

ANNUAL REPORT 2017

September 1, 2016 – August 31, 2017



Brightfutures
for Children

BC FAMILY HEARING
resource ★ society



THANK YOU

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MESSAGE FROM THE PRESIDENT



It is my pleasure to share with you our 2017 Annual Report.

Annual Reports are usually about a look at our status and achievements in the past year. As this year our organization celebrates its 35th year of service to our community of children with hearing loss and deafness, it is an opportunity for us to take a broader look.

First of all, we celebrate our children! For 35 years we have been part of their often heroic efforts to overcome their hearing loss or deafness and communication challenges. Their success is our success, and we are immensely proud when they succeed as their lives develop. Those who were our clients decades ago are now accomplished and productive people in our community.

We also celebrate our parents who have been our partners in helping their children. Our family-oriented approach has ensured that together we could provide the best and the most appropriate help to each individual child. Our approach is widely recognized both nationally and internationally, and appreciated by both professionals and the clients we serve.

Our celebration involves our staff whose contribution is at the core of everything we do. The expertise, dedication and service of the people who have worked with our organization over these many years have been immense. We acknowledge and thank our staff, both individually and as a group.

Finally, we celebrate our volunteers and donors. While most of our funding is provided by the government, through a contract that makes us responsible for providing services throughout our province, we rely on individuals and organizations for volunteer help and financial support. Our work would not be possible without their loyalty and unselfish support.

Some specific examples of what we have achieved this past year are:

- * The management of our contract with the Ministry of Children and Family Development is working smoothly, and we are working effectively with our subcontractors.
- * Our Victoria office is now one-year-old and has been very successful.
- * Our outreach and service delivery has been more efficient.
- * We have established a formal procedure to allow staff members to further their education and pursue research, and secured external funding for this program.

We are proud that in our 35 years of work we have maintained excellence in every aspect of what we do. We continue to strive to make our services accessible to families who need them, to keep up with the times both professionally and technically, to learn, and to share our experience with others beyond the borders of our province.

I wish to close with thanks to the membership of our organization, to the staff led by Dr. Noreen Simmons, to our donors and financial supporters, and to our dedicated volunteers. My special appreciation goes to our volunteers on the Board of Directors for their leadership in keeping our organization on the right path.

We promise to continue on this path of excellence that we have followed for 35 years and provide the best possible care for our children and families.

With thanks and regards,

Charles A. Laszlo
Board President

MESSAGE FROM THE EXECUTIVE DIRECTOR



Looking at the progress in early intervention services over the past several years, since 2007, we have believed that the delivery of equitable services was an achievable goal. The increased investment in Deaf and Hard-of-Hearing children and their

families by government bodies (Ministry of Children and Family Development & Provincial Health Services Authority – BC Early Hearing Program), together with advances in research and evidence-based practice have intensified early intervention services for children birth to school-age entry. The percentage of children receiving in-depth intensive services by age 2 today has doubled since 2007.

Many families have to make tough decisions on accessing different types of services – individual intervention sessions, learning American Sign Language, group programs, attending a specialized preschool depending on where they live in British Columbia. The goals adopted by the Society last year were to enable families the ease of access to a full range of services, irrespective of where they live in the province.

With the establishment of a satellite centre in Victoria, we are now able to provide a full range of comprehensive services to Greater Victoria families. Outreach services provided in homes or at community centres empowered families that have minimal contact with specialized professionals to connect and gain support in various capacities. Our belief in better technology to revolutionize

education and learning opportunities for families was evident with 151 telehealth sessions provided province wide. Community based activities like the Foundation Workshops are enabling families and professionals to come together and strengthen their knowledge in order to optimize language development of a Deaf or Hard-of-Hearing child.

Our greatest accomplishment this year, as mentioned by our esteemed President of the Society, Dr. Charles Laszlo, was reaching the milestone of 35 years of service that brought together the community; families and children – past and current, Board members, volunteers, past and current staff, as well as friends with a keen interest in the success of Deaf and Hard-of-Hearing children.

I would like to thank all our volunteers, funders and donors for their trust and dedication. I extend my sincere gratitude to a committed, caring and responsible Board of Directors who have provided the vision and guidance for the betterment of the Society. Without a doubt, I am indebted to my strong team of staff that has enabled us to succeed. Thank you!

Sincerely,

Noreen R. Simmons
Executive Director

"BC Family has always felt like home to me. I so appreciate all the services our family received and the relationships built with the staff and families."

"BC Family is a second home to my family."

"Thank you so much for all of your passion and heart."

