

BC FAMILY HEARING

r e s o u r c e ★ s o c i e t y



Annual Report

September 1, 2012 – August 31, 2013



Bright futures
for Children



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

2	Who We Are	
	Mission, Values	4
6	Message from the President	
7	Message from the Executive Director	
8	Board of Directors & Staff	
10	Events & Accomplishments	
	Walkathon 2013	10
	Elks & Royal Purple Conference in Salmon Arm	11
	Elks & Royal Purple Appreciation Luncheon	11
	Grants	12
14	Our Generous Supporters & Volunteers	
20	BCFHRC Services	
24	BCFHRC Programs	
30	Surrey Early Speech and Language Program (SESLP)	
34	Training	
39	Research	
40	Financial Summaries	

Who We Are



The 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 31 years, our state-of-the-art facility has combined expertise of highly skilled interventionists, innovation, and technology to meet the needs of infants, toddlers, 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.

We are a CARF (Commission on Accreditation of Rehabilitation Facilities) accredited organization. We have met internationally recognized standards of quality in the provision of our services.



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 of parents and 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

Welcome to our 31st year of helping children with hearing loss and communication challenges. It has been a year of growth on many levels. Our Fund Development and Communications Officer, Lisa Rosales, enters her second year and is increasing awareness of our Society with greater networking opportunities and increased media attention. This was evident in our annual Walkathon, hosted by members of the Elks and Royal Purple lodges of BC, which set a new record for funds raised.

One of our goals was to become distinguished as a world class Centre of Excellence in the provision of services to children/families. This past year our research and clinical programs were recognized both nationally and internationally. Intervention staff presented at the Canadian Association of Speech Language Pathologists and Audiologists in Newfoundland as well as the First International Conference on Family Centered Intervention in Austria. Additionally, our PEER program was featured in the Volta Review (the preeminent scholarly journal in the field of listening and spoken language communication) for one of a kind structured Kindergarten transition program for Deaf/Hard of Hearing children.

Growth was not limited only to our Society. Our staff's families were growing also as four staff members welcomed new babies into their families this past year. Even with maternity leaves, no gaps occurred to intervention services thanks to the efficient recruitment of maternity replacements and the guidance of Dr. Noreen Simmons and her highly skilled and committed staff and training programs.

As a parent of a child who is profoundly deaf, and a graduate of the Society's programs, I know firsthand the importance of the work we do and its positive influences on the children of BC and their futures. Thank you to my fellow board members who volunteer their time to help give our Society direction. Thank you to our donors; whether you give with dollars or with your time, you are the fuel that allows us to move forward. Thank you to the most dedicated staff imaginable; you are truly the engine which keeps us moving. Together you have fashioned an organization which is second to none... and the world is starting to take note!

I look forward to our 32nd year together.

Rick Moore
President

Message from the Executive Director

This year we completed 31 years of providing early intervention services to children and families impacted by hearing loss and deafness. Like many non-profit organizations we encountered many successes as well as challenges.

We maximised the use of our resources to enable every child and family across the province of British Columbia to receive the support they needed. The Society developed an online video of its program and services. Please visit our website to get a better virtual understanding of our programs and services.

For the first time in the history of the Society, we've partnered with the Central Okanagan Child Development Association and contracted intervention services for the Interior and the Kootenays. This change should enable families in these regions to receive more frequent and consistent services from experienced staff with skills and expertise in hearing loss/deafness.

With increasing case loads and space constraints, we have relocated the Surrey Early Speech and Language Program to a new facility that is adjacent to our current location.

We extend our immense gratitude to our funders, donors, volunteers, Board members, staff, and families that have confidence in us, and provide the support that enables us to deliver the high quality services that are internationally recognized. It is a privilege to be part of a community that learns, acts, and builds a strong foundation for the future. I invite you to read our annual report that gives a snapshot of the past year and the future growth of the Society.

Noreen Simmons
Executive Director

Board of Directors & Staff

Executive Directors



Rick Moore,
President



Al Edwards,
Vice President



Dr. Graham Bryce,
Past President



Dr. Charles Laszlo,
Advisor

Directors

From left to right:

Sally Hurst
Agatha Cluff
Eleanor Scott



Ken Mulligan
Laurie Usher
Melissa Mykle



Sarah Anne Hrycenko
Rosalind Ho
Barbara Gee



Staff

Executive Director
Dr. Noreen Simmons



**Finance & Accounting
Administrator**
Cathy Cruickshank



**Fund Development &
Communications Officer**
Lisa Rosales



From left to right:
**Teachers of the
Deaf & Hard of Hearing**
Catherine Moore
Dyan Spear
Judy Chrastina
**Listening & Spoken
Language Specialist**
Carolyn Hawrish



