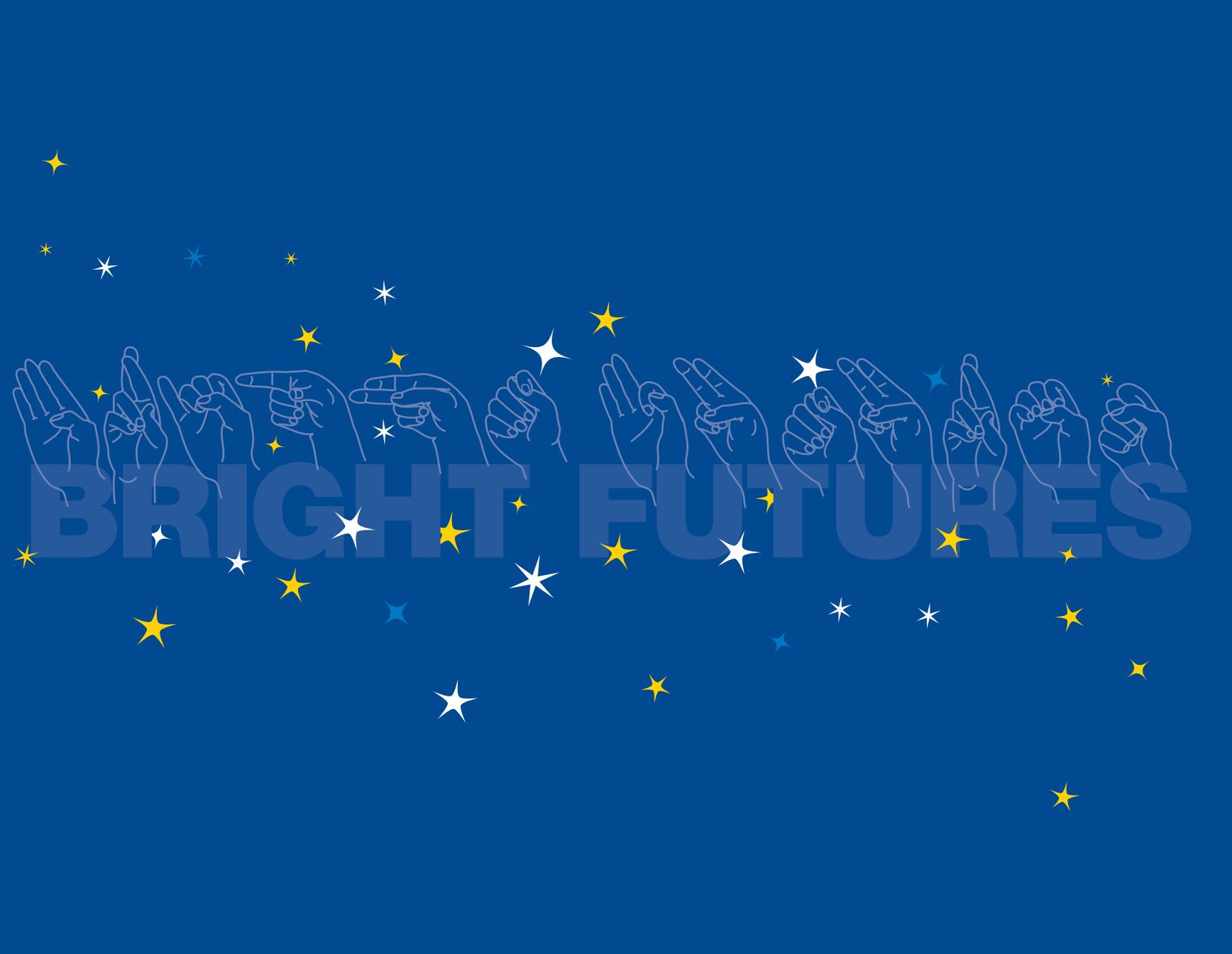


BC FAMILY HEARING
resource ★ society



Annual Report 2016

September 1, 2015 - August 31, 2016



BRIGHT FUTURES

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Who We Are

The BC Family Hearing Resource Society is the largest not-for-profit organization in British Columbia that combines skilled expertise of professionals, technology and innovation to provide early intervention services to deaf and hard-of-hearing children and their families.

