

**Canadian Hard of Hearing Association-
Newfoundland and Labrador (CHHA-NL)**



SERVING THE HARD OF HEARING

ANNUAL GENERAL MEETING

September 21st, 2011

**The Capital Hotel
7:00 PM**

A Tribute to Dr. Norah Browne (Founding President of CHHA-NL)



This year's AGM Report is dedicated to the memory of Dr. Norah Browne, Founding President of the Newfoundland Hearing Association (NHA), formed in 1884. The NHS later became a Provincial Chapter of the Canadian Hard of Hearing Association (CHHA) in 1994. Despite the devastating Harvey Road Fire in 1992, in which the association lost everything, Dr. Browne refused to let the association die that was so important in providing support for hard of hearing persons across NL. With determination and unflinching enthusiasm, she led the rebuilding of the association which formed the genesis of what CHHA-NL has become today, a widely known and well respected consumer, self-help support group.

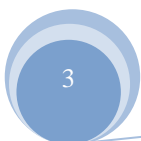
In Memoriam – October 28, 1917 – November 25, 2010

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CHHA-NL Annual General Meeting
The Capital Hotel, St. John's
September 21st, 2011 at 7:00 pm

Agenda

1. Call to Order – President Myrtle Barrett
2. Welcome by President – Myrtle
3. Adoption of the Agenda – Myrtle
4. Adoption of AGM Minutes for October 29, 2010 – Myrtle
5. President's Report – Myrtle
6. Nomination Report & Election of Officers – Mike Devine
7. Proposed Amendment to CHHA-NL By-Laws – Mike Devine
8. Ratification of UN Convention for Rights of Persons with Disabilities – Leon
9. Short Social with Refreshments
10. Executive Director's Report – Leon Mills
11. Treasurer's Report – Art Norris
12. Audited Financial Statements for 2010-2011 – Art Norris
13. Other Reports (Presented as a Group) – Myrtle
14. Presentation of CHHA-NL Awards for 2010 - 2011 – Myrtle
15. Any Other Business – Myrtle
16. Date of 2012 AGM – Friday, September 26, 2012 – Myrtle
17. Adjournment of Meeting – Myrtle



Minutes of CHHA-NL Annual General Meeting
The Ramada Hotel, St. John's, NL
October 29, 2010 at 7:00 PM

1. Call to Order – President, Myrtle Barrett

Myrtle called the meeting to order at 7:05 PM

2. Welcome by President – Myrtle

Myrtle welcomed all to the AGM

3. Adoption of the Agenda – Myrtle

It was moved by Max Crane and seconded by Brian Marshall that the agenda be adopted. Motion carried.

4. Adoption of AGM Minutes for September 25, 2009 – Myrtle

It was moved by Melvin Durdle and seconded by Cyril Peach that the minutes of September 25, 2009 be adopted as submitted. Motion carried.

5. Presentation of Scholarships – Leon/Noreen

Three scholarships were presented to deserving post-secondary students:

Glenna Stone Memorial Scholarship - \$1,000.00

Presented to Blake Maxwell Loveless of Grand Bank

Dr. Norah Browne Bursary - \$2,000.00

Presented to Kathryn Rae Baker of Carbonear

CHHA-NL Audiology Scholarship - \$2,000.00

Presented to Edna Lau of Mount Pearl

6. President's Report – Myrtle

Myrtle presented her report which was included in the documents presented to the membership. It was moved by Brian Marshall and seconded by Glenn Kolonel that the president's report be adopted. Motion carried.

7. Executive Director's Report – Leon

Leon presented his report which was included in the Annual Report. It was moved by Cyril Peach and seconded by Bob Young that the Executive Director's report be adopted. Motion carried.

8. Presentation of CHHA-NL Awards for 2009-2010 – Myrtle

Several Community Recognition Awards were presented:

There are two winners of the **2010 Accessibility Award**. The first is the **Spaniard's Bay Seniors Resource Centre** for their efforts in promoting hearing accessibility in their area and for coordinating the distribution of the assistive technology loans program. **Congratulations to the Spaniard's Bay Seniors Resource Centre!**

The second is the **Disability Policy Office** of the Department of Human Resource and Employment (HRLE) for their promotion and use of hearing accessible devices and real-time captioning for their community meetings and public consultations across the province thus permitting hard of hearing and late-deafened persons to fully participate in the consultations. **Congratulations to the Disability Policy Office of HRLE!**

The winner of the **2010 Awareness Award** is **Paula O'Reilly, Audiologist**, at the Janeway Audiology Department, Health Sciences Centre for her efforts in working with the CHHA-NL Cochlear Implant Resource Group and for promoting the benefits of using Cochlear Implants which has led to greater numbers of people obtaining CIs as a result and thereby improving their quality of life. **Congratulations to Paula O'Reilly!**

The **Friends of CHHA-NL Award**, is presented to individuals or groups who have been strong supports of the association in a number of ways, either for a one-time, special effort or for their ongoing support over a period of time. This award was presented for the first time in 2008. The list of winners for the **2010 Friends of CHHA-NL Award** include:

Evelyn Lundrigan – Department of Education, Government of NL
Darren Chislett – Wealth Management Advisor, NLCU

Vic & Brenda Dawson – Ticket Agents with the Dream Home Lotteries

**Ruth North – Director of The Blundon Centre for Persons with
Disabilities, MUN**

Tim Horton's – Ropewalk Lane Outlet, St. John's

**Susan Brown – Organizer of A. G. Bell Conference Trip for Hard of
Hearing Children and their Families**

Congratulations to all Friends of CHHA-NL Winners!

President's Club Award (Inaugural)

The **President's Club Award** is a new award this year and is presented to an individual or group in recognition of their financial contribution to the association, either directly or indirectly through their efforts with helping to raise funds for the association.

The recipients of the inaugural **2010 President's Club Award** are **Quenton Currie, Aud.**, and the **Families Resource Group**. Quenton, is the regional representative for Oticon, and was the driving force behind the raising of over \$7,000.00 for the A. G. Bell Conference. The Families Resource Group raised \$15,000.00 towards the same event. Both of their efforts helped to ensure that the Families Resource Group obtained sufficient funds for hard of hearing children and a family member to attend the 2010 A. G. Bell Conference in Orlando Florida in June. **Congratulations Quenton and Families Resource Group**

9. Social

A short social with refreshments was held.



10. Treasurer's Report – Art Norris

Art provided highlights of this year's financial situation and accomplishments. It was moved by Mike Devine and seconded by Gordon Chaulk that the report be adopted. Motion carried.

11. Audited Financial Statements for 2009-2010 – Deborah Muir (Auditor)

It was moved by Brian Marshall and seconded by Glenn Kolonel that the auditor's report be adopted. Motion carried.