**Speech & Language
Pathologists**
Alex Lay
Charmaine Francis
Emily Black
Zara Gauthier



Sign Language Consultant
Suzie Fairweather
Early Childhood Educators
Karen Jackson
Sharon Neufeld
**Family Support Parent/
P2P Coordinator**
Cathy Luther



**SESLP Speech &
Language Pathologists**
Megan MacLeod
Linda Spencer
Marianne Bullied
Alex Lay



Program Assistants
Cindy Adams
Ivana Kranjec
Val Matthews



**Contracted - Speech
Language Pathologists**
Marie-Elise Marcoux
Phebe Ho
Taucha Gretzinger

Events & Accomplishments



Walkathon 2013

On Sunday, May 26, the Elks & Royal Purple of BC hosted the 12th annual Bright Futures Walkathon in Campbell Valley Regional Park in Langley, raising over \$17,000 for programs at BC Family Hearing Resource Society.

More than one hundred supporters, including families currently using our services, past families, BCFHRS staff, Elks and Royal Purple lodges across the Lower Mainland, and members of the community gathered to support this fun event.

All participants had the opportunity to take part in a 1.5 or 3 km walk/run. Upon completion of the course, everyone enjoyed a barbecue lunch, activities for the kids, prizes and a chance to socialize and mingle.

To date, this event has raised more than \$100,000 for programs for children with deafness and hearing loss, as well as children with communication delays.



Elks & Royal Purple Conference in Salmon Arm

Dr. Noreen Simmons and Lisa Rosales were invited to attend the Elks and Royal Purple Conference in Salmon Arm on June 1. Dyan Spear, Teacher of the Deaf and Hard of Hearing at BCFHRS, and the Paquin-Lambert Family from Revelstoke also attended. Dyan expressed her thanks to the Elks and Royal Purple while Emilie Paquin-Lambert, who has been receiving services from BCFHRS since infancy, sang a song for the audience. Emilie's parents, Liliane Lambert and Dominique Paquin, expressed their gratitude for all the support they have received over the years.

Elks & Royal Purple Appreciation Luncheon

Our annual Appreciation Luncheon in honor of the Elks and Royal Purple took place on June 17. Members from across the Lower Mainland who attended the event enjoyed a performance by the children in the PALS preschool program and a graduation ceremony for the children transitioning to kindergarten. The event concluded with lunch and an opportunity for Elks and Royal Purple members to meet with families.

Grants



Hear The World Foundation

HTWF generously donated \$15,000 to the BCFHRS Outreach program. BCFHRS is the largest service provider to children with deafness and hearing loss living in small, remote communities across the province. BCFHRS Outreach staff travel throughout the province delivering services to children and their families and training local community service providers. The grant will help cover the transportation costs involved with the Outreach program.

Open Purse Foundation

We received a \$5,000 grant from the Open Purse Foundation towards our online distance education program. In between face to face visits and webcam sessions, families now have the opportunity to use online training modules that include lessons, video clips, and support materials on specific topics related to hearing loss and communication.

Joan Ford Charitable Society

The JFCS awarded BCFHRS a \$3,000 grant towards the upgrade of technology in our three classrooms. The classrooms have been upgraded from FM technology to state-of-the-art Rogers digital technology, to enhance the learning experience of our clients.

Van Tel Safeway Legacy Fund

The Van Tel/Safeway Legacy Fund's generous donation of \$3,000 went towards the upgrade of technology for the classrooms.



Our Generous Supporters & Volunteers

Thank you to all of our donors for generously supporting us this year. Your generosity enabled us to give the very best care to children with deafness and hearing loss across the province. On behalf of the children and families we serve, thank you for your support. BCFHRS gratefully acknowledges those who donated through the United Way.



Major Supporters

Elks & Royal Purple Fund For Children
 Ministry of Children and Family Development
 Provincial Health Service Authority - BC Early Hearing Program
We acknowledge the financial support of the Province of British Columbia.

Elks

Burnaby #497
 Chilliwack #48
 Cloverdale #335
 Kamloops #44
 Lake Cowichan #293
 Langley #259
 North Kamloops #469

Parksville-Qualicum #589
 Prince George #122
 Prince Rupert #342
 Salmon Arm #455
 Vancouver #1
 White Rock #431



Order of Royal Purple

Aldergrove #38
 Ashcroft #263
 Courtenay #158
 Fort Nelson #204
 Kelowna #56
 Lillooet #274
 Merritt #239

Nanaimo #16
 North Kamloops #277
 Port Coquitlam #10
 Prince George #48
 Prince Rupert #8
 Salmon Arm #279
 Smithers #47