For over 34 years, we have been providing family-centred services that are evidence based and use a non-biased approach. We offer all communication choices, spanning a wide and comprehensive range, and develop a plan together with the family to maximize every child's communication potential.

BC Family Hearing Resource Society (BCFHRS) is the name of the 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 accredited by CARF (Commission on Accreditation of Rehabilitation Facilities), which means we have met international standards for quality of service provision.



Mission

The BC Family Hearing Resource Society strives to help every child reach his or her 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 the 2016 Annual Report and our 34th year of helping children with hearing loss and communication challenges.

This past year could truly be defined as a time of transition and change. With a substantial portion of the new contract with MCFD (Ministry of Children and Family Development) under our belts, the added responsibilities and challenges have been met with determination and professionalism. Our families, as well as many other families of deaf and hard-of-hearing children around the province, are benefiting from the expansion in programs and continued excellence in service that has always been a part of BCFHRS's history.

One of the most exciting developments this year was the opening of our new satellite centre in Victoria, on Vancouver Island. With increasing demand on the Island for dedicated staff and programming, we now have a physical office space that allows for one-on-one and group sessions, along with workshops to bring families together.

"To be successful, the first thing to do is to fall in love with your work." This quote, from Sister Mary Laretta, is no more true than at our Centre. Everyone that is a part of this

organization consistently demonstrates care and dedication to each child we serve. Dr. Noreen Simmons and her staff embody commitment to this wonderful community of deaf and hard-of-hearing children and their families. Thank you for your tireless efforts.

There are so many others who support and encourage our staff along the way; I would be remiss in not expressing our gratitude to them as well: MCFD and all the governmental agencies supporting our work; the founding members of our Society - the Elks & Royal Purple and their members - who continue to fundraise on our behalf many years later; the wonderful donors and volunteers who support our work both financially and with their precious time; and finally the Board and Committee members who share their time, wisdom and energy, and lead us forward with purpose on this great journey.

Warmest regards,

Rick Moore
Board President



Message From the Executive Director



Every day a baby is born in British Columbia and each parent is excited, eager and anxious to meet their new bundle of joy. On average, 115 of those families will seek early intervention services for their deaf and hard-of-hearing child/children.

In 2016, led by our long-term vision to become a global leader in intervention services and technologies, and guided by our values, we strived to implement accessible services to all families across the province.

Our clear focus on sustainable and quality services, combined with the dedication of an inspired team, were critical to achieving success this past year. We aimed to continuously adapt and modify our programs in order to improve our operational excellence, increase our efficiency and create the most flexible environment for families.

In 2015 - 2016, we made significant progress in enabling families the flexibility of coordinating and receiving services tailored to their needs from any of the three specialized early intervention agencies in BC.

We have successfully established a new office in Victoria that will offer specialized programs and services to Vancouver Island families. Families can now have access

to intervention and support services in their own community, with professionals who understand the unique needs of their child who is deaf or hard-of-hearing.

With the launch of our telehealth services, we made further progress with service integration into all dimensions. With over 300 sites in BC, any family in rural or remote communities can receive weekly services in addition to visits from their community outreach interventionist. Telehealth complements and facilitates collaboration for more regular and consistent services.

I would like to thank all staff for their unwavering dedication and contribution to our excellent performance, and our Board for its valuable advice. I would like to especially thank you, funders and donors, for your continued trust and support. And finally, I would like to thank our families around the province of BC for your confidence in our organization, people and programs.

We at BCFHRS are fully committed to our strategy and targets, and will continue to implement our goals to achieve excellence in service delivery.

Sincerely,

Noreen R. Simmons
Executive Director

Victoria Satellite Centre

With the addition of our new Victoria Centre, we are pleased to now offer our specialized programs and services to families living on Vancouver Island. Amidst a growing population of families with deaf or hard-of-hearing children, we believe that local opportunities for service, and access to someone in their own community who understands the unique needs of their child, will best serve families.

Amanda Lemay, SLP, the primary Early Interventionist at the Victoria Centre, along with Noleen Barron, Program Assistant, will be supported by Outreach Consultant Dyan Spear, TODHH, and our Main Surrey Centre.