It was also moved by Ann Griffin and seconded by Brian Marshall that Deborah Muir be approved as the association's auditor for the upcoming year. Motion carried.

12. Other Reports (presented as a group) – Myrtle

It was moved by Art Norris and seconded by Cyril Peach that all other reports be adopted as presented. Motion carried.

13. Nomination Report & Election of Officers – Glenn Kolonel

Leanna Rowe was elected by acclamation for her first term as a Director of the Board. Noreen Brazil was elected by acclamation for her second term as a Director of the Board.

14. Amendments to CHHA-NL By-Laws – Mike Devine

Mike Devine presented amendments to the by-laws which had been previously sent out to the membership. It was moved by Bob Young and seconded by Art Norris that the by-laws be accepted as presented. Motion carried.

15. Guest Speaker – Susan Brown, Chair, Family Resources Group

Susan gave an overview of the Family Resource Group's fundraising activities and their subsequent trip to the 2010 A.G. Bell Conference held in Orlando, Florida. The groups raised almost \$23,000.00 to send hard of hearing children and a parent to the conference, and while there, the group also visited Walt Disney World. A great time was had by all.

16. Branch Reports – Branch Representatives

Branch reports had been previously submitted and were included in the AGM documents. Reports were received from Exploits Valley, Happy Valley-Goose Bay and Western Branch.

17. Any Other Business – Myrtle

There was no other business for the evening.

18. Date of 2011 AGM – Friday, September 23, 2011

19. Adjournment of Meeting – Myrtle

It was moved by June Crane and seconded by Melvin Durdle that the meeting be adjourned. Motion carried.

President's Report

Dear Friends of CHHA:

Where have the years gone? It is hard to believe that I have come to the end of two terms as CHHA-NL President. Representing the association as President has been an honour and I thank all of you for your support.

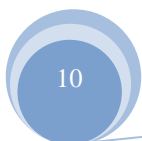
I have no problem admitting that I have accomplished a lot in the past two three-year terms; but I also have no problem admitting that I did not do it alone. I had the support of an amazing board of directors and the motivation and enthusiasm of the Executive Director and the staff of CHHA-NL, plus, of course, our membership and many new partnerships.

CHHA-NL is growing! Some of you may have noticed by now that I always end my correspondence, greetings, speeches, etc., by saying **Keep the dream growing** and as I step down I encourage each and every one of you to do just that – **Keep the dream growing!** What started as a tea party at the kitchen table of Dr. Norah Browne has now become the amazing CHHA-NL. Thank you Norah for our humble beginnings!

However, the bottom line is I am not going that far just sitting in the Past-President's seat and my support to CHHA-NL will continue. I look forward to being a part of our ongoing growth.

KEEP THE DREAM GROWING!

Myrtle



Executive Director's Report

I am very pleased to present the Executive Director's Report on the activities of CHHA-NL for 2010-2011. My report will focus on the key activities of the association's operations. Other reports from the President, Chairs of Resource Groups, CHHA Branches and Staff will provide a detailed overview of the various and extensive activities of the association for the past year. Overall, it has been another excellent and exciting year of growth and optimism for the future is high.

The Dr. Norah Browne Centre (Administration & Operations)

This December will mark the third anniversary since the Dr. Norah Browne Centre was officially opened in December 2008. The Centre is used to train volunteers, conduct speech reading classes, meeting clients, and as meeting and office space for the association's resource groups, board and staff, and various community agencies who have ties to CHHA-NL. All equipment and facilities were fully operational and in excellent condition and is at full occupancy. Earlier this year, the building committee conducted a review of operational and space needs to determine if an extension to the building was warranted. It was determined that there wasn't an urgent need for an expansion at this time. Consideration was also given to constructing a building for rent on the large piece of land that is at the back of the property. However, given the high costs related to construction at this time, it was determined that this option wouldn't be pursued at this time, but may be revisited in a year or two.

Staffing

Alison Butler became the proud parent of a baby girl this year and is now on parental leave. Heather Fudge has been hired on a one-year replacement position to handle Alison's rural outreach duties. We are pleased to welcome Heather to the staff and we wish Alison (and her husband Steve) a wonderful year at home with her beautiful daughter, Norah. With much regret, we said goodbye

to Aimee Reardon, Coordinator of Programs and Services. Aimee graduated from Memorial University with a Degree in Social Work this year and accepted a position with Eastern Health. We thank Aimee for her excellent work on behalf of the association and wish her much future success. Aimee's replacement is Andrea Augot, who has extensive experience working in the non-profit sector with other disability organizations and are we extremely pleased to have her services as Aimee's permanent replacement.

As usual, the association had two summer student placements for eight weeks, and both positions were used for general office duties and summer relief for regular staff. Leanna Rowe joined the summer staff for the first time, and Megan Fowlow returned for her fourth summer placement. Megan has since returned to MUN, where she is in the final year of her Education Degree and we wish her much success. The CHHA National Employment Facilitator was Kelly White, who has extensive experience working in the non-profit sector, both in NL and in Alberta, as both an administrator and a fund raiser. This position, whose purpose was to provide employment counselling and support services for hard of hearing persons seeking employment, was a project funded through the CHHA National Office under a grant from Service Canada. However, regrettably, the project was not renewed and Kelly has found other employment within the non-profit sector. While all three have finished their employment with us, we are very appreciative of the enthusiasm, energy and fun you brought to the rest of us. You'll be missed and we wish all of you the very best in your future endeavours.

Programs and Services

The programs and services being offered by the association are continually being expanded and new initiatives being developed. Kim Pratt-Baker, Director of Programs and Services continues to provide outstanding leadership and direction for programs and services delivery, and other staff. She works closely with Andrea (locally), and Heather (provincially), to ensure that CHHA-NL programs and services continue to grow and evolve to meet the ever increasing client caseload. Please see the Programs & Services and Rural Outreach Report for a complete

overview of what's been happening this past year which has seen another year of impressive growth the client services room, just off the main lobby, is extensively used by staff to provide private meeting space when working with clients, and contains various audio, video and hard copy support materials and other resources, a television, conference phone, computer, and a permanent display of Hearing Assistive Technology (HAT). The association's ever popular loans program continues to grow by leaps and bounds, thus the board made a sizeable investment of \$30,000.00 this year to purchase the latest and best equipment was available for the association's hard of hearing clients.

