

COMMUNICATION
INCLUSION
COLLABORATION
OUTREACH
EMPOWERMENT
HISTORY

ANNUAL
REPORT
2014



35

ACCESSIBILITY
COMMUNICATION
INCLUSION
COLLABORATION
OUTREACH
EMPOWERMENT
HISTORY
ACCESSIBILITY
COMMUNICATION

Years of
Milestones

MAY 27, 2015



COMMUNICATION INCLUSION COLLABORATION OUTREACH EMPOWERMENT HISTORY ACCESSIBILITY COMMUNICATION INCLUSION COLLABORATION OUTREACH EMPOWERMENT HISTORY ACCESSIBILITY COMMUNICATION INCLUSION COLLABORATION OUTREACH EMPOWERMENT HISTORY

2014 Annual Report May 2015

CHIP Communicaid for Hearing Impaired Persons

Mission Statement

Communicaid for Hearing Impaired Persons (CHIP) is a non-profit volunteer-run organization. It is run by and for hearing-impaired persons who have lost part of their hearing as adults or are late-deafened. It has catered to the English speaking hearing-impaired community in and around Greater Montreal since 1979, while the Institut Raymond-Dewar (IRD) services the French speaking community. CHIP's mandate is to help and encourage the Anglophone hearing-impaired community to improve their quality of life by offering them a variety of programs, courses, workshops and seminars related to the hearing impairment. CHIP also provides a Resource and Technical Aids Centre that displays numerous devices that are currently available. Clients can try the devices at their leisure. The centre does not sell anything; it merely displays and counsels – free of charge to all clients, members of CHIP or not.



1st Annual Volunteer Appreciation Event April 2015 Celebrating 35 years of Volunteerism. Thank you to all of our many volunteers that have given CHIP their roots.

CHIP wishes to thank our funders, foundations, sponsors, staff, volunteers, board members and their families for all of the support that they have given us and our members. We could not have done all this work without all of your devotion and dedication in the past year.

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BOARD OF DIRECTORS

Doreen Cons - President (interim)
Reginal Weiswall - Vice-President (resigned)
Dale Bonnycastle - Executive Secretary
Richard Lubelsky - Executive Director (outgoing)

Heidy Wager - Executive Director
Jack Schiess - Treasurer (resigned)
Roslyn Muer - Treasurer (interim)
Nina Chen - Director
David Tait - Director

STAFF / CONTRACTUAL EMPLOYEES

Heidy Wager - Executive Director
Danya Morris - Administrative Assistant
Sheldon Kravitz - Graphic Designer
Chantal Basch-Tétreault - Graphic Designer
Manoj Chandarana - Bookkeeper
Nina Chen - Office Assistant
Eva Basch - Instructor
Kristina Aloi - Instructor in Training
Sandra Urbanowitch - Instructor
Barry Cooney - Instructor
Roz Wyse - Instructor
Joyce Kramer - Instructor
Andrea Pinto - Workshop Facilitator
Martha Perusse - Instructor in Training
Lynne Marler - Workshop Facilitator
Sabrina McFadden - COCo Consultant
Deborah Arsenault - Instructor in Training
Dorothy Pollock - Recording Secretary

VOLUNTEERS

José-Renée Trudeau
Nina Chen
Dale Bonnycastle
Doreen Cons
Eva Basch
Daniel Basch
Yog Sachdeva
Ken Tatebe
Robert Johnstone
Marcel Tétreault
Lou Brock
Vivian Fortin
Alvin Goldman
Barney Cons
Christopher Norville
Malik Morris
Nigel Charles
Crystal Gruger
Marjorie Morthaup
Peggy Dean
Greg Martzynski
Madeline McCloud
Ryden Armstrong
Mathieu Paquette

