



CHIP/CAPA
since 1979

ANNUAL REPORT 2016 Connecting

People



Community



Our Future



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Claudio Bussandri

Special guest speaker at our AGM last year. Mr. Bussandri was marvelous in sharing his personal hearing journey and the great work he is doing with his organization, World Wide Hearing.
www.wwhearing.org



Winner of the Doreen Cons
Spirit of CHIP Award
(Presented by Dale Bonnycastle);
Eva Basch

PRESIDENT'S MESSAGE

DAVID TAIT, PRESIDENT



Ladies and Gentlemen,

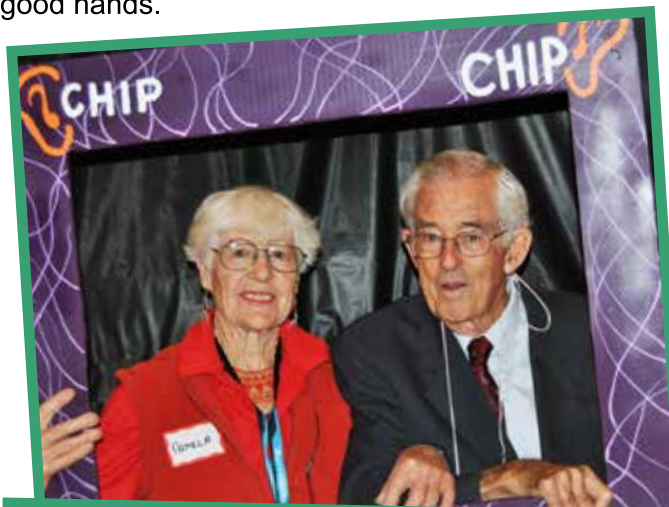
As the Annual Report states, 2016-2017 has been a strong year for CHIP. I would like to acknowledge the contributions of my fellow board members and of the chairpersons and members of our standing committees, the contributions of our dynamic executive director, staff and of course the peer mentors, as well as contributions of our amazing volunteers and interns.

Our approach is very effective in offering members ongoing support and encouragement through our many programs and services, as well as raising public awareness of issues related to individuals who are affected by hearing loss. CHIP has a growing list of partner organizations and we now have a number of well-established satellite programs on the West Island.

CHIP has an expanded list of programs and services for you, our members. Through our flagship Speechreading Program, members learn the skills of speechreading and communication strategies, but are also welcomed to an inclusive and caring environment for members to support one another. Through our Outreach Program, we bring CHIP experts to you in order to raise awareness of the challenges and possible solutions available to help those with hearing issues. The main goal of the Assistive Listening Devices (ALD) Program and the Lily Bernstein Resource Centre is the sharing of information. In the ALD Program, trained volunteers (peer mentors) help members navigate through the maze of new technologies and products that can be used to manage the environment (TV, alarms, telephones). At the Resource Center, members are empowered to learn new skills, through our computer classes, information sessions and the lending library.

I would like to thank our members for spreading the word about CHIP programs and our services to their family, friends and neighbours and for their valued assistance to CHIP in recruiting new members. Word of mouth from a family member, from a friend or from a neighbour continues to be most effective way to introduce new people to CHIP. Our membership is up 10% from last year and still on the rise, due to your ongoing support.

I am retiring as president of CHIP. My two-year term ends today and I shall not seek re-election. The future looks bright and I am confident that CHIP is in good hands.



WHO ARE WE?



Board of Directors

David Tait, President;
Dale Bonnycastle, Vice President;
Sandy Goldstein, Executive Secretary;
Linda Quashie, Treasurer;
Heidy Wager, Executive Director;
Peter Allan, Director; Yog Sachdeva, Director;
Sandra Ratté, Director; Nina Chen, Director;
Haruniya Ariyarah, Director

Staff Members

Heidy Wager, Executive Director;
Danya Morris, Administrative Assistant and

Introducing

Nadine Soliman, our **NEW** Program Manager



Instructors

Eva Basch, Martha Perusse, Kristina Aloï,
Jill Johnson, Dale Bonnycastle, Debra Fisher,
Dave Romain, Deborah Arsenault

Very special thank you to our shining stars see pages 9-10

Saidah Adisa, Peter Allan, Kristina Aloï, Haruniya Ariyarah, Deborah Arsenault, Aracely Barron, Daniel Basch-Tétreault, Eva Basch, Priscila Bogusiak, Dale Bonnycastle, Faith Bramwell-Heart, Nina Chen, Eileen Connor, Ev Daoust, Debra Fisher, Alvin Goldman, Sandy Goldstein, Julia Itbaeva, Jill Johnson, Bob Johnstone, Sandrine Kalfon, Yu Li, Jiani Liao, Richard Lubelsky, Elizabeth Maloney, Dana Manolache, Tahsin Shakif Mohammad, Nathanael Morris-McKenzie, Malik Morris, Roslyn Muer, Martha Perusse, Linda Quashie, Arshdeep Kaur Rao, Ophélie Ratsaphong, Sandra Ratté, Dave Romain, Joan Romain, Yog Sachdeva, Leila Shahmalekpour, Jonathan Silva, Nadine Soliman, Alex Stewart, David Tait, Pamela Tait, Marcel Tétreault, Jie Cassie Yu



Carina Niewind from Germany, a volunteer with us from "Experience Education Internship Providers" on a 6 week student exchange internship.

Special thank you to Contractual Staff

3

Manoj Chandarana, Bookkeeper; Sheldon Kravitz, Graphic Designer, Spencer Mann and Parker Mah from COCo, Commun IT (website development and CRM)

MEMBERSHIP ENGAGEMENT

“Connecting People with People”

Last year we presented the results from our membership survey, which allowed us to have a snapshot of our membership and where we need to target our efforts moving forward. With only **20%** of membership between the ages of 36-55, this was clearly an area that we needed to address.

With **91%** of our members being satisfied with our programs and services, and the majority of those members being over the age of 55, we started looking at the needs of the other **20%** of our membership. The board supported this direction and a director's position on the board was specially created for young adults. In addition, a standing committee was created, with a mandate to develop a young adult initiative and to make program recommendations to the board, thus ensuring that CHIP would be able to cultivate this initiative for years to come.



As a result of this board decision, CHIP conducted a Young Adults focus group, with hard of hearing youth and young adults.

Recommendations by the focus group were:

- Evening programs such as speechreading and a French course
- Organized evening social events to help reduce social isolation
- Job search support, workplace integration and development of employability skills for people with hearing loss

Young Adults

Outcomes of the Young Adults initiative

- ✓ An increase in membership for those between the ages of 18-35
- ✓ The development of new evening programs for 2017
- ✓ Youth and young adult networking, where members supported one another and expressed that they felt HEARD and understood.
- ✓ March 3rd, 2018 is International World Hearing Day and CHIP will mobilize for the first time in these events and will look for ways to raise awareness in our community about noise-induced hearing loss.



**1.1 billion young people
(aged between 12–35 years)**

are at risk of **hearing loss** due to exposure to **noise** in recreational settings.

