



Annual Report 2011

September 1, 2010 - August 31, 2011



BC FAMILY HEARING
resource ★ society

BC Family Hearing Resource Centre
Surrey Early Speech & Language Program



Bright futures
for Children



Some Facts

- The early name of the BCFHRC was the BC Elks Auditory Rehabilitation Centre
- We were the first early intervention agency in BC to offer all communication choices with a nonbiased approach with deaf/hearing loss children
- The BCFHRC has grown from 5 families in 1982 to 257 families today
- Average age of referral 20 years ago in BC was 48 months; average age of referral today is 16 months
- We began with 3 part time staff (2 intervention and 1 administration); today we house 20 staff (16 - intervention and 4 - administration)
- We are the first agency to have a research component established in 2007
- We are the only intervention agency in BC to have a published book that serves as a resource to parents and community service providers in countries around the world



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Who We Are

The BC Family Hearing Resource Society is the largest not-for-profit organization in British Columbia that provides services to families and their children from birth to five who are deaf or hard of hearing and/or who have speech and language challenges.

For over 28 years, our state-of-the-art facility has combined expertise of highly skilled interventionists, innovation, and technology to meet the needs of infants, babies, and children with hearing loss, deafness, and communication challenges. In addition to services for children, we provide training/workshops for parents, community service professionals, and students in order for them to acquire necessary skills and knowledge to maximize children's communication development. Our research affiliations with the University of British Columbia enable us to investigate, learn and provide evidence-based service delivery.

BC Family Hearing Resource Society (BCFHRS) is the name of our organization. BC Family Hearing Resource Centre (BCFHRC) is the name of our provincial program serving deaf and hard of hearing children. The Surrey Early Speech and Language Program (SESLP) is the name of our program serving children in the local community who have speech and language learning challenges unrelated to hearing loss.

Our Organization is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). We have met internationally recognized standards of quality in the provision of our services.



“It has been an absolute pleasure (and blessing) to work with the staff at BCFHRC for the past 5 years. My son’s incredible speech & language skills could never have happened without your direct support and the support you gave our community SLP. Thank you, thank you, thank you!”

Mission

The BC Family Hearing Resource Society strives to help every child reach their fullest potential. We provide family-centered services beginning as early in the child's life as possible and are committed to individual choices.

- The BC Family Hearing Resource Centre offers support and resources throughout British Columbia to deaf and hard of hearing children, their families and community service providers
- The Surrey Early Speech and Language Program offers services to families with children who have speech and language learning challenges and live in the local community



Values

Family Centered

- The relationship to parents – early interventionists – is one of an equal partnership
- We consider the needs and strengths of the entire family, not just the child
- We respect and support the decisions parents make

Informed Choice

- We provide full and unbiased information to families
- We support the communication options parents choose

Evidence-Based Practice

- We make decisions based on research, our own clinical experience and input from families
- We are continuously evolving and open minded

Respect for Diversity

- We serve individuals and families with diverse ethnic and cultural backgrounds

Caring, Compassion and Empathy

- We recognize the sensitive nature of the services we provide
- We provide an environment where families and children feel safe and supported

Message from the President



The last year has been a busy one for the Board of Directors with important progress on many fronts. At the beginning of December 2010, the agency completed its third CARF accreditation survey. We were awarded our third three-year accreditation, the highest available internationally recognized standard.

Congratulations to the staff for this important achievement. April 1st saw the confirmation of Dr. Noreen Simmons as permanent Executive Director. Dr. Simmons has been busy with re-organization of staffing, budgeting, and overseeing our exciting plans for the future.

At the beginning of our hearing program in the 1980s, we would see about 5 - 8 annual intakes due to late diagnosis and referral. Today we have advanced to approximately 75 referrals annually because of the BC Early Hearing Program's (BCEHP) newborn hearing screening - an initiative of the Provincial Health Services Authority. So now, instead of an average age of referral at 48 months, we see most new referrals as infants or babies. And, for every 10 referrals from BCEHP, we receive eight new children into our program. Hence we now serve more than 200 children with deafness and hearing loss through BCFHRC.

We are reaching children earlier and further afield across the province. This is critical to language development and ensuring that all children

throughout the province receive service. At the end of the school year, we celebrated the graduation of 14 students from the Parents and Language Stimulation (PALS) group program, who transitioned into their grade-school careers at the beginning of September, 2011. Our sign-language instructors have integrated our online/webcam Virtual Hearing Resource Centre capability which brings their expertise directly into the homes of clients using manual communication modes. Our Surrey Early Speech & Language Program (SESLP) serves more than 400 local children with expressive speech challenges. Our administrative and professional teams continue to provide excellent service to the Centre's children and families.

Through our Board of Directors, various committees, and planning sessions, the agency will continue to uphold the mission and values with solid direction as we move into this era of leaving no child behind in developing their communication, social, and academic skills. I would like to thank our Board volunteers and all staff for their dedication and effort as we move ahead to face the inevitable challenges of achieving social profit and full communication ability for all our children. Thank you for your trust and for giving me the opportunity to serve as your Board President.

Sincerely,
Graham Bryce
President

Message from the Executive Director



We have had a tremendous year despite the global economic and financial situation. Our greatest satisfaction was in achieving a three-year accreditation from CARF. This would not have been possible without the dedicated and consistent hard work of all staff. Over the past year, all aspects of operations – programs and services, finances and fundraising, staffing, and public relations – were reviewed with strategic

focus on future goals. BCFHRS will continue to push forward with our mission and values to support children and their families with deafness, hearing loss, and communication challenges.

We are proud of the number of children we now serve. Below is a brief summary of our service delivery for the year Sept 1st, 2010 - Aug 31st, 2011.