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PARTNERS • • •



MEMBER OF • • •



Centre de réadaptation **MAB-MACKAY** Rehabilitation Centre



PRESIDENT'S REPORT

PRESIDENT'S REPORT

PRESIDENT'S REPORT

PRESIDENT'S REPORT

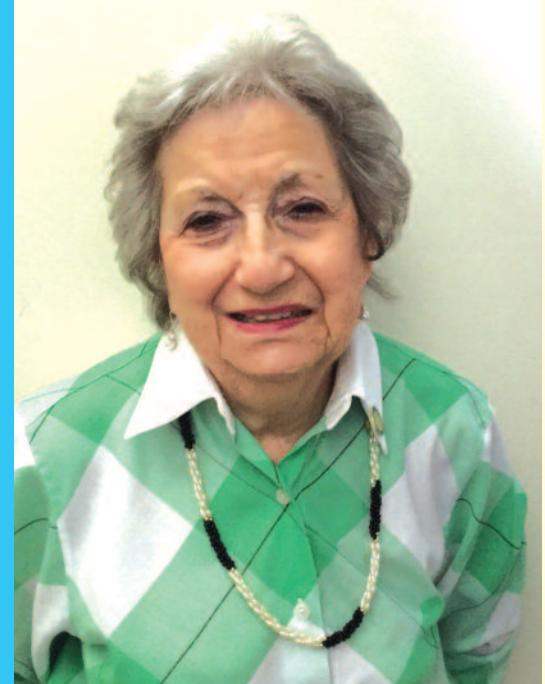
In 2014 we celebrated 35 years of Milestones and I have been fortunate enough to be a part of many of them. I was one of the original members 35 years ago. I would like to take a moment to thank my husband, Barney Cons and our children for their support; I could not have done this without them. Some of you might remember last year I announced I would be retiring from my position as President of the Board of Directors. However, it was an easy decision for me and my family to accept that I be the Interim President for one more year, after the sudden passing of **CHIP's** treasured and honored Ken Tatebe.

CHIP has been a volunteer-run organization since its inception. We have been lucky to have many volunteers, most of whom worked more than 15 hours a week over the years. This has given **CHIP** a strong foundation and considerable success. Ken is a prime example and was more than just an integral part of **CHIP**; some would say "*he was the heart and soul in developing programs and services.*" He spoke to as many people as possible and made sure that we had the most updated information and technologies for our members. Last year Ken was expected to take the Presidency and bring **CHIP** through its next chapter, but only two days before the AGM we were shocked with the news of his passing.

Faced with the challenge of "filling his shoes", we realized that Ken had a huge impact in many ways, and he was one of a kind. We pulled together as a team with many of our volunteers and we faced it head on **together**. We had already obtained the services of an Organization called COCo (Centre for Community Organizations) that supports non-profit organizations like **CHIP**. With their guidance we went through a period of evaluation and reflection to examine the ways that we function. We identified some areas of strengths and concerns with possible solutions. For the first time, we developed action plans and committees to oversee their realization.

Furthermore, the Board of Directors diligently reviewed the possibility of hiring its first employee to support the work that we do. After careful consideration they thought it would be in the best interests of **CHIP**, and its members and volunteers, to proceed in hiring its first employee, another big Milestone for us. We have been through a year of recovery, reflection and revising, but I feel that we are headed in the right direction for our next chapters.

In closing, I have had the pleasure of volunteering for **CHIP** for over 35 years. I have seen us go from a small organization with a few members to a well known, trusted organization that is thriving with a large membership, offering different programs and services that put its members' needs first, helping them and their families to accept and learn to cope with their hearing loss as part of who they are. I will retire this year with a sense of pride to have been a part of it, but furthermore, I leave knowing **CHIP** is in good hands. If we have learned anything over the last 35 years, it is that change is constant; it is how we deal with it that matters. Team work with the common goal of what is in the best interest of **CHIP** always works.



Outgoing President, DOREEN CONS

EXECUTIVE DIRECTOR'S REPORT

This has been a year of challenges and changes for **CHIP**, but it has been constructive change in the face of adversity. There is an expression that goes something like this: "*people are like tea bags, they know how strong they can be when they get in hot water.*" With the loss of Ken Tatebe and some other key volunteers and board members, **CHIP** realized that restructuring was necessary.

Some key changes have occurred this past year. For the first time in thirty-five years, we have hired an employee to assist with our day to day functioning and organization. **CHIP** has grown, we have added programs and activities and it became apparent that the time had come to add staff. Although volunteers and board members continue to contribute a great deal, we desperately needed someone at the helm, so to speak, to pull it all together.

Further to having a new accounting system, we now have a new bookkeeper. This year the Board had an enhanced say in determining the new budget and contributed their joint expertise and opinions as to our financial management and welfare. Many hands and heads make light work and democratic decisions. Working with COCo has been intense and ongoing. Sabrina McFadden from COCo has been our fearless Animator and Advisor for over a year now and she and **CHIP** have developed detailed Action Plans that have guided us. With Sabrina's expertise and input, we have revamped our bylaws and they now reflect changes in how not-for-profits function with respect to the provincial law that governs not-for-profit organizations.

