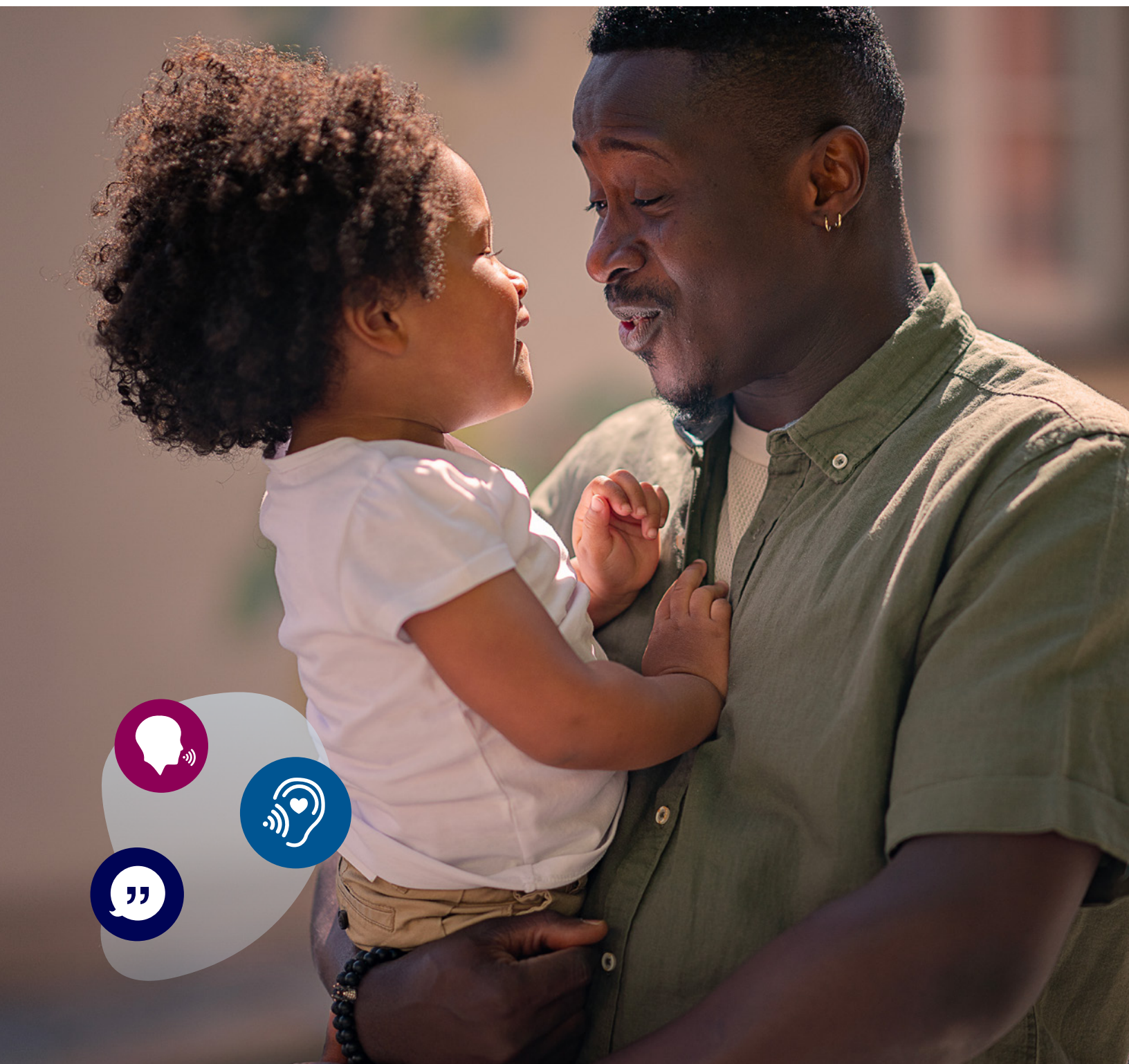


**Every person deserves a voice.  
Every voice deserves to be heard.**



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A smiling woman with dark hair, wearing a light blue top, is holding a baby. The baby is looking at the camera and holding a small white stuffed animal. In the foreground, a person's hand is visible, holding a pen and writing on a notepad. A pair of glasses is also on the table. The background is a bright, clinical setting with shelves and a window.

## Our Mission

To improve the lives of Nova Scotians by delivering quality audiology and speech-language pathology services.

## Our Vision

Every person deserves a voice. Every voice deserves to be heard.





## Message from the Board Chair and CEO

This past year marked the second full year of providing speech-language and audiology services to Nova Scotians during the COVID-19 pandemic. At Hearing and Speech Nova Scotia (HSNS), we have learned so much about ourselves over the last two years. We have taken each challenge head on and found ways to ensure our patients continued to receive quality and safe services.

While we know the pandemic is not completely behind us, three words come to mind when we think of the past year; responded, recovered and thriving, that is to say that HSNS responded, we have recovered, and we are thriving.

There are countless stories of how our staff, patients and partners have responded and shown a collective resolve and resiliency that is truly commendable.

During the initial lockdown phase of the pandemic, our in-person patient care to those in hospital

continued but our in-person visits to our outpatient and home-based services decreased, and naturally, we saw an increased demand for virtual care appointments. We responded seamlessly and were able to continue to provide safe and high-quality services to our patients, thanks in large part to our fantastic staff who looked for creative ways to connect with clients and our fantastic partners who provided us with the necessary technology.