Awareness, Accessibility, Advocacy

These three areas are what the association's work is all about and work continues on all three fronts. Creating awareness about hearing loss issues has always been at the forefront of the association's efforts by staff and volunteers. The two main areas under the awareness umbrella are the prevention of hearing loss (preventable in 50% of people) and, when hearing loss occurs, what can be done to mitigate its effects so that hard of hearing and late-deafened can have a quality lifestyle, as defined by them. The second area that receives a lot of attention is the creation of hearing accessibility, either in public or private institutions, schools, recreation facilities, meeting rooms of all kinds, in the workplace or at home. Staff and volunteers around the province are doing many good things in this area and we commend them for their efforts. Finally, the third key area of the association's work is in the area of advocacy. In the past, the association's efforts had been mostly reactive in nature, due to limited expertise and resources. However, this year, the association has formed an Advocacy Working Group that will identify key issues that will be proactively pursued that will result in the association developing position papers on important issues, seeking out meetings with members and officials of government to promote action on key supports for hard of hearing and late-deafened persons, along with the submission of regular press releases, information and educational articles and editorials to various media. All of these actions should ensure that the work of the association is highlighted and shared, thus emphasizing the value of the association's work to its members, clients, funders and government. Next year, some of those outcomes will be reported on in this report.

Special Projects

The association has a number of special projects to further enhance the lives of hard of hearing consumers or to prevent hearing loss. To obtain more details on these projects, please read the Programs and Services Report, further along in this document. After reading their joint report, I'm sure you'll agree that it's easy to see why CHHA-NL is recognized across Canada as a leader in the development and delivery of support programs and services for hard of hearing and late-deafened persons.

Committees

The association has a number of internal standing and ad hoc committees that help to complete the mission and vision of the association. Board and staff members also serve on various outside committees within the community that advance hearing loss issues or help to advance disability issues generally.

CHHA Branches

There are now five CHHA Branches in NL, Gander, Exploits Valley, Happy Valley-Goose Bay, Corner Brook (Western), and the most recent one in Labrador City. While the Branches are their own legal entities, they work closely with and receive financial, staff and other support from CHHA-NL. We all recognize the importance of working together to support the needs of hard of hearing persons, their families, friends and co-workers across the province. The association will be hosting two representatives from each branch in October for a two-day training workshop on issues of importance to sustaining Branches and helping them to continue to prosper and grow.

Board of Directors

As approved at last year's AGM, the board of directors was reduced in size to ten members, this year, it will be reduced to nine and next year, it will be reduced to a maximum size of eight members. This is being done to create greater efficiency of operations and is a trend that is part of the non-profit sector. Leaving the board this year are: Elizabeth Noseworthy, Past-President; Art Norris, Treasurer; and Jerry Jackman, Director. On behalf of the association, I want to

thank them for volunteering their time and expertise in governing the association and for supporting me in my position. We wish them every success in the future.

Financial

The year-end Financial Report and Audited Financial Statements will be presented at the AGM, however, I will briefly mention that our Fund Raising, under the leadership of Terry Martin, Director of Special Projects, and Susan Hand, Coordinator of Fund Development, with the involvement of various staff and volunteers, has had another excellent year with a net increase in revenues, despite rising operational costs for fund development in general and the two Ultimate Dream Home Lotteries held annually. In an effort to offset these costs, the association decided to increase the ticket price from \$20.00 to \$25.00. These fundraisers continue to be the association's main source of income and are very important to the ongoing growth and success of the association. The full financial reports for Dream Home Draws 21 & 22 are included as part of the Audited Financial Statements. These statements were prepared by Deborah A. Muir, CGA, who has been the association's auditor for many years and we thank her for her usual excellent efforts. As will be explained by the Treasurer, the association has adopted a revised reporting format this year that will show the income and expenses being distributed across three areas: Administration, Programs and Services and Fund Development. The reason for these changes is to more clearly show the breakdown of the association's revenues and expenses to show how much goes toward each area, but in particular that of programs and services. In the past, the reporting format used made it challenging to show this information in an easily understood format.

Awards and Recognition

I am very pleased to report that Newfoundland was once again well represented when the CHHA Award Winners were announced at this year's CHHA 2011 AGM in Yellowknife, NWT. The association, or its individual members won five awards, and, if interested in the full breakdown of award winners, you can see them on the CHHA National Website at www.chha.ca. The association congratulates these outstanding winners for their efforts in furthering the work of CHHA, its Chapters and Branches.

Volunteers

Please see the Programs and Services report for an overview of the association's volunteer program which continues to face tough challenges in finding new volunteers and retaining current ones. This is a common problem among not-for-profits and one that will continue to be with us. Special thanks are also extended to all board members who also served on various committees, either as chair or a committee member. The association would also like to thank all our corporate sponsors and other supporters, without whom, the valuable work of the association would not be as successful as it has been. We value all your efforts on behalf of the association, its members and the general public who access the association's program and services. Of course, if anyone attending the AGM, or who reads this report, is interested in volunteering, we would be more than happy to discuss your volunteer interests and to make an appropriate fit between your interests and the association's needs.

Ongoing Education and Professional Development

Staff and board members and volunteers have participated in or attended a number of local, national and international conferences, local and online workshops, and professional development courses, all of which are investment in board, staff and volunteer skills development to help them to perform their association duties as professionally and effectively as possible.

In Memory of Dr. Norah Browne

While it has been another challenging, exciting and wonderful year for the association, it also brought great sadness, with the passing of our beloved founding President, **Dr. Norah Browne**. While CHHA-NL continues to thrive at all levels and be recognized for the high quality and innovation of its programs and services, none of this would exist if not for the many years of dedicated work by Dr. Browne, often while dealing with significant challenges. However, she was never swayed from her enthusiasm for the association, and her hard work on behalf of hard of hearing persons and their families and friends who supported them. Over the years, she helped to ensure the continual growth and reach of the association and laid the solid foundation for the association that we have today. I, along with many others who were the lucky recipients of her smile,

energy, knowledge, and affection, have often stated, we don't know where we would be today if we hadn't been as lucky as we were to have had her intersect in our lives. So, while we celebrate all of CHHA-NL's continued growth and success, let's take a moment to recognize the truly unique, wonderful, and caring person that Dr. Browne was. While she is no longer physically with us, her spirit will live on in our hearts and memories and I'm sure that our work will continue to be carried out in the spirit that she lived and demonstrated every day of her long life.

Thank you Dr. Browne!

Closing

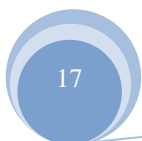
All that CHHA-NL has accomplished is done with the hard work and dedicated efforts of our board members, staff, volunteers and supporters and, as always, we wish to give them a big thank-you for their efforts. Special thanks are extended to President Myrtle Barrett, for her fine leadership, sense of humour and unflagging enthusiasm. She makes working at CHHA-NL a lot of fun. She leaves the President's position after six awesome years of leadership, but she'll continue to contribute in her role as the Past-President and we're looking forward to it.

