), through the WorkBC employment program (34 clients), and through 3rd parties such as Veterans Affairs, for Persons with a disability, and through First Nations Health Authority (25 clients).

Our team of audiologists have continued to receive training both online and in person to be able to provide hearing aids from all brands available, maintaining the ability to offer technology that is always best suited to each individual client. This important hearing health service supports our social enterprise and revenues from this work helps to fund the Sound of Change and all of the free opportunities we provide to low income individuals.

WORKBC

Our ability to provide services to hard of hearing individuals seeking employment or looking to maintain employment remains strong through our work with the IDHHC employment team. We always set the goal of providing thorough diagnostic assessments and working with these individuals to determine the ways in which their hearing loss results in challenges in the workplace, in terms of communicating with clients, customers, coworkers, or management.

Hearing loss can be a significant barrier to finding or maintaining employment, and our collaborative efforts have been developed and refined as we support addressing these individuals' communication needs while also navigating the challenges of securing funding for hearing aids and other devices.

WEBINARS

IDHHC HHS provided multiple webinars and educational events for our members and clients. These were provided by both our in-house audiologists and guest speakers with expertise in specific areas.

Topics included Hearing aid care and maintenance, Tinnitus (With Glynnis Tidball from St. Paul's Hospital), Bluetooth, Cochlear Implants (with Myron Huen and Jowan Lee from the BC Cochlear Implant Program), Hearing in Noise (with audiologist Dan Pacciorretti), Unlocking the world of hearing loss & hearing aids, Assistive Communication Devices (with Ted Clegg from Assistive Listening Device Systems).

In total, we had 111 registered attendees at these talks, with 75 registered to attend virtually, and 36 registered to attend in person. We received great feedback and notes of appreciation for the information provided at these educational events.



Together ^{ON} THE Journey

MEMBERS, DONORS + VOLUNTEERS

As a Membership based organization, IDHHC is proud to offer program and services that meet the unique needs of Deaf and hard of hearing individuals and communities. We hope to inspire a sense of community and belonging, enhance social opportunities and contribute to collective impact.

Joined on this journey of committed members, donors and funders, is our dedicated volunteer Board of Directors. The coming year will see a number of changes on our Board of Directors. This offers an opportunity for new faces to join the Board. With the advent of virtual meetings, the time required is shortened and the convenience is enhanced. This is an opportunity to both contribute and learn about the challenges and potential solutions that can make a meaningful, or even life changing, difference in the lives of those in your community. We encourage you to consider joining us at the Board table.

Ensuring that the Sound of Change continues to help hundreds of members of our community is one of the reasons behind our annual drive for donations. Last year our members, volunteers, donors and friends, all of whom share our values, provided generous support and together their efforts have significant impact in the lives of those we serve. While IDHHC is greatly appreciative of each donation, it is the clients who have benefitted the most. On their behalf we thank everyone who made donations to support IDHHC.

We are also incredibly grateful to everyone, from individuals to hearing care centres, that donate hearing aids and technology to be refurbished. Without you our Sound of Change Initiative would not achieve the success it does.

None of what we achieve do we achieve alone, so Thank You to each and every one of you that have joined us on this journey.



2024-25 Treasurer's Financial Report

The Statement of Financial Position or Balance Sheet shows our total assets, liabilities, and fund balances. Overall, we are currently in a healthy financial position.

The provincial grants are shown as deferred contributions and \$441,332 remains to be brought into revenue over the next year.

Our current portion of long term debt and long term debt have been reduced to zero as the full amount of the \$103,000 loan from Jawl Properties Ltd. was repaid in full in May 2024.

Our Operating Fund includes transactions related to the general operations of the centre and delivery of our programs.

During the 2024/25 fiscal year, our Unrestricted Statement of Revenues and Expenditures and Changes in Net Assets resulted in revenues of \$2.230 million, expenses of \$2.133 million, and a change in net assets of \$103,133 for a net loss of \$5,768. The loss in revenue from previous years is attributable to reduced revenues from the departure of an audiologist in July 2024, decreased net revenues from our interpreting program, and a continued increase in clientele accessing our Sound of Change Program.

During fiscal year 2024/25, the board passed motions to maintain \$175,000 in our internally restricted funds, a reserve for annual operating costs in the event that unforeseen circumstances were to arise.

In conclusion, our social enterprise, the selling of tech aids and hearing aids through public sales and Assistive Technology Services (a provincial government program) and the Corporate Supply Arrangement with the Province for interpreting services, remain strong. We also welcomed to our team an audiologist in February 2025.

The Board and the Executive Director are committed to continuing 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 particularly our Executive Director, who have done an outstanding job throughout another challenging year.

Respectfully submitted,

Wes Boyd
Treasurer, Board of Directors



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, 2025, 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, 2025, and the results of its operations and its cash flows for the year then ended in accordance with ASNPO.

