

BC FAMILY HEARING
resource ★ society

Annual Report

September 1, 2011 – August 31, 2012



Bright futures
for Children



Julia: I am Julia. Although I will miss everyone at BCFHRC, I am so thankful for how they helped me prepare for a successful Kindergarten transition. My therapist also helped to decide the most appropriate school placement for me.



Jasmine: I am Jasmine. BCFHRC made me and my family feel welcome! It is so hard to say good bye now as they ALL have been such a huge part of my life.

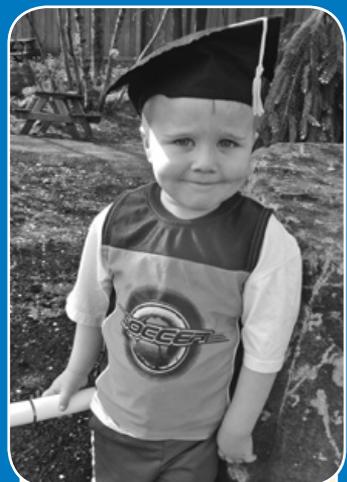


Cory: My name is Cory. I loved going to PALS and used to be excited to get ready every morning! Now, I am looking forward to being part of a community where hearing loss is not an "issue."

David: I'm David and I love to put on a show. I love moving and dancing, especially when I can see myself in the mirror! I have learnt routines and communication strategies that will help me in mainstream kindergarten.



Alex: My name is Alex. I have come a long way since I started at PALS. I am loved so much and my family is so proud of me!



Xavier: You can call me X-Avier. I learned to speak clearly and had lots of fun at BCFHRC.

2012 BCFHRC
Graduates
Transitioning into
Kindergarten

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Who We Are

The Society is the largest not for profit organization in British Columbia that provides services to families and their children from birth to five who are deaf or hard of hearing and/or who have speech and language challenges.

For 30 years, our state-of-the-art facility has combined expertise of highly skilled interventionists, innovation, and technology to meet the needs of infants, toddlers, and children with hearing loss, deafness, and communication challenges. In addition to services for children, we provide training/workshops for parents, community service professionals, and students in order for them to acquire necessary skills and knowledge to maximize children's communication development. Our research affiliations with the University of British Columbia enable us to investigate, learn and provide evidence-based service delivery.

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. The Surrey Early Speech and Language Program (SESLP) is the name of our program serving children in the local community who have speech and language learning challenges unrelated to hearing loss.

We are a CARF (Commission on Accreditation of Rehabilitation Facilities) accredited organization. We have met internationally recognized standards of quality in the provision of our services.



Mission

The BC Family Hearing Resource Society strives to help every child reach their 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.

Values

Family Centered

- The relationship to parents - 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

Message from the President



I am delighted to present the president's message for this 12th annual report of the BCFHRS as we enter our 30th year of serving children with hearing loss and communication challenges. The board has continued with its tradition of collegiality and had some clear highs and lows on our journey this year. We began in the New Year by welcoming our past-president Gary Gee back into the fold. What a pleasure it was to have Gary's dedicated and capable presence back with us on the board. Early in the year, the board and staff collaborated on renewal of the agency's strategic plan. This reaffirmed our dedication to serving our children and families. Our new plan embraced our mission to be a world-class Centre of Excellence, including co-operating with other institutions as we expand knowledge and ability meeting our mandate to understand and serve to the highest possible standard. As Dr. Simmons reports we have had many achievements in both spheres. We are also excited to have a new Fund Development Officer, Lisa Rosales. With Lisa's expertise and collaboration with our team, we intend to advance the mission and vision of our Society. Congratulations and thank you to our dedicated volunteers and staff for making this organization the success it has become. In June we reached our low-point when Gary lost his valiant battle with cancer. But, to quote his good friend, Al Edwards "A Noble life is not lost." As Gary would have wished, we carry on. Finally, thank you for this wonderful opportunity to serve as your president.

Graham Bryce
President

Message from the Executive Director



2011 - 2012 has been a very exciting and productive year for the BC Family Hearing Resource Society! It marked the beginning of a renewed focus on long-term planning, financial accountability and expansion of the Society. It is an honour to be working with a group of extraordinary and dedicated staff and a committed Board of Directors. Without their passion we could not have accomplished what we did.

Below is a summary of the past year in review.

	BCFHRC	SESLP	TOTAL
Hours of service provided by the Society	12,319.92	2,512.83	14,832.75
Number of families who received services	262 <i>Lower Mainland: 163; Outreach: 99</i>	503	765
Number of children transitioned to kindergarten	53 <i>Lower Mainland: 29; Outreach: 24</i>	200	253
Children with Cochlear Implants	47		47

In the past year we focused our resources on upgrading our technology. An online training platform that was developed particularly with outreach families in mind will be operational this year. We are in the final stages of completing a DVD that summarizes our programs and services. This DVD will be given to every new parent at the initial consultation meeting. We also are in the process of upgrading our audio-visual and recording equipment in our observation rooms. The upgraded equipment will enable interventionists to observe, analyze and monitor progress in children. Ipads were purchased for interventionists to use for therapy and education with their clients and families.

Each year, the Society analyses its performance outcome measures for quality improvement. This past year, 96% of Lower Mainland families, 82% of outreach families, and 88% of community service providers reported satisfaction with overall quality of services. 96% of SESLP families indicated satisfaction with overall quality of services.

We are always grateful to our funders, Ministry of Children and Family Development – Provincial Deaf and Hard of Hearing Services and the Provincial Health Services Association – BC Early Hearing Program for being strong advocates for deaf and hard of hearing children, and for their continued support and funding towards our programs and services. In addition to our funders, each year we have several donors who are committed to supporting children with hearing loss/deafness. Please pause and take a look at the list of names of donors, corporations and foundations that enable us to do the work we do. I would like to particularly mention the Elks and Royal Purple, our largest donor who goes over and above to raise funds for the Society. We receive donations from individual Elks and Royal Purple members as well as various lodges across BC. A special thanks to the dedicated group of volunteers who support the Society.

Despite our challenges to delivering services to an increasing caseload, our strong strategic planning and commitment to providing high quality services gave us the confidence to achieve successful results. BCFHRS endeavors to be a Centre of Excellence – we look forward to a future that encourages growth and continues to build on a solid foundation. I take pride in my team that has brought us to this point. I hope you share the same excitement and pride in your children's accomplishments.