- **Total hours of service provided by the BCFHRC & SESLP program:** 13,957.44
BCFHRC: 11,303.44; SESLP: 2,654
- **Total number of referrals:**
BCFHRC: 69 (53 - Lower Mainland; 16 - Outreach); SESLP: 286
- **Total number of clients who received services:**
*BCFHRC: 257 (163 - local clients; 94 - Outreach clients)
SESLP: Over 400*
- **Total number of children in the BCFHRC program identified by BC Early Hearing Program (BCEHP):** 109
- **Total number of children with Cochlear Implants:** 38
- **Total number of children transitioned to kindergarten:**
BCFHRC: 35; SESLP: 146

Early in the year, we collaborated with the BCEHP for online data transfer from the Nucleus Information Management System (used by BCFHRS) to the BEST System (used by BCEHP). We developed the online training modules, which is in its second phase of completion and will be used

to provide support and education for parents and community service providers, especially in outreach communities.

The highlights from our year come from our outcomes measures, wherein more than 85% of our families and community service providers reported satisfaction on overall quality of services. Nothing is more important to us than being able to tell our families, government funders, corporate and individual donors that our work is exceptional and we continue to strive to improve our services.

Our research collaboration with UBC - Department of Educational and Counselling Psychology, and Special Education and the Human Early Learning Partnership continues to strengthen as we advance on our investigations on issues encountered in early intervention clientele.

Since the Elks and Royal Purple Lodges began the program in 1982, many members have been actively involved as Board members, members on sub-committees, and in various fundraising efforts. We continue to rely on their ongoing support that is so important to our programs and services.

The success of our Organization is determined by many that work towards making futures bright! The Organization appreciates any and all funds raised that directly benefit our children. We are thankful for the continued support provided by the Ministry of Children and Family Development, BC Early Hearing Program, the Elks and Royal Purple, Variety – The Children's Charity in support of the Deaf mentor program, and many individual donor contributions.

I am grateful to our volunteer Board that is comprised of many dedicated men and women who contribute their time and talents to accomplish the many goals of the Organization. Lastly, I would like to express my gratitude to the dedicated staff at BCFHRS who always go an extra mile to meet the needs of every child and family we serve. I look forward to your continued support in helping us as we work towards building a Centre of Excellence.

*Noreen Simmons
Executive Director*

Board of Directors & Staff



Directors

Executive

Dr. Graham Bryce,
President

Rick Moore,
Vice President

Sally Hurst,
Past President

Dr. Charles Laszlo,
Advisor

Directors

Al Edwards
Eleanor Scott
Ken Mulligan
Laurie Usher
Melissa Campbell
Sarah Anne Hrycenko

Staff

Executive Director

Dr. Noreen Simmons

Teachers of the Deaf & Hard of Hearing

Catherine Moore

Dyan Spear

Judy Chrastina

Speech-Language Pathologists

Alex Lay

Charmaine Francis

Emily Black

Zara Gauthier

SESLP Speech-Language Pathologists

Amanda Goodison

Linda Spencer

Alex Lay

Auditory Verbal Therapist

Carolyn Hawrish

Sign Language Consultant

Suzie Fairweather

Early Childhood Educators

Karen Jackson

Sharon Neufeld

Family Support Parent/ P2P Coordinator

Cathy Luther

Finance & Accounting Administrator

Cathy Cruickshank

Program Assistants

Cindy Adams

Ivana Kranjec

Val Matthews



Events & Accomplishments

Elks and Royal Purple Visits to BCFHRS

The Grand Exalted Ruler, Dave Hurley, visited and toured our specialized hearing loss facility on November 9th. He and his wife also mingled and interacted with children from our preschool class and was hosted to lunch by our volunteers and staff.

On January 20th, we were pleased to welcome the Supreme Honorable Royal Lady (SHRL), Lynda Nolan, to our Centre. After the introductions and Centre tour, the SHRL presented a generous donation to Dr. Noreen Simmons, and took time to meet families from our toddler group - Partners and Playmates.

We also had the pleasure of hosting a visit from Agnes Fuchs, the National Charities Coordinator who visited BCFHRS on April 27th. When the formal part of the visit was over, Agnes was also able to enjoy the company of our preschoolers, have some refreshments, and watch a slide show presentation of our groups and programs.



BCFHRS Visits to Elks and Royal Purple Lodges

Dr. Noreen Simmons and Ms. Ellen Peterson, our former Director of Administration, were delighted to attend the Langley Elks Lodge's 75th Anniversary dinner on November 13th. Congratulations Langley Elks; we enjoyed celebrating this milestone with you. We are very thankful for your Lodge's commitment and involvement in our work.

In December 2010, Dr. N. Simmons and Ms. E. Peterson attended the Vancouver Elks Lodge for their annual Christmas dinner and bursary awards ceremony. We are very grateful for being included in this special evening and for Elks' unwavering commitment to support UBC graduate students from the Program in Education of the Deaf and Hard of Hearing, in addition to the support we receive for our programs and services.

Burnaby Elks invite us every year to their annual cheque presentation. On May 28th, Cindy Adams, one of our program assistants representing the Centre, attended the ceremony and received a donation on behalf of our Centre.

On June 9th, Dr. N. Simmons was invited to attend the Port Coquitlam Elks Lodge cheque presentation. The Lodge contributed a cheque in support of the children at the Centre.

Surrey Mayor Dianne Watts Visits BCFHRS

Mayor Dianne Watts, accompanied by Councillor Marvin Hunt, visited our Centre on April 20th. They met with Executive Director Dr. N. Simmons, Board President Dr. G. Bryce, several Board members, staff, and families. The Mayor toured the facility, observed individual and group sessions in progress, and enjoyed mingling with the babies and children. The Mayor indicated she enjoyed spending time with the families and wished she could do this more often. Thank you Mayor Watts for taking the time to come and visit with us!



