



Canadian Hard of Hearing Association  
Association des malentendants canadiens

# Annual 2024 Impact Report

**Our Mission:** is to create accessible, connected, and equitable communities for Canadians with hearing loss.

**Charity**  
**#129951109RR0002**

**GET IN TOUCH**



613-526-1584



info@chha.ca



www.chha.ca



75 Albert Street, Suite 901  
Ottawa, Ontario  
K1P 5E7



# Our Mission

is to create accessible, connected, and equitable communities for Canadians with hearing loss.


# Our Vision

is a barrier-free society where Canadians with hearing loss are empowered, inspired, and enjoy a full quality of life.

## Our Values

 Inclusion

 Collaboration

 Trust

## Land Acknowledgement

The Canadian Hard of Hearing Association (CHHA) acknowledges that our office, located in Ottawa, is on the unceded, territory of the Algonquin Anishinabe Nation.

CHHA honours all First Nations, Inuit and Metis peoples and their valuable past and present contributions to this land.

## 2024 Board of Directors



**Gilles LeVasseur**

President

**Patricia Blute**

Director

**Nicola Carter**

Young Adult Representative

**David Leyton-Brown**

Secretary

**Sarah Funkenhauser**

Director

**Mae Johnson**

Director

**Breanna Van der Starren**

Treasurer







## A Message From Our Chair of the Board Gilles LeVasseur

As Chair of the Canadian Hard of Hearing Association (CHHA), I am pleased to present our Annual Report for the period of 2024–2025. Over the past year, CHHA has continued to grow as a national leader in accessibility, advocacy, and support for the over four million Canadians living with hearing loss. A major highlight of this period has been the appointment of Ann McSweeney as our National Executive Director. Ann brings extensive experience in nonprofit leadership, a strong vision for inclusion, and a passionate commitment to improving the lives of hard of hearing individuals. Her leadership has already inspired positive transformation across the organization. Our previous National Executive Director, Richard Plummer decided to continue his career in the consulting industry – we wish him the best.

**Strengthening National Impact** CHHA has modernized and expanded its national programs. We introduced new digital platforms to improve accessibility, launched regional outreach campaigns tailored to community needs, and strengthened ties with local chapters from coast to coast. This period also saw a renewed focus on youth engagement and leadership. The CHHA Young Adults Network welcomed a record number of participants, launching new mentorship programs and youth-led advocacy campaigns that are helping shape the future of accessibility in Canada.

**Policy and Advocacy Excellence** CHHA has continued to be a leading voice in policy development. In 2024–2025, we worked with governments at all levels to advance hearing health initiatives, improve funding for hearing devices, and ensure compliance with the Accessible Canada Act. We also contributed to consultations on real-time captioning standards, emergency communications access, and inclusive employment practices.

**Global Collaboration and Knowledge Sharing** Internationally, CHHA took part in critical discussions through the World Hearing Forum and other global platforms. These opportunities allowed us to share Canadian innovations in accessibility and learn from the experiences of partners worldwide.

**Financial Health and Forward Planning** with careful stewardship and growing donor support, CHHA maintained a strong financial position through 2024–2025. We diversified our funding streams and invested in long-term infrastructure to support innovation, digital inclusion, and community programming.

We would like to thank the CHHA Foundation for its generous donation allowing the organization to deal with its financial requirements. Looking ahead as we look to the remainder of 2025 and beyond, CHHA is energized by the opportunities ahead. Under Ann McSweeney's leadership and with the continued dedication of our board, staff, volunteers, and members, we are committed to amplifying voices, breaking down barriers, and building an accessible Canada for all. On behalf of CHHA, I extend sincere gratitude to everyone who has supported our mission. Your involvement fuels our progress and makes lasting change possible.

Warm regards,

Gilles LeVasseur  
Chair of the Board  
Canadian Hard of Hearing Association (CHHA)





A Message From Our

# National Executive Director Ann McSweeney

As the newly appointed National Executive Director of CHHA, my heartfelt thank you to our entire operations team and our dedicated volunteers for their hard work and commitment to Canadians with hearing loss. It's indeed a privilege to work with such a talented group of individuals. A special thank you to Karla Wilson for her guidance and support.

What a joy it is to work with a very talented Board of Directors who successfully govern CHHA and who support me in my work to confidently continue the progressive work of our association.

I want to thank both first-time and returning funders who've made the commitment to support us as the demand for our work expands. Whether a foundation, a corporation or an individual, your support for us is vital and we hope you will be pleased about the results of our stewardship of your contributions in support of Canadians with hearing loss.

My focus in 2025 will be increasing sustainability, expanding of community connections, building network capacity and maximizing our impact as outlined in our Strategic Plan.