As this fiscal year closed, we were only 1000 (2%) patient visits short of our pre-pandemic levels. This outcome is a testament to our recovery over the last year. We were so pleased to be able to continue to serve our clients and their families as quickly as we did. This is why we do what we do and we owe our staff a tremendous amount of thanks for their efforts.

We also used our social media platforms including LinkedIn, Facebook and Twitter to connect with Nova Scotians across the province, while highlighting and sharing the great work of our staff,

our fabulous patients and terrific partners. If you are not a follower, we would love to have you learn more about the ways we are making a difference in communities across Nova Scotia.

Our Equity Diversity & Inclusion (EDI) Taskforce was established in 2021. Over the past year, the Taskforce worked on and introduced our equity, diversity and inclusion principles. Staff attended two events hosted by the Immigrant Services Association of Nova Scotia (ISANS), a Microaggression workshop and a HSNS Cultural Needs Assessment, and completed additional external education about EDI principles in the workplace. We are committed to turning education into action by applying our EDI principles in clinical standards, communication, leadership development, and the talent management plan to promote staff and leadership diversity. The EDI Taskforce is the foundation and first step toward ensuring our services are delivered by staff who reflect the diversity of our province.

Establishing the EDI Taskforce was an important step to promoting our core value of accessibility. Accessibility and patient safety were important on many fronts this past year. The Alternative Hearing Screening Project is a quality improvement project focused on reducing audiology wait times by providing Speech-Language Pathologists and Communication Disorders Technicians with the equipment and training to perform otoacoustic emissions (OAE) screenings. We are proud of many accomplishments and providing services to 170 children from the audiology waitlist ahead of schedule in 2021-2022 is one that stands out. The impact of that was even greater to us at HSNS, as over the course of the project beginning in 2020, this effort also opened a total of 285 new audiology appointments for other clients.

Throughout the year we offered safe workplaces and services by being consistent with Nova Scotia Health, IWK Health, and Public Health protocols. Safety for our staff and clients is one of

our organizational core values, which is reflected throughout our Strategic Plan (SP2024). The Accreditation with Commendation Award received by Accreditation Canada this year is a testament to the commitment of everyone at HSNS to provide quality safe care to its patients and their families.

The optimism and excitement we feel looking back on the past fiscal year, and ahead to a new one, is thanks in large part to our partnerships. Our partners have made such a difference in supporting us in upholding our mission, to improve the lives of Nova Scotians by delivering quality audiology and speech-language pathology services. Thank you to the Nova Scotia Department of Health and Wellness, Nova Scotia Health, IWK Health, Dalhousie School of Communication Sciences and Disorders, Autism Nova Scotia, Nova Scotia Early Childhood Developmental Intervention Services (NSECDIS) and the Atlantic Provinces Special Education Authority (APSEA).

It is evident we are thriving and that is in thanks to our wonderful staff. They have shown resiliency, ingenuity, compassion and dedication to their clients and each other all the while coping with the pandemic in their own personal lives, really reflecting the heart and soul of HSNS. It has in no way been an easy year, and we are so appreciative of their time, commitment, and selfless acts for patients every day.



Paula Sibley-Fox, *Chair of the Board of Directors*



Anne Mason-Browne, *CEO*





## STRATEGIC PLAN 2024

### Accomplishments in 2021-2022

#### ACCESSIBILITY - Goals

- Sites, services and information meet provincial accessibility standards
- HSNS Patient and Family Centred Care (PFCC) is guided by principles of Equity, Diversity, and Inclusion (EDI)
- Information Technology (IT) is enhanced to support accessible HR processes and resources

#### This year we achieved:

- ✓ Alternative hearing screening procedures to reduce the audiology waitlist
- ✓ Safe workplace and services during COVID-19 pandemic
- ✓ EDI Taskforce, framework, and education plan
- ✓ Accessibility standards advanced for the [www.hearingandspeech.ca](http://www.hearingandspeech.ca) website and other materials



## COMMUNICATION - Goals

- Use range of communication strategies with internal and external stakeholders
- Clients, patients, families, staff, and partners share their experience stories
- Promote HSNS (a "household name") across all communication, services, activities, and products

## This year we achieved:

- ✓ Integrated social media plan
- ✓ Promoted HSNS with success stories
- ✓ Updated internal communications
- ✓ Updated HSNS Stakeholder Engagement Plan

## ENGAGEMENT - Goals

- Build on professional development and leadership development for all staff
- Use collaborative decision-making and engagement with clients, HSNS staff, and external stakeholders
- Promote recruitment, retention, and a supportive workplace culture

## This year we achieved:

- ✓ Enhanced OHS & Wellness processes for staff
- ✓ Increased remote and in-person participation of Partners in Care (patient/family advisors).
- ✓ Integrated education on ethical decision-making processes
- ✓ Provided leadership training and team lead opportunities





**Caregiver  
Coaching.**  
Supporting  
families with  
Autism.

Caregiver coaching programs are a staple of our service. Hearing & Speech Nova Scotia (HSNS) clinicians quickly adapted to virtual programming during the pandemic, and in doing so, developed a new provincial model. These virtual programs have met the changing needs of families as exemplified by the experience of Jolene Coleski and her son, Mikita. Their participation in the Provincial “All Together, Now” (ATN) program illustrated the connectedness and convenience of virtual care.



HSNS developed ATN to support caregivers to build their child's social communication skills. Historically, ATN programs have been groups of 5-10 caregivers in person with a Speech Language Pathologist (SLP).