#320 - 702 Fort Street, Victoria, BC, V8W 1H2
Voice: 778-265-8909/Fax: 778-265-8908

Working Together for a Bright Future

Programs & services offered through our new Victoria Centre:

- Weekly home-based and Centre-based sessions
- Individual sign language services
- Language groups for children and parents
- Consultative sessions with Family Support Parents
- Consultation to preschools and daycares
- Consultation and collaboration with Community Service Providers and other professionals
- Support, assistance and education regarding the use of hearing devices (hearing aids, cochlear implants, BAHS)
- Support and education to parents, caregivers and family members
- Special events and workshops



(l-r) Janice Springford, Executive Director, Deaf Children's Society of BC; Noreen Simmons, Executive Director, BC Family Hearing Resource Society; Janet Weil, Executive Director, Children's Hearing & Speech Centre of BC

As the successful recipients of the Ministry of Children and Family Development's RFP process in July 2015, BCFHRS has been busy building capacity within the Early Intervention community. It has been a busy time ensuring that all the families in BC with deaf and hard-of-hearing children are served and served well.





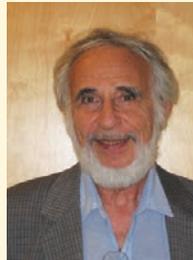
Board of Directors



Executive Directors



**Rick Moore,
President**



**Dr. Charles Laszlo,
Vice President**



**Agatha Cluff,
Treasurer**



**Dr. Graham Bryce,
Past President**

Directors



Ken Mulligan



Rosalind Ho



Barbara Gee



Dr. Susan Small



Doug Klassen



Ray Hunt

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Executive Director



Dr. Noreen Simmons

Finance & Accounting Administrator



Cathy Cruickshank

Executive Assistant to the Director



Lisa Cable

Speech & Language Pathologists



Alex Lay



Charmaine Francis



Emily Black



Marie-Elise Marcoux



Stefanie Macaro



Rina Dulku



Teresa Kazemir



Valerie Marshall



Zara Gauthier



Megan MacLeod

Sign Language Consultants and Deaf & Hard-of-Hearing Role Models



Suzie Fairweather



Karen Jackson



Sharon Neufeld

Teachers of the Deaf & Hard-of-Hearing



Catherine Albert-Moore



Dyan Spear

Listening & Spoken Language Specialist



Carolyn Hawrish

SESLP Speech & Language Pathologists



Linda Spencer



Suna Karamani



Mindy Dhillon

SESLP Program Assistant



Maggie Fan

Program Assistants



Cindy Adams



Darren Bellamy



Val Matthews



Cathy Luther



Jen Gow

Family Support Parents

Victoria Satellite Centre

Speech & Language Pathologist



Amanda Lemay

Program Assistant



Noeleen Barron



Events

Walkathon 2016: On May 15, the 15th annual Bright Futures Walkathon took place at Campbell Valley Regional Park in Langley. Hosted by long-time BCFHRS supporters, the BC Elks and the Canadian Royal Purple Society, a great time was had by all of the families, staff and community members that came out to participate. **\$19,000 was raised** to help fund programs and services at our Centre.

Canadian Royal Purple Society Provincial Conference:

On May 30, in Kamloops, ladies of the Canadian Royal Purple Society held their Annual Provincial Conference. Cathy Cruickshank was able to attend on behalf of the Society and gratefully accepted **donations totaling \$10,615** from various local chapters. We are excited to have been chosen as the official national charity of choice by the Canadian Royal Purple Society.

BC Elks Provincial Conference: This year's conference was held in Kamloops on June 5. The BC Elks' chapters showed their continuing support for the Society by presenting **contributions totaling \$7,100**. Carolyn Hawrish was on-hand to offer thanks on behalf of BCFHRS and accept these generous donations.

