

ANNUAL REPORT 2018

September 1, 2017 – August 31, 2018



BC FAMILY HEARING
resource ★ society


Brightfutures
for Children

Total Number of Clients:

367

OUTREACH:

120

LOWER
MAINLAND:

247

145

Total Number of Referrals.

Total Number of Children Transitioned to Kindergarten:

52

(September 1, 2017 – August 31, 2018)

BOARD OF DIRECTORS

Executive Directors



Dr. Charles Laszlo
President



Dr. Graham Bryce
Vice President



Agatha Cluff
Treasurer



Rick Moore
Past President

Directors



Barbara Gee



Rosalind Ho



Ray Hunt



Alia Kallo



Doug Klassen



Ken Mulligan



Joan Popovich



Dr. Susan Small



MESSAGE FROM THE PRESIDENT

Every year in our life has its stories and it is customary that we take a few moments to review them on our birthday or some other special time of the year. In our organization, we take the day of Annual General Meeting to take stock of our work and take a glimpse into the future.

I cherish the opportunity to share this glimpse with you.

Let us look at the facts. The demand on our services has increased steadily. The number of our clients has grown and we delivered significantly more service hours. The increased demand had to be satisfied with our existing resources as our government service contracts provide us with fixed amounts of money. There are no automatic upward funding adjustments to cover unexpected growth in services. It is a sign of the high professional standards and commitment of our staff that we could satisfy the increased demand without compromising the quality of our services.

The true measure of the quality of our work is in the progress of our children. Our yearly survey of clients' satisfaction tells us that our families are pleased with the work we do with them.

Through our government funding contract, our organization is entrusted to foster collaboration among other specialized agencies such as Children's Hearing and Speech Centre of BC and Deaf Children's Society serving children who are deaf and hard-of-hearing. Over the past year we have reconciled differences in our administrative systems and our sub-contracts with these agencies are working smoothly.

The opening of our Vancouver Satellite Centre took a tremendous amount of work and preparation. We are also happy to report that both our Victoria and Vancouver Satellite Centres are doing their job! Our aim was to improve the services by making them more 'local' and more readily accessible. Parents are pleased that they can travel shorter distances to visit our facilities and have access to our professional services more frequently, if needed.

It may be surprising to learn that in the North there are still some children who do not have access to the services that they need. This is due to families' lack of access to service providers in the Yukon and NWT. It is a matter of principle for our organization to provide services to such families even if they are not covered by our contract. So far we have covered the expenses of such services through private donations, but this is not sustainable in the long run. We are now looking for funding from the Territorial governments. More donors are needed.

Our research activities have also taken off! We now have two active research projects involving our staff and collaborators from UBC. These projects investigate problems that

we encounter in our work and promise to lead to improvements in our services.

We continue to be proudly family oriented and we are planning to expand the involvement of parents in our work. In the coming year, we will explore with our families how they could help us generate positive publicity by telling their stories and mobilizing public interest in donating to our cause.

In closing, I wish to thank our staff and our volunteer Directors. The continued achievements of our organization are the result of their professionalism, expertise and hard work. We owe them our gratitude.

We had a busy and successful year indeed! The coming year promises to be the same!

With thanks and regards,

Charles Laszlo

Board President



MESSAGE FROM THE EXECUTIVE DIRECTOR

At our Society, we often discuss the goal of 'reaching for the stars', and while we aren't quite there yet, we are definitely a long way from where we started!

Here is a brief overview of last year: we have a new easily-accessible satellite office in Vancouver and a brand new website with increased functionality and traffic; our team has grown in numbers from 29 to 33; and our families are involved in various capacities for the continued improvement of our Society.

Our accomplishments reflect our core values starting by partnering our families across British Columbia, the Northwest Territories and the Yukon with deeply dedicated BCFHRC professionals who understand each family's unique situation and needs. This mission continues with providing the best and broadest range of services by constantly seeking the latest technology.

The cornerstone of our success is a team with shared goals. Our Board of Directors and staff are comprised of individuals with passion and grit who compel us to achieve our goals.

I would like to convey my sincere thanks to our volunteers, donors and government funders in helping us build a solid foundation for our Society.

Together, with my team, I take pride in our accomplishments and have no doubt the next year will bring forth new and exciting opportunities for further growth and development.

Sincerely,

Noreen R. Simmons

(September 1, 2017 – August 31, 2018)

We want to see every child learn to communicate in the language of their choice.

Number of hours of ASL interpreting services provided:

256

Number of hours of spoken language interpreting services provided:
100.5
(in 7 different languages)

We want to see every child receive equitable services, regardless of where in British Columbia they live.

Number of Outreach families:

120

65

Number of cities we visited.