Some of our future plans involve developing and realizing a three year Communication Plan. This would also involve some revamping of our website and Facebook page. All of our printed materials will be re-designed and updated. In order to help the office function efficiently, some of our computers and programs needed a facelift and updating. Ultimately this will save us time and money. We hope to have a new Logo for 2015, something to look forward to.

With some of the internal communication and technological changes also come some structural changes. One in particular is the revising and re-purposing of the Multipurpose Resource Room. The Lily Bernstein Resource and Technical Aid Centre is now located across the hall. We have completed an inventory of the equipment and we purchased a new state-of-the-art sound system. We will be unveiling the new room, new logo, mission and vision, and a few more surprises, some time before the next Annual General Meeting in 2016.

Regretfully, I am stepping down, but will continue as a volunteer. We say goodbye to Doreen Cons who has faithfully and tirelessly worked for **CHIP** for many years. Other long time board members will also be leaving us: Reginald Weiswall, Lou Brock, José-Renee Trudeau and Barney Cons. We welcome Heidy Wager, our enthusiastic and tireless Coordinator who will take on the role of Executive Director following our Annual General Meeting. **CHIP** was built on a solid foundation and its transformation continues with individuals determined to meet the needs of the hard-of-hearing.



Outgoing Executive Director, RICHARD LUBELSKY

DIRECTOR'S REPORT

NEW EXECUTIVE DIRECTOR'S REPORT

NEW EXECUTIVE DIRECTOR'S REPORT

In life they say "everything happens for a reason and in the right season." I feel that I was meant to be a part of the **CHIP** team. Although I have only been working with **CHIP** since October 2014, I must say that I feel very humble to be a part of an organization that is so connected to its membership with deep roots in the community and a long-standing history. I am truly amazed with the countless devoted volunteers, the dedication and experience of the Board of Directors, as well as the tireless efforts of all of the contractual staff, specifically the instructors of the educational programs. It is very evident to me that with all of this and with the experience I bring, we have set the stage for the chapters that lie ahead for **CHIP**.

I started with **CHIP** as the part-time Coordinator. Everyone made me feel so welcomed and appreciated, and I was comfortable to jump in with both feet! With the preparation, ongoing hard work and guidance of everyone at **CHIP**, I was in the thick of it with the action plans that were already developed. This was fundamental in the transition going so smoothly and, I must say, very successfully.

My first objective was to assist with the new financial system; this was a big Milestone for **CHIP**. This move to an electronic system was also a culture change and a new way of working together. **CHIP** approached it with such dignity and valour, working with the new Treasurer and Bookkeeper to establish new procedures and start developing democratic policies, which are reflected in the new proposed bylaws.

The next goal was the spring issue of *the Communicaider*. Although this was a new venture for me to be the Editor-in-Chief, the Communication Standing Committee was well organized; they had already engaged a new designer and set the stage for something remarkable to happen. The trust that the Committee and the Board of Directors demonstrated in me gave me such confidence to help facilitate the development of the spring issue. The feedback we received from our members and partners, meant more than me saying "thank you" to all who helped. Comments included: "it was so refreshing"; "the information in the issue was so helpful"; and "I read it from cover to cover."

Early this year many key members of the volunteer team and board of directors were stepping back from their duties. After assessing the implication of this, the Board of Directors started immediately addressing human resources needs. With creative problem-solving, shifting of certain tasks and re-prioritizing the new 2015 budget, they approved the hiring of the first permanent Administrative Assistant. Furthermore, the Board of offered me the position of Executive Director; they expressed confidence in my work thus far, and we had built trust and a good working relationship. I happily accepted the full-time Executive Director position; I am honored and still feel privileged to be working with this amazing team.

In collaboration with the Board of Directors, staff, and some key volunteers, we started preparing the evaluations of our first 2014 action plans. We have identified certain areas that we need to address in 2015. Together as a team we will review our mission statement, vision and core values this coming summer. We will be looking at how **CHIP** is identified by its members and the community through our marketing tools and logo.

Recognizing that change can be difficult and that it takes time to adjust, everyone has shown an unwavering commitment to seeing **CHIP** through the transition and coming out stronger than ever. While continuing to be there for our members and meeting their needs, team work has always been essential to **CHIP** and we have proved that together we can achieve a great deal.

We all hope that you will continue with us on this path and help us to achieve even more Milestones over the coming years. First let's take a look at what we have accomplished together for 2014, some of our highlights, challenges, partnerships and what the future looks like as we start the next chapter.



