



CHILDREN'S HEARING & SPEECH CENTRE OF BC

ANNUAL REPORT 2020/2021

HIGHLIGHTS



238 HOURS OF
AUDIOLOGY SERVICES
PROVIDED



1583 HOURS OF SLP
SERVICES PROVIDED



2 ITINERANT CHILDREN
GRADUATED
HIGHSCHOOL



91 BABIES RECEIVED
EARLY INTERVENTION



9 CHILDREN
TRANSITIONED INTO
MAINSTREAM
SCHOOLING



44 NEW CHILDREN
ENROLLED ACROSS ALL
OUR PROGRAMS



NO CENTRE CLOSURES



NO CASES OF COVID-19



YEAR END REVIEW

MESSAGE FROM THE CHAIR OF THE BOARD

On behalf of the Board of Directors of Children's Hearing and Speech Centre of BC, I am pleased to present the Annual Report for the 2020-2021 fiscal year.

It was a year of challenges as we continued to grapple with the global pandemic. Even with the introduction of vaccines, masks and many other safety protocols, COVID-19 continued to be a significant problem for individuals, families and organizations like ours. Despite these issues, Children's Hearing continued to provide quality programs and services to children with hearing loss and their families.

During the year we engaged with external stakeholders in order to ensure our next strategic plan is informed by as many perspectives as possible. Three key insights emerged, which we plan to address: 1) increase awareness of CHSC's exceptional services among families, educators and potential donors, 2) develop key messaging and clear positioning on CHSC's position on listening and spoken language vs ASL and 3) strengthen recruitment and retention of teachers of the deaf and hard of hearing.

We thank our families, donors and staff for your ongoing support of our efforts to give children with hearing loss a voice.

Juma Wood
President & Chair of the Board

MESSAGE FROM THE EXECUTIVE DIRECTOR & DIRECTOR OF EDUCATION

The 2020-2021 year was indeed one that was full of challenges, but there were many highlights as well. We welcomed many new children and their families into our programs, and saw several transition successfully into mainstream schooling. We recently heard from one family who emigrated to Canada when their son was only two and hadn't yet been diagnosed with hearing loss. After participating in our programs through to Kindergarten, he is now enjoying Grade 1 in the public school system and continues to build on the listening and spoken language foundation that he received at the centre.

In September our centre-based programs returned to in-person learning under strict safety protocols. The First Words program continued to be offered virtually while our Itinerant program offered a combination of in-person and virtual support to schools. The entire staff at CHSC are to be commended for their adherence to the strict safety protocols while continuing to provide the children, families, and schools we support with excellent programming and compassion.

We are grateful to the families and schools for their support of the program as we all adjusted to this new reality and look forward to welcoming families back into the Centre soon.

Dawn McKenna **Loretta Richardson**
Executive Director Director of Education

WHAT'S NEW?

"We always said that Children's Hospital gave Matthew hearing, but Children's Hearing actually gave him spoken language."
(Loredana, parent)

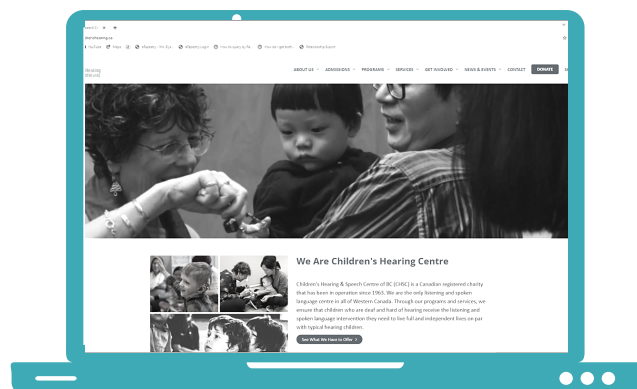
CHILD CARE PROGRAM



After listening to the needs of our families and greater community, in September of 2020 we launched our Child Care program. This program includes children with hearing loss, typical hearing children, and children with other disabilities. We have now fully integrated our Child Care program into our Early Learning Program to create an inclusive learning environment that will continue to meet the needs of our target population, as well as the increasing needs of our community!

NEW WEBSITE!