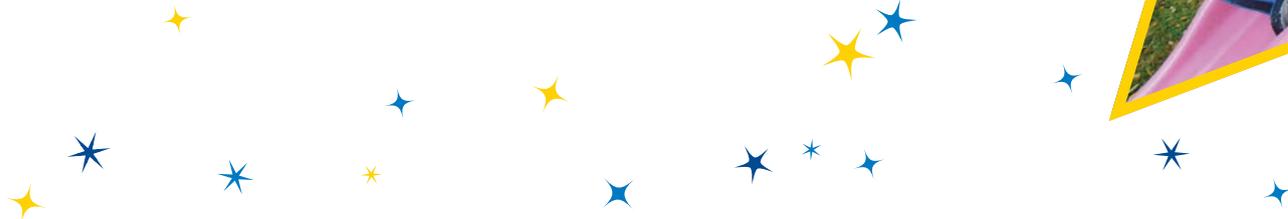




Elks & Royal Purple Appreciation Luncheon: A highly anticipated annual event, this year's luncheon was held at the Centre on July 5. Elks and Royal Purple members had the opportunity to visit our Surrey Centre, and meet some of the students receiving services here. Our preschool-aged children made a special video of a short drama to share with the attendees, much to their delight.

Mingle & Play: We held our annual summer family event at our Centre from August 3-5. Wildly successful as always, we had almost 100 people joining us each day of the event. Families came from all over the province to spend time together, playing and sharing personal experiences in the beautiful sunshine. Entertainment included Illusionist & Magician Matt Johnson, Sarah Draw Caricatures! and, back for another year, award-winning children's musician and educator Will Stroet. An information fair was also held, for parents to learn about the many different services, resources and organizations available to them and their families throughout the province.

Thank you to the BC Elks, Canadian Royal Purple Society and to the Foundations who support, and continue to support, the programs and services that help so many of our families.



Thank You to Our Generous Donors & Volunteers

Elks Donors from Sept. 1, 2015 to Aug. 31, 2016

| | |
|--------------------------|-------------------------------|
| Agassiz Elks #311 | Parksville-Qualicum Elks #589 |
| Burnaby Elks #497 | Salmon Arm Elks #455 |
| Chilliwack Elks #48 | Vancouver Elks #1 |
| Cloverdale Elks #335 | Vernon Elks #45 |
| Langley Elks #259 | Westside Elks #592 |
| Mackenzie Elks #547 | White Rock Elks #431 |
| North Kamloops Elks #469 | |
| Oliver Elks #267 | |



Canadian Royal Purple Donors from Sept. 1, 2015 to Aug. 31, 2016

| | |
|----------------------------------|---|
| Ashcroft Royal Purple #263 | Prince George Canadian Royal Purple #48 |
| BC Royal Purple Association | Prince Rupert Royal Purple #8 |
| Royal Purple Merritt #239 | Salmon Arm Royal Purple #279 |
| Royal Purple Port Coquitlam #10 | Smithers Royal Purple #47 |
| Clearwater Royal Purple #302 | Terrace Royal Purple #216 |
| Keremeos Royal Purple #83 | Vernon Royal Purple #123 |
| Lillooet Royal Purple #274 | Williams Lake Royal Purple #126 |
| North Kamloops Royal Purple #277 | |
| Osoyoos Royal Purple #240 | |

Elks & Royal Purple
Fund for Children



Foundations/Corporations with Donations between Sept. 1, 2015 and Aug. 31, 2016

Accurate Real Time
ACT Adventures
BC Lions
Benevity
Caldor Foundation
Canadian Hard of Hearing Association BC Chapter
Cariboo Chilcotin Child Development Centre
Elks & Royal Purple Fund For Children
Envision Financial - Fleetwood Branch
ETP Energy Technology Products
Gaming Policy and Enforcement Branch
Joan Ford Charitable Society
Moxie's Guildford
Nucleus Labs Information Technologies
Oticon
Penguin Meats Supply Ltd.
Rexall Foundation
Rogers Broadcasting Ltd (Country 107.1 & Star 98.3)
Rogers Broadcasting Ltd. (KiSS Radio)
Sandman Suites Surrey-Guildford
Surrey Fire Fighters Charitable Society
Telus Community Affairs
United Commercial Travelers of America
United Way of the Lower Mainland
Vancouver Canucks
Vancouver Whitecaps FC
Wilson Family Fund

