



September 5, 2017

Hello CHHA Member,

The CHHA National Board of Directors ("the Board") is pleased to provide this update on our activities over the past several months. Our goal as a Board is to help modernize and create the most effective organization possible, so that our members can truly benefit from the services and offerings. We do so because we believe in this organization very passionately and believe that these changes are necessary to ensure we continue to add value to our membership. To date, this Board has been highly effective in the following key areas:

Government Relations and Communications

- raising CHHA's profile with the federal government and agencies
- strengthening our relationship with our key funder for the Spotlight Project, the federal Ministry of Sport and Persons with Disabilities and the Office for Disability Issues

CHHA Operational Effectiveness

- improving CHHA's financial reporting structure and refining our strategic plan
- posting for a Director of Resource Development and an Executive Director; reviewing applications received, short-listing candidates, and preparing for interviews
- development of a transition plan for CHHA, to be shared with the membership later in September
- reviewing contracts to ensure legal compliance

Board Governance

- participation by all Board directors in a three-day in-person meeting during which we reviewed CHHA's objectives and purposes, renewed our commitment to moving forward with these objectives, and received extensive training on the role of individual directors as well as the role of the Board of Directors as a collective to ensure that CHHA is moving in the right direction
- planning for future growth to realize CHHA's full vision
- working on task forces in three key areas: organization structure and functioning; membership; and policies and procedures
- recommending by-law revisions to later be discussed and adopted if acceptable by the membership at the 2018 AGM
- developing numerous policies and procedures

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As a Board, we are focused and determined to work hard for you, our members. Our goal is to create an effective, modern organization that continues to improve on delivering value for all of our members across the country. Our association has a rich history and legacy of support but requires attention to a number of foundational areas so that we may expand and continue to support our growth.

Recently however, the Board received a request for a Special Meeting of Members. The purpose of the meeting is to remove the full Board for reasons of non-confidence in our ability to continue to govern CHHA. As a member-driven association, we value and respect all opinions and recognize that the volume of change may be difficult for some. As a Board, we fully appreciate the confidence the membership bestowed upon us in May 2016 during the last AGM, with subsequent appointments made to fill vacancies on the Board.

In closing, your Board's dedication to the mission of CHHA is strong. Equally strong is the bond we have as a team. The welfare of CHHA is our primary focus for the benefit of Canadians living with hearing loss who need our advocacy.

Sincerely,

CHHA National Board of Directors