



Children's Hearing
& Speech Centre of BC

2023/2024 ANNUAL REPORT



Connect from the very beginning

A Year of renewed optimism and energy!

We entered the 2023-2024 fiscal year, filled with renewed optimism, energy, and a highly qualified and talented staff, ready to propel our focus on elevating awareness and securing essential funding for CHSC's vital programs and services.

As a charitable organization in the social services sector, our ability to deliver critical services relies heavily on the generosity of our donors, community partners, and government support. The newly formed Marketing and Development team, consisting of a Director of Development, Maria Marano, who brings many successful years and experience not only from the nonprofit world but the media industry, and Conor Twamley, our Marketing & Web Development specialist, who spearheaded the implementation of a new CRM platform, Salesforce, ensuring we reach out to as many potential donors as possible, all while strengthening community awareness and engagement.

We were also excited to welcome two new Board members at the November AGM, Robin Bardon and Karly Cook, both parents of children in CHSC programs.

Other staff hires included Melissa Leifer, a teacher who is also enrolled in the UBC Masters program to become a Teacher of the Deaf and Hard of Hearing, and we welcomed back Teacher of the Deaf and Hard of Hearing, Bowen Tang, who previously worked for CHSC and who was a former student in our programs.

Our full summer program was made possible, in part, with the financial support for staffing from Canada Summer Jobs and we're happy to report our July to August 2023 program saw 24 students attend throughout the summer months: a full complement for that summer's program.

As CHSC continues to grow, the increased need also means we must hire more specialized staff. We are grateful to our team of professionals who work tirelessly to equip these children with the necessary skills and confidence needed to reach their utmost potential and to provide services that support the whole family.

We strive to ensure no family is left behind, assisting through every step necessary in the process of providing supportive and effective programs for their child's success. Our proven educational model also allows families to wholly engage in their community.

We are grateful for your support and generosity, and your input is always welcome. Join us as we continue this exciting journey towards creating a brighter future for these remarkable children, who are deaf and hard of hearing.



Andrea Manchon
President & Chair of the Board



Dawn McKenna
Executive Director

Hear, there and ...

The CHSC Team at Rotary Ride for Hearing



RBC Community Giving



Raymond James Garden Revitalization



Vancouver Police Visit CHSC



Student Giving



Speech and Hearing Month Light Up the City Blue Campaign



**Vancouver Whitecaps
Kid Captain**



Government Partnerships



Everywhere, in our communities!

Cochlear Implant 2024 Conference



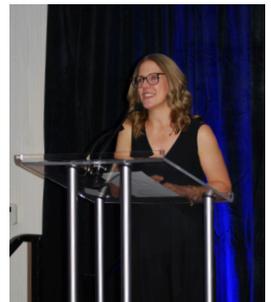
**Our very own Sumeet explaining
the meaning of Diwali**



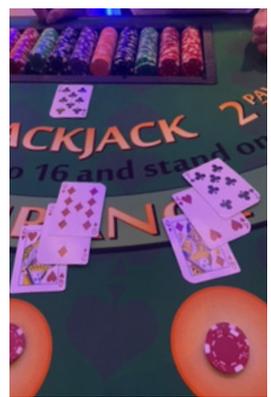
Science World Field Trip



**SLP Rita Francis
attending a workshop
in New York alongside
50 other speech
language pathologists
from across
North America**



1st Annual Transformations Event



Meet Harshpreet: An Alumni Success Story

An amazing and vibrant 18 year old young lady with a love for soccer, music and dance, and who has just started her first year at Simon Fraser University.

Harshpreet is hard of hearing.

Due to her hearing challenges, Harshpreet has faced difficulties throughout her life. She developed a noticeable accent when speaking, which led some people to not treat her with respect. She also struggled to stay on beat in music and dance, often affecting team synchronization, and faced challenges in her schoolwork. These experiences made her feel alone, and she took these struggles to heart, believing she was simply bad at everything. She didn't understand how others seemed to do things so easily and was left wondering what she was doing wrong.