South Burnaby #260
 Terrace #216
 Vernon #123
 Vancouver #1
 Williams Lake #126



Corporations & Foundations

Accurate Real Time
 Black Press
 Buy Low Foods
 Envision Financial
 - Fleetwood Branch
 Hear The World Foundation
 Joan Ford Charitable Society
 Lohn Foundation
 Marketplace IGA
 Marlan Logistics
 McDonald's Restaurants
 of Canada Ltd.
 MDA Corporation
 Moxie's Guildford
 Nav Canada
 Newmac Lumber Ltd.
 Northern Landscape
 Open Purse Foundation
 Oticon

Party Bazaar Supply Ltd.
 Penguin Meat Supply
 Roger's Broadcasting Ltd.
 Royal Lighting and Electrical Supply
 Sandman Suites Surrey-Guildford
 Southside Foods Co.
 Surrey Firefighters Charitable Society
 Surrey Foundation
 TECO Westinghouse Motors (Canada)
 Telus Community Affairs
 TD Gold Elite
 Tong Louie YMCA
 United Commercial Travelers of America
 United Way of the Fraser Valley
 United Way of the Lower Mainland
 Vancouver Canucks
 Van Tel/Safeway Credit
 Union Legacy Fund
 Widex

Volunteers

Angelica Malagon
Bowen Tang
Darren Bellamy
Donna Wiebe
Elizabeth Montague
Isabel Otoyá
Jamie Lee
Jane Bellamy
Jasmine Flanjak

Joy Gong
Keri Schultz
Lily Wong
Lisa Nicholls
Macey-Jane Goetken
Maggie Fan
Marie Novakova
Mei Lai
Natalie Kriss

Nicola Carter
Patti Helms
Rebecca Hartley
Sana Midha
Sanae Kamimura
Sandy Aujla
Sunita Braich
Yiwan Woo
Zun Zhang

Individuals

May Acton
Cindy & Darrell Adams
Andre Albert
Doreen Alston
Miriam Altena
Paolina Amadio
Katherine Anderchek
Barbara Andrews
Miriam & Daniel
Antoni
Gail Armitage
Peter & Karen Armitage
Laila Atkins
Sadaf Baig
Janet Barret
Crystal Battagliola
Karen Berry
Len Bierwirth
Dave Bishop
D. Bivar
Emily Black
Alan Black
Marlene Boorman
Heather Braun
Barbara Breaks

Bridger Family
Cicely Bryce
George &
Elizabeth Bryce
Graham Bryce
Marianne Bullied
Peter & Katriece Burns
Al Burns
Rod and Linda Cable
Lisa Cable
Kenyon Campbell
Roberta Campbell
Steven Carleton
Felix Chan
Elena Chan
Harriett & Jacques
Chave
Alexandra Chen
Judy Chrastina
Derek Chung
Raveen Chung
Steve Clark
Agatha Cluff
Elisabeth Connelly
Cheryl Coombes

Fisher Crockett
Cathy & Alec
Cruickshank
Paul Cyr
Marilyn Dahl
Gursimrat Dhillon
Tim Dinsdale
Lyn Dixon
Danielle Dorn
Ken Doty
Darlene Doucette
R. Grant Douglas
Ian Downie
Cindy Duff
Sheilla Dunn
Lionel Durocher
Ann Elliot
Bev Elston
Cameron &
Lori - Ann Engel
Sheila Falk
Glen Follett
Katherine Foo
Joan Ford
Marguerite Ford

Paula Fournier
Charmaine Francis
Thomas Francoeur
Ray Francoeur
Bob Fraser
Lisa Fyfe
George Garrett
Joanne Gaudi
Mary Gauthier
Simon & Zara Gauthier
Tara L. Gauthier
Barbara Gee
Mona Gilbert
James Gould
N. Victoria Gray
Taucha Gretzinger
Kate Groves
Roy and Ernesta
Gutteridge
Morley Hall
Jed Hare
Maria & David Harris
Neville Harsha
Colin Harty
Carolyn Hawrish
Fred R. Hawrish
Brett Henderson
Tracy Hewitt &
Mike Francis
Dr. Thomas W. Hey
Marvel Hicks
Ho Family
Phebe Ho
Joyce Hunt
Ray Hunt
James & Sally Hurst
Rowland Hurst
Heather Hutchinson
Bill Iggulden
Lizzy Irwin
Karen Jackson

Peggy Jeffcoat
Laura Jones
Stewart Judd
Rebecca Keizer
Traci King
Doreen Kirby
Peter & Shirley
Klymchuk
Vicky Marie Kollenz
Lenore Kosinski
Timothy & Peggy
Kramer
Ivana Kranjec
Ray & Anne Lange
Leo & Anne Law
Alex Lay
Armin Layegh
Patricia Lee
Melissa Lee
Jack Lilley
Eileen Longman
Robert Louden
Janice Lyons
Mary Mackenzie
Megan MacLeod
Janette & Dave
Magnusson
Jennifer Magnusson
Corinna & Nick Mante
Marie-Elise Marcoux
Paul Marcoux
Helene Marcoux
Tom & Sharon Marcus
Veronica Marek
Brianna Marshall
Irma Marshall
Eileen Marshall
William S.W. Massey
Pauline McDonnel
Pat McKitrick
John McKitrick

