



Western Institute for
THE DEAF AND HARD OF HEARING



ANNUAL REPORT

2015

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REPORT FROM THE PRESIDENT

BARBARA M. BROWN, BOARD OF DIRECTORS PRESIDENT



2015 was an important year for the Western Institute for the Deaf and Hard of Hearing (WIDHH). Thanks to the hard work of our staff and Board, services in all departments continue to grow and we continue to serve more people year after year. For example, we secured a new contract with the Provincial Health Services Authority to provide 8,000 hours of service next year for Medical Interpreting Services, a milestone for your organization and BC's Deaf and Hard of Hearing communities.

The need for WIDHH services continues to increase. To respond to this demand, the Board of Directors and our Executive Director Susan Masters, over the past many years, have planned and worked toward one major goal - the establishment of a new head office that would truly meet the needs of our clients.

The Board began their journey by working hard to follow WIDHH's Strategic Plan developed in 2012, which included taking the final steps towards our dream of a new home. Along the way, we received the assistance of The Goldie Company (fundraising consultants), Cornerstone Planning Group (real estate development consultants), and now the real estate firm Cushman & Wakefield.

Over the past few months, the Board has made some noteworthy decisions. Most importantly, in September 2015, the Board passed a motion approving a "sell and buy" strategy. This means that we will be selling our 2125 West 7th Avenue property, and purchasing property (land or an existing building) in a different location to build or renovate into a Centre of Excellence.

To achieve our goal of a new building, we will need to prepare our organization for a capital campaign to raise the required funds. Our success will depend on all of us, staff and Board, working together to bring awareness to the general public of BC, as well as our Deaf and Hard of Hearing communities, about this important and ambitious project.

WIDHH's great changes will only be possible when supported by outstanding and united work by our staff, our unfaltering Executive Director, our Board, and our legion of donors and supporters. I extend my wholehearted thanks to each of you for the commitment and energy you bring to our great organization.



REPORT FROM THE EXECUTIVE DIRECTOR

SUSAN MASTERS, EXECUTIVE DIRECTOR



This Annual Report provides information about the activities and services provided by WIDHH. Each report demonstrates teamwork, growth, and innovation on behalf of the people we serve. I would like to thank all the staff members of WIDHH for their dedication and professionalism. Our clients' successes would not have been possible without them.

2015 was a busy year. We supported **10,515** individuals, alongside their families and colleagues, to meet their needs. This year, we saw:

42

seniors less isolated through our Deaf and Hard of Hearing Seniors Outreach program

2,750

Sign Language Interpreters provided for business and social appointments

886

new clients seen by our Audiologists at our three hearing aid clinics

70

low income clients assisted through the Lend an Ear hearing aid loaner program

3,929

Deaf and Hard of Hearing people who received interpreters for their medical needs

68

low income Deaf and Hard of Hearing individuals provided with free income tax services

140

new job seekers assisted in finding sustainable employment

395

clients who received assistance in finding the right communication devices

In addition to direct client services, we established a Fund Development Department for the first time in April 2015, supported by our fundraising consultant The Goldie Company. In today's climate of shrinking government funding for programming, it is time to develop other ways to support our mission. The Board and Staff recognized the need to develop our capacity to raise funds - not only for a new building, but also to develop new revenue streams for supporting our vital services.

We invested a significant amount to create the Fund Development Department to ensure that we have a sustainable fundraising plan, for both our services and our new building. This investment for the future resulted in an operating deficit of \$99,410 in 2015. Even though we spent more than we took in this year, we still hold a reserve of \$639,352 for future expenses related to the new building.

WIDHH has a long and commendable history. I sincerely give thanks for the countless volunteer hours that our President and Board Members gave to ensure we stayed true to our mission. Lastly I thank you, our members, and invite you all to be part of our 60th anniversary celebration on June 10th, 2016!

FEATURE STORY: DEBORAH'S STORY

After losing my hearing in my 30s, I became unemployed and found myself in a defeated and depressed state. During this difficult time, I discovered WIDHH and contacted the employment counsellors there to seek help.

“WIDHH’s employment counsellors helped me to find the resources I needed to get my life back on track, and to stay focused and motivated. My counsellors were knowledgeable, practical, empathetic, and had a can-do attitude.”

WIDHH’s employment counsellors helped me to find the resources I needed to get my life back on track, and to stay focused and motivated. My counsellors were knowledgeable, practical, empathetic, and had a can-do attitude. They made it possible for me to move out of unemployment and financial difficulty, and into a new path of acquiring hearing aids, retraining in a different field, and finding a new job.

WIDHH is staffed with the best listeners I've found in any agency. At WIDHH, a counsellor was always available and interested in helping me with my return to work plan. And since I found work, there has always been someone at WIDHH to talk to when work issues have come up.

And while depression is something that knows no boundaries, I thank WIDHH for teaching me to manage my hearing loss at work, which makes me happier and more functional as an employee.

Without WIDHH’s employment counselling, I would likely be living below the poverty line in a job below my aptitude level and financial needs. My life wouldn't just be on hold, I would regress. The time period between losing my hearing and finding WIDHH was extremely difficult for me. I'm really not sure how I would have managed if I hadn't found WIDHH.

In my new line of work, I meet many people with hearing loss, and I am proud to refer each one to WIDHH.

—Deborah Burleson



Deborah’s dog Dixie, who Deborah would also like to thank for helping her get back on her feet.

FEATURE STORY: MY SILENT WORLD

My journey from the hearing world into the silent world was very gradual over a period of years.

For those of us born with good hearing, we take so much for granted.

Even though I have a lengthening past and a shortening future, I am still very active and greatly involved in the world around me. I like people, enjoy activities, and hopefully maintain an optimistic outlook.

Family and friends detected my hearing loss long before I wanted to admit it. For a while, I had been asking them to speak louder or repeat their comments.

