

MAKING THE MOST OF  
THE HEARING WE HAVE  
*since 1979*



Hear Entendre  
Québec

*Formerly CHIP/CAPA*

40  
*years  
/ans*

We Have Changed Our Name,

But Not Who We Are.

# ABOUT US

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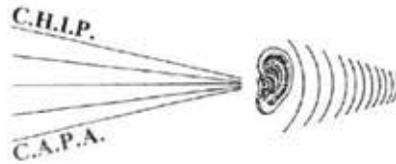
It all started in 1979 in Montreal, from a hospital-based aural rehabilitation program, when two Montreal audiologists organized an 8-week program for 14 hard-of-hearing individuals by offering them sessions on speechreading and communication strategies. The emphasis was on sharing difficulties, finding solutions, supporting one another, and constructive coping. The participants were enthusiastic and determined and found the sessions very helpful, which led to the creation of an organization to address the needs of hard-of-hearing persons. They called it CHIP (Communicaid for Hearing Impaired Persons).

Ever since, CHIP has been the only Montreal-based non-profit organization that offers programs and services to Anglophones affected by hearing loss. With excellent leadership, determination, hard work, and many hours of volunteer work, CHIP morphed into an independent organization for people with hearing loss, run by the hard-of-hearing, with a charter, bylaws, funding, and a board of directors.

After forty years, we continue to evolve and improve by adapting to new challenges and opportunities. The following pages highlight the most important events, achievements, and critical moments in the four decades of CHIP.



1984



1987



1985



1995



# HEAR ENTENDRE QUÉBEC

## NEW Hear Entendre Québec

Over the last 40 years, CHIP has been a pioneer in providing much-needed programs, services and support to people with hearing loss, and has welcomed thousands of members. Members have always felt like CHIP was home: a place where they were understood, where they belonged, and where they could always receive services and support.

These are exciting times for **Hear Entendre Québec**. As we embark on the next chapter of our journey – with a new name – we start to look ahead. We will be conducting in-depth strategic planning in the near future with our board, staff, volunteers, members, and partners. This will help us identify the needs of our members and the community and find the best ways to address them. As the demographics

of our membership and the community change, so will we. Needless to say, no matter what our name is or what the next chapter looks like, **we will always be a safe place where members can get support, feel understood, and know that they belong!** We will also continue to work at preventing hearing loss in future generations.

We have seen lots of changes over the years and many of our early members are no longer with us. Hear Entendre Québec remains a volunteer-driven organization with a visionary board of directors (50% with hearing loss) and a dedicated staff (most with hearing loss). We have undergone a period of reflection, renewal and modernization while developing and strengthening partnerships and moving towards strategic planning, board development, and improved fundraising efforts – all for the same mission.



2011



2016



2015



2018

## Community Partnership and Development

We could not have made a difference in the lives of so many people living with hearing loss without the support of all our partners, sponsors, donors and volunteers, who have generously given their resources for more than four decades to help us achieve our goals. We look forward to continuing to work in collaboration during this next chapter of Hear Entendre Québec. We are fortunate to have partnerships with both regional and national organizations. We also look forward to extending our reach to new partners, private companies, hearing health organizations and professionals, as well as governmental organizations such as CIUSSSs and Santé Publique. We will continue to raise awareness about our mission and

hearing loss, including noise-induced hearing loss – but, more importantly, we will continue to develop and strengthen our collaboration within our communities. We see ourselves as a bridge linking our members to all the resources available to them, and connecting them to our community of partners.

## 30+ Years

Collaboration and partnership with Lethbridge-Layton-Mackay Rehabilitation Centre (formerly MAB-Mackay) and the Canadian Hard of Hearing Association



Centre de réadaptation  
**LETHBRIDGE-  
LAYTON-MACKAY**  
Rehabilitation Centre



Canadian Hard of Hearing Association  
Association des malentendants canadiens

# Our Impacts

## Our Impacts



**1230**

People exposed to Outreach through presentations, conferences, and kiosks in 2018



**105**

Members in Speechreading classes in 2018/19



**1300**

Children reached through NIHL Prevention Programs in 2018

## Thank You

Funded since **1991** by the Ministère de la Santé et des Services sociaux



Volunteers



**2136**

Volunteer hours for 2018



Community organizational Partners



Educational Institutes Partnerships



Hearing Health Partners



Individual donors and sponsors

# SPEECH READING

## SPEECH READING

Signs of hearing loss include difficulty understanding with ambient noise, asking people to repeat themselves, misunderstanding others, responding inappropriately, or only hearing part of what is being said.