Elks and Royal Purple Annual Walkathon 2011 – Celebrating 10 years of Walking for Bright Futures

On May 15th, the Elks and Royal Purple conducted their 10th annual Walkathon in support of the BC Family Hearing Resource Society. Campbell Valley Park welcomed more than 100 participants to its serene setting in South Langley. Despite the rain, the Walkathon raised over \$18,500, exceeding last year's total by over \$7,000. Our new initiative this year – the online registration and pledging option – allowed us to raise over \$7000 even before the event took place!

We would like to express our gratitude to the organizing committee, sponsors, donors and all families, for participating in the walk and supporting a great cause.

The Vancouver No. 1 Elks and Royal Purple members, who also volunteer on the Walkathon Committee, handled the registration with a little help from BCFHRS staff. The Cloverdale Elks sponsored all their walkers, and the Langley Elks pledged their members who volunteered and walked. The White Rock Elks also made a special cheque presentation to Executive Director, Dr. N. Simmons. To energize for the walk, guests enjoyed coffee, muffins and milk donated by McDonalds.



After the walk, members of the Langley Elks barbecued hot dogs and hamburgers courtesy of Jackie Allain, IGA, Buy Low Foods, and the food donation bucket. All participants were sporting t-shirts emblazoned with the Bright Futures emblem, as well as logos of our sponsors: Elks and Royal Purple of Canada, Elks and Royal Purple Fund for Children, Allegra Surrey, and YMCA. There were many lucky winners of prizes generously donated by Surrey YMCA (who also provided a Bouncy Castle and Slide for our youngest walkers), BC Lions, Marlan Logistics, Entertainment Book, and Ultimate Seafood Junkies. Congratulations to the winners, and a big thank you to all organizers, donors, sponsors and guests. We are already looking forward to next year's event on May 27th!

Elks and Royal Purple Conference in Penticton

Dr. N. Simmons and Ms. E. Peterson were invited to attend the Elks and Royal Purple Conference in Penticton on May 28th. Dr. N. Simmons made a brief presentation of our programs and services and expressed her gratitude towards the invaluable and generous support provided by the members of various Lodges. Members at the Conference also had the opportunity to receive first hand information from community speech-language pathologist, Margie Colclough. Ms. Colclough shared her experiences on the community supports provided by BCFHRC and showed a video-clip of a child receiving services from BCFHRC.

Elks and Royal Purple Appreciation Luncheon

Our annual Appreciation Luncheon in honor of Elks and Royal Purple took place on June 7th. Members from several Lodges across the province had an opportunity to witness how their generous support helps young deaf and hard of hearing children and their families. The visit began with a tour of the Centre, followed by a play performed by children from our preschool program. We concluded the event with social time and refreshments.

Our Generous Supporters & Volunteers



“We are indebted to the continued involvement and ongoing support of our incredibly generous supporters and volunteers. We appreciate and value their contributions that are so vital to our programs and services.”

Major Supporters

Elks & Royal Purple Fund for Children
Gaming Policy & Enforcement Branch
Province of BC -
Ministry for Children & Family Development
Provincial Health Services Authority -
BC Early Hearing Program



Elks

Agassiz #311	Oliver #267
Burnaby #497	Parksville-Qualicum #589
Cariboo #239	Prince George #122
Chilliwack #48	Prince Rupert #342
Cloverdale #335	Salmon Arm #455
Delta #531	Vancouver #1
Langley #259	White Rock #431
North Kamloops #469	

Order of the Royal Purple (Lodges)

Aldergrove #38	North Surrey #249
Ashcroft #263	Port Coquitlam #10
BC Provincial Past Presidents	Prince Rupert #8
BC Royal Purple Association	Salmon Arm #279
Williams Lake	Smithers #47
Lillooet #274	Vancouver #1
Merritt #239	Vernon #123
Nanaimo #16	
North Kamloops #277	



Corporations & Foundations

Allegra Surrey	Surrey Firefighters
BC Lions	Charitable Society
Breakwater Studio	Telus Communications Co.
Buy Low Foods	Tong Louie YMCA
Canadian Hard of Hearing Association BC Chapter	Ultimate Seafood Junkies
Google Matching Gift Program	United Commercial Travelers of America
IGA	United Way of the Lower Mainland:
Imperial Tobacco Co. Ltd.	London Drugs (Coquitlam Centre);
Jackie Allain	Service Canada, Vancouver Airport Authority
Marlan Logistics	Variety - The Children's Charity
McDonalds	Westinghouse Motors
Microsoft Canada	
Newmac Lumber Ltd.	
Northern Landscape Services (2007) Inc.	
Nucleuslabs Info Tech	
Open Purse Foundation	
Silver Diamond Country Dancers; c/o Darlene Marion	