We know success comes when families have access to a wide variety of services, programs, groups and events.

Number of different group programs offered:

8

Number of families that attended our PEER program in the last 5 years:

90

We believe in the power of human connections and encourage families to share their experiences and knowledge with one another.

Number of parents of deaf/hard-of-hearing children on staff:

5

Number of staff who are deaf/hard-of-hearing:

6

114

Number of people who attended our summer Mingle & Play event.

THANK YOU TO OUR 2017-2018 DONORS

Gold Star Donors (\$25,000+)

Elks & Royal Purple Fund for Children

Silver Star Donors (\$10,000 - \$24,999)

Caldor Foundation

Rotary Club of Vancouver Hearing Foundation

Bronze Star Donors (\$500 - \$10,000)

A.C.T./UCT Kelowna West Council #1003

Adera Foundation Society

BC Royal Purple Association

Braun, Dan

Burnaby Elks #497

Canadian Royal Purple Kelowna Lodge #56

Canadian Royal Purple Port Coquitlam Lodge #10

Canadian Royal Purple Society Prince George #48

CanAssist (UVIC)

Chilliwack Elks Lodge #48

Cloverdale Elks #335

Flynn, Kevin

Ford, Joan

Gushue, Andy and Stacey

Hammel, Ryan

Ho, Casey

Keremeos Royal Purple Lodge #83

Kimberly Elks Lodge #90

King, Diane


King, Dylan

Lake Cowichan Elks #293

Langley Elks Lodge #259

Bronze Star Donors (\$500 - \$10,000) con't

Lillooet Royal Purple Lodge #274
Moody, Lisa
North Kamloops Elks Lodge #469
North Kamloops Royal Purple Lodge #277
Price, Lily and Frank
Properties Plus Ltd.
Ratenberry, Chad
Salmon Arm Elks Lodge #455
Salmon Arm Royal Purple Lodge #279
Smithers Elks #240
Surrey Fire Fighters Charitable Society
Thompson, Susan and Gordon
Vancouver Elks Lodge #1
Vancouver International Airport
Vernon Royal Purple Lodge #123
White Rock Elks #431
Williams Lake Royal Purple Lodge #126



*Thanks to all who participated
in our Annual Walkathon for
Bright Futures.*

**This year we
raised \$29,000!**

And our many generous Bright Star Donors (\$1 - \$499)

We operate in partnership with:

- Ministry of Child & Family Development, Government of BC
- BC Early Hearing Program

We acknowledge the financial assistance of the Province of British Columbia.

Thank you to our founders and long-time supporters:

Elks & Canadian Royal Purple lodges, both in BC and across Canada



THANK YOU

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, 2018, 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, 2018. We expressed a qualified audited opinion on those financial statements in our report dated October 19, 2018.

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

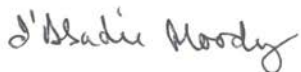
Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements."

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, 2018 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 19, 2018

SUMMARIZED FINANCIAL STATEMENTS - AUGUST 31, 2018

	BCFHRC FUND		SESLP FUND		2018	2017
ASSETS						
Current assets	\$	672,221	\$	54,856	\$ 727,077	\$ 838,679
Capital assets		1,677,928		1,954	1,679,882	1,734,845
	\$	2,350,149	\$	56,810	\$ 2,406,959	\$ 2,573,524
LIABILITIES AND NET ASSETS						
Current liabilities	\$	94,141	\$	2,107	\$ 96,248	\$ 63,342
Deferred contributions		103,082		–	103,082	88,886
		197,223		2,107	199,330	152,228
Net assets		2,152,926		54,703	2,207,629	2,421,296
	\$	2,350,149	\$	56,810	\$ 2,406,959	\$ 2,573,524
RESULTS OF OPERATIONS AND CHANGES IN NET ASSETS						
Total revenues	\$	2,476,945	\$	354,140	\$ 2,831,085	\$ 2,653,928
Total expenditures		2,695,691		349,061	3,044,752	2,864,741
Excess of revenues over expenditures		(218,746)		5,079	(213,667)	(210,813)
Net assets, beginning of year		2,371,672		49,624	2,421,296	2,632,109
Net assets, end of year	\$	2,152,926	\$	54,703	\$ 2,207,629	\$ 2,421,296
CASH FLOWS						
Cash from operations	\$	(91,668)	\$	4,591	\$ (87,077)	\$ (192,742)
Cash used in investing activities		169,688		(4,591)	165,097	104,933
Decrease in cash	\$	78,020	\$	–	\$ 78,020	\$ (87,809)

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
(778) 265-8909
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e-mail: vicinfo@bcfamilyhearing.com

www.bcfamilyhearing.com