## **Accomplishments 2024:**

- **New Website in January** 2023 facilitated an elevated digital and accessible experience through story telling, resources, and support for the hearing loss community.
- **2024-2026 Strategic Refresh Plan in February** 2024. This plan included a new mission and vision and serves as a blueprint for our collective journey over the next three years. It not only redefined CHHA's potential, but also underscores the collaborative efforts required to realize our mission and amplify our impact.
- **Theory of Change and Impact Measurement Project** commenced in Feb 2024.
- **National Advertising Program** was launched May 2024.
- **Spend To Save Canada:** A Cochlear Implant Initiative led by CHHA National in Sept 2024 to address cochlear implant access issues.

Warm Regards,

Ann McSweeney  
CHHA National Executive Director

# Canadian Hard of Hearing Association Foundation

The CHHA Foundation is a registered charitable fundraising organization, established in 2001 to support the activities and programs of the Canadian Hard of Hearing Association (CHHA), Canada’s only national non-profit consumer organization run by and for people with hearing loss.

We are grateful for the financial assistance CHHA receives through our Foundation to support the programs and projects to assist Canadians with hearing loss.

## To Our Supporters

Without your continuous support, we would not have the capacity to assist Canadians with hearing loss. Thank you to the corporations, foundations, individual and in kind donors for your belief in CHHA

Thank you for  
helping our voices be  
heard!

## Members

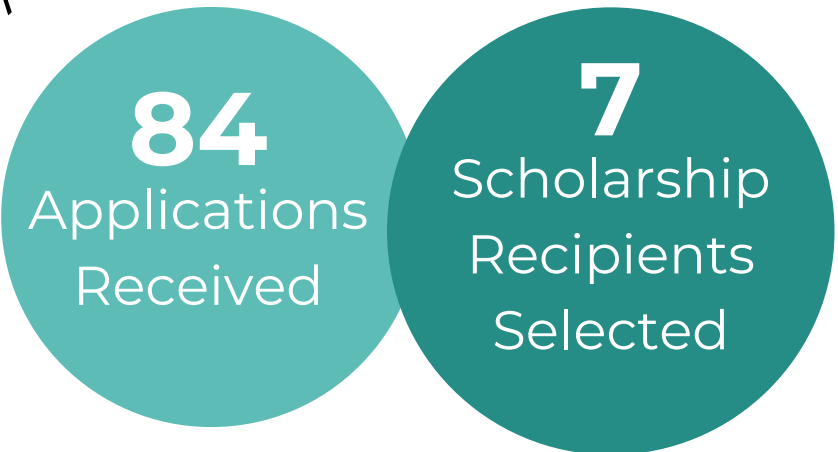
124 New members in 2024

| Membership Type | 2023  | 2024 |
|-----------------|-------|------|
| Individual      | 1,104 | 1226 |
| Family          | 48    | 48   |
| Organizations   | 4     | 6    |
| Total           | 1156  | 1280 |

## Scholarship Program

Thank you to our scholarship donors for making this possible:

A heartfelt congratulations to  
our recipients



- Frank Algar Memorial Scholarship
- Dr. Charles A. Laszlo Scholarship
- Carrell Hearn Memorial Scholarship
- Susan Brown Memorial Scholarship
- Helen Allen Stacey Memorial Scholarship
- Young Adults Network (YAN) - two scholarships





# Our Partners

Thank you to our partners for sharing our vision and collaborating with us to enhance the quality of life for all Canadians with hearing loss.

Advanced Listening Systems  
Audiology Market  
Auris Hearing Loop Systems  
Better Hearing Solutions  
Canadian Accessibility Network  
Cochlear Canada  
George Brown College  
Hall Telecommunications  
Hearing Assistive Technology Group  
Hearing Health Alliance of Canada  
Hearing Loss Association of America  
IDA Institute  
Juliëtte Sterkens  
Lisnen



Loblaw Companies Limited  
MED-EL  
Mohawk College  
Parliamentary Precinct UA  
Advisory Committee  
Service Canada  
Society of Deaf and Hard of Hearing Nova Scotians  
Speech Audiology Canada  
Vancouver Community College  
VOICE for Children who are Deaf and Hard of Hearing  
Vectors Group

