



CHILDREN'S HEARING & SPEECH CENTRE OF BC

# ANNUAL REPORT 2019/2020



Children's Hearing  
& Speech Centre of BC





## CHAIRPERSON'S STATEMENT

Dear Children's Hearing & Speech Centre of BC Community,

On behalf of the board I am pleased to present the organization's Annual Report for the 2019-2020 fiscal year.

It feels like a lifetime ago we were celebrating the arrival of Dawn McKenna to our centre and having navigated the challenges of the past year, we can now more than ever celebrate the strength of leadership we have at CHSC. Under the guiding hands of Dawn and Loretta, we adapted to life with COVID-19 and following spring break successfully moved our program into a virtual classroom. The Teachers, SLP's, ECE's and the entire family of CHSC have continued to serve families of children with hearing loss.

We have so much to celebrate this past year: from our 150 person pancake breakfast before the holidays; our fast adoption of the virtual classroom; the student drive-by in May and the safe reopening of onsite learning in June to the launch of our new childcare program for siblings and families without hearing loss.

With all of the successes this past year, we continue to have funding challenges. As you can see from the report we face increased expenses and reduced government funding. Grateful for the onetime funding from MCFD, we now need to focus our efforts to find more funding.

Our Itinerant program continues to support school aged children into high school and the results are speaking for themselves.

The next chapter sees us rebuilding our strategic plan recognizing we must adapt to the changing landscape. We will continue to offer services for children with hearing loss despite the obvious challenges posed by the global pandemic. It is the energy of all our staff and Board which will see us through these challenging times.

We are fortunate to have a diverse group of dedicated, engaged and hard-working staff, with a passion for providing high quality listening and spoken language programs and services to children and families of children who are deaf and hard of hearing throughout British Columbia.

The foundation on which the Centre was created remains our core tenant and our pedagogy the very reason we continue to attract more families.

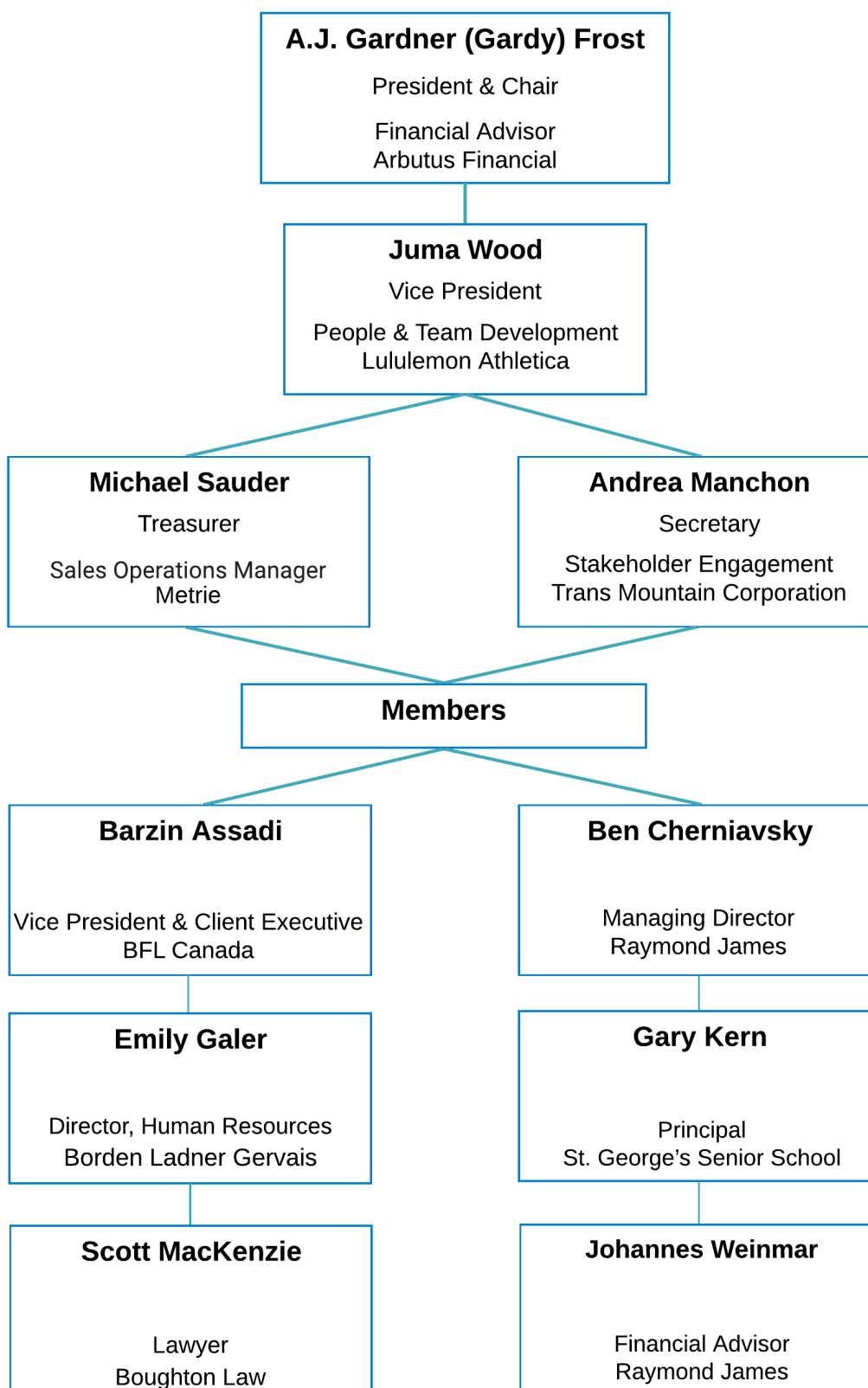
Thank you to our dynamic and committed board for their governance and oversight, and thank you to our community for your support and belief in our mission. As you read our Annual Report we hope you have renewed enthusiasm as we look together to a brighter future.