New Executive Director, HEIDI WAGER

STRUCTURE STRUCTURE STRUCTURE Structure of CHIP

At last year's Annual General Meeting (2014) the membership voted and approved bylaw changes that affected the structure of CHIP. Throughout the 2014 year the Board of Directors made further changes and adaptation of the structure based on the needs of the organization. This diagram demonstrates those changes and highlights some of the main reason for those decisions.



With the new amended bylaws ratified at the 2014 Annual General Meeting, we clearly identify and define the Board of Directors and their roles and responsibilities. The Board was composed of 7 seats with 7 voting members. The Board's role is to set the direction of the organization and to ensure that the organization works in line with the mission. The Board of Directors went through many changes in 2014 with key board members being replaced with new ones for various reasons. At this 2015 AGM we are proposing new amendments to the bylaws to be even more democratic and representative of our members. The amendments proposed are that the Board of Directors consist of 10 seats with 9 voting members and the Executive Director (staff position) as a non-voting member.

Furthermore, in the 2014 bylaws, 5 Standing Committees were established. These permanent committees reflect CHIP's democratic structure through staff and board members working closely together, assisting with the planning and oversight of key areas of operations. The standing committees are guided by the action plan which needs to be approved annually by the Board of Directors.

These committees are composed of 4-5 representatives. According to our current bylaws no members can sit on a committee if they are paid for their services directly related to that committee and/or can be seen to be in conflict of interest. Each committee will have a chairperson with specific responsibilities,

The other representatives will be a staff person, a member of the board of directors, volunteers, members and/or professionals. Each Standing Committee is mandated to provide

- Annual action plan
- Monthly progress reports to the Board of Directors
- Overseeing the realization of the action plan
- Evaluations of the action plan
- Recruiting volunteers if needed
- Management of the specific approved budget for that committee
- Preparation of reports

This year, each committee completed its first action plan. The results of this work included an established clarity regarding roles and responsibilities for staff and volunteers of CHIP, development of skills in action planning and using democratic decision-making strategies.

PROGRAMS & SERVICES

PROGRAMS & SERVICES

PROGRAMS & SERVICES

PROGRAMS & SERVICES

Programs & Services Report for 2014

GOAL: Empower our members, their families and frequent communication partners to adjust to hearing loss.

OBJECTIVES for 2014: Help our members to develop practical skills to make life easier for them, to provide space and time for our members to share experiences informally, to strengthen policies and procedures pertaining to our programming and activities.

Program and Services Committee members:

Eva Basch, Dale Bonnycastle, Nina Chen and Heidi Wager

"Communication is the glue that connects people together. And when you have a hearing loss, whether it's mild or it's profound, it affects how you communicate with your family, with your children, with your grandchildren."

- Gail Hannan

Many adults with acquired hearing loss experience feelings of isolation and withdraw from their regular day-to-day activities and social circles. The psycho-social impact of hearing loss cannot be underestimated. Communication breakdown has significant negative effects on physical health, mental well-being and quality of life. Furthermore, there is increasing concern and evidence to indicate that untreated hearing loss contributes to dementia.



CHIP offers a variety of programs, courses, workshops, and seminars related to hearing loss. CHIP's mandate - to help and encourage people with hearing loss to increase their quality of life, and optimize communication – is at the heart of all our programs and services.

Our programs focus on education, support and the acquisition of constructive skills to enhance communication and coping. Our programs have been extremely successful and continue to expand and grow in popularity. The key to our success is that we listen to our members and offer them programs that meet their needs.

I have taken many courses over the past 25 years to help me with my sensorineural hearing loss. Since taking courses [at CHIP] for the past 5 years I have been amazed at [the instructor's] knowledge and perception of deaf and hard of hearing people. I have never had a boring lesson. [She] always comes well prepared and with new lesson material. Her classes are funny, serious and ... impart the knowledge we need. We always leave refreshed and in a happy mood, looking forward to our next class.

- Feedback from a speechreading student at the advanced level

PROGRAMS & SERVICES

PROGRAMS & SERVICES

PROGRAMS & SERVICES

PROGRAMS & SERVICES

Highlights

I appreciate being with fellow hearing impaired persons. It is the only place I feel that I am with people who understand and accept my handicap without criticism or lack of acceptance.

- Feedback from CHIP members about speechreading classes

To be able to hear other people's experiences as well as to obtain information from the instructor was invaluable.