I also wish to extend my personal thanks to our wonderful, hard working, enthusiastic and dedicated staff. They are always willing to go the 'extra mile' to help get the job done. Everyone has their own job descriptions but are always willing to help wherever and whenever needed. I believe the staff at CHHA-NL are the best that any association could have; they have proven that to me time and time again.

Finally, and always, my final and heartfelt thanks go to my wonderfully supportive and understanding family, my wife Jacquie, and my children, Madison and Sydney, who patiently put-up with my sometimes long hours and absences from home. This concludes the Executive Director's Report to the 2011 Annual General Meeting of CHHA-NL. With good luck and hopefully, in good health, I look forward to seeing you again next year.

Have A Better Hearing Day!

**Leon Mills, CAE, M. Ed.
Executive Director**



Programs and Services Report

The Programs and Services team have had another successful year spreading hearing loss awareness and support across the province of Newfoundland and Labrador. Given that the population of the province is aging and hearing loss is affecting more people at a younger age, the demand for supportive and preventative services is expected to continue to increase accordingly. Over the last three years, the demand for our services has doubled.

The department has faced several challenges this year, mostly related to periodic staff shortages and additional time spent recruiting and training new staff. Despite these challenges, the number of client services provided was slightly higher than last year. It is expected that these numbers will increase significantly next year the association moves forward with its communications plan which will actively promote CHHA-NL and its programs and services.

Some of the highlights of the 2010-2011 program year include:

- CHHA-NL started using webinar technology to provide free captioned public presentations to anyone with access to high speed internet.
- Youth Vibrations (post secondary orientation and transition workshop for hard of hearing high school students)
- “Summer is HEAR” camp for hard of hearing children and junior leadership program for older children
- Two new internet resources (unfair hearing test captioned and posted on You Tube, captioned technology presentation on the CHHA-NL website)
- Expansion of the Hearing Assistive Technology Loans Program (greater variety of technology and expansion of permanent display)
- Updated and improved hearing accessibility at CHHA-NL public events and within CHHA-NL Board room
- CHHA-NL public Text Line for increased accessibility to information and our services
- Johan Hammerstrom of Sweden Events (3) (first hard of hearing pilot to circumnavigate the world)
- The “Hear We Are” project receives funding through the Federal Government and begins to produce the association’s first film. The topic of the video is seniors and hearing loss.

- Relationship expert Gary Direnfeld provided three presentations on hearing loss and relationships
- Programs and Services staff complete speechreading instructors training

Programs and services will continue to work towards meeting the goals of the CHHA-NL strategic plan. While it is impossible to cover all that has been accomplished in Programs and Services over the past year, Heather, Andrea and I have included short summaries on key areas of programs and services. They are as follows:

Client Services

Client Interaction Statistics:

Total number of clients served from May 1, 2009 – April, 2010	640
Total number of hours spent with clients	556

Displays and Presentations

Type	Number	Number of people attending
School Presentations	6	300
Other Presentations	16	562
Displays	8	390
Workshops/Training/Speechreading		
Johan Hammarstrom	3	970
Gary Direnfeld	3	150
Speechreading	2	19
Youth vibrations	1	30
Mark Gulliver	2	80
Neil Bauman	2	90 non webinar participants
Hearing Helper training	1	8
Webinars	3	60
Total	47	2359

Resource Groups – Families, Cochlear Implant (CI), Meniere’s/Tinnitus & Youth

Programs and Services staff continue to assist CHHA-NL groups and group chairs with regular meetings, special events and activities.

The Cochlear Implant Group has had much success with Chat-and-Share sessions for anyone considering a Cochlear Implant. Three sessions were held during the year and a Christmas Social was hosted at Kenny’s Pond Retirement Residence. The CI handbook was updated and reprinted. A donation from Advanced Bionics was received to help offset the cost of printing.

In March, the Meniere’s and Tinnitus Resource Group hosted two half day presentations by Dr. Neil Bauman from Hearing Loss Help in Pennsylvania. He spoke on Tinnitus and Meniere’s Disease and management strategies. A webinar was also provided to participants outside of St. John’s. The Group also hosted a Christmas Social at Kenny’s Pond Retirement Residence in conjunction with the Cochlear Implant Group. In addition to these events, the Resource Group met regularly every third Thursday of the month.

The Families Group continues to grow. Eighteen new families were added to the Families Group mailing list. An interactive and informative handout was created for families with hard of hearing children. Some of the special events that took place included an evening with Johan Hammerstrom, a Christmas Party with the Wonderbolt Circus and for some families, a trip the AG Bell Conference in Florida.

Currently, the Youth Group continues to struggle with members. Busy lives for young adults in school often make it difficult to find time. For the younger age group (12-17) we will be offering a Toastmasters Program in the Fall of 2011. Stay tuned for an exciting program!

Senior’s Program

The seniors program received partnership funding through the New Horizon’s for Seniors Program of the Federal Government to produce a 20 minute video in support of seniors with Hearing loss, *The Journey to Better Hearing For Seniors*. The project was fortunate to have the advice and expertise of four hard of hearing seniors on the advisory group as well as representation from community partners,

the Seniors Resource Centre and the Audiology Department of Eastern Health. The film included nine seniors sharing their stories of living with hearing loss, information about technology, hearing aids, CHHA-NL, etc. The video was launched the end of May 2011 with 250 in attendance. Within three months 1000 videos were distributed throughout the province with several requests for videos from outside the province.

Despite the majority of energy for the seniors program focusing on *The Journey to Better Hearing For Seniors*, a hearing accessible tour of The Rooms was held in March for 15 seniors.

Hearing Helpers

Late in the year the Hearing Helpers Program was restructured to create efficiencies and better serve our Hearing Helper volunteers. The program was divided regionally between the Coordinator of Outreach Services and the Coordinator of Programs and Services (Provincial and Avalon, respectively). During the year, there were 4 presentations conducted by Hearing Helpers. Training for the program has been updated, and recruitment has been ongoing. During the third quarter, training was held in Labrador City for members of the Labrador West Branch for new members of the Hearing Helpers program. Orientation and materials have been distributed to new Hearing Helpers and the program continues to expand. Efforts to recruit and train new Hearing Helpers and provide refresher training for current Hearing Helpers will continue throughout the 2011-12 fiscal year.

Sound Ripples E-Newsletter

We continue to deliver a monthly e-mail newsletter with information on upcoming events throughout the Province and information on technology or other resources that we feel will be of interest to our readers. Special e-mail newsletters were also created to promote International Noise Awareness Day, open-captioned movies, the video launch of *The Journey to Better Hearing for Seniors*; and Summer is Hear Camp, etc. To date there are 508 subscribers, an increase of over 100 subscribers in the last year.