Noreen Simmons
Executive Director

Board of Directors & Staff

Directors

Executive Directors



Dr. Graham Bryce,
President



Rick Moore,
Vice President



Sally Hurst,
Past President



Dr. Charles Laszlo,
Advisor

Directors



Al Edwards



Agatha Cluff



Eleanor Scott



Ken Mulligan



Laurie Usher



Melissa Mykle



Sarah Anne Hrycenko



Rosalind Ho





From left to right:

Executive Director

Dr. Noreen Simmons

Finance & Accounting Administrator

Cathy Cruickshank

Fund Development Officer

Lisa Rosales



From left to right:

Teachers of the Deaf & Hard of Hearing

Catherine Moore

Dyan Spear

Judy Chrastina

Auditory Verbal Therapist

Carolyn Hawrish



From left to right:

Speech & Language Pathologists

Alex Lay

Charmaine Francis

Emily Black

Zara Gauthier



From left to right:

Sign Language Consultant

Suzie Fairweather

Early Childhood Educators

Karen Jackson

Sharon Neufeld

**Family Support Parent/
P2P Coordinator**

Cathy Luther



From left to right:

SESLP Speech & Language Pathologists

Amanda Goodison

Linda Spencer

Marianne Bullied

Alex Lay



From left to right:

Program Assistants

Cindy Adams

Ivana Kranjec

Val Matthews

Events & Accomplishments

Elks & Royal Purple Celebrate 100 Years

The Elks & Royal Purple of Canada celebrated their 100th anniversary at their national convention held in Chilliwack from July 25 - 27. On the morning of July 25 delegates from across the county met for the annual general meeting of the Elks & Royal Purple Fund for Children. Select organizations who have received support from the Elks & Royal Purple Fund for Children set up displays and had an opportunity to speak to the audience about how donations from this fund have benefited their respective organizations. Dr. Simmons addressed the audience, thanking them for their support and was followed by Courtney and Chanel Vondette, a family who has used BCFHRS services. Courtney chronicled Chanel's journey with hearing loss, and described how her family has personally benefited from BCFHRS programs supported by the Elks & Royal Purple. Keynote speaker Dr. John Izzo congratulated the Elks & Royal Purple for 100 years of community service and encouraged them to continue their charitable work. Also at the event, Ilona Brooks and Deb Sallenback, members of Langley Elks Lodge #259 presented a cheque for \$3,000 to BCFHRS.



Courtney Vondette (seated) and her daughter Chanel (to her left) at Elks and Royal Purple 100-year celebration



Walkathon 2012

The Elks & Royal Purple 11th annual Walkathon took place on Sunday, May 27. More than 100 participants and supporters walked or jogged through Campbell Valley Regional Park in south Langley in support of BCFHRS. Our generous sponsors provided a light breakfast, lunch and entertainment for the children. At the end of the event, Walkathon Committee Chair and Elks member, Barbara Gee, presented a cheque to Dr. Simmons. The Walkathon raised a total of \$19,160, the largest amount raised to date.

Grand Exalted Ruler and Dignitaries' Visit to BCFHRS

On June 13th, 2012 Jerry Wernicke Grand Exalted Ruler/National President, accompanied by his wife and a few members from the Chilliwack Lodge, visited and toured the Centre. They met with our Executive Director, Dr. Simmons and the staff. Our visitors also had the opportunity to watch the PALS graduation ceremony, after which they enjoyed mingling with the families.

GRANTS

Variety - The Children's Charity

Variety - The Children's Charity, generously supported BCFHRC with a \$25,000 grant to facilitate the Deaf mentor program. The Deaf mentor program enabled our support staff who are Deaf/hard of hearing to share their personal experiences and educate parents on strategies that could enhance communication development in their children.

First West Foundation

Envision Financial's charitable foundation, First West Foundation, awarded BCFHRS a \$5,000 grant to upgrade all of the audiovisual equipment in the Centre. Audiovisual equipment is used to record and monitor the progress of our students, as well as to teach and make presentations. The AV equipment has not been upgraded since the Centre opened. This grant will greatly enhance the work we do at BCFHRS.

Rotary Club of Vancouver

The Rotary Club of Vancouver has generously donated \$5,000 towards the production of a DVD introducing BCFHRS programs to children and their families who are new to the organization. BCFHRS takes an unbiased approach to communication. The Centre offers a variety of communication choices. Thanks to this generous contribution from the Rotary Club of Vancouver, parents will now have a DVD introducing them to the Centre and letting them know all the options that are available to them.

Surrey Firefighters Charitable Society

The Centre received a \$2,500 donation from the Surrey Firefighters Charitable Society. We graciously received these donations that are facilitated by one of our parents, Peter Burns. These funds will also be utilized along with the funds from the Rotary Foundation towards the development of the DVD.





Our Generous Supporters & Volunteers

Thank you for helping us help each child reach their fullest potential. Because of our generous donors we can provide valuable programs and services to children across the province. On behalf of the children and families we serve, thank you for your generosity. BCFHRS gratefully acknowledges supporters who donated through the United Way.

Major Supporters

Elks & Royal Purple Fund For Children
Ministry of Children and Family Development
Provincial Health Service Authority - BC Early Hearing Program
We acknowledge the financial support of the Province of British Columbia.

Elks

Burnaby #497	Oliver #267
Campbell River #373	Parksville-Qualicum #589
Cariboo #239	Prince Rupert #342
Chilliwack #48	Quesnel #298
Clearwater #499	Salmon Arm #455
Cloverdale #335	Trail #50
Delta #531	Vancouver #1
Langley #259	Vernon #45
Merritt #441	Westside #592
Mission #30	White Rock #431



Order of Royal Purple

Aldergrove #38	North Kamloops # 277
Ashcroft #263	North Surrey #249
BC Royal Purple Association Williams Lake	Osoyoos #240
Courtenay #158	Port Coquitlam #10
Fort Nelson #204	Prince George #48
Kelowna #56	Prince Rupert #8
Lillooet #274	Salmon Arm #279
Merritt #239	Smithers #47
Mission City #30	Terrace #216
Nanaimo #16	Vancouver #1
	Williams Lake #126



Corporations & Foundations

Accurate Real Time
BC Lions
BuyLow Foods
Caldor Foundation
BC Chapter Canadian
 Hard of Hearing Association
Envision Credit Union (First West)
Google Matching Gift Program
HY Louie Co., Ltd.
IGA Marketplace
Joan Ford Charitable Society
Kornfeld Mackoff Silber LLP
Marketplace IGA
Marlan Logistics
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Spark Innovations
St. Pius X Elementary School
Starbucks
Suburban Rush
Surrey Foundation
TECO-Westinghouse Motors Canada
Telus Corporation
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Tim Horton's Central City
Tong Louie YMCA
United Commercial Travelers of America
United Way of the Fraser Valley
United Way of the Lower Mainland
Vancouver Canucks
Variety - The Children's Charity