(WHO, 2015)

EXECUTIVE DIRECTOR'S REPORT

HEIDY WAGER



We have a lot to be proud of...2016 OUTCOMES

- ✓ The launch of the state-of-the-art ALD Program and grand re-opening of the Lily Bernstein Resource Centre including the computer lab.
- ✓ Beginning of our strategic planning process (Mission, Vision, Values)
- ✓ A refreshed CHIP identity, with a new logo, updated website, refreshed HEAR HEAR magazine. New bilingual marketing tools, Blue communication cards and Pathways to services chart
- ✓ CHIP IN DAY - connecting with over 150 communities and partners
- ✓ The 2nd annual CHIP Conference: A Call to Connect: Communication, Partnership and Community Building
- ✓ National accreditation for our 7 Speechreading Instructors
- ✓ Attending the Hearing Loss of America's International Hearing Loss Conference
- ✓ Partnership in the National Accessibility Grant led by the Canadian Hard of Hearing Association
- ✓ The introduction of Peer Mentoring rationale into our programs
- ✓ Developing the aspect of members sharing their experiences of their personal Hearing Journey, with a dedicated blog on the website and articles in the Hear Hear magazine.
- ✓ Benefitting from an Innoweave grant from the J.M. McConnell Family Foundation which supported us in purchasing and implementing a new contact relationship management (CRM) system
- ✓ Increasing our social media presence with over 100 followers on Instagram, Facebook and LinkedIn pages
- ✓ Developing 7 new sponsors and producing some new revenue from advertising
- ✓ Continuing the process of sustainability with a focus on developing policies and procedures for staff, volunteers and the organization as a whole.

Older adults with unmanaged hearing loss are at an increased risk of cognitive decline and developing Alzheimer's disease and other forms of dementia.

(Canadian Hearing Society, 2017)

“We are small but we are mighty” - this seems to have become one of our office mottos this year. We could never have accomplished all that we have without the support of the board of directors, staff, volunteers, sponsors, foundations and partners. I would like to take a moment to sincerely thank everyone who supported us this year.

What is the impact of these outcomes for CHIP? Firstly, we are more prepared to work efficiently with the CRM, which means we have more time to support our members and more time for programs and services. In addition, we have really started to network with new partners, while strengthening existing relationships. This leads to more people with hearing loss learning about and joining CHIP and more resources for our members. It helps us to be able to offer special guest speakers and to have many partners at our conferences, AGM and information sessions. It means we can work together to better serve people who have hearing loss which is exactly our mission.

The paths that we have embarked on together have been filled with many accomplishments. Moving forward, our biggest obstacle is offering all the programs and services with limited resources. We have been faced with some hurdles, missteps and disappointing moments. We acknowledge and learn and are constantly adapting and brainstorming ways to overcome them and better serve you.



In 2018 we will be faced with the next steps for the strategic plan, with evaluations of our programs, services and how we offer support. We will be asking some hard questions in this process, but we are ready and stronger than ever to face these challenges together.

Our other priority must be to diversify our funding base, all the while ensuring that there are no interruptions to the services, programs and support that our members are accustomed to receiving. Finally we must continue to reach out to new members and partners for community building and development. WE'VE GOT THIS! We are small but MIGHTY!



CULTIVATING OUR FUTURE DIRECTION

At CHIP, we are always exploring who we are and what makes us different and unique from other organizations, with their various rationales and methodologies. We are in the process of identifying and labeling some very dynamic theories about what constitutes our strengths.

People affected by hearing loss are experts in their own right, supreme in their own understanding. No one else can identify with how it feels to live with and manage one's own hearing loss better than someone who is living it. That sense of connection is so compelling; their stories and experiences are therapeutic, persuasive and so influential.

Peer Mentoring & Support

We support our members along their unique journey to acceptance of their now found reality of living with hearing loss. We create a safe space for them to grow and then, once they have entered into their own acceptance, they may, themselves, become peer mentors to newer members and support them through their own pathways. Our intention is to create a never-ending atmosphere of growth and accomplishment. We focused on this “peer mentoring” aspect this year and have been growing in awareness and gaining insights into this approach.

Hearing Journey

We are starting to explore members’ personal “Hearing Journeys” and how they could share their stories with others. When members are able to express their feelings about their hearing loss, when they explore and identify ways to overcome and face their challenges, this shows that they have **COME FULL CIRCLE**. They are able to articulate their thoughts and feelings in a way that is not only empowering to them, but also inspires others. This is very powerful for both the person sharing and others in the audience who hear their stories. We have started to build on this concept.

Outcomes related to this initiative:

- Three peer mentor volunteers were recruited and trained
- Extended the peer mentor component to the Outreach Program, where they shared their hearing journey with over 250 people
- The ALD program is completely sustained by peer mentors, offering one-on-one support
- We are developing an alliance with Gallaudet University and a local university to further develop this approach

Throughout this report you will notice personal hearing journeys from our volunteers and peer mentors. This methodology will form a firm foundation for CHIP as we continue to move forward. This is not a new approach. Many organizations, such as Alcoholics Anonymous and cancer survivor groups, have been using this technique for years with enormous success. Although we have been doing this informally for decades, our plan is to advance and perfect this approach in 2018.

Vision

A community where we can **HEAR**, be **HEARD**, and **THRIVE**!

After a two-year transition period for CHIP, where we focused on our new model of operation, sustainability, membership engagement and transparency, 2016 was a remarkable year for taking the right steps to our future direction.

We gained even more ground with everyone involved with CHIP at our 2nd annual retreat, recognizing that “alone we can do so little but together we can do so much” (Helen Keller). Many nonprofit organizations start a process of strategic planning by identifying the organization's strengths, weaknesses, opportunities, and threats, in what is commonly called a “SWOT” analysis. Through this process we refined our mission and vision, identified our strengths and redefined some challenges, which took us to identifying some priorities for the 2016-2017 year:

Mission

Our Mission is to provide continuing programs, services and support to people affected by hearing loss.

Guiding Principles

- Accessibility
- Empowerment
- Sharing Knowledge
- Collaboration
- Inclusiveness

Values

- **Respect:** non-judgmental, warmth, kindness, trust
- **Volunteerism:** welcoming, engagement, commitment
- **Teamwork:** professional, communication, flexibility, understanding
- **Empathy:** peer mentoring, support
- **Nonprofit Integrity:** accountability, transparency, ethical

Priorities 2016-2017

Fundraising development-- diversify our current funding situation (see pages 23-24)

Our membership, partnership and community engagement (see page 4)

Our Young Adult initiatives (see page 4)



Jiani

Sarah

Dana



Last year was one of our strongest years, and this coming year we will continue developing our strategic planning process by identifying the next steps to achieve our mission. While being committed to measurable goals and approving priorities for implementation, we will also commit to revisiting CHIP's strategies on an ongoing basis as the organization's internal and external environments change.

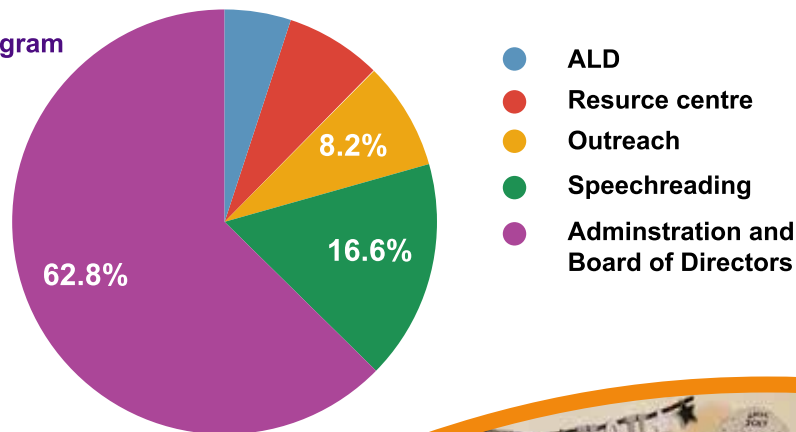
VOLUNTEER *Our Shining Stars*

Volunteering helps people improve quality of life and well-being. This is an indisputable fact. The key to our success at CHIP rests in people who embody the spirit of greatness by saying
“YES I CAN, and you can too!”