Individuals

Acton, Ronald & Mavis	Choi, Peter & Eunji Oh	Grant, Vanessa	Lacey, Cheryl & Colin	McLean, Karen
Altena, Miriam	Chung, Raveen	Gray, Victoria	Lake, Ryan	McNeil, Wendy
Anderchek, Katherine	Chychrun, Anne	Groves, Kate	Lane, Susan	Middlemiss, Brett
Antoni, Miriam & Daniel	Colclough, Margie	Gustafson, Christine	Lansdowne, Dolores	Molnar, Ron
Arai, Eriko	Connelly, Elizabeth	& Matthew	Lay, Alexandra	Moon, Nicole
Armitage, Karen	Cowie, Senga	Hampton, Nicola	Lay, Angela	Moore, Bob & Lynne
Armitage, Gail	Craigie, Margaret	Harsha, Neville &	Layegh, Karm	Moore, Dan & Brenda
Artemenko Family	Curtis, Hugh	Simmons, Noreen	Lee, Nicole	Moore, Shirleen
Barrett, Janet	Cyr, Paul	Harty, Colin	Leggatt, Marlene	Mulligan Family
Bivar, D.	Devries, Debbie	Hawrish, Fred	Linge, Tom & Yvonne	Munds, Randy
Bjarnason, Mary	Dixon, Lyn	Henderson, Stephanie	Louden, Robert	Nelson, Daryl
Black, Emily	Dosman, Erin	Herrmann, Gordon P.	Lund, Marguerite	Nelson, Marilynn
Black, Alan	Ellis, Jessie	& Gwen M.	Magnusson, David	Newington, Andrea
Bradbury, Karen	Erickson, Jessica	Ho Family	Mahli, Sarb	Nolan, Lynda & Paul
Briner, Chris & Carol	Farmer, Kari	Hope-Ross, Kyle	Majewski, Angela	Nyrose, Kristie
Brown, Margaret	Finn, Eoin	Hunt, Ray	Marcovici, Monika	Obviar Family
Bryce, Graham	Follett, Glen	Hurst, James & Sally	Marcus, Tom & Sharon	Old, Bonnie
Bryce, George	Ford, Joan	Hurst, James Jr.	Marek, Veronica & Karl	Orso, Michelle & Adrienne
Bryce, Warren	Ford, Denys & Marguerite	Jackson, Karen	Mark, Brian	Payne, Ann
Bryce, Hugh	Foreman, Richard	Jamiepole, RoRo & DoDo	Marshall, Eileen	Pearson, Karen & Robert
Bryce, Ronald & Florence	Fownes, Sharon	Jones, Laura	Martini, Barry A.	Pelkey-Currie, Art & Gladys
Bryce, Arthur	Francis, Douglas	Kahgee-Cutbush, Veronica	Mathieu, Melissa	Penfold, D. Craig
George & Kathleen	Francis, Charmaine	Keizer, Rebecca	Matic, Richard & Mara	Penner, Josphine
Buckingham, Shelley	& Michael	Kjellbotn, Christa	Matterson, Jenny	Perrault, J.
Burley, Elizabeth	Francoeur, Ray	Kjellbotn, Scott & Sandra	Maxwell, Patrick	Peterson, Ed, Ellen & Family
Burns, Peter & Katriece	Freeman, Janet	Kjellbotn, Marv	McEwan, Liz	Pierce, Henry & Rose
Cable, Rod & Linda	Gauthier, Simon & Zara	Kjellbotn, Joy	McGregor, Dr. John	Polnau, Jennifer
Card, Jennifer	Gillon, Bronwyn	Kjellbotn, Danielle	& Marilyn	Price, Lily & Frank
Cawdell, Trevor	Goodison, Amanda	Klassen, Cori-Anne	McKitrick, Rob	Pride, Cory
Caza, Christy	& David	Kranjec, Ivana	McKitrick, Maryann	Pringle, Bob & Laverne
Chiang, Celia	Grange Family	Kurran, Chuck	McKitrick, John & Joanne	Pritchard, Rinford & Muriel

Donors giving \$25 or more are listed.

Pritchard Orr, Alison
Rasmussen, David & Sandra
Riedl, Todd
Robson, Kimberly
Sadler, Barry
Sadler, Grace
Salehi, Borzo
Schiffmacher, Stephanie
Schiffmacher, Christine
Schroeder, Rob
Scott, Heather
Scott, Eleanor
Seidel, Charyse
Shauer, Kim
Siegler, Catherine
Smith, Jolene
Solly, Mandy
Spear, Robert & Dyan
Spencer, Linda & Granger
Stuart, Kelley
Sunburg, Shirley
Swain, Dr. R.G.
Taylor, Gary, Bobbi & Family
Taylor, Joe
Thompson, Helen
Tomnuk, Joane
Trask, Elaine
Tucker, Anabelle
Turnill, Robin
VandenHoven, Cheryl
Vinh, Loc


Walls, Sharon
White, Carol
Wilding, April
Wilson, Graham
Wojtas, Eileen & Ray
Wong, David
Wong, Mona
Wormald, Carolyn
Yu, Brenda
Yuen, Virginia
Zappone, Antonia
Zwar, Kevin

Volunteers

Aranadi, Denise
Aujla, Sandy
Bellamy, Darren
Bellamy, Jane
Bullied, Marianne
Hayter, Jill
Kamimura, Sanae
Helms, Patti
Kholia, Raksha
Lai, Mei
Midha, Sana
Patkau, Tami J.
Perez-Leon, Andrea
Sanderson, Jenna
Schiffmacher, Karl
Torres, Ronald
Walls, Julia
Wiebe, Donna
Woo, Yiwan

In Loving Memory

Badh, Bakhshish
& Dilbag
Glover, Lady Thelma
Green, Aida Salazar
Gutteridge, Cam & Ina
Noakes, Margaret
& Leonard
Parkin, John R
Rowan, Irene V.
Ryan (MacGregor), Trish
Stibbs, Dr. David Michael
Swain, Ann
Thistle, Lawrence
Thompson, Evelyn J.
Usher, Emily
Young, Leone May



Thank you
for your
support!



BCFHRC

BC Family Hearing Resource Centre

Services to Children and Families

The BCFHRC has been providing family-centered services to deaf and hard of hearing children aged birth to five for over 28 years. Our goal is to ensure children develop age appropriate language, listening, speech, and overall communication skills. We offer a range of services and enable parents to be actively involved in every aspect of their child's intervention services. Our services include individual intervention sessions, group programs, support and educational activities for children and their families provided throughout the year. We also offer consultation, workshops and training opportunities for community service providers who work with deaf and hard of hearing children.