Individuals

Adams, Cindy & Darrell	Connelly, Elisabeth	Goodison, David & Amanda
Adams, Carroll	Conwright, Katrina	Goodison, Jim & Jean
Alexander, Sean	Cruickshank, Cathy & Alec	Gould, James
Altena, Miriam	Culis, Tara	Grange, Tanya
Antoni, Miriam & Daniel	Currie, Art	Green, Lisa
Arink, Christina	Currie, John R.	Haime, Susan
Armitage, Peter and Karen	Curtis, Hugh	Harty, Colin
Armitage, Gail	Cyr, Paul	Hawrish, Carolyn
Armstrong, Pamela	Da Silva, Cecilia	Henderson, Stephanie
Babrowski, Dzmitry	Deacon, Kathryn	Hernandez, Aurora
Barlow, Darren	Dechaux, Bob and Carol	Herod, Wayne & Noella
Black, Emily	Dhensaw, Victoria	Hill, Amanda F.
Black, Katie	Dixon, Lyn	Hilton, Chantal
Bloomfield, Heather	Downie, Ian	Hluchy, Tara
Boorman, Marlene	Drew, Janet	Ho, Family
Bradbury, Karen	Elston, Bev	Hoberg, Sandie
Brecher, Dominic	Fairey, Peter	Hoberg, Philip
Bryce, Hugh	Feunekes, Hugo & Erica	Hoberg, Marnie
Bryce, Graham	Fisher, Jerri	Hoberg, Rebecca
Burley, Elizabeth	Fitzpatrick, Margaret	Holliday, Lynn M.
Burns, Peter & Katriece	Follett, Glen	Hurst, James & Sally
Cable, Rod and Linda	Ford, Joan	Hutchinson, Heather
Cable, Lisa	Francis, Mark	Irwin, Lizzy
Cannon, Joanna	Francis, Charmaine & Michael	Isaac, Lorraine M.
Chabauty, Norma	Francis, Douglas	Jackson, Karen
Charbonneau, Alyssa M	Friedt, Joe	Johnson, Leonor
Chave, Harriett & Jacques	Froese, Jack	Jones, Kellie
Chen, Alexandra	Froese, Debbie	Jones, Laura
Cheslo-Trengrove, Robert	Garrett, George	Keizer, Rebecca
Chrastina, Judy	Gauthier, Zara	King, Traci
Chung, Krista	Gauthier, Heather	Kjellbotn, Scott & Sandy
Chung, Derek	Gauvreau, Ernie	Kjellbotn, Christa
Clarke, Robin	George, Rodney	Kjellbotn, Nicole
Cluff, Agatha	Gilbert, Mona	Klassen, Ed
Coates, Kendra	Gill, Deidre	Kranjec, Ivana

Donors giving \$25 or more are listed.

Krier, Polly
Kuchka, Sarah
Lake, Pat
Lambert, Liliane
Lane, Susan
Lay, Angela
Lay, Christopher & Alex
Lee, Laverne
Lee, Patricia
Les, Janet
Lewis, Jim and Nancy
Lilley, Jack
Magnusson, Karen
Magnusson, Jennifer
Mahli, Sarbjit
Marcovici, Monika
Marcus, Tom and Sharon
Martinez, Claudia
Massey, William S
McCallum, Janis
McKitrick, Elizabeth
McKitrick, John
McMillan, Doug
Milligan, Helena J.
Milliken, Lesley
Moncalieri, Kathy
Moody, Lisa
Moore, Bob & Lynne
Moore, Brenda
Moore, Rick & Family
Moore, Shirleen & Bill
Mulligan, Ken & Jamie
Nagy, Joe
Napier, Juliet
Nelson, Michael & Kelly

Nelson, Marilyn
Nelson, Daryl
Newington, Andrea
Nue, Eduardo
Nyrose, Kristie
Obviar Family
Odermatt, Corina
Old, Bonnie
Olsen, Courtney & Eric
Orso, Michelle & Adrian
Paine, John
Pape, Tom
Parker, Louise
Paulhus, Linda
Pavich, Alissa
Payne, Ann
Peterson, Ed, Ellen & Family
Pierce, Henry & Rose
Polnau, Jennifer
Price, David
Pringle, Bob & Laverne
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Sadler, Barry
Sadler, Phyllis
Salehi, Borzo
Scarr, Roger
Scarr, Shiela
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Scott, Kevin
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Seidel, Charyse
Semonick, Randy W.J.
Shearer, Shelley R.
Simmons, Noreen

Smith, Teppy
Solly, Mandy
Spencer, Linda & Granger
Spencer, Alf
Spencer, Karen
Stinson, Ann
Storteboom, Nancy
Sumner, A.M.
Swain, R.G.
Taylor, Bobbi & Family
Taylor, Frances
Ternoway, Tracey
Tokarek, Arvena
Trask, Elaine
Turner, Ryan & Kerri
Vernon, Eleanor
Walker, Christina
Walls, Sharon
Walpole, Roseanne
Wares, Rudy
White, Carol
Wiggin, Doug
Wildeboer, Jessica & Keith
Wilkie, Vern
Wilson, Graham
Winchell, Patricia
Wojtas, Eileen & Ray
Wong, David
Wutke, Catherine & Dean
Yazlovasky, Yvonne
Zinkevych, Oxana
Zylla, Sylvia

Volunteers

Aujla, Sandy	Hartley, Rebecca	Montague, Elizabeth
Bellamy, Darren	Helms, Patti	Nicholls, Lisa
Bellamy, Jane	Hnatiuk, Tiana	Schultz, Keri
Braich, Sunita	Kamimura, Sanae	Novakova, Marie
Bullied, Marianne	Kriss, Natalie	Tang, Bowen
Carter, Nicola	Lai, Mei	Wiebe, Donna
Dhillon, Kiran	Lee, Jamie	Woo, Yiwan
Gong, Joy	Midha, Sana	Zhang, Zun

In Loving Memory of Gary Gee

Donors

Adams, Cindy	Hewitt/Francis, Tracy & Mike	Rose, Williams J.
Belado, Dianne	Kranjec, Ivana	Rothwell, David
Chabauty, Norma	Lane, Susan	Sala, Flo
Cruickshank, Cathy	Lewis, Mr. & Mr.	Tredgett, David P.
Dechaux, Bob & Carol	Lilley, Jack	Young, Gene & Yvonne
Downie, Ian	Molnar, Eileen & Ron	Zylla, Sylvia
Gould, James	Payne, Ann	

In Loving Memory of Walter Rowan

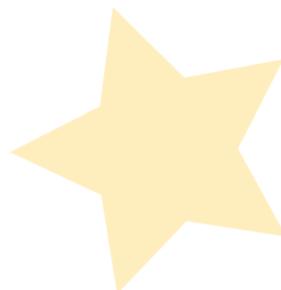
Cruickshank Family

In Loving Memory of Tracy Hnatiuk

Hnatiuk-Kranjec Family

In Loving Memory of Anne Prymak

Jackson Family
McKitrick, J.
Watt, David & Lorraine





Thank you, volunteers, for your
commitment and valuable time that
you have dedicated to our organization.
You are very appreciated!