Hearing loss affects all aspect of one's life. There are many professionals who support people with some critical issues, however it is crucial to know that you have a friendly face who can understand, empathize and relate first-hand to what you are feeling. That sense of solidarity and kinship can only come from someone who shares in your experience. That feeling is priceless and is our unique pathway to success.

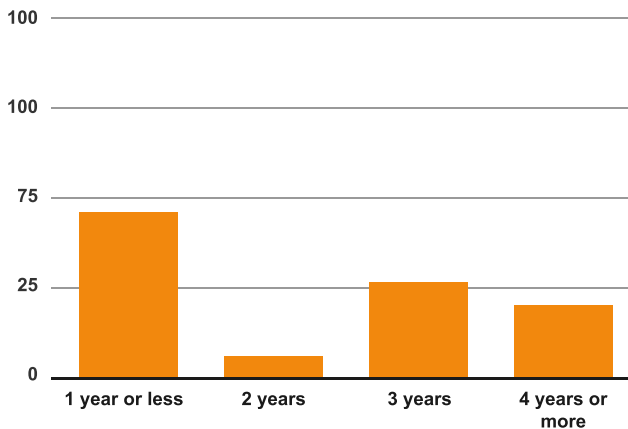
“The best way to find yourself is to lose yourself in the service of others.”
Mahatma Gandhi.

Volunteer Hours per Program

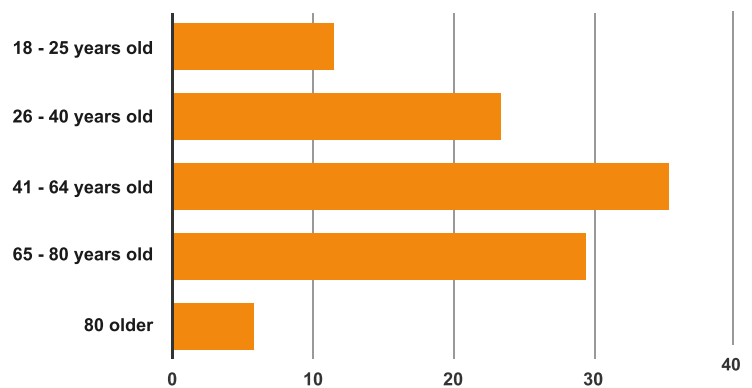


THE BRIGHTEST STARS ARE THOSE WHO SHINE FOR THE BENEFIT OF OTHERS

Years of Volunteering for CHIP



Age of our Volunteers



“VOLUNTEERS ARE LOVE IN MOTION” -Anonymous



CHIP Volunteer Peter Allan recently retired from his work, has a hearing loss and is passionate about his work at CHIP. He is a board member, chairman of the human resource committee, an ALD peer mentor, a student of speechreading, a member of the CHIP book club and he attends the computer classes.

Peter's Hearing Journey

It is very likely that I have had a certain degree of hearing loss since my late teens, though I shall never know. However, about six years ago, someone who did not know me got rather upset because he thought that I was deliberately ignoring him and I felt badly. It spurred me to action.

I went for my first audiogram at a private audiologist. The results showed hearing loss in both ears, the left more severe than the right. The ENT doctor sent me for more in-depth testing but hearing aids were definitely recommended. There was an acoustician right next to his office, so in I went. A few weeks later, I walked out into a rather noisy world. It was awesome at first (and it still is when I stop to think about it).

Three years ago, I met two people connected to CHIP. I had not even realized that they had hearing issues, until I got my own hearing aids. One of them invited me to help out at the CHIP AGM. Right off the bat, I found a community of supportive, generous and very interesting individuals. So I bought in. I continue to be inspired by all the special people that I encounter through the various roles and activities that I am drawn into.

I enjoy taking part in the many programs at CHIP, while at the same time contributing my own efforts to help others. I feel now that I am in a position to empathize with the anxiety often associated with new or unfamiliar devices

available to enhance our listening experience. In fact, I am presently a mentor with CHIP's ALD (Assistive Listening Devices) Program. I have been trained in the use of the equipment. I am discovering, generally, how little we, as hard of hearing individuals, seek their benefits. There's plenty for us to learn about them.

My journey started only recently and somewhat tentatively. Even so, I am dedicated to sharing the joy of my personal metamorphosis, hoping that others may make the same leap of faith.

A CALL TO CONNECT: 2ND ANNUAL CONFERENCE

Communication, partnership and community building



We were delighted with the results and the resounding impacts of this year's event. Our theme was central to CHIP's mission and encompassed our priorities. It was our intention that all people affected by hearing loss would be provided with a chance to connect with each other, acquire helpful information and be inspired-- and that is exactly what happened!

"Hearing loop systems provide an invisible, direct, wireless connection between your hearing aid or cochlear device and a radio, TV, home theatre system, computer, audio or A/V system anywhere! The special wires of the loop systems are installed throughout various public areas with one point of the wire connecting to an audio amplifier. The amplifier is further connected to a sound source (e.g. a microphone) which perceives the electromagnetic signal of sound and allows your hearing aid to convert this signal into sound". (Better Hearing Solutions).

We are so proud to announce that for the first time, with the support of Better Hearing Solutions, we were able to LOOP the entire facility for the conference. Many CHIP members experienced the LOOP for the first time. As well, we have been doing a raffle all year long to raise funds so we at CHIP will be able to install a looping system in 2018 in our own Resource Centre. We could not have done this without the support of Sennheiser and our members. Thank you for your support.



"Last fall, just before the CHIP conference I received two new hearing aids – the right aid was covered by RAMQ. The left one, because of my poor hearing transfers the sound coming from the left to my right hearing aid. One day in speechreading class, t-coils were discussed. I spoke to my acoustician and asked if my new hearing aid could be programmed to work in a room that had been wired with a loop, and now I'm up to date on tuning into the Loop. Unfortunately, I have found no places to use it outside CHIP conferences and AGMs – and am looking forward to finding a few more looped spots – I'm sure my fellow students and CHIP will help!"

Marie Murphy (right in photo)

Dr. Medwetsky, the keynote speaker, shared his personal hearing journey and years of experience living with his hearing loss to a captivated audience. We learned about the Peer Mentoring Program offered at Gallaudet University. His speech was motivational and moved many of our members. He earned a lot of respect from all of us.

One of main goals for this year's conference was to offer our partners the opportunity to learn and grow with us. We were thrilled to see over thirty hearing health professionals participate in the conference! As a way to reach out to them we offered a Professional Workshop: exploring the connections between

cognitive and hearing health, with Kate Dupuis, Ph.D., C.Psych. This event started an avalanche of conversations about how we can all work together in the future. This connection is priceless and will have long term impact as we continue along this path together serving people affected by hearing loss.

