



ANNUAL REPORT 2019

September 1, 2018 – August 31, 2019

BC FAMILY HEARING
resource ★ society


Brightfutures
for Children

BC FAMILY HEARING
RESOURCE CENTRE

406
Clients

260 Lower Mainland
146 Outreach

SURREY EARLY SPEECH
& LANGUAGE PROGRAM

311

New Referrals
(N. Surrey 200 – S. Surrey 111)

671

Families that
Received Service

BOARD OF DIRECTORS

Executive Committee



Dr. Charles Laszlo
President



Dr. Graham Bryce
Vice President



Agatha Cluff
Treasurer



Rick Moore
Past President

Directors



Barbara Gee



Rosalind Ho



Alia Kallo



Doug Klassen



Ken Mulligan



Joan Popovich



No Photo
Available at
this time

Flo Sala



Dr. Susan Small



MESSAGE FROM THE PRESIDENT AND THE EXECUTIVE DIRECTOR

We are pleased to report that this past year has been successful using our standard measures of the quantity and quality of the services we delivered. On the other hand, it was not an easy year for us.

In short, we have been facing mounting pressure due to increasing demand for our services in an environment of limited financial resources. In response, we have sought more assistance and contributions from our supporters than ever before. We are proud to acknowledge that the commitment and compassion of our financial supporters, our volunteers, our Board, the agencies we work with and our staff have been outstanding.

Unfortunately, this has not been enough... the question now is why and where do we go from here?

The oversight and critical review by our Board, executive and staff of the early intervention services that we provide to deaf and hard-of-hearing children and their families across British Columbia have provided some answers.

As a provincial organization, we often tend to focus on the macro level. We focus on the number of children served relative to the number of children requiring services in each community. Last year we provided services to 406 children and their families across 59 communities. While we tend to be satisfied with the increasing numbers from one year to the next, we find that this does not address the problems of the inequality of the levels of services across the province.

Deaf and hard-of-hearing children and their families experience challenges in their daily lives – in their homes, neighbourhoods, daycares, preschools and social gatherings, to name a few. We recognize that just because the needs are being met in the Lower Mainland and the Fraser Valley, that doesn't mean children and families in outreach communities such as Fort St. John or Bella Bella are receiving the same level of service delivery.

Together with our community partners and stakeholders we have confirmed that we have a strong joint commitment to the demands for equity, and that we will serve all rural and remote communities according to their requirements, no matter where families live. Thanks to technological advancement, this past year, we were able to provide 423 individual intervention and sign language sessions for children and their families by targeting additional resources to those outreach communities. But in order to maintain such services successfully, adequate additional funding and community support is necessary.



We will work hard to find this support from government, donors, local communities and our families. We also want to involve our alumni.

When 'our children' are ready to transition to kindergarten, we have mixed feelings. On the one hand, we are proud of their achievements and excited that these children learned to communicate and are ready to take on the next big challenge of their lives. On the other hand, we are also sad because our shared moments of triumph and struggles have developed strong bonds. It is hard to let go.

We are fortunate that often this is not the last time we see our children. Many families keep in touch and we are able to engage with them as these children develop. We hear amazing stories that keep us motivated and happy.

As our services expand, and more children and families pass through our organization, we want to be empowered and have the passion to create bonds with children and families that will continue into the future and be part of our legacy.

This year we began activities aimed at our alumni. We have been exploring opportunities for these families to help us with our work: by them sharing experiences, giving us advice and spreading the word about what we do on behalf of young children with hearing loss/deafness. We would like to build a system that is relevant, engaging and involves teens and adults who have been an important part of our program.

To help make our services fully equitable across British Columbia we need to keep our alumni engaged. We need to work together with these valued stakeholders alongside charitable foundations, philanthropists, donors, past parents, graduates, government leaders, deaf and hard-of-hearing friends and volunteers!

Are you with us? Together we can make a big difference in the lives of young children and their families across the province!

Sincerely,

Charles A. Laszlo
President

Sincerely,

Noreen R. Simmons
Executive Director

134
Total
Referrals

63
Children
transitioned to
Kindergarten

59
Cities that
we visited

227
hours of
Spoken Language
Interpreting
Services

334
hours of
American Sign
Language
Interpreting
Services

8
different
Group
Programs
offered

39
families
attended
PEER Program

119
people
attended summer
Mingle & Play
event

79
people attended
Foundations
Workshop
Series

THANK YOU TO OUR 2018 – 2019 DONORS!

Gold Star Donors (\$25,000+)

Caldor Foundation
Elks & Royal Purple Fund for Children

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

First West Foundation

Bronze Star Donors (\$500 - \$9,999)

A.C.T./UCT Kelowna West Council #1003
Adera Foundation Society
BC Royal Purple Association
Burnaby Elks #497
Canadian Royal Purple Kelowna Lodge #56
Canadian Royal Purple Port Coquitlam Lodge #10
Canadian Royal Purple Society Prince George #48
Chilliwack Elks Lodge #48
Beebe Cline
Cloverdale Elks #335
Joan Ford
Hear the Wild Foundation
Heritage Asian Eatery
The Ho Family
Investors Group Financial Services Inc.
Keremeos Royal Purple Lodge #83
Langley Elks Lodge #259
Lillooet Royal Purple Lodge #274
LNR Technologies Ltd.