- Feedback regarding Coping and Communicating at Le Cambridge

Speechreading

Speechreading has been a flagship program at CHIP for years, and the number of courses and students is steadily increasing. We continue to provide four levels at our main location at the MAB-Mackay site, as well as at two West Island locations off-site, a first in CHIP's history! Thanks to the generosity of the CHSLD Bayview and City of Dorval, we now offer beginner and intermediate speechreading courses. Our membership is growing in the West Island. Our speechreading instructors have provided CHIP members with the tools they need. Some of our instructors live with hearing loss and therefore understand what our participants are experiencing. Our classes focus not only on visual speech recognition, but also include valuable information on various aspects of hearing loss, coping strategies for difficult communication situations, technology updates, and useful tips. We respond to the needs and questions posed by participants. There is mutual support and self-help in each class; we all learn from each other and support each other.

Workshops

CHIP has offered a number of innovative and dynamic workshops for our members. Topics have included "The Impact of hearing loss on family and friends," "Relaxation," plus three technical workshops. In addition, CHIP offered a four-week workshop, "Coping and Communicating with Hearing Loss", at Le Cambridge Residence in Pointe Claire.

Chip SPEECHREADING Program & Instructor Evaluation - Fall 2014

The instructor was organized and well prepared.

82%
STRONGLY AGREE

17%
AGREE

This course taught me more about my hearing loss and improved my ability to advocate for my needs.

77%
STRONGLY AGREE

19%
AGREE

PROGRAMS & SERVICES

PROGRAMS & SERVICES

PROGRAMS & SERVICES

Highlights

Partnerships

This past year, CHIP has successfully developed a number of good working partnerships including CHSLD Bayview in Pointe-Claire and the Sarto Desnoyers Community Center in Dorval. We have our ongoing relationship with the MAB-Mackay Rehabilitation Centre. We are connected to CHHA (the Canadian Hard of Hearing Association) and benefit from their considerable resources and expertise. Mathieu Paquette, hearing aid acoustician from the Group Forget, gave an excellent workshop on FM systems. We continue to seek out productive partners.

Staff Training

In December 2014, Eva Basch attended the National Speechreading Training Program in Ottawa. Information from this training was subsequently shared with other speechreading instructors, thereby giving them the possibility of incorporating new techniques into their lessons.

CHALLENGES

The Lily Bernstein Resource and Technical Aids Centre

CHIP has offered technical expertise and demonstrated assistive technology for many years, run by the very capable Ken Tatebe. In the spring of 2014, this service slowed down, and then had to be put on hold. Dany Lasablonère from L'Oreille Bionique has worked diligently to test and evaluate all our equipment. Our equipment room is now almost "ready to roll" and new volunteers are being trained to take over this service.

Film Program

Over the years, the film committee has worked diligently to provide a superb lineup of screenings of quality captioned films for our members. This program was usually very well attended but as the technology has made captioned films easily accessible, our attendance has dropped off dramatically. This program is on hold.

**One in ten
Canadians has
some degree
of hearing
loss, and by
the age of 65,
this
percentage
increases to
one out of
three.**

PROGRAMS & SERVICES

PROGRAMS & SERVICES

PROGRAMS & SERVICES

Highlights

Always a joy & challenge to attend classes.

It is another clue to help understanding.

- Feedback from CHIP members about Signed English classes

Hearing impairment is the most frequent sensory deficit in human populations, affecting more than 250 million people in the world. Consequences of hearing impairment include inability to interpret speech sounds, often producing a reduced ability to communicate, delay in language acquisition, economic and educational disadvantage, social isolation and stigmatisation

World Health Organization

Signed English

Signed English can be a useful skill in a hearing-impaired person's communication toolbox. It is used to support language comprehension as the speaker augments the verbal message with signs and gestures borrowed from American Sign Language. English word order is respected, so members do not have to learn a whole new language.

Unfortunately, class sizes have been diminishing, but members who have attended have expressed satisfaction with the program.

Future Directions

In all of CHIP's programs and services, our goal continues to be to meet the needs of our membership, to develop dynamic programs, to grow our membership and increase our visibility in the community. There is a great need for outreach and education as the population ages, as well as for sensitizing the public and health care providers to the needs of the hearing impaired.

More specific objectives for the years to come could be:

- Developing seminars and outreach programs to go into the communities, including the South Shore and Laval
- Determining how to find ways to reach isolated seniors/adults with hearing loss
- Increasing accessibility to include all of our membership (e.g. text access, sound systems, note taking)



MEMBERSHIP
MEMBERSHIP
MEMBERSHIP
MEMBERSHIP

Membership Report for 2014

GOAL: Recruit new members, retain current members; ensure that their rights and responsibilities are respected and valued.