Rob McKitrick
Dan & Ilona McQuillan
Sharon Mellett
Rosella Moloughney
Ron Moody
Bob & Lynne Moore
Catherine Moore
Isabel Moore
Ronald & Sheila More
Ken & Jamie Mulligan
Ada Mulligan
Juliet Napier
Eileen Nehra
Daryl Nelson
Richard Nelson
Andrea Newington
Valerie Nielsen
Gord Nielson
Paul & Lynda Nolan
Dave Nosella
Kristie Nyrose
Obviar Family
Corina Odermatt
Bonnie Old
Michelle & Adrian Orso
Emil Oucharek
Debra Ann Paddon
Darleen Palmer
Ann Payne
Helen Peters
Al & Kris Phillely
Henry Pierce
Shelly Pierre
Joan Popovich
Kim Prato
Monique Preer
Lily & Frank Price
Bob & Laverne Pringle
Rinford & Muriel
Pritchard
Gurpreet Rakmo

Thank you
for your
generosity!



Tanya Ramlakhan
Phyllis Rees
Trevor Renney
Dennis Richens
Ann Rose
Anja Rosenke
Kurt Ruginis
Barry Sadler
Jaclyn Sadler
Michelle Sadler
Nadine Sadler
Flo Sala
Deb & Dave Sallenback
Balvinder Sandhu
Sarah Scatchard
Christine Schiffmacher
Randy & Shelley
Schroeder
Shawn Scott
Charyse Seidel
Nick Seldon
Kim Shauer

B. Shupp
Glen W. Smith
Stuart & Kimberly
Smith
Mandy Solly
Robert & Dyan Spear
Deborah & Jim Sproule
Dr. R.G. Swain
Taylor Family
Nishan & Sandeep
Thandi
Satnam Thandi
A. Marie Thistle
Corina Tirshman
Elaine Trask
Joe Tronoso
Samantha Trowell
Helen Trudeau
Rob Trusdale
D. Valliant
Andrea Waack
Dennis Wagner

Sharon Walls
Frank Walsh
Lorna J. Watson
Janette Watson
David & Lorraine Watt
Rick Weaver
Stu Weiss
Bev Wernicke
Brian Westerberg
Jessica & Keith
Wildeboer
Ann Wilkie
Graham Wilson
Eileen & Ray Wojtas
Yvonne Yazlovasky
Stephen Yeats
May Young
Arnie Zimmerman
Oxana Zinkevych
Kevin Zwar



**In Loving Memory of
Bette Dowding**

J. McGregor

**In Loving Memory of
Gary Gee**

Dr. Graham Bryce
Ron Molnar

**In Loving Memory of
Dr. J. McGregor**

Mrs. Joan Hardy
James & Jane McGregor
Clarence Burton Johnson
Rodger & Dawn Nelson
Mr. & Mrs. Rosse
Patricia Stibbs
Daniel & Claire-Ann Blackwood
John & Lorna Ciriani
Mary Hallowell

Services

Our family-centered services encompass a non-biased approach on communication modes by providing a range of choices for families to make the best possible decision in collaboration with their professional team.