This being our second event, we are constantly learning and adjusting to the needs of members. One of the obstacles is transportation and parking for this event. We will look at some solutions for next year. As well, we will be working toward acquiring a temporary looping system, so that more members can benefit from this experience. We will also continue to work with partners, sponsors and hearing health professionals since this has proven to be very effective.



**STATS: 6 exhibits / 3 new partnerships
/ 8 Guest speakers/ 5 new sponsors**

"There is a strong connection between hearing loss and cognitive health, particularly in older adults. Prevalence rates of hearing loss and cognitive impairment both increase with age"

- Dr. Kate Dupuis



"I thoroughly enjoyed the presentation given by Dr. Kate Dupuis. Her research based information further illuminated the importance of making amplification accessible for the "grey generation", the 16% of our population older than 65 years. Her description of the impact of hearing loss on thinking skills, thought processes and mental abilities in general stresses the need for communities to provide support to individuals with hearing loss. CHIP certainly provides an important service here in Montreal."

Lynne Marler, M.Sc(A), Auditory-Oral Habilitationist,
Couple and Family Therapist/Psychotherapist

COMING FULL CYCLE : SPEECHREADING CAN HELP



As we know, adapting to hearing loss is a process, in fact we often call it a hearing (loss) journey. It takes time and can be quite difficult for some. In many ways this journey can be compared to the stages of grief/acceptance first developed by Elizabeth Kübler-Ross in 1969. In the CHIP speechreading classes we see much evidence of these stages, as the program encourages, supports and inspires members along their journey.

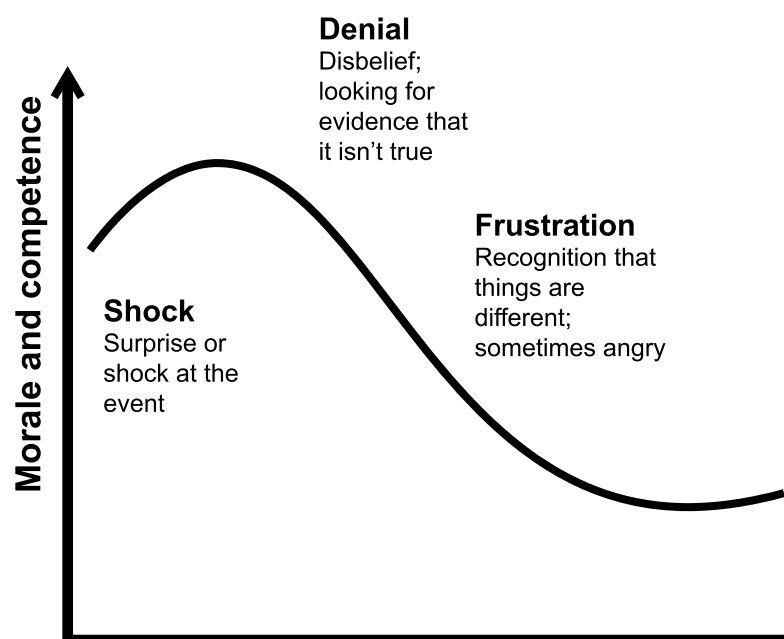
Members often talk about the **shock and denial** that they felt when they first suspected hearing loss and even more so, when it was actually diagnosed.

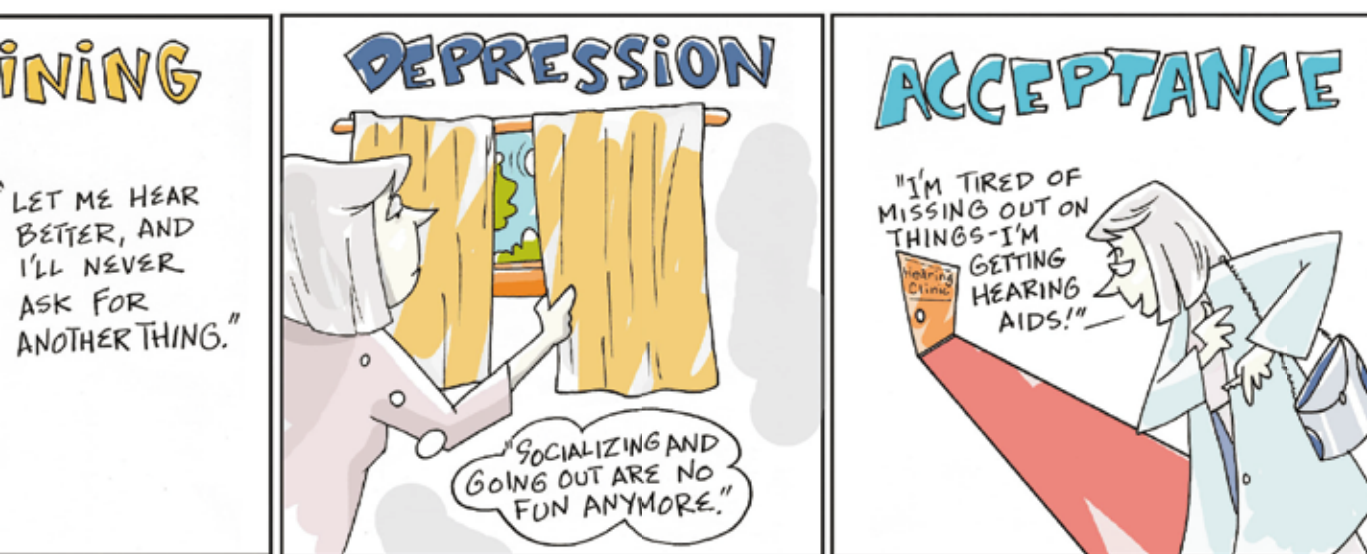
Statistics indicate that it takes, on average, 10 years for individuals to address their hearing issues! They may get hearing aids and put them in a drawer to maybe try later on. They may cringe at the thought of actually wearing them. It's a new reality and seems so unfair and unwanted.

Anger and frustration are often expressed in the classes as well. Anger at family members who seemingly will not make the extra effort to speak more clearly. Frustration with friends who seem unwilling to make things easier for them. Sometimes

it is frustration at even having to make those requests. Frustration with the sound of speech through a hearing aid. Why aren't hearing aids like glasses -- just put them on and hear fine?

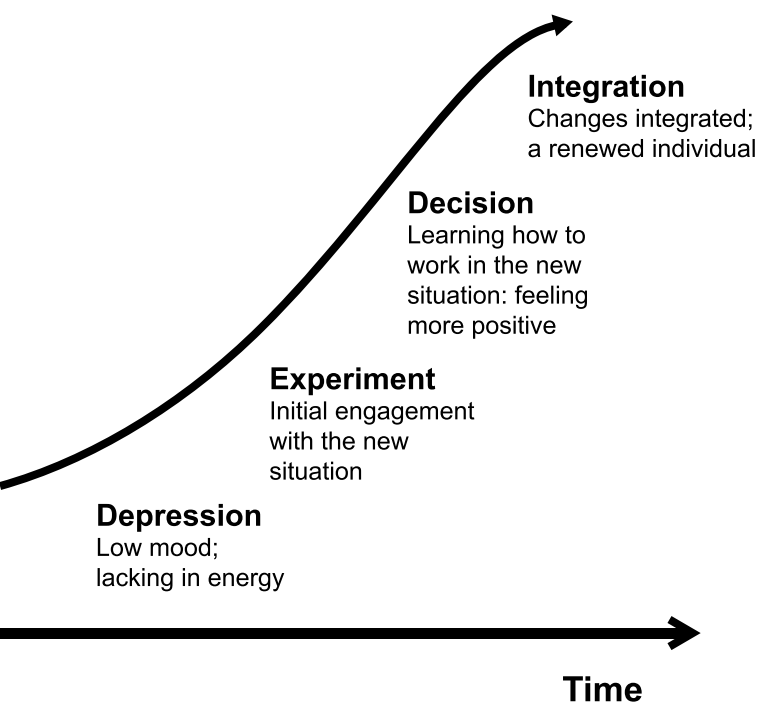
The Kübler-Ross change curve





Periods of depression are also apparent from group discussions. Members speak of giving up on social interactions, and preferring to stay home and read. Phone conversations can be reduced to a minimum as it just seems too difficult to maintain friendships that way. Members have described real sorrow at the reality of a new life without the interaction they previously had.