OBJECTIVES for 2014: Increase CHIP's membership, clarify membership definition and develop a tracking procedure for fees and donations.

Membership Committee Members:

Doreen Cons, Nina Chen and Heidy Wager

Our
membership
is the heart
and soul of
CHIP

Highlights in Membership

In collaboration with the bylaws committee we clarified the definition of our membership.

- A member can be any adult with any level of hearing loss, a family member, individual, or organization that is in accordance with CHIP's mandate, who pays the fees

CHIP has 2 categories of Members that are eligible to vote at AGM meetings:

ORGANIZATIONAL:

- Registered not-for-profit organizations or informal groups
- Community groups

INDIVIDUAL: The following individuals are considered Members

- **Active membership**
- **Honorary membership** named by the Board to pay particular tribute
- **Staff:** staff members have the right to vote as long as they represent less than half of all voting members present at a meeting

IMPACT:

We have successfully outlined procedures and several internal systems that will promote the retention of current members



Membership forms are distributed in several ways:

- Semi-annual Communicader
- Mail Chimp which is a large scale internet emailing service
- Snail mail to members on request
- Members are also able to download the forms via the hearhear.org website

Highlights

Challenges

We have called past members from 2012/13 that had not renewed their membership for 2014

- We have implemented an interim outline of current procedures regarding renewal of memberships.
- We have updated our forms for membership and registrations.
- CHIP volunteers deliver packages of documents to doctors' offices, community organizations and related partners of the hard-of-hearing.
- These efforts showed a marked increase in renewal of membership

After careful examination and detailed analysis of the current data base, we determined that it is simply not meeting our needs. We have begun collaboration with the Communication Standing Committee to review possible solutions.

Future Direction

In addition to working with the Communication Standing Committee to review possible solutions for the current data base, we investigated a cloud-based contact management system regarding strategies to organize, update and increase CHIP's membership, to strengthen partnerships and increase membership. Working with our new Administrative Assistant to prioritize and develop policies and procedures, we will ensure that all staff and volunteers receive training to work with a new contact management system.

Kindness is a language which the deaf can hear and the blind can see.

*~Variation of a saying that has been around since at least 1861,
author of original saying is possibly Christian Nestell Bovee*

GOVERNANCE
GOVERNANCE
GOVERNANCE
GOVERNANCE

Governance Report for 2014

GOAL: Continue to improve CHIP's organizational model and infrastructure by supporting its core functions.

OBJECTIVES for 2014: Ensure board renewal, clarify board composition, respect CHIP's democratic process and ensure continuing board development.

Governance Committee Members:

Richard Lubelsky, Dave Tait, Robert Johnstone, Yog Sachdeva, Dale Bonnycastle and Heidi Wager

IMPACT

Highlights in Governance

The Governance Committee developed a large action plan and identified 3 specific areas. We retained the services of COCo to help us achieve these goals

- Human relations development
- Ongoing Board development
- Oversight and management

Even though this was an ambitious action plan, the committee achieved many objectives:

Human Resources Development

- Staff members have started taking a leadership role
- Roles and tasks of staff members, contractual staff and volunteers have been outlined
- Developed tools, internal documents and strategies to work as an efficient team

Oversight and Management

- A nominations committee was formed and reviewed the process of nominating, recruiting and vetting possible new members for seats on the Board of Directors.
- Discussed the voting process, in order to respect the democratic process

Coming
together is a
beginning;
keeping
together is
progress;
working
together is
success.

- Henry Ford

Highlights

Challenges

A special committee was formed with the mandate to update some key areas of our bylaws to make them clear, detailed, legally valid and representative of the democratic process. The new proposed bylaws have taken the seasonal holidays (Snowbirds) into account when vetting possible board members. The new bylaws will be presented at the AGM for approval by the CHIP membership.

