

ANNUAL REPORT 2021/2022



Children's Hearing
& Speech Centre of BC

Year End Review



At Children's Hearing and Speech Centre of BC, our goal is to ensure that children who are deaf or hard of hearing have optimum access to sound and are provided with intentional interventions that help them learn to listen and speak, while also facilitating their cognitive and social and emotional development. Our programs give children the skills they need to reach their best potential and participate fully in their communities.

As a non-profit organization in the social services sector, we are emerging from another challenging year during which the pandemic continued to affect our families and the community in general, as well as our ability to build awareness and fundraise effectively. While the ongoing pandemic created a difficult environment in which to operate, we have stayed true to our vision and goals. Our staff, board, volunteers, children and families have all strengthened their resilience and continued their commitment to support children with hearing loss.

With the support of our donors, supporters and governments, CHSC managed a modest surplus. We held our first in-person fundraising event in over two years, and despite staff shortages, ensured that all of our programs continued to provide much needed interventions and supports to our children and their families.

A big change occurred this past year with the retirement of Loretta Richardson, our Director of Education. We thank Loretta for her many years of service and dedication to this organization and to children with hearing loss and their families. We would also like to introduce our three new Team Leads, Keeley Griffith (First Words Program), Sarah Chodos (Centre Based Programs) and Jessica Costello (Itinerant Program) for taking on the additional responsibilities and becoming part of the leadership team.

As we approach our 60th year in 2023, we are excited about the future of the organization, our determination for continued excellence, and our potential for growth. It is with renewed optimism that we welcome your input and continued support.

Juma Wood
President & Chair of the Board

Dawn McKenna
Executive Director

Important Changes

This year marked some significant changes to Children's Hearing and Speech Centre of BC. Most notably, we said farewell to our Director of Education, Loretta Richardson, who after 40 years of working in the field, most of those at CHSC, took her well-deserved retirement.

With her retirement, she has left the teaching staff in incredible hands, by passing the baton on to a group of dynamic, passionate and, dedicated staff who will continue to ensure that our families are receiving the support they need.

Our new educational Team Leads are: Sarah Chodos – Centre Based Programs, Keeley Griffith – First Words Program, and Jessica Costello – Itinerant Program. Each Team Lead is responsible for the teachers, staff, and activities that fall within their respective areas. Under the leadership from our Executive Director, Dawn McKenna, our Team Leads will help guide, mentor, and shape these programs with the same dedication and enthusiasm that Loretta provided. We wish Loretta a wonderful retirement and all the best to our new team leads!



Other changes included hosting our first in-person fundraising event in over two years, and reestablishing our private speech-language services (SLP). The Music to Our Ears event took place in May and included snacks, refreshments, and a silent auction. Participants played music bingo, vying against the competition to win prizes. With the hiring of our new SLP, Konika Kakar, we were able to offer private SLP services again, beginning in May. The program provides individual assessment and therapy services to children from birth to 13 years of age, targeting the child's communication needs.



