

BC FAMILY HEARING

resource ★ society



Brightfutures
for Children

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A graphic featuring seven hands in various sign language positions, arranged in a row. The hands are white line art on a blue background. The text "ABOUT US" is written in a bold, blue, sans-serif font across the middle of the hands.

ABOUT US

**We are the largest not-for-profit organization
in BC serving deaf and hard-of-hearing
children aged birth to school-entry.**



WHO WE ARE

BC Family Hearing Resource Society is the largest not-for-profit organization in British Columbia, serving deaf and hard-of-hearing children, aged birth to school-entry. For 35 years, we have been providing intervention, support, education, sign language instruction and peer-to-peer mentoring to families throughout the province. Our services are evidence based, non-biased and delivered by an experienced and professional team. Family-centred care is a core principle in our organization, and we work in partnership with families and community partners to provide quality intervention services appropriate for each individual child and family. Our goal is to ensure the best outcomes for our clients.

We also believe strongly in informed choice and are the only BC agency to offer a wide variety of communication options to families. These choices span a comprehensive range, from spoken language to ASL (American Sign Language). Together with our team, families develop a plan to ensure every child’s communication potential is maximized.

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.



We are accredited by CARF (Commission on Accreditation of Rehabilitation Facilities), which means that we have met international standards for quality of service provision.



STAFF

Executive Team

Dr. Noreen Simmons, Executive Director
 Cathy Cruickshank, Finance and Accounting Administrator
 Lisa Cable, Executive Assistant to the Director

Speech and Language Pathologists

Emily Black	Alex Lay
Rina Dulku	Amanda Lemay (Victoria)
Charmaine Francis	Stefanie Macaro (Vancouver)
Zara Gauthier (Vancouver)	Megan MacLeod
Teresa Kazemir	Valerie Marshall (Vancouver)
Sarah Lau	

Surrey Early Speech and Language Program (SESLP) Speech and Language Pathologists

Mindy Dhillon	Sarah Lau
Suna Karamani	Linda Spencer

Teachers of the Deaf and Hard-of-Hearing

Catherine Albert-Moore	Dyan Spear
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Listening and Spoken Language Specialist

Carolyn Hawrish

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

Suzie Fairweather (Revelstoke)	Sara Marwa
Karen Jackson (ECE)	Sharon Neufeld (ECE)

Family Support Parents

Dr. Jen Gow	Cathy Luther
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Program Assistants

Cindy Adams	Val Matthews
Darren Bellamy	Patty Young (Victoria)
Maggie Fan (SESLP)	

COMMUNICATION IS THE KEY



"BC Family Hearing Centre gave us much needed information and advice. With their help Tiana's ASL vocabulary has exploded."
- Bev

Our approach to communication is simple – it's not how you communicate that's important, it's simply that you DO! Recent research has proven that early intervention for deaf and hard-of-hearing children results in significantly better language outcomes. And there is no such thing as being too early to start intervention!

Together, we work to remove the barriers to successful communication so that parents can connect with their young child. Building a strong parent-child bond through effective communication lays the foundation for all later learning.

A variety of options may be explored in order to find the most effective method(s) of communication for your child. Our expert staff will help guide you through the process of discovering what works for your family and will help you to set high, yet reasonable expectations for them. Our goal for each child is age-appropriate, or better, language development by the time they enter school.

Families with young deaf and hard-of-hearing children face many significant choices and decisions. These can range from selecting an early intervention program to choosing a communication

method for their child, or deciding on which option of hearing equipment is the best fit. Parents often report that these decisions are very difficult, a source of anxiety and can be even more challenging when they receive conflicting opinions.

The most important thing to remember is that the decisions made today are not irreversible. No one single approach or method has been scientifically proven to be best for all deaf and hard-of-hearing children. At BCFHRC, we believe that every child and family is unique, a conviction that is reflected in each family's specialized strategy for success.