The process of re-evaluating our time constraints, capabilities of the members on the committee, the number objectives outlined in one action plan, the human resources requirements to complete a task – all of these things needed to be taken into account when establishing priorities. The process was a positive learning curve for the Governance Committee to go through. This will help all committees in the coming year in revising action plans accordingly,

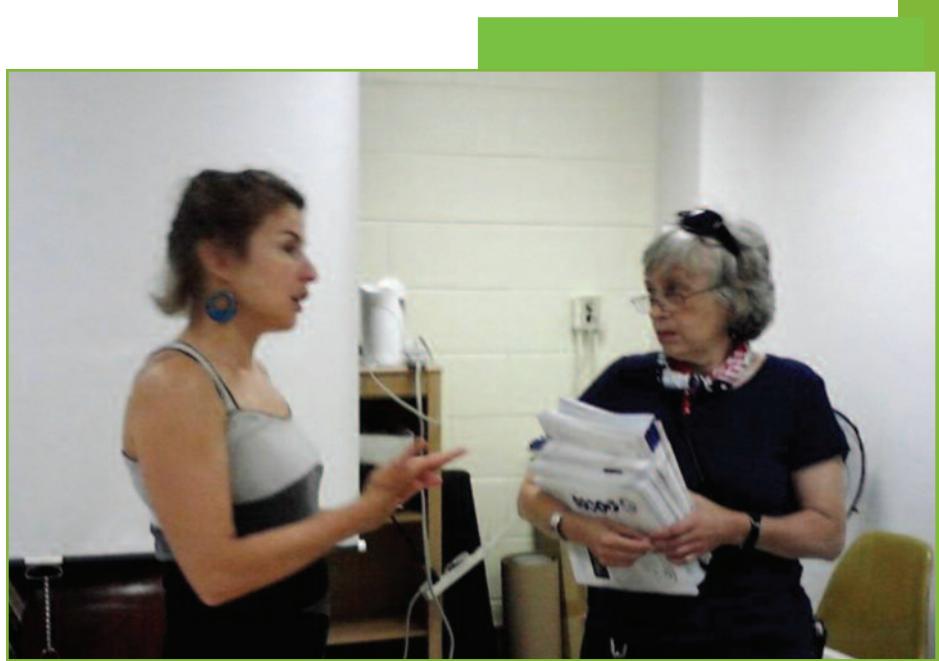
Partnerships

Over the last year and half, we have been working with an organization called COCo (Centre for Community Organizations) that has been supporting and guiding us through this process of governance in relation to the organizational model and infrastructure.

Future Direction

With a full-time Executive Director and an Administrative Assistant hired, our priorities for 2015 will be to develop written procedures regarding the specific authority of the Executive Director; for example, the ED is responsible for day to day operational decisions.

There have been additional benefits of going through this process together as a team. We have built a strong system of operations and we are now prepared to face the next chapter.



COMMUNICATION COMMUNICATION COMMUNICATION COMMUNICATION

Communication Committee Report for 2014

GOAL: Continue to improve CHIP's organizational model and infrastructure by supporting its internal and external communications

OBJECTIVES for 2014: Continue promoting and communicating our mission, programs and services to our membership and strategic partners, reinforce CHIP's mission and programming to strategic partners and build bridges in the community; increase CHIP's visibility to the general public, harmonize and improve technologies and internal communications

Communication Committee Members:

Dale Bonnycastle, Nina Chen, Eva Basch (outgoing) Sheldon Kravitz (Designer) and Heidi Wager

Highlights in Communication

The spring issue of *The Communicader* was restructured: we started to change the look to resemble a magazine for the hard of hearing. There are recurring columns such as:

- **"FYI"** For Your Information.
- **"BTW" By The Way:** What you need to know.
- **INSPIRATION:** People living with hearing loss share their personal stories of changes, challenges and success
- **Perspective:** People living with hearing loss share their point of view, opinion or attitude

The goal of restructuring and developing a magazine look was to attract new members and partners and encourage partners to share it with their membership, patients or clients.

57% of consumers are not informed of communication strategies, coping skills and support services after diagnosis and their selection of hearing aids.

Source: Canadian Hard of Hearing Association, (2005) Canadian hard of hearing survey, <http://www.chha.ca/chhaprojects-surveys.php>



COMMUNICATION
COMMUNICATION
COMMUNICATION
COMMUNICATION

Highlights

Challenges / Partnership

We have engaged the services of a non-profit organization called Commun-IT for assistance and guidance in assessing internal and external communications. These were detailed findings.

Website: The current website is not meeting our needs.

CRM: Currently our Contact and Relationship Management (CRM) system is a "hot mess". There is a need for a comprehensive cloud-based CRM that can handle all of our needs.

Email: Our current email system is dysfunctional and it is difficult for many people to access. We need to upgrade.

File Management: The current system is not functional. We need to move to a cloud-based file management system that can be easily accessed from multiple devices and locations. This will allow for real time document collaboration.