**A.J. GARDNER (GARDY) FROST,**

Board President & Chair



# BOARD OF DIRECTORS





## STATEMENT FROM OUR EXECUTIVE TEAM

The 2019/2020 year has been like no other. We faced unprecedented challenges as a result of COVID-19, but our strength, resilience, and our incredible community helped us weather the storm.

We had a great start to the school year with a record number of children attending our centre based programs, an increase of 25%. This increase included children 'graduating' from our First Words program to our Preschool as well as children transitioning from other programs.

Our horizon going into the winter months looked bright, but it became clear in March that the health crisis was escalating on a global scale. Based on the information we had at the time from the provincial health authority, we made the difficult decision to close our Centre and temporarily halt in-person services. This was a decision we did not take lightly.

This was a time of rapid change to our program delivery, but our teachers, ECEs, SLPs, audiologist, and support staff rose to the challenge and without hesitation transitioned to an online learning environment. We are tremendously proud of our staff for pulling together under such difficult circumstances. Their dedication and commitment to our students and to the goals and endeavours of our organization really came through. We also know it was not easy for families to adapt to this temporary way of learning, but with your input and understanding we worked together to find a viable, albeit imperfect solution to a challenging situation. Thank you for your understanding, adaptability, and tremendous loyalty during those difficult few months.

While we could not be together at our Centre we stayed connected through Zoom. Many of our families submitted beautiful videos of their children singing and reading stories that we posted to social media. To keep the music going, classroom teachers and ECEs incorporated music on their Zoom calls, and there were even Friday end of week dance parties. This greatly buoyed our spirits. As more information came to light with each passing week we adapted. Our itinerant teachers and First Words therapists pivoted to virtual programs, working with students and families online, and ensuring they remained engaged while having to learn at home. In June we decided to resume some in-person schooling on a voluntary basis while maintaining strict health measures. This helped us work out the details for our fall return.