Eventually, my family and friends wore down my denial, and I went to see an ear nose throat specialist who recommended I consider hearing aids. But it was a shock to discover the cost of such a necessary item, so I put aside the issue for a number of years - until one kind family member gifted me hearing aids. A beautiful and kind gift that has led me into a world of freedom and joy.

I was a little apprehensive at my first visit to the WIDHH Audiologist recommended by my specialist, even though she had such a lovely name as Praise. But with her relatable demeanor and encouraging attitude, Praise quickly made me feel comfortable. She was very good at her profession, didn't push anything on me, and just stated the situation of my hearing loss as it was.



Then the day came when Praise fitted me with my hearing aids. I shall never forget the wonderful sensation when I suddenly heard the sound of my own voice again and gradually was reintroduced to sounds which I had missed for so long. I drove my car home hearing once again the sound of street traffic, and wondered how I had never been in an accident when I wasn't aware of the traffic noise! I could also hear the birds chirping, and even the sound of the gentle rain on my windshield was music to my ears. I kept my hearing aids on that entire day, and couldn't wait to put them in again the next morning!

Then came the Vancouver Community College speech reading class taught by WIDHH Board member Lisa Dillon-Edgett. Lisa was a wonderful teacher and the class was a great learning experience. Finding out about telecoils, looping, and communication strategies has made my life less stressful, and has also inspired me to let others know there are strategies beyond asking people to speak louder.

Our great-great-grandparents had nothing more than an earhorn to use if they were hard of hearing, but today we have access to new and growing knowledge and technology. And we have another advantage too. If we wish to retreat into the quiet world, as I do when I sit down with my favourite book, we can simply take out our hearing aids and bask in the silence.

You might say my hearing loss has become my greatest hearing aid.

—Anne Trudel

AUDIOLOGY SERVICES

886 new audiology clients served at
WIDHH's three Hearing Aid Clinics for a
total of **10,741** Appointments

Hearing Aid Clinic: WIDHH has the only non-profit hearing clinics in all of BC. We provide hearing tests, sales of new hearing aids with the latest digital technology, and other hearing services. Income earned from these services goes towards supporting WIDHH's free community programs.

Lend an Ear Program: The only one of its kind in BC provided by a non-profit, this social service program provides refurbished aids to those who cannot afford new ones. This program is made possible through funding from local and provincial grants, and from the productive income of our hearing aid clinic sales.

70 Lend an Ear
clients received a
refurbished hearing
aid

47 students learned
specialized communication
strategies

Better Communication with Hearing Loss (BCHL) Class: WIDHH's Better Communication with Hearing Loss classes is offered in a supportive, small group environment free to WIDHH clients. These classes focus on basic speech reading and strategies to better communicate in difficult listening environments.

Hearing Aid Drop-In Service: WIDHH offers first-come-first-serve Hearing Aid Drop-In Services Drop-in services which include hearing aid cleaning, troubleshooting dead or intermittent hearing aids, review of insertion/removal of hearing aids, and tube changes. This year, to support our fundraising endeavors we are now accepting donations in our drop-in office!

1,897 hearing aid drop-ins
served at our West 7th
Head Office

In 2015, our WIDHH Audiologists participated in the community by:

- Continuing to be clinical educators for the UBC School of Audiology and Speech Sciences, Faculty of Medicine, regularly lecturing at courses and providing externships.
- Actively participating in volunteer committee work on professional hearing health organizations.



Team WIDHH participated in the Canadian Hard of Hearing Association - Vancouver Branch's Walk2Hear on Sunday, September 27, 2015. Team WIDHH came in first place for the team fundraising category, by raising \$880!

COMMUNICATION DEVICES SHOWROOM

395 communication devices sold to optimize communication in home, workplace, and social settings.

Showroom: WIDHH's Communication Devices Showroom located at our West 7th Avenue Head Office displays a variety of assistive listening and alerting devices. These devices include FM systems, infrared systems for the television and radio, amplified telephones, and visual alerting systems for the home.

WIDHH's Communication Devices Showroom is also the only place in British Columbia that displays a large range of devices and provides one-on-one consultations to assist individuals in becoming comfortable with their devices.

This year, we created a new product catalogue with updated prices to stay competitive and better serve our clientele. We also updated our stock to remove obsolete products and added the most up-to-date technology.

778 people visited our Showroom and **521** calls were received to learn more about assistive devices

Outreach and Demonstrations: We made 15 house calls to support clients and care home staff with the installation or use of devices. We also consulted with clients and therapists to ensure that safety and communication needs of those with hearing loss are met. We continue to educate the public on how assistive devices can enhance communication through off-site public presentations and orientations in our Showroom.



In 2015, a number of community organizations approached WIDHH for consultation services to provide accessibility to their constituents:

Beth Tikvah Congregation purchased an FM system for their congregation in September 2015.

Penticton Indian Band purchased a UbiDuo2 to facilitate communication with their Deaf and Hard of Hearing members.

The Fraser Health Authority and Vancouver Coastal Health Authority continue to purchase PockeTalkers. We are finding that many doctors, therapists, and care providers find the PockeTalker useful in interactions with patients.

COUNSELLING SERVICES

The Employment Program of British Columbia (EPBC): WIDHH understands that obtaining and maintaining employment is one of the most important things in life. WIDHH's Employment Counselling services are provided by Certified Career Development Practitioners who are fluent in American Sign Language and English, and use a bicultural approach in service provision.

WIDHH provides employment counselling services under the government's EPBC through:

- Return to work action plans (including placement services)
- Resume and cover letter assistance
- Skills development and training
- Career goal identification and career exploration
- Workplace assessments and interventions (including employment crisis counselling)
- Access to disability supports for work: alerting devices, FM systems, hearing aids, and American Sign Language interpreters

Over **300** clients served

110 Sign Language Interpreter
and equipment accommodations
provided in the workplace

42 isolated Deaf seniors received a total of **1,300** hours
of visitation and companionship by **45** Deaf senior
volunteers who also provided over **20,000 km** of
transportation assistance for a total of **2,500** driving hours
and **35** Christmas baskets delivered

Deaf and Hard of Hearing Seniors Outreach- (DHHSO): The DHHSO program identifies isolated Deaf and Hard of Hearing Seniors in the Lower Mainland and provides them with volunteer outreach services. DHHSO volunteers (who are active Deaf and Hard of Hearing seniors) provide companionship, home visits, transportation assistance, facilitated shopping trips, and other outings so that isolated seniors can remain connected to their communities.