Sound Waves Newsletter

The Sound Waves Newsletter continues to provide information on hearing loss, technology, and activities of CHHA-NL. This year, we produced Sound Waves in colour which was well received by membership. There were two editions of Sound Waves produced which were circulated via mail and email.

Speech Reading/Living with Hearing Loss Workshops

Two level one speechreading classes were held this year with 18 graduates who all wish to complete level 2.

Aimee, Alison and Kim received instructors training which qualified them to teach all levels of speechreading and train others to be an instructor.

May Month, “Better Hearing and Speech Month”

To celebrate May Programs and services held the following activities in addition to regular Programs and Services to celebrate May 2010:

- Three events were held with Johan Hammerstrom of Sweden (first hard of hearing pilot to circle the world). The events included a presentation to 850 students at Holy Heart, a presentation to the Families Group including Pizza, cake and a demonstration by the radio flying club, and a public presentation.
- A May Month Speakers Series took place at the Capital Hotel with Dr. Terry Young (genetic hearing loss study) and Aimee Suprenant (hearing loss and aging research).
- Grade 5 Speak-Off
- Grade 4 Poster Contest in partnership with NLALSPA

Planning was also done for May month 2011:

- Grade 5 Speak Off: Logistical planning and promotion
- Scholarship: Information package was developed and distributed
- Seniors Video Launch: Developed database for invitations and distribution, production meetings and activities, development of media and promotional materials for the launch, arrangements for the launch, etc.

Adopt a Classroom

The Adopt-a-Classroom Program received great news from the Department of education. It will now cover the cost of Hushh-Ups for new hard of hearing students in the school system. The School Purchase Program will continue.

Website and Information Technology Activities

The Coordinator of Outreach Services continues to maintain, update and develop the CHHA-NL Web site with regular content updates, especially to the news and upcoming events sections. We also place electronic copies of our newsletter – Sound Waves – on the CHHA-NL Website. Programs and Services looks forward to the development of a new website in the coming year to allow for better navigation and greater interactivity, as the communications plan is implemented.

Volunteer Program

This year for Volunteer Week, we recognized 50 volunteers that played a part in helping make this year a successful one! Each of our volunteers received a thank you card and a token of appreciation. We have been active in our volunteer recruitment efforts by updating our volunteer advertisement with Envision. We also had a display booth at the Volunteer Fair in the Village Mall to recruit new volunteers. Staff continues to provide support to our volunteers ensuring volunteers are meeting their skill development goals.

Networking and External Committee Work

Programs and Services contributed to several external committees during the year including; the Peer Advocate Committee, the Provincial Volunteer Week Committee, the Friendly Visiting Committee, the Provincial Caregiver Advisory Committee, and the Assistive Technology Network.

Outreach Services

Webinar Training	Western Audiology (1st Quarter)
<i>Provided information/training on outreach technology loans kit</i>	

Summer Camp	Planning (1st Quarter)
<i>Logistical planning, review of applications from families, provided information, screened applications from camp assistants.</i>	
Labrador City Outreach Trip	Planning (2nd Quarter)
<i>Logistical planning and promotion.</i>	
Summer Camp	Planning and Delivery (2nd Quarter)
<i>Prepared and held interviews for camp assistants, provided orientation and training to camp assistants, purchased materials, delivery of summer camp (July 16-18), booking of camp for 2011</i>	
Burin Peninsula Outreach Trip	Planning and Delivery (3rd Quarter)
<i>Logistical planning, promotion, and delivery of outreach services, including presentations and family social.</i>	
Outreach Technology Loan Kit #3	Assembly and Delivery (3rd Quarter)
<i>Finalized kit materials and arranged delivery to Labrador West. Provided orientation with Mel Harris (kit holder) on contents, etc.</i>	
General Outreach Activities	Preparation (4th Quarter)
<i>Prepared work plan for 2011-2012 for maternity replacement position; obtained credit applications for corporate accounts (i.e. hotels, vehicle rental) to create ease of travel for replacement position; general discussion with regions about outreach for 2011-2012</i>	
Provincial Outreach Loans Program	Updates
<i>Coded new technology for three outreach loan sites, updated loans database, prepared packages and letter for mailing/delivery.</i>	

Submitted by:

Kim Pratt Baker – Director of Programs & Services
Andrea Augot – Coordinator of Programs & Services
Heather Fudge – Coordinator of Outreach Services

Fund Development Report

It has been another successful year. The completion of two Ultimate Dream Home Campaigns this year has increased the funds needed to supply the ongoing operational and administrative requirements of CHHA-NL as well as the Programs and Services conducted from our offices. These campaigns netted a profit of \$713,987.00. This is an outstanding result and represents a 15% increase in net revenue over the previous year.

The Ultimate Dream Home Campaigns continue to evolve. There have been other retail locations being developed for a wider distribution. The online sales capacity continues to show promise with increased productivity. The online sales will continue to be an important selling model into the future. Extra efforts in this area will be a focus of the campaigns until full capacity and productivity is realized. The campaigns slated for next year will feature our 25th lottery. As this will be the summer campaign we will focus on other partnering opportunities to broaden the market appeal. This is an ongoing effort that continues to evolve.

CHHA-NL In-Memoriam Cards have been distributed to all the funeral homes in the province. In-Memoriam donations are slow at this time. I expect as CHHA-NL's programs and services connect with more people over time this should see increased donations. As well, the unfolding Communications plan should also have a positive impact on this ongoing initiative.

We are always mindful of the work that CHHA-NL continues to do to better the lives of those affected with hearing loss. Amazingly, it appears that fund-raising has another residual benefit. Not only does it raise funds but it has been a wonderful team building exercise for all involved. Perhaps, the real term should be "Fun Raising". Finally, I wish to thank everyone who has made a donation, volunteered their time and energy, bought a ticket, or who has in some way supported the association and helped it to continue to grow and to be a model for other associations. In particular, I wish to say send a big thank you to Susan Hand, Coordinator of Fund Development for her continued support and hard work to ensure that the Ultimate Dream Home draws continue to perform to a high level of performance.

Let's hope that the association will continue to experience growth and that our fund development efforts will continue to expand to be able to support that growth. One way for everyone to do that is by Planned Giving/Estate Planning; it's simple and easy and it doesn't have to be expensive. If this is option that you might wish to explore, please contact me to have a chat. It's a great way to leave a lasting legacy!

Remember: ***There are no such things as problems, there are only solutions that haven't been found yet!***

Terry C. Martin
Director of Fund Development

Families Resource Group Report

The Families Resource Group was formed in the Fall of 2008. It is not just the parents that have to adjust to live with a child with a hearing loss, but the whole family. So with that in mind it was felt that a group that included all family members would be of great benefit. We hold events every couple of months so that families can get together, exchange information, let the children make new friends and most of all have a good time. We have events such as Bowling Parties, BBQ's, Breakfast Get-togethers, and Summer Camp. We also hold information sessions for parents and promote hearing awareness at every opportunity.