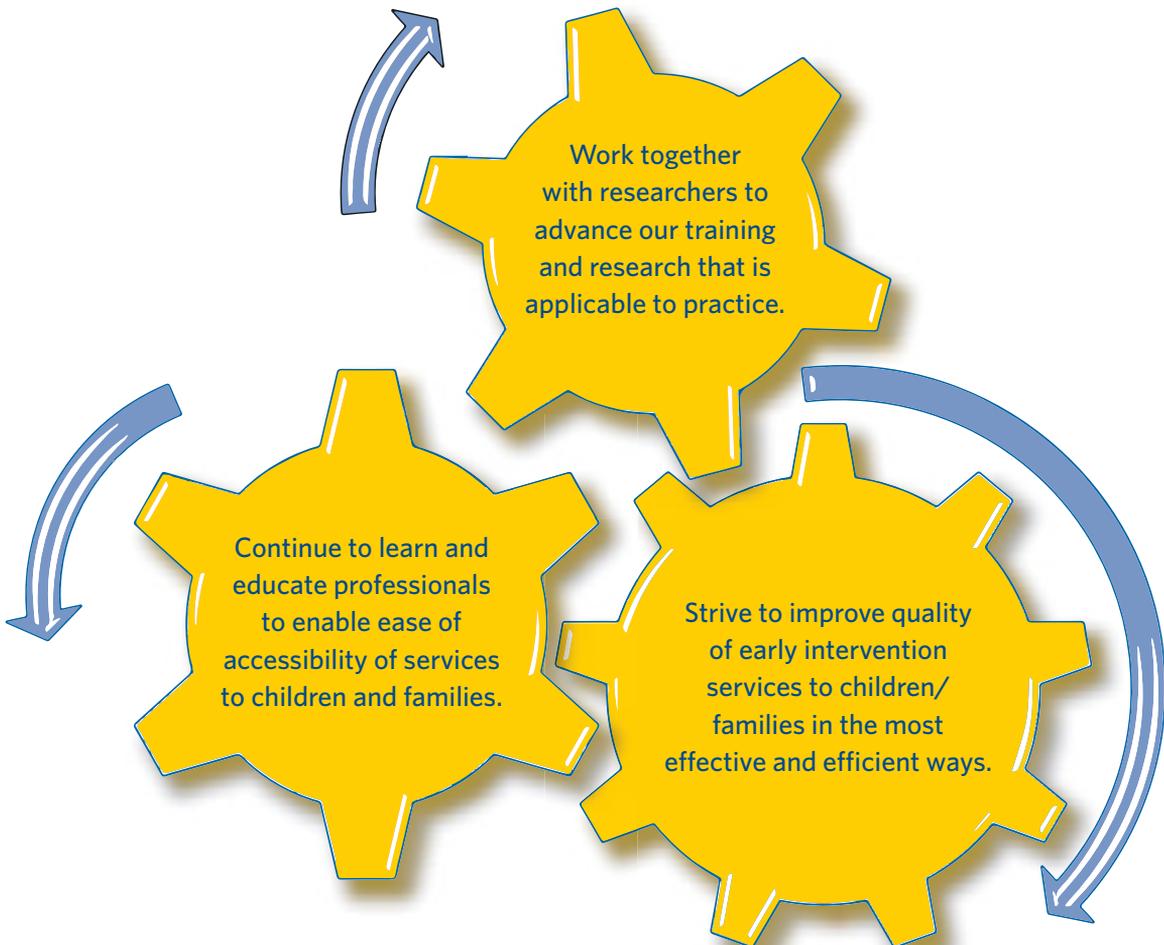


BCFHRC

BC Family Hearing Resource Centre

Services to Children and Families

Our goal is to ensure children develop age appropriate listening, speech, language, and overall communication skills. We offer a range of services by enabling parents to be actively involved in every aspect of their child's intervention services. Research conducted for the past several years indicate intensive intervention and active involvement by families in the early years of a child's development can result in optimizing a child's communication potential. We strongly believe in maximizing a child's communication potential and work with the family and team of professionals to achieve that goal.



Core Services

Our family centered services encompass a non-biased approach on communication modes by providing a range of choices for families to make the best possible decision in collaboration with their professional team.

Non-biased approach: A non-biased approach to communication enables children the opportunity for optimizing their potential based on each child's needs.