A period of **partial acceptance** may follow this time with some exploration of possible solutions. It's at this stage that people may think to join a group, such as the speechreading classes at CHIP. Members often talk about coming to the classes somewhat reluctantly, but at the same time, rather hopefully. The first few classes can be a time of quiet listening for some people and of relieved sharing for others.



The journey of each person is unique with some moving into the **acceptance** stage rather quickly and others a little more hesitantly. They become more adept at learning to read speech on the lips, face and jaw and how to make challenging situations easier. It's quite amazing to witness members excited because another felt comfortable enough to give friends detailed suggestions on how to make conversation easier -- and they did! They cheer when someone describes their success at managing a complex phone call to a doctor's office.

They listen to suggestions from those who have been in the classes a little longer and talk about what might actually work for them. They may decide to join an advocacy group or make suggestions at their church, city hall or book club. They may not be 100% comfortable all the time but they have arrived at a good place.

OUTREACH PROGRAM



The Outreach Program relaunched in 2015 with a new program plan and it is doing extremely well. This is often the first contact point with potential new members, and they can be in the denial or anger stage of hearing loss. This program aims to spread the word about hearing loss, raise awareness about CHIP and shed some light on the issue of hearing loss, the “invisible disability”.

CHIP has become better known and this has resulted in more requests for Outreach after the CHIP IN DAY project that involved sending out teams of CHIP volunteers to personally connect with community organizations and health care professionals and distribute information about CHIP. **Over 2 days, 15 volunteers** teamed up in pairs and managed to visit **152 locations in 14 neighborhoods all over Montreal, Laval and the South Shore**. Nearly **500** CHIP resource packages, with all of our new marketing tools were hand-delivered. This effort has paid off as more and more centers know about us, and invite us to speak. We are building networks and partnerships. Community building at the core, we are working together to shed light on the invisibility of hearing loss.

We have met with 12 different organizations in the past year. These include Senior Centers, such as Contactivity, New Hope Senior Center, and Veterans Liaison Center, just to mention a few.

Outreach audiences have varied in size from **10 to 75**. The feedback from participants has been very positive. People particularly appreciate hearing from peer mentors about their hearing loss journey. Their stories encourage and inspire the audience .

A recent Outreach survey indicated **100%** of the audience found the presentations helpful, with comments like “I enjoyed every bit of it, you did a great job.” Participants have commented that after hearing an outreach session, they are ready to get their hearing tested, take their hearing aids out of the drawer and try again. The demonstration of technical aids (done by the peer mentor) is always more than well received and has a huge impact of the audience.

It is undeniable that there is a great need out there to continue the Outreach Program. The dire consequences of untreated hearing loss make it imperative that we continue to make hearing loss a more visible and understood disability. Likewise, in 2018, we need to pursue education and awareness programs. Healthcare professionals could benefit from learning more about hearing loss and how they can play a positive role in enhancing communication, and educating the public on the effects and dangers of noise-induced hearing loss, something that is preventable with the proper information.

YOG'S HEARING JOURNEY



Hello fellow CHIP members and hard of hearing persons. My name is Yog Sachdeva and I am a member of CHIP. My hearing loss journey started 10 years ago when I was diagnosed with a **50%** hearing loss in my left ear and no usable hearing in my right ear. After waiting six months I got a first hearing aid for my left ear as well as an assistive listening devices (ALD) from RAMQ as recommended by my Doctor and Audiologist (free of cost). After a few months, a friend of mine, Joyce Kramer, a speechreading instructor at CHIP recommended that I become a member of CHIP. I have been participating in speechreading classes for the last five years. I have gained even

more information and knowledge through CHIP's conferences and information sessions.

Eventually, I decided to buy a new updated hearing aid for my left ear and a hearing device which is only a microphone for my right ear. The system works via Bluetooth and is compatible with my cellphone, TV, home phone, smartWatch and a separate Bluetooth remote microphone. These hearing devices were expensive. I gave the matter lots of thought before making the purchase, and then decided that, since I have one life to live, I am going to live it with dignity. It was a great decision for me.

I have been very involved as a volunteer for the last four years as a member of the board of directors and a peer mentor for the Outreach Program. I enjoy sharing my personal story of how I manage my daily life as normally as possible with new improved and updated hearing devices. I encourage anyone who suspects that they might have a hearing loss, to get tested and, if the diagnosis is positive and you do have a hearing loss, remember you are not alone. CHIP and its staff, volunteers and members are here for you. CHIP's vision is "to hear, be heard and thrive" Enjoy your life and you might find yourself giving back, as I have done.

Aging is the number one cause of hearing loss and the incidence of hearing loss is poised to climb dramatically as our population ages.

(Canadian Hearing Society, 2017)

SPEECHREADING PROGRAM



Debra Fisher



The Speechreading Program at CHIP is one of the most popular for good reasons. Members report that they learn skills and strategies that help them in difficult communication situations. Many members also become more confident and more willing to take risks. Many truly appreciate the environment of the classes where they feel comfortable and successful.

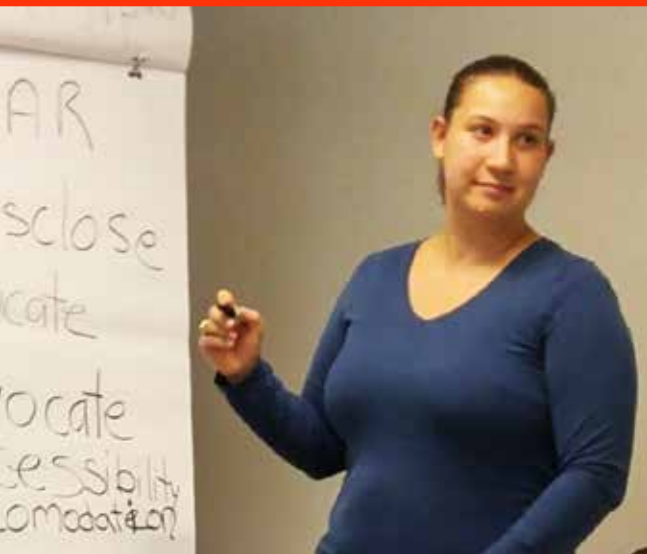
This past year, the speechreading program continued to serve members in Montreal and on the West Island. Six classes in all were offered at the Beginner, Intermediate and Advanced levels. The beginner classes were very full, as usual, with new members benefiting from the actual speechreading instruction and communication strategies, as well as from the interactions with others who may also be at the beginning of their

hearing loss journey. Members often report a sense of community, of being with others who “get it”. There is a palpable sense of relaxed relief.