It is so good to see so many families come out these events. We have approximately 20 to 25 families come to each of these events. Many parents find the informal atmosphere a great way to get to know one another and exchange information, ideas and inspire one another. Christmas time was a great highlight. Wonderbolt Circus performed for the families with a funny twist to the Night Before Christmas. The Big Guy himself made a guest appearance at the end of the day with a gift for every child.

This year the Families Resource Group has a small group of families who are taking advantage of an opportunity to raise funds to attend to the 2012 A.G. Bell Convention, in Scottsdale, AZ. With a lot of hard work and many hours of planning it will be a great success. Oticon and Medel are also participating in this fundraising effort. All who participate in this project will gain tremendous knowledge about their child's hearing loss and meet other families from other parts of the world with common interests and goals.

At the end of September the Families Resource Group are sponsoring a conference for Parents, Teachers and any others who are working with hard of hearing children. Cindy Forsythe and Kathy Casale are Psychologists of the renowned Clarke School in the United States and will be guest speakers. They will be covering topics such as stress in the classroom, social skills, and advocacy. We will start again later in September with a Meet and Greet and many other events in the planning stages, so come out and join us and support the group.

Susan Brown, Chair



Cochlear Implant Resource Group Report

“The purpose of the **CHHA-NL Cochlear Implant Resource Group** is to provide education, information and support for people who have received a cochlear implant or are considering obtaining one, in a socially and mutually supportive environment.”

(Terms of Reference, CHHA-NL CI Resource Group)

“Chat and Share” Sessions

In keeping with the stated purpose of our group, five “Chat and Share” Sessions were scheduled. As a result of these sessions, a core group of about 14 volunteers has emerged who usually attend follow-up sessions and are willing to share their CI experiences, either by meeting with individuals who request it or by participating in our group sessions. We encourage those who are seeking real-life stories to bring family members and friends with them. Our purpose is to share our experiences, answer any questions that arise and direct people to other sources for information that is outside our expertise. Captioning is provided at all these sessions. This past year at least 7 people who sought out our group have gone ahead with their surgeries and are now availing of CI technology. Some others have made the decision to have an implant and are awaiting their surgery dates. The CI Group is very appreciative of Aimee’s and Andrea’s assistance with ideas, advertising and technical support.

In addition to the group sessions, several of our regular members have met privately with individuals to offer information, support and encouragement. Feedback from the group sessions and the individual meetings has been very positive. The Audiology Department at the Janeway has also recommended our Resource Group to some of their clients and has been supportive of our efforts to advertise our sessions.

CHHA National Conference, Sudbury

I attended the national conference in Sudbury together with other CHHA-NL Board members. The theme, Good Vibrations, was timely with many great presentations and lots of information on Cochlear Implants.

Road Trip to Burin Peninsula

In November 2011 I was invited to join some CHHA-NL staff (Aimee, Alison and Nena) while they travelled to several communities as part of CHHA-NL's Outreach Program. Information Fairs, school presentations and a presentation at a Seniors Home were all on the agenda. My particular role was to talk with anyone interested in cochlear implant technology, but I was also glad to help with setting up at each venue and assist wherever needed. It was a very well organized 4 days and I was glad to be a part of it.

Advocacy

Again this year Myrtle and I approached the government with a request for them to expand the adult cochlear implant program to include bilateral implants for adults in this province. We submitted a letter to Minister Jerome Kennedy and followed up with a meeting with his executive assistant, Mr. Keith Hutchings. Myrtle received a response from Mr. Kennedy that the Government was making a one-time grant to the Audiology Department to clear up the wait list of approximately 16 people who were already assessed and met the criteria for their first implant. However, he did stipulate that the decision to offer the second implant to adults rests with the medical people and can now be done if circumstances warrant and the budget can cover it.

Other events

October 2010: Gary Dierenfeld Presentation: "Hard of Hearing, Can You Relate To That?" Information was circulated to all Resource Groups.

November 2010: Disability Tax Credit – Information was circulated about how the DTC legislation is seen as confusing and unfair in how it is applied to hard of hearing people. People were asked to solicit their Members of Parliament to support Bill C577 which hopes to address this problem. I contacted all Newfoundland and Labrador MPs and received one response.

December 2010: Christmas Social for our group and the M/T Group, with captioned movie and afternoon tea hosted by Kenny's Pond Retirement Home.

March 2011: Circulated information about a presentation by Dr. Neil Bauman hosted by the M/T Group. Attended this session, “Phantom Sounds and Hearing Loss”.

In closing, the CI Resource Group very much appreciates the support of all the CHHA-NL staff in our attempts to inform and be informed about hearing loss and the difference that Cochlear Implants can make in the lives of those who need this technology.

Noreen Brazil, Chair

CHHA-HV-GB Branch Report

The CHHA-Happy Valley-Goose Bay Branch is now into its sixth year and continues to remain very active. The technology lending program is very successful and the branch provides hospital kits to those who need them.

Last fall, we offered a Sign Language course and it was so popular that we had to offer it twice.

Two delegates attended the national Conference and AGM in Yellowknife.

The Branch continues to fundraise by selling Dream Home Tickets and tickets on the very popular Christmas Quilt (our fourth).

The Branch has had information booths at various venues and has a permanent wall display at the hospital with brochures, membership forms, etc. We had a display at the local library in May.

This past May, the Branch President was awarded a plaque from the Council of Canadians with Disabilities in recognition of his valued contribution to the Disability Rights Movement in Canada.

The HV-GB Branch wishes to thank CHHA-NL for its continued support.

Cyril Peach, Branch President

CHHA Gander Branch Report

The Gander Branch is a small but active Branch that is struggling with an ageing membership and problems recruiting new members, however during the year we were involved in a number of activities aimed at educating the public and promoting better hearing for everyone.

Gordon Chaulk attended 2010 Annual General Meeting and Retreat on behalf of the Gander Branch.

During the year the Branch presented two ALD's to Central Health for the use of passengers on the Gander and Fogo Island senior's buses. One ALD was presented to Golden Years Estates Seniors Home for the use of residents. Two additional ALD's and some DVD's to augment our loans program supply have also been ordered. Five additional ALD have been ordered for Lakeside Homes and plans are in place to contact other senior's complexes in the area to determine the need and possible supply of additional ALD in the future. Bookmarks were purchased for use at information sessions to advertise the branch and CHHA-NL contact numbers. Discussions with Gander Multiplex Planning Committee have taken place with regards to hearing accessibility of the proposed new Multiplex.