When in-person groups were interrupted due to pandemic restrictions, creativity and adaptability were required. A group of SLPs, Jenny Lightstone, Taylor Broda, and Janice Whebby, began adapting the ATN program. The biggest adaptation was to shorten sessions, making it more feasible for families to participate remotely. Taylor recalls learning on the fly as "many of the necessary revisions were made while we were running the first virtual programs."

Lorelle Sinclair was one of the first SLPs to run a virtual ATN program. "I felt out of my comfort zone at first, given that I was probably the least tech savvy of the SLP group, but through trial and error and the support of my colleagues I was able to figure it out," said Sinclair.

The demand was high for the virtual ATN programs. A call-out on May 19, 2020, identified 30 families in the Halifax area alone that were interested. This set plans in motion for a province-wide framework. The Provincial ATN model allowed for SLPs in any region to form groups with caregivers across the province. The model provided more timely access to the program as caregivers no longer needed to wait for programs in their region. SLPs in smaller communities could now run larger programs, leading to a more supportive and effective group dynamic.

Jolene Coleski participated in the January 2022 Provincial ATN virtual program. This program was comprised caregivers from communities across the province: Wagmatcook, Sydney Mines, Shubenacadie, and the Annapolis Valley. "My son is nonverbal and has behaviour issues. Getting him out the door and to the clinic was a real task. He would get so overwhelmed, he would throw up," said Jolene. "When this program was on Zoom, it gave me the time to pay attention. I could set Mikita

up with an activity at home and then I could focus on the information."

The program also allowed Jolene to experience a shared connection with other families who were going through similar situations. "I had a lot of concerns about feeling alone in the pandemic and Mikita not seeing other people, but the program helped us see other families." She found the program to be informative yet relaxed."



Caregivers and clinicians highlighted the ease and convenience of the virtual model. There was no need to travel, and caregivers took less time off work due to the shorter duration of the sessions. "From a clinical perspective, I really enjoy doing the coaching sessions virtually as it puts the caregiver in a position to jump in using the strategies and less opportunity for us clinicians to take over," says Lorelle. "We do still offer in-person coaching sessions if the parents prefer, but most opt for virtual."

The Provincial ATN virtual program recently celebrated its one-year anniversary. For some families, in-person programs will still be the best option. However, the benefits of increased access to services for families, increased collaboration between colleagues, increased flexibility in scheduling, and reduced wait times highlight this provincial approach to service delivery is here to stay.



## Meet HSNS Client Matt French

Matt French wants to save lives. On his TikTok account, Matt documents his day-to-day activities, from his daily exercises, to playing music, and sailing. Matt wants to use social media platforms like TikTok, to share his journey and inspire as many people as possible.

Saving lives wasn't always Matt's goal. He used to be a standout soccer player, he loved music and playing the guitar, but after he suffered an anoxic brain injury in 2012 as a result of an accidental drug overdose, Matt says one party changed his life forever.

Following his accidental overdose, speaking became next to impossible for Matt. "I was getting frustrated because I had a lot of things to say but it was hard for people to understand me." This frustration brought Matt to Hearing and Speech Nova Scotia (HSNS), where he began working with Speech-Language Pathologist, Karen Barnett.

"Matt came to us because he is a gentleman with a bright mind and he has a lot to say," says Barnett, who has worked with Matt closely for the last year and a half. Because of his brain injury, Matt has the tendency to speak a little too quickly. Matt's speech therapy focuses on the speed of his speech, turn taking, articulating his words, and increasing his

breath for speech. "Matt has worked incredibly hard in therapy," says Barnett, who added what a pleasure it is to work with someone who works as hard as Matt does every day.

Through his hard work, and the work of HSNS, Matt has been given the tools to make it easier for others to understand his message.

"Please don't make the same mistake I did," said Matt, who wants others to understand the importance of drug safety and responsibility. Matt often speaks about ambiguous loss. He wants young people to understand that while you may not die from a drug overdose, your life as you know it could. "Imagine being able to remember all the things you used to do, but not being able to do them because your brain won't allow it. This could include any day-to-day activity, including speech," says Matt. "I'm doing my best, always. Recovery is a long road."

Recovery will continue to be a long road for Matt. But with the help of speech therapy provided by Karen Barnett and the HSNS team, coupled with Matt's work ethic, Matt will continue to have the tools to share his message, inspire change in others, and save lives.





## Technology Plays Important Role in Caring for Nova Scotians' Hearing

Hearing and Speech Nova Scotia (HSNS) has 35 clinics in 25 communities across the province, and technology plays a critical role in the services we provide to Nova Scotians. Each audiology site has a core set of equipment with an average life span of seven years. Similarly, speech-language pathology services require specialized computer equipment to help diagnose and treat certain speech-related concerns. This year HSNS received some welcome news for capital equipment.

HSNS received funding from the Nova Scotia Department of Health and Wellness (DHW) to purchase new and upgraded equipment, including new devices and upgrades for our Newborn Hearing Screening Program, a Nasometer, (a tool used to measure nasality in speech production), and a clinical procedures chair to support prosthesis changes for throat cancer patients.

The Newborn Hearing Screening Program consistently screens over 95 percent of newborns in Nova Scotia annually. Each baby's ears are checked to see if the inner ear is healthy, and a follow-up appointment is arranged if needed. Identifying hearing issues early in infancy helps prevent future hearing and speech issues in childhood.

HSNS purchased 10 otoacoustic emissions (OAE) devices. These screening devices will assist with hearing screening for children five years and under to ensure timely identification and treatment of hearing related concerns.

