



BC Family Hearing
Resource Society

ANNUAL REPORT

SEPTEMBER 1, 2020 - MARCH 31, 2021



PRESIDENT'S MESSAGE

Dear Friends,

This is the second Annual Report that we are presenting to you while under the threat of the COVID19 pandemic.

COVID19 has affected all of us and I am sure that you have many personal stories to tell. As this Annual Report shows, our organization and its people stood up to the challenges very well.

The people of the BC Family Hearing Resource Society continued to maintain services at a high level and adapted successfully to the changing circumstances. It was our goal to maintain contacts and to provide the instruction and guidance that our children and families needed, even under the restrictive COVID19 rules and regulations. This required exceptional commitment, flexibility, and devotion of every one of our clinicians and supporting staff. We owe all of them our gratitude.



We can also claim progress in the funding area. As we reported previously, for the last several years the numbers of our clients and the service needs of families and children have greatly increased, while our government funding remained unchanged. Our Executive Director and administration have done an excellent job in demonstrating to the Ministry of Children and Family Development that the demand for our services and our support from government have become out of balance. To correct this imbalance, and to allow us to continue to deliver our services throughout the Province of British Columbia, the last extension to our contract with the Ministry provided us with improved financial support.

I am also pleased to report the success of our effort to develop additional services for our families and for the larger community. We are happy to announce that our daycare facility started operation on September 13th, 2021 and our first set of children are now receiving services. An exciting feature of our daycare will be that it will allow children to communicate in either English or ASL, or in both. Our team involved in the process of licensing, organizing, and operating our daycare services has done a superb job and we are now able to extend a warm welcome to our new and special daycare staff.

I wish to close with thanks to our families and friends. You have been patient with the changes enforced by the pandemic and supported our effort to serve you. Your understanding and help have made our work possible. We have every reason to look forward to the coming year with optimism. Exiting times lie ahead for our organization and the community that we serve.

Sincerely,

Charles A. Laszlo
President

EXECUTIVE DIRECTOR'S MESSAGE

Dear families and community members,

The pandemic has had us see and do things differently, yet our fundamental purpose has never wavered. With another year behind us, BCFHRS is more certain with the things we learnt and the progress we made via technology by developing relationships, educating families and working with Deaf and Hard of Hearing (D/HH) children.



While the majority of our families received individual communication intervention services or American Sign Language (ASL) services online, some have moved back to receiving face-to-face sessions at our various office locations. Our Bouncy Babies group offered online was a tremendous success with over 50 families attending from different communities across BC. We were also able to provide several online evening and weekly ASL classes for families and professionals.

We are excited that we have realized the idea of a bilingual, English and ASL, specialized daycare wherein children irrespective of their hearing status can socialize, interact and have fun. The daycare is located at our Surrey office and operates 5 days a week with 20 spots for children aged 3 to 5 years of age. Children will be under the care of trained and experienced staff along with communication, physical and recreational professionals being part of the weekly activities.

Our continued effort to improve our practice has led us to undertake another research study. In partnership with the University of BC, we are exploring Parent Perspectives on Cultural Safety and Humility in Early Intervention Services for D/HH Children in BC. The study is in its early stages of survey development and the objective is to better understand the characteristics of culturally safe services, barriers and facilitators to service provision from the perspectives of parents and professionals.

Over the past several years we've worked closely with the Ministry of Children and Family Development to reduce the cost pressures caused by the growing demands of services for D/HH children requiring Early Intervention. Last year, additional one time only funding eased some of the financial constraints. The Provincial Health Services Authority – BC Early Hearing Program continues in their commitment to support our programs and services, particularly for children under the age of two. We are always grateful to our funders and donors who were committed to supporting our organization despite the pandemic.

I am honored to be working with a committed group of staff that rise to meet challenges, persevere courageously with one mind and unite purposefully to ensure uninterrupted services for BCFHRS families and community professionals. Along with our entire Board, I would like to thank our staff, families and community members for their efforts in supporting us to deliver safe and successful services. I would like to thank my Board for contributing their expertise, knowledge and unwavering support during the past year.