MISSION & VISION

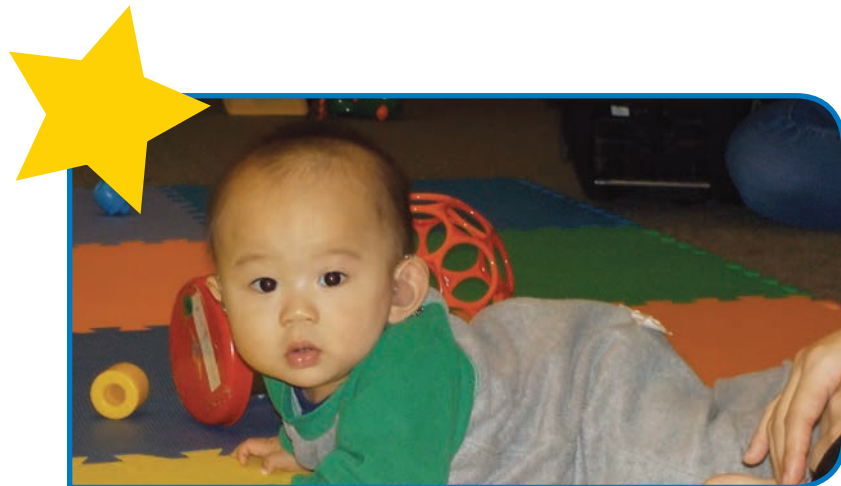
Our Mission

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.

Our Vision

To be an internationally recognized Centre of Excellence in providing support and services to deaf and hard-of-hearing children and their families, a pioneer in the use of technology, and a training and research centre for professionals in the field.



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.



*We provide family-centred
services in a safe and
supportive environment.*

SERVICES

- Home-based and Centre-based intervention sessions
- 1:1 intervention sessions via Telehealth
- Individual sign language services
- Language groups and workshops for children and parents
- PEER program for Kindergarten Transition
- Mingle & Play summer program
- Outreach services
- Access to and support from Family Support Parents
- Deaf and Hard-of-Hearing mentorship
- 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



ANNUAL EVENTS

We love the opportunity to bring together all of our families whenever we can. So much value comes from parents connecting with other parents, kids making new friends and sharing a common bond. Here are just a few of our events:



Walking for Bright Futures Walkathon:

Presented by the Elks & Royal Purple Associations, this family fundraising event is held annually in the Fraser Valley. Families, friends, grandparents and community members join together for a walk through a beautiful forest. Afterwards, there are activities for the kids, a bbq lunch and prizes!



Mingle & Play: This much-anticipated summer program runs over 3 days, every August. We have families that travel from all over the province to join us during this time. Every day features a new entertainer, crafts, games, lunch and lots of time to play outside in the sunshine.

While programs can differ from year to year, there are always activities planned to promote a sense of community to our families. We organize field trips to places such as the pumpkin patch, a local farm, a gymnastics gym or even a swimming pool. There are also seasonal events such as a Winter Party and Family Fun Day. These special events are also the perfect time to include siblings, grandparents and other family members in what is happening at the Centre.

GROUPS

Our group programs allow families to learn together, and from one another, in a fun and interactive format. Learning, for both caregivers and children, happens through play, social interactions, stories and music. There are also opportunities for parent education and sharing, as well as observation of children during group activities.

We strive to offer groups that range in communication styles. This can include spoken language only, ASL (American Sign Language) and a combination of these and other communication methods. Our groups focus on a variety of different areas, such as parent education, the development of language and social skills, and music appreciation.

Currently our groups are divided into options for:

- Infants aged 0 – 18 months
- Young Toddlers aged 12 – 24 months
- Toddlers aged 24 – 36 months
- Preschoolers aged 36 months – school entry



PROGRAMS

Alongside our individual and group services, there are a number of additional programs we offer to BCFHRC families. Some are offered annually, while others change from year to year.

Our FOUNDATIONS Workshop is designed to strengthen families' knowledge of their child's hearing ability and how it relates to their development. The workshop also aims to equip families with the knowledge they need to make well-informed decisions and strategies to support their child's progress. It is offered in our Main Surrey Centre, both in-person and online, as well as in other communities throughout the province over the course of each year.

Our FOUNDATIONS FOR PROFESSIONALS program educates clinicians, therapists and educators around the province that are working with deaf and hard-of-hearing children. This workshop provides them with the skills and resources to best support these families in a wide variety of environments.

We also have a comprehensive Kindergarten Transition program called PEER (Preschoolers Esteem & Emotional Readiness). This consists of evening workshops for parents and a 3-day workshop for both parents and children. PEER is available to families one year prior to their child starting in Kindergarten.



In addition to these programs, BCFHRC offers various workshops for parents, family members, caregivers and other professionals working with our families. Our workshops are determined based on the needs that present themselves each year, and can cover a wide variety of topics.