Looking to provide a better life for their children, her parents moved the family to Canada from Dubai, when Harshpreet was 11. It didn't get any easier for her. Being the new kid was difficult enough but having a hearing problem and not knowing, made things even worse. She became frustrated, was often left out of group activities, her friends were annoyed with her for having to constantly repeat their conversations and ultimately, she became distant and lost many of those friends.

“My brother was having his hearing assessed so my parents decided to have my hearing assessed as well, just for fun.”



A Surprise Diagnosis

At the age of 13, Harshpreet's family learned that she had been living with hearing loss for most of her life. After numerous tests, her Audiologist confirmed she was hard of hearing.

“Harshpreet has history of longstanding bilateral tympanic membrane perforations, and a known bilateral slight to moderate conductive hearing loss that is slightly worse on the right side. She wears a hearing aid on the right side to increase auditory access.”

The news left them in disbelief and came as a complete surprise to them. The diagnosis came the summer before Harshpreet was to begin high school. She was nervous, became distant and she completely shut down. After the initial shock, and the feeling of defeat however, Harshpreet says it was a bit of a relief to finally know that something was wrong, but of course, she was still upset.

... it was very upsetting but a bit of relief to find out I had hearing loss. Things started to make sense.

“My parents always thought I was ignoring them. Even my dance teacher was rude to me.

I couldn't hear the music and was always off beat so they would get mad at me. I taught myself how to count beats and steps to try and keep up. I felt I was always working harder than everyone else and still not getting it.”





At that moment, Harshpreet says, “things started to make sense”. She now had a reason as to why she was struggling so much compared to other kids her age. Right before starting high school, Harshpreet made the brave decision to have surgery to have a prosthesis implanted into her eardrum and on the bone.

Unfortunately, during a soccer match, it had moved and the following year, she had to have another surgery to adjust the prosthesis. She now also had to give up playing soccer, a sport she enjoyed to avoid this happening again.

High school did not start any better than elementary school. She had to advocate for herself to get assistance and for two whole years, Harshpreet had no help at all. The school system was failing her, but she thanks her cousins for looking out for her.

Then came COVID. Of course, this did not make things easier other than the fact that the new teacher allowed her to record classes and review the lessons on her own time.

Perseverance and Patience

In Grade 11, Harshpreet was assigned a health worker and then, Children’s Hearing and Speech Centre of BC (CHSC) came into the picture. Through our Itinerant program, Harshpreet was assigned Robyn, one of our Teacher of the Deaf and Hard of Hearing with a master’s in early Intervention and Deaf Education. Harshpreet and Miss Robyn, as she calls her, quickly hit it off and became friends, and are “like sisters”.

“I LOVE Miss Robyn.”, Harshpreet exclaims. “She has helped me so much in such a brief time. She has helped me with all my classes including Chemistry, Biology and Physics. She helped me apply for scholarships. It was a wonderful experience having her as my Itinerant teacher. I can’t thank her enough. I think we will stay in touch forever.”

Harshpreet has aged out of CHSC’s Itinerant program and is now enrolled in her first year Health Sciences program at Simon Fraser University. At SFU, she was immediately assigned a Disability Counsellor. Unfortunately, her hearing aids and the FM system were not compatible, so she now has loaner hearing aids. Eventually, her parents will have to buy new hearing aids but says ‘they’re very expensive’.



Harshpreet’s mom says, “The moment I found out she had a hearing loss, I felt terrible for her. I didn’t know and I was upset that my daughter was struggling.” “Now, I feel proud of her, how she is, and all she has done for herself. She is her best and does her best all the time.”

Learning about the hearing loss has created a deeper understanding between Harshpreet and her parents.

“I really thank my parents for everything they have done for me since finding out I have hearing loss. The speech language classes, the hearing aids, everything. They too now know that I wasn’t ignoring them. I want to help them and create a better life for them.”

Although university was very scary at the beginning and Harshpreet sometimes had problems finding her classes, after 3 months, she is settling in nicely.

New Beginnings and Future Dreams

“The teachers are very professional, and extremely helpful. They recognize me and now they come to me to ask for the FM system.”