720 hours of audiology services provided



1178 hours of SLP services provided



4 itinerant children graduated high school



102 babies received early intervention



15 children transitioned into mainstream schooling

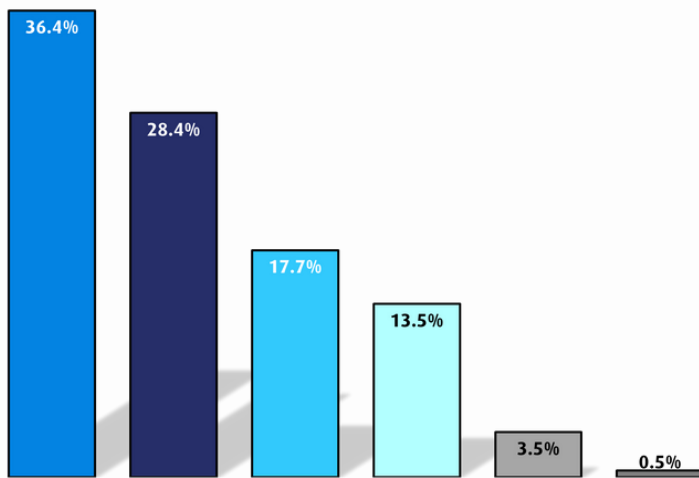


412 volunteer hours

Finances

Sources of Revenue

Total Revenue: \$2,432,427

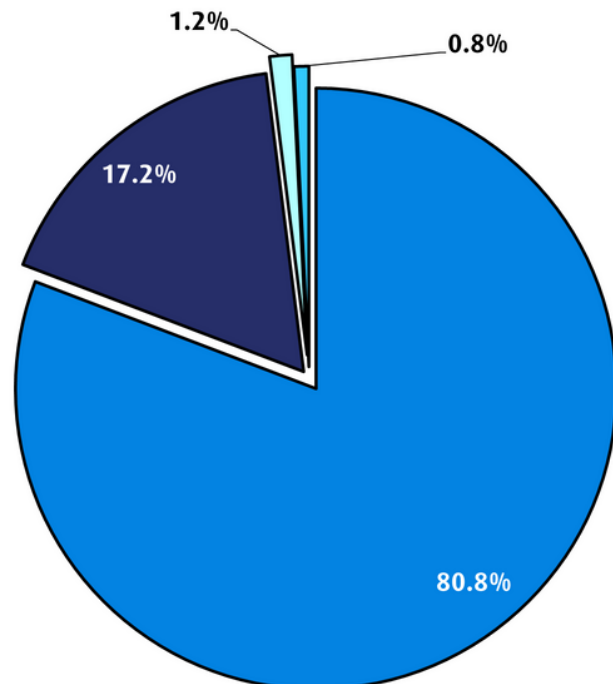


- Government
- School Contracts
- Fundraising
- Tuition
- Interest and Other Income
- Audiology Services and Equipment Sales

Your Dollars At Work

Total Expenses: \$2,324,395

- Programs and Services
- Facilities and Administration
- Fundraising
- Scholarships and Bursaries



Cruz's Story

Every family that comes through our door has a different story. For some families, their baby was born with hearing loss, for others, their child developed hearing loss later on in life. Hearing loss is complex, and there is no one cause. Genetic influences and viral and bacterial infections are all factors that can lead to childhood hearing loss.

When Cruz was born, he passed his early hearing screening test and there was no evidence of any hearing loss at birth. Around the age of two, he developed a serious viral infection and was hospitalized for several days. A year later his parents (Samantha and Chris) noticed that his speech was lagging behind that of his peers. There wasn't too much cause for concern as Cruz started talking at an early age and they thought he would catch up, but they went to see an audiologist for good measure. Initially, they believed he had a mild hearing loss, but further testing uncovered that he actually had significant hearing loss in both ears.



Eventually Cruz was diagnosed with moderate-profound bilateral hearing loss. His diagnosis came as a real shock to the family, but Samantha and Chris were very proactive and by age three and a half he received his hearing aids. During this time, specialists mentioned that he was a strong candidate for Cochlear Implants (CIs), and about a year later, at four and a half, Cruz underwent the surgery for his CIs. It is unclear what specifically caused Cruz's hearing loss. There was no family history of hearing loss and genetic testing revealed little information.

After exploring their options and the programs available to them, Samantha and Chris realized that an immersive listening and spoken language environment was the right fit for their family. While his hearing aids and cochlear implants have made it possible for him to receive sound, they are only a tool. It is the immersive listening and spoken language therapy he receives at CHSC that transforms the noise in his environment into listening and spoken language. For many families, a diagnosis that their child doesn't hear the way other children hear can be overwhelming, and cause much concern for the child's future - but when a new family comes through our doors and gets to see children talking, singing, playing and laughing it truly gives those parents hope.

Today Cruz is an outgoing, energetic, happy, and talkative preschooler, who has made tremendous progress with his listening and spoken language development.

"I feel like my journey with Cruz's hearing loss was a lot scarier at the beginning than it is now. When he was first diagnosed I thought there was going to be a lot of limitations for him, but now I see there's not."
(Samantha)

Donations in Recognition

Making a donation in appreciation, celebration, honour, and in memory 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 Appreciation, Celebration & Honour

Lauren Adirim
Huxley Charbonneau
CHSC Staff
Danielle Connelly
Rita Francis
Keeley Griffith
Ning Hu
Liam Jung
Greyson Konowalchuk

Marriage of Sarah & Tony
Tara Martino
Dr. Jennifer Miller
Naetal Skincare
Loretta Richardson
Jillian Robinson
Elena Schwericke
Sharene Shuster
The Centre and Programs