Individual Donors Donating \$25+ between Sept. 1, 2015 and August 31, 2016

| | |
|-----------------------|--------------------------|
| Cindy & Darrell Adams | Delores Bunnell |
| Jennifer Allen | Lisa Cable |
| Katherine Anderchek | Rod & Linda Cable |
| Christina Arink | Grant & Marisa Cacic |
| Gail Armitage | Rosanna Cacic |
| Karen Armitage | Tom & Kate Cacic |
| Laila Atkins | Gord & Allison Campbell |
| Tracy Baron | Harriett & Jacques Chave |
| Janet Barret | Pauline Chen |
| Theresa Bateman | Robert Cheslo-Trengrove |
| Peter Beaubier | Greg Chiasson |
| Roberta Beck | Judy Chrastina |
| Jane Bellamy | Krista Chung |
| Leonard Bierwirth | Raveen Chung |
| Alexandria Bishop | Shannon Clift |
| Emily Black | Agatha Cluff |
| David Bonnett | Stephanie Cook |
| Margo Bourbonais | Lauren Coultas |
| Brianne Braun | Cathy & Alec Cruickshank |
| Alisa Bridger | Karl Dagenais |
| Kirk Bridger | Wayne Deane-Freeman |
| Sharon Brubacher | Rick DeHart |
| Dr. Graham Bryce | Harminder Dhillon |
| Gail Buccini | Antonio Di Biase |
| Kelly Rae Buchan | Betty Di Biase |

Thank You to Our Generous Donors & Volunteers (continued)

Lyn Dixon
R. Grant Douglas
Ian Downie
Rina Dulku
Robert & Fern Dunlop
Marie-Isabelle Dupont
Stephen C. Duzenberry
Al Edwards
Maggie Fan
Erica Feunekes
Trevor Finch
Dr. Joan Ford
Charmaine Francis
Thomas Raymond Francoeur
Dr. Michael Frankel
Shona Galloway
Mary Gauthier
Barbara Gee
Emad & Cindy Ghashghaee
Deidre Gill
Stefan Glover
Iris & Jim Goodlet
Jennifer Gow
Lynn Green
David Greig
Suraj & Aditi Gupta

Roberta Hall
Wayne Hansen
Nevil Harsha
Carolyn Hawrish
Alana Haynes
Stephanie Henderson
Marvel & Ron Hicks
Ho Family
Madison Andrew Hotte
Cheryl & Peter Humphries
Christina Humphries
Dick & Margie Humphries
Gerry & Linda Humphries
Ian Humphries
James & Sally Hurst
Gerald Hutchinson
Miriam Irving
Christina & Trevor Ive
Karen Jackson
Peggy Jeffcoat
Lee Johnston
Dawne Kalenuik
Dorothy Kay
Steven & Teresa Kazemir
Rebecca Keizer
Doug Klassen

Ivana Kranjec
Connie Kusch
Viviane Lacoste-Holsworth
Amy Lang
Dr. Charles Laszlo
Christopher Lay
Christina Leung
Stellar Power & Control Solutions
Marc-Jason Locquaio
Doris Lunn
John Macinnes
Tom & Sharon Marcus
Irma Marshall
Ken McBain
Sarah McCarthy
Rebecca McCormick
Robert & Anne McFadden
Anne McGoran
Tony McGoran
Valerie McGoran
J. C. McGregor
Anna McHale
John McKitrick
Dan & Ilona McQuillan
Christopher McWilliams
Amber Miller

Ryan & Corene Mills
Mary Monk
Lisa Moody
Bob & Lynne Moore
Brenda Moore
Rick Moore
Ivan Mrzljack
Ken & Jamie Mulligan
Lila Murao
Tom & Judy Murao
Dave Namkung
Lynn Neff
Daryl Nelson
Marilynn Nelson
Andrea Newington
Michelle O'Connell
Francisco & Margarita Obviar
Bonnie Palmer
Anita Park
Catherine Park
Sandy Park
Jeannie Pearce
Brett Pedersen
D. Craig Penfold
Jo-Ann Perrault
Henry Pierce
Linda Poole
Wayne Poole
Adriana Pope