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

Victoria, British Columbia
May 27, 2025

Chartered Professional Accountants



Island Deaf and Hard of Hearing Centre
Statement of Financial Position
March 31, 2025

	2025 \$	2024 \$
Assets		
Current		
Cash	197,680	224,147
Restricted cash (Note 3)	441,332	723,662
Accounts receivable	97,376	107,382
Government remittances receivable	4,159	3,922
Inventory	1,074	1,281
Prepaid expenses	29,830	24,704
	771,451	1,085,098
Capital assets (Note 4)	280,183	313,574
	<u>1,051,634</u>	<u>1,398,672</u>
Liabilities and Net assets		
Current		
Accounts payable and accrued liabilities	138,627	158,158
Government remittances payable	22,260	22,784
Deferred contributions (Note 5)	441,332	723,662
Current portion of long term debt	-	6,298
	602,219	910,902
Deferred contributions invested in capital assets (Note 6)	52,214	65,267
Long term debt	-	96,742
	654,433	1,072,911
Invested in capital assets	227,969	145,267
Internally restricted	175,000	175,000
Unrestricted	(5,768)	5,494
	397,201	325,761
	<u>1,051,634</u>	<u>1,398,672</u>
Lease commitments (Note 7)		

Approved by the Directors

 Director

Wes Boyd
 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, 2025

	Unrestricted	Invested in capital assets	Internally restricted	Total 2025	Unrestricted	Invested in capital assets	Internally restricted	Total 2024
Revenue								
Assistive technology & refurbishing	537,959	-	-	537,959	659,379	-	-	659,379
Interpreter and fees for service	820,060	-	-	820,060	966,719	-	-	966,719
Ministry of Children and Family Development	-	-	-	-	129,057	-	-	129,057
WorkBC Employment Services Program	219,758	-	-	219,758	103,172	-	-	103,172
Donations, grants and memberships	183,141	-	-	183,141	138,704	-	-	138,704
Amortization of deferred contributions	-	13,053	-	13,053	-	14,725	-	14,725
BC Gaming grants	100,000	-	-	100,000	100,000	-	-	100,000
Provincial Funding	368,197	-	-	368,197	460,111	-	-	460,111
Interest	1,294	-	-	1,294	4,572	-	-	4,572
	<u>2,230,409</u>	<u>13,053</u>	<u>-</u>	<u>2,243,462</u>	<u>2,561,714</u>	<u>14,725</u>	<u>-</u>	<u>2,576,439</u>
Operating expenses								
Advertising and promotion	77,835	-	-	77,835	85,239	-	-	85,239
Amortization	-	38,978	-	38,978	-	40,807	-	40,807
Assistive technology & refurbishing	206,306	-	-	206,306	281,603	-	-	281,603
Fundraising expense	-	-	-	-	2,500	-	-	2,500
Insurance	8,963	-	-	8,963	7,059	-	-	7,059
Interest and bank charges	10,871	-	-	10,871	11,621	-	-	11,621
Occupancy costs	224,678	-	-	224,678	220,366	-	-	220,366
Office	63,438	-	-	63,438	67,817	-	-	67,817
Professional fees	6,664	-	-	6,664	6,675	-	-	6,675
Repairs, maintenance and moving	3,184	-	-	3,184	4,076	-	-	4,076
Salaries and wages	920,923	-	-	920,923	1,027,855	-	-	1,027,855
Staff development	7,901	-	-	7,901	16,912	-	-	16,912
Staff transportation	26,742	-	-	26,742	11,573	-	-	11,573
Sub-contractors	567,515	-	-	567,515	706,008	-	-	706,008
Telephone	8,024	-	-	8,024	8,849	-	-	8,849
	<u>2,133,044</u>	<u>38,978</u>	<u>-</u>	<u>2,172,022</u>	<u>2,458,153</u>	<u>40,807</u>	<u>-</u>	<u>2,498,960</u>

(continues)

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, 2025**

	2025 \$	2024 \$
Cash flows from operating activities		
Excess of revenue over operating expenses	71,440	97,479
Items not affecting cash:		
Amortization of capital assets	38,978	40,807
Amortization of deferred contributions	(13,053)	(14,725)
	<u>97,365</u>	<u>123,561</u>
Changes in non-cash working capital:		
Accounts receivable	10,006	13,673
Government remittances receivable	(237)	498
Inventory	207	(149)
Prepaid expenses	(5,126)	(543)
Accounts payable and accrued liabilities	(19,531)	6,144
Government remittances payable	(524)	(4,814)
Deferred contributions	(282,330)	(448,338)
	<u>(297,535)</u>	<u>(433,529)</u>
Cash flows from operating activities	<u>(200,170)</u>	<u>(309,968)</u>
Cash flows from investing activities		
Purchase of capital assets	(5,587)	(23,397)
Contributions invested in capital assets	-	12,732
Cash flow used in investing activities	<u>(5,587)</u>	<u>(10,665)</u>
Cash flows from financing activity		
Repayment of long term debt	(103,040)	(60,000)
Decrease in cash flow	<u>(308,797)</u>	<u>(380,633)</u>
Cash - beginning of year	<u>947,809</u>	<u>1,328,442</u>
Cash - end of year	<u>639,012</u>	<u>947,809</u>
Cash consists of:		
Cash	197,680	224,147
Restricted cash	441,332	723,662
	<u>639,012</u>	<u>947,809</u>