In Memory

Ann Antolcic
Warren Barker
Joan Garrett
Hilda Gregory C.M., O.B.C.
Patty Juno
Nolan Lonn
Sylvie McClean
Michael Roell
Dan Sheehan

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

"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 All Our Donors

\$5000+

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\$500-
\$4999

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<\$500

Susan Alexander, Meera Bains, The Balay Spa, Philip & Lori Barer, BC Lions, John Beamish, Sandip Birring, Bosa Foods, Chris & Elizabeth Bourassa, Molly Burke, Jason & Samantha Burnside, Robert & Deanna Chaboyer, Tom Chen & Kelly Chang, Ronald & Florian Chao, James & Alyssa Charbonneau, Paul Cheng, Peter Choi & Eun Ji Oh, Miu Ling Chow, Lori Chow, Chris Cerroni, Jane Cikes, Civello Salon, Danielle Connelly, Costco Vancouver, Marsha D'Angelo, James de Chavez & Anna Tran, Deep Cove Kayak, Patrick & Barbara Dohm, Leela Downton, Miquel Eagles & Starr Vickers, Tracy Elfring, Flowers on 22nd, Ken & Mary Francis, Marlene Franks, Graham & Rae Fraser, Gardy Frost & Kate Butterfield, Nick Gentile & Marisa DeMare, Malcolm George & Wanda May Snyder, Brent Gloeckler & Lynda Hayward, Christina Goh, Allen Goldin, Benjamin Golding, Gotham Steakhouse, Grand Okanagan Resort, Winnie Guan, Isabella Guevara, Terry & Ruth Harrold, Annie Rosen Heath, The Hive Boulderling Gym, Kramer & Stephanie Hoehn, Derek & Anna Hong, Ning Hu, Dennis Hung & Cindy Wu, Magdalena Ivanova, Julianna Ivanyi, Jeannie Jang, Jericho Beach Kayak, Joey's Shipyards, Sumeet Johal, John Fluvog, Konika Kakar, The Keg, Knifewear Vancouver, KW Realty, George Kyriakelis, Terry Kit Man Lai, Derrick Lam, Gary Lam & Maria Tse, Teresa LaMontagna, Barbara Lee, Lawrence Lee & Rui Jin, Sam Leung, Stephen Lewis, Ted Lin & Debbie Chiu, Matt Liu & Jolene Lin, London Drugs, Tim Lu & Ashley Lee, Rick Mah & Vivian Lam, Nick & Andrea Manchon, Mark Anthony Group, Dawn McKenna, John & Joanne McKittrick, Erin McSweeney, Nick & Aimee Medina, Dr. Fred & Rose Mikelberg, Christopher & Patricia Mitchell, Ray Monteith, Dave Moody & Loretta Richardson, Cathy Morgan, Brent & Lorene Morgan, Karen Mudry, Winifred Murphy, Kei Nakagawa, Ted & Carolyn Neighbor, Judith Nylander, Jack O'Hara & Isabella Egan, Richard & Margaret Oh, Tom Orange, Don Palmer, Sarah Firus Parlbly, The Perfect Bite Catering Co. Ltd., Dr. Agnes Phillips, David Clifton & Janet Anne Prowse, Ragazzi Pizza, Real Canadian Superstore (Lougheed), Real Canadian Superstore (Vancouver), Dr. Keith & Margaret Riding, Jane Roberts, Rolfe Benson LLP, Maha Abbassi Saber, The Sandman Hotel, E Jaasiel Santos, Michael Sauder, Sheila Serup, Shan & Haimei Shi, Lorraine Shikaze, Jack & Anita Smith, Ralph & Doris Smith, Squamish Rafting Company, James Sutcliffe, David & Jennifer Tam, Peter & Joan Thompson, Township 7 Winery, John Trogrlich, Petar & Loretta Udovicic, Urban Fare, Urstore Enterprises Ltd., Vancouver Symphony Orchestra, Jennie Vecsey, Ryan Wang & Carol Ruan, Stacey Welsh, White Spot, Wicked Wine Tours, Heather Williamson, Norman Wong & Patty Kwan, Sierra Wright

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

Thank You CHSC Community



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Accreditation & Memberships



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