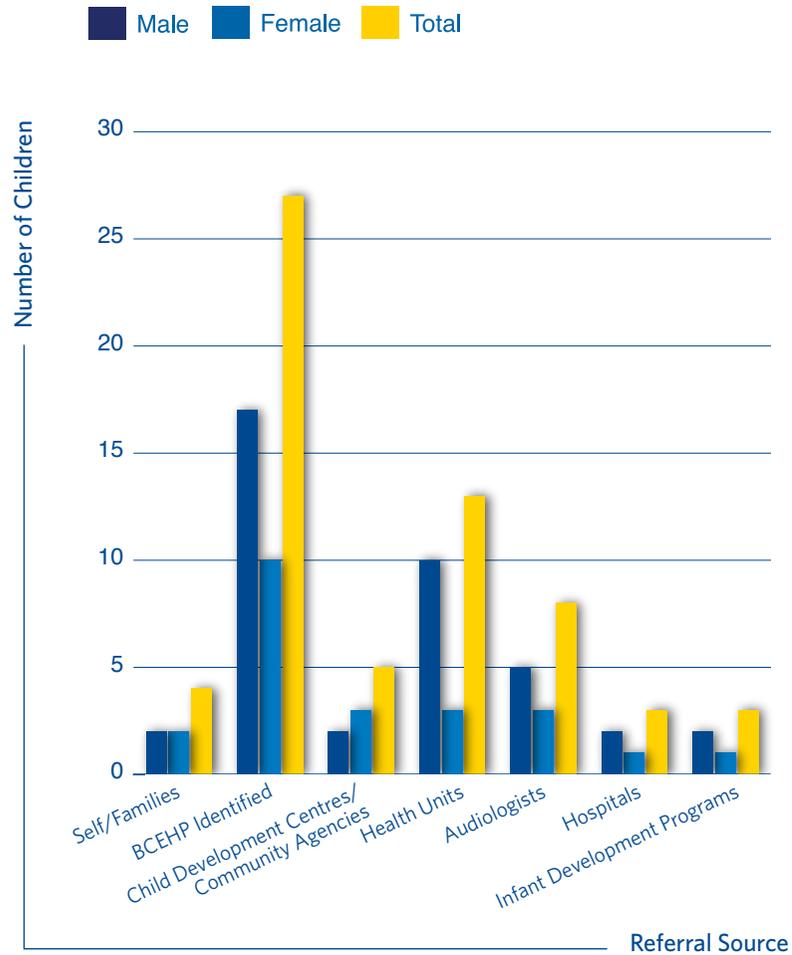
SERVICES AVAILABLE FOR INFANTS, TODDLERS & PRESCHOOL CHILDREN

- ★ 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



THE CABLE FAMILY "Our daughter, Lily Marie, was diagnosed as hard of hearing when she was just two months old. Lily is now three years old and the biggest lesson that we have learned is that there is absolutely nothing "wrong" with her. We have participated in every possible program that we could to help Lily on this journey. From individual speech and language therapy, to *Baby Group*, to *Partners and Playmates* and meeting other deaf and hard of hearing families we have done it all! We have also spent lots of time at home and in our community exposing Lily to as much language and sound as possible. I guess our feeling is that it's possible to do too little, but not possible to do too much when it comes to supporting our daughter."

Total Number of Referrals Classified by Source

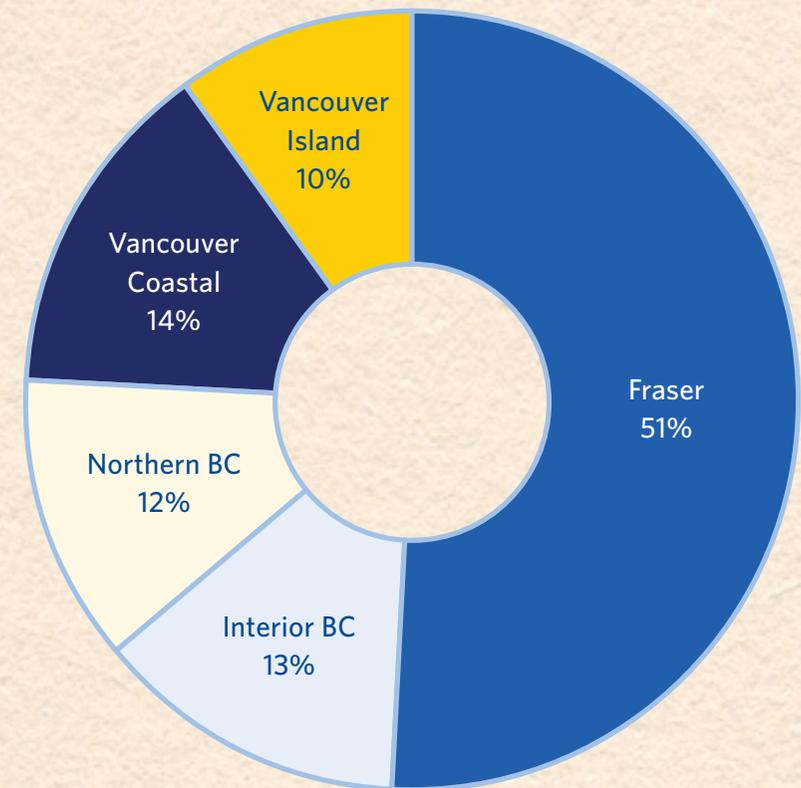


Age and Gender Breakdown for Children Served

Age (Years)	0 - 0.99	1 - 1.99	2 - 2.99	3 - 3.99	4 - 4.99	5 - 7.99	Totals
Male	8	21	19	28	31	59	166
Female	3	13	16	14	29	30	105
Total	11	34	35	42	60	89	271

Percentage of Clients Served, Classified by Region

Data by Geographic Region: September 1st, 2012 - August 31st, 2013



Programs



The Centre provides programs that are tailored to meet the needs of individual clients and their families, as well as community service providers working with families of children with hearing loss/deafness.