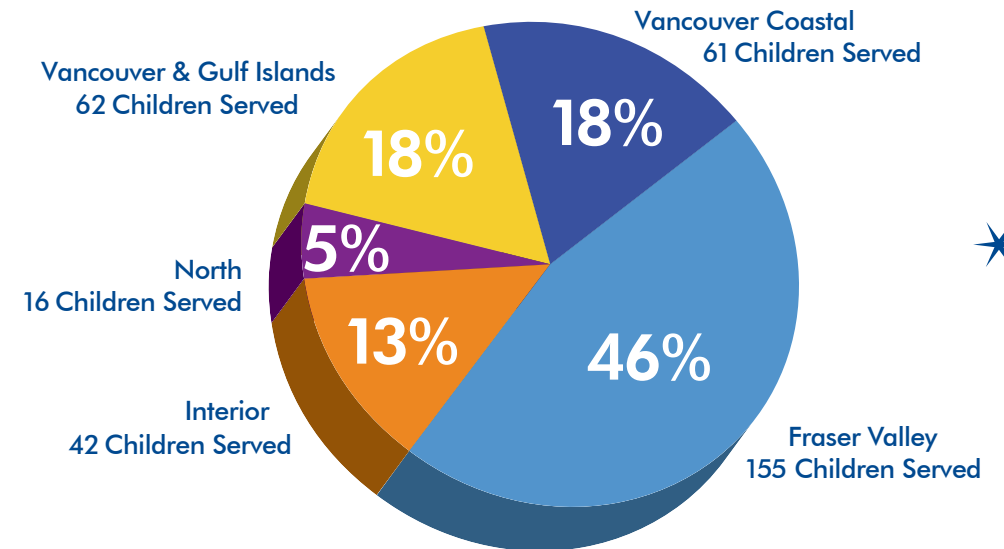
Age breakdown (September 1st, 2016 – August 31st, 2017):

| AGE | 0-0.99 | 1-1.99 | 2-2.99 | 3-3.99 | 4-4.99 | 5-5.99 | 6-6.99 | TOTAL |
|--------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Female | 12 | 20 | 26 | 19 | 29 | 22 | 15 | 143 |
| Male | 20 | 30 | 29 | 27 | 32 | 32 | 23 | 193 |
| TOTAL | 32 | 50 | 55 | 46 | 61 | 54 | 38 | 336 |

Total of 336 Children Served

Birth Up to 3 Years 137
 3 Years to School Age 161
 Kindergarten 38

Number of Children Served by Geographic Location



THANK YOU TO OUR GENEROUS DONORS & VOLUNTEERS

Elks Donors from Sept. 1, 2016 to Aug. 31, 2017

| | |
|----------------------|-------------------------|
| Burnaby Elks #497 | Prince George Elks #122 |
| Chilliwack Elks #48 | Revelstoke Elks #453 |
| Clearwater Elks #499 | Salmon Arm Elks #455 |
| Cloverdale Elks #335 | Vancouver Elks #1 |
| Kamloops Elks #44 | Westside Elks #592 |
| Keremeos Elks #56 | White Rock Elks #431 |
| Langley Elks #259 | |



Canadian Royal Purple Donors from Sept. 1, 2016 to Aug. 31, 2017

| | |
|---------------------------------|---------------------------------|
| Aldergrove Royal Purple #38 | Osoyoos Royal Purple #240 |
| Ashcroft Royal Purple #263 | Prince George Royal Purple #48 |
| BC Royal Purple Association | Royal Purple Smithers #47 |
| Royal Purple Kelowna #56 | Salmon Arm Royal Purple #279 |
| Royal Purple Merritt #239 | Terrace Royal Purple #216 |
| Royal Purple Port Coquitlam #10 | Vernon Royal Purple #123 |
| Keremeos Royal Purple #83 | Williams Lake Royal Purple #126 |
| Lillooet Royal Purple #274 | |



Foundations/Corporations with Donations between Sept. 1, 2016 and Aug. 31, 2017

Adamek & Associates Insurance and Financial Service Inc.
 Benevity
 Brennan's Mens and Ladies Wear
 Buddha's Light International Association Vancouver
 Caldor Foundation
 Cariboo Chilcotin Child Development Centre
 EarGear
 Elks & Royal Purple Fund For Children
 Envision Financial - Fleetwood Branch
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 Schill Robinson Insurance
 United Way of the Lower Mainland
 Vancouver Canucks
 Vancouver Stealth
 (Ten Feet Sports and Entertainment Ltd)
 W. Walter Ventures Ltd.
 Whitehorse Child Development Centre

Individual Donors Donating \$25+ between Sept. 1, 2016 and Aug. 31, 2017

| | |
|-----------------------|--------------------------|
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| Alice Aldridge | Sandi Braun |
| Rusty Antonuk | Dominic Brecher |
| Christina Arink | Alisa Bridger |
| Karen Armitage | Gail Buccini |
| Maureen Ashfield | Lois Bunnell |
| Damien Assonitis | Chelsea Buxton |
| Trevor Atkins | Lisa Cable |
| Ardith Bailey | Rod & Linda Cable |
| Curtis Baker | Coen Cacic |
| Cohen Beaton | George & Mia Cacic |
| Rose Beaubier | Gesine Campbell |
| Roberta Beck | Roy & Shelly Carson |
| Jane Bellamy | Patsy Carter |
| Bee & Henry Benskin | Joanne Challenger |
| Ron Beram | Nicholas Chandler |
| Jack Bernard | Jennifer Chatelain |
| Alan Black | Harriett & Jacques Chave |
| Emily Black | Pauline Chen |
| Jacqueline Bland | Robert Cheslo-Trengrove |
| David Bonnett | Sacha Chin |
| Margo Bourbonais | Judy Chrastina |
| Cassidy Bradshaw | Agatha Cluff |
| Brianne Braun | Ross Collver |

