



CHHA – NSB
Canadian Hard of Hearing Association
North Shore Branch

Annual Report 2020-2021

Your board of directors Alan Dion, Hugh Hetherington, Ruth Lapointe, Susan Gelinas, Douglas Muir, Ron Chapman and Deborah Maloon are pleased to present this review of the branch's activities for the past year. Since this year followed the arrival of Covid-19, in-person activities were limited. Since technology has permitted, we have been able maintain our business activities via Zoom.

As with all branches of the independent consumer advocacy society Canadian Hard of Hearing Association, our CHHA-North Shore Branch since its establishment in 1997, autonomously develops its own member-driven program of activity and education for the public in support of the Branch's mission statement:

CHHA, North Shore Branch, has 2 major goals:

*Firstly, we will contribute to improving the quality of life for people who are hard of hearing, by providing opportunities for education and life coping skills, and,
Secondly, by making the North Shore Community more aware of Hard of Hearing people, and their difficulties, and to encourage the Community to become "more hearing friendly" and accessible to those Hard of Hearing persons.*

Covid-19 notwithstanding, CHHA-North Shore branch can report another year of offering service to the residents of the North Shore as our part in promoting the concept of livable communities. Programs feature a combination of technological advice and various useful coping strategies and tips, and branch activities that include:

1. Sound Advice: a free public workshop held on the first Friday of the month, at West Vancouver Seniors Activity Centre AND on the last Monday of the month at Silver Harbour Seniors Centre in North Vancouver, except in July and August. These meetings were severely curtailed in 2020 due to Covid-19 restrictions and recommenced at the West Vancouver Seniors' Centre in October 2020 with restrictions on the number of attendees and social distancing. In January 2021 we moved our Sound Advice to Zoom. Hugh Hetherington and Flo Spratt have been conducting these sessions since 2003.
2. Public Speaker Series: This again was curtailed in 2020 because of the restrictions, and we restarted these meetings again in February 2021 via Zoom

- a. February 15 2021, Our guest speaker was Kenneth Jones, Director, Tinnitus Association Canada. His talk was on the topic “TINNITUS—Nothing You Can Do About it—FALSE”
3. Personal information packages: Our quarterly newsletter, “Mountain Ear” is published and printed materials are offered at no charge at every meeting including our booklet by Neil Bauman, Ph.D. entitled “Talking with Hard of Hearing People – Here’s How to Do It Right, Eh!”. Further, the branch has available a very useful free Hospital Stay kit that assists with the security of your hearing aids and alerting care providers about the patients’ hearing needs. While the branch doesn’t officially endorse any one hearing aid provider, a list of all known North Shore hearing clinics is also made available.
4. Information & Education: A phone line 604-926-5222 is maintained to answer both members’ and the public’s queries for hard of hearing related questions, and the branch has an online website <https://chha-nsb.com> that also contains its very informative quarterly newsletter, “Mountain Ear”. Under the guidance of director Susan Gelinias, the Branch’s new Website is now up and running. Take a look.
5. Occasional, free home visits are conducted by Hugh Hetherington to assist people with their hearing aids or assistive listening devices, and he has liaised with local churches and community centres to advise on the installation and maintenance of hearing loop systems to enable direct wireless delivery of sound to personal hearing aids for successful listening and participating in services and events.
6. Your directors have worked with Lions Gate Hospital and various other health related organizations, as well as, attending and volunteering at numerous health and trade shows.

We thank our members for their continuing and faithful support and look forward to serving you and the Hard of Hearing public through the 2021-2022 year.