We wish we could say that all this difficulty is behind us, but as we know it is not. We want to ensure our doors remain open so that children with hearing loss can get the critical listening and spoken language support they need. We will do everything in our power to ensure that happens. We truly miss you all. We cannot wait for the day we can gather in the gym in the morning and sing together as a group. We miss our pizza days, social events, mystery readers, and the hustle and bustle of excitement in the hallways. We know this is temporary and we will get through it together.

Thank you for your unwavering support.

**DAWN  
MCKENNA**

Executive Director

**LORETTA  
RICHARDSON**

Principal





**Chinese New Year**



**Say-Hi Drive-By!**



**CHSC Tour With Hon. Adrian Dix**



**Back to School BBQ**



**Ravens Host a Guest!**



**Christmas Pancake Time!**



**Holiday Cheer!**



**Friday Requestarama!**



**Ravens Rockin' Around the Christmas Tree**



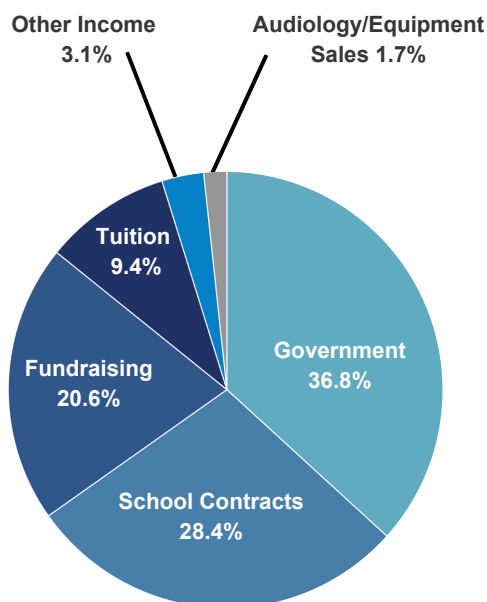


# FINANCIAL STATEMENT

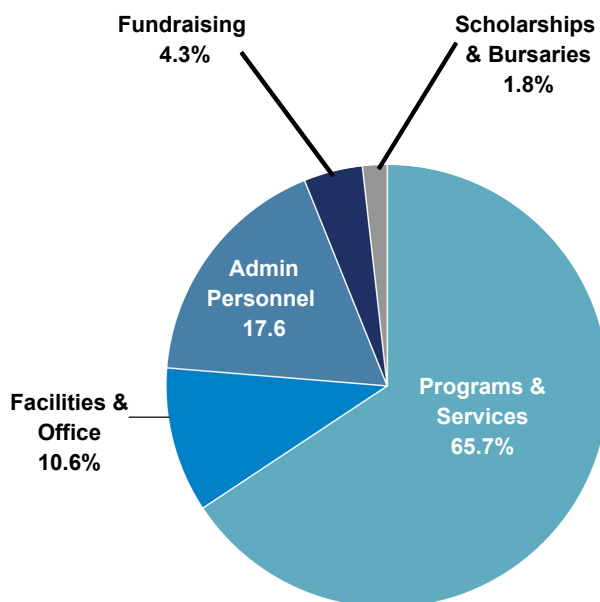
At Children's Hearing & Speech Centre of BC we work hard to ensure that all funds raised are used wisely and support our mission of providing effective listening and spoken language programs to children who are deaf or hard of hearing. We also work very hard to ensure that every family in need has access to our programs, regardless of financial circumstances. We are grateful to all our donors and sponsors for supporting our efforts, especially during this period of the COVID-19 pandemic.

## Revenue & Expenses for the Year Ended June 30, 2020

**Total Revenues: \$2,383,202**



**Total Expenses: \$2,482,129**





# WHO WE ARE

CHSC is a family-focused clinical and educational centre that teaches children who are deaf and hard of hearing to listen and talk. We are the only listening and spoken language school for children with hearing loss in all of Western Canada.

The Vancouver Oral Centre (VOC) as we were originally called, was founded in 1963 out of a concerted effort by parents of children with hearing loss seeking an alternative communication option. We have come a long way over the past 57 years to include a wide range of specialized early education programs and services to ensure that children with hearing loss learn to listen and talk and be successful in the hearing world.