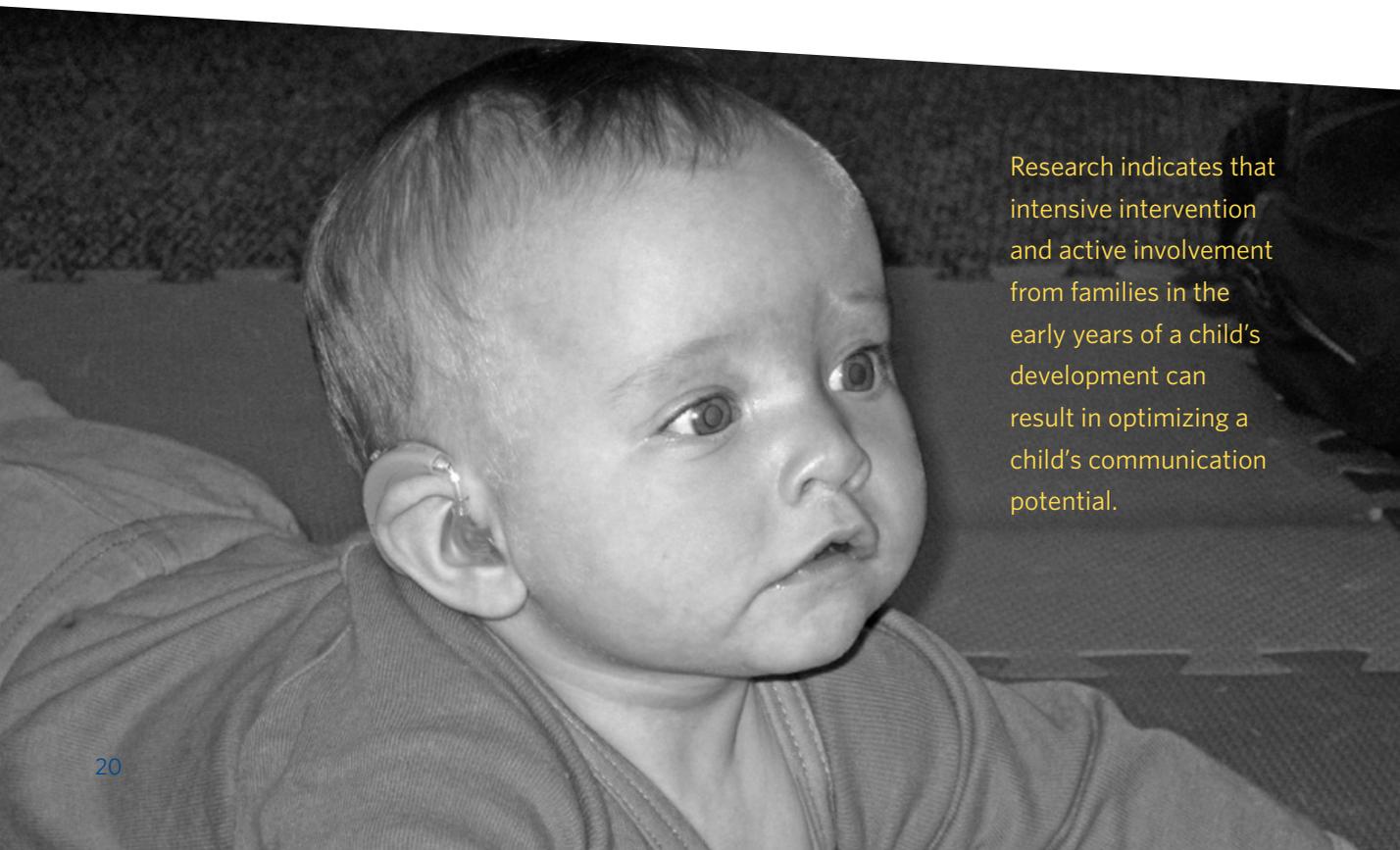
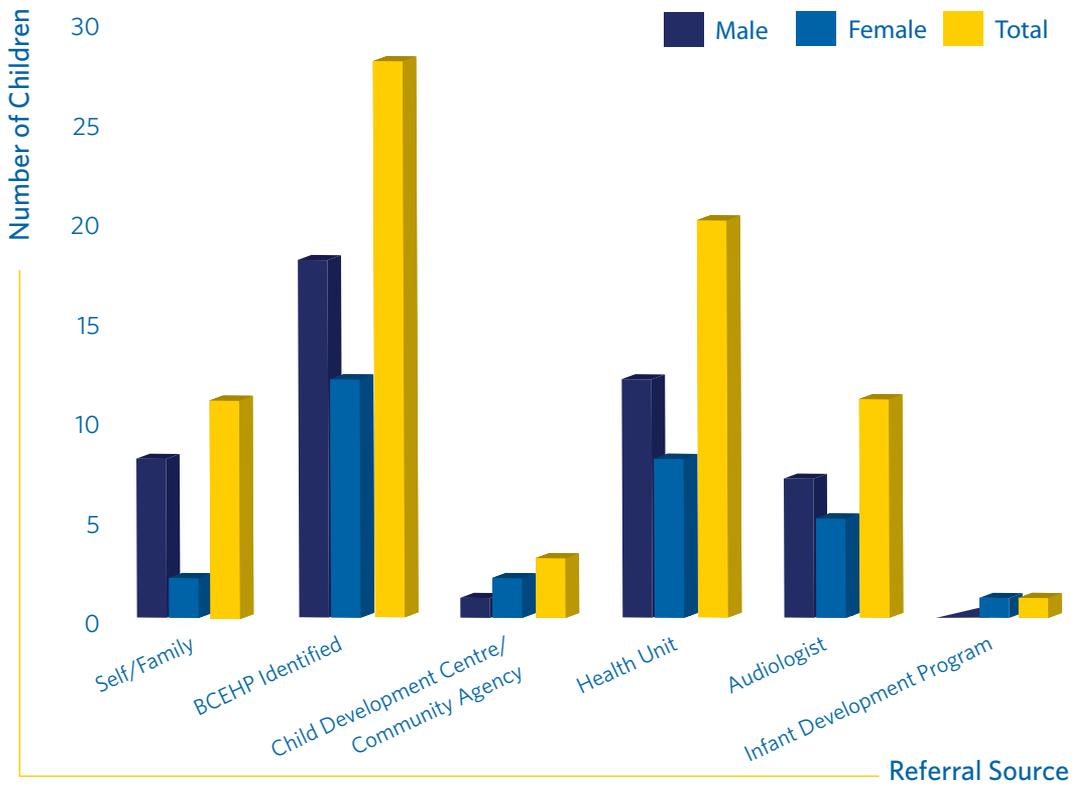
Family centered services: The open communication, collaboration and partnership between families and interventionists lays a strong foundation with the child at the forefront of intervention services.

Multidisciplinary team: Our multidisciplinary team of diverse professionals work together to provide comprehensive assessments, intervention, and consultation to families and their children with hearing loss or deafness. While the primary purpose of the team is to promote communication development, team members may provide additional assistance in coordination with professionals outside the Centre to enhance support, and educate on hearing loss/deaf issues, and promote advocacy skills for families of deaf and hard of hearing children.

Services Available for Infants, Toddlers & Preschool Children

- Home-based and Centre-based sessions
- Speech, language and auditory therapy
- Language groups for children and parents
- Consultation to preschools/daycare
- Practical tips for parents
- Individual or consultative outreach services
- Training/consultation for professionals
- Individual or group sign language instruction
- Extended family support
- Parent to parent support
- Consultation with Deaf or hard of hearing staff
- Cochlear implant habilitation
- Clinical externship opportunities for students
- Individual or group Deaf Mentor sessions
- Access to current research, information and education materials

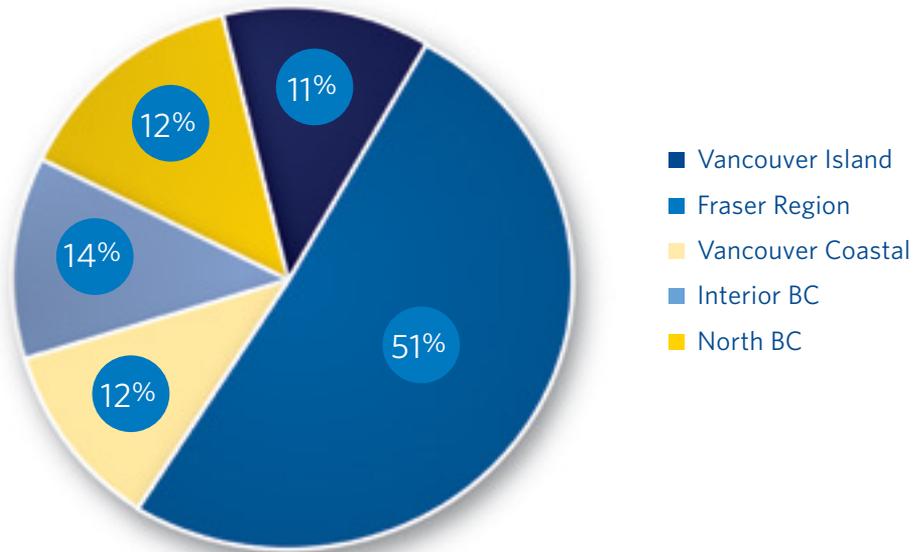
Total Number of New Referrals Classified by Source



Research indicates that intensive intervention and active involvement from families in the early years of a child's development can result in optimizing a child's communication potential.

Percentage of Clients Served, Classified by Region

Data by Geographic Region:
September 1, 2011 - August 31, 2012



Age and Gender Breakdown for Children Served

Age (Years)	0 - 0.99	1 - 1.99	2 - 2.99	3 - 3.99	4 - 4.99	5 - 7.99	Totals
Male	10	14	23	31	35	50	163
Female	7	14	11	26	15	26	99
Total	17	28	34	57	50	76	262

Our Programs

The Centre provides programs that are tailored to meet the needs of individual clients and their families, as well as community service providers working with families of children with hearing loss/deafness.