Lily & Frank Price
Bob & Laverne Pringle
Jatinder Ranajta
Angela Reid
Karin Risi
Margaret Roberge
Annie Robichaud
Elaine Rosario
Phyllis Sadler
Julia Sage
Maybelle Santos
Wendel & Lorraine Schachtel
Christine Schiffmacher
Kit Schindell
Betty Schuppe
Angie Schwan
Lisa Shearer
David Sheppard
Heather Sheriff
Cheryl Simington
Dr. Susan Small
Dr. & Mrs. Stuart & Kimberly Smith
Sue Smith
Robert & Dyan Spear
Christine Sullivan
Diane Sullivan
Mike Sullivan
Dr. Robert Swain
Bev Symchych

Bobbi Taylor
Eleanor & Michel Thibaudeau
Jennifer Trottier
Kimberly Turmel
Leroy Van Spronsen
Christina Walker
Fiorie Walker
Jennie Wang
Dianne White
Christy & Rich Wiens
Vern Wilkie
Robin Wilson
Harold & Heather Wiltse
Dana Wojtas
Raymond Wojtas
May Young
Valentine Young
Jing Zhao
Kevin Zwar

In Loving Memory of:

Allan Tucker - Canadian Royal Purple Lodge #8, Prince Rupert
Dr. Rodger Nelson - J.C. McGregor
Lady Carole Jackson - Canadian Royal Purple Lodge #279, Salmon Arm
Lady Vi Owens - Canadian Royal Purple Lodge #279, Salmon Arm



Programs & Services

Services:

- Home-based and Centre-based sessions
- 1:1 intervention sessions via Telehealth
- Individual sign language services
- Access to and support from Family Support Parents
- Consultation to preschools and daycares
- Consultation and collaboration with Community Service Providers and other professionals
- Support and education to parents, caregivers and family members
- Support, assistance and education regarding the use of hearing devices (hearing aids, cochlear implants, BAHS)
- Access to current research, information and educational materials
- Special events and workshops

Total of
288
Children Served

| | |
|-----------------------|-----|
| Birth Up to 3 Years | 100 |
| 3 Years to School Age | 155 |
| Kindergarten | 33 |

13%
Vancouver Coastal
38 Children Served

6%
North
18 Children Served

17%
Vancouver &
Gulf Islands
48 Children Served

51%
Fraser
148 Children Served

13%
Interior
36 Children Served



The Braun Family

“My husband Dan is Deaf. Our son Argyle was born hearing and our daughter Aurelia was born deaf. Aurelia and I started attending the weekly Bouncy Babies group at BC Family, and were thrilled when the Centre launched a new weekly ASL Baby Group.

Having access to ASL right from birth, Aurelia picked the language up quite naturally and signed her first word, ‘tree’, when she was six months old. By her first birthday, she had a vocabulary of just over 100 words. By 14 months, she was already using simple sentences in ASL and surprised us all with her first spoken word, which was ‘Mom’! We don’t know the degree to which Aurelia will use listening and spoken language in her life, that will depend on her, but we do know that she will always have full access through ASL.”

Programs & Services (continued)

Programs - Groups:

Bouncy Babies: A program where parents of deaf and hard-of-hearing babies, aged 0 to 18 months, join together with others to share experiences and form a foundation of good communication with their children.

Butterfly Hands ASL Baby Group: A program where parents and their deaf or hard-of-hearing babies, aged 0 to 18 months, learn American Sign Language through play, rhymes and stories.

Lila & Pip ASL Toddler Group: Lila & Pip stands for Literacy through Language Parent-Infant Program. A ‘pip’ is another word for a seed. Lila & Pip, created for children aged 18 to 36 months, uses sign language to plant the seeds for early language and literacy opportunities.

Partners and Playmates (PNP): A program designed for toddlers, aged 18 to 36 months who are deaf or hard-of-hearing, and their parents.

Parents and Language Stimulation (PALS): A program designed for children, aged 3 to 5 years old who are deaf or hard-of-hearing, to help form a foundation before transitioning to preschool and/or Kindergarten, set in an acoustically appropriate environment. Spoken language and sign language are used in tandem to support all children.

Visual and Language Stimulation (VALS): A program where American Sign Language (ASL) communication techniques are shared, practiced and modeled while children, aged 3 to 4 years, and parents alike have the opportunity to meet in a preschool environment.

Preschoolers Esteem and Emotional Readiness Program (PEER):
A program designed for parents whose deaf or hard-of-hearing preschoolers are transitioning to Kindergarten.