United Way and DHHSO partnered in 2015 to provide Better at Home (BAH) services closer to home for some of our Deaf seniors. We provided sensitivity trainings to BAH program coordinators and volunteers, and provided liaison and troubleshooting services to 21 BAH offices in the Lower Mainland. This project also created BAH marketing materials and developed a video in American Sign Language (ASL) with captions in English.



SIGN LANGUAGE INTERPRETING SERVICES

3,929 medical appointments and emergencies were attended to by ASL Interpreters for a total of **7,534** interpreting hours

Medical Interpreting Services (MIS): MIS is the American Sign Language (ASL) interpreter booking service funded by British Columbia's Provincial Health Services Authority. MIS is operated by WIDHH and provides interpreters for emergency and non-emergency medical appointments in communities across BC. Interpreters allow for clear communication between health care professionals and patients, and the use of interpreters results in better evaluation and treatment, while reducing misunderstandings or repeat consultations.

Community Interpreting Services (CIS): CIS is WIDHH's own ASL interpreter booking service for appointments in the community. Whether it is a meeting, conference, job interview, or legal proceeding, WIDHH is committed to promoting full understanding for non-hearing and hearing parties in critical and often stressful situations. All of our interpreters are qualified and registered with West Coast Association of Visual Language Interpreters.

2,750 school, court, workplace, and business appointments attended to by ASL Interpreters for a total of **7,414** interpreting hours

305 drop-in appointments assisted Deaf individuals with translations of documents from English to ASL for a total of **641** hours

CIS also provides a free drop-in service that enables Deaf and Hard of Hearing individuals to access to automated telephone systems and individualized translation services for documents in written English.

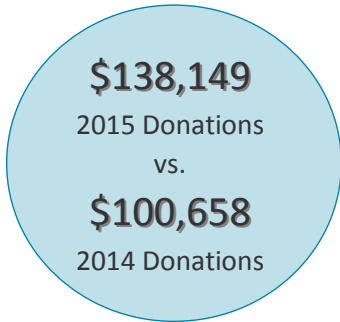
Police/Legal Interpreting Services (PLIS): WIDHH continues to partner with the RCMP and the Vancouver Police Department to provide Police Interpreting Services for law enforcement situations. In 2015 we provided interpreters for 4 emergency call-outs and booked 13 appointments.

In the Community: We continue to give educational outreach presentations about Deaf Culture, Sign Language Interpreting, and WIDHH's interpreter booking system at various hospitals, schools, and community organizations such as the Justice Institute of BC, Henry D. Brad Law Corporation, and Telus.

WIDHH successfully helped launch a text to 911 program with E-Comm to make sure that Deaf and Hard of Hearing individuals can receive assistance during emergency situations.



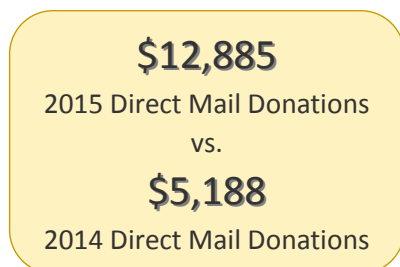
FUND DEVELOPMENT DEPARTMENT



Fund Development: 2015 was an exciting year of creating a strong foundation for WIDHH to become a sustainable fundraising organization. WIDHH had three main fund development focuses: 1) increase WIDHH’s marketing and communication efforts; 2) develop and increase revenue streams for WIDHH’s vital programs and services; and 3) work with WIDHH’s Board of Directors and Executive Director on our new building project.

Marketing and Communications: This year, WIDHH made significant progress in raising awareness about our vital programs and services through:

- Revitalization of WIDHH’s quarterly newsletter *The WAVE* - visual appeal and donor recognition was increased and the new format includes more client stories, interviews, and articles from our supporters
- New quarterly email blasts between editions of *The WAVE* to ensure WIDHHers stay up-to-date
- Finalization of a partnership with Vancouver Courier, North Shore, and Richmond News who will be generously matching WIDHH’s 2016 advertisement expenditures dollar-for-dollar, and providing WIDHH with special partnership rates



Revenue Streams for WIDHH’s Programs and Services: WIDHH successfully increased its efforts in raising funds for programs and services in 2015. We had a very successful holiday direct mail campaign which resulted in more than double the amount of donations than in 2014. WIDHH’s first annual Making Waves Breaking Barriers Gala also raised \$34,000!

WIDHH’s New Building Project: 2015 marked a pivotal year for WIDHH in our longtime dream of a new home. Together with our fundraising consultants The Goldie Company, we worked to conduct mini-study interviews to revisit the feasibility of a WIDHH capital campaign for a new building. We also analyzed Cornerstone Planning Groups’ reports and assisted WIDHH’s Board of Directors decision on the best option for our new building. WIDHH also engaged Cushman & Wakefield as our real estate representatives and connected with Vancity to begin discussion on financing opportunities for this project. WIDHH’s capital campaign Case for Support was finalized and a list of potential major gift donors to WIDHH’s capital campaign was compiled. We began recruiting well-respected community members and business people to support the upcoming capital campaign as members of our Capital Campaign Cabinet. Lastly, the Board and Staff generously gave over \$70,000 in donations to kick off our fundraising efforts!