## OUR PROGRAMS

### First Words: Birth to 3



- Specialists guide parents in strategy to develop listening and spoken language skills through daily routines
- Additional programs/services include:
  - Mother Goose play group (parent and baby)
  - Preschool readiness program
  - Group social activities
  - Parental support groups

### Preschool: 3-4



- Promotes physical, emotional, cognitive, and social development through play and monthly themes
- Designed to develop critical listening and spoken language skills necessary for school success!



## Kindergarten/Primary: Kindergarten to Grade 3



- Listening and spoken language focused
- Taught BC standard curriculum
- Program objective is to ensure children are prepared for entrance into mainstream schooling
- Areas of focus include:
  - building self-advocacy skills
  - promoting independence

## Itinerant: Kindergarten-Highschool



- Listening and spoken language support provided in the mainstream setting
- Program goals include:
  - Building confidence
  - Independence
  - Promoting self advocacy skills needed to thrive in a hearing environment

# OUR SERVICES

## Speech & Language Pathology



- SLPs meet one-on-one with all centre based students
- They focus on developing skills in several areas including:
  - Receptive and expressive language
  - Auditory/listening skills
  - Vocabulary
  - Articulation
  - Cognition
  - Social communication

## Audiology



- Our onsite audiologist supports every child enrolled in one of our programs (see page 8 for programs)
- Audiological services performed include:
  - Assessments
  - Fitting individuals with appropriate listening devices
  - Providing ongoing support to children and their families





# THANK YOU TO OUR DONORS & SUPPORTERS

## Donors \$5000+

593123 Alberta Ltd.; Amiramalco Holdings Canada Ltd.; Buron Holdings Ltd.; CKNW Kids' Fund; Elks & Royal Purple Fund for Children; John Hardie Mitchell Foundation; Kaatza Foundation; Krogseth Foundation; Marily Mearns; P.A. Woodward's Foundation; Richard & Val Bradshaw; Rockcliffe Estates Ltd.; Rotary Club of Vancouver Hearing Foundation; Sutherland Foundation Inc.; The 1988 Foundation; The Estate of Harold Stubbs; TheVancouver Foundation; The Wolrige Foundation; Variety - The Children's Charity of BC

## Donors \$500-\$4999

Nicholas & Marian Allwork; Andrew & Kerry Block; Brandon Deepwell; Adam Du & Julie Fu; Rupert & Olivia Evans; David Fawkes; Andrew & Betty Gray; Ben Cherniavsky & Beth Harrop; Rick Harrop; Joan Holmes; Andrew & Erin Hudec; Judith Jordan; Marco Lau & Josephine Lee; Tim Lu & Ashley Lee; Nick & Andrea Manchon; Albert & Sylvia McClean; Dr. James & Gail Miller; Michael & Brenda O'Keefe; Barbara Roche; Nick & Raf Sansalone; Frank & Diane Welsh; Stacey Welsh; Wei Li & Shuxia Xie

Astroboy Enterprises Ltd. (The Eatery); Canadian Hard of Hearing Association - North Shore Branch; Fidelity Investments Canada ULC; Iron Arm Enterprises (General Public); Kelowna Ready-Mix Inc.; Lions Club Burnaby Lougheed; NA Schein Foundation; R.C. Purdy Chocolates Ltd.; Raymond James Canada Foundation; Royal Canadian Legion Branch 8; S.M. Blair Family Foundation; Tremblay Motors Ltd.