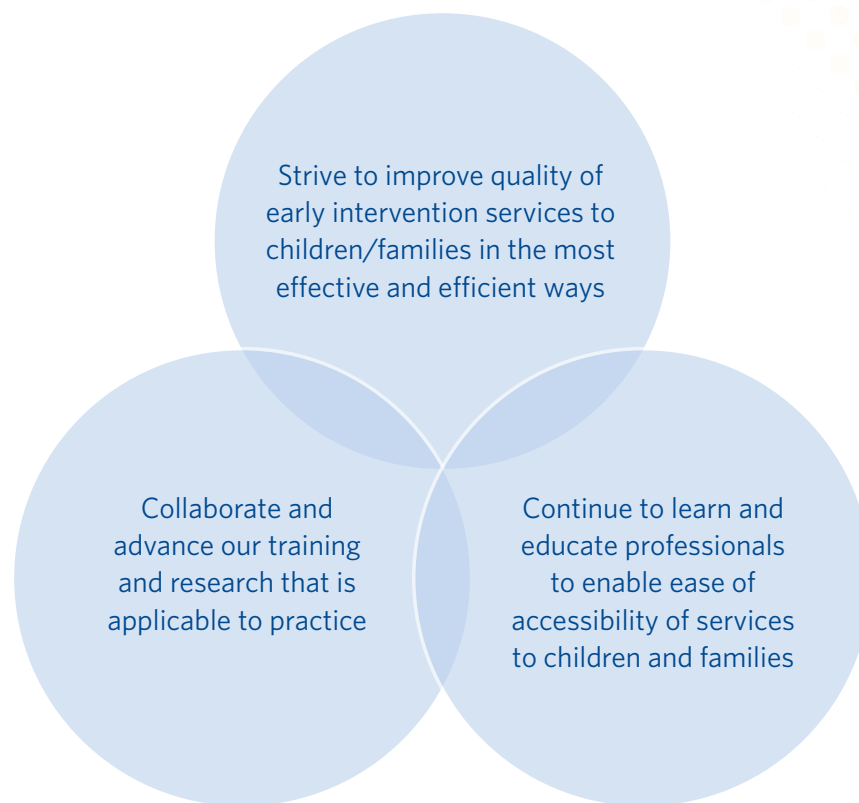
Research conducted for the past several years indicates that intensive intervention and active involvement by families in the early years of a child's development can result in optimizing a child's communication potential. We strongly believe in maximizing a child's communication potential and work with the family and team of professionals to achieve this goal.

Non-Biased Communication Approach to Intervention

BCFHRC is committed to providing services through a non-biased communication approach. Families can explore and learn a variety of communication options (e.g., auditory oral, auditory verbal, sign supported speech and sign language) prior to making a decision on choosing the best approach for their child. Our early interventionists will work together with your family in choosing the best approach for your child. Since every child is unique, services are tailored for every child and their family. We offer the flexibility and guidance needed for changing an approach if it is not suitable for your child. At all points of your journey with our programs and services, we are available for education, support, and feedback.

Our Team

Our dedicated and diverse team includes intervention, support and administration staff who work together towards the success of the Organization. Early interventionists are qualified as speech-language pathologists, teachers of the deaf and hard of hearing, audiologists and auditory-verbal therapists. With their advanced degrees and expertise to work with a highly specialized population, they develop plans, set goals, and measure outcomes to maximize a child's communication development. Our support staff is comprised of a family support parent with personal experience raising her own children who have hearing loss, and two early childhood educators who serve as sign language instructors and Deaf Mentors due to their own experiences with Deafness/hearing loss. Lastly, we have three program assistants and one Finance and Accounting Administrator who consistently provide support to our team with their timeless efforts on planning and coordination of programs and services, IT and data management, building maintenance, finances, accounting and fundraising activities.



“We have never for a moment felt pressured to move in any direction and have always been supported in the choices we have made. Beyond that, the staff have always made sure that we have information on all the options so as to make the best choices.”



Core Services

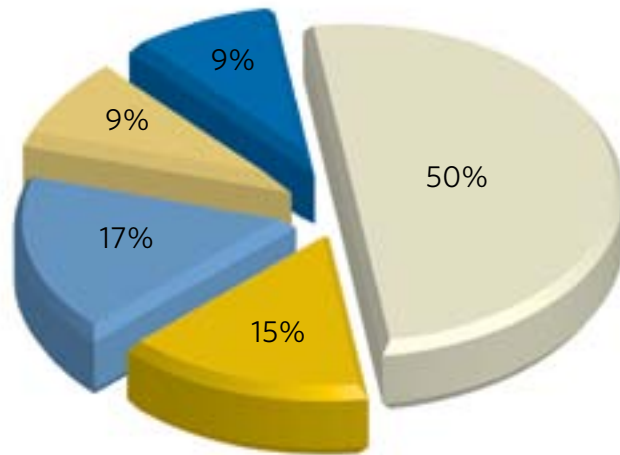
Our myriad of family-centered services provides families with a range of choices to make the best possible decisions for their child. We recognize the sensitive nature of the services and strive to provide an environment that is caring and compassionate for optimal communication development.

Services available for infants, toddlers and preschool children

- Home-based and Centre-based sessions
- Speech, language and auditory therapy
- Language groups for children and parents
- Consultation to preschools/daycare
- Practical tips for parents
- Individual or consultative outreach services
- Training/consultation for professionals
- Individual or group sign language instruction
- Extended family support
- Parent to parent support
- Consultation with Deaf or hard of hearing staff
- Cochlear implant habilitation
- Clinical externship opportunities for students
- Individual or group Deaf Mentor sessions
- Access to current research, information and education materials