Individual Intervention

Children and their families are assigned an individual skilled interventionist who will partner with the family to develop the best options to maximize communication outcomes for their child. Individual sessions will include assessments, goal setting, intervention/therapy, as well as monitoring progress in auditory, speech, language and overall communication development.

Groups

The Centre offers language enriched group programs that promote education, literacy, social interaction and overall development of a child. Each group is facilitated by an intervention staff member and one or more support staff. Groups occur onsite and offsite by conducting various trips to encourage language facilitation in natural environments.

Our Current Groups:

- Bouncy Babies - *infants to 18 months*
- Partners & Playmates (PNP) - *18 to 30 months*
- Parents and Language Stimulation (PALS) - *3 to 5 years*
- PEER - *4-year-old hard of hearing preschoolers preparing for kindergarten*
- Mingle & Play - *summer fun for all families within the province*



Sign Language Services

Individual or group sign language services are offered to families and community service providers across the province. Sign language sessions can occur at the Centre, via webcam or at the family's home.

Deaf Mentor

Home and Centre based Deaf mentor sessions allowed the opportunity for families to connect with a staff with deafness or hearing loss. Deaf and hard of hearing support staff serve as role models by sharing their personal experiences and educating families and their children on successful communication strategies.



Children having some fun with masks at PALS.



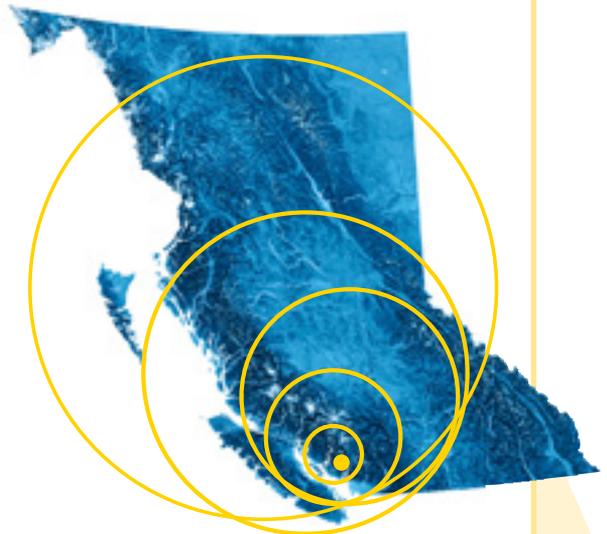
Parent Support Network

Our family support services provide individual and group support for families of children receiving intervention services from our Centre. Family support also includes connecting parents to present and past parents who can share their experiences and knowledge of raising a child with hearing loss/deafness. Our Family Support Parent is also available to discuss your immediate questions or concerns regarding your infant or child soon after diagnosis.

Outreach Services

BCFHRC has been providing outreach services to the province of BC for the past 25 years. We are the **largest** outreach service provider.

- Individual face-to-face intervention sessions with family/community service providers
- Individual sessions via webcam/face-to-face group sign language classes
- In person/telephone consultation with Family Support Parent
- In person/webcam opportunities to meet with a Deaf/hard of hearing role model
- Workshops/training opportunities for parents/community service providers





Mingle and Play

Every year during the month of August, the Centre hosts an array of activities for children and their families. The activities are held over four days and provide opportunities for language education and facilitation for children. It is the only activity where Lower Mainland and Outreach families are able to connect face-to-face and meet with all staff at the Centre.

“We enjoy our time here; and meeting and talking to new parents about their experiences.”

“Thank you for always offering an inclusive open environment to bring and involve our friends.”



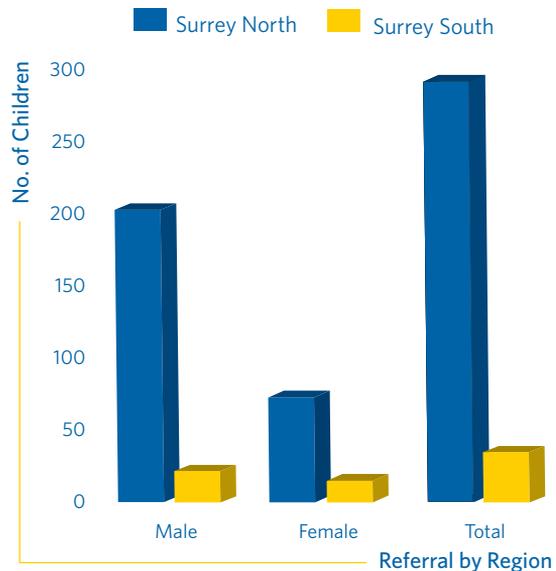
“All the staff and volunteers are very friendly and helpful.”

SESLP

Surrey Early Speech & Language Program

“He has so few words; no one seems to understand her; he repeats words over and over before he gets anything out; she doesn’t respond to my questions”. . . these are some of the reasons why parents are concerned about their child’s speech and language, and refer to the Surrey Early Speech and Language Program for services.

Over the past year, we have had 293 new families referred to our program, with the average age at the time of referral being 2 years, 9 months. For these new families we have been able to offer a number of opportunities to start intervention services and continue to provide services to families who were referred in previous years. In total, we have provided service to close to 350 children and their families through our various programs based on best practice. These services have been offered in the form of consultation, monitored programs, assessments, individual intervention for blocks of time, parent workshops, and group programs.



Parent workshops and group intervention continue to be a regular form of service offered through the SESLP program. Over the year, 157 families attended one or more of the groups we offered. We had 76 families participate in our parent/caregiver workshops, and 81 families involved in our parent participation groups.

This past year, we introduced six speech camps and three language camps. These camps allowed us to focus on one area of need at a time. The speech camps targeted a specific sound for each camp (e.g., s, f, k, sh, s-blends), while the language camps focused on increasing vocabulary, pronouns (he/she/they), inclusion of ‘is/are’ and other language structures. Parents received a review of the strategies and skills useful in helping their child achieve the set goal. They were then given the opportunity to observe these being used by a speech-language pathologist, and given a chance to try the strategies out themselves. Parents then received feedback and guidance so that they may apply it at home with their child.

We continued to offer our popular parent participation groups (SOS – Songs and Rhymes Group; Playing with Sounds – Summer Phonology Group; Communication Station – Summer Language Group), along with our evening workshops for parents or care providers (Tyke Talk – Language Development; Sound Signals – Speech Sound Productions; Kindergarten Readiness) to provide education and training. Both workshops and groups are designed to provide skills that parents can implement into their daily interactions with their child that will assist their child in improving their communication skills. Best practice indicates that training and coaching parents and caregivers is as important in the scope of developing/improving communication skills in young children as is individual intervention.