THANK YOU

Bronze Star Donors (\$500 - \$9,999) continued

The Medicine Shoppe Pharmacy #156
Ron & Lisa Moody
Nicola Family Foundation
North Kamloops Royal Purple Lodge #277
Anita Park
Properties Plus Ltd.
Reach Child & Youth Development Society
Salmon Arm Elks Lodge #455
Salmon Arm Royal Purple Lodge #279
Smithers Elks Lodge #240
Surrey Fire Fighters Charitable Society
Terrace Elks Lodge #425
Ryan Turner
Vancouver Elks Lodge #1
Vernon Royal Purple Lodge #123
Westside Elks #592
White Rock Elks #431
Glen Whitehead
Williams Lake Royal Purple Lodge #126

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

**This year we
raised \$19,930!**

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

We operate in partnership with:

- MCFD – Ministry of Children & Family Development, Government of BC
- BC Early Hearing Program – Provincial Health Services Authority

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

REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARY FINANCIAL STATEMENTS

To the Board of Directors of B.C. Family Hearing Resource Society

Opinion

The summary financial statements, which comprise the summary statement of financial position as at August 31, 2019, 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, 2019. We expressed a qualified audited opinion on those financial statements in our report dated October 17, 2019.

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, 2019 are a fair summary of those financial statements in accordance with Canadian accounting standards for not-for-profit organizations.

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.

Basis for Qualified Opinion

In common with many not-for-profit organizations, the Society derives revenue from fundraising activities the completeness of which is not susceptible to satisfactory audit verification. Accordingly, verification of these revenues was limited to the amounts recorded in the records of the Society. Therefore, we were not able to determine whether any adjustments might be necessary to fundraising revenue, excess of revenues over expenses, and cash flows from operations for the years ended August 31, 2019 and 2018, current assets as at August 31, 2019 and 2018, and net assets as at September 1 and August 31 for both the 2019 and 2018 years. Our audit opinion on the financial statements for the year ended August 31, 2019 was modified accordingly because of the possible effects of this limitation in scope.


We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Society in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified opinion.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary financial statements in accordance with Canadian accounting standards for not-for-profit organizations.

Auditor's Responsibility

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



Chartered Professional Accountants

Langley, British Columbia

October 17, 2019

SUMMARIZED FINANCIAL STATEMENTS - AUGUST 31, 2019

	BCFHRC FUND	SESLP FUND	2019	2018
ASSETS				
Current assets	\$ 553,596	\$ 53,242	\$ 606,838	\$ 727,077
Capital assets	\$ 1,622,858	\$ 1,669	\$ 1,624,527	\$ 1,679,882
	\$ 2,176,454	\$ 54,911	\$ 2,231,365	\$ 2,406,959
LIABILITIES AND NET ASSETS				
Current liabilities	\$ 244,673	\$ 2,036	\$ 246,709	\$ 96,248
Deferred contributions	31,570	-	31,570	103,082
	276,243	2,036	278,279	199,330
Net assets	1,900,211	52,875	1,953,086	2,207,629
	\$ 2,176,454	\$ 54,911	\$ 2,231,365	\$ 2,406,959
RESULTS OF OPERATIONS AND CHANGES IN NET ASSETS				
Total revenues	\$ 2,543,199	\$ 340,972	\$ 2,884,171	\$ 2,831,085
Total expenditures	2,795,914	342,800	3,138,714	3,044,752
Excess of revenues over expenditures	(252,715)	(1,828)	(254,543)	(213,667)
Net assets, beginning of year	2,152,926	54,703	2,207,629	2,421,296
Net assets, end of year	\$ 1,900,211	\$ 52,875	\$ 1,953,086	\$ 2,207,629
CASH FLOWS				
Cash from operations	\$ (254,230)	\$ (3,102)	\$ (257,332)	\$ (87,077)
Cash used in investing activities	42,088	3,102	45,190	165,097
(Decrease) Increase in cash	\$ (212,142)	\$ -	\$ (212,142)	\$ 78,020



Brynn's Story

Brynn is a 4-year-old little girl who lives with her brother (Blake), mom (Nikki) and dad (Jake). In September of 2017, at 2.5 years old, Brynn was identified with hearing loss in both her ears. At that time, the audiologist gave their family some information about available resources and suggested finding an Early Intervention Centre that would be the right fit for Brynn.

Nikki reached out to BC Family Hearing Resource Centre (BCFHRC) and after talking with a Family Support Parent, decided that this was where they needed to be.

Through individual intervention sessions, joining group programs and meeting other families with deaf and hard-of-hearing children, shy Brynn began to come out of her shell as she felt welcome and comfortable.

Just as everyone was feeling good about Brynn's progress and she was happy using her hearing aids, they discovered that she has Enlarged Vestibular Aqueduct Syndrome (EVA), which can result in further hearing loss for some children. After much discussion and research, Brynn's parents made the decision for her to receive a Cochlear Implant (CI) in her left ear.

A year later Brynn is surprising everyone with her amazing successes! In Nikki's words: "Coming to BCFHRC, yes, we were nervous of all the unknowns, but we have made some great connections; it feels like a second home and I can't imagine where Brynn and [our] family [would be] if it weren't for the services and all the support!"





BC FAMILY HEARING

resource ★ society

Surrey Centre

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

Vancouver Centre

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Vancouver, BC V5R 5W2
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(604) 428-7950 (Fax)
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Victoria Centre

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