At the intermediate and advanced levels, members polish their speechreading skills and become more adept at recognizing where miscommunications can originate. They begin to really understand the role that context plays in comprehension. They learn even more about how to deal with various listening environments. Many share their frustrations -- and their small victories -- as they become more confident about advocating for their own needs. The groups become really cohesive, with members supporting one another and brainstorming possible solutions for challenging situations.

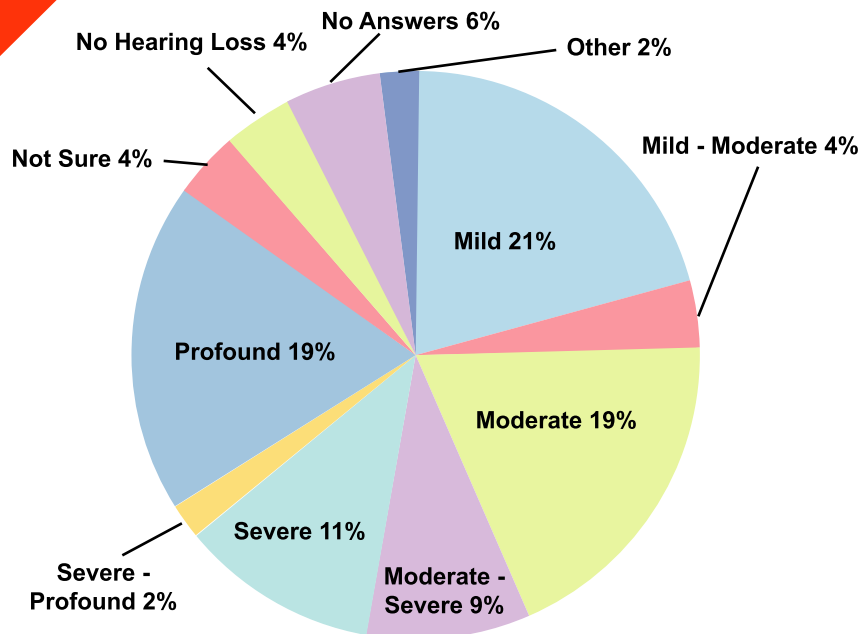
There can be some obstacles in the program as well. From time to time, one class can lose members to illness, moving away or changing priorities. Another class can become too full with members wanting to continue on as others move up from the beginner level. We should all be so lucky to have overly full classes! But it can cause concerns too, with parking and simple space issues. The CHIP ED and instructors explored various options, and are in the process of implementing some. With understanding, creativity, and good problem solving, we look forward to continued success with the Speechreading Program.





Kristina Aloï

Severity of Hearing Loss



Speechreading assessments were conducted at the beginning of the course in the early fall of 2016 (pre-assessment), and at the end of the course (post-assessment). Questionnaires were completed by participants in both the West Island and Montreal neighbourhoods from three course levels: beginners, intermediate, and advanced. Overall, **53** participants filled out the pre-assessment questionnaire of which **42** also completed the post-assessment questionnaire. The majority of participants in the speech reading classes that completed the assessment questionnaires are retired, averaging between **66** and **80** years of age (**49%**), and have been members for **1 to 3 years (53%)**. Nearly **83%** of

the respondents had prior experience with CHIP speechreading courses. The severity of hearing loss reported ranged substantially from mild (**21%**) to profound (**19%**), with a minority of respondents reporting to have either no hearing loss (**4%**) or had yet to obtain a definitive diagnosis of hearing impairment (**6%**). Of those with definitive diagnosis, some reported to have had some level of hearing impairment since childhood, and, of those, most had at least one ear diagnosed over 10 years ago (**25%**). The vast majority of participants wear hearing aids (**68%**), while those that did not (**28%**) commonly cited their discomfort with wearing assistive listening devices (ALDs). None of the respondents reported having cochlear implants.



Did you know that the majority of CHIP's speechreading instructors are nationally certified in the "Let's Talk" program? Last summer 9 people participated in the rigorous training offered at CHIP through the Canadian Hard of Hearing Association (CHHA). It was an exhausting week, but helped participants to develop and solidify skills and knowledge. Thanks to CHHA and, in particular, to Kim Scott.

ASSISTIVE LISTENING DEVICE PROGRAM



HARUNIYA ARIYARAJAH'S HEARING JOURNEY

I have been hard of hearing since I was four years old. I wear a cochlear implant on my left ear. Both of my ears have a profound hearing loss. I have been coping and managing my hearing loss for a long time.

I became a volunteer at CHIP because I wanted to share my knowledge back to the community and, believe it or not, learn even more about hearing loss. This experience has been so rewarding to me. It has given me the confidence to face my struggles more and to open up about my hearing loss to coworkers.

I am currently on the Board of Directors, as the Young Adult Chairman. I was coordinator for ALD Program where I met with members to show them up-to-date technology (ALDs). I also assisted with setting up CHIP's social media.

Over the years, I have learned so many things about dealing with hearing loss. Being a volunteer at CHIP made me realize that I am not alone and I am confident to speak about my hearing loss. I also learned many things that helped me adapt my hearing loss at my internship. If it wasn't for CHIP, I would struggle to fit in with my team at work.

Nearly 1 out of every 4 adult Canadians reports having some hearing loss,
(Canadian Hearing Society, 2017)

With the official relaunch of the ALD program in June 2016, we saw 10 members from October to December 2016, with the majority of them being fully satisfied with their one on one peer mentor meeting. Four of the members requested follow ups. One member was able to re-use his device immediately after the session, while two others wanted to take more time to explore and experiment before making a decision on a specific purchase. One member suggested that the information be written up for members to take with them, and another member wanted even more demonstration.

We have had several requests to meet members in their homes to assist them directly with their specific device and we have also been approached to take the ALD program on the road to different locations. These are opportunities we are hoping to include at a later date. We receive many requests to repair equipment, which is not our mandate. For repairs and specific purchases under RAMQ, we referred several members to the MAB/Mackay Rehabilitation Center.



The peer mentor component of this program is the highlight. All members from the program have nothing but amazing things to say about the peer mentor. It worked so well that we added this component to the Outreach Program, where one of the peer mentors, retells the story of his hearing loss journey and shares his expertise of ALD equipment.

One of the obstacles that we face with this program is making sure that we are administering it the right way. How can we ensure that more people get the information they need? Can we take the ALDs on the road? How do we offer the members the best possible experience in this program? If transportation is an issue, how can we make it easier for members to get to us? These are some of the questions we will face in the evaluation and strategic plan this year.

"The best part about the ALD session was that it was one-on-one, so I could ask questions as the peer mentor explained the two devices she showed me. Also, it was hands on, so that I actually was able to use the devices and hear how they sounded through my ears."

The two ALDs were ones that the MAB/Mackay has available through RAMQ. The other was the Mercedes of ALDs made by Sennheiser. The room was quiet, and the CHIP peer mentor was calm, clear and informative. I feel much better able to make a reasonable choice, when I finally purchase my ALDs."

There is so much information available about technology related to improving understanding for the hearing impaired, that it can be overwhelming. I feel more confident now, to make a decision about what will suit my needs re: an ALD, thanks to CHIP's peer mentoring program."

Basha Schachner - Myers (right in photo)



LILY BERNSTEIN RESOURCE CENTRE:

More than just a room... It's a home away from home, with someone who is always there to greet you.