THANK YOU TO OUR GENEROUS DONORS & VOLUNTEERS (con't)

Karen Corr
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Cruickshank
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Sarah Lau
Marvene Layte
Rob Lemire
Janet Les
Christina Leung
Tzu-Chin Lin
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Leila Lolua
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Belinda MacNeil
Hassan Makhlof
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Mellanie Marshall
Valerie Marshall
Will Marshall
Yvonne Marshall
Tieg & Nastaran
Martin
Leanne Mascolo
Valerie Matthews
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Rhys McCormick
Mariane McDowell
Meryl McDowell
Glenn McFadden
Robert & Anne McFadden
Anne McGoran
Ken McGovern
Jock McGrandle
Kathleen McIntosh
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James Moore
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Lynn Neff
Holly Nott
Francisco & Margarita
Obviar
Brenda Ormand
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Maya Vergides
Christina Walker
Fiorie Walker
Vicki Walker
Dianne White
Glen Whitehead
Leslie Whitehead
Christy & Rich Wiens
Jessica Wildeboer
Ann Wilkie
Dana Wojtas
Ray Wojtas
Linda Wollenberg
May Young
Ryan Zhang
Jing Zhao

Memoriam Donations:

Darren Craig McGillivray
Nolan Lonn
Fran Burgess
Mary McQuitty
G. Stephen Denroche,
husband of Marjorie
Denroche

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, 2017, the summary statement of operations and changes in net assets and summary statement of cash flows for the year then ended, and related notes, are derived from the audited financial statements of B.C. Family Hearing Resource Society for the year ended August 31, 2017. We expressed a qualified audited opinion on those financial statements in our report dated October 18, 2017.

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."

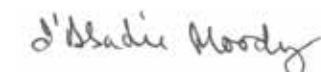
Basis for Qualified Opinion

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, 2017 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
October 18, 2017

SUMMARIZED FINANCIAL STATEMENTS - AUGUST 31, 2017

| | BCFHRC FUND | SESLP FUND | 2017 | 2016 |
|--|--------------|-------------|--------------|--------------|
| ASSETS | | | | |
| Current assets | \$ 788,414 | \$ 50,265 | \$ 838,679 | \$ 1,018,136 |
| Capital assets | 1,732,606 | 2,239 | 1,734,845 | 1,788,275 |
| | \$ 2,521,020 | \$ 52,504 | \$ 2,573,524 | \$ 2,806,411 |
| LIABILITIES AND NET ASSETS | | | | |
| Current liabilities | \$ 60,462 | \$ 2,880 | \$ 63,342 | \$ 69,145 |
| Deferred contributions | 88,886 | - | 88,886 | 105,157 |
| | 149,348 | 2,880 | 152,228 | 174,302 |
| Net assets | 2,371,672 | 49,624 | 2,421,296 | 2,632,109 |
| | \$ 2,521,020 | \$ 52,504 | \$ 2,573,524 | \$ 2,806,411 |
| RESULTS OF OPERATIONS AND CHANGES IN NET ASSETS | | | | |
| Total revenues | \$ 2,362,923 | \$ 291,005 | \$ 2,653,928 | \$ 2,530,717 |
| Total expenditures | 2,561,912 | 302,829 | 2,864,741 | 2,547,231 |
| Excess of revenues over expenditures | (198,989) | (11,824) | (210,813) | (16,514) |
| Net assets, beginning of year | 2,570,661 | 61,448 | 2,632,109 | 2,648,623 |
| Net assets, end of year | \$ 2,371,672 | \$ 49,624 | \$ 2,421,296 | \$ 2,632,109 |
| CASH FLOWS | | | | |
| Cash from operations | \$ (178,165) | \$ (14,577) | \$ (192,742) | \$ 25,057 |
| Cash used in investing activities | 90,356 | 14,577 | 104,933 | (74,483) |
| Decrease in cash | \$ (87,809) | \$ - | \$ (87,809) | \$ (49,426) |

A Year in Photos



BC FAMILY HEARING RESOURCE SOCIETY

Main Surrey Centre

15220 - 92nd Avenue
Surrey, BC V3R 2T8
(604) 584-2827
(604) 584-2800 (Fax)
e-mail: info@bcfamilyhearing.com

Victoria Satellite Centre

#320 - 702 Fort Street
Victoria, BC V8W 1H2
1-778-265-8909
1-778-265-8908 (Fax)
e-mail: vicinfo@bcfamilyhearing.com

www.bcfamilyhearing.com

Charitable Registration No. 13300-0182-RR0001

Surrey Early Speech and Language Program

#205 - 10330 152nd Street
Surrey, BC V3R 4G8
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(604) 498-0085 (Fax)
Email: info@seslp.org

www.seslp.org