## Donors <\$500

Kathie Alary; Torrey Allen; Anne Anson; Barzin Assadi; Rick & Lynda Baldry; Reg & Lois Barclay; John Beamish; Louise Benoit; Danielle Bensler; Marylene Bensler; Rashpal Bhangu; Sandip Birring; Frank & Susie Bonvino; Shelby Borgelt; Ronald & Marie Brown; Lisa Buxton; Mark & Jodi Caplan; Robert & Deanna Chaboyer; Neil & Catherine Chan; Wei Shan Chang; James & Alyssa Charbonneau; Tom Chen and Kelly Chang; Ted Lin & Debbie Chiu; Peter Choi & Eun Ji Oh; Keith & Eileen Chow; Lori Chow; Miu Ling Chow; Karoline Clarke; Elysha Cohen; Vesna Colbow; Sky & Annette Coulter; Ruth Cousens; Erick Saunders De Farias & Angelica Alves Aquino; Mike & Carmelina Delazzari; Pina DeLucchi; Luca Deng & Bing Bing Chen; Patrick & Barbara Dohm; Cindy & Alan Doyle; Miquel Eagles & Starr Vickers; Tricia Eckels; Dr. Eddison & Leila Sinanan; Rhys & Lynn Eyton; Ken & Mary Francis; Marlene Franks; John & Sylvia Freer; Anson & Daphne Frost; Yassine Ritouni & Marieme El Ghordaaf; Brent Gloeckler & Lynda Hayward; Doug Stadelman & Beth Hardy; Terry & Ruth Harrold; Terry Himal; Jeffery Ho; Jennifer Howard; Ning Hu; Magdalena Ivanova; Jeannie Jang; Nicolas Jensen; Nadine Johnson; Tanya Kaselj; Vicki R. Kiefer; Frances Kirsh; Jolanta Krzyzostaniak; George Kyriakelis; Terry Kit Man Lai; Kim Lalli; Teresa LaMontagna; Barbara Lee; Benjamin Lee; William Lee; Gurp Lehal; Trina Letawsky; Matt Liu & Jolene Lin; Hong Jiong Lou & Jian Jian Wang; Jason & Jennifer Lush; Ron & Margaret MacKenzie; Dawn McKenna; John & Joanne McKittrick; Erin McSweeney; Renee Melder; Dr. Fred & Rose Mikelberg; Christopher & Patricia Mitchell; Brooke Mitchison; Dave Moody & Loretta Richardson; Cathy Morgan; Lorene Morgan; Karen Mudry; Ted & Carolyn Neighbor; Jack Nghiem; Anh Ngo; Tom Nguyen & Jessica Jang; R. & M. Nykolaichuk; Judith Nylander; Andrew Oh; Richard & Margaret Oh; Hanna Oliwa; Don Palmer; Caroline Penner; Dr. Agnes Phillips; Ha Kim Phuuc & Le Thi Bach; Parents Pizza; Gina Prosperi Porta; Will Prosperi-Porta & Tracie Skarbo; Peter & Corrie Provenzano; Clif & Janet Prowse; James Pyke; Jordan Pyke; Dr. Keith & Margaret Riding; Tonya Roy, Tony Ryan; Michael Sauder; Teresa Scaglione; Sheila Serup; Harvey Sidhu; Jack & Anita Smith; Jack Su & Nita Liang; Sterling & Jodie Sunley; Brian & Helen Taylor; Peter & Joan Thompson; Anna Tran; Gary Lam & Maria Tse; John Udovicic; John Udovicic; Steffi Ung; John & Amy Valmonte; Ryan Wang & Carol Ruan; Janet Weech; Stewart Whitfield & Anja Rosenke; Judi Wilson, John & Cathy Windsor; David & Karen Wingnean; Norman Wong & Patty Kwan; Joe Zhang & Kelly Lyu

BC Housing Management Commission; BLANKSLATE Partners; Costco Wholesale Canada Ltd; Epsilon Master Chapter; Hanson Foundation, Mel and Geri Davis Charitable Trust, Mosaic Forest Management, Promo Media Brand Inc; Victory Square Law Office

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





# IN HONOUR & MEMORY DONATION

Making a donation in honour, memory, or recognition 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.