FEATURE STORY: MICHAEL LEVY—PORTRAIT OF A HARD OF HEARING PHOTOGRAPHER

This year, you may have noticed some beautiful photographs gracing the covers of *The WAVE* newsletter and also this Annual Report. These beautiful photographs were gifted to WIDHH by our audiology client Michael Levy, a professional photographer who lives and works on Salt Spring Island.

Diagnosed with Alport Syndrome, an inherited condition that affects the kidneys and ears, Michael Levy started losing his hearing at 30 and got his first pair of hearing aids at 35.

Michael wasn't the first in his family to use hearing aids. His brother and his mother both got their first aids a couple of years before Michael. As a result, Michael was able to observe their experiences and feel comfortable getting his own aids soon after he noticed hearing difficulties.

Michael's attitude towards hearing loss is always positive. He is not shy to let others know that he has a hearing loss, and he believes deeply in sharing his experiences to open up the conversation about hearing loss, reduce stigma, and help others cope.

As a hearing aid client, Michael loves WIDHH's objective, no-pressure approach and the unique feeling of walking into WIDHH. "It's almost like going into a little family," he said. "Everybody is conscientious and compassionate, and you feel as though you are being looked after."



As a photographer, Michael finds his hearing aids tremendously helpful. The ravens, hummingbirds, and eagles of Salt Spring Island go from sitting to moving in the blink of an eye. Michael's hearing aids allow him to hear wing beats and birdcalls, so that he can locate birds and capture stunning photos. On windy days, Michael turns his aids off so that he can focus on the visuals of his work instead of being distracted by noise.

Recently, Michael also gifted to WIDHH a copy of his book *Salt Spring: Portrait of an Island*, Michael's second Salt Spring Island book (with the first published in the mid 2000s). After a kidney transplant in 2010, Michael experienced a newfound freedom and perspective on the world, and decided to do a second Salt Spring Island book to commemorate his new life and re-entry into photography.

WIDHH would like to give a big thank you to Michael for all of his generosity in sharing his artwork with us. We look forward to continuing our work together and to all the stunning photos 2016 will bring!

OUR STAFF MEMBERS

AS OF DECEMBER 31, 2015

Administration:

Susan Masters, Executive Director

Ruth Blackburn, Executive Assistant

Carly MacNeal, Receptionist

Jennifer Bate, Receptionist

Susan Tang, Head of Finance

Jindra Casperson, Controller

Vivean Ready, Assistant Controller

May Yue, Accounts Payable

Nohemi Fuchs, Accounts Receivables

Elena Grigorieva, Accounting Clerk

Audiology Services:

Grace Shyng, Head of Audiology Services

Head Office:

Henry Lam, Registered Audiologist

Tina Saiki, Registered Audiologist

Dorothy Ng, Registered Audiologist

Maxine Dominelli, Audiometric Technician

Jeannette Chitty, Audiology Booking Coordinator

Christiane Wong, Audiology Executive Assistant

Michelle Rondeau, Saturday Receptionist

Willow Office:

Charles Fontaine, Manager & Registered Audiologist

Praise Chow, Registered Audiologist

Gurinder Dosanjh, Audiology Administrative Assistant

Tri-Cities Office:

Sandra Baker, Manager & Registered Audiologist

Elissa Robb, Registered Audiologist

Cheri Nigut, Audiology Administrative Assistant

Tricia Oco, Saturday Receptionist

Communication Devices Showroom (CDS):

Sharon Miller, CDS Manager

Peter Tudisco, CDS Assistant

Counselling Services:

Dr. Linda Franchi, Head of Counselling Services

Employment Counselling Services:

Marco Chiaramonte, Employment Counsellor

Tammy Gray, Employment Counsellor

Barbara Low, Counselling Team Assistant

Seniors Outreach Program:

Vincent Kennedy, Volunteer Program Coordinator

Terese Rognmo, Inclusion Support Specialist

Jean Nielsen, Inclusion Support & Access

Fund Development Department:

Ellen Zheng, Fund Development Manager

Interpreting Services:

Janice Lyons, Head of Interpreting Services

Medical Interpreting Services (MIS):

Jessica Jickels, Interim MIS Dispatcher

Tarren McKey, MIS Staff Interpreter

Community Interpreting Services (CIS):

Jessica Jickels, CIS Booking Coordinator



2015 BOARD OF DIRECTORS & COMMITTEES

AS OF DECEMBER 31, 2015

Board of Directors:

Barbara M. Brown, President

Dr. Joanna E. Cannon, Vice President

Carey Healey, Treasurer

Dr. Graham Bryce, Secretary

Dr. Ruth Warick, Past President

Ava Hawkins, Director

Bowen Tang, Director

Dr. Eugene Lechelt, Director

Joy Gong, Director

Lisa Dillon Edgett, Director

Miron Gazda, Director

Nora McKellin, Director

Award of Merit Committee:

Ava Hawkins (Chairperson), Dr. Joanna E. Cannon, and Nora McKellin

By-Law Review Committee:

Ava Hawkins and Lisa Dillon Edgett (Co-Chairs)

Executive Director Evaluation Review Committee:

Lisa Dillon Edgett (Chairperson) and Barbara M. Brown

Fund Development Committee:

Dr. Ruth Warick and Dr. Graham Bryce (Co-Chairs), Barbara M. Brown, Dan LeCours, Dr. Eugene Lechelt, Rick Waters, Susan Masters, Ellen Zheng (ex-officio), Ruth Blackburn (ex-officio), and Jim Watson (ex-officio)

Finance Committee:

Carey Healey (Chairperson), Dr. Eugene Lechelt, Miron Gazda, Susan Masters, and Jindra Casperson

Nominations Committee:

Lisa Dillon Edgett (Chairperson)

Policy and Procedure Committee:

Nora McKellin (Chairperson), Bowen Tang, Joy Gong, and Lisa Dillon Edgett

MAKING WAVES BREAKING BARRIERS 1ST ANNUAL GALA SUPPORTERS

Thank You! for helping to raise over
\$34,000

The Making Waves Breaking Barriers Gala was a great success filled with happy guests. After cocktails, photos, and silent auction shopping, guests were treated to a lovely three-course dinner. Keynote speakers Adrienne Fitch and Renu Sangha, along with WIDHH's video presentation, captured guests' hearts while raising awareness about Deaf and Hard of Hearing issues.