ICT Infrastructure: Our current workstation and IT infrastructure needs to be upgraded/replaced. There is an objective to repurpose older desktop workstations to create a computer lab for members.

Future Directions

The Finance Committee and the Communication Committee have been collaborating to develop a sustainable plan, which includes discovering a new modern CHIP logo and working on both internal and external infrastructure, policies and procedures, and all marketing tools.

Following are recommendations and services from Commun-IT. The Board of Directors has approved a 3-phase plan.

PHASE 1

ICT Planning – Commun-IT will work with CHIP to develop an Information and Communications Technology (ICT) Plan.

PHASE 2

ICT Infrastructure: Workstation Upgrade and Replacement with the ICT Plan.

Domain specific email and Google Apps – Based on the ICT Plan, Commun-IT will work with CHIP to deploy and configure an updated system.

PHASE 3

Website Redevelopment – Commun-IT will redevelop the current CHIP website.

CRM – Commun-IT will deploy and configure a new cloud-based Contact Relationship Management system for CHIP.

FINANCES
FINANCES
FINANCES
FINANCES

Financial Report for 2014

2014 was a significant and challenging year for CHIP's financial operations. Board changes included the treasurer resigning and being replaced with an interim director. A bookkeeper was hired and new accounting

procedures were implemented, which will contribute to an increased transparency and tracking of financial expenditures. This new system enabled the finance committee to prepare a more detailed budget for 2015.

At the end of March 2014, we ended the fiscal year with a surplus of \$40,000. This allowed the Board of Directors to hire a full-time staff member to oversee CHIP's operations and to recommend and implement

Statement of Revenue and Expenses - Year ended March 31, 2015

	2015	2014
Revenue		
Grant – Agence de la santé et des services sociaux de Montréal	\$ 122,744	\$ 121,650
Membership dues	4,945	4,875
Donations from individuals	3,865	3,407
Other revenue	1,510	550
Interest	-	92
	133,064	130,574
Expenses		
Education – rehabilitation programs	34,666	41,014
Resource Centre	24,119	22,065
Coordinator	18,885	-
The Communicaider publication	15,233	11,274
Professional fees	10,071	9,000
Conventions for learning	7,234	8,441
Office expenses	6,228	12,088
Annual General Meeting	4,476	2,248
Insurance	2,348	2,128
Printing	1,650	1,914
Postage	892	2,450
Advertising	722	628
Bank charges	248	101
Dues	215	115
Miscellaneous (GST and QST)	-	4,375
Amortization of capital and intangible assets	3,701	3,443
	130,688	121,284
Excess of revenue over expenses	\$ 2,376	\$ 9,290

FINANCES

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Highlights

changes, in conjunction with the board.

CHIP continues to maintain a relationship with the Ministère de la santé et des services sociaux du Québec and we have submitted an

application for a three-year renewal of our grant. We will be pursuing alternate funding sources and creating a funding plan for individual donors in the near future.

With new signatories estab-

lished for our bank accounts, we have moved into 20th century. We are now registered with online banking and have our first credit card, which we secured with a GIC investment. Additional internal controls, policies and procedures are being developed.

Statement of Changes in Net Assets - Year ended March 31, 2015

	<u>2015</u>	<u>2014</u>
Balance, beginning of year	\$ 39,981	\$ 30,691
Excess of revenue over expenses	2,376	9,290
Balance, end of year	<u>\$ 42,357</u>	<u>\$ 39,981</u>

Statement of Cash Flows - Year ended March 31, 2015

	<u>2015</u>	<u>2014</u>
Operating activities		
Excess of revenue over expenses	\$ 2,376	\$ 9,290
Non-cash items:		
Amortization of capital and intangible assets	3,701	3,443
Reinvested interest	-	(92)
	<u>6,077</u>	<u>12,641</u>
Net change in non-cash working capital items		
Sales tax receivable	(1,603)	(494)
Other receivable	(1,073)	-
Prepaid expenses	(1,620)	-
Accounts payable	(1,680)	1680
	<u>101</u>	<u>13,827</u>
Investing activities		
Addition to term deposit	(5,000)	(11,580)
Realization of term deposit	-	11,581
Additions to capital assets	(10,818)	(1,653)
	<u>(15,818)</u>	<u>(1,652)</u>
Net increase (decrease) in cash	(15,717)	12,175
Cash, beginning of year	16,577	4,402
Cash, end of year	\$ 860	\$ 16,577

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We strive to offer a welcoming atmosphere where people can meet and learn to make the most of the hearing they have through supporting each other.



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