The strong foundations of our integrity, values and accountability has driven us to achieve our accomplishments and I am confident our perseverance will lead to long term success. It is my privilege to share with you highlights of the past year.

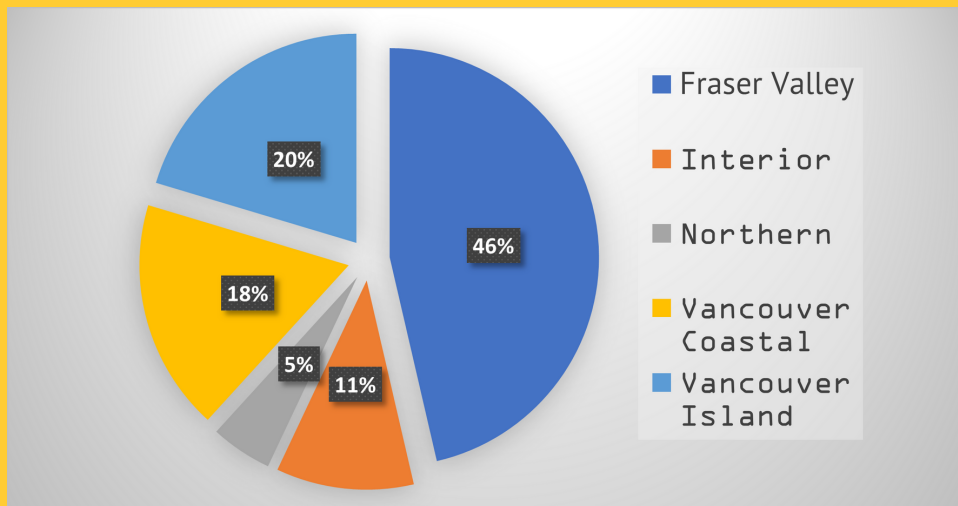
Sincerely,
Dr. Noreen Simmons, Executive Director

BOARD OF DIRECTORS

- Dr. Charles Laszlo, President
- Dr. Graham Bryce, Vice-President
- Agatha Cluff, Treasurer
- Rick Moore, Past President
- Barbara Gee, Director
- Rosalind Ho, Director
- Alia Kallo, Director
- Doug Klassen, Director
- Ken Mulligan, Director
- Joan Popovich, Director
- Flo Sala, Director
- Dr. Susan Small, Director

BC FAMILY HEARING BY THE NUMBERS

FOR THE PERIOD SEPTEMBER 1, 2020 - AUGUST 31, 2021



of Telehealth Sessions:
Intervention
4,109

PROVINCIAL CLIENTS

Fraser Valley	205
Interior	47
Northern	21
Vancouver Coastal	79
Vancouver Island	<u>90</u>
TOTAL	442

of Telehealth Sessions:
Sign Language
1,250

OUT OF PROVINCE CLIENTS

Whitehorse (Yukon)	<u>12</u>
TOTAL	12

GRAND TOTAL 454

Hours of Spoken Language
Interpretation Provided:
252

Hours of ASL
Interpretation Provided:
263

THANK YOU TO OUR 2020-2021 DONORS!

GOLD STAR DONORS (\$25,000+)

Caldor Foundation

SILVER STAR DONORS (\$10,000-\$24,999)

Elks & Royal Purple Fund for Children
Rotary Club of Vancouver Hearing Foundation

BRONZE STAR DONORS (\$500-\$9,999)

A.C.T./UCT Kelowna West Council #1003
Adera Foundation Society
BC Royal Purple Association
Burnaby Elks Lodge #497
Canadian Royal Purple Merritt Lodge #239
Canadian Royal Purple Port Coquitlam Lodge #10
Canadian Royal Purple Society Prince George #48
Chilliwack Elks Lodge #48
Beebe Cline
Elizabeth Firer-Gillespie
Dr. Joan Ford
Cindy Ghashghaee
Joseph Laleggia
Carla MacAulay