This year we saw over 300 families discharged from the program including 200 children moving on to school. It is at this time we sometimes see children being referred with less than a year before they enter Kindergarten. With this in mind, we were able to offer a monthly clinic for these families to come in for a consultation/assessment to discuss their concerns, provide suggestions and strategies to implement at home, set attainable goals, and make appropriate referrals to other agencies, if needed. We were then able to offer workshops (Tyke Talk or Sound Signals) or groups (Speech and/or Language Camps) that would be beneficial to their child's communication development. Many parents find it helpful to attend the Kindergarten Readiness evening that we offer each spring. This can often be an anxious time for parents as they wonder if their child is ready, what type of help they will get, who will be there to help guide them, etcetera.

We continued to provide information to families and service providers through our web site - another avenue to provide suggestions to use with children with communication difficulties; read about best practice and stay informed of what is happening at the Centre. This past year, we have upgraded our web site with our plan to provide further information and suggestions to families on a consistent and frequent basis.

The Surrey Early Speech and Language Program continues to work collaboratively with other agencies in the region. This year, the Central Referral Pilot Demonstration Project was granted ongoing status, allowing parents and other referral sources a continued clear path for making referrals as well as assurance of continued communication between all agencies to provide the most appropriate service to families. We also continued to provide monthly consultation visits to families being seen through the Infant Development Program in the Surrey/White Rock area. This program provides an opportunity for coaching/training Infant Development Consultants who are working with children with communication needs, answering parents' questions and guiding families in making appropriate referrals for communication concerns when appropriate.

The Surrey Early Speech and Language Program strives to provide services that meet the needs of the child and their family and to help each child reach their full potential. In working with the families, we continue to add and improve upon service and intervention approaches.



"Lots of participants, very culturally diverse, great interaction by instructors during play practice. As a new immigrant, I find it is useful to teach the child using instruction so I encourage parents, especially for new-comers, to attend this camp."

BCFHRC Training

Educational and training opportunities are offered onsite or in communities all year round for parents and community service professionals. Clinical practicum opportunities are offered for graduate and undergraduate students from universities.

Training for Parents

PEER 2012

The Preschoolers Esteem and Emotional Readiness (PEER) program is unique to BCFHRC as the Centre is the only early intervention agency in BC that provides a substantive, concrete educational and support program designed for families and their children with hearing loss or deafness transitioning to kindergarten. While the PEER program for children helps them learn self-advocacy skills and build confidence, the PEER program for adults is focused on providing critical information about supports in the school system. The workshop and sessions are currently facilitated by Judy Chrastina, Teacher of the Deaf and Hard of Hearing (TDHH) and Cathy Luther, Family Support Parent (FSP).





PEER activities are offered in two components: a monthly evening workshop for six sessions and a three day workshop in the spring. The monthly PEER sessions are conducted from October through March and the three day workshop is held in April. Twenty-one parents attended at least one monthly PEER session. Of the 21 clients, 11 attended in person and 10 joined the workshop online.

On April 26th, 27th and 28th, parents attended full day workshops while the children participated in classroom activities. Nineteen families and their children attended the three day PEER workshop conducted at the Centre. Of the 19 families, 12 were local clients and 7 were outreach clients.

Adapted PEER Group

On April 25th, 2012, Dyan Spear, one of our TDHHs and Sue Gawne, a Deaf Blind Consultant from the Canadian Deaf Blind Association provided a half day adapted PEER workshop. The objective of this specially-developed workshop was to prepare parents of children with dual sensory loss (deaf-blindness) and/or additional needs for the kindergarten transition process. Six parents attended this workshop.

Language in the Park - Chilliwack

Our Auditory-Verbal Therapist (AVT), Carolyn Hawrish, offered a three hour language stimulation group on July 11th, 2012 for parents and their children in Chilliwack. The group provided natural opportunities for parents to learn and use language facilitation strategies. Six participants attended the group.

Training for Professionals

Infant Workshop

A two day infant development workshop was provided by Zara Gauthier, Speech Language Pathologist (SLP) and Dyan Spear, (TDHH) on May 16th – 17th, 2012. The workshop was the first of its kind provided in BC as it was tailored for professionals working with infants and babies with hearing loss/deafness. The purpose of the training was to prepare community service providers to provide appropriate support services to families of infants diagnosed with hearing loss through newborn hearing screening.

ECE Workshop

On October 18th and March 6th, 2012, Emily Black, (SLP), and Early Childhood Educator (ECE), Karen Jackson, provided a two hour evening workshop for Early Childhood Educators that focused on hearing loss issues, listening checks, sign language, and social interaction activities. Professionals were provided with hands-on activities and practical skills to work with a deaf/hearing loss child. Seventeen professionals attended the workshops.

Partnerships

The partnerships curriculum and training is designed by our organization to provide training for interested professionals who work with deaf and hard of hearing children across the province. The curriculum is comprised of different topics and can be adapted to suit the needs of specific professionals or the type of clients they serve. The entire curriculum has been revised and updated. Interested professionals in rural and remote communities can contact us for further information.



"The multifaceted modes of presentation – video clips, small groups, large group discussions, (and) the two presenters, supported learning the most."

Graduate Students

Clinical Practicum Opportunities

BCFHRC and SESLP provided an eight week clinical practicum March through May, 2012 for a second year speech-language pathology Master's student from the School of Audiology and Speech Sciences, UBC. The student had opportunities to observe clinicians conduct assessments and therapy sessions. The practicum also enabled the student to gain independent clinical skills by the end of their placement.

BCFHRC also provided a minor four day clinical placement between April 24th and May 4th, 2012 to a first year audiology student from the School of Audiology and Speech Sciences, UBC.

A four hour presentation and observation of clinical sessions at BCFHRC was provided to second year audiology Master's students on March 29th, 2012.

A two hour orientation on BCFHRC program and services and clinical observations was provided on February 1st, 2012 to undergraduate students from the Department of Linguistics, UBC.

Presentations/Conferences

On October 21st, 2011, Carolyn Hawrish (AVT) and Charmaine Francis (SLP) provided a three hour workshop on Auditory Skill Development to speech-language pathologists at the BC Association of Speech Language Pathologists and Audiologists. The objectives of the workshop were to understand the hierarchy of auditory skills and learn practical strategies that can be incorporated into natural routines with children who have a hearing loss/deafness. Twenty-five participants attended the workshop.

The Centre was invited by the Canadian Academy of Audiology Conference held on October 19th - 22nd, 2011 and the Canadian Association of Educators for the Deaf and Hard of Hearing BC on October 20th - 21st, 2011 to display exhibits on programs and services offered to clients and families in BC.

Dyan Spear (TDHH), had the wonderful privilege of representing BCFHRS at the first International Congress on Family-Centered Early Intervention for children who are deaf or hard of hearing. The conference was held from May 30 to June 1 in Bad Ischl, Austria and brought together professionals involved in early family-centered intervention, researchers and parents. Dyan showcased the work that is being done at the Centre and displayed a poster promoting our web-based teaching modules for families in remote areas of the province.