Launched in June of 2021 our new website features a more responsive and clean design with timely and informative content! A BIG thank you to Marcus Charalambous, Dawn Kosakewich, and the amazing team at [Backbone Technologies Inc.](#) for donating your time and resources to build us such a fantastic site!

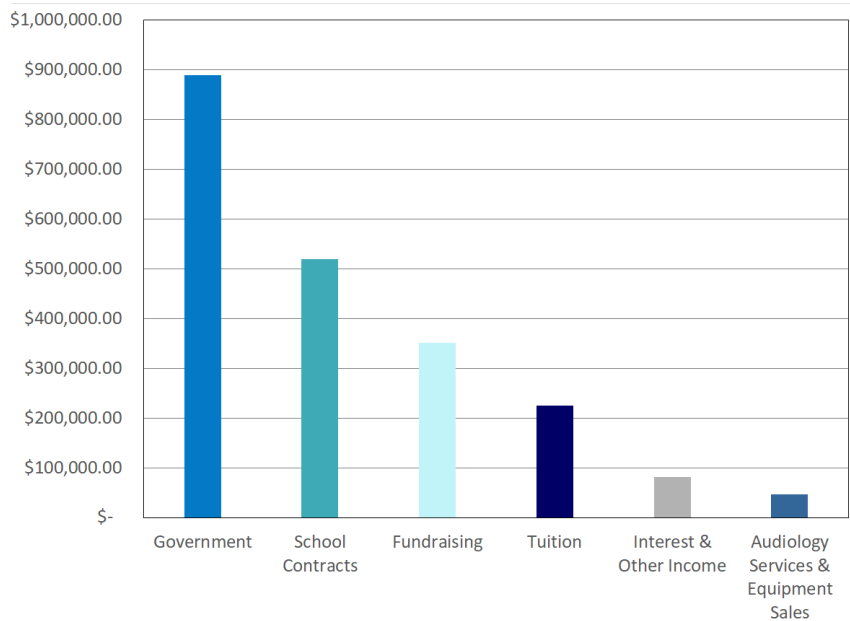


FINANCES

"We are forever indebted to CHSC for instilling in our daughter the confidence and self-advocacy skills to ensure that her hearing loss is just one small part of her. The highly skilled specialist teachers and staff were immensely supportive during what could have been a daunting period, and the pure joy at the centre is palpable." (Olivia, parent)

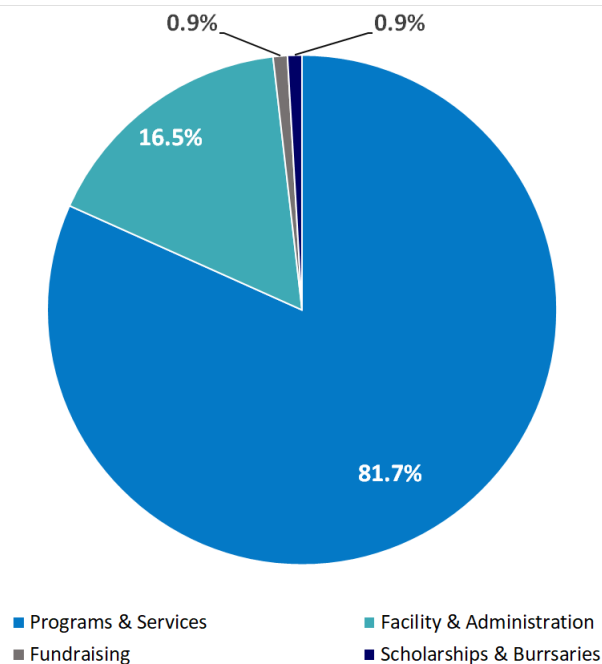
SOURCES OF REVENUE

TOTAL REVENUE: \$2,112,779



YOUR DOLLARS AT WORK

TOTAL EXPENSES: \$2,283,495



LEO'S STORY

For many children that come through our doors, hearing loss is not their only life hurdle. Approximately 40% of children who are deaf and hard of hearing also have additional disabilities. This adds a layer of complexity to the intervention process. Jacqui and Vince know all too well the process involved when a child has hearing loss and additional needs. They started their journey with CHSC when their son Leo was three months old. Leo was born premature at just 25 weeks, weighing only 1.5 pounds. He spent 210 days in the NICU and has undergone 8 surgeries over the course of his life. Eventually, he was diagnosed with severe to profound bi-lateral sensorineural hearing loss and after exploring their options, the family began their intervention at CHSC in our First Words program.