SFU has assigned Harshpreet a note taker for every class so that she doesn't miss any information, and she can also record each class if she likes. “They are collaborating with me, to ensure my success.

I am extremely excited about all this and what's to come.”

Harshpreet is excited about her future.

“I want to help people. I want to do something health related. I want to help babies who are born with hearing loss whether as a researcher, in biology, something to do with cells, I'm not sure yet, but definitely something in the medical field.”



Your donations help CHSC continue our Mission, which helps make a difference in the lives of so many living with hearing loss.



CHSC's Itinerant Teachers of the Deaf and Hard of Hearing support students with hearing loss, and their teachers, in independent schools. These services are delivered in person to students in Greater Vancouver and across BC through a combination of videoconferencing, regularly scheduled visits, and ongoing communication with the student's team of professionals.

This support should not stop when a student graduates.

With your donations, we can continue to provide life-changing Itinerant support across BC and help advocate for more aid. Whether a student decides to go to college, chooses a trade, or goes on to university., we can advocate for them and ensure they get the help they need to succeed.

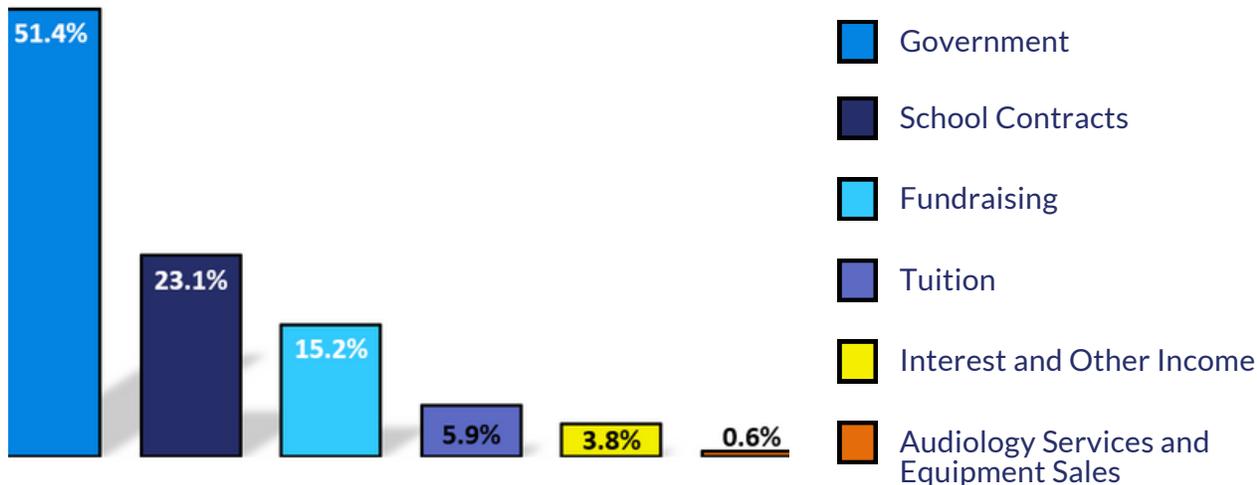
Your support will help more young people with hearing loss, like Harshpreet, achieve their goals and dreams.

Help us help amazing young people with hearing loss, like Harshpreet, achieve their goals.