Percentage of clients served, classified by region

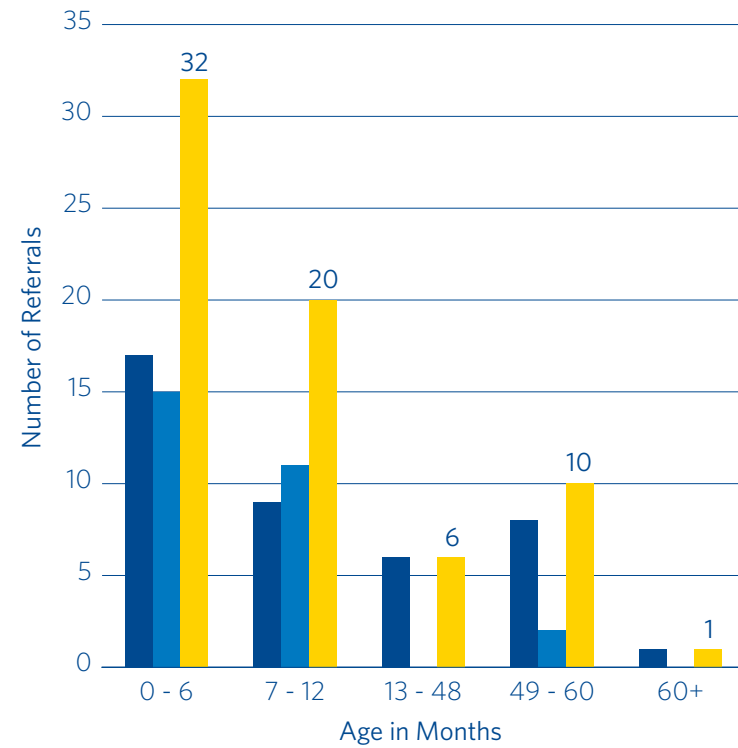
Data by Geographic Region:
September 1, 2010 - August 31, 2011



- Fraser Valley
- Northern BC
- Vancouver Coastal
- Vancouver Island
- Interior BC

Total number of new referrals classified by age and gender

Male Female Total



Our Programs

The BCFHRC strives to optimize communication development in children by promoting access to the broadest range of quality services and supports. Our non-biased comprehensive programs allow families to make informed decisions on the best approach that is tailored to meet the needs of every child and family.

Individual Intervention

Individual intervention sessions are an essential part in developing children's listening, language, speech, social, and overall communication skills. Assessments are conducted, goals are set and reviewed periodically, and progress is monitored by the interventionist together with the family. Individual sessions provide the family with a wealth of knowledge on strategies and skills to use in daily routines to maximize their child's communication development.

“Without the staff and support of BCFHRC we would be completely at a loss as to how to deal with our daughter's hearing loss. It has been a complete life saver!”



Groups

Our various specialized group programs are designed to provide language rich environments in all areas of early development and education. Group programs also promote socio-emotional development for the child and provide opportunities for parent education and support. Every group has a specialized interventionist along with support staff such as an early childhood educator, family support parent or sign language instructor.

Over the summer, we introduced a new intervention group, 'Listen and Tell', that provided narrative therapy for children with higher language and social interaction skills. The purpose of the group was to facilitate storytelling, topic initiation, maintenance, and learning to answer wh- questions.

Our Current Groups are:

- Bouncy Babies – infants to 18 months
- Partners & Playmates (PNP) – 18 to 30 months
- Parents and Language Stimulation (PALS) – 3 to 5 years
- PEER – 4-year-old hard of hearing preschoolers preparing for kindergarten
- Mingle & Play – summer fun for all families within the province
- Listen & Tell – for preschoolers with higher language levels

Sign Language Services

Families and community service providers have access to individual and group sign language sessions offered throughout the year. Sign language services are tailored for each family and can progress from beginning to advanced levels.

Deaf Mentor Program

The Deaf Mentor program is a new initiative introduced this year where specially trained Deaf adults act as role models and share their life experiences, as well as provide education and support to parents of children with deafness/hearing loss. The Deaf Mentor program enables families to identify and appreciate subtleties in their child's communication and learn visual communication/sign language to successfully communicate with their child.

Parent Support Network

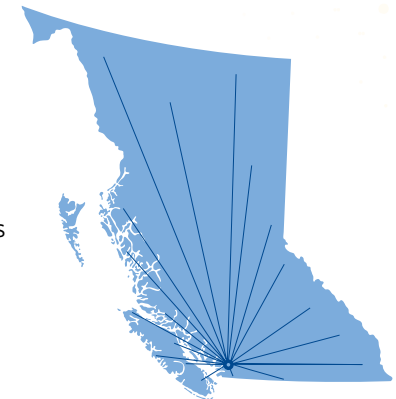
Our parent support network is comprised of a diverse network of supportive current/past parents who willingly volunteer their time to share their experiences, skills and knowledge of raising a deaf/hard of hearing child. Our parent support program is open to all families, and provides opportunities to learn advocacy skills, build relationships, and equip them with tools to build communication development.



Outreach Services

We are the largest provider of services to deaf and hard of hearing children in the province. Outreach services include direct face-to-face visits with the family and/or the community service provider and/or indirect services through the Virtual Hearing Resource Centre. Services to the family can be direct individual intervention or consultative, depending upon the needs of the family and/or the community.

Our highly skilled and specialized staff collaborate with community service providers to conduct assessments, develop individualized plans, as well as educate and provide supports on various issues relating to the needs of the child and family. We also offer training and workshops to parents and community service providers all across the province.



Mingle and Play

The Centre continues to conduct an annual gathering of all families and their children for four days in the summer. The fun-filled event provides opportunities for networking, education, language stimulation, and for getting to know staff at BCFHRC. We had a very successful 'Mingle and Play' workshop that ran August 2 - 5. Forty-seven families from all over the province attended the event, and approximately 331 people participated in the four-day program.

“The BCF staff and volunteers do such an amazing job (Mingle and Play) every year. We look forward to the next year before we are even done this year.”

“I find outreach services excellent in team effort and supportive in accepting my professional opinions and ideas.”



SESLP

Surrey Early Speech & Language Program

My child hasn't started to say words... people have a hard time understanding my child... my child can't say sounds properly... my child doesn't seem to be able to answer questions... my child doesn't use full sentences... my child stutters... these are some of the reasons children are referred to the SESLP program for a variety of services. This past year saw **286 new families** referred to our program for communication difficulties unrelated to hearing loss. **Over 400 children received intervention** in the form of consultation, monitored programs, assessments or individual intervention for scheduled blocks of time.