HSNS offers balance testing in two communities

within the province, Halifax and Sydney. This year HSNS purchased a new vestibular system for the Cape Breton area. This new equipment at our Sydney site ensures that Nova Scotians have better access to high quality care for balance disorders.

The cochlear implant is a medically implanted device that helps to restore the sense of hearing. Technology is constantly changing. At times, the companies will deem certain devices "obsolete" which means that the device cannot be repaired when it stops working. We were extremely happy to receive funding for the 131 Cochlear Implant devices that have been deemed obsolete over the coming year, ensuring Nova Scotians requiring the devices will have the most up-to-date technology possible.

These recent funding approvals are a significant relief to some of our most urgent financial and technological pressures. Having this funding approved in advance of the new fiscal year is extremely helpful in our planning for the year ahead. We are very appreciative of the support from our colleagues at DHW.



## Safety and Quality Improvement to Reduce Wait Times

As part of the Hearing and Speech Nova Scotia (HSNS) Quality Improvement Working Group, several audiology wait times projects were introduced to address long wait times for audiology services. One of these projects was the Preschool otoacoustic emissions (OAE) Hearing Screening Project also named the Alternative Hearing Screening project. HSNS Standards of Care require that all children referred for speech-language pathology must have a hearing screening, as a speech and/or language delay is a risk factor for hearing loss.

When this standard was created, Speech Language Pathologists (SLP) only had access to portable audiometers to screen hearing. That meant they could only screen the hearing of children who were willing to wear a set of over-the-ear headphones and who were developmentally able to participate in conditioned play audiometry. Typically, children do not successfully participate in this type of screening until they are at least three years old. As a result, the standard of care is for all children who are referred to HSNS for speech-language services under the age of three are automatically referred for a full hearing evaluation even if there are no hearing concerns noted. A full hearing evaluation with an Audiologist is typically booked for forty-five minutes.

An alternate screening method using OAE is routinely used with newborns. OAEs provide an objective measure of the health of the inner ear, which is a critical part of normal auditory function and hearing. The participation and cooperation of the child is minimal and the entire test takes 30 seconds or less to complete.

Around the same time the audiology wait times project started, HSNS purchased seven handheld OAE screening devices and the Preschool OAE Project Team developed resources and a training plan. In early 2020, Taylor Broda, SLP, and Angela Ryan, Audiologist and Quality Support Team Lead, travelled to seven sites across the province to train SLPs and Communication Disorder Technicians (CDTs) to use the OAE screening equipment and the new process. SLPs and CDTs quickly started to incorporate the OAE screenings into assessment sessions for the younger preschoolers.

Due to the suspension of most HSNS outpatient services during the first wave of COVID-19 in March 2020, the Preschool OAE Hearing Screening Project was placed on hold. The HSNS information technology and leadership teams worked diligently early in the pandemic to secure additional laptops



and other technology required to provide services virtually. With the addition of Zoom for Healthcare, many HSNS services, and particularly outpatient speech-language pathology services, were able to be delivered online. While this was great news for our clients who could now receive speech-language pathology services in their homes, it meant that there was no opportunity for the hearing screening to be done in an in-person clinic visit in conjunction with the speech-language assessment.

The Preschool OAE Project Team met virtually during the suspension of outpatient services in May 2020 to discuss a path forward. The team, with the assistance of Terri MacDonald, CDT in HRM, developed a process and resources for CDTs to do the hearing screenings separate from the SLP initial consultation appointments. By July 2020, the Quality Assistant had collected data from the electronic medical record (EMR) regarding children who had missed their hearing screenings with SLPs because they were seen virtually. By August 2020, hearing screening appointments were being scheduled with CDTs. This provided information about a child's hearing sooner than if they waited to see their SLP in person or for a full hearing assessment with an Audiologist. Several families mentioned to the CDTs that they were happy to have an earlier and shorter appointment, as in some cases it ruled out hearing differences as a contributing factor in their child's speech-language development. In other cases, it meant a child's appointment was prioritized and hearing difficulties were identified sooner than they would have without the screening.

Since the inception of the project, 285 children have been removed from the audiology wait list by SLPs and CDTs, opening 285 spots for other clients who needed full audiology assessments with an Audiologist. Of the total 285 cases 170 occurred in this fiscal year, 2021-22. Added to the benefit of "freeing up" audiology appointments for more complex cases, there was also opportunity for 86

children to be seen as priority by the Audiologist because they did not pass their hearing screening. This means children who were not hearing normally were identified sooner and intervention could start sooner.

Cheryle Gaston can speak to the benefits of early identification firsthand. "When my grandson Logan was a baby, I noticed that when I sang to him, he would watch my mouth and not look at me in the eyes. As his speech developed, we noticed he was missing common sounds. We never imagined he had a hearing deficiency. We did not know we could go directly to Hearing and Speech for testing. By the time we did get him tested, he had already developed his speech habits. He is now 9 and is still working on retraining his sounds. Earlier detection could have made a difference. Our experience with Hearing and Speech NS has been amazing, we only wish we could have been part of this family sooner," said Gaston.