2023/2024 By The Numbers

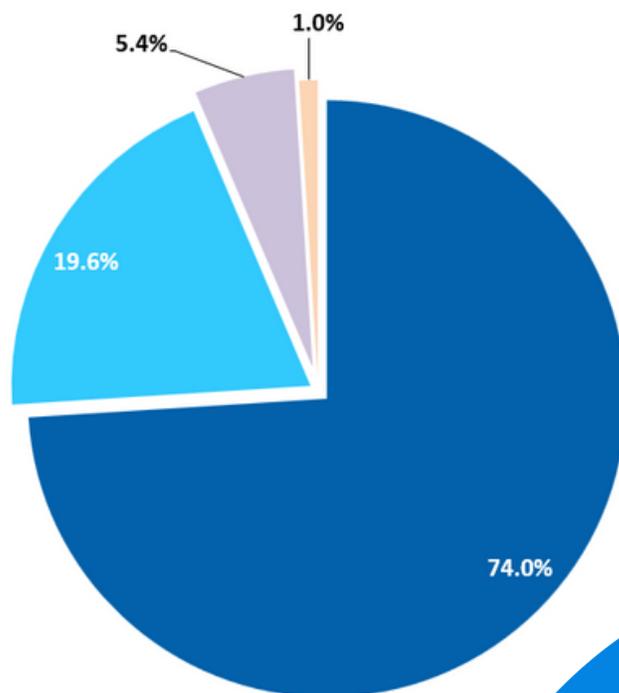
Sources of Revenue

Total Revenue: \$3,524,796



Your Dollars At Work

Total Expenses: \$3,457,728



Creating an Impact



1070

hours of audiology services provided



98

babies received early intervention



766

volunteer hours



19

children transitioned into mainstream schooling



2

itinerant students continued onto post-secondary



1,282

hours of SLP services provided



64

itinerant students



3

itinerant students graduated from high school



2

students have received scholarships



2023/2024 Highlights

This year has been busy. The children enjoyed many outings, and we moved forward with many new and exciting projects, including updating our Customer Relationship Management platform. As we continue to increase the number of in-person events, we hope you will join us in these exciting initiatives as they will play a vital role in the success of our mission.

Some of the year's highlights include:

- The annual Welcome Back BBQ in September 2023 for children and their families
- A successful Open House held in May 2024 during Speech and Hearing month
- Celebrating Speech and Hearing Month with different landmarks lighting up in blue across the City of Vancouver every week of the month. Landmarks included BC Place, Science World, the Sails at Canada Place, City Hall, Burrard Street Bridge, and the Vancouver Convention Center.
- We held Professional Development days during the year for staff and had special guests attend, including:
 - presenters from Boston on Emotional Intelligence
 - a presenter from California on Trauma Informed Care
 - a presentation from former Principal, Janet Weil, on Cognitive Learning
 - Phonak provided an update on modern technology and equipment
 - a presentation from Quicktech on a new cloud storage system, subsequently moving digital information to the Cloud
- CHSC also took part in the 1st annual BC Disability Summit, which was a 2-day event held in June 2024. The summit included 77 participants from 43 provincial organizations, representing children and youth with disabilities across the province.

2023/2024 Board of Directors

Andrea Manchon	President & Chair
Emily Galer	Vice Chair
Michael Sauder	Treasurer
Juma Wood	Secretary
Barzin Assadi	Member
Robin Bardon	Member
Karly Cook	Member
Gardner Frost	Member
Stephen Lewis	Member
Scott Mackenzie	Member
Joel Smith	Member
Dr. Matthew Dickson	Medical Advisor

Thank You to all our individual and corporate donors



On behalf of Children's Hearing and Speech Centre of BC families, we would like to thank you for your generous donations. Your support helps our mission and helps make a difference in the lives of children who are deaf and hard of hearing.