Parent workshops and group intervention also continue to be offered through the SESLP program. Over the year, 94 individual families attended one or more groups. Some of our groups involved the children being present with parent participation (**SOS - Songs and Rhymes Group; Playing with Sounds - Summer Phonology Group; Communication Station - Summer Language Group**), while others involved workshops which only parents or care providers attended (**Tyke Talk - Language Development; Sound Signals - Speech Sound Productions; Kindergarten Readiness; Early Literacy Skills**) to provide education and training. In total, 24 families attended a group where their child was present, 49 families attended parent workshops and 21 families chose to attend both parent workshops and child participation groups. Both workshops and groups are designed to provide skills that parents can implement into their daily interactions with their child that will assist their child in improving his or her communication skills. Best practice indicates that the training and coaching that parents and caregivers provide is as important in the scope of developing and improving communication skills in young children as is individual intervention.

“My son has made huge improvement during his speech sessions with (his therapist), which is way beyond our initial expectation. Thanks (to our therapist); we appreciate your help so much! And thanks SESLP for providing this excellent program to help kids!”



This year we saw over 257 families discharged from the program including **146 children moving on to school**. This is often an anxious time for parents as they wonder if their child is ready, what type of help they will get, who will be there to help guide them, etcetera. Many parents find it helpful to attend the Kindergarten Readiness evening that we offer each spring.

We continue to provide information to families and service providers through our newsletter and website, allowing other avenues to provide suggestions to use with children with communication difficulties, reading material about 'best practices' and information as to what is happening at the Centre.

The Surrey Early Speech and Language Program continues to work collaboratively with other agencies in the region through the Central Referral Pilot Demonstration Program which has exposed parents and



other referral sources to a clearer path for making referrals, and assured continued communication between all agencies to provide the most appropriate service to families. We also continue to provide monthly consultation visits to families being seen through the Infant Development Program in the Surrey/White Rock area. This program provides an opportunity for coaching/training Infant Development Consultants who are working with children with communication needs, answering parents' questions and guiding families in making appropriate referrals for communication concerns when appropriate.

The Surrey Early Speech and Language Program strives to provide services that meet the needs of the child and their family and helps each child reach their full potential. In working with the families, we continue to add and improve upon service and intervention approaches.



“The staff at the Surrey Early Speech and Language Program are the best I've experienced. My son is very comfortable there and looks forward to learning there. He now takes the time to think about it (what he is saying) and sounds it out for himself. All because of the technique, suggestions, and tips from the staff. I highly recommend them to all parents when I hear another child with a speech delay. I always share our experiences with other families.”

BCFHRC Training

The Organization offers a variety of workshops and training opportunities for parents, community service professionals, and students that range from basic to advanced skills to maximize communication outcomes for children with deafness and hearing loss.

Training for Parents and Professionals

Partnerships

The partnerships curriculum and training is designed by our Organization to provide training for interested professionals who work with deaf and hard of hearing children across the province. The curriculum is comprised of different topics and can be adapted to suit the needs of specific professionals or the type of clients they serve.



Our Auditory-Verbal Therapist offered a one-day workshop/training session on September 25th to eleven early childhood educators from childcare centres in Chilliwack.

The modules that were used for the training were:

- A: Getting to know the child with hearing loss
- B: Assistive listening devices
- E: Making the childcare environment accessible and facilitating communication with deaf and hard of hearing children

Tyke talk

BCFHRC and SESLP provided a joint workshop to clients and their families who had speech and language challenges and hearing loss. The workshop was conducted once a week for four weeks in October and was designed to

provide education on hearing and language development. The workshop also discussed techniques for facilitating improved language outcomes in children, the importance of play and books, and the use of non-verbal communication to help bridge the gap and behavior and communication connection.

Language and Sign Workshop

On October 20th, one of our Speech-Language Pathologists and our Sign Language Instructor provided a two-hour workshop for Early Childhood Educators that focused on hearing loss issues, sign language, and social interaction activities. Professionals were provided with hands-on activities and practical skills to work with a deaf/hearing loss child. Nineteen professionals attended the workshop.



PEER

The PEER activities are designed for parents and their children who are transitioning to kindergarten. PEER activities are offered in two components: **a monthly evening workshop for six sessions and a three day workshop in the summer.** The monthly PEER sessions were conducted from October through March. On April 28-30, parents attended full-day workshops while the children participated in classroom activities. Seventeen clients attended at least one monthly PEER session. Of the 17 clients, 9 attended in person and 8 joined the workshop online. Seventeen clients attended the three-day PEER workshop conducted at the Centre. Of the 17 clients, 11 were local clients and 6 were outreach clients.

PEER group for children teaches self advocacy skills in a classroom setting and enables them to meet “PEERS” who have hearing aids and cochlear implants. The PEER group helps children to build their confidence and teaches them how to talk to others about their hearing loss. **PEER group for parents** provides critical information about supports in the school system and being an effective advocate for their child. It provides an opportunity to discover and explore the challenges that deaf and hard of hearing students may face, learn types of accommodations that can be made for their children’s learning environment, and help them develop positive self esteem. PEER group also offers a chance for parents to meet other parents, teens, and professionals, and obtain information on various supports available in the community.

“*I would recommend PEER to other parents because when you learn your child has a hearing loss, it’s very overwhelming. PEER has totally made me feel more at ease and I know the road I have to take for my child to succeed.*”

Cochlear Implant Workshop

A two-day workshop was provided on November 25th and 26th to community service professionals such as Speech-Language Pathologists, Infant Development Consultants, and Social Workers from across the province. The focus of the workshop was auditory and language rehabilitation strategies for children who had received a cochlear implant. We had 20 professionals attend the workshop.