Our speechreading classes help members learn strategies and techniques that enhance interactions, improve communication, and increase self-esteem. Classes improve understanding of hearing loss and provide members with the courage to self-advocate.

Speechreading classes give people affected by hearing loss the opportunity to share their hearing journeys and experience support from others who have faced similar challenges and successes.

All of our speechreading instructors are accredited by the Canadian Hard of Hearing Association.

Speechreading classes are not just for those with hearing loss. If a loved one has hearing loss, both partners may become frustrated, and that is also normal. Partners, family members and friends also benefit by learning strategies to improve communication on both sides.

In speechreading classes, students are regularly reminded that it's not their fault when they misinterpret something, and they are shown why they didn't "get it." Students keep coming back because there is always something new to learn, and they enjoy the camaraderie of interacting with people who understand.





## Nina Chen – Belonging

*Through CHIP's programs, I learned strategies for coping with my hearing loss. The speechreading teachers are caring and dedicated and although many classmates are seniors, to me, there is no age barrier. Some students have become long-term friends of mine, and I have enjoyed the warmth of their friendship. The outings in the social club are the best activities to connect all members together. Members can chat and get to know one another and enjoy these accessible activities. Once, by chance, I met a previous member of CHIP in the Fine Arts Museum. We enjoyed talking about the exhibition and our common interests. It encouraged me that there are other members who enjoy the same things as me. My fellow members give me the support and encouragement to continue coping with my hearing loss.*

# OUR HISTORY

CHIP moves again, this time to 7000 Sherbrooke St. West.

2011

Lise Thibault, Quebec's Lieutenant Governor, addresses members for CHIP's 25th anniversary.

2004

First Hearing Awareness Day and beginning of Young Adult Program.

1998  
1999

Speechreading satellite program begins in the West Island. First paid Executive Director is hired.

2013  
2014

CHIP marks its 35th anniversary with first annual conference. Noise-Induced Hearing Loss (NIHL) prevention program begins.

2015  
2018

CHIP changes its name to Hear Entendre Québec as of September 1st.

2019

Start of the Lily Bernstein Resource Centre and HEAR (Hearing Education for Aural Rehabilitation) program.

1993  
1994

CHIP Social Club begins showing captioned movies.

1984

CHIP holds its first meetings at the Queen Elizabeth Hospital, developing a charter and bylaws, electing an executive board, and securing their first operating grant.

1979  
1980

1981

1982  
1983

*The Communicator*, CHIP's first magazine, begins publication. Outreach program begins.

CHIP moves to the Mackay Center, 4500 Blvd. Decarie. Members attend the first Canadian Hard of Hearing Association conference in Toronto.

## Our Mission

To improve the wellbeing of those affected by hearing loss and to help prevent hearing loss in future generations.

## Our Vision

A community where we can hear, be heard, and thrive!

## Our Values

Respect  
Volunteerism  
Teamwork  
Empathy  
Non-profit Integrity

## Guiding Principles

Accessibility  
Empowerment  
Sharing Knowledge  
Partnerships  
Inclusiveness

# YOUNG ADULT

## YOUNG ADULT

According to the Government of Canada, 6 million Canadians aged 15 and over (22% of the population) live with a disability. Hear Entendre Québec provides support to young adults with hearing loss, to help them live without barriers.

### Scholarships

Support in finding scholarships for students with hearing loss.

### Social activities/events

Sponsorships to attend events.  
Planned social events geared towards young adults with hearing loss.

### Peer mentoring

Nurturing a community of young adults with hearing loss to help develop relationships and offer opportunities for socialization.

### Accessibility

Improving accessibility in day-to-day life. Helping with communication strategies, self esteem, and self-advocacy.  
Assistance to find and access accessibility services.