NINA'S HEARING JOURNEY

Thanks to CHIP, I am able to contribute using my personal experiences to help people who are affected by hearing loss. I wish I had had a group like CHIP as a young adult because no one else can understand hearing loss like a person with hearing loss. It was not until 2000 that I encountered CHIP, and since then, it has given me so much confidence and so many opportunities to help others.

I have served on the Board of Directors since the fall of 2013. I have also been the coordinator at the Lily Bernstein Resource Centre at CHIP for more than a year. As the coordinator, I have enjoyed meeting members and being a support to them. We work on organizing social activities, looking at resources from the interactive library, watching film screenings and discussing them afterward, and the book club. The



Centre also offers computer classes and information sessions. In the resource center we want to empower people with knowledge and offer a safe place for people to meet and enjoy activities together.

The theme of the resource room is sharing, growing and learning together. It is the best place to find information and a friend who will listen and understand. You are never alone when you are involved with CHIP.



"I have been attending CHIP movies since 2015. There has never been a stinker! All types of movies: comedies, tragedies, rom-com – but all well-acted and directed. I had seen quite a few of the movies this year, but was happy to go see Ingmar Bergman's Wild Strawberries for a second time (which I had seen in 1973) and which was originally released in 1957. I am always warmed by the gracious hospitality with which Nina always greets us and by the superb choice of movies that is offered to all CHIP members."

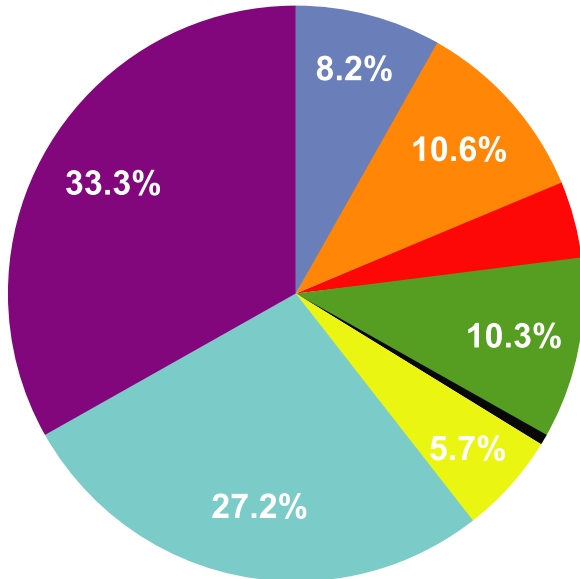
Marie Murphy (second from the left)

According to Statistics Canada, more than one million adults across the country reported having a hearing-related disability, a number more than 50% greater than the number of people reporting problems with their eyesight

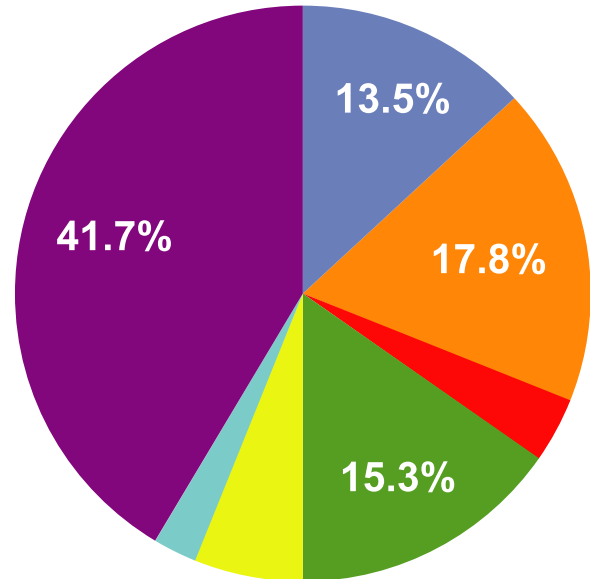
(StatsCan, 2002)

FINANCIAL STATEMENT

2016 INCOME STATEMENT

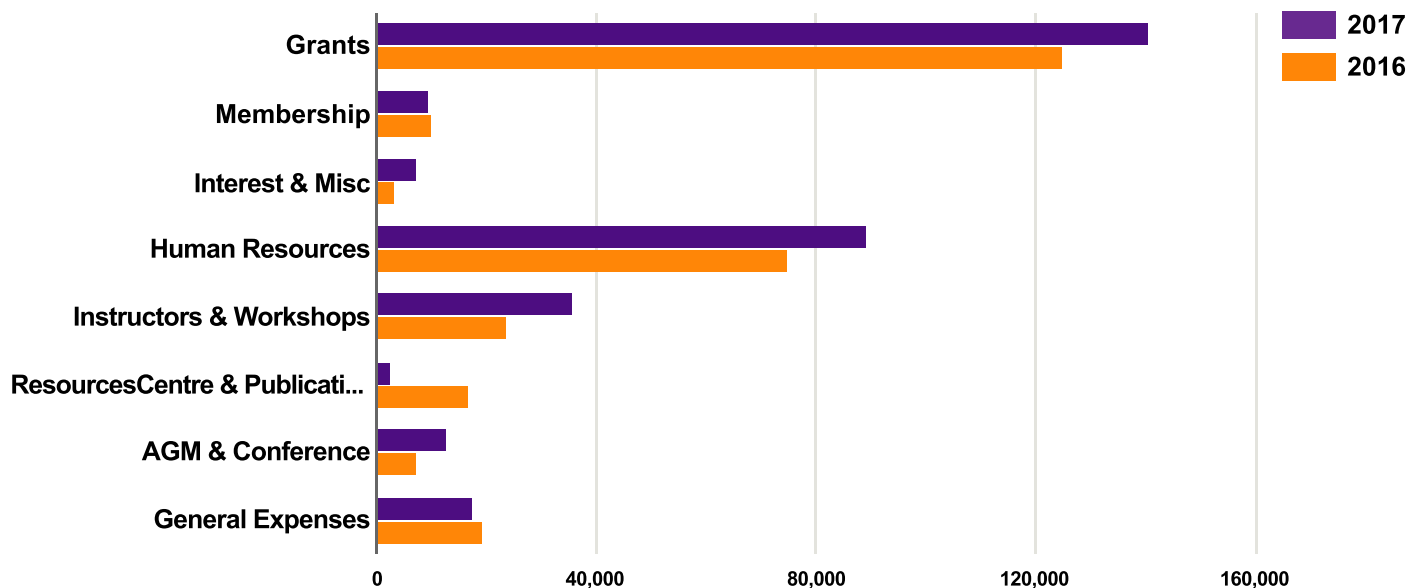


2017 BALANCE SHEET



- Cash in the bank
- Accounts Payable
- Term Deposit
- Deferred Revenues
- Accounts Receivable (GST/QST)
- Loan Payable
- Value of the equipment
- Net assets

INCOME STATEMENT



FUNDRAISING REPORT

During the past year, the fundraising committee worked to create a Business Plan and a Fundraising Plan. In the latter, we looked at the various steps CHIP should take to seek out the resources that will increase the impact that CHIP can make on the lives of those affected by hearing loss.

CHIP's major needs include funding to cover **programs and services** that are currently offered on a session-to-session basis depending on the availability of funds. It also requires funding for **capacity building** so that current staffing can become more focused in specific areas and work more productively. In order to **build stability**, and to grow into new areas, it is imperative that CHIP expand its funding base.