“*I thought it (Cochlear Implant workshop) was excellent. I appreciate the expertise, experience and professionalism of the staff. You have an ‘awesome’ program.*”

UBC Students

Clinical presentation and observations for UBC undergraduate students from the Linguistic Department - March 7th and 14th

BCFHRC provided two, four hour sessions for 16 undergraduate students who were interested in pursuing a career in Deaf Education or Speech-Language Pathology. The students observed group sessions and participated in lectures provided at BCFHRC.

Clinical presentation and observations for UBC Audiology graduate students from the School of Audiology and Speech Sciences - March 24th

A four hour lecture and observation of a group session was provided to 12 UBC Masters of Science – Audiology students as part of their clinical practicum for an Auditory Rehabilitation course.

BC Research

It's not how you communicate,
it's simply that you **DO!!**



The BC Family Hearing Resource Centre began its initiative to conduct research in 2007. Since then, the Centre has had an ongoing relationship and collaborative agreements with the graduate program in Education of the Deaf and Hard of Hearing and the School of Audiology and Speech Sciences at the University of British Columbia. Currently, a multidisciplinary research team of faculty members and doctoral students from the graduate program in Special Education and the Human Early Learning Partnership meet regularly to analyze and review current projects and discuss new initiatives, with a goal of advancing knowledge and improving services for deaf and hard of hearing children.

In the past year, Dr. Janet Jamieson (Co-Director - Graduate program in Education of the Deaf and Hard of Hearing), Dr. Brenda Poon, Dr. Anat Zaidman-Zait, Deirdre Curle (doctoral student), Nancy Norman (doctoral student), and Dr. Noreen Simmons initiated an investigation of the transition process for BC children from early intervention programs into kindergarten. To date, there is little known about the specifics of this transition process. Information obtained from this large exploratory study will shed light on aspects of the process that facilitate and hinder a smooth transition for children with hearing loss and their families as they move into the school system.



The project has several phases that include:

- A review of literature concerning the transition process of children
- Exploring experiences of parents whose children have transitioned to kindergarten from an early intervention program
- Obtaining perspectives from stakeholders, including early interventionists, Hearing Resource Teachers, parents, and program and district administrators
- Identifying the relationship between the Individualized Family Services Plan and the Individualized Education Plan in order to establish and continue goals in school
- Identifying the transition process for Aboriginal families

The Centre has also been conducting independent research projects. Dr. N. Simmons and Ms. Carolyn Hawrish completed preliminary analyses of the data collected for a project to identify the impact of Cochlear Implantation on parents' communication choices for their preschoolers. The study identified forty children who received an implant, age and date of implantation, types of services received and communication choices used with these children. A research report on the preliminary findings was submitted to the Canadian Association of Speech Language Pathologists and Audiologists (CASLPA), which supported the project. We intend to share the outcomes of the study at the CASLPA Conference in May, 2012. Plans are underway to explore experiences of parents regarding their decision-making process on communication choices for their children.

Report of the Independent Auditor on the Summary Financial Statements

To the Members of BC Family Hearing Resource Society:

The accompanying summary financial statements, which comprise the summary statement of financial position as at August 31, 2011, the summary statement of operations and changes in net assets and summary statement of cash flows for the year then ended, are derived from the audited financial statements of BC Family Hearing Resource Society for the year ended August 31, 2011. We expressed a qualified audited opinion on those financial statements in our report dated October 26, 2011.

The summary financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of BC Family Hearing Resource Society.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of a summary of the audited financial statements in accordance with Canadian generally accepted accounting principles.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements."

Basis for Qualified Opinion

In common with many charitable organizations, the Society derives revenue from donations, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the Society, and we were not able to determine whether any adjustments might be necessary to donations, excess of revenue over expenditures, assets and net assets.

Opinion

In our opinion, except for the effect of any adjustments that we might have determined to be necessary had we been able to satisfy ourselves concerning the completeness of the donations referred to in the preceding paragraph, the summary financial statements derived from the audited financial statements of BC Family Hearing Resource Society for the year ended August 31, 2011 are a fair summary of those financial statements in accordance with Canadian generally accepted accounting principles.

Langley, British Columbia
October 26, 2011


Chartered Accountants

BC FAMILY HEARING RESOURCE SOCIETY

Summarized Financial Statements

AUGUST 31, 2011

	BCFHRC FUND	SELSP FUND	2011	2010
ASSETS				
Current assets	\$ 810,501	\$ 5,396	\$ 815,897	\$ 733,427
Restricted cash and term deposits	109,642	52,991	162,633	101,696
Capital assets	2,052,861	522	2,053,383	2,132,730
	\$ 2,973,004	\$ 58,909	\$ 3,031,913	\$ 2,967,853
LIABILITIES AND NET ASSETS				
Current liabilities	\$ 117,142	\$ 4,664	\$ 121,806	\$ 28,085
Deferred contributions	131,207	-	131,207	83,567
	248,349	4,664	253,013	111,652
Net assets	2,724,655	54,245	2,778,900	2,856,201
	\$ 2,973,004	\$ 58,909	\$ 3,031,913	\$ 2,967,853
RESULTS OF OPERATIONS AND CHANGES IN NET ASSETS				
Total revenues	\$ 1,334,955	\$ 281,031	\$ 1,615,986	\$ 1,514,439
Total expenditures	1,416,826	276,461	1,693,287	1,609,063
Excess of revenues over expenditures	(81,871)	4,570	(77,301)	(94,624)
Net assets, beginning of year	2,806,526	49,675	2,856,201	2,950,825
Inter-fund transfer	-	-	-00	-
Net assets, end of year	\$ 2,724,655	\$ 54,245	\$ 2,778,900	\$ 2,856,201
CASH FLOWS				
Cash from operations	\$ 147,712	\$ 25,425	\$ 173,137	\$ (46,778)
Cash used in financing and investing activities	(5,566)	-	(5,566)	(7,252)
Increase in cash	\$ 142,146	\$ 25,425	\$ 167,571	\$ (54,030)



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