CURRENT GROUPS

- ★ **Bouncy Babies**
infants to 18 months
- ★ **Partners & Playmates (PNP)**
18 to 30 months
- ★ **Parents & 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



THE VONDETTE FAMILY "My daughter Chanel attends the PALS group at BCFHRC. We continue to see our speech pathologist for speech therapy. We also have a Deaf Mentor now, who is not only one of Chanel's preschool teachers, but also visits our home to help us with ASL and is a friend and someone who we can all look up to. Our Deaf Mentor helps me to understand better what it means to be Deaf and often opens my eyes to the perspective of Deaf Culture."

OUTREACH



PAQUIN-LAMBERT FAMILY “Emilie is our four-year-old and started school in the fall of 2013! This year we packed up the whole family from Revelstoke to spend a week at the BCFHRC so that Emilie could attend the pre-school aged group program. We wanted Emilie to meet new friends who were also wearing Cochlear Implants and hearing aids. As a family living in a remote community, we would recommend that all families who live in outreach areas take the time to visit BCFHRC (even if it means travelling a great distance to get there).”

We are the largest outreach service provider in British Columbia.

BCFHRC has been providing outreach services to the province of BC for the past 25 years.

OUTREACH SERVICES

- ★ Individual face-to-face intervention sessions with family/community service providers
- ★ Individual services via tele-health/webcam/Skype/face-time
- ★ In person/online opportunities to meet with a Deaf/hard of hearing role model
- ★ In person/webcam opportunities to meet with a Deaf/hard of hearing role model
- ★ Workshops/training opportunities for parents/community service providers

PARENT SUPPORT NETWORK



"The Parent to Parent support happens naturally at the Centre."

"It is AMAZING to receive the support from a Family Support Parent."



Parent Focus Groups

Two focus groups for families were held by Dr. Simmons and Cathy Luther. Each focus group was conducted for three hours and was held on January 23 and March 21, 2013. The purpose of the focus groups was to understand parents' perspectives of current services and obtain suggestions and ideas on improving/changing programs offered for children and families.

MINGLE & PLAY



PARENT: *"I love exposing my child to other kids with hearing loss."*

PARENT: *"I found it invaluable to chat with other parents and staff."*



VOLUNTEER: *"It's fun helping to bring together the next generation of children with hearing loss."*

Mingle and Play is held each summer and includes various fun, educational, and support opportunities for children and their families across the province.

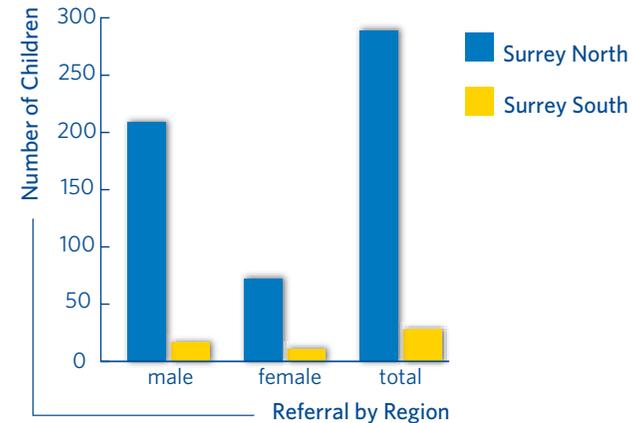
SELSP

Surrey Early Speech and Language Program



Parents are the key to their child's communication development and by empowering them we see great strides in their child's development. Best practice indicates that training and coaching parents and caregivers is as important in the scope of developing/improving communication skills in young children as is individual intervention. It is this philosophy, backed up by best practice guidelines, that has led the Surrey Early Speech and Language Program to provide parent workshops and group intervention as first steps to guiding their child's communication development. Concerns such as **"He doesn't respond to my questions; she doesn't have any words; people do not understand what he is saying; he repeats words over and over before he gets anything out"** are all addressed through the groups and workshops, and supplemented with other services such as monitored programs, assessments, consultation and individual intervention for blocks of time.

Over this past year, we have had **over 300 new families referred** to our program, with the average age at the time of referral being two years and nine months. For these new families we have been able to offer a number of opportunities to start intervention services and continue to provide services



to families that were referred in previous years. In total, we have provided **service to just over 700 children and their families** through our various programs based on best practice, with **515 of these families receiving multiple services**.

This past year, we were able to offer our Language Development Parent Workshop (three times this past year), Sound Development Parent Workshop (two times this past year) and introduce an Early Sounds Parent Workshop (two times this past year), along with running our parent participation Songs and Rhymes Group (three times this past year), one speech camp and two summer groups (one focusing on language and one on sound development). In total, **151 families attended one or more of our groups offered**, with 90 families participating in our parent/caregiver workshops and 61 families involved in our parent/child participation groups.