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 (continued)
Year Ended March 31, 2025**

	Unrestricted	Invested in capital assets	Internally restricted	Total 2025	Unrestricted	Invested in capital assets	Internally restricted	Total 2024
	\$	\$	\$	\$	\$	\$	\$	\$
Excess (deficiency) Of Revenue Over Operating Expenses from operations	97,365	(25,925)	-	71,440	103,561	(26,082)	-	77,479
Other income	-	-	-	-	20,000	-	-	20,000
Net excess (deficiency) of revenue over operating expenses	97,365	(25,925)	-	71,440	123,561	(26,082)	-	97,479
Net assets - beginning of year	5,494	145,267	175,000	325,761	67,599	160,684	-	228,282
Fund transfers	102,859	119,342	175,000	397,201	191,160	134,602	-	325,761
Purchase of capital assets	-	-	-	-	(175,000)	-	175,000	-
Repayment of long term debt used to finance capital assets	(5,587)	5,587	-	-	(23,397)	23,397	-	-
Contributions invested in capital assets (Note 6)	(103,040)	103,040	-	-	-	(12,732)	-	-
Net assets - end of year	<u>(5,768)</u>	<u>227,969</u>	<u>175,000</u>	<u>397,201</u>	<u>5,495</u>	<u>145,267</u>	<u>175,000</u>	<u>325,761</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, 2025

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).

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 on a declining balance basis 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 has been established to create a reserve for annual operating costs in the event that unforeseen circumstances were to arise and may include reinstatement of services no longer being funded through the Ministry of Children and Family Development.

Revenue recognition

Restricted contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions and fee for service revenue are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured. Investment income is recognized as revenue when earned or in accordance with the grant agreements when stipulated in the terms.

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 in which 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, 2025

2. Significant accounting policies (continued)

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 on the acquisition, sale, or issue of financial instruments are expensed when incurred. All other financial instruments are adjusted by transaction costs incurred on acquisition.

Contributed services

The operations of the organization 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

	2025	2024
	\$	\$
Deferred contributions	441,332	723,662

4. Capital assets

	2025		2024	
	Cost \$	Accumulated amortization \$	Cost \$	Accumulated amortization \$
Computer equipment	21,217	19,683	19,376	19,376
Furniture and fixtures	293,027	202,694	289,282	180,579
Leasehold improvements	236,480	48,164	236,480	31,609
	550,724	270,541	545,138	231,564
Net book value	280,183		313,574	

5. Deferred contributions

	2024 \$	Additions \$	Revenue \$	2025 \$
BC Community Gaming Grant	100,000	150,000	(100,000)	150,000
BC Ministry of Social Development and Poverty Reduction Grant	531,210	11,243	(282,500)	259,953
BC Ministry of Health Grant	85,697	-	(85,697)	-
Other	6,755	31,379	(6,755)	31,379
	723,662	192,622	(474,952)	441,332

Island Deaf and Hard of Hearing Centre
Notes to Financial Statements
Year Ended March 31, 2025

6. Deferred contributions invested in capital assets

	2024	Additions	Revenue	2025
	\$	\$	\$	\$
VanCity Community Grant	1,846	-	(369)	1,477
Lions of BC Hearing Conservation Society	1,562	-	(312)	1,250
Mr. and Mrs. P.A. Woodward's Foundation	40,294	-	(8,059)	32,235
BC Community Gaming Capital Project Grant	9,383	-	(1,877)	7,506
BC Ministry of Health Grant	12,182	-	(2,436)	9,746
	<u>65,267</u>	<u>-</u>	<u>(13,053)</u>	<u>52,214</u>

7. 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:

	\$
2026	112,485
2027	113,344
2028	117,637
2029	118,496
2030	122,789
Thereafter	918,344

The Centre has renewed a lease agreement for its Nanaimo premises by one year. It expires December 31, 2025. The renewed lease agreement has an option for two 5-year lease extensions. Under this lease agreement the mimum annual lease commitment is \$27,158.

8. 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 four employees who met this criterion. The total remuneration paid to these employees in 2025 was \$419,135 (2024: \$395,795). The Board of Directors receive no remuneration for their services other than reimbursement of expenses.

Island Deaf and Hard of Hearing Centre
Notes to Financial Statements
Year Ended March 31, 2025

9. 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, 2025 is \$44,097 (2024: \$35,725).

	2025	2024
	\$	\$
Market value, beginning of year	35,725	33,253
Net return on investments	5,040	3,995
Contributions to fund	5,000	5,000
Grants paid	(1,445)	(6,353)
Administration fees	(223)	(170)
	<u>44,097</u>	<u>35,725</u>

10. 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. 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 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 does not face significant liquidity risk exposure.

Currency risk

Currency risk is the risk to the Centre'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.

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