## Programs/Projects



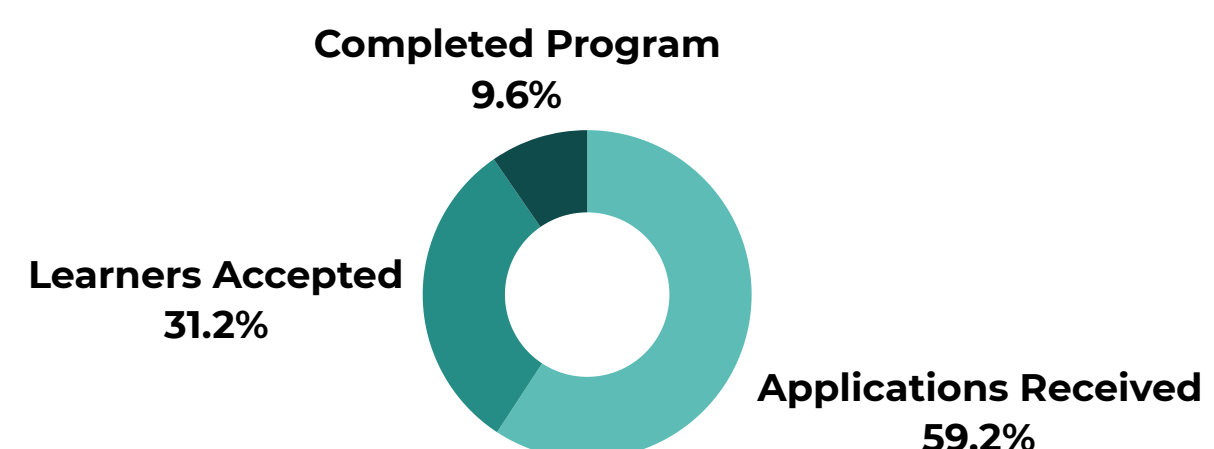
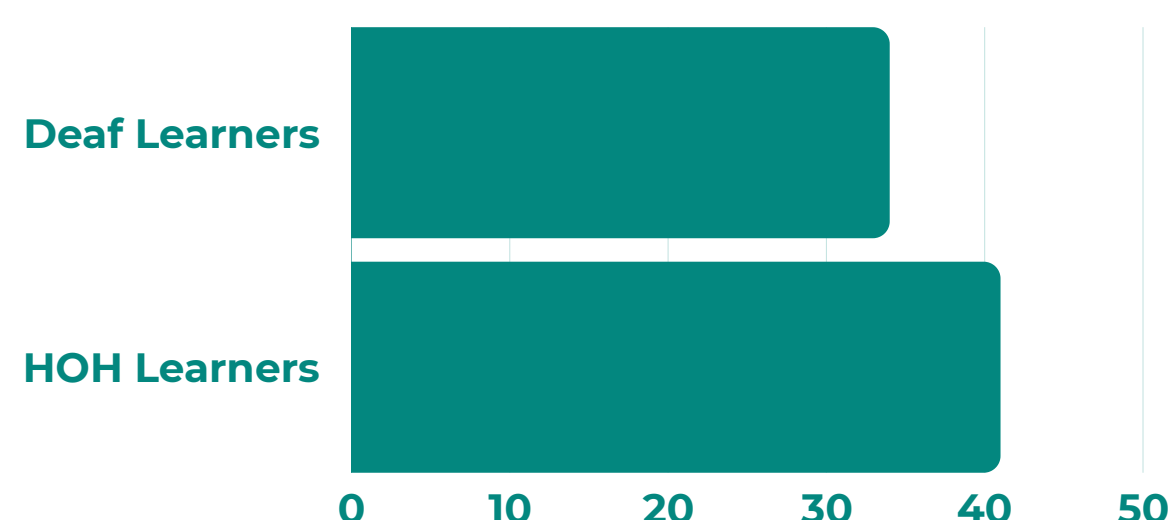
### Accessible Navigation to Employment Program

- developed to close the employment gap for Deaf and Hard of Hearing Canadians.
- Provided free practical online training for D/HoH learners based on the Government of Canada's Skills for Success framework.
- Served two tiers of training to Canadian employers to improve accessible communication practices in the workplace.

### Employer Highlights



### Learner Highlights



**295**  
Microcredentials Issued !!

**100**  
Suitable Interviews

**6**  
Withdrew from Program

# Programs/Projects

## National Advertising Program



### Multi Platform Reach

- Newsletter
- Magazine
- Website

Advertising placements now available across CHHA's national channels, helping organizations connect with our diverse Canadian audience.

Advertising with CHHA means more than visibility — it's a commitment to accessibility and inclusion for the D/HoH community.



All advertising revenue goes back to supporting our organization

## Amplify Access Program

### Focus

on equipping organizations and professionals to confidently support individuals with hearing loss.

### Promotes

success in the workplace and helps employees reach their full potential through encouragement.

### Enhance

their skills through the self-led Amplify Access training.

11 Webinars Hosted

## CHHA National Online Mentoring Program

This program is designed to help individuals with hearing loss overcome the challenges they face in their personal and professional lives. Mentors in the program are volunteers who have personal experience with hearing loss and have successfully navigated the same challenges that their mentees are facing. They can offer practical advice on topics such as communication strategies, assistive technology, and coping strategies for living with hearing loss.