The Preschool OAE Project Team is now preparing to introduce the updated process at nine additional HSNS sites across N.S. after receiving funding for ten new handheld OAE screening devices. One unit has been held in reserve to be used in the event of repairs. The inclusion of new sites will include training and new administrative processes. The training will include all staff at each site, not only the CDTs and SLPs who will be administering the screenings, but also Administrative Support Professionals and Audiologists. We expect that this will enhance the team approach to hearing screenings, improve continuity of services, and reinforce patient and family-centred care. The Preschool OAE Hearing Screening Project Team, with the assistance of the HSNS Quality Lead will continue to monitor the number of children removed from the audiology wait list with the goal of reducing the variability of audiology wait times provincially, and continuing to reduce the overall wait times for audiology services.



## Board Profile: Bert Lewis – 15 Years of Dedication

After serving on the volunteer Board of Directors for Hearing and Speech Nova Scotia (HSNS) for 15 years, Bert Lewis is retiring, but will continue to cheer on the remarkable work of the organization. Bert has made an immense impact during his time on the board, contributing to the success of the entire HSNS team.

Bert joined Hearing and Speech Nova Scotia in 2007 with the encouragement of former Board Chair Eva Landry. He is amazed at the profound impact the work of HSNS has on the lives of Nova Scotians.

"I met with a couple who couldn't hear anything prior to their cochlear implants. They explained to me how their life changed when they could hear; the simple things like the wind, birds singing, and the sound of a car driving by. To hear how our work impacted their lives so deeply was magic," said Bert. "I just feel so blessed to have had the experience of working with everyone."

Screening newborn babies for hearing loss is an area of HSNS work that Bert is especially passionate about. "If they can detect an issue or problem at that stage of life, it makes a world of difference for that child's development and learning," he said.

Bert championed the now standard practice of having the Board of Directors visit the HSNS sites across the province to see their work in action, meet the staff, and the clients who HSNS serves. Connecting with the staff and patients in those sites became some of the most memorable moments of his time on the board.

HSNS CEO, Anne Mason-Browne, says that Bert will be missed by the entire organization. "Bert has been a highly valued leader and member of the board. He not only brought expertise on governance and led us through our first accreditation process, he has a wonderful sense of humour, conveyed a genuine interest and commitment to HSNS staff and clients, and was a pleasure to work with. I personally can't thank him enough for his contributions to HSNS," she said.

Over his tenure, Bert has served as Chair, Vice-Chair and Secretary as well as serving on many committees including strategic planning and the finance and investment committees. Bert is looking forward to spending more time with his grandchildren Charlie, Harrison, and Lola and pursuing his passion for sailing with another tour of the Caribbean.





## Board Profile: Emma Logan – Coming Full Circle

influence Board decisions and how it meets its responsibilities to provide strategic direction and oversight.

Emma Logan joined the Board of Hearing and Speech Nova Scotia (HSNS) in the summer of 2020. Emma was encouraged to join the Board by fellow Board member Bert Lewis, who felt she had a unique perspective to contribute.

Emma's first interaction with HSNS was after she lost her hearing when she was just one year old, receiving audiology care until she was 21 and speech-language therapy before she entered school and after she graduated.

"Growing up, HSNS was almost like a feeling of hope. It was such a big part of my childhood as I heavily relied on their services," said Emma. "I have always felt very supported by HSNS and that, as an organization, they go above and beyond for their patients."

Joining the Board of HSNS gave Emma the opportunity to continue her involvement with an organization that had played a significant role in her life.

"I remember it being an emotional experience aging out of the program," she said. "So now to be called back as a member of the board, it's amazing to see my experience come full circle."

Emma is the youngest board member and joins other board members who have received services directly from HSNS and who have experienced communication challenges. The HSNS Board of Directors, a voluntary governance board, seeks diversity in its membership, ensuring that personal lived experiences reflective of HSNS clients,

In addition to her work on the board of HSNS, Emma is a dedicated curler. She was introduced to curling at age 11 by her aunt, Mary-Anne. She curled through university while studying business and finance at St. Francis Xavier University.

In 2017, Emma and the St. FX curling team competed in the Curling Canada University National Championship, the first time a St. FX sports team competed at a national competition.

Emma has continued to curl since graduating from university competing at the Scotties Tournament of Hearts in 2020. She is the first hearing impaired player to have competed at the tournament.

"At some point I started to notice the communications challenges between myself and my team members. For someone like me who relies on lip reading, there was not a lot of opportunity to do that," said Emma.

Emma and her teammates spent the season working toward an inclusive communications strategy. They ultimately found the solution to use a Bluetooth microphone that connected to Emma's hearing device, so she could better understand and communicate with her teammates.

"It completely changed the game for me. With how difficult communication had been at the beginning of the year, I don't think I would still be curling today if we hadn't come up with that solution," she said. Being a member of the board, Emma is looking forward to contributing to HSNS for the future generations of Nova Scotians.



## Morghan's Journey Part II



Morghan Manuel, the first recipient of the Hearing and Speech Nova Scotia Scholars Endowment, has completed the second year of her Master of Science in Speech-Language Pathology degree at Dalhousie University's School of Communication Sciences and Disorders and has begun the internship component of her degree at the Hearing and Speech Nova Scotia (HSNS) clinic in Sydney.

Morghan is working closely with adults with swallowing disorders and head and neck cancer. "My original goal was to use my degree to work with school-aged kids, but this internship has really opened my eyes to the different opportunities there are in the field, and with HSNS," Morghan said.

The last year has been a constant learning experience for Morghan, both inside and outside the classroom as she continues to progress towards her degree. One of the biggest takeaways in her studies and her internship, is the client-centred nature of the work, and its focus on people. "This year we learned a lot about the different demographics that HSNS serves, and in my internship, I'm getting the opportunity to work with, and get to know a wide range of people, which has given me a greater appreciation for the importance of building relationships and rapport," she said.