Throughout the night, gala guests were impressed by MC David C. Jones' hilarious hosting, especially during the thrilling live auction animated by guest-initiated shenanigans! After the 50/50 raffle and door prize draws, the impressive evening concluded with a fabulous ribbon dance with the MC and four lucky guests drawn at random. Overall, a great time!

This accomplishment would not have been possible without the incredible support of:

SILVER SPONSORS

TOMPKINS, WOZNY, MILLER & Co.
Chartered Accountants

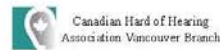


Anita and Arnold Silber

BRONZE SPONSORS



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Individual Gala Supporters:

Brian and Dorothy Fairholm
Douglas and Janette Geidt
Dr. Marilyn O. Dahl
Henry and Leonor Vlug
Marie Mah
Nancy Coates
Patrick Crofton
Robert Fawcett, Past President of WIDHH (1992-1994)
The Goldie Company
Wendy Keenlyside

Live Auction Donors:

Dr. Graham Bryce and Dr. Cicely Bryce
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Westjet

Door Prize Donor:

FlyOver Canada

Silent Auction Donors:

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Kids Only Market Ltd.
Linda C. York and Brian Reid
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Susan Masters
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The Keg Restaurants Ltd.
Time Square Suite Hotel
Trees Organic Coffee & Roasting House
Vancouver Canadians Baseball Club
Vancouver International Film Festival

MAKING WAVES BREAKING BARRIERS 1ST ANNUAL GALA



Cocktail Reception



Happy Gala Guests



Keynote Speaker Renu Sangha



Keynote Speaker Adrienne Fitch



More Happy Gala Guests



Dance Finale - Ribbons!

THANK YOU TO OUR PARTNERS AND DONORS

Institutional Donors:

Knights of Columbus
Summit Financial Planners Inc.
The Sisters of Saint Ann
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Happy Hands Club for the Deaf
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Institutional Donors (continued):

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 Margaret Moran

Individual Donors (continued):

Pamela Niblock
 John Pavlik
 Shirley Pearson
 Jeanne Pentecost
 Raymond Pillman
 R.V. Redlin
 Elissa Robb
 Ken Rushton
 Corinna Salvail
 Gilbert Semail
 Richard & Leonora Shier
 Phyllis Simon
 Robert Stevan
 Joyce Syme
 John Toth
 Teruko Ueda
 Rashida Ukani
 Sollynd Weatherall
 Jocelyn White
 Paul Williams
 Rachel Gibson
 Maxine Dominelli
 David Rogers
 Catherine Belleau
 Phyllis Burt
 Audrey Camerson
 Ken Kajiware
 Jack Keast
 Susan Martel
 Carl Shalansky
 Gerda Todd
 Jill Hamm
 Fern Moe
 Larry Patterson
 Edna Stefaniuk
 Deane Downey
 Elva Hogan
 Alan Statham
 Clare Young
 Allan Anaka
 Larry Beauline
 Judy Brouillet
 Peggy Fee
 Robert Frampton
 Patricia Harland
 Elizabeth Hunter
 Betty & Bruce Lauridsen

Individual Donors (continued):

Alive Low
 Sean Macalister
 Don Mattrick
 Mary Moore
 Bernadette O'Connor
 Mike Pawlowski
 A.M. Robertson
 Eugeniu & Tamara Televco
 Margaret Walker
 Rosemary Wallis
 Lynn Dyer
 Joan & Brian Bourke
 Cathy Boyes
 Kelvin Bristle
 Georgina Casson
 Frank Duffels
 William Emmerson
 David Foreman
 Nohemi Fuchs
 Clive Gambling
 Cora Gray
 Usher Hammer
 Eleanor Hayward
 Jim Jamieson
 Dick Janes
 Vincent Kennedy
 Rhonda Keown
 Alfred Kobbeltvedt
 A.P. Lear
 Rose Lee
 Barbara Low
 Rita McCready
 Margarey McKey
 Joan Parry
 Joseph Pereira
 Frieda Peschke
 Lilian Ross
 Jay Storey
 John Tam
 Isobel Thomas
 Harvey Jackson
 Sharon Masui
 Bruce Mitchell
 Ann Helfert
 Joy Kerr
 John Lum

FINANCIAL STATEMENTS



DECEMBER 31, 2015

TOMPKINS, WOZNY, MILLER & Co.
Chartered Professional Accountants

INDEPENDENT AUDITOR'S REPORT

To the Members of
Western Institute for the Deaf and Hard of Hearing

Report on the Financial Statements

We have audited the accompanying financial statements of Western Institute for the Deaf and Hard of Hearing, which comprise the statement of financial position as at December 31, 2015, and the statements of changes in net assets, operations and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

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

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Institute's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Institute's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

Basis for Qualified Opinion

In common with many not-for-profit organizations, the Institute derives revenue from donations, bequests and gifts, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, verification of these revenues was limited to the amounts recorded in the records of the Institute. Therefore, we were not able to determine whether any adjustments might be necessary to donations, bequests and gifts revenue, excess of revenue over expenses, assets and net assets.

Qualified Opinion

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion paragraph, the financial statements present fairly, in all material respects, the financial position of Western Institute for the Deaf and Hard of Hearing as at December 31, 2015, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Report on Other Legal and Regulatory Requirements

As required by the British Columbia Society Act, we report that the accounting principles used in these financial statements have been applied on a basis consistent with that of the preceding year.

Tompkins, Wozny, Miller & Co.