1

Hearing Loss, What Now?

2

Managing Mental & Emotional Health

3

Navigating Care and Building Community

4

Identity and Advocacy

## Theory of Change and Impact Measurement Project

### Funded by



McConnellFamily Foundation's Innoweave

### Outcomes



Hybrid concept that allows us to strengthen our newly developed Strategic Plan



# Programs/Projects

## Spend To Save Canada

A Cochlear Implant Initiative led by CHHA National

### Coalition Driven

industry leaders  
educators  
researchers  
individuals with lived  
experience of hearing  
loss.

A focus on  
improving access  
to cochlear  
implants across  
Canada

### Collective Impact

this partnership is  
focused on advocating for  
a universally accessible  
and equitable system for  
cochlear implants in  
Canada.



## Get in the Hearing Loop Bienvenue à la boucle auditive Campaign

### 2024 Project Highlights:

- The Loblaw Companies Limited pilot project moved from initial test sites to a full 40 store deployment, in addition to the installation of 8 SDM locations.
- The collaboration of the GITHL technical partners' involvement with the national 40 grocery store project was the first for the project.

A national movement to promote communication access and support a barrier-free Canada, one loop at a time. We hope to change public spaces — and lives! — by sharing information about hearing loops.

## E-Store - Social Enterprise

We respond to our community's needs by offering access to affordable, high-quality, modern hearing solutions and communication products.



10.26%

Returning customers



65

Products Sold



Most

Popular Product



4

New Products

# Our Networks

Thank you to our CHHA Networks for carrying out our mission and commitment to Canadians with hearing loss from coast-to-coast.

|                                 |  |                              |
|---------------------------------|--|------------------------------|
| CHHA<br>British Columbia        | CHHA<br>Abbotsford                       | CHHA<br>Comox Valley         |
| CHHA<br>North Shore             | CHHA<br>Vancouver                        | CHHA<br>Calgary              |
| CHHA<br>Edmonton                | CHHA<br>Regina                           | CHHA<br>Manitoba             |
| CHHA<br>Hamilton                | CHHA<br>Ottawa (National Capital Region) | CHHA<br>Sudbury              |
| CHHA<br>Quebec (Outaouais)      | CHHA<br>New Brunswick                    | CHHA<br>Moncton              |
| CHHA<br>Newfoundland & Labrador | CHHA<br>Exploits Valley                  | CHHA<br>Gander               |
| CHHA<br>Labrador West           | CHHA<br>Prince Edward Island             | CHHA<br>Young Adults Network |





# 2024 Financial Report

## CANADIAN HARD OF HEARING ASSOCIATION

### STATEMENT OF FINANCIAL POSITION

DECEMBER 31, 2024

5

|   | 2024              | 2023              |
|---|-------------------|-------------------|
| <b>ASSETS</b>                                     |                   |                   |
| <b>CURRENT ASSETS</b>                             |                   |                   |
| Cash  | \$ 65,544         | \$ 228,427        |
| Accounts receivable (Note 3)                      | 20,776            | 14,774            |
| Grant receivable                                  | -                 | 3,595             |
| Prepaid expenses                                  | 2,265             | -                 |
| Current portion of investments (Note 4)           | -                 | 502,197           |
|   | <b>88,585</b>     | <b>748,993</b>    |
| <b>INVESTMENTS</b> (Note 4)                       | <b>124,467</b>    | <b>124,000</b>    |
| <b>CAPITAL ASSETS</b> (Note 5)                    | <b>4,653</b>      | <b>3,197</b>      |
|   | <b>129,120</b>    | <b>127,197</b>    |
|   | <b>\$ 217,705</b> | <b>\$ 876,190</b> |
| <b>LIABILITIES</b>                                |                   |                   |
| <b>CURRENT LIABILITIES</b>                        |                   |                   |
| Accounts payable and accrued liabilities (Note 6) | \$ 36,497         | \$ 114,240        |
| Deferred grants and contributions (Note 7)        | 52,035            | 504,213           |
|   | <b>88,532</b>     | <b>618,453</b>    |
| <b>NET ASSETS</b>                                 |                   |                   |
| Unrestricted                                      | -                 | 99,187            |
| Internal restrictions (Note 8)                    |                   |                   |
| Special Initiative Fund                           | 26,550            | 46,550            |
| Charlotte Lavigne Fund                            | 102,623           | 112,000           |
|   | <b>129,173</b>    | <b>257,737</b>    |
|   | <b>\$ 217,705</b> | <b>\$ 876,190</b> |

ON BEHALF OF THE BOARD

D. Lynton-Brown, Director

B. LeVasseur, Director  
Acting Treasurer