"Since the day we joined the Baby Group at BCFHRC, we have never felt alone and have seen such remarkable progress in our son's language, confidence and abilities. We are now excited and optimistic for our beautiful Liam's future!"
- Dan & Michelle

OUTREACH

Many communities outside of the Lower Mainland do not have the opportunity to provide specialized resources to families of deaf and hard-of-hearing children. For those families, we are able to provide a plan in collaboration with the local community

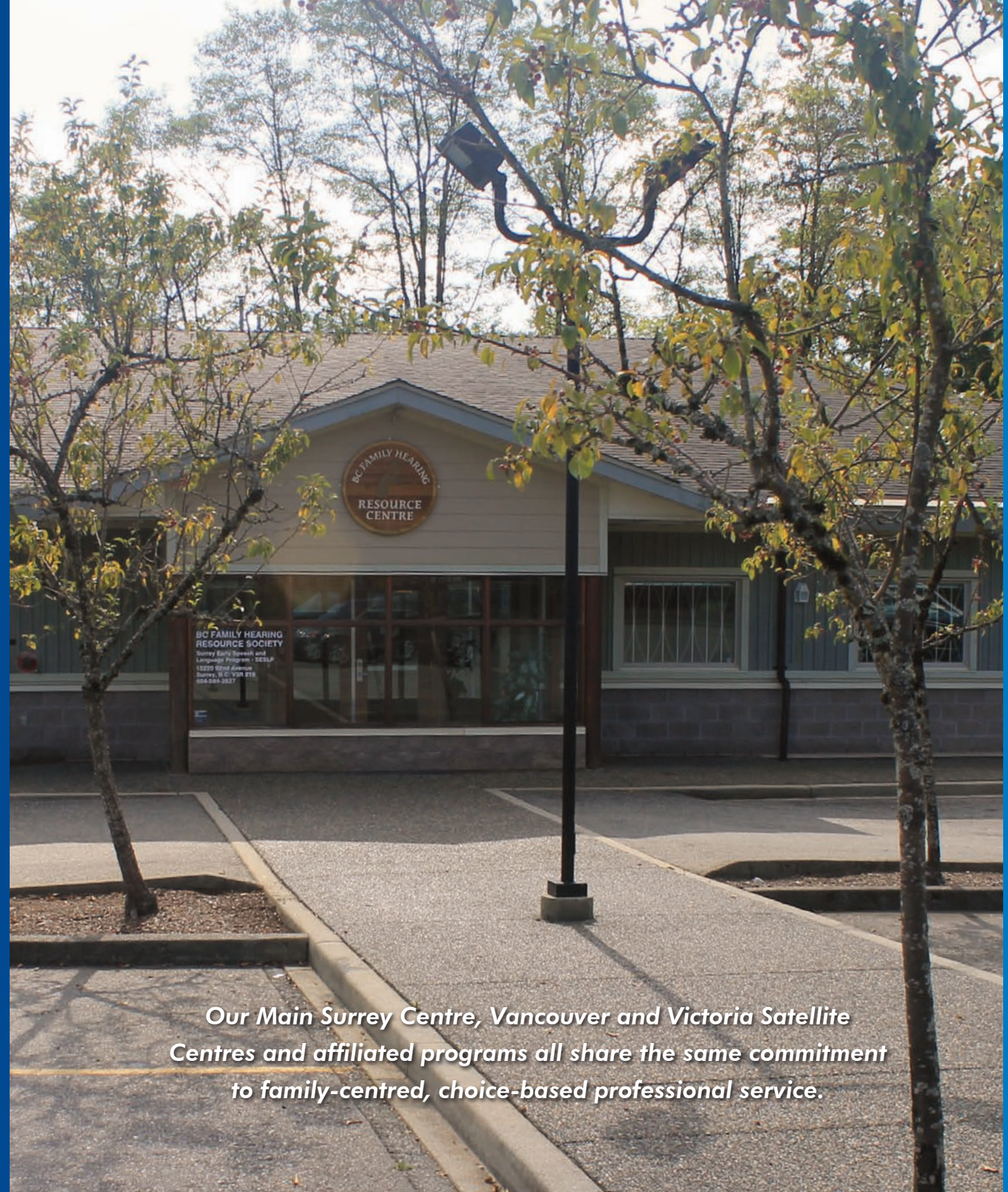
service providers. We believe that the best way to provide for the long-term needs of the children and families throughout British Columbia is to strengthen the local communities.