On January 26th, the Branch held its annual social that was well attended by Branch members and guests.

On February 12th, the Branch participated in a Community Fair organized by "Independent Living Resource Center" with a technology and information display.

During May is Better Speech and Hearing Month, a technology and information display was set up at Gander Mall on May 12th and 13th.

Through negotiations with CHHA-NL and the Gander Co-Op 50/50 Draw Committee, we were successful in receiving funding for the purchase of equipment for the Audiology Department of the James Peyton Memorial Hospital and on May 16th, two presentations were made to Central Northeast Health Foundation.

A grant was received from the CHHA-NL Special Projects Fund in the amount of \$6,278.00 for the purchase of three ALD's, one Voice Recognition Software, one Hand Held Magnifying Auto Scanner, and one Tympanometry Screener.

An amount of \$2,000.00 was received from the Gander Co-Op 50/50 Draw which was used to purchase a Digital Macroview Otoscope.

On June 7th and 8th, Cal Carter from the Gander Branch attended a Peer Advocates Gathering in Grand Falls-Windsor, sponsored by the Seniors Resource Center. Cal, with assistance from the Exploits Valley Branch, set up an information and technology display and also did a brief presentation on CHHA-NL, and showed the video "The Journey to Better Hearing for Seniors".

On June 14th-18th, Cal Carter attended the 2011 National Convention in Yellowknife on behalf of the Gander Branch.

Prepared by Cal Carter

For Gordon Baker

Note: The reports from the Labrador, Western Newfoundland and Exploit's Valley Branches weren't received at time of printing of this report, but will be distributed at the AGM if received by then. Please check with the registration desk at the room entrance.

Appendix A:

Proposed Change to CHHA-NL By-laws 2010-2011

MEMORANDUM

Date: July 19, 2011

To: CHHA-NL Membership

Fr: Leon Mills, Executive Director

Re: Proposed Changes to CHHA-NL By-laws

I wish to bring to your attention a proposed change to the association's By-laws that will be introduced at the CHHA-NL Annual General Meeting to be held at The Capital Hotel on Wednesday, September 21st, starting at 7:00 pm. A copy of the proposed change is included with this memo.

As required by the CHHA-NL By-laws notice must be given to all the association's members as outlined in Article 14 below which reads in part:

14.5 Proposed amendments or additions to these Bylaws shall be sent, in writing, to all members in good standing at least twenty-one (21) days prior to the date of an Annual or Special General Meeting. To encourage participation such proposals must include a proxy form to be used at the discretion of the members.

The proposed amendment is an addition to **Article 7 – Governance, Section 7.2c**, which reads as follows:

7.2c The Board shall be composed of Directors elected or appointed according to the procedures set out in Article 8 of these By-laws. The Board of Directors shall be comprised of the Immediate Past-President as well as those other Directors elected or appointed according to the procedure set out in Article 8 of these By-laws. By the 2012 election year, the CHHA-NL Board of Directors will be reduced to a maximum of eight (8) Directors, which will be phased in over a three-year period as follows:

*Year 2010 – reduced from 12 to 10;
Year 2011 – reduced from 10 to 9;
Year 2012 – reduced from 9 to 8.*

The proposed addition reads as follows:

Proposed Change to CHHA-NL By-laws for September 2011

One Director of the CHHA-NL Board of Directors will be designated as a provincial member. This Director can come from one of the CHHA Branches within NL or another CHHA member from outside St. John's and area (Mount Pearl, Paradise, CBS). All rules and regulations will apply as is for the other board directors.

A copy of the CHHA-NL By-laws with the proposed changes is included with this notice; please see Article 7 – **Governance, Section 7.2c on page 8**. Since the association is a provincial service organization, the purpose of these changes is to allow for a rural or provincial representative to have a seat on the board of directors to ensure representation from rural areas of the province.

You will also note that, as required, a Proxy Form has been included with this memo in the event that you cannot attend the AGM, but wish to have your vote represented at the meeting.

If you have any questions regarding the proposed changes or the proxy form, please contact me at your convenience at (709) 753-3224 or 1-888-753-3224 or text at (709) 725-3224.

It would be helpful for planning purposes if you contacted the office to confirm your attendance. Thanks for your time with this important matter and I look forward to seeing you there.

Bye for now!

Appendix B:

**Proposed Ratification of the UN Convention
on the Rights of Persons with Disabilities**

Ratification of the UN Convention **on the Rights of Persons with Disabilities**

Preamble

The UN Convention on the Rights of Persons with Disabilities was adopted by the General Assembly of the United Nations on December 13, 2006. Since the Convention has now been accepted and passed into law by numerous countries around the world, including Canada, it is the intention of CHHA-NL today to ask its members to formally accept the convention and agree to its principles, so that it helps to guide the work of the association. The general outline of the Convention is below. The full text of the Convention is available in booklet form at the AGM and the association wishes to thank the Coalition of Persons with Disabilities (COD) for their generous donation of 100 copies provided for this meeting. Kelly White, Executive Director of COD will have some remarks for AGM attendees regarding the Convention and its application by groups like CHHA-NL.

Article 1: Purpose

“The purpose of the present Convention is to promote, protect, and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity.”

“Persons with disabilities include those who have long-term physical, mental, intellectual, or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.”

Article 3: General Principles

The principles of the present Convention shall be:

- (a) Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons;
- (b) Non-discrimination;
- (c) Full and effective participation and inclusion in society;
- (d) Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity;
- (e) Equality of opportunity;
- (f) Accessibility;
- (g) Equality between men and women;
- (h) Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.

Motion to CHHA-NL 2011 AGM

Be it resolved that CHHA-NL, as a charitable entity in the Province of Newfoundland and Labrador, which is part of Canada, that is one of the country states that have accepted and signed the UN Convention on the Rights of Persons with Disabilities, the voting members of CHHA-NL attending the 2011 Annual General Meeting, being held at the Capital Hotel in St. John's NL, on Wednesday, September 21, 2011, do hereby affirm and support the principles and articles of the Convention and further, directs the that CHHA-NL, as an association that exists to supports the rights of persons with hearing loss, will ensure that the organization and its staff and volunteers will also follow the principles and articles of the Convention.

Appendix C:

List of CHHA-NL AGM Award Winners for 2010-2011

List of CHHA-NL AGM Award Winners for 2010-2011

CHHA-NL Community Recognition Awards

The **Accessibility Award** is presented to individuals, service groups, community agencies, businesses, or government (agencies or departments) that have voluntarily made a contribution to the hard of hearing community in the area of ***Accessibility to Public Facilities*** on behalf of hard of hearing persons, either as direct service to a hard of hearing person, a group, or to the CHHA-NL. This award will give recognition for efforts that make public or private facilities hearing accessible to hard of hearing persons through the use of assistive listening and signalling technology.