Foundations Workshop: A community workshop designed to strengthen families' knowledge of their child's hearing differences and how it relates to their child's development. This workshop aims to equip families with the knowledge to make well-informed decisions for their children, who may be at risk for social, emotional and academic difficulties, and the strategies to support their child's development in these areas.





SESLP

The Surrey Early Speech and Language Program (SESLP) provides programs and services in response to the needs of children and families with the desire to maximize communication outcomes for children. The program serves children and their families who have speech and language challenges without hearing loss and/or deafness, and who are from diverse ethnic and cultural backgrounds. Services are provided in a safe and supportive environment with a family centered and evidence-based practice.

We present our “year in numbers.”

Over this past year, we received 300 new referrals (199 under the age of 3 years) with another 107 referrals being redirected to the South Fraser Health Speech and Language programs in order to help provide a more equitable distribution of families, thus allowing families to receive more timely services.

Parent Quotes:

“The weekly strategies helped to focus on different ways to help.”

“This information (received in parent workshop) is very helpful in interacting with my child.”

“I find that varying toys and playing are the best way for a child to learn.”

“I feel a lot more confident about my child entering kindergarten. This workshop (K-Readiness Info Night) was very useful and I would recommend it to anyone in a similar position.”

“As a parent it helps your own mental state just knowing you are doing everything in your power to help speech develop in your child.”

Core Services for Infants, Toddlers & Preschool-Age Children:

(472 families received service with 291 of these receiving multiple services):

- Initial Consultations (152 completed)
- Groups (9 for adults only, and 14 for children and parents were run this year) 190 families attended 1 or more

For Children:

- Speaking of Songs....Let's Talk (*for 18 to 36 months*) - 3 offered
- Page Turners and Language Learners (*for 3½ to 5 years*) - 2 offered
- Tyke Talk Communication Groups (*for 1½ to 5 years*) - 9 offered
- Communication Station Summer Group (*for 4 to 5 years*) - 1 offered
- Playing with Sounds Summer Group (*for 3½ to 5 years*) - 1 offered

For Parents:

- Tyke Talk Parent Language Workshop - 3 offered
- Early Sounds Parent Workshop - 2 offered
- Sound Signals Parent Workshop - 2 offered
- Kindergarten Readiness Evening - 1 offered

- Formal Assessments
- Home Programs
- Home and/or Preschool Visits
- Sets of Individual Service (*weekly/bi-weekly or monthly*)
- Consultation/Follow-up Visits

331 of our children were discharged from the program this past year, with **83** of these children moving on to school and **37** being transferred to other agencies due to their needs.

Parents continue to be key players in their child's communication development, and by empowering them, we've seen great strides in the children's development.



300
new
referrals



472
families
received
service



190
families
attended 1 or
more groups



Presentations/Conferences

This past June, three of our staff had the opportunity to present at the Family Centred Early Intervention (FCEI) Congress in Bad Ischl, Austria near Salzburg. The theme for this conference was “For Every Child and Family.” This three-day conference is held every second year, and draws parents, deaf and hard-of-hearing adults, and early intervention professionals from all over the world. It is one of few conferences that focuses specifically on family-centred intervention for families of children who are deaf and hard-of-hearing.

Dr. Noreen Simmons, our executive director, presented on a published paper co-authored with Dr. Brenda Poon titled “*Can Routinely Collected Early Intervention Data for Deaf and Hard-of-Hearing Children Be Used for Outcome Monitoring? A Case Example from British Columbia, Canada*”. You can contact us for a copy or can find a copy online, published in *Deafness and Education International*, February 02, 2016.



Two of our early intervention staff, Dyan Spear and Teresa Kazemir, presented on “The Learning Place,” which is BC Family Hearing Resource Centre’s online learning platform. Dyan and Teresa were able to share examples from many wonderful recordings, gathered over the past few years, of parents talking about their experiences as parents of children who are deaf and hard-of-hearing. They also gave a preview of the new “microtia and atresia module” to demonstrate plans for future development of the site. Audience members gave positive feedback about the project, applauding the level of involvement and input from both parents and deaf and hard-of-hearing individuals.