Mackenzie Elks Lodge #547
Urvashi Malhotra
Mathisen Family Private Foundation
Ron & Lisa Moody
Ken Mulligan
Anita Park
PayPal Giving Fund Canada - Brianna's Fundraiser
PayPal Giving Fund Canada-Sydney's Birthday Fundraiser
Properties Plus Ltd.
Provincial Employees Community Services Fund
Salmon Arm Elks Lodge #455
Salmon Arm Royal Purple Lodge #279
Vernon Royal Purple Lodge #123
Williams Lake Royal Purple Lodge #126



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

SUMMARIZED FINANCIAL STATEMENTS

March 31, 2021

REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARY FINANCIAL STATEMENTS

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

Qualified Opinion

The summary financial statements, which comprise the summary statement of financial position as at March 31, 2021, 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 period ended March 31, 2021. We expressed a qualified audited opinion on those financial statements in our report dated June 23, 2021.

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 period ended March 31, 2021 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 periods ended March 31, 2021 and August 31, 2020, current assets as at March 31, 2021 and August 31, 2020, and net assets as at September 1 and March 31 for the 2021 period and September 1 and August 31 for the 2020 year. Our audit opinion on the financial statements for the period ended March 31, 2021 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.



d'Abadie Moody inc.



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*.

Langley, British Columbia
June 23, 2021


Chartered Professional Accountants



d'Abadie Moody inc.



B.C. FAMILY HEARING RESOURCE SOCIETY
SUMMARIZED FINANCIAL STATEMENTS
MARCH 31, 2021

	BCFHRC FUND	SESLP FUND	Sep. 1, 2020 - Mar. 31, 2021	Sep. 1, 2019 - Aug. 31, 2020
ASSETS				
Current assets	\$ 882,075	\$ 38,608	\$ 920,683	\$ 845,937
Capital assets	1,568,180	1,218	1,569,398	1,596,444
	\$ 2,450,255	\$ 39,826	\$ 2,490,081	\$ 2,442,381

LIABILITIES AND NET ASSETS

Current liabilities	\$ 130,683	\$ 10,349	\$ 141,032	\$ 259,009
Deferred contributions	31,042	-	31,042	32,500
	161,725	10,349	172,074	291,509
Net assets	2,288,530	29,477	2,318,007	2,150,872
	\$ 2,450,255	\$ 39,826	\$ 2,490,081	\$ 2,442,381

RESULTS OF OPERATIONS AND CHANGES IN NET ASSETS

Total revenues	\$ 1,690,099	\$ 217,925	\$ 1,908,024	\$ 3,668,930
Total expenditures	1,522,593	218,296	1,740,889	3,471,144
Excess of revenues over expenditures	167,506	(371)	167,135	197,786
Net assets, beginning of year	2,121,024	29,848	2,150,872	1,953,086
Net assets, end of year	\$ 2,288,530	\$ 29,477	\$ 2,318,007	\$ 2,150,872

CASH FLOWS

Cash from operations	\$ 45,965	\$ (18,332)	\$ 27,633	\$ 376,996
Cash used in investing activities	(217,609)	18,332	(199,277)	176,446
Increase (decrease) in cash	\$ (171,644)	\$ -	\$ (171,644)	\$ 553,442

BC FAMILY HEARING

r e s o u r c e ★ s o c i e t y

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 CENTRE

#262- 3665 Kingsway

Vancouver, BC V5R 5W2

(604) 428-7949

(604) 428-7950 (Fax)

e-mail: info@bcfamilyhearing.com

VICTORIA CENTRE

#320 -702 Fort Street

Victoria, BC V8W 1H2

(778) 265-8909

(778) 265-8908 (Fax)

e-mail: vicinfo@bcfamilyhearing.com

SURREY EARLY SPEECH & LANGUAGE PROGRAM

#205 - 10330 152nd Street

Surrey, BC V3R 4G8

(604) 498-1833

(604) 498-0085 (Fax)

e-mail: info@seslp.org

web: www.seslp.org

www.bcfamilyhearing.com

Charitable Registration No. 13300-0182-RR0001