## Tahsin – Support

*I have congenital hearing loss and have had a Cochlear Implant since 2004. Before that, I had two hearing aids. Working as a graphic designer and photographer at CHIP has improved my communication and social skills and helped me build relationships and confidence. CHIP helped me attend the CHHA (Canadian Hard of Hearing Association) Youth Forum, which was one of the best experiences of my life. I learned about each person's experience of hearing loss, how they adapted to it, how it affected their careers and what their goals are. Their experiences made me learn so much and understand what hearing loss means for different people. I will never forget this experience and I will always cherish those moments and the marvelous people I met.*

# OUTREACH

Hearing loss affects at least 30% of people over the age of 65, and the percentage of hearing loss increases with each decade of life (Hosford-Dunn, 2015). It has also been well documented that there is often a delay of ten years from the early signs of hearing loss to taking the first steps to getting tested (Oyler, 2003). This delay can create many psychosocial effects for untreated individuals.

Hear Entendre Québec's Outreach Program will continue to sensitize the general public about hearing loss, reduce stigma, and encourage individuals to get tested sooner. Central to Outreach is going out into the community and bringing services/information and awareness to those in need.

Outreach Program activities always involve a peer mentor (a volunteer living with hearing loss) and a hearing health professional. Presentations are delivered in a series:

- **My Hearing Journey: Pathways to Services**
- **Understanding Hearing loss**
- **Communication and Hearing loss**



The long-term goal of Outreach is to facilitate timely testing, improve the quality of life of those affected by hearing loss, and sensitize the broader community to the prevalence of hearing loss and the challenges people affected by it can face.

# Lily Bernstein Resource Centre

The Resource Centre is a place where members can share information and gain knowledge. In the past, the room was used for hosting Social Club, where members could watch captioned movies and share books about hearing loss. It was also used for the Assistive Listening Device program for many years. The knowledge and information-sharing about these useful devices live on in the office. Under the umbrella of LBRC, there are various programs, services and resources available:

## Support services

One-on-one consultations with a volunteer or staff member. These consultations can add clarity about the individual's hearing journey and provide information or referral to other services available to them that they may not know about.



## Safety and Security Campaign & HEAR talks

Information about services like Text 911, job hunting for young professionals, and more, shared through accessible evening presentations and online networks.



**HEAR**  
TALK

## Social activities/events

Planned outings, such as trips to the Montreal Museum of Fine Arts and Cabane à Sucre, are accessible social activities that members participate in and enjoy barrier-free.



## Digital community and resources

Our digital presence helps reduce social isolation for all our members by connecting people who may not be able to attend events in person due to mobility or scheduling constraints. They also cater to our younger members, who are already very comfortable socializing and networking online.



# Noise-Induced Hearing Loss (NIHL) Prevention Program

According to the World Health Organization (WHO), 1.1 billion young people are at risk of noise-induced hearing loss (NIHL). A shocking 50% of people aged 12-35 listen to personal audio devices at unsafe volumes. As this and other noise-related factors are avoidable, 60% of childhood hearing loss is preventable.

The goal of Hear Entendre Québec's prevention program is to reduce the occurrence of NIHL among young adults by educating children aged 8-12 in a recreational and/or educational setting, with the aim of instilling in them safe listening habits.

This program is the only bilingual one of its kind in Quebec. It promotes awareness about NIHL through fun, interactive workshops and activities. Participants learn about sound, the ear, the causes and consequences of NIHL and, most importantly, how to prevent it by staying safe in noisy environments.

NIHL prevention presentations come in two models:

- Recreational: Perfect for day camps, gym classes and after-school programs.
- Educational: Perfect for classroom settings; this model is based on The Hearing Foundation of Canada's successful Sound Sense program.





## Tanya (& Casey) – Understanding

*My son participated in a NIHL prevention session at his elementary school earlier this year. As a result, he is much more informed about the dangers of noise-induced hearing loss and, even at the age of 9, is actively taking steps to protect his hearing. The program was very age-appropriate and the take-home materials that were distributed to the students were clear and very well presented. My son and his classmates spoke highly of the animator and, as a parent, I was grateful to hear how engaging they were with the students during the presentation and how they were able to hold their interest (no easy feat at an elementary school) and give them a solid understanding of the importance of prevention.*

Our **Members**

Their *Journeys*

Your **Impact**

**Join Us**

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