Vancouver, Canada
April 7, 2016

Chartered Professional Accountants

TOMPKINS, WOZNY, MILLER & CO.
Chartered Professional Accountants

STATEMENT OF FINANCIAL POSITION


As at December 31

	2015 \$	2014 \$
ASSETS		
Current		
Cash	92,368	302,476
Short-term investments <i>[note 3]</i>	637,060	671,866
Accounts receivable <i>[note 4]</i>	445,361	364,198
Inventory	113,972	104,669
Prepaid expenses	23,312	16,657
Total current assets	1,312,073	1,459,866
Capital assets <i>[note 5]</i>	130,200	138,337
	1,442,273	1,598,203
LIABILITIES AND NET ASSETS		
Current liabilities		
Accounts payable and accruals <i>[note 6]</i>	384,898	376,165
Deferred revenue	36,558	115,831
Total current liabilities	421,456	491,996
Deferred contributions <i>[note 7]</i>	79,233	62,173
Deferred contributions related to capital assets <i>[note 8]</i>	—	3,040
Total liabilities	500,689	557,209
Net assets		
Invested in capital assets	130,200	135,297
Internally restricted <i>[note 9]</i>	639,352	639,352
Unrestricted	172,032	266,345
Total net assets	941,584	1,040,994
	1,442,273	1,598,203

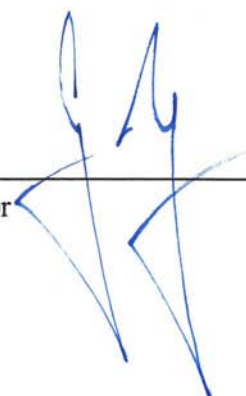
Lease commitments *[note 18]*

See accompanying notes to the financial statements

On behalf of the Board:



Director



Director

STATEMENT OF CHANGES IN NET ASSETS

Year ended December 31

	Invested in Capital Assets \$	Internally Restricted \$	Un- restricted \$	Total \$
2015		<i>[note 9]</i>		
Balance, beginning of year	135,297	639,352	266,345	1,040,994
Revenue under expenses	(32,924)	—	(66,486)	(99,410)
Investment in capital assets	27,827	—	(27,827)	—
Balance, end of year	130,200	639,352	172,032	941,584
2014				
Balance, beginning of year	101,658	439,352	239,642	780,652
Revenue over (under) expenses	(47,046)	—	307,388	260,342
Investment in capital assets	80,685	—	(80,685)	—
Interfund transfer	—	200,000	(200,000)	—
Balance, end of year	135,297	639,352	266,345	1,040,994

See accompanying notes to the financial statements

STATEMENT OF OPERATIONS

Year ended December 31

	2015 \$	2014 \$
REVENUE		
Grants, donations, bequests and gifts		
Province of British Columbia [note 10]	351,702	446,933
United Way	93,898	47,896
Other grants	14,560	36,206
Donations, bequests and gifts [note 12]	112,439	303,243
	572,599	834,278
Earned income		
Sales of hearing aids/technical equipment	2,537,611	2,503,724
Cost of sales	1,035,145	1,011,569
Gross profit	1,502,466	1,492,155
Fees for service - interpreting	1,182,989	999,723
Total earned income	2,685,455	2,491,878
Other income		
Amortization of deferred contributions related to capital assets [note 8]	3,040	12,534
Gaming	150,000	108,400
Fundraising	28,588	—
Endowment revenues - Vancouver Foundation [note 11]	13,977	13,223
- Anderson Fund [note 11]	4,670	4,454
- Rene Charbin Fund [note 11]	17,911	16,944
Investment income [note 13]	10,538	32,935
Expense recoveries and other income	8,559	13,757
Total net revenue	3,495,337	3,528,403
EXPENSES		
Amortization of capital assets	35,964	59,580
Building occupancy	165,858	179,032
Fundraising	139,400	58,115
Interpreting	832,242	744,852
Office and general [schedule]	290,223	289,656
Publicity and public education	93,066	80,299
Salaries, employee benefits and contract services	2,003,089	1,820,101
Strategic planning	1,155	1,415
Transportation	33,750	35,011
Total expenses	3,594,747	3,268,061
Revenue over (under) expenses for the year	(99,410)	260,342

See accompanying notes to the financial statements

STATEMENT OF CASH FLOWS

Year ended December 31

	2015 \$	2014 \$
OPERATING ACTIVITIES		
Revenue over (under) expenses for the year	(99,410)	260,342
Items not affecting cash		
Amortization of capital assets	35,964	59,580
Amortization of deferred contributions related to capital assets	(3,040)	(12,534)
Gain on disposition of capital asset	(2,063)	—
Decrease (increase) in value of short-term investments (net)	8,076	(11,443)
Changes in non-cash working capital items		
Accounts receivable	(81,163)	71,383
Inventory	(9,303)	(4,608)
Prepaid expenses	(6,655)	(221)
Accounts payable and accruals	8,733	18,407
Deferred revenue	(79,273)	87,141
Deferred contributions (net)	17,060	(1,286)
Cash provided by (used in) operating activities	(211,074)	466,761
INVESTING ACTIVITIES		
Acquisition of capital assets	(27,827)	(80,685)
Proceeds on disposition of capital asset	2,063	—
Purchase of short-term investments (net)	26,730	(209,913)
Cash provided by (used in) investing activities	966	(290,598)
Increase (decrease) in cash during the year	(210,108)	176,163
Cash, beginning of year	302,476	126,313
Cash, end of year	92,368	302,476

See accompanying notes to the financial statements

NOTES TO FINANCIAL STATEMENTS

December 31, 2015

1. NATURE OF OPERATIONS

The Western Institute for the Deaf and Hard of Hearing (the "Institute") is a not-for-profit organization and registered charity incorporated in 1956 pursuant to the British Columbia Society Act. The Institute is exempt from income taxes. The Institute provides services to the deaf and hard of hearing of British Columbia.

The work of the Institute is supported financially by funding from municipal, provincial and federal governments, as well as from the United Way, private donations, fees for services and sales of hearing aids/technical equipment.