Aimee Medina, Albert McClean, Alex Catchpole, Keir Peterson, Angelina Chan, Anna Karlovskaya, Anna Tran, Anna Trinh, Anne Harrop, Ashley Lee, Athena Jie, Avril Trudeau-Bai, Barbara Hallat, Barbara Lonergan-Byers, Barbara Roche, Brenda O'Keefe, Brodie Richardson, Carolyn Neighbor, Christina Goh, Christine Chan, Christopher Galer, Chun Li Hong, Cindy Wu, Conor Twamley, Daniel Matos, Dawn McKenna, Deanna Chaboyer, Don Palmer, Elizabeth Hallerman, Erin McSweeney, Peter Choi & Eun Ji Oh , Gary Lam & Maria Tse , Harvey Keitel, Irene Gutmann, Isabel Pitfield, Iveta Mechova, Jacqueline Choi, Janet Anne Prowse, Jean Hackett, Jennifer Tam, Jessica Jang, Joan Holmes, Joan Thompson, Joanne & John McKitrick , John Beamish , John Fraser, John and Nina Cassils, John McIntyre, John Stephen McDonald, Judith Dowd , Karly Cook & Ian MacKinnon , Kei Nakagawa, Kenneth Oh, Andrew and Kerry Block, Konika Kakar, Kyle Bienvenu, Lawrence Lee, Leila & Leon Getz, Linda Elliott, Lori Chow, Maha Abbassi Saber, Margaret MacKenzie, Margaret Riding , Maria Marano , Gary Lam & Maria Tse, Marily Mearns, Marlissee Sweeney, Mary McDermid, Maureen Tingley, Melanie Mason Dorchester, Menna Behiery, Michael Sauder, Michelle Smith, Judith Jordan, Mona Taylor, Neil Buchan, Nicola Thackwell, Elysha Cohen & Oren Shklarsky, Patricia Mitchell, Patty Kwan & Norman Wong, Pei ling Hsu, Peter Choi & Eun Ji Oh , Priscilla & Rick Brooks-Hill, Raf Sansalone, Ray Monteith, Raymond Butler, Renzo Montagliani, Rick Harrop, Robin Bardon & Sandra Gin, Rose & Fred Mikelberg, Ruth Harrold, Sandy Gray, Sumeet Johal, Susan Lin, Sylvia Freer, Debbie Chiu & Ted Lin, Teresa LaMontagna, Terry Himal, Terry Kit Man Lai, Tina Wu, Val & Richard Bradshaw, Veronica Bulasao, Winnie Guan, Yoko Berualt

Burnaby Central Secondary School, Buron Holdings Ltd., CanadaHelps, Charities Aid Foundation Canada, CIBC, Mel and Geri Davis Charitable Trust, Diamond Foundation, Lotte & John Hecht Memorial Foundation, Hooplax, Kaatza Foundation, Kelowna Ready-Mix Inc., Lewin Capital Management Ltd., LiUNA, Mosaic Forest Management, My Tribute Gift Foundation, R.C. Purdy Chocolates Ltd., Raymond James Canada Foundation, RBC Foundation, Royal Canadian Legion Ladies Cloverdale Branch #6, Telus Friendly Future Foundation, The 1988 Foundation, The Andrew Mahon Foundation, The Tuey Charitable Foundation, Thorsteinssons LLP, Wickerson Foundation

In Appreciation, Celebration, Memory & Honour

Noah Burnside
Jordan Carhoun
Hilda Gregory C.M., O.B.C
Keeley Griffith

Georgina Manchon
Michael O'Keefe
John Sunley

Who we are

Children's Speech and Hearing Centre of BC (CHSC) is a nonprofit organization dedicated to empowering children with hearing loss and their families across British Columbia. We are committed to providing complete services that promote listening and spoken language development, social integration, and overall well-being. At the heart of our mission is a commitment to early intervention, recognizing that access to sound is essential for the development of listening and spoken language skills in children.

Future plans

We continue to implement strategies in our current Strategic Plan, under the following four overarching goals:

- to invest in the CHSC team and workplace wellness
- to build greater profile and brand awareness
- to enhance and grow support for families and children
- to maintain and grow current financial stability



How you can help

Children's Hearing and Speech Centre of BC provides programs and services not only at our Centre, but throughout the province as well. As mentioned in Harshpreet's story, our Teachers of the Deaf and Hard of Hearing support students with hearing loss and their teachers in independent schools in BC, and we provide private speech services as well.

Our First Words, Early Learning and Primary programs assist children between the ages of 0 to 8 years of age, and the Itinerant program supports young people up to the age of 18. Services are delivered at our Centre and in person to students in Greater Vancouver and across BC through a combination of videoconferencing, regularly scheduled visits and ongoing communication with the child's team of professionals.

With your donations, we can continue to provide life-changing programs and services across BC and advocate for more support when needed. Your support is crucial for the work we do in helping children and young people with hearing loss, like Harshpreet, achieve their goals and dreams.

Scan to donate, or visit: www.childrenshearing.ca



Children's Hearing
& Speech Centre of BC



www.childrenshearing.ca

Accreditation &
Memberships



CHSC Video



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