Reflecting on her journey thus far, Morghan would encourage the younger version of herself, as well as others who are interested in the field, to keep an open mind to the vast opportunities a degree in Communication Sciences and Disorders can offer.

"I've wanted to be an Speech Language Pathologist (SLP) since I was in the 8th grade. I thought I knew all there was to know about the opportunities that are out there for SLPs, but there are so many more than I realized."

Morghan reiterated the financial freedom the HSNS endowment has given her, allowing her to completely focus on her studies during the school year. She also emphasized the value in being able to afford to move to Sydney for her internship this summer.

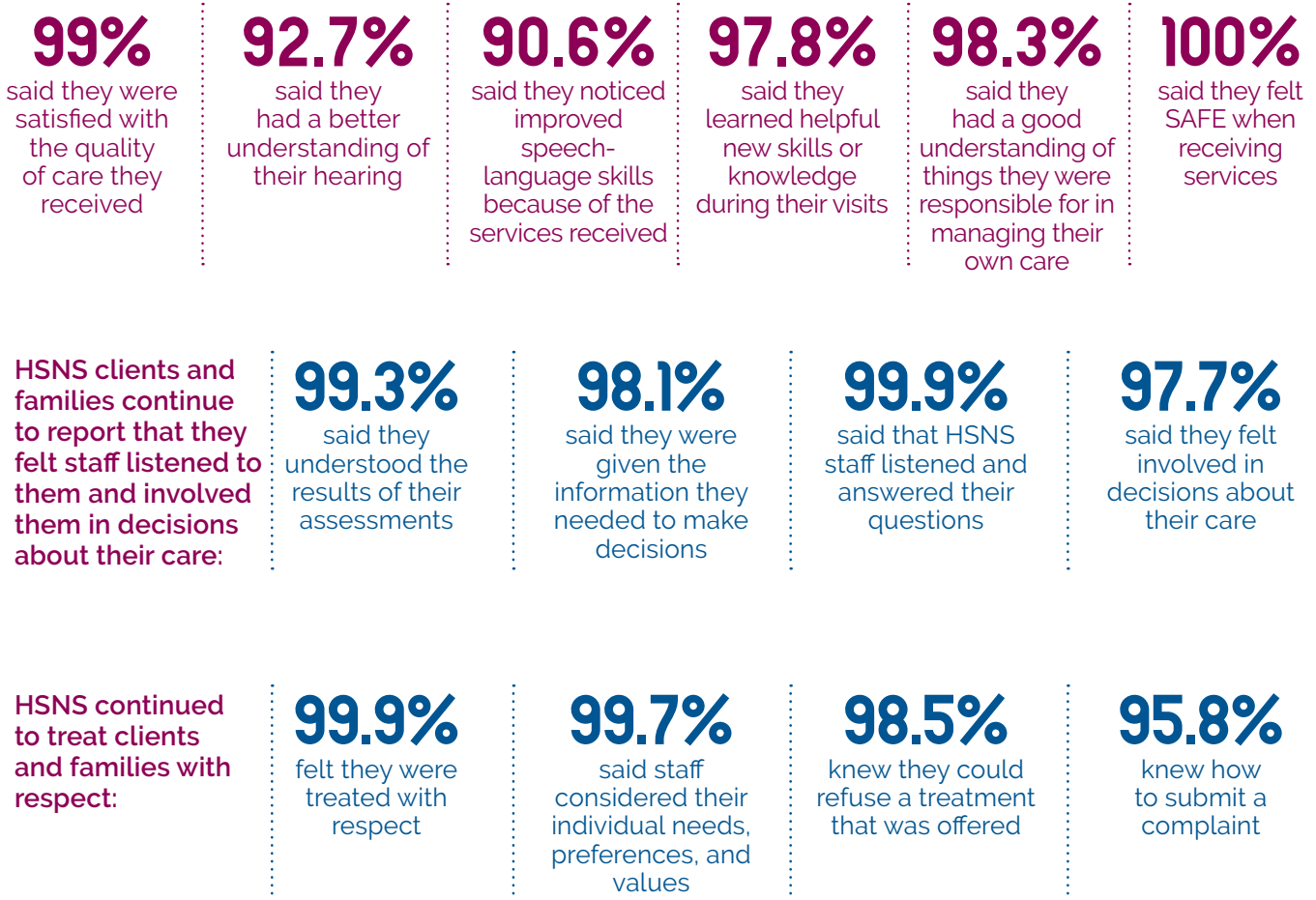
The HSNS Board created the endowment in 2020 with a gift of \$100,000 to Dalhousie University in honour of donations made to HSNS by patients and their families. The scholarship provides financial assistance to recipients from under-represented communities enrolled in Dalhousie University's Master of Science Speech-Language Pathology and Audiology programs. "It is great that there is a partnership between the school and HSNS that supports students in equity and diverse groups. Seeing an increase in diversity at our school has been both fantastic and encouraging," said Morghan, who is equally excited about the future opportunities that may exist for students who identify in EDI groups, thanks to the partnership between Dalhousie and HSNS.

Morghan has one year left in her degree, which will include some course work, a research paper and her final externship. This time next year, Morghan plans to be walking across the stage at convocation, fulfilling a lifelong dream.

# Client/Patient & Family Experience Survey 2021

Each year, HSNS asks clients and family members for their thoughts about the care they receive. This important feedback helps shape HSNS services by identifying what is going well and where there are areas to improve.