Our Outreach Program offers contact with professionals who specialize in working with deaf and hard-of-hearing children and their families. These are experienced Early Interventionists with training as Speech Language Pathologists, Teachers of the Deaf and Hard-of-Hearing or Listening and Spoken Language Specialists. There are also Deaf and Hard-of-Hearing Mentors, Sign Language Teachers and Family Support Parents available to support our Outreach families through this program.

We work together as a team with community service providers (Speech Language Pathologists, Audiologists, Infant Development Consultants, Supported Child Development Consultants, Daycares and Preschools) to provide continuity of services. For those very remote communities without community service providers, we can also provide regular ongoing Intervention via Telehealth, supplemented with in-person community visits from our Outreach Consultants during the year.

Outreach families are always welcome to visit our Surrey and Victoria Centres to take advantage of the other programs and activities that happen there. Many families like to coordinate their visits to BC Children's Hospital with some additional days at the Surrey Centre.





Our Main Surrey Centre, Vancouver and Victoria Satellite Centres and affiliated programs all share the same commitment to family-centred, choice-based professional service.

MAIN SURREY CENTRE

Deaf and hard-of-hearing children have language challenges and great difficulty when environments are not optimal for learning opportunities. For the hard-of-hearing client, measures were taken by BCFHRC in the construction of this facility to reduce background noise and any reverberation of sound (echo): the covering of all areas inside the building with carpet and underlay padding; careful placement of acoustic tile paneling to absorb sound; extra-large ducts lined with absorptive material in the heating/ventilation/cooling system; double wall construction with extra insulation for all interior walls; solid doors with gasket seals to further contain sound; and a strategically placed vestibule that creates a sound barrier between the main meeting room and the potentially noisy reception/waiting area. For deaf clients, visual devices (e.g., visual alarms, lights and mics) have been installed throughout the building that provide visual clues to them.

One of the highlights of our Centre is the custom-made wooden playhouse in the reception area. Children are immediately drawn into this house because it is the perfect size to engage them in a wonderful world of make-believe. The miniature house inspires many spontaneous conversations between parents and children, often observed by our teachers and therapists. The playhouse is a wonderful communication tool; it helps gain a better understanding of how children communicate with their family.



Observation rooms are attached to each of our classrooms and individual therapy rooms. Parents and professionals can sit in the observation rooms with two-way mirrors, and watch and listen to sessions, gaining valuable insight into their children's progress.

In our main, multi-purpose room there are three Assistive Listening Device (ALD) technologies – infrared, Frequency Modulation (FM), and the loop system. Table top and wireless microphones are used by participants at meetings and presentations. Hard-of-hearing individuals are able to receive sound through the various ALD systems, while the participants with typical hearing can benefit from speakers in the ceiling. The multi-purpose room is also equipped with two ceiling-mounted LCD projectors: one to provide 'real time captioning,' and the other one for slides, power-point, or video presentations.

There is also special lighting installed to view ASL interpreters, and a purpose-built booth to house second-language interpreters who can translate to multiple families simultaneously.

Our Centre in Surrey also holds our provincial resource library, with hundreds of books, videos, and research journals related to the topic of language development, hearing and deafness. These materials are available for loan to parents and professionals throughout British Columbia. We also have books for young readers, because we know how important it is to develop early literacy skills in children who are deaf or hard-of-hearing.

Children love our outside playground with multiple playhouses, bike path, and equipment specially designed for very young children. Parents enjoy sitting with each other as they watch their children play and ride tricycles on the tree-lined path, build social skills and interact with one another.



SATELLITE CENTRES: VANCOUVER AND VICTORIA



Our Satellite Centres have been established to meet the needs of growing communities in the Lower Mainland and on Vancouver Island. Our Vancouver office serves families in Vancouver, Burnaby, Richmond and on the North Shore; the Victoria office serves the Greater Victoria area. Families can receive individual therapy, participate in groups and engage with other families and professionals at these Centres. In Victoria, there are currently groups for all ages and communication methods, as well as field trips that are specifically tailored to bring families together. Opened in January 2018, the Vancouver Centre is currently developing programming and events based on the needs of the community. A number of workshops that are offered at the Main Surrey location will also be available in-person and online at these additional facilities.