2. SIGNIFICANT ACCOUNTING POLICIES

The financial statements were prepared in accordance with Canadian accounting standards for not-for-profit organizations ("ASNPO") and include the following significant accounting policies:

Use of Estimates

The preparation of financial statements in conformity with Canadian ASNPO requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the amounts of revenue and expenses reported during the year. Significant areas requiring the use of management estimates relate to the valuation allowances for accounts receivable, the determination of net recoverable value of assets, in particular as it relates to the useful lives of capital assets, and the determination of the deferred portion of grants received. Actual results could differ from these estimates.

Revenue Recognition

The Institute follows the deferral method of accounting for contributions.

Restricted contributions are recognized as revenue in the year in which the related expenses are incurred.

Unrestricted contributions, except for donations, gifts and bequests, are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

Donations, gifts and bequests are recorded on a cash basis.

Revenue from sales of hearing aids and technical equipment is recognized when title to the goods is transferred to the customer.

Revenue from fees for service is recognized when the service is provided.

NOTES TO FINANCIAL STATEMENTS (CONT'D)

December 31, 2015

2. SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

Contributed Services

Volunteers contribute time to assist the Institute in its operations. However, because of the difficulty associated with determining the fair value of these services, they are not recognized in the financial statements.

Measurement of Financial Instruments

The Institute initially measures its financial assets and financial liabilities at fair value.

The Institute subsequently measures all its financial assets and financial liabilities at amortized cost, except for investments in equity instruments that are quoted in an active market, which are measured at fair value. Changes in fair value are recognized in net income.

Financial assets measured at amortized cost include cash, term deposits and accounts receivable.

Financial assets measured at fair value include mutual funds.

Financial liabilities measured at amortized cost include accounts payable.

Financial assets measured at amortized cost are tested for impairment when there are indicators of impairment. The amount of the write-down is recognized in net income. The previously recognized impairment loss may be reversed to the extent of the improvement, directly or by adjusting the allowance account, provided it is no greater than the amount that would have been reported at the date of the reversal had the impairment not been recognized previously. The amount of the reversal is recognized in net income.

Cash

Cash is defined as cash on hand and cash on deposit, net of cheques issued and outstanding at the year-end.

Statement of Cash Flows

The statement of cash flows is prepared on a net cash basis and cash flows from operating and investing activities are reported using the indirect method.

Short-Term Investments

Term deposits are recorded at amortized cost. All other short-term investments are recorded at market value.

NOTES TO FINANCIAL STATEMENTS (CONT'D)

December 31, 2015

2. SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

Inventory

Inventory consists of purchased goods held for resale and is valued at the lower of cost and net realizable value.

Capital Assets

Purchased capital assets are recorded at cost. Contributed capital assets are recorded at fair value at the date of contribution. Amortization is provided on a straight-line basis over the assets' estimated useful lives [note 5].

Pension Plan

The Institute participates in a multi-employer defined benefit pension plan ("Pension Plan") with the United Way and certain of its funded agencies. Participating employers contribute to the Pension Plan as required to provide for the normal cost of benefits currently accruing to employees and to provide for amortization of any previously unfunded liabilities. In accordance with Canadian generally accepted accounting principles, participating employers expense monthly contributions as incurred.

All full time employees of the Institute who have attained the age of 25 must join the Pension Plan after completing one year of employment.

3. SHORT-TERM INVESTMENTS

Short-term investments consist of:

	2015	2014
	\$	\$
Cash	5,017	—
Term deposit	—	49,039
Money market funds	—	53,894
Mutual funds - bond and income	632,043	568,933
	637,060	671,866

The cost of the investments at December 31, 2015 is \$612,718 [2014 - \$639,448].

NOTES TO FINANCIAL STATEMENTS (CONT'D)

December 31, 2015

4. ACCOUNTS RECEIVABLE

	2015	2014
	\$	\$
Trades and other	441,890	354,514
Allowance for doubtful accounts	(2,000)	(2,000)
	439,890	352,514
Government - GST	5,471	11,684
	445,361	364,198

5. CAPITAL ASSETS

	Rate	Cost	Accumulated Amortization	Net Book Value
		\$	\$	\$
2015				
Land	—	62,166	—	62,166
Building	40 yrs	185,723	183,474	2,249
Furniture and equipment	5 yrs	82,651	74,205	8,446
Audio assessment equipment	5 yrs	322,640	284,383	38,257
Computer equipment	3 yrs	198,001	178,919	19,082
Website	5 yrs	47,869	47,869	—
		899,050	768,850	130,200
2014				
Land	—	62,166	—	62,166
Building	40 yrs	185,723	183,376	2,347
Furniture and equipment	5 yrs	75,018	71,094	3,924
Audio assessment equipment	5 yrs	320,574	268,880	51,694
Computer equipment	3 yrs	179,872	164,706	15,166
Leasehold improvements	5 yrs	72,912	72,912	—
Website	5 yrs	47,869	44,829	3,040
		944,134	805,797	138,337

The land and building were assessed at \$4,402,300 [2014 - \$4,031,300] as per the 2015 property tax notice.

NOTES TO FINANCIAL STATEMENTS (CONT'D)

December 31, 2015

6. ACCOUNTS PAYABLE AND ACCRUALS

	2015	2014
	\$	\$
Trades and other	215,681	196,074
Vacation, overtime and sick time	166,732	178,109
Government remittance - PST	1,376	977
- Worksafe BC	1,109	1,005
	384,898	376,165

7. DEFERRED CONTRIBUTIONS

Deferred contributions represent unspent resources externally restricted for capital assets and other programs as follows:

	2015	2014
	\$	\$
Balance, beginning of year	62,173	63,459
Add: Contributions for the year	17,060	653
Less: Spent during the year	—	(1,939)
Balance, end of year	79,233	62,173

Of the above amounts, \$78,659 [2014 - \$61,599] relate to the Building Fund.