For the 2021 survey, HSNS received 895 surveys, which represents 4.23% of all clients seen that year. Below are some highlights from the survey:



379 written comments were received through the survey, and of these, 87% were positive comments. These compliments included the themes of kind, helpful, knowledgeable staff, cleanliness and safety, feeling respected, and gaining confidence and feeling informed. There were also some suggestions for improvements, including shortening wait times and making transitions between programs and services smoother.

To share your feedback, visit the [patient feedback form](#) on the HSNS website, call us toll free 1-888-780-3330 or send us an email at [info@nshsc.nshealth.ca](mailto:info@nshsc.nshealth.ca).



# Performance Indicators

In 2021, HSNS celebrated 58 years of providing audiology and speech-language services to Nova Scotians.

This year we saw recoveries in our clinical activity compared with the reduced service levels in 2020-21, the first year of the COVID-19 pandemic. Despite the third wave of COVID-19 in May 2021, and the onset of the Omicron variant in December 2021 affecting both client and staff participation, we approached near pre-pandemic service levels in 2021-22. As in-person services increased, virtual care visits continued to be a highly valued way for clients to receive service. Over 9000 virtual visits, representing approximately 15% of our total visits, were provided in 2021-22.

NOVA SCOTIANS WITH  
COMMUNICATION DISORDERS

100,000+



59%

of patient visits  
aged 16 years  
and younger

49%

of patient visits  
outside of the  
HRM area

32%

of visits  
with hospital  
in-patients

25,531

NOVA SCOTIANS  
RECEIVED SERVICES

Approximately 6,000 fewer clients than normal as a result of the suspension of outpatient services and a graduated return to in-person services.

8,073

infants had  
their hearing  
screened

351

clients with  
cochlear  
implants in  
active care

1,350

adults with  
stroke

694

children with  
autism in  
active care



56,933

TOTAL PATIENT  
VISITS

9,036

NUMBER OF  
TELEPRACTICE OR  
VIRTUAL CLIENT VISITS

Your comments and suggestions are important to us. Please share them with us [info@nshsc.nshealth.ca](mailto:info@nshsc.nshealth.ca)

HSNS provides quality audiology to all Nova Scotians and speech-language services to preschool children, home schooled children and adults. HSNS is accredited by Accreditation Canada and provides services from 35 clinics in 25 communities throughout Nova Scotia. Our Audiologists and Speech-Language Pathologists, licensed with the provincial regulatory college, received over 24,000 referrals in the past year from individuals, families, health care providers, educators and other professionals. Most services are provided at no cost to Nova Scotia residents with a valid health card.



*Anne Mason-Browne, CEO,  
Paula Sibley-Fox, Chair,  
Bert Lewis Secretary-  
Treasurer, Scott Barnett,  
Vice-Chair*

## Board of Directors

Thank you to our 2021-22 Board of Directors

Mr. Scott Barnett  
*Vice Chair*  
Dartmouth NS

Mr. Matthew Haley  
Dartmouth NS

Dr. Michael Kieft  
Halifax NS

Ms. Alexi Kuhnnow  
Halifax NS

Dr. Magdalena Kujath  
Kentville NS

Mr. Mark Landy  
Riverport NS

Mr. Bert Lewis  
*Secretary-Treasurer*  
Port Hawkesbury NS

Ms. Emma Logan  
Halifax NS

Ms. Lorna MacMillan  
Halifax NS

Ms. Tammy Manning  
Halifax NS

Ms. Josette Marchand  
Petit de Grat NS

Ms. Anne Mason-Browne  
*CEO*  
Halifax NS

Mr. Gordon Moore  
Halifax NS

Ms. Adline Noronha  
Halifax NS

Ms. Maria Rizzetto  
Sydney, NS

Ms. Paula Sibley-Fox  
*Chair*  
Enfield NS

Ms. Megan Tonet  
Coxheath NS

We are a volunteer board of directors and are always looking for new members. If you are interested, please contact us at [info@nshsc.nshealth.ca](mailto:info@nshsc.nshealth.ca) or visit our website at [www.hearingandspeech.ca](http://www.hearingandspeech.ca).

# Statement of Financial Position

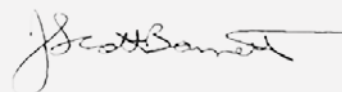
March 31, 2022

	Operating Fund	Fund 1	Fund 2	2022	2021
<b>ASSETS</b>					
<b>CURRENT</b>					
Cash	\$ 832,079	\$ 21,674	\$ -	\$ 853,753	\$ 434,421
Accounts receivable (Note 4)	1,430,958	649	398	1,432,005	1,389,515
Interfund receivables	29,651	751	6,802	37,204	32,216
Prepaid expenses	37,373	-	-	37,373	179,365
	2,330,061	23,074	7,200	2,360,335	2,035,517
<b>CAPITAL ASSETS</b> (Note 5)	342,840	-	-	342,840	331,686
<b>MARKETABLE SECURITIES</b> (Note 6)	-	693,923	549,418	1,243,341	1,147,790
	\$ 2,672,901	\$ 716,997	\$ 556,618	\$ 3,946,516	\$ 3,514,993
<b>LIABILITIES AND NET ASSETS</b>					
<b>CURRENT</b>					
Accounts payable and accrued liabilities (Note 7)	\$ 878,019	\$ -	\$ 1,576	\$ 879,595	\$ 749,610
Interfund payables	7,553	29,651	-	37,204	32,216
	885,572	29,651	1,576	916,799	781,826
<b>DEFERRED CONTRIBUTIONS - CAPITAL ASSETS</b> (Note 8)	118,474	-	-	118,474	82,947
<b>SPECIAL PURPOSE FUNDS</b> (Note 9)	436,227	-	-	436,227	478,554
	1,440,273	29,651	1,576	1,471,500	1,343,327
<b>FUND BALANCES</b>	1,232,628	687,346	555,042	2,475,016	2,171,666
	\$ 2,672,901	\$ 716,997	\$ 556,618	\$ 3,946,516	\$ 3,514,993