The same commitment to family-centred, choice-based, professional service exists at all of our facilities. Every family that is a client of BCFHRC can access the programs and services at our Main Surrey Centre at any time.



Victoria Satellite Centre

"It can be hard when your reality is so much different than that of your friends, but meeting others at BC Family who know the struggle helped to renew our sense of hope for William's future."
- Christina & Jordan

SESLP: SURREY EARLY SPEECH AND LANGUAGE PROGRAM

The Surrey Early Speech and Language Program (SESLP) provides programs and services designed 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 the neighbouring community. Services are provided in a safe and supportive environment with a family centered and evidence-based practice.

Programs and services offered currently include initial consultations, group sessions for both parents and families, formal speech and language assessments, home programs and/or visits, preschool visits and ongoing individual therapy.



#205 – 10330 152nd Street, Surrey, BC, V3R 4G8
Voice: 604-498-1833/Fax: 604-498-0085
email: info@seslp.org / www.seslp.org

RESOURCES

A wide variety of resources including books, online media and access to other families with deaf or hard-of-hearing children, are available to complement the programs and services that families receive at BCFHRC.



RESOURCES

Parent to Parent network: We believe strongly in the positive impact that meaningful connections between parents can have on families. At any time, our parents can request to be connected to another family on our extensive network that spans the province. Meaningful contact can be made for many purposes, including but not limited to: shared language, shared culture, geographic location and children with similar hearing loss or deafness.



The Learning Place: Found on our website, The Learning Place is an online platform created specifically for parents. It is a large library of resources and short videos that include parents speaking about a wide range of topics and their experiences in raising their deaf and hard-of-hearing children.



My Turn to Learn: This guide book was written by BCFHRC staff specifically for families with newly diagnosed deaf and hard-of-hearing children. Parents can receive copies through our Centre or the BC Early Hearing Program; professionals can order copies on our website.

This valuable tool is currently available in six different languages.

RESEARCH & AFFILIATIONS

The BCFHRC fosters an environment that supports research endeavors, particularly those involving interdisciplinary collaboration. Our long-term relationship with The University of British Columbia Faculty of Education's Program in Education of the Deaf and Hard of Hearing and the Faculty of Medicine's School of Audiology and Speech Sciences has resulted in official collaborative agreement(s) which allows us to support each other's training and research needs. We are working closely with them as we develop projects that provide education on best practices in early intervention for deaf and hard-of-hearing infants, toddlers, and preschoolers. During the past few years, there have been several steps taken to develop a strong research base at BCFHRS.





Every individual that is involved with BCFHRC has a positive impact on the lives of families throughout BC.

HELPING HANDS

More than anything, BC Family Hearing Resource Centre is a community; a community of children and their families, whose success and achievements can be directly influenced by people like you. A lasting and significant impact is made when individuals, just like you, choose to get involved.



Experience our Centre!

Meet the staff and families and learn more about the work we do.



Like & Share!

Check out our social media pages and share with friends.



Volunteer!

Make a difference in the lives of families by giving the gift of time.



Donate!

The gift of your donation allows us to continue providing excellent service to all corners of the province. The services we provide continue to grow and expand directly because of the generosity of our donors.



Sponsor a Project!

As technology and information sharing changes at an ever increasing speed, there are always opportunities for individuals or companies to be a part of a project at our Centres. We look forward to finding out how you want to make a difference in the lives of deaf and hard-of-hearing children by partnering together with us on a special project.

OUR IMPACT



**Total of 336
Children Served**

(Sep. 2016 – Aug. 2017)

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

The page is decorated with numerous stars in blue and yellow, scattered across the background. Some stars are simple four-pointed shapes, while others are more complex, multi-pointed designs. They vary in size and are distributed throughout the page, with a higher concentration in the upper half.

BC FAMILY HEARING RESOURCE SOCIETY

Main Surrey Centre

15220 - 92nd Avenue
Surrey, BC V3R 2T8
(604) 584-2827
(604) 584-2800 (Fax)
1-877-584-2827 (Toll Free)
e-mail: info@bcfamilyhearing.com

Vancouver Satellite Centre

#262-3665 Kingsway
Vancouver, BC V5R 5W2
(604) 428-7949
(604) 428-7950 (Fax)
e-mail: info@bcfamilyhearing.com

Victoria Satellite Centre

#320 - 702 Fort Street
Victoria, BC V8W 1H2
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