The FCEI Congress was a fabulous opportunity for our staff to showcase the work we are doing here at BC Family Hearing Resource Centre, and also to learn from what others are doing all over the world to support families of deaf and hard-of-hearing children. For more details on the event see <http://www.fcei.at/2016/en/>



The Pucci Family

“When the audiologist said that Luca had a hearing loss, I was completely devastated. I didn’t know how to feel or what to say to the rest of the family. Luckily I was contacted by BC Family Hearing Resource Centre. We started the Bouncy Babies group right away with Luca, and I was grateful to see that we weren’t the only ones going through this.

BCFHRC’S Speech and Language Pathologists have been amazing, and have helped us through such important milestones, with strategies to help us through all the bumps in the road. I was so thankful that there was a place where my beautiful baby boy wasn’t different! ”





The Ahmad-Shakeb Family

"The first time I went to BCFHRC and took part in the PALS group with my son, Suleiman, it was all so new to me. I didn't know any sign or many of the English words. I felt scared and so overwhelmed that I wanted to go home.

Now, 2½ years later, I feel so empowered, because I have learned how I can better help my son and I can now communicate using signs too. The PALS, VALS and LEAP groups have taught me what I can do at home to promote his learning of language — I feel like I know how to manage our daily routine and inspire Suleiman through communicating. Now I know my son's future is bright and he is in good hands with the services offered at BCFHRC."

Research



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 Counselling 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.

One of the recent publications from the team is the chapter "*The Transition from Early Intervention to School for Deaf and Hard-of-Hearing Children*" that can be found in the book titled *Perspectives on Deafness - Diversity in Deaf Education* edited by Marc Marschark, Venetta Lampropoulou, and Emmanouil K. Skordilis.



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, 2016, 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, 2016. We expressed a qualified audited opinion on those financial statements in our report dated September 28, 2016.

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. 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 accounting standards for not-for-profit organizations.

Auditor's Responsibility

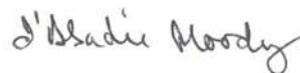
Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements."

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, 2016 are a fair summary of those financial statements in accordance with Canadian accounting standards for not-for-profit organizations.



Chartered Professional Accountants

Langley, British Columbia
September 28, 2016

Summarized Financial Statements - August 31, 2016

| | BCFHRC FUND | SESLP FUND | 2016 | 2015 |
|--|--------------|------------|--------------|--------------|
| ASSETS | | | | |
| Current assets | \$ 955,046 | \$ 63,090 | \$ 1,018,136 | \$ 1,039,371 |
| Capital assets | 1,787,917 | 358 | 1,788,275 | 1,853,872 |
| | \$ 2,742,963 | \$ 63,448 | \$ 2,806,411 | \$ 2,893,243 |
| LIABILITIES AND NET ASSETS | | | | |
| Current liabilities | \$ 67,145 | \$ 2,000 | \$ 69,145 | \$ 154,254 |
| Deferred contributions | 105,157 | - | 105,157 | 90,366 |
| | 172,302 | 2,000 | 174,302 | 244,620 |
| Net assets | 2,570,661 | 61,448 | 2,632,109 | 2,648,623 |
| | \$ 2,742,963 | \$ 63,448 | \$ 2,806,411 | \$ 2,893,243 |
| RESULTS OF OPERATIONS AND CHANGES IN NET ASSETS | | | | |
| Total revenues | \$ 2,248,301 | \$ 282,416 | \$ 2,530,717 | \$ 1,832,235 |
| Total expenditures | 2,255,495 | 291,736 | 2,547,231 | 1,968,394 |
| Excess of revenues over expenditures | (7,194) | (9,320) | (16,514) | (136,159) |
| Net assets, beginning of year | 2,577,855 | 70,768 | 2,648,623 | 2,784,782 |
| Net assets, end of year | \$ 2,570,661 | \$ 61,448 | \$ 2,632,109 | \$ 2,648,623 |
| CASH FLOWS | | | | |
| Cash from operations | \$ 31,430 | \$ (6,373) | \$ 25,057 | \$ 4,581 |
| Cash used in investing activities | (32,714) | 6,373 | (26,341) | (93,330) |
| Decrease in cash | \$ (1,284) | \$ - | \$ (1,284) | \$ (88,749) |



REACHING FOR THE STARS





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