**LEASE COMMITMENTS** (Note 13)  
**ON BEHALF OF THE BOARD**



Director



Director



# Statement of Revenues and Expenditures

Year Ended March 31, 2022

	Operating Fund	Fund 1	Fund 2	2022	2021
<b>REVENUE</b>					
Department of Health (Note 10)	\$13,524,296	\$ -	\$ -	<b>\$ 13,524,296</b>	\$ 13,632,495
Department of Health – EIBI (Note 10)	2,099,425	-	-	<b>2,099,425</b>	1,640,694
Contract Revenue	3,775	-	-	<b>3,775</b>	2,850
Out of Province	134,296	-	-	<b>134,296</b>	149,229
Miscellaneous Income	90,031	-	1,614	<b>91,645</b>	82,708
Investment Income (loss) (Note 11)	-	59,705	59,152	<b>118,857</b>	241,190
Recoveries	29,870	-	-	<b>29,870</b>	19,908
	15,881,693	59,705	60,766	<b>16,002,164</b>	15,769,074
<b>EXPENDITURES</b>					
Administrative expenses (Note 12)	1,076,003	-	-	<b>1,076,033</b>	1,077,289
Autism program (Note 12)	1,370,930	-	-	<b>1,370,930</b>	1,583,457
Core hearing and speech services (Note 12)	9,355,042	-	-	<b>9,355,042</b>	9,111,892
EIBI (Note 12)	2,099,406	-	-	<b>2,099,406</b>	1,640,694
Investment fees	-	9,638	5,711	<b>15,349</b>	12,686
Operational (Note 12)	1,622,691	-	-	<b>1,622,691</b>	1,757,296
Scholarships	-	1,058	-	<b>1,058</b>	1,032
	15,524,102	10,696	5,711	<b>15,540,509</b>	15,184,346
<b>EXCESS OF REVENUE OVER EXPENDITURES FROM OPERATIONS</b>					
	357,591	49,009	55,055	<b>461,655</b>	584,728
<b>OTHER EXPENSES</b>					
Amortization of capital assets	158,305	-	-	<b>158,305</b>	146,525
<b>EXCESS OF REVENUE OVER EXPENDITURES</b>					
	\$ 199,286	\$ 49,009	\$ 55,055	<b>\$ 303,350</b>	\$ 438,203

# Statement of Changes in Fund Balances

March 31, 2022

	OPERATING FUND		Fund 1	Fund 2	2022	2021
	Operating	Invested in Capital Assets				
<b>FUND BALANCES - BEGINNING OF YEAR</b>	\$ 701,656	\$ 331,686	\$ 638,337	\$ 499,987	<b>\$ 2,171,666</b>	\$ 1,733,463
Excess of revenue over expenditures	357,591	(158,305)	49,009	55,055	<b>303,350</b>	438,203
Purchase of capital assets	(169,459)	169,459	-	-	-	-
<b>FUND BALANCES - END OF YEAR</b>	\$ 889,788	\$ 342,840	\$ 687,346	\$ 555,042	<b>\$ 2,475,016</b>	\$ 2,171,666

# Statement of Cash Flows

Year Ended March 31, 2022

	2022	2021
<b>OPERATING ACTIVITIES</b>		
Excess of revenue over expenditures Items not affecting cash:	\$ 303,350	\$ 438,203
Amortization of capital assets	158,305	146,525
Amortization of deferred capital contributions	(41,473)	(41,473)
Realized gain on sale of investments	(69,582)	(100,055)
Unrealized gain on investments	15,252	(104,069)
	<b>335,348</b>	339,131
Changes in non-cash working capital:		
Accounts receivable	(42,491)	(46,307)
Accounts payable and accrued liabilities	129,986	(270,811)
Prepaid expenses	141,992	(142,609)
	<b>229,487</b>	(459,727)
Cash flow from (used by) operating activities	<b>564,835</b>	(120,596)
<b>INVESTING ACTIVITIES</b>		
Purchase of capital assets	(169,459)	(40,970)
Proceeds from sale of investments	115,337	435,287
Purchase of investments	(126,054)	(503,275)
Cash flow used by investing activities	<b>(180,176)</b>	(108,958)
<b>FINANCING ACTIVITIES</b>		
Special purpose fund receipts	970,736	1,571,876
Special purpose fund expenses	(1,013,063)	(1,211,290)
Transfer to special purpose funds	–	(367,000)
Deferred capital contributions	77,000	–
Cash flow from (used by) financing activities	<b>34,673</b>	(6,414)
<b>INCREASE (DECREASE) IN CASH FLOW</b>	<b>419,332</b>	(235,968)
Cash - beginning of year	<b>434,421</b>	670,389
<b>CASH - END OF YEAR</b>	<b>\$ 853,753</b>	\$ 434,421

Full 2021-22 **audited Financial Statements** can be viewed on our website.