8. DEFERRED CONTRIBUTIONS RELATED TO CAPITAL ASSETS

Deferred contributions related to capital assets represent contributed capital assets and restricted contributions with which capital assets were acquired. The balance in the account is as follows:

	2015	2014
	\$	\$
Balance, beginning of year	3,040	15,574
Less: Amounts amortized to revenue	(3,040)	(12,534)
Balance, end of year	—	3,040

9. INTERNALLY RESTRICTED NET ASSETS

During the year, the Institute internally restricted \$Nil [2014 - \$200,000] for a total of \$639,352 [2014 - \$639,352] for future capital expenditures, including new premises.

NOTES TO FINANCIAL STATEMENTS (CONT'D)

December 31, 2015

10. PROVINCE OF BRITISH COLUMBIA GRANTS

The Institute receives grants from the Province of British Columbia for various programs. The grant revenue recognized as earned by program is as follows:

	2015 \$	2014 \$
Medical Interpreting Services	260,154	355,385
Audiology	57,218	45,774
Communication Aids	34,330	45,774
	351,702	446,933

11. ENDOWMENT FUNDS

The Vancouver Foundation administers the Western Institute for the Deaf and Hard of Hearing Endowment Fund, the Anderson Fund and the Rene Charbin Fund from which annual interest is provided to the Institute. As at December 31, 2015, the market value of the Western Institute for the Deaf and Hard of Hearing Endowment Fund amounted to \$400,846 [2014 - \$381,347]. The market values of the Anderson Fund and the Rene Charbin Fund are no longer available to the Institute due to new privacy policies at the Vancouver Foundation. The Institute does not have access to the capital in the funds held by the Vancouver Foundation.

12. DONATIONS, BEQUESTS AND GIFTS

In 2015, donations, bequests and gifts revenue include bequests received in the amount of \$52,356 [2014 - \$267,390].

13. INVESTMENT INCOME

Investment income has been decreased by \$8,076 [2014 - increased by \$11,443] as a result of the change in the market values of short-term investments.

14. PENSION PLAN

The annual cost of the Pension Plan to the Institute is 175% [2014 - 175%] of members' contributions. The Institute's expense for the year ended December 31, 2015 in respect of pension contributions for its employees amounted to \$141,793 [2014 - \$121,999].

NOTES TO FINANCIAL STATEMENTS (CONT'D)

December 31, 2015

15. FINANCIAL INSTRUMENTS

The Institute is exposed to various risks through its financial instruments. The following analysis presents the Institute's exposures to significant risk as at December 31, 2015:

Credit Risk

The Institute is exposed to credit risk in the event of non-performance by counterparties in connection with its accounts receivable. The Institute does not obtain collateral or other security to support its accounts receivable subject to credit risk but mitigates this risk by also dealing with Government agencies and, accordingly, reduces its risk of significant loss for non-performance.

The Institute is also exposed to credit risk with respect to its bank deposits and short-term investments. The Institute reduces its credit risk by placing its bank deposits with a Canadian credit union and by having its short-term investments managed by professional investment managers.

Liquidity Risk

Liquidity risk is the risk of being unable to meet cash requirements or fund obligations as they become due. It stems from the possibility of a delay in realizing the fair value of financial instruments.

The Institute manages its liquidity risk by constantly monitoring forecasted and actual cash flows and financial liability maturities, and by holding assets that can be readily converted into cash.

Market Risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. Market risk is comprised of interest rate risk and other price risk.

Interest Rate Risk

The Institute is exposed to interest rate risk on its fixed and floating interest rate financial instruments. Fixed-rate instruments subject the Institute to a fair value risk while the floating rate instruments subject it to a cash flow risk. The Institute is exposed to this type of risk as a result of investments in term deposits and mutual funds [note 3].

Other Price Risk

Other price risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices (other than those arising from interest rate risk or currency risk), whether those changes are caused by factors specific to the individual financial instrument or its issuer, or factors affecting all similar financial instruments traded in the market. The Institute is exposed to other price risk through its investment in equity based investments.

NOTES TO FINANCIAL STATEMENTS (CONT'D)

December 31, 2015

16. LINE OF CREDIT

The Institute has arranged with Vancity a credit facility to a maximum of \$50,000. The established interest rate is prime plus 1.5%. As at December 31, 2015, the Institute had not utilized the credit facility [2014 - \$Nil].

17. RELATED PARTY TRANSACTIONS

Interpreting expense includes \$13,484 [2014 - \$8,790] for services provided by a director of the Institute. Amounts paid to related parties were incurred in the normal course of business and are measured at the exchange amount, which is the amount agreed upon by the transacting parties on terms and conditions similar to non-related parties.

18. LEASE COMMITMENTS

The Institute is committed to the following premises lease payments over the next five years:

	\$
2016	92,958
2017	63,356
2018	37,754
2019	37,754
2020	15,731
	<u>247,553</u>

19. COMPARATIVE FIGURES

Certain 2014 comparative figures have been reclassified to conform to the presentation adopted in the current year.

OFFICE AND GENERAL EXPENSES

Year ended December 31

	2015	2014
	\$	\$
Bad debts	600	688
Bank charges and interest	3,969	4,051
Board	8,136	8,335
Computer repairs and maintenance	48,519	44,270
Credit card merchant fees	41,843	41,958
Delivery and postage	9,480	8,146
Equipment lease	12,926	13,403
Licenses and permits	10,633	12,674
Memberships and subscriptions	3,265	2,961
Minor capital equipment and repairs	9,159	6,933
Newsletter, website and online store	7,691	8,953
Office, supplies and other	43,471	46,236
Professional - legal, audit, and other	17,652	16,554
- accounting services	27,806	30,330
Telephone, fax and mobile services	45,073	44,164
	290,223	289,656

See accompanying notes to the financial statements



Western Institute for
THE DEAF AND HARD OF HEARING

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