Leo did not start speaking until he was four years old even though he began his journey at three months, received his first cochlear implant at 13 months, and his second a year later. There is a misconception that hearing devices are the main solution to hearing loss, but they are only a tool. They provide access to sound, but it is the intervention with the child's team of specialists that transforms the noise into viable speech and language.

Today Leo is a bright, energetic, talkative, and tenacious third grader in mainstream schooling. He is thriving and loves writing, science, geography, biking, and swimming. When he grows up he wants to be a teacher at Children's Hearing.



"Leo wouldn't be where he is without the support, guidance, expertise, and knowledge of staff at Children's Hearing. To anyone who is going through this, it is a difficult journey and there will always be challenges, but having the right people around you is key." (Leo's mom)

THANK YOU TO OUR DONORS!

"When my daughter was diagnosed with hearing loss I had no idea what the future would hold and I was scared and nervous. The team at CHSC supported my family in ways that are hard to quantify; from teaching my family about hearing loss, providing a sense of belonging in a supportive community and going above and beyond to help my daughter and my family. I can say with absolute conviction that a big reason my daughter is a happy, confident 7 year old is due to the services we received at CHSC." (Jenny, parent)

\$5000+

Andrew Mahon Foundation, Backbone Technologies Inc., Community Gaming Grant (BC), Kaatza Foundation, McLean Foundation, 1988 Foundation, Rockcliffe Estates Ltd., Teck Resources Ltd., Vancouver Bilingual Preschool Society, Variety - The Children's Charity of BC, Wolrige Foundation

\$500-
\$4999

Nicholas & Marian Allwork, Amazon, Manjit & Sarbjit Aulak, Andrew & Kerry Block, Jason & Samantha Burnside, CKNW Kids' Fund, Adam Du & Julie Fu, Emily Finn-Galer, Maggie Geiser, Andrew & Betty Gray, Geoff & Felicia Gudewill, Hamber Foundation, Rick Harrop, Chris Hennig, Joan Holmes, Pauline Jang, Judith Jordan, Dr. Gordon & Dr. Karen Jung, Kelowna Ready-Mix Inc., Marco Lau & Josephine Lee, Wei Li & Shuxia Xie, Ted Lin & Debbie Chiu, Lohn Foundation, Ian MacKinnon & Karly Cook, Nick & Andrea Manchon, David & Joanne McDonald, Mel and Geri Davis Charitable Trust, Dr. Jim & Gail Miller, MP Excavating Ltd., Tom Nguyen & Jessican Jang, Michael & Brenda O'Keefe, Raymond James Canada Foundation, R.C. Purdy Chocolates Ltd., Barbara Roche, Bruce & Gloria Russell, S.M. Blair Family Foundation, Nick & Raf Sansalone, Oren Shklarsky & Elysha Cohen, T&T Supermarket Inc., Stacey Welsh