Just fewer than 350 families were discharged from the program including close to 120 children moving on to school. For those children who were referred to the program with less than a year before they enter kindergarten, we continued to offer a monthly clinic to come in for a consultation/assessment



to discuss their concerns, provide suggestions and strategies to implement at home, set obtainable goals, and make appropriate referrals to other agencies if needed. Thirty-four families took advantage of these clinics that otherwise would not have been seen. We were then able to offer any workshops (Tyke Talk or Sound Signals) or groups (Speech and/or Language Camps) that would be beneficial to their child's communication development. Many parents find it helpful to attend the Kindergarten Readiness evening that we offer each spring as this can often be 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.

Our website remains an avenue to provide information to families and service providers. This year we were able to input new content ourselves, thus allowing further information to be put up on a more regular basis, allowing families increased access to suggestions to use with their children with communication difficulties, read about best practice and be informed of what is happening in our program and with the Society. Along with our website, this year we brought back our newsletter in a new format that is published 3 - 4 times a year. The newsletter provides a brief overview of the schedule of events, strategies for new/specific goals on speech and/or language development, and summaries of anything new and exciting happening in the program.



Referrals to the Surrey Early Speech and Language Program continue to be initiated through the Central Referral Program which has allowed us to continue to work collaboratively with the other agencies in the region. This also provides us with a more transparent view of the total numbers of referrals in the region. This past year saw just over 20% of the referrals to Langley, Surrey and South Delta being directed to our program, second only to the Center for Child Development which sees children with global developmental delays. By working collaboratively, we strive to ensure that families are directed to the program that best meets the needs of their child and family.

The Surrey Early Speech and Language Program strives to provide services that meet the needs of the child and their family and help each child reach their full potential. In working with the families we continue to add and improve upon service and intervention approaches. In conclusion, we leave you with a quote from a family we serve:

"Thank you to all the staff who worked so hard with the kids, along with the parents. We learned a lot from you and the ideas we got while attending this group will help me keep my kids learning while having fun!"

Training

Training for Parents



PEER 2013

The Preschoolers Esteem and Emotional Readiness (PEER) program is unique to BCFHRC as the Centre is the only early intervention agency in BC that provides a substantive, concrete educational and support program designed for families and their children with hearing loss or deafness transitioning to kindergarten. While the PEER program for children helps them learn self-advocacy skills and build confidence, the PEER program for adults is focused on providing critical information about supports in the school system. The evening sessions were provided once a month October, 2012 through March, 2013. The three-day workshop was conducted in April, 2013. The workshop and sessions were facilitated by Judy Chrastina, TDHH and Cathy Luther, FSP.

Adapted PEER Group

A three-hour workshop for parents of children with dual sensory loss and transitioning to kindergarten was provided on April 25, 2013 by Dyan Spear, TDHH; and Sue Gawne, Coordinator for the Canadian Deaf Blind Association. The workshop educates parents on expectations and advocacy skills needed during the kindergarten transition process. Eight parents attended the adapted PEER program.



Listen & Tell

A 12-week listening and language enhancement program was conducted by SLPs, Zara Gauthier and Marie-Elise Marcoux. The program is based on Narrative therapy that utilizes a multisensory approach. Children learn to identify and use essential story components (who, where, when, what happened?) to retell and create their own stories. Each session was an hour long. Five children along with their parents attended the program.

Language in the Park - Chilliwack

A three-hour language stimulation group was offered by Carolyn Hawrish, LSLS on July 9, 2013 to families in Chilliwack. The group provided opportunities to learn language stimulation and learning strategies. Eight clients along with 24 family members and one community service provider attended the group.

Training for Professionals

Partnerships

The Partnerships curriculum and training is designed to provide training for interested Community Service Providers 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. The entire curriculum has been revised and updated. Interested professionals in rural and remote communities can contact us for further information.

- In September 2012, Zara Gauthier, SLP provided a two-day workshop to community service providers in Prince George.
- In April 2013, Dyan Spear, TDDH offered a two-day workshop to community service providers in Courtenay.



Infant Workshop

Zara Gauthier, SLP provided a one-day workshop to newly recruited intervention staff at BCFHRC. The workshop prepares intervention staff to provide support, education and use appropriate techniques to families of infants newly diagnosed with hearing loss/deafness.



ECE Workshops

Karen Jackson, ECE and Deaf and Hard of Hearing role model provided a two-hour workshop for community service providers such as Early Childhood Educators, Infant Development Consultants and Supported Childcare Consultants who work with children with hearing loss/deafness. Two workshops were provided on November 21, 2012 and January 23, 2013. Six participants attended the workshops. The workshop provided education on classroom communication strategies along with sign language support for preschool and daycare providers who work with children with hearing loss/deafness. Six participants attended the workshop.

Motivational Interviewing

Staff from BCFHRS and Children's Hearing and Speech Centre of BC attended a one-day workshop on Motivational Interviewing conducted at BCFHRS on January 18, 2013. The workshop was provided by Lu-Anne McFarlane, Associate Professor, University of Alberta. The participatory workshop provided information on the philosophy of Motivational Interviewing and summarized techniques that can be implemented in intervention sessions.