## Donations In Honour of

Carmen Chaboyer	Erin McSweeney
Amelia de Chavez	Maddox
Kayden Chen	Stacey Welsh
Greyson Konowalchuk	River Coulter
Kobe Lum	Janet Weech

## Donations In Memory of

Jordan Carhoun
Fred Collins
Nolan Lonn
Rosina Urrico
Alice Wright

\*Every effort has been made to ensure accuracy of the In Honour & Memory list  
Please notify us if an omission has occurred

## Planned Giving

Making a legacy gift is a thoughtful step today that leaves a footprint of caring for the future. Here are some options to consider:

### RRSP/RRIF/TFSA

You can name Children's Hearing & Speech Centre of BC as the direct beneficiary of the proceeds of your RRSP, RRIF or TFSA, or you can make a gift of the proceeds from your RRSP, RRIF or TFSA to the Centre in your will. The resulting tax credit may be used to offset the tax payable on the redemption of the proceeds of the retirement plan.

### Life Insurance

You can make Children's Hearing & Speech Centre of BC the beneficiary of an existing or new life insurance policy. Giving life insurance is a way of making a significant gift without depleting your estate. At the end of your lifetime the policy proceeds will be paid by the insurance company directly to the Centre. Depending on how the policy is structured, you may receive a tax benefit during your lifetime or your estate will receive the benefit.

### Bequest In Your Will

A bequest is a direction in your Will that a certain sum of money, a particular financial asset, or a portion of the estate is to be given to Children's Hearing & Speech Centre of BC. A bequest made to the Centre generates a tax credit that offsets the tax otherwise payable on up to 100 per cent of your net income in the year of death. Unused credits can be carried back one year. These credits may result in a significant income tax savings and increase your net estate.



# THANK YOU TO OUR 2019/2020 VOLUNTEERS

We are so grateful for our amazing volunteers that step up to lend a helping hand. Although our volunteer season was cut short, we still had over 300 hours of centre volunteer time. Everyone from our incredible parent pizza day organizers, weekly mystery readers, volunteer translators, corporate partners, and special event helpers thank you so much for lending your time so that CHSC can SHINE!

## 2019/2020 Volunteers

Marcus Charalambous; Nick Cole; Annette Coulter; Brandon Deepwell; Rabab Elbaharia; Olivia Evans; Jamie Fong; Roula Giatsios; Gill Homan; Dawn Kosakewich; Nina Li; Haimei Shi; Oren Shklarsky; Warren Wong; Jenny Zhang, Grace Zhou

Backbone Technologies Inc.; RBC (Branch 7440)

## Volunteer Hour Breakdown

Activity	Description	# of Volunteers	Hours
School/Classroom Support	Mystery Reader, Pizza Day, Library Helper	8	15
Interpreting Services		1	4
Board of Directors	Meetings, Events, Advocacy, AGM	10	140
Yard Sale		1	5
CHSC Promotional Video		6	130
Handy Work	Lightbulb changing, Repairing Locks, Bolt Tightening Playground, Laundry, Building Maintenance	12	40
Website Rebuild		3	40
Total		41	374

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



## Why is Our Logo the Butterfly?

The butterfly has been represented in the deaf and hard of hearing community largely in part because some species of butterflies are in fact deaf or don't "hear" in the way we typically think of hearing. Butterflies are also symbolic of transformation. After all they start out as caterpillars and then emerge a completely different species.

Children who attend CHSC undergo a type of metamorphosis. They start their journey with limited or sometimes no access to the sounds in their environment and through advanced hearing technologies and the support of our incredible programs, these children can learn to listen and talk and participate fully in the hearing world!

The second defining characteristic of our logo is our spiral tail. This spiral represents the shape of the cochlea, an important structure in the inner ear that transmits sounds from the environment directly to the brain.

Hearing loss is complex. Some of our children have one or two cochlear implants, while others wear hearing aids, bone conducting hearing aids, or rely on amplification technologies in their environment. The devices act as gateways to sound, but they are only a tool. The butterfly magic happens through our immersive listening and spoken language programs that transforms a child from the non-hearing world to one full of spoken language, laughter, music, and hope!

## Accreditation & Memberships



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