<\$500

Susan Alexander, Flutura Aliko, Sarbjit & Savinder Aulak, Scott Balango & Iveta Mechova, Daniel Barros de Oliveira & Nicola Thackwell, John Beamish, Raspal Bhangu, Mark Birdsall & Kathy Pompura, Ronald & Marie Brown, Garth & Wendy Burnside, Gardy Frost & Kate Butterfield, Neil & Catherine Chan, James & Alyssa Charbonneau, Danay Charon, Paul & Lisa Cheng, Peter Choi & Eun Ji Oh, Lori Chow, Miu Ling Chow, Marsha D'Angelo, Sharon Davis, Erick Saunders De Farias & Angelica Alves Aquino, Donna Derrien, Patrick & Barbara Dohm, Leela Downton, Rica Durnin, Miquel Eagles & Starr Vickers, Tricia Eckels, Gwynn & Tracy Elfring, Elks Quesnel #298, Rupert & Olivia Evans, Ken & Mary Francis, Margaret Francisco, Marlene Franks, Jane Frost, Jose Gil, Paula Gill, Brent Gloeckler & Lynda Hayward, Christina Goh, Allen Goldin, Terry & Ruth Harrold, Margaret Hewlett, Terry Himal, Derek & Anna Hong, Ning Hu, Jeannie Jang, Sumeet Johal, Uwe & Catherine Kalchbrenner, George Kyriakelis, Terry Kit Man Lai, Derrick Lam, Gary Lam & Maria Tse, Teresa LaMontagna, Barbara Lee, Tim Lu & Ashley Lee, Matt Liu & Jolene Lin, Ludbrook Enterprises Inc., Kelly Lyu, Ron & Margaret MacKenzie, Vikas Mall, Susana Masters, Dawn McKenna, John & Joanne McKitrick, Jennifer McLaughlin, Erin McSweeney, Christopher & Patricia Mitchell, Brooke Mitchison, Ray Monteith, Cathy Morgan, Timothy & Emily Naylor, Ted & Carolyn Neighbor, Jerica Neufeld, Mr. Jack O'Hara & Ms. Izzie Egan, Richard & Margaret Oh, Clement Ow & Lily Chen, Don Palmer, Amy, Noa & Simeon Paster, Dr. Agnes Phillips, Preceptor Alpha Kappa, Jan Prowse, Quicktech Computer Consulting Inc., Arun Ramamurthy, Andrea Rennie, Loretta Richardson, Dr. Keith & Margaret Riding, Shirley Robinson, Royal Canadian Legion Ladies Cloverdale Branch #6, E Jaasiel Santos, Michael Sauder, Andrew & Melanie Scarth, Sheila Serup, Veronica Sim, Matthew Smid, Jack & Anita Smith, Peter & Joan Thompson, Anna Tran, Steffi Ung, Bowen Tang, Stewart Valdez & Karen Salamat, Jennie Vecsey, Jhannes Weinmar, Frank & Diane Welsh, John & Cathy Windsor, Jonathan & Karen Woodworth, Teresa Wu, John & Rosemary Young, Jia Zhi Zhu

*Every effort has been made to ensure accuracy of our donor list. Please notify us if an omission has occurred

IN HONOUR & IN MEMORY DONATIONS

"Madyan has been doing spectacularly well in terms of speech...these days he can initiate and hold conversations, sometimes he can be very challenging and adept which has made my wife and I quite proud and happy. Obviously he still has a long road up ahead, but we're very optimistic, especially with how quickly he's been learning that he'll keep making positive progress"
 (Madyan's dad)

Making a donation in honour, memory, recognition, and appreciation is a wonderful opportunity to pay tribute to someone who has impacted your life. Not only do you recognize that special person, but you have the added benefit of having that individual's memory carry on and impact the lives of children with hearing loss for years to come.

IN RECOGNITION, APPRECIATION & HONOUR

- | | |
|------------------------|-----------------------|
| CHSC Staff | Brenda & David McLean |
| CHSC Teachers | Erin McSweeney |
| Noah Burnside | Niamh O'Connor |
| Rita Francis | Loretta Richardson |
| Gardy Frost | Janet Weech |
| Greyson's 4th Birthday | Lisa Yeung |
| Vivian Ip | Kasia Zemojtel |
| Judith Jordan | |

IN MEMORY

- Ann Antolcic
- Lisa Buxton
- Paula Gill's Grandmother
- Hilda Gregory
- Patty Juno
- Nolan Lonn
- J. Serup



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THANK YOU TO EVERYONE FOR ALL YOUR SUPPORT!

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Dr. Matthew Dickson, Medical Advisor

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<https://www.linkedin.com/company/children-s-hearing-and-speech-centre-of-bc>



Children's Hearing & Speech Centre of BC



www.childrenshearing.ca

ACCREDITATION & MEMBERSHIPS



Children's Hearing
& Speech Centre of BC

3575 Kaslo Street,
Vancouver, BC
V5M 3H4
P 604-437-0255 | F 604-437-0260 |
E info@childrenshearing.ca