Presentations/Conferences

Deirdre Curle (doctoral candidate, UBC), Nancy Norman (doctoral candidate, UBC) and Dr. Simmons were invited to present on 'Kindergarten Transition for Children with Hearing Loss' at the Washington Speech Language and Hearing Association on October 13, 2012.

The objectives of the presentation were:

1. demonstrate knowledge of the current federal and state laws and guidelines regarding transition;
2. learn and describe programs, supports, and issues surrounding service and transition for families, including:
 - i. those for whom English is not the primary language, and/or
 - ii. those who have children with complex needs; and
3. be able to summarize the current research findings on transition to school for families of children with special needs, including hearing loss.

Dr. Simmons was invited to provide a presentation at the BC Early Hearing Program's Provincial Intervention Training for Sign Language Instructors conducted on November 9, 2012. The presentation discussed challenges and strategies encountered while interacting with linguistically and culturally diverse families who have children with hearing loss/deafness.

Linda Spencer, Alex Lay and Marianne Bullied, SLPs from the SESLP program provided a poster presentation on "Pre-k Clinics, Filling the Service Gap for Late Referrals" at the Canadian Association of Speech Language Pathologists and Audiologists Conference held on April 25 - 27, 2013 in Victoria, BC. The presentation discussed a central referral process, strategies and solutions such as conducting speech and language camps to manage lengthy waitlists for children with speech and language challenges.



The Society has a collaborative agreement with the University of British Columbia - Program in Education of the Deaf and Hard of Hearing, Department of Education and Counseling Psychology, and Special Education and the School of Audiology and Speech Sciences, Faculty of Medicine.

In partnership with the UBC - Deafness Research Group, based in the Faculty of Education, the Society is exploring the kindergarten transition process for children with deafness/hearing loss. Currently there are several projects in progress. Upon completion, an update will be provided to the public.

The Society will continue to support, champion, and collaborate on research designed to improve and advance quality services for deaf and hard of hearing 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, 2013, 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, 2013. We expressed a qualified audited opinion on those financial statements in our report dated October 18, 2013.

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."

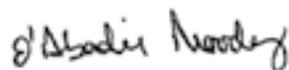
Basis for Qualified Opinion

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, 2013 are a fair summary of those financial statements in accordance with Canadian generally accepted accounting principles.

Langley, British Columbia
October 18, 2013


Chartered Accountants

B.C. FAMILY HEARING RESOURCE SOCIETY Summarized Financial Statements AUGUST 31, 2013

	BC FHRC FUND	SESLP FUND	2013	2012 (unaudited)
ASSETS				
Current assets	\$ 863,865	\$ 7,001	\$ 870,866	\$ 810,265
Restricted cash and term deposits	113,172	49,683	162,855	180,705
Capital assets	1,927,482	2,929	1,930,411	1,986,478
	\$ 2,904,519	\$ 59,613	\$ 2,964,132	\$ 2,977,448
LIABILITIES AND NET ASSETS				
Current liabilities	\$ 48,407	\$ 2,109	\$ 50,516	\$ 52,689
Deferred contributions	127,559	-	127,559	124,206
	175,966	2,109	178,075	176,895
Net assets	2,728,553	57,504	2,786,057	2,800,553
	\$ 2,904,519	\$ 59,613	\$ 2,964,132	\$ 2,977,448
RESULTS OF OPERATIONS AND CHANGES IN NET ASSETS				
Total revenues	\$ 1,439,267	\$ 281,941	\$ 1,721,208	\$ 1,595,641
Total expenditures	1,446,306	289,398	1,735,704	1,573,988
Excess of revenues over expenditures	(7,039)	(7,457)	(14,496)	21,653
Net assets, beginning of year	2,735,592	64,961	2,800,553	2,778,900
Inter-fund transfer	-	-	-	-
Net assets, end of year	\$ 2,728,553	\$ 57,504	\$ 2,786,057	\$ 2,800,553
CASH FLOWS				
Cash from operations	\$ 122,953	\$ (12,297)	\$ 110,656	\$ 10,694
Cash used in financing and investing activities	(22,639)	-	(22,639)	(18,413)
Increase in cash	\$ 100,314	\$ (12,297)	\$ 88,017	\$ (7,719)



Children want to communicate.
Let's give them that chance!



BC FAMILY HEARING RESOURCE SOCIETY

15220 - 92nd Avenue
Surrey, BC V3R 2T8

(604) 584-2827 (Voice)
(604) 584-9108 (TTY)
(604) 584-2800 (Fax)

e-mail: info@bcfamilyhearing.com
www.bcfamilyhearing.com
www.seslp.org