The winner of the **2011 Accessibility Award** is Darlene Fewer Jackson of the Department of Education, Government of NL for her efforts to promote and use various hearing accessible technologies for schools classrooms with hard of hearing students across the province. Having access to assistive technology is extremely important in today's educational environment to help ensure that hard of hearing students have the educational supports they need to be successful. In recognition of her efforts, we are pleased to honor Darlene Fewer Jackson with the **2011 Accessibility Award**. **Congratulations Darlene!**

The **Awareness Award** is presented to individuals, service groups, community agencies, businesses, or government (agencies or departments) that have voluntarily made a contribution to the hard of hearing community in the area of ***Awareness of Hearing Loss Issues*** on behalf of hard of hearing persons, either as direct service to a hard of hearing person, a group, or to the CHHA-NL. This award will give recognition for efforts that helped to educate the public or others, that prevents or minimizes the effects of hearing loss.

The winner of the **2011 Awareness Award** is Dora Skinner. Dora has overcome significant hearing loss with the help of a Cochlear Implant and is an inspiration to others. She has volunteered at CHHA-NL for a long time and always promotes the association and its programs and services. This past year she volunteered to share her story in the newly released Seniors Self Help Video titled – The Journey to ***Better Hearing for Seniors: Opening Doors to a Hearing World***. Since the video's release, Dora has personally delivered 75 videos and given a number of presentations to various seniors groups about hearing loss and the services available from CHHA-NL. In recognition of her efforts, we are pleased to honour Dora Skinner with the **2011 Awareness Award**. **Congratulations Dora!**

The **Advocacy Award** is presented to individuals, service groups, community agencies, businesses, or government (agencies or departments) that have voluntarily made a contribution to the hard of hearing community in the area of ***Advocacy for Hearing Loss Rights*** on behalf of hard of hearing persons, either as direct service to a hard of hearing person, a group, or to the CHHA-NL. This award will give recognition for efforts that overcame barriers to the rights of hard of hearing persons.

The winner of the **2011 Advocacy Award** is Noreen Brazil. Noreen is a member of the CHHA-NL Board of Directors and has been Chair of the Cochlear Implant Support Group for a number of years. During that time, Noreen has worked very hard with the Cochlear Implant Companies and the Government of NL to raise awareness of the needs of Cochlear Implant recipients and the need for better funding supports that will allow users to obtain a second Cochlear Implant if needed. She also advocated for funding support for CI upgrades and repairs and increased travel subsidies for people from Labrador who have to travel to St. John's for assessments, operations, and repairs, all of which can be extremely expensive. In recognition of her efforts, we are pleased to honour Noreen Brazil with the **2011 Advocacy Award**. **Congratulations Noreen!**

Friends of CHHA-NL Awards

The **Friends of CHHA-NL Award**, is presented to individuals or groups who have been strong supports of the association in a number of ways, either for a one-time, special effort or for their ongoing support over a period of time. This award was presented for the first time in 2008. The list of winners for the **2010 Friends of CHHA-NL Award** include:

List of Recipients for 2010-2011

Dora and Ed Skinner

Alex and Betty White

Betty and Albert Parsons

Nic and Josephine McCarthy

Dorothy Roberts

Jillian Ryan

John Gibson

Jill Barron

Yvonne Jacobs

Cecil Pelley

Dr. Erin Squarey

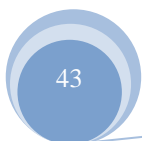
Elizabeth Baker

Roger Barnett

Barbara Whalen

Janeway Audiology Department

Congratulations to all Friends of CHHA-NL Winners!



President's Club Award

The **President's Club Award** was inaugurated last year and is presented to an individual or group in recognition of their financial contribution to the association, either directly or indirectly through their efforts with helping to raise funds for the association.

The recipients of this year's **2011 President's Club Award** is The Production Group (Rob Dawe & Ray Penton). These two fine gentlemen were instrumental in the development and production of the newly released Seniors Self Help Video titled – ***The Journey to Better Hearing for Seniors: Opening Doors to a Hearing World.*** After the video's release, The Production Group made a donation to the association in the amount of \$2,500.00 to help the association carry out its programs and services. In recognition of their donation, we are pleased to honour them with the ***2011 President's Club Award. Congratulations Ray and Rob!***

Scholarships & Bursaries

The **Glenna Stone Memorial Scholarship** is awarded to a deserving post-secondary student to commemorate the memory of Glenna Stone, a former president of the association who passed away in 2002. Glenna was a strong advocate for the rights of hard of hearing people and disabled people in general and a strong leader for the association who worked tirelessly, up to the time of her death, on behalf of hard of hearing, late-deafened and oral deaf persons. This scholarship is an annual testimony to her work and dedication.

The winner of the **2011 Glenna Stone Memorial Scholarship**, in the amount of \$1,000.00, is **Michelle Edwards**, from St. Lawrence, NL, who is now attending Memorial University, and is working toward a Degree in Kinestiology. **Congratulations Michelle!**

The **Dr. Norah Browne Bursary** has been established to honour Dr. Norah Browne, who was the founding President of the association and was instrumental in growing the association from grass-roots beginnings, creating greater public awareness of the hearing accessibility needs in public facilities and for being a strong and forthright advocate for the rights of all hard of hearing persons. The bursary, awarded annually, is a testament to her work and passion.

The winner of the **2011 Dr. Norah Browne Bursary**, in the amount of \$2,000.00 is **Paul Baker**, from Placentia, NL, who is now attending Memorial University and plans to work towards a Degree in Anthropology or Political Science.
Congratulations Paul!

The **CHHA-NL Audiology Scholarship** is established to provide financial assistance and academic recognition, annually, to a person from Newfoundland and Labrador who is a full-time student pursuing a post-graduate degree in Audiology at a recognized Canadian University. It is hoped that this scholarship will encourage interested students to pursue study in the field of Audiology with the intent to seek employment in Newfoundland and Labrador in support of HOH and late-deafened people. Each year two thousand dollars (\$2000) will be awarded to one student during the academic year of study. An additional one thousand dollars (\$1000) will be awarded to the successful candidate if that person returns to work in Newfoundland and Labrador during the year following successful completion of the University degree programme.

The winner of the **2011 CHHA-NL Audiology Scholarship**, in the amount of a first of two installments of \$1,000.00, is **Martina Greene**, from Gander, NL, who is now attending the Audiology Program at the University of Western Ontario. **Congratulations Martina!**

Appendix D:

CHHA-NL Audited Financial Statements 2010-2011