In May, Dr. Noreen Simmons travelled to St. John's Newfoundland to attend the annual Canadian Association of Speech-Language Pathologists and Audiologists (CASLPA) conference. Noreen presented on The Impact of Cochlear Implantation on Parents' Communication Choices for their Preschoolers. This investigation, co-authored by Carolyn Hawrish, (AVT), is a retrospective study of early intervention data over a seven year period on children under the age of five with cochlear implants. The results of the investigation provide information on hearing loss, types of amplification and early intervention services provided pre and post implantation.



BC Research

The Society continues to advance its research investigations to understand and improve services for families and their children with hearing loss.

In partnership with the UBC Deafness Research Group, which includes faculty members, doctoral students, and a postdoctoral research fellow from the Department of Education and Counseling Psychology, and Special Education and the Human Early Learning Partnership at the University of British Columbia, the Society is exploring the kindergarten transition process for children with hearing loss/deafness in BC. The project has several phases. Below is a summary of the results of a survey investigation of parents' experiences of the transition process from early intervention to kindergarten.

Participants included 32 parents of children with hearing loss; 62.5% of the children were males, 28.1% had additional disabilities, and 62.5% were living in an urban area. The survey also included open questions that allowed for more in-depth qualitative data collection regarding families' experiences. Descriptive analysis and thematic analysis were employed.

The top five concerns parents expressed about their child's transition to kindergarten were: child's ability to advocate for his/her needs (65.6%), child's relationships with peers (65.6%), child's academic ability (62.5%), child's use of amplification (59.4%), and child's ability to follow directions (53.2%). The top three concerns parents expressed pertaining to their parenting were their ability to: help the child get along with others (40.1%), be involved in school-related decision making (34.4%), and help their child in academics (31.2%). Preliminary qualitative data analysis indicated that the transition is facilitated by clear communication amongst all members involved in the transition process. The specialized workshop and training designed for facilitation and preparation of the transition process was reported as highly supportive. On the other hand, the transition process appeared to be hindered by lack of understanding of hearing loss by school staff, lack of specialized support services at the school, and lack of direct contact between the schools and parents prior to and early in the transition year. It appears that family-centered early intervention alone does not meet parent needs for involvement in their children's education, and that there is a need for a family-centered approach at least upon entry into kindergarten.

In another investigation conducted by the Society, retrospective data collected from 41 files of children with cochlear implants from 2000 to 2007 were analyzed to understand the impact of cochlear implantation on parental communication choices. The purpose of the study was to identify mode of communication pre- and post-implantation and variables that impacted language outcomes.

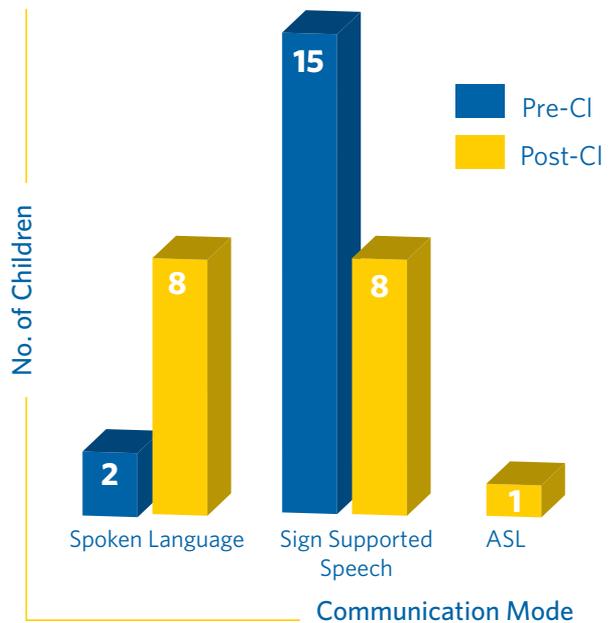




The Research team is exploring the kindergarten transition process for children with deafness/hearing loss in BC.

Results indicated that average age at implantation was 27 months, time between first amplification and date of cochlear implantation was 12.4 months, and age at referral for intervention services was 16 months. The chart at right indicates the mode of communication choice pre- and post-implantation. There was no information on communication mode for 24 files.

A variety of speech, language and auditory assessments were used for children. Thirty six of the forty one children received some form of intervention such as individual therapy or group therapy sessions.



Limitations of the study included: a) variation in the types of services for Lower Mainland and outreach clients that made it challenging to measure communication/language outcomes b) limited data in outreach files c) lack of consistency in the use of standardized assessments administered for auditory, speech, language and pragmatic skills d) clients with incomplete assessment and intervention data could not be used for analysis. Results were presented at the Canadian Association of Speech Language Pathologists and Audiologists Conference in St. Johns, Newfoundland.

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, 2012, the summary statement of operations and changes in net assets and summary statement of cash flows for the year then ended, are derived from the audited financial statements of BC Family Hearing Resource Society for the year ended August 31, 2012. We expressed a qualified audited opinion on those financial statements in our report dated October 24, 2012.

The summary financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. 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 generally accepted accounting principles.

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."

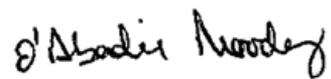
Basis for Qualified Opinion

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, 2012 are a fair summary of those financial statements in accordance with Canadian generally accepted accounting principles.

Langley, British Columbia
October 24, 2012


Chartered Accountants

B.C. FAMILY HEARING RESOURCE SOCIETY
Summarized Financial Statements
AUGUST 31, 2012

	BC FHRC FUND	SESLP FUND	2012	2011
ASSETS				
Current assets	\$ 807,460	\$ 2,805	\$ 810,265	\$ 815,897
Restricted cash and term deposits	118,726	61,979	180,705	162,633
Capital assets	1,982,329	4,149	1,986,478	2,053,383
	\$ 2,908,515	\$ 68,933	\$ 2,977,448	\$ 3,031,913
LIABILITIES AND NET ASSETS				
Current liabilities	\$ 48,717	\$ 3,972	\$ 52,689	\$ 121,806
Deferred contributions	124,206	-	124,206	131,207
	172,923	3,972	176,895	253,013
Net assets	2,735,592	64,961	2,800,553	2,778,900
	\$ 2,908,515	\$ 68,933	\$ 2,977,448	\$ 3,031,913
RESULTS OF OPERATIONS AND CHANGES IN NET ASSETS				
Total revenues	\$ 1,313,805	\$ 281,836	\$ 1,595,641	\$ 1,615,986
Total expenditures	1,302,868	271,120	1,573,988	1,693,287
Excess of revenues over expenditures	10,937	10,716	21,653	(77,301)
Net assets, beginning of year	2,724,655	54,245	2,778,900	2,856,201
Inter-fund transfer	-	-	-	-
Net assets, end of year	\$ 2,735,592	\$ 64,961	\$ 2,800,553	\$ 2,778,900
CASH FLOWS				
Cash from operations	\$ (3,794)	\$ 14,488	\$ 10,694	\$ 173,137
Cash used in financing and investing activities	(12,913)	(5,500)	(18,413)	(5,566)
Increase in cash	\$ (16,707)	\$ 8,988	\$ (7,719)	\$ 167,571





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