In February, CHIP launched an annual appeal by approaching membership and professional contacts by mail. Next year, this appeal will increase in its efficiency, its focus and its reach. We need to learn more about our donors and how to personalize requests for different groups of individuals.

CHIP's fundraising plan includes approaches to government agencies, foundations, corporations and major donors. This is challenging, given the limited staffing at CHIP and the tools available for research. However, we are a dedicated committee and hope to make good progress through the help of CHIP's membership, the Board of Directors, our partners and other contacts.

What can our members do to help support CHIP? You can spread the word through your family and friends network, raising awareness about the work that CHIP does. You can write an

article or a testimonial, you can become an ambassador for CHIP at speaking events, and you can encourage others with hearing loss too. This helps make more people aware of the huge impact of CHIP's support and services.

In order to help CHIP's fundraising efforts in particular, you can, of course, donate to CHIP, either online, or in person or by contacting the office. You can encourage your network of family and friends to donate, as well. If it appeals to you, you can request donations to CHIP for birthday, holiday or other gift-giving events. Donors can appreciate the fact that the funds go to an important cause. Every person who becomes part of the CHIP family is a potential support to another person newly diagnosed with hearing loss, or a family member struggling to make communication easier.



FINANCE REPORT

Highlights for the 2016-2017 Fiscal Year

The 2016-2017 year was one of growth for CHIP and we ended the year with a balanced budget. There was also an increase in the amount of donations received and revenue from advertising, which allowed us to purchase new computer equipment as well as new Outreach, ALD and library materials. We developed a new website, installed a new contact relationship management system and expanded our social media presence. The extra revenue CHIP received included:

- *An increase of 1.2% in our Ministère de la santé et des services sociaux du Québec grant (MSSS)*
- *An increase in the amount of donations received from our members*
- *New grants, McConnell Foundation-Innoweave Grant, and Canada Summer Jobs Grant*
- *New advertizing revenue from our Hear Hear magazine*
- *Sponsorships at our Conference in October from our partners*

CHIP continues to hold 3 Guaranteed Investment Certificates of **\$5k** each. As a result CHIP currently has a surplus of **\$22k**.

Despite an increase in funding over the previous year, CHIP would not be able to operate should we ever lose our largest source of funding, the Ministère de la santé et des services sociaux du Québec grant

(MSSS). CHIP's financial priority for the new year includes identifying and securing a second major source of funding. This will enable CHIP to better secure its future existence, expand and diversify its programming and increase its ability to reach and provide services to a greater number of people who are impacted by hearing loss in the Québec Anglophone community.



Dale Bonnycastle



Eileen Conner

Linda Quashie

Nina Chen



DONORS AND PARTNERS

Your Support is much appreciated!

Advanced Bionics
Audiologie Centre Ouest
Better Hearing Solutions
Canadian Hard of Hearing Association
Canadian Hearing Society
Centre Bayview
Centre for Community Organizations
Chartwell
City of Dorval

Clinique Auditive Baribeau-Lafrance Audioprothesistes

Government of Quebec

Groupe Forget

La Fondation Gustav Levinschi

Les Centres Masliah

Northlea United Church

MAB / Mackay Rehabilitation Centre

Mark and Lachance

McGill University

The J.W. McConnell Family Foundation

Oreille Bionique

Senior Men's Club of Cote St. Luc

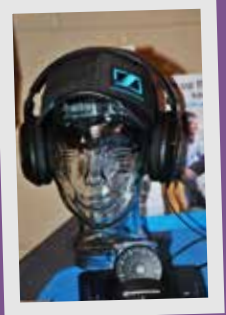
Sennheiser

Sheama's Cuisine

The Suburban

University of Montreal

Vanier College



INDIVIDUAL DONORS:

Thank you very much!

We would like thank all of our donors. Your support is priceless and much appreciated. *

Anonymous, Joyce Abracen, Maureen Adelman, Preethie Aloysius, Julie Angell, Deborah Arsenault, Magdi Assaad, Sylvie Auger, Rita Ayoung, Anne Barkman, May Barnett, Beverley Bartlett, Eva Basch, N.L. Bernstein, Rosina Bianchini, Michael Boer, Dale Bonnycastle, Joan Brathwaite, Lou Brock, Ruth Brock, Anne Brohan, Harold Brownstein, Nora Burnier, Michael Carignan, Janet Cattnach, Albert Chee, Nina Chen, Diane Cholette, Phoebe Comeau, Mary Eileen Connor, Doreen Cons, Leo Cousineau, Ena Couture, Robert Currie, Joyce D'Souza Pinto, Carol Dagenais, Brian Darling, Ray Del Bianco, Eleanor Diamond, Claire Dingle, John D. Dorey, Patricia Doughty, Berry Douglas, Christina Duvander, Elie Elias, Raymond Felson, Debra Fisher, Alois Fogl, Nellie Lee Fong, Johanne Freeman, Ernst Frohloff, Hanna Frohwein, Marsha Gardner, David Gencher, Jacqueline Gerols, Carol Gilbert, Fred Gilman, Nelfa Golez-Lasalle, Marilyn Green Crestohl, Hubertine B. Greenhill Van Gemert, Gerda-Marie Gritzka, Beryl Grossman, Caroline Groulx, Suzanne Guerin, Louise Halperin, Louise Hanlon, Kathleen Hardiman, Michael Harrison, Jacob Hazan, Joyce Healy, Doreen Hechinger, Sylvia Held, Barbara Hermon, Robert Hidvegi, Robert Johnstone, Farokh Kapadia, Carmen King, Suzan Koch, Elfriede Kohler-Grischkat, Gordon Krip, Elizabeth Kremmel, Eric Laudrin, Jacques LeBouc, Merle Lewis, Jiani Liao, Naira Lissak, Stelios Loizos, Elvira Lynch, Donna McDougall, Barbara McKee, Margaret McKee, Douglas McKinnon, Louise McGilvray, Terry McGimpsey, Madeline McLeod, Catherine McMaster, Maite Medalla, Maria Carlota Meerovitch, Sandra Miller-Sanchez, Yvonne Millington, Barbara Mitis-Cwiekala, Allan Moore, Roberta Moore St Julien, Marie Murphy, Roslyn Muer, Sukie Nadler, Harriet Nussbaum, Mary E. O'toole, Shirley Ouellette, John Parodo, Judy Patton Hamilton, M L Malou Paquin, Thea Pawlikowska, Irene Pelletier, Karel Pelz, Martha Perusse, Edith Phare, Leona Polger, Alex Polidoro, Edna Poole, Ethel Prehogan, Madeline Pulkewich, Violet Pulkewich, Sarah Rapkin, Michael Ricciardi, Laura Ross, Rita Roy, Ellen Samuel, Andrew Savin, Berta Klara Schumann, Wendy Scott, Lorraine Silvestre, Richard Smith, Nadine Soliman, Renate Stangl, Monte Swartzman, Elizabeth Tatebe, Laraine Taylor, Mary Taylor, Ethel Teague, José-Renée Trudeau, Helen Turcaj, George Vogen, Joan Wade, Margaret Wallace, Mary Walsh, Marshall Wansbrough, Carol Waterman, Reginald Weiswall, Diana Wood

*** We make every effort to make sure that we have not forgotten or misspelled any names. If you identify anything incorrect or we are missing any information, please inform